The Commonwealth of Kentucky

KYID Frequently Asked Questions (FAQs)

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Transition and Migration Process

1. What is KYID?

KYID will replace the Kentucky Online Gateway (KOG) as the Cabinet for Health and Family services identity and access management platform. This system is designed to safeguard your personal information while providing seamless and secure access to the business applications you rely on most.

2. Will my current KOG Username and password work with KYID, or do I need to create a new account?

Your existing KOG Username and password will be migrated to KYID. **You DO NOT need to create a new account.** You will be able to use your current credentials to log in once the transition is complete. During your first login after the transition to KYID, you will be prompted to provide a phone number and/or alternate email address to successfully login. This information is used to help recover your account if you have forgotten your email or password. Once you have provided this information, you will not be prompted again.

If you experience issues logging in after the transition, use the **Forgot Password** link or contact the KYID help desk for support (KYIDHelpDesk@ky.gov).

If you do not remember your KOG email, you may click the **Forgot email** link on the KYID homepage.

2. How will my data be transferred from KOG to KYID?

Your account information and relevant data will be securely migrated from KOG to KYID as part of the transition process.

What to expect during your first login:

- When you first log in to KYID, use your existing credentials. You may be prompted to complete multi-factor authentication (MFA) to verify your identity.
- You will be asked to provide either a mobile phone number or an alternative email address for account recovery purposes.
- You will be asked to verify your personal information and are required to provide a date of birth and home address.
- You will be asked to complete any mandatory pre-requisites. These are determined by the application you are attempting to access and can include user agreements or trainings.
- Your account details, credentials, and access rights will already be set up in KYID.
- After your first login, it is recommended that you review your account details and update your profile information if needed.

3. Will my Kentucky Online Gateway bookmarks continue to work?

While some of your bookmarks may continue to work after KYID is live, **it is recommended to update your bookmarks to their new, respective KYID URLs.**

Account Setup and Management

4. How do I create a KYID account?

If you already have a KOG account, **you DO NOT need to create a new KYID Account**.

To create a KYID account:

1. Go to the KYID login page (https:\\kyid.ky.gov) and click on the **Create Account**.
2. Enter your primary email address and verify it using the code sent to your email.
3. Fill in your personal details (such as name, date of birth, and address) as prompted.
4. Set up your password following the required criteria (minimum 8 characters, including uppercase, lowercase, number, and special character #@-!$|~*?).
5. Add and verify a mobile phone number or alternative email address for account recovery and security.
6. Complete the registration and, if prompted, set up Multi-Factor Authentication (MFA) using an authenticator app or SMS.

Refer to the Create Account User Guide for creating an account in KYID.

5. How can I reset my KYID password?

If you forget your KYID password or need to reset it, follow these steps:

To reset your KYID password:

1. On the KYID login page, https:\\kyid.ky.gov, enter your registered email address.
2. Click the **Forgot Password?** link.
3. Check your email for a six-digit verification code and enter it on the portal.
4. You will be prompted to complete multi-factor authentication (MFA) to verify your identity. This may involve entering a code sent to your phone, email and alternate email, authenticator apps and identity proofing.
5. Create a new password that meets the security requirements.
6. Log in with your new password.

If you are already logged in and want to change your password:

1. Go to **My Dashboard** and select **My Account**.
2. Complete MFA to verify your identity.
3. Under **Login & Security**, choose the option to update your password.
4. Follow the prompts to enter your current password and set a new one.

6. How do I update my personal information in KYID?

To update your personal information in KYID:

1. Log in to your KYID account.
2. Navigate to **My Dashboard** and select **My Account**.
3. Complete MFA to verify your identity.
4. Under the **Personal Information** section, update editable fields such as address, phone number, or email.
    a. *Note: If your identity is verified, you cannot change your first name, last name, or date of birth online. For these changes, you must contact the KYID help desk.*
5. Save your changes.
6. For updates to login and security details (such as primary email or password), go to the **Login & Security** section.

Security & Authentication

7. What is multi-factor authentication (MFA), and why is it required?

Multi-factor authentication (MFA) is a security process that requires Users to provide two or more forms of verification before accessing their account. This typically combines something you know (like a password) with something you have (such as a mobile device or security token).

MFA is required with KYID to:

- Strengthen account security and protect sensitive information
- Reduce the risk of unauthorized access, even if your password is compromised
- Meet state and federal security standards for digital identity management

8. What MFA options and authentication methods are available with KYID?

If your application or role access requires a higher level of security, you will be prompted to complete multi-factor authentication (MFA). If you have access to any application that requires this elevated security, you will be prompted for MFA on every login attempt, regardless of which application you are trying to access at that time.

KYID supports several MFA options to provide flexibility and enhanced security. Available method include:

- ForgeRock Authenticator
- Google Authenticator
- Microsoft Authenticator
- Symantec VIP
- Phone (Voice Call/ SMS)
- Email

9. How do I add or remove my MFA method?

To set up or change your MFA method in KYID:

1. Log in to your KYID account.
2. Go to the **Login and Security** section.
3. Select **Add** or **Change** MFA method.
4. Choose your preferred authentication method (e.g., authenticator app, SMS).
5. Follow the on-screen instructions to complete setup or update your MFA.

10. What should I do if I lose access to my MFA device?

If you lose access to your MFA device:

1. Use the **Authenticator Recovery** or **Forgot MFA Device** option on the KYID login page, if available.
2. Follow the prompts to verify your identity and reset your MFA method.
3. If self-service recovery is not possible, contact the KYID help desk (KYIDHelpDesk@ky.gov) for assistance. You may be asked to provide additional verification to restore access.

Training and Support

11. Are there any training resources available for KYID?

Yes, a variety of training resources are available to help you get started with KYID:

- Step-by-step guides for registration, login, and account management.
- FAQs and troubleshooting tips on the KYID Help Center portal.

12. Who do I contact if I need help with KYID?

For help with KYID:

- Visit the KYID portal for FAQs, User guides, and troubleshooting tips.
- Use the **Contact Support** or **Help** link on the KYID login page.
- Reach out to the KYID help desk by phone or email.

The KYID help desk (KYIDHelpDesk@ky.gov) can assist with account issues, technical problems, and general questions.

Identity Proofing

13. What is the Identity Proofing Process, and why is it necessary for KYID account creation?

The Identity Proofing Process is a verification step required during the KYID account creation to confirm that the User's identity is accurately verified using personal information. KYID will ask you to verify previous personal information gathered through Experian or LexisNexis, depending on the application.

Please Note: Not everyone is required to complete Remote Identity Proofing.

14. What should I do if the Identity Proofing Process cannot verify my identity online?

If KYID cannot verify your identity online, you will receive a reference number and need to contact the KYID help desk.

Role Requesting

15. What steps should I take if my role request in KYID is pending approval?

If your role request is pending, please make sure that your Organization Administrator has been notified and has submitted the request for CHFS approval. CHFS has a 48-hour window to approve the role. If there are delays, contact your Organization Administrator for updates.