

The Commonwealth of Kentucky



kynect

Together for a better Kentucky

Quick Reference Guide KYID Account Creation





This Quick Reference Guide is designed to help users complete the steps required to create and manage their KYID account.

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Please Note: Residents who still need help after referencing this Quick Reference Guide can call **(855) 459-6328** for additional assistance.



KYID Account Overview

The KYID Gateway is a common portal used to access a variety of Commonwealth of Kentucky programs. Consider creating a KYID account if the answer is “Yes” to any of the following questions:

- Are you a citizen or resident applying for or receiving benefits?
 - ✓ Health Coverage Assistance - Medicaid/Kentucky Children’s Health Insurance Program (KCHIP)
 - ✓ Premium Assistance - Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program
 - ✓ Qualified Health Plan – Qualified Health Plan (QHP) with or without Advance Premium Tax Credit (APTC) or other financial assistance
 - ✓ Food Assistance - Supplemental Nutrition Assistance Program (SNAP)
 - ✓ Financial Assistance - Kentucky Transitional Assistance Program (KTAP)
 - ✓ Child Care Assistance - Child Care Assistance Program (CCAP)
- Are you doing business in or with the Commonwealth of Kentucky?
- Are you seeking government services from the Commonwealth?



How does the KYID Account Work?

KYID is designed to keep data safe and to let individuals easily connect to the business applications that are frequently used.

Creating a KYID Account is easy and requires a minimal amount of information. The information provided is stored securely in a centralized location until it is needed by an application that Residents are wanting to access.

Do I need a KYID Account to Access kynect benefits?

Residents and other kynect benefits users must create a KYID account to apply for benefits in kynect benefits.

KYID accounts are not just for Residents. Authorized Representatives, kynectors, Cabinet for Health & Family Services (CHFS) Staff, community partners and organizations must have a registered KYID account to become associated to Resident cases in kynect benefits.

Who do I Contact for Help with the KYID Account?

Users should visit the kynect benefits Help and FAQ's page or email the KYID Helpdesk at KYIDHelpDesk@ky.gov for assistance.

Creating a KYID Account

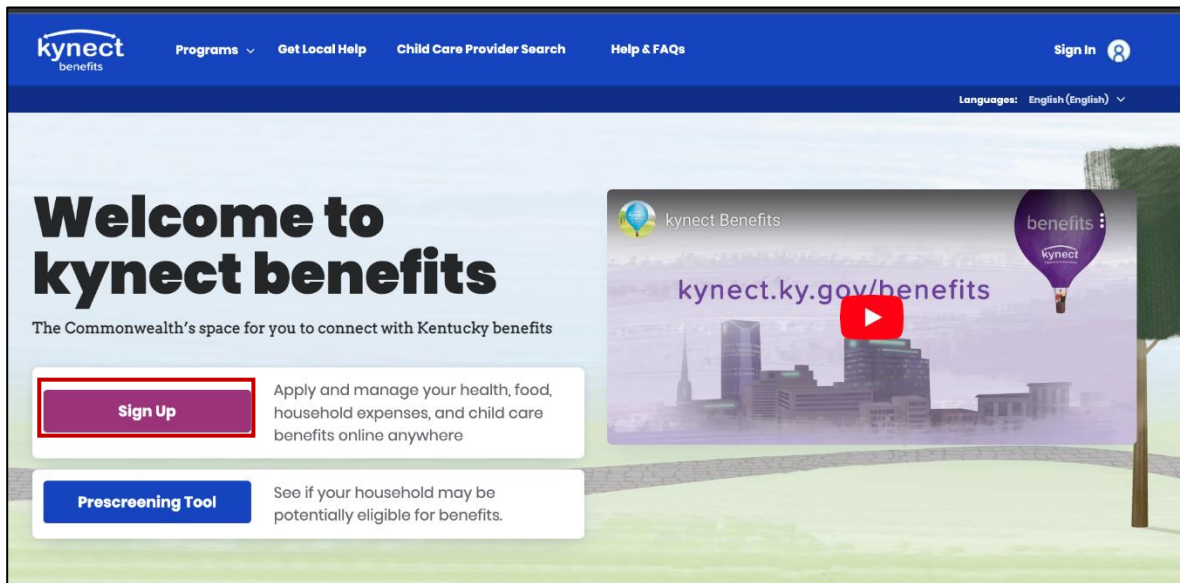
Residents, kynectors, Agents, and other kynect benefits users must create a KYID account to apply for benefits. Follow the steps below to create a KYID account.



Please Note: Users must use a valid email to create a KYID account. kynectors and Agents use their work email to log into their work account. A different email must be used for their citizen account.

Steps to Create a KYID Account

1. Using Google Chrome, navigate to the kynect benefits home page and select **Sign Up** to create a KYID Account.



Please Note: Do not create duplicate accounts. Residents should select **Sign In** in the top left and enter their email address and password if they already have a KYID account. Residents whose email has changed or do not remember their password should contact the KYID Helpdesk.



2. Select the type of account Residents would like to sign up for. The account options include:
 - *“Create an account to apply and manage benefits for yourself and your household.”*
 - *“Create an account to apply and manage benefits on behalf of someone else as an Authorized Representative.”*
 - Residents should not select this option if they are applying for themselves
 - *“Create an account as an insurance agent to help citizens choose the best health insurance plan for their families. Use your official email address to Sign-up as an agent.”*
 - Residents should not select this option if they are applying for themselves or their family.
3. Select **Sign Up**.

Choose Your Account Type ×

Select the type of account you would like to sign up for

- Create an account to apply and manage benefits for yourself and your household.*
- Create an account to apply and manage benefits on behalf of someone else as an Authorized Representative. Do not select this option if you are applying for yourself.*
- Create an account as an insurance agent to help citizens choose the best health insurance plan for their families. Use your official email address to Sign-up as an agent. Do not select this option if you are applying for yourself or your family.*

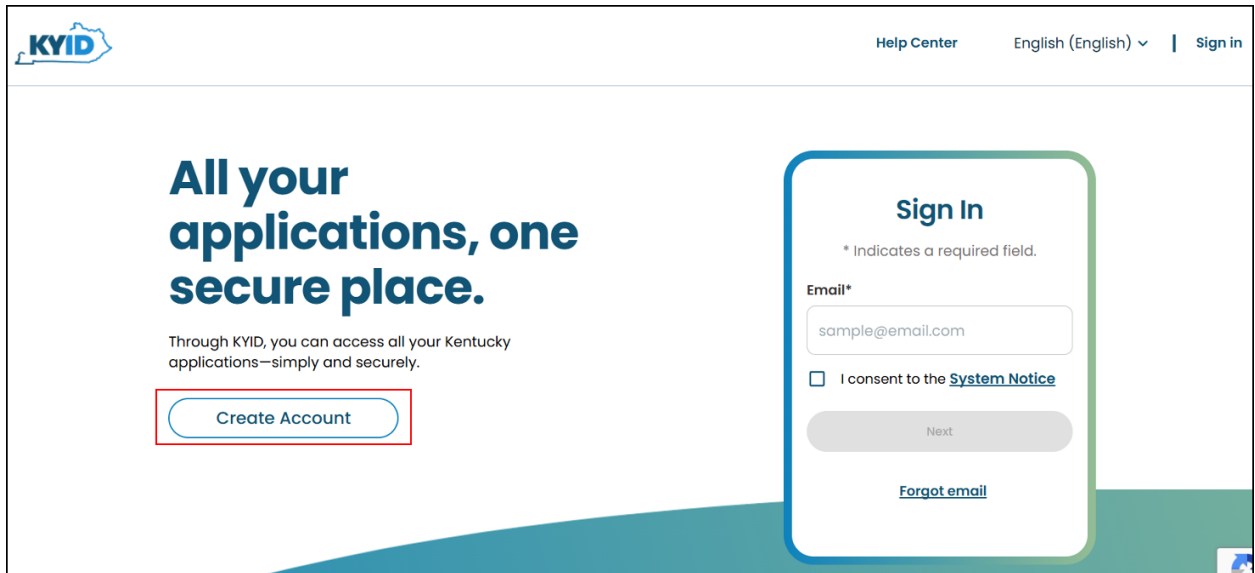
Sign Up

Cancel

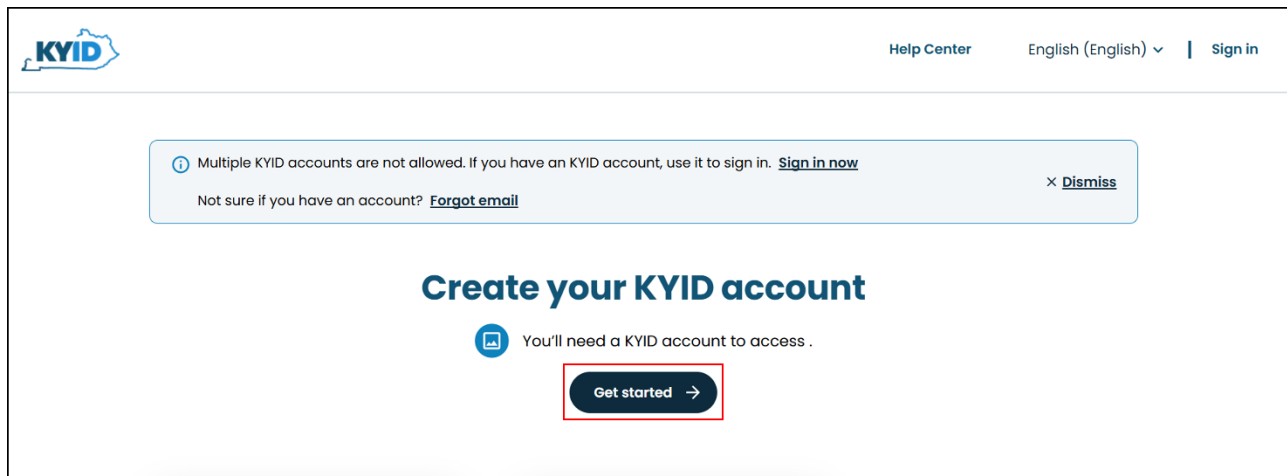


Please Note: All required fields are marked with the red asterisk.

4. Select **Create Account** to be taken to the sign-up screen.

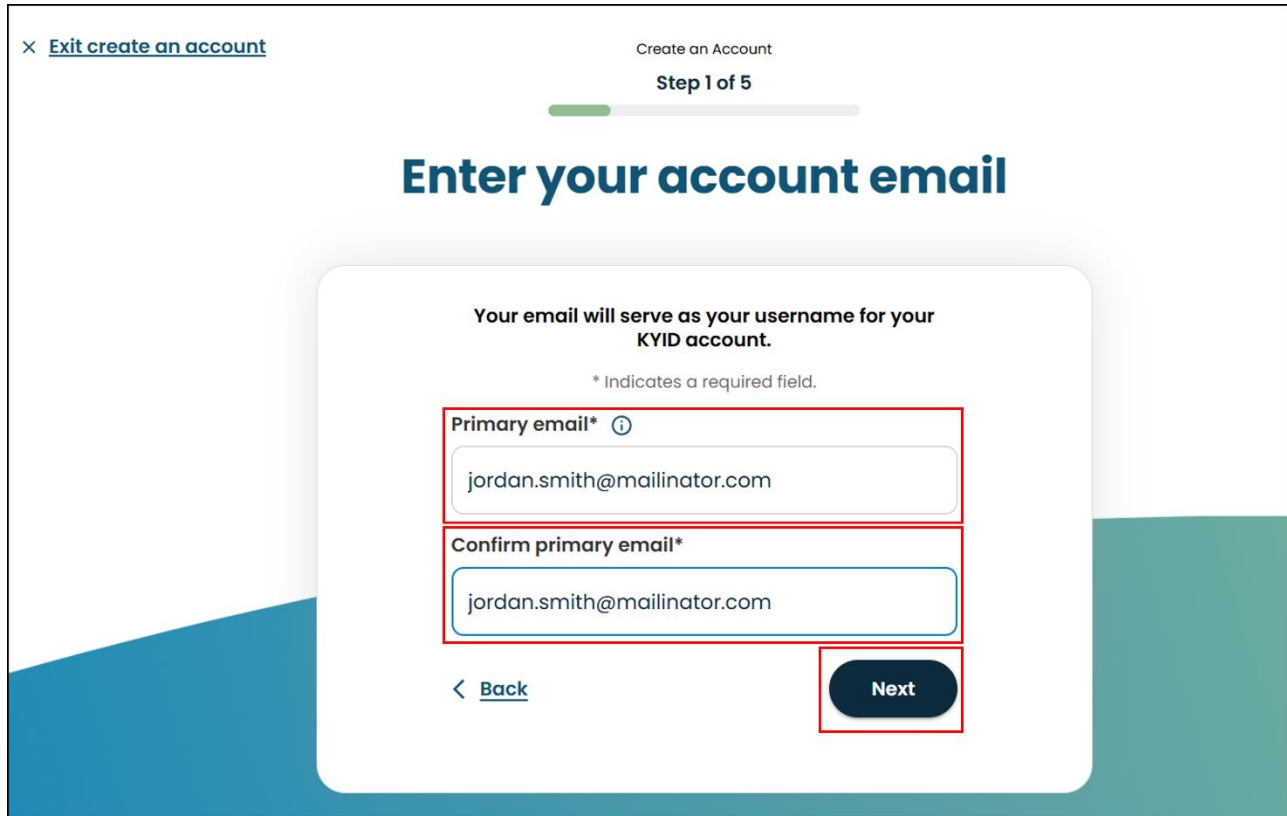


5. Select **Get Started** on the KYID homepage.



Please note: The **Create your KYID Account** screen displays when you initiate the account creation process from the KYID home page. You may select the **Sign in** now link if you already have an account on the KYID portal. Select the **Forgot email** link in case you are not sure whether you already have an existing KYID account.

6. The **Enter your account email** is the first step of the account creation process. Enter your preferred **email address** in the *Primary email** field.
7. Enter the **same email id** in the *Confirm primary email** field.
8. Select **Next** to proceed.



The screenshot shows a web form titled "Enter your account email" under the heading "Create an Account Step 1 of 5". A progress bar indicates the current step. The form contains two text input fields: "Primary email*" and "Confirm primary email*", both containing the email address "jordan.smith@mailinator.com". A "Next" button is located at the bottom right, and a "Back" link is at the bottom left. A note states "Your email will serve as your username for your KYID account." and "* Indicates a required field." The "Primary email*" field has a red border, and the "Next" button is also highlighted with a red border.

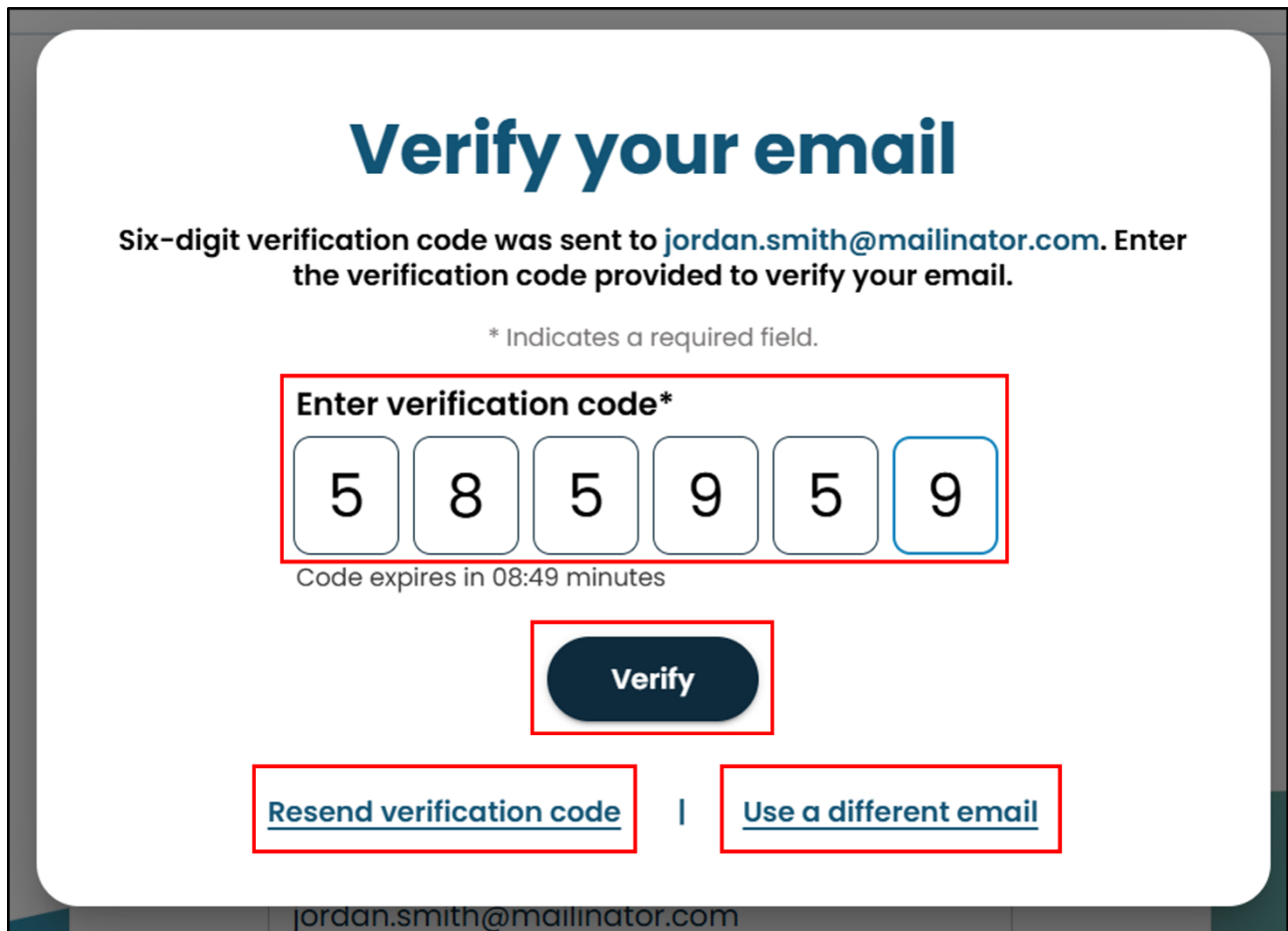


Please note: You may select the **Back** link if you want to go to the previous screen. In case you want to exit this screen, select the **Exit create an account** link at the top left of the screen.

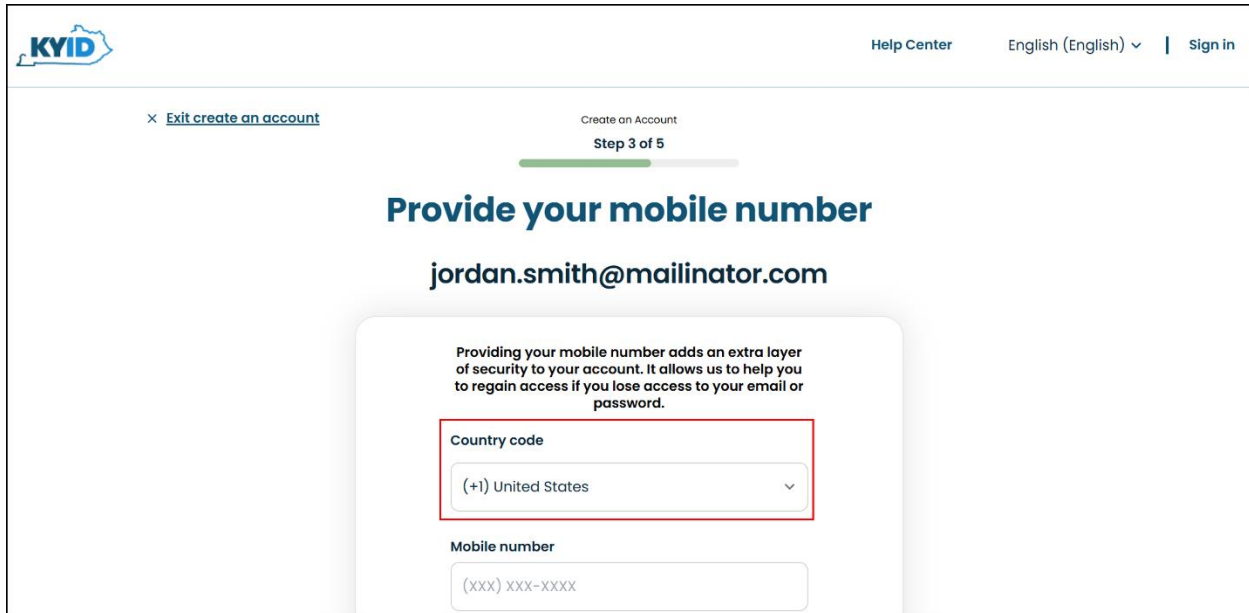


The **Verify your email** popup displays. As the next step in the account creation process, you must verify your email. A six-digit verification code is sent to your registered email address.

9. Enter the **six-digit code** in the *Enter verification code** field. Note that the code expires after **10** minutes.
10. After entering the code, select **Verify** to proceed. Upon successful verification, a success message is displayed.
 - Select the Resend verification code link to receive a new code in case the code expires after 10 minutes, or you have not received it.
 - Select the Use a different email link in case you wish to use a different email address to create your KYID account.



11. The **Provide your mobile number** is the next step of the account creation process. You may select the **Skip this step** link on this screen, however, if you skip this step, then you must provide an alternate email as a mandatory step on the next screen. The mobile number or alternative email will be used for **Multifactor Authentication (MFA)** and/or for account recovery. Select the **Country code** drop-down arrow and select the applicable country code from the menu.



The screenshot shows the KYID account creation interface. At the top left is the KYID logo. At the top right are links for 'Help Center', 'English (English) v', and 'Sign in'. Below the header, there is a progress indicator for 'Create an Account' showing 'Step 3 of 5'. The main heading is 'Provide your mobile number'. Below this, the email address 'jordan.smith@mailinator.com' is displayed. A central box contains the text: 'Providing your mobile number adds an extra layer of security to your account. It allows us to help you to regain access if you lose access to your email or password.' Below this text are two input fields: 'Country code' with a dropdown menu showing '(+1) United States' and a 'Mobile number' field with a placeholder '(xxx) xxx-xxxx'.

12. Enter your mobile number in the *Mobile number* field.
13. Re-enter the same mobile number in the *Confirm mobile number* field.
14. To verify your mobile number, select one of the following options to receive the verification code on your selected mobile number:
 - **Text message:** Receive a code via SMS.
 - **Voice call:** Receive a code through a phone call.

15. Select **Next** to proceed.

Country code

(+1) United States


Mobile number

(859) 555-1234

Confirm mobile number

(859) 555-1234

How would you like to receive the verification code?

Text Message 
You will receive a passcode via text message to your phone

Voice call
You will receive a passcode via voice call to your phone

By providing your mobile phone number you are consenting to receive messages (Standard data rates may apply).

[Skip this step](#)

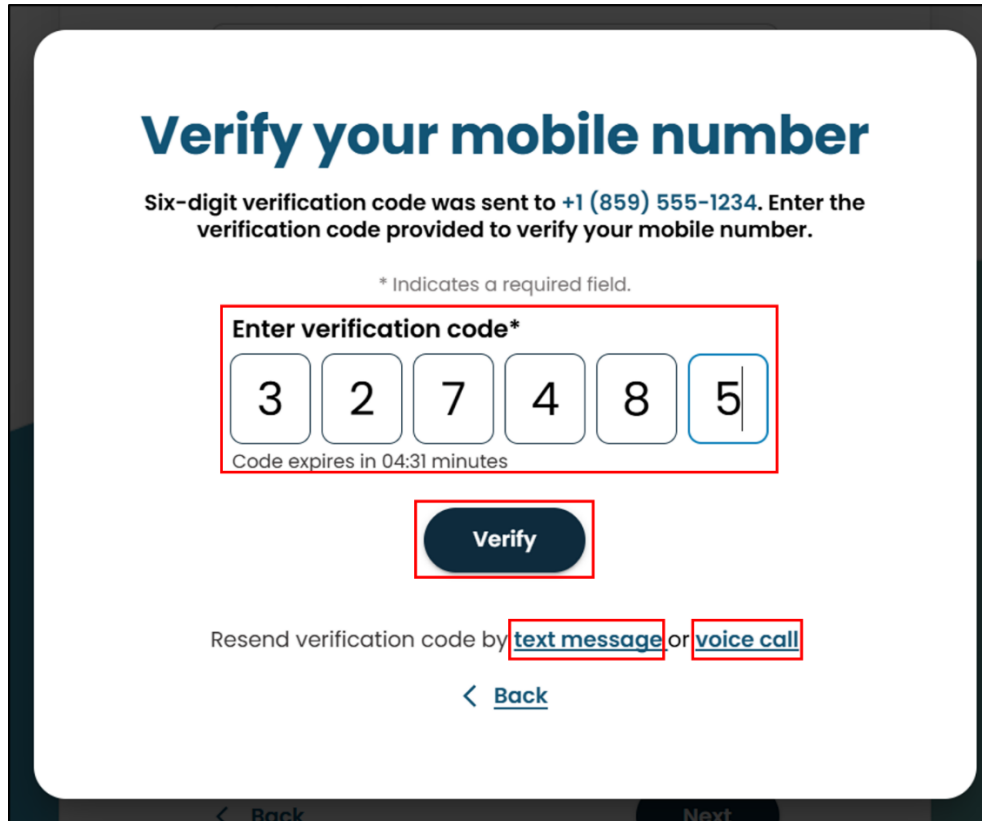
[Back](#) **Next**

The **Verify your mobile number** popup displays. As the next step in the account creation process, you must verify your mobile number. A **six-digit verification code** is sent to the mobile number you provided.

16. Enter the six-digit code in the *Enter verification code** field. Note that the code expires after 5 minutes. You must enter the code before it expires.
17. After entering the code, select **Verify** to proceed. Upon successful verification, a success message appears.

If you need a new code sent to your mobile device:

- Select the **text message** link to receive a new code via text message in case the code expires, or you have not received it.
- Select the **voice call** link in case you prefer to receive the code via a voice call.

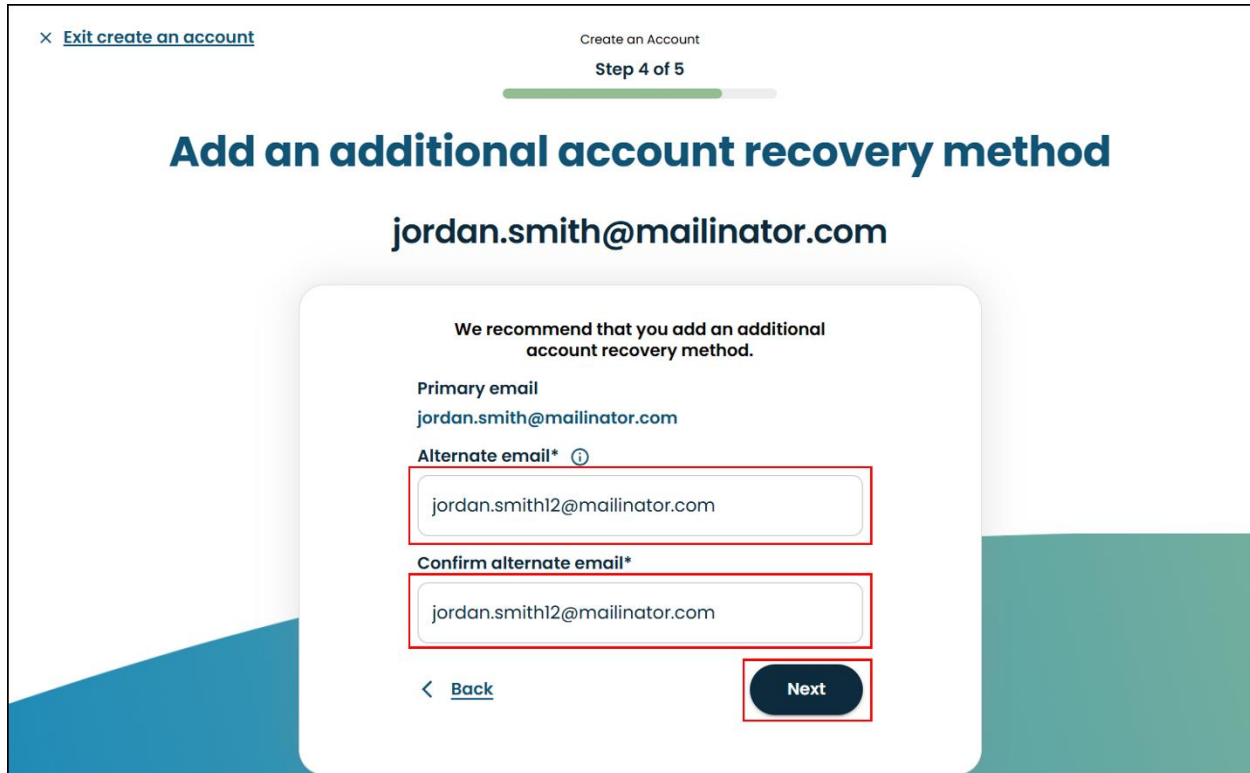


Please note: The retry limit is **three (3)**, for resending verification code through text message or voice call; that includes one primary and two retries. If you provide an incorrect verification code for the third time, an error message will be displayed.

You may select the **Back** link to go back to the previous screen.

The **Add an additional account recovery method** is the next step in the account creation process. This step is optional if you have already provided your phone number. However, if you skipped the step to enter your phone number earlier, this step becomes mandatory. Confirm that your **Primary email** is displayed correctly on this screen.

18. Enter your alternate email address in the *Alternate email** field.
19. Re-enter the alternate email address in the *Confirm Alternate email** field and confirm it matches the one entered above.
20. Select **Next** to proceed.



× [Exit create an account](#)

Create an Account
Step 4 of 5

Add an additional account recovery method

jordan.smith@mailinator.com

We recommend that you add an additional account recovery method.

Primary email
jordan.smith@mailinator.com

Alternate email* ⓘ
jordan.smith12@mailinator.com

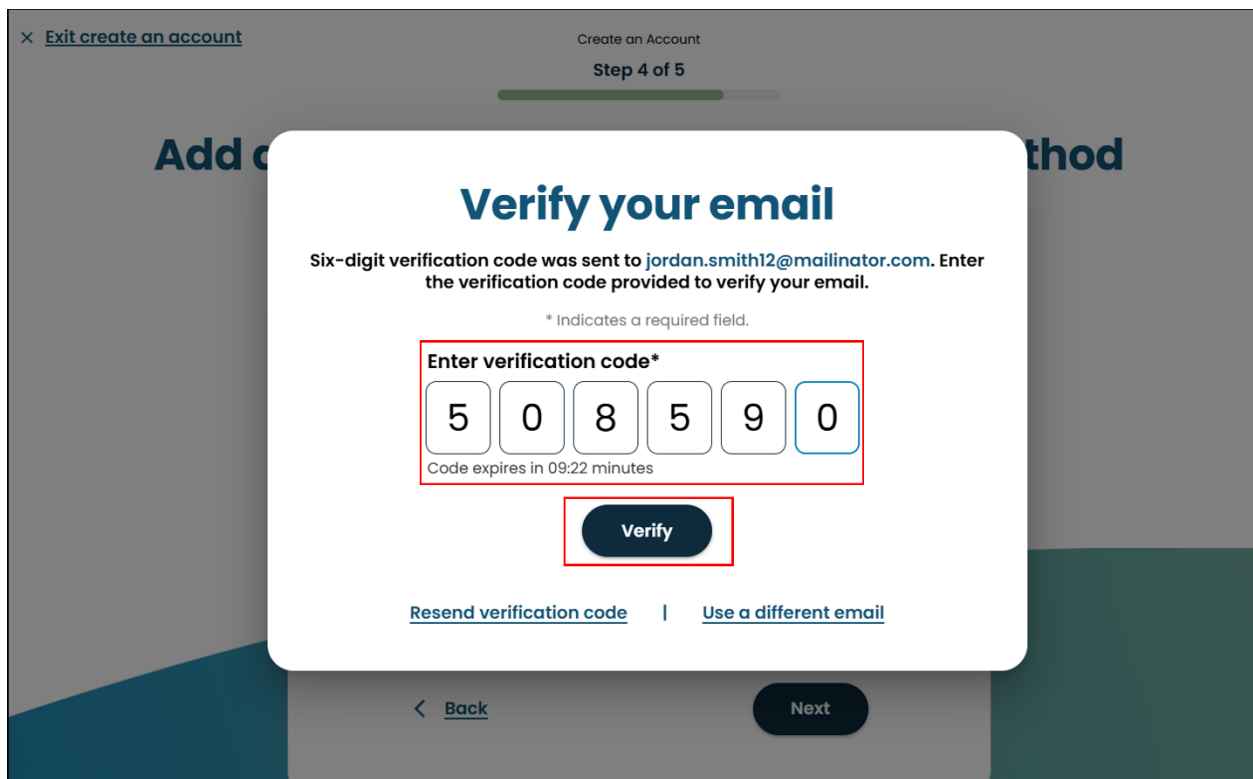
Confirm alternate email*
jordan.smith12@mailinator.com

< [Back](#) [Next](#)



Please note: Other mandatory MFA options may be prompted based on your user role. Please refer to the **Manage MFA User Guide** for detailed instructions on setting up the available MFA options.

21. The **Verify your email** popup displays. Enter the code sent to the alternate email, in the *Enter verification code** field, and then select **Verify**.



The **Enter your personal information** is the next step of the account creation process. This step enables you to add or update your personal information details like basic information, home details, and contact information.

22. Under the **Basic information** section, enter relevant data in the following fields.

- **Legal first name***
- **Legal middle name**
- **Legal last name***
- **Suffix**
- **Gender**
- **Date of birth***
- **Social security number**

Basic information

Please ensure that you have entered the following information correctly to ensure a seamless and secure process.

- Full legal name
- Gender
- Date of birth
- Current home address

You have higher chances of successfully completing the identity verification if you provide social security number.

*Indicates a required field.

Legal first name*

Legal middle name

Legal last name*

Suffix

Gender

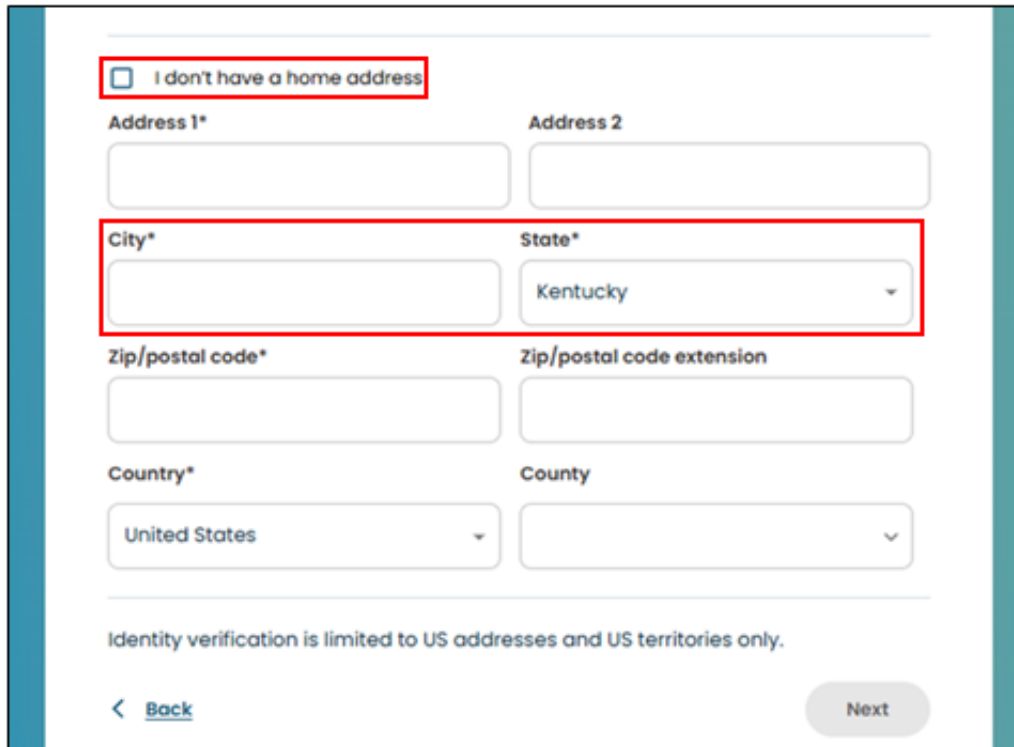
Date of birth* ⓘ

Social Security Number (SSN) / Individual Taxpayer Identification Number (ITIN)



Please note: Providing your SSN is not required but it is encouraged. If you do not provide your SSN and we are unable to verify your identity, you may be asked to verify your identity in-person with proper documentation. Your SSN will not be disclosed without your consent, except as required by law.

23. If you do not have a permanent address, you may select the **I don't have a home address** checkbox. You are required to provide the city and state you primarily reside in.



The screenshot shows a form with the following fields and options:

- I don't have a home address (highlighted with a red box)
- Address 1* (text input)
- Address 2 (text input)
- City* (text input, highlighted with a red box)
- State* (dropdown menu, currently showing "Kentucky", highlighted with a red box)
- Zip/postal code* (text input)
- Zip/postal code extension (text input)
- Country* (dropdown menu, currently showing "United States")
- County (dropdown menu)

Below the form, there is a note: "Identity verification is limited to US addresses and US territories only." At the bottom, there are "Back" and "Next" navigation buttons.

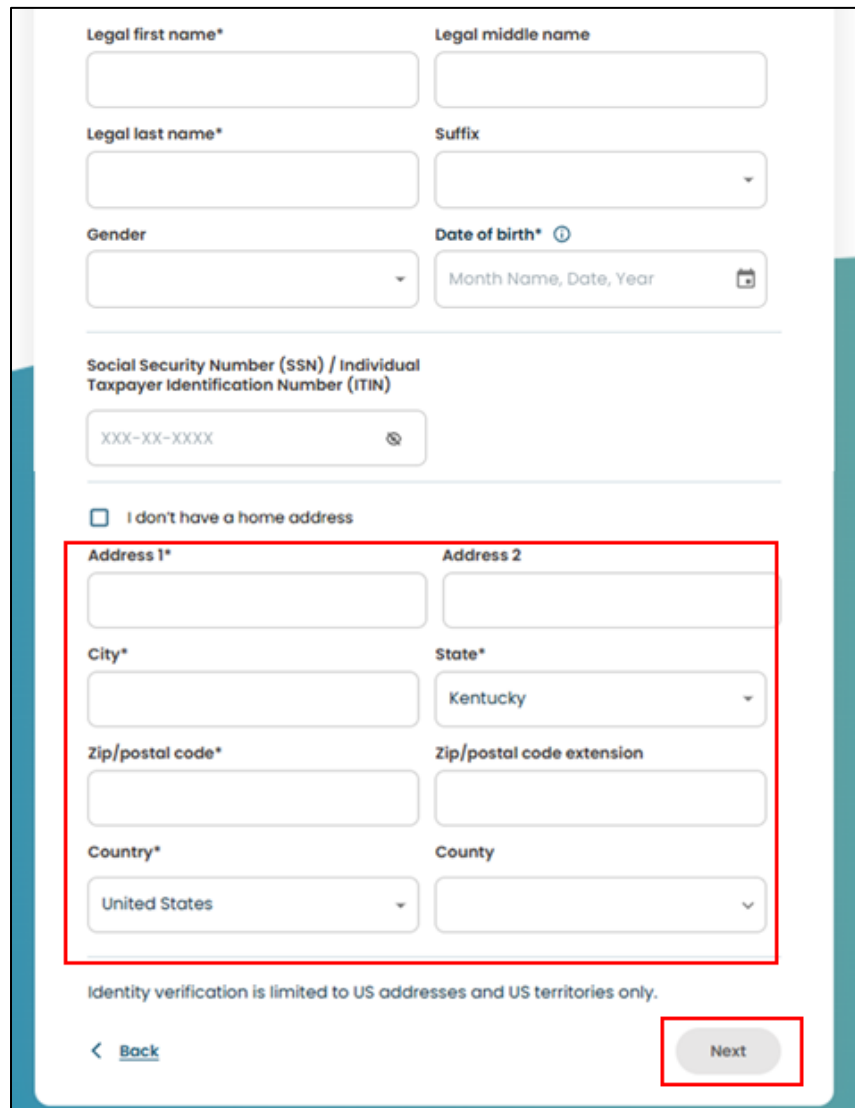


Please note: If the system is unable to confirm your address with the USPS, you will encounter a pop-up alerting you to check that you entered your address correctly.

24. Enter relevant data in the following fields related to your home address:

- **Address 1**
- **Address 2**
- **City**
- **State**
- **Zip code**
- **Zip extension**
- **County**

25. Select **Next** to proceed.



Legal first name* Legal middle name

Legal last name* Suffix

Gender Date of birth* ⓘ
Month Name, Date, Year

Social Security Number (SSN) / Individual Taxpayer Identification Number (ITIN)
XXX-XX-XXXX

I don't have a home address

Address 1* Address 2

City* State*
Kentucky

Zip/postal code* Zip/postal code extension

Country* County
United States

Identity verification is limited to US addresses and US territories only.

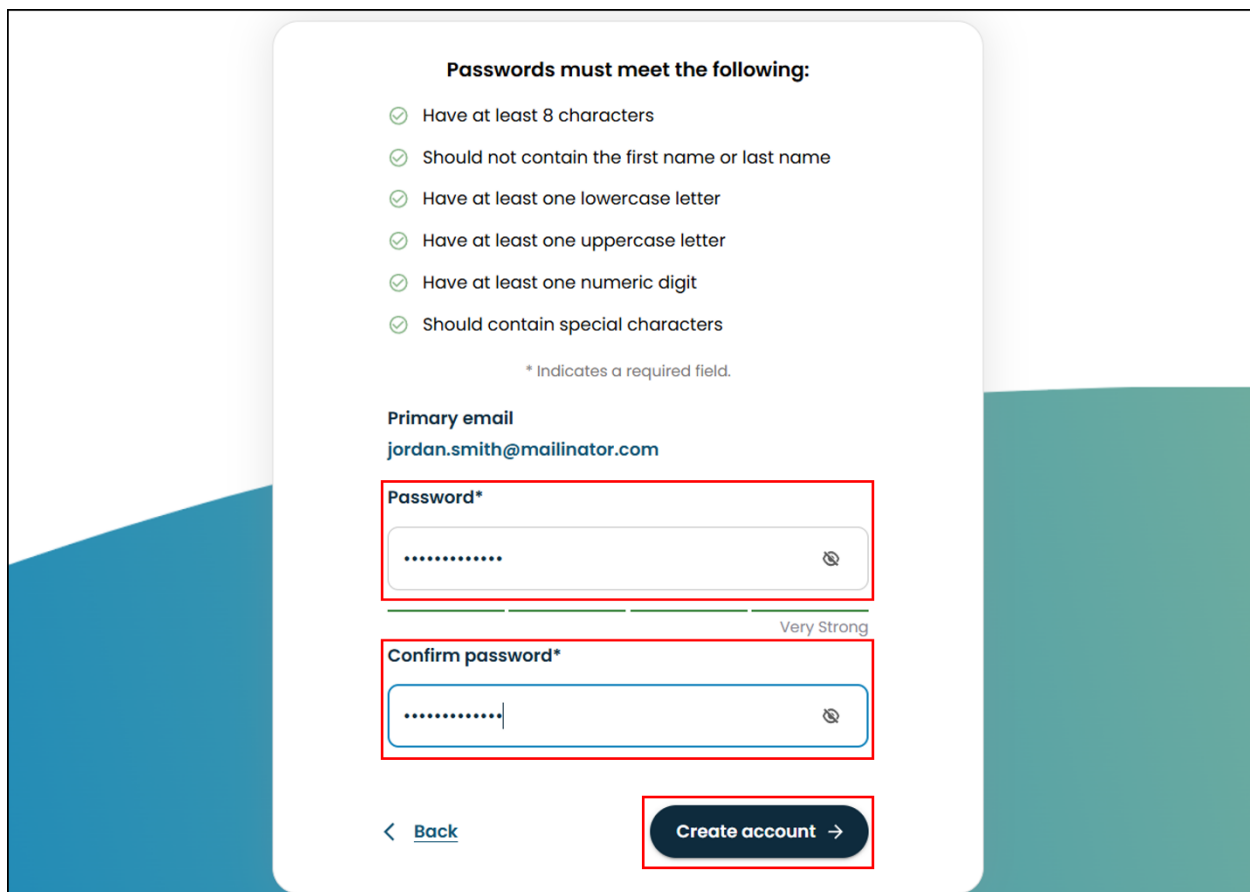
[Back](#) **Next**



Please note: The information you provide on this screen will be used for remote identity verification in the following steps. Please ensure all information is accurate before continuing.

The **Create a password** is the final step of the account creation process. Review the password requirements which meet the specified policy rules, which are indicated at the top of the form.

26. Enter your desired password in the **Password*** field ensuring it meets the strength requirements.
27. Re-enter the password in the **Confirm password*** field. If the passwords do not match, then the **Create Account** button will remain disabled.
28. Select **Create account** to finalize the account setup.



The screenshot shows a mobile application interface for account creation. At the top, it states "Passwords must meet the following:" followed by six requirements, each with a green checkmark: "Have at least 8 characters", "Should not contain the first name or last name", "Have at least one lowercase letter", "Have at least one uppercase letter", "Have at least one numeric digit", and "Should contain special characters". Below this is a note: "* Indicates a required field." The "Primary email" field is filled with "jordan.smith@mailinator.com". The "Password*" field is highlighted with a red box and contains a masked password "....." with a toggle icon. Below it, the strength indicator shows "Very Strong". The "Confirm password*" field is also highlighted with a red box and contains a masked password "....." with a toggle icon. At the bottom, there is a "Back" button with a left arrow and a "Create account" button with a right arrow, both highlighted with red boxes.



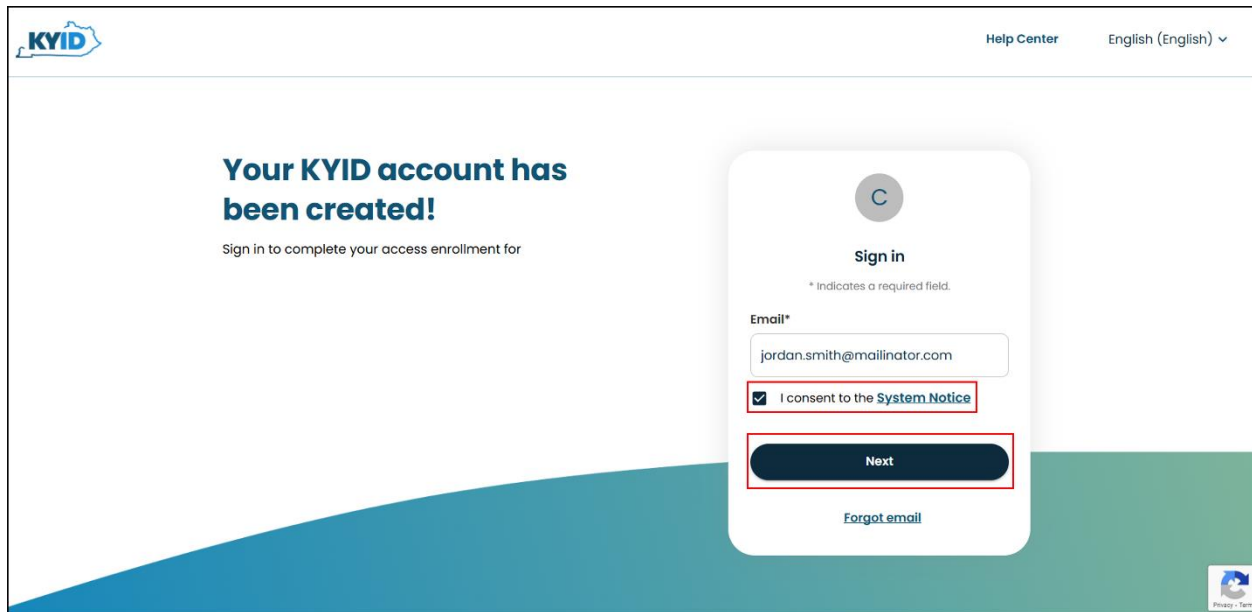
Please note: The new password:

- must have at least 8 characters,
- should not contain the first name or last name,
- must have at least one lowercase letter,
- must have at least one uppercase letter,
- must have at least one numeric digit, and
- should contain special characters.

If all the above criteria for a strong password are met, then the Create Account button will be enabled.

A confirmation message is displayed stating that your KYID account has been created. To complete your registration, sign-in to the KYID portal with the new credentials. The email ID is auto populated in the *Email** field.

29. Select the **I consent to the System Notice** checkbox.
30. Select **Next** to proceed.



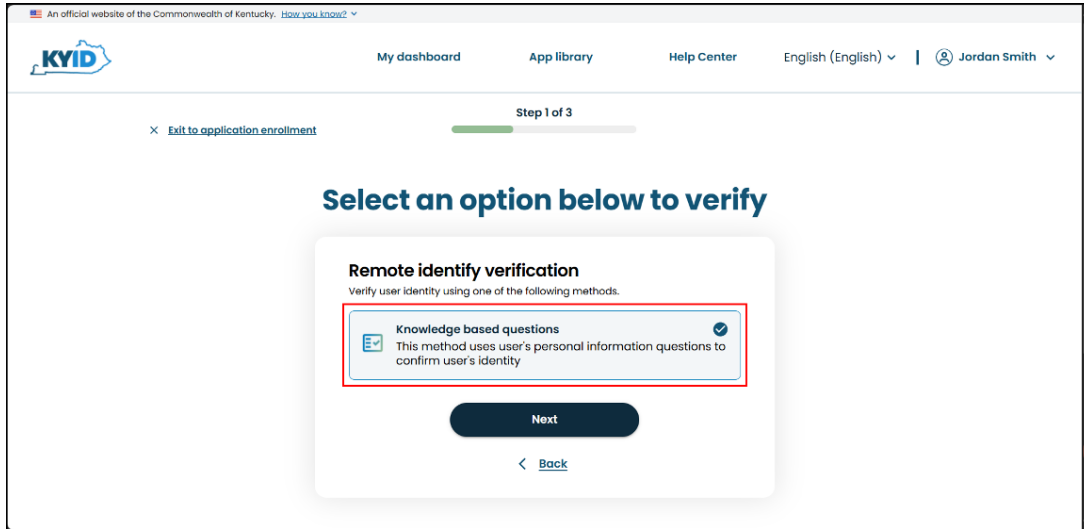
The screenshot shows the KYID sign-in interface. On the left, a message reads "Your KYID account has been created!" with a sub-message "Sign in to complete your access enrollment for". On the right, a "Sign in" form is displayed. The form includes an "Email*" field with the value "jordan.smith@mailinator.com", a checked checkbox for "I consent to the System Notice", a "Next" button, and a "Forgot email" link. The page header includes the KYID logo, "Help Center", and "English (English)".

User Verification – Identity Proofing

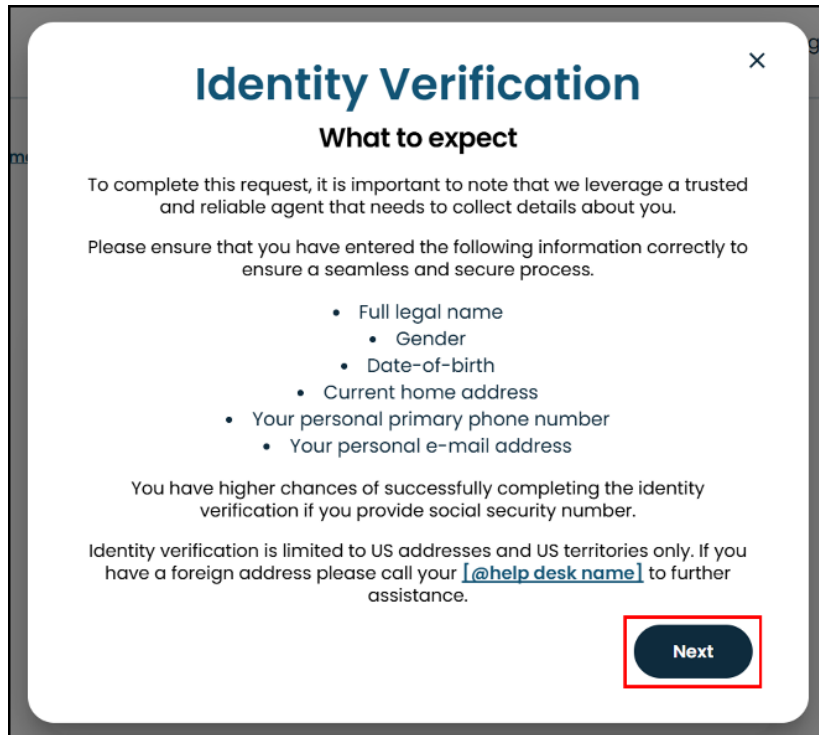
KYID uses Remote Identity Proofing (RIDP) to verify the user's identity. This is a one-time effort. If a user is requesting electronic access to protected information or systems, the user must be identity proofed to gain access. KYID uses the Experian identity verification system to remotely perform identity proofing.

KYID uses this personal information only to verify the user's identity. Experian verifies the information provided against their records and may present the user with questions based on their credit profile. KYID does not store this information. This type of inquiry, a soft inquiry, does not affect your credit score.

1. Select **Knowledge based questions** option on the **Select an option below to verify** screen, and then select **Next**.



2. Read the instructions on the **What to expect** popup, then select **Next**.



3. Review answers to each required question marked with an asterisk (*). Click **Next**.

Personal information

Chance of Verification based on profile completion

The more information you provide us with, the higher your chances will be for successful verification.


Profile progress:


Chance of verification: low

Basic information

*Indicates a required field.

The following information reflects your personal profile as maintained in our system. Any changes made below will be reflected in your personal profile once verification is successful.

Legal first name*	Legal middle name
<input type="text" value="Jordan"/>	<input type="text"/>
Legal last name*	Suffix
<input type="text" value="Smith"/>	<input type="text"/>
Gender*	Date of birth* 
<input type="text" value="Male"/>	<input type="text" value="August 21, 1996"/>
Social security number	
<input type="text" value="XXX-XX-XXXX"/>	

Home address

Address 1*	Address 2
<input type="text"/>	<input type="text"/>
City*	State*
<input type="text"/>	<input type="text" value="Kentucky"/>
Zip/postal code*	Zip/postal code extension
<input type="text"/>	<input type="text"/>
County	
<input type="text"/>	

Contact

Primary email*	Mobile Number*
<input type="text" value="jordan.smith@yopmail.com"/>	<input type="text" value="XXX-XXX-XXXX"/>

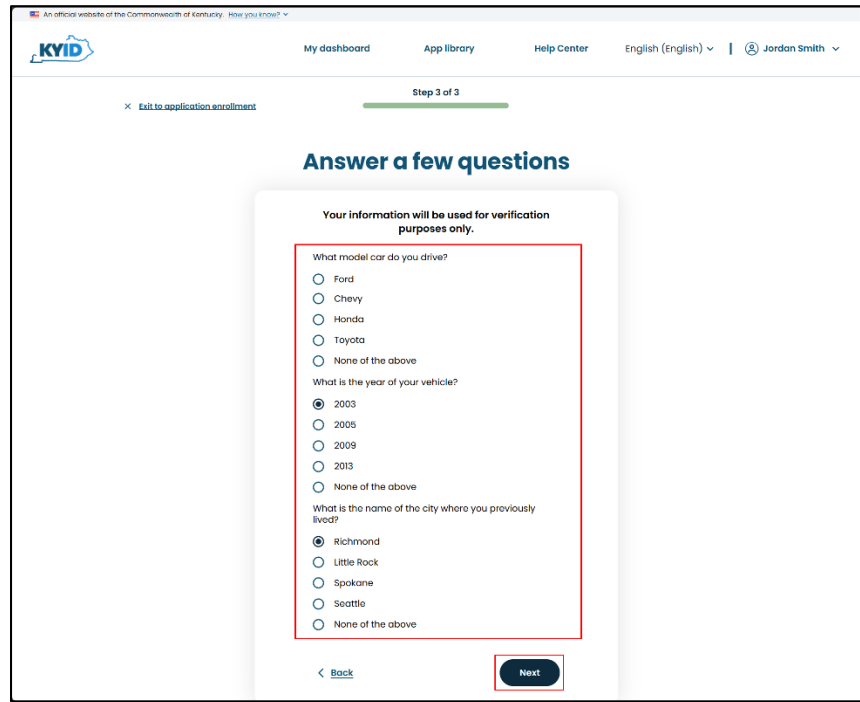
By checking this box I am certifying that I understand the services being requested are regulated by the Fair Credit Reporting Act and that permissible purpose is required. Any special procedures established by my company ("LexisNexis Subscriber") for obtaining the consumer's authorizations to received information from the consumer's personal credit profile from LexisNexis have been met. I certify that the consumer named above has been initiated a transaction with my company, and that the service being requested will be used solely to confirm the consumer's identity to avoid fraudulent transactions in the consumer's name.

I have read, understand, and agree to the above terms and conditions

[Back](#)

[Next](#)

4. Experian verified the information provided and may present the user with questions based on their credit profile. Provide answers to each question. Select **Next**.



An official website of the Commonwealth of Kentucky. How you know?

My dashboard App library Help Center English (English) Jordan Smith

Step 3 of 3

Exit to application enrollment

Answer a few questions

Your information will be used for verification purposes only.

What model car do you drive?

- Ford
- Chevy
- Honda
- Toyota
- None of the above

What is the year of your vehicle?

- 2003
- 2005
- 2009
- 2013
- None of the above

What is the name of the city where you previously lived?

- Richmond
- Little Rock
- Spokane
- Seattle
- None of the above

< Back Next

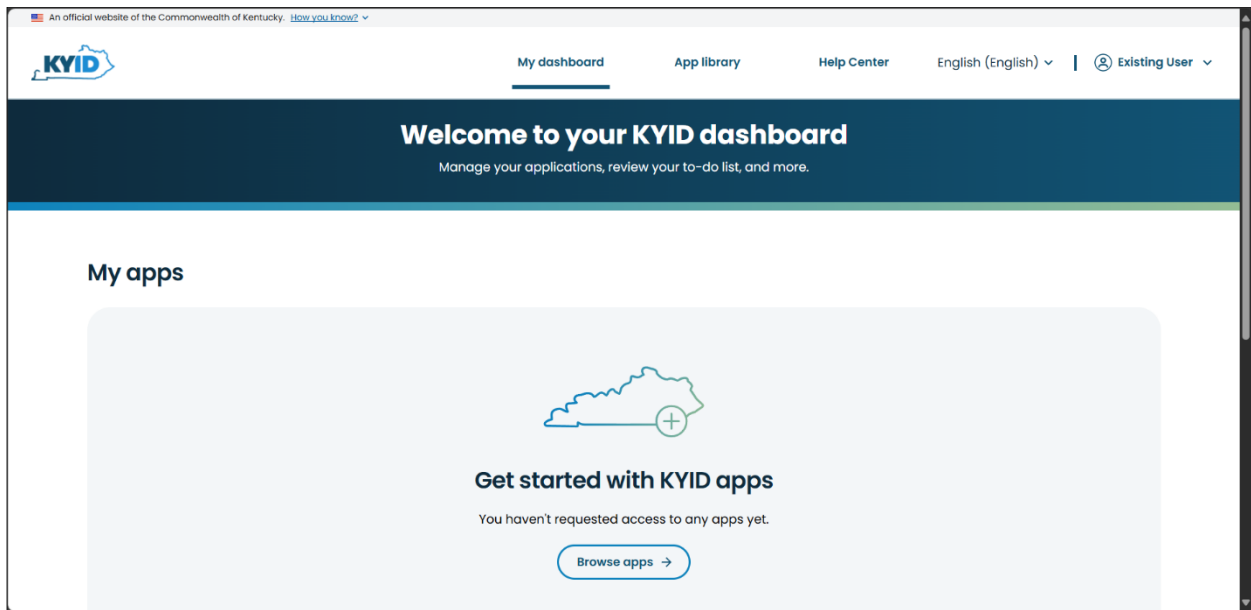
5. If the user provides the correct answers to all verification questions, the RIDP process is complete, and the system prompts the user to register for Multi-Factor Authentication (MFA).



Please note: If the user does not have a credit history or Experian cannot perform identity proofing online, the user will be given a reference number and will need to call the Experian Help Desk. Please call the Experian Help Desk at 1-866-578-5409 and provide the reference number.



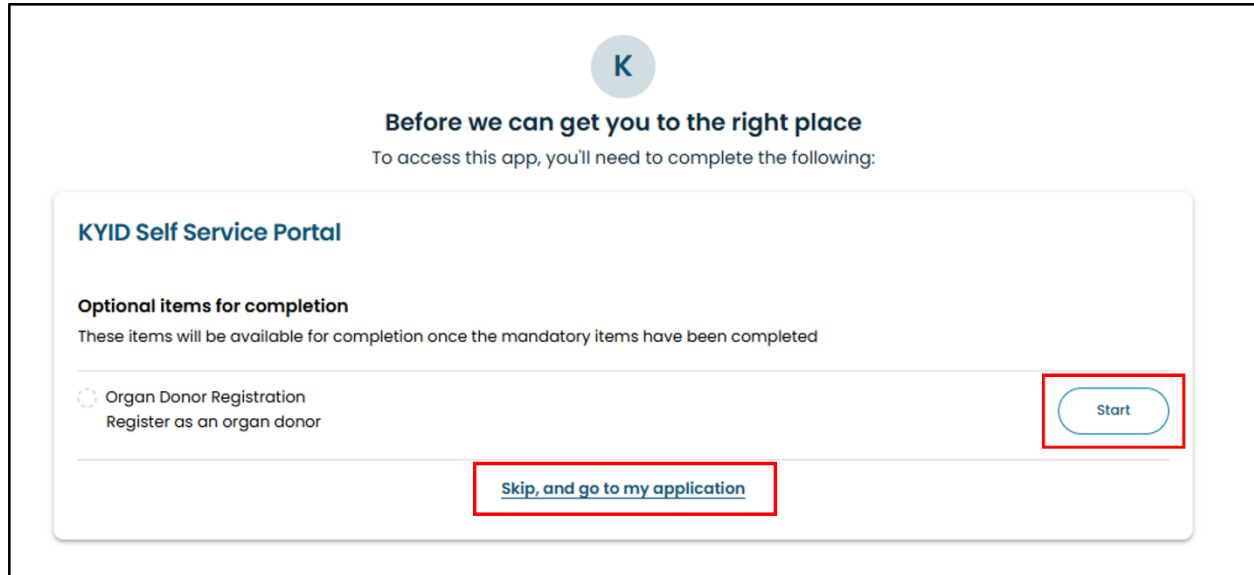
6. After completing the Identity Verification, the system redirects the user to the **Dashboard** screen.





Kentucky Organ Donor Registration

When the user first logs into KYID, they will be prompted to register as an organ donor. To register as an organ donor, select **Start** and follow the prompts. If the user selects **Skip, and go to my application**, the system redirects to the KYID Dashboard.



If the user selects **Start**, the system navigates to the **Organ Donor Registration** screen where the user verifies their personal information. To complete registration, select the check box **I have read, understand, and agree to the above terms and conditions** and then select **Register**. The system redirects the user to the KYID Dashboard.

If at any point the user chooses to skip the organ donor registration process, select **Cancel** to navigate to the KYID Dashboard. You may register to be an Organ Donor at a later time.

Register as an organ donar

Organ donor registration

With the passing of KY SB77 and in partnership with Donate Life Kentucky, the Kentucky Online Gateway has created the below form for Kentuckians to join the Kentucky Organ Donor Registry. If you'd like to join the KYDR, please fill out the required fields below, select the consent checkbox, and click the "Register" button. For more information on what it means to be an organ donor <https://donatelifeky.org/why-donate/>

Basic information

* Indicates a required field.

The following information reflects your personal profile as maintained in our system. Any changes made below will be reflected in your personal profile once verification is successful

Legal first name*	Legal middle name
<input type="text" value="John"/>	<input type="text" value="S"/>
Legal last name*	Suffix
<input type="text" value="Smith"/>	<input type="text"/>
Gender*	Date of birth* ⓘ
<input type="text" value="Male"/>	<input type="text" value="August, 14, 1991"/>
Social security number	
<input type="text" value="XXX-XX-XXXX"/>	

Address 1*	Address 2
<input type="text"/>	<input type="text"/>
City*	State*
<input type="text"/>	<input type="text" value="Kentucky"/>
Zip code*	Zip extension
<input type="text"/>	<input type="text"/>
County*	
<input type="text"/>	
Drivers License or State ID*	
<input type="text"/>	

Contact

Primary email*	Mobile Number*
<input type="text" value="RMcClellan24@yopmail.com"/>	<input type="text" value="XXX-XXX-XXXX"/>

By checking this box, I certify that I understand that, in requesting these services, my identity may be verified through other sources. Any information collected by the Cabinet for Health and Family Services (CHFS) may be used to verify my identity in accordance with 15 U.S.C. § 1681b(a)(3)(D). I understand that my information will be used solely to verify my identity and to prevent fraudulent transactions in connection with my request to create an account to access public services or benefits.

To prevent fraud and verify my identity or my wireless device, I authorize my wireless carrier to use or disclose information about my account and wireless device, if available, to CHFS or its service provider for the duration of my business relationship. See the [CHFS Privacy Policy](#) for details on how your data is treated.

I have read, understand, and agree to the above terms and conditions

[Cancel](#)

Register

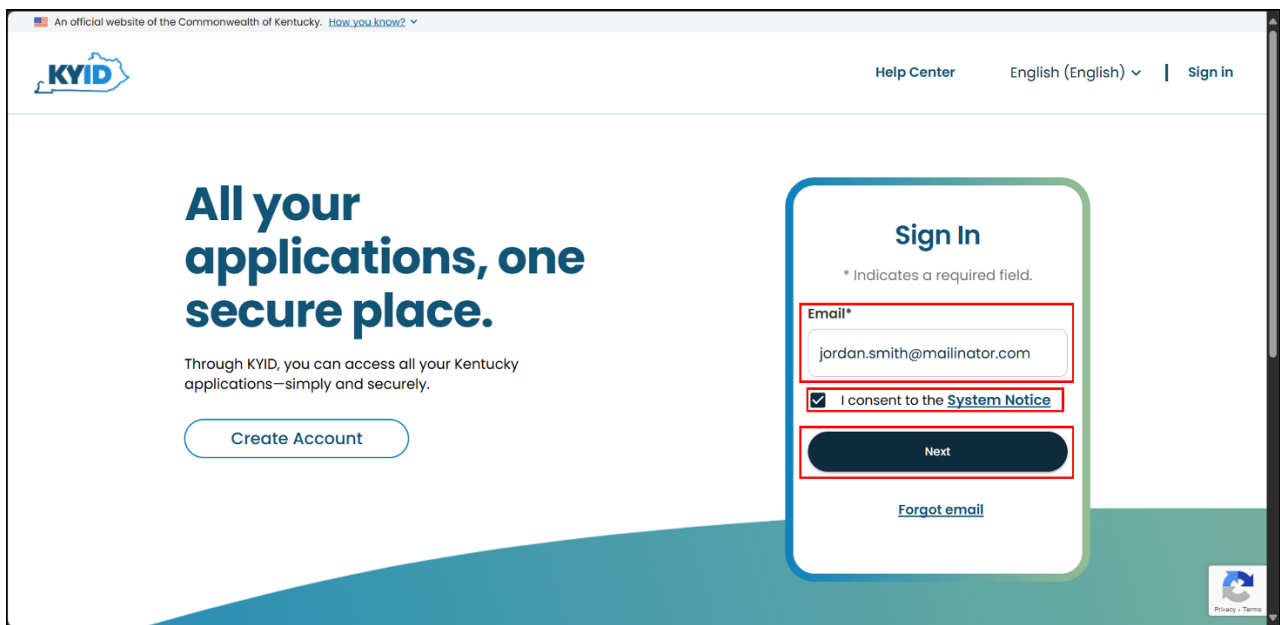
Resetting Password

After creating a KYID account, a user may reset their password if necessary. Users can reset their password via the computer or a mobile device.

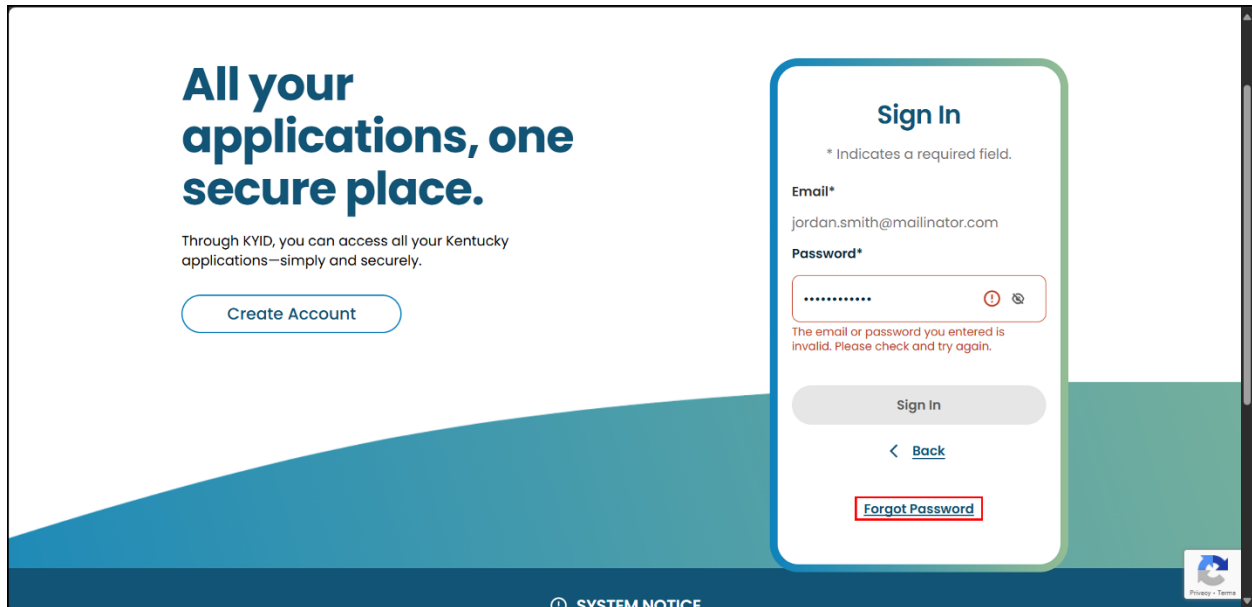
Reset Password from the Sign-in page

This section guides you through the steps to reset your KYID account's password while you are on the sign-in page. In case you have forgotten your password, you can reset it by following the steps below.

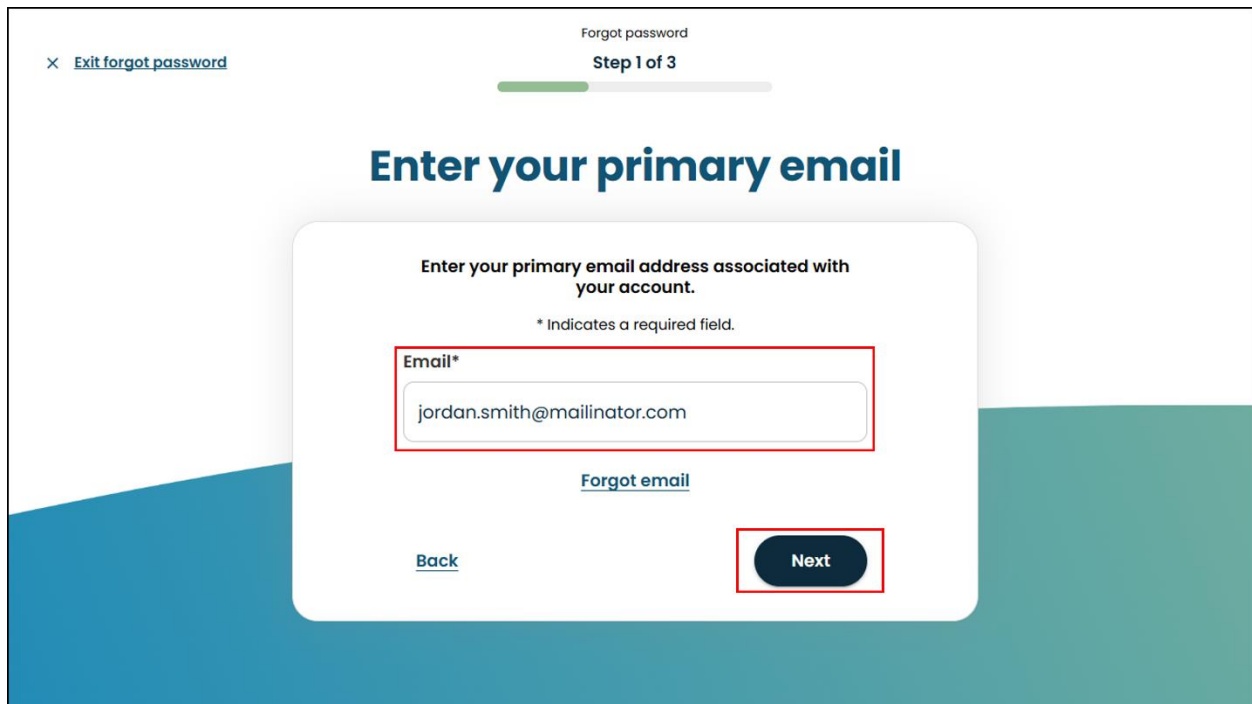
1. On the **Sign in** screen, enter your email id in the **Email*** field. Select the checkbox of the **I consent to the System Notice**, and then select **Next**.



2. On the next screen, select the **Forgot password** link displayed on this screen.

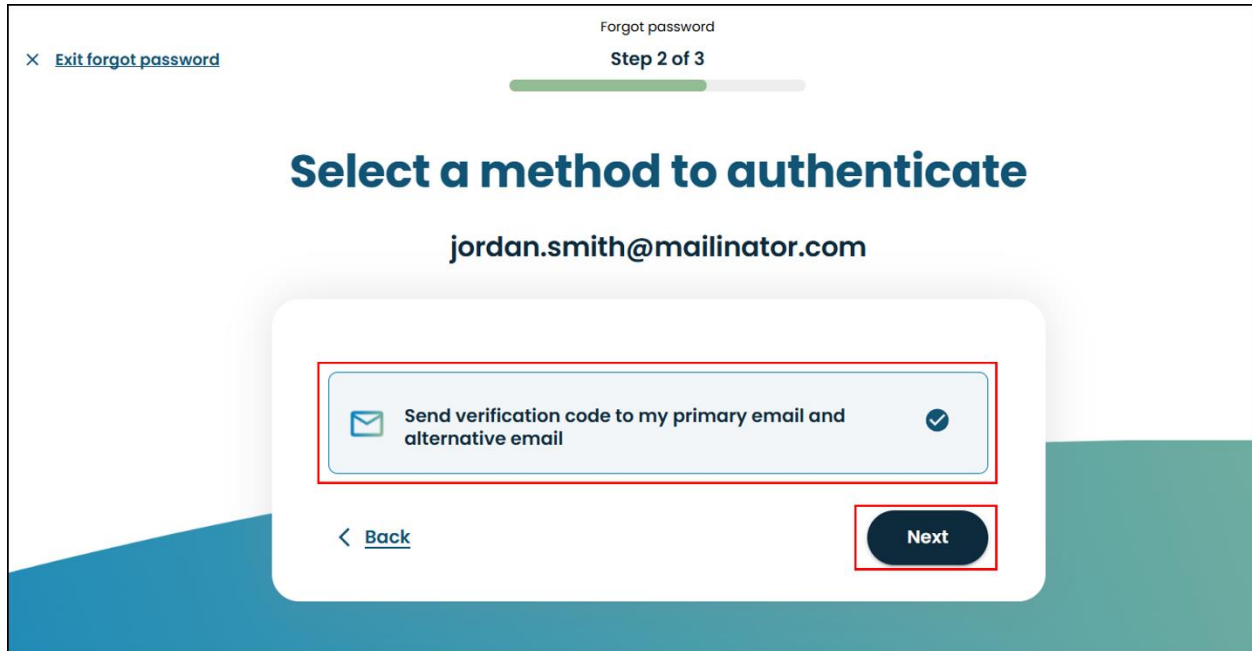


3. You will be redirected to a password recovery screen. On the **Enter your primary email** screen, your primary email ID will be prepopulated in the **Primary email*** field. Select **Next**.



The system will attempt to recover your account by verifying both your primary and alternate email addresses. In the next step, a six-digit verification code will be sent to each email address as part of the authentication process. The system will automatically identify and verify these email addresses in the background. Once verification is complete, you will be prompted to create a new password for your account.

4. On the **Select a method to authenticate**, select **Send verification code to primary email and alternate email**.
5. Select **Next**.



Forgot password
Step 2 of 3

[× Exit forgot password](#)

Select a method to authenticate

jordan.smith@mailinator.com

Send verification code to my primary email and alternative email

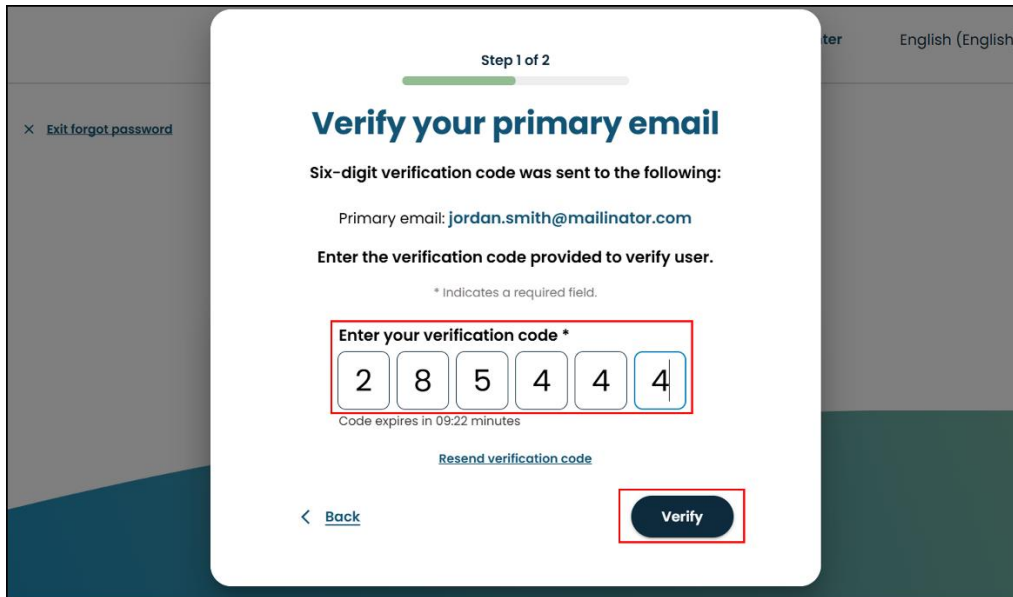
[← Back](#) [Next](#)



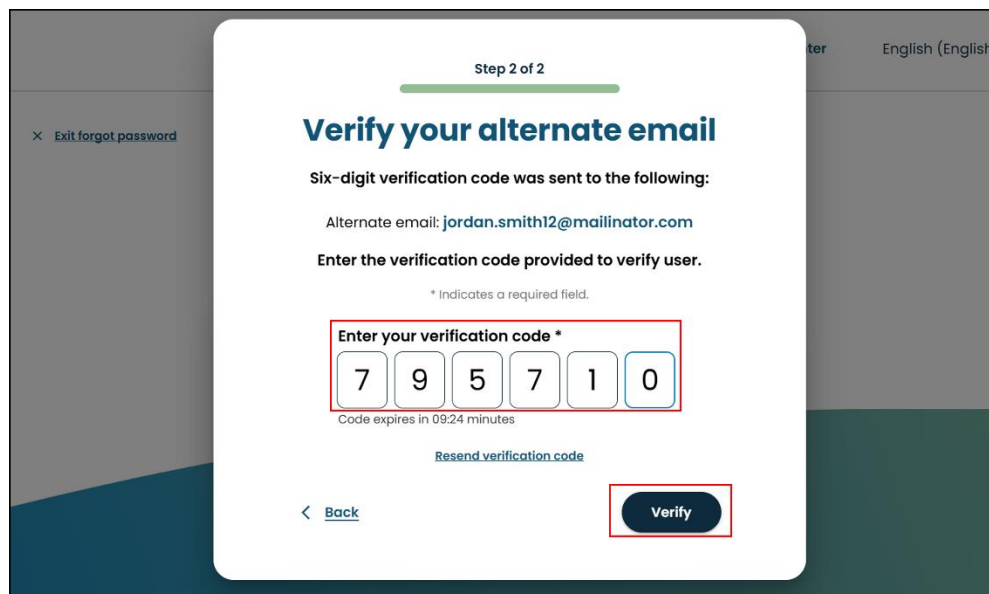
Please note: You may select the other options available as per your previous settings.

In case your email ID is not found in the system, you will be redirected to create account screen. Also, in case you are an existing internal user then you will be redirected to the Commonwealth page to directly reset your password. In case you are an external user trying to reset your account, you will be asked to verify your account by using one of the above mentioned MFA methods.

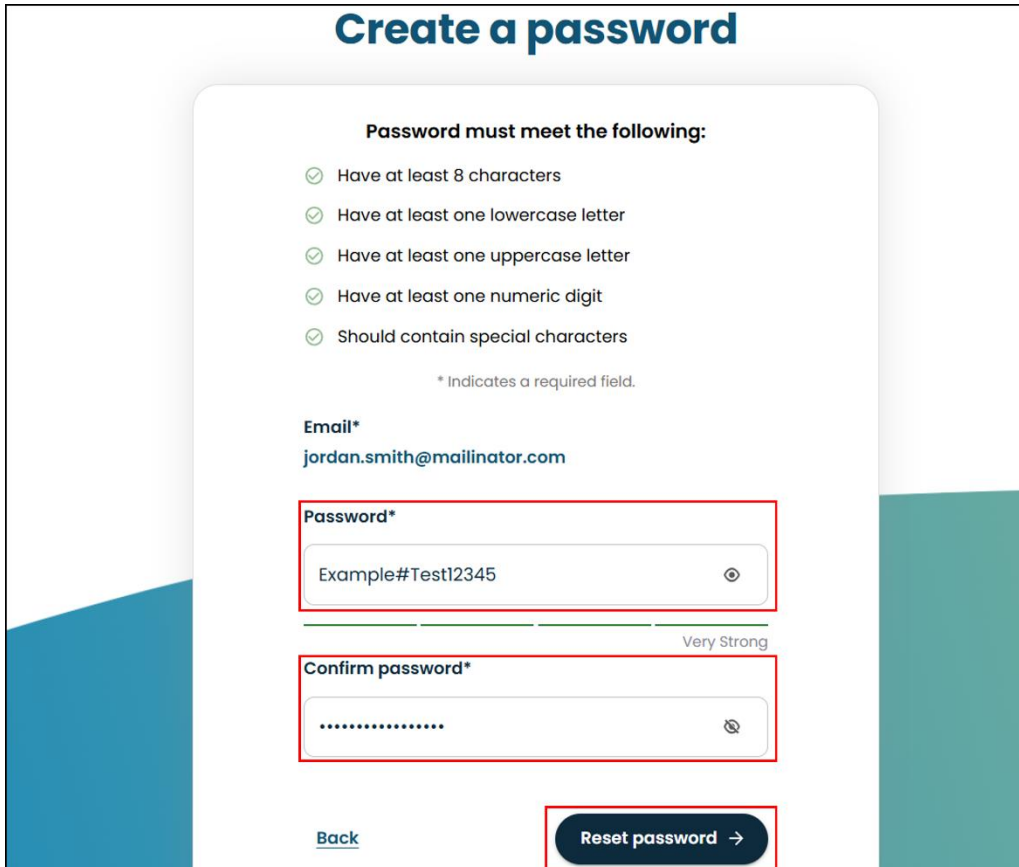
6. Enter the six-digit code sent to your primary email in the **Enter your verification code*** field on the **Verify your primary email** popup window.
7. Select **Verify**.



8. Enter the six-digit code sent to your alternate email in the **Enter your verification code*** field on the **Verify your alternate email** popup window.
9. Select **Verify**.



10. On the **Create a password** screen, enter the desired password in the **Password*** field.
11. Enter the same password in the **Confirm password*** field.
12. Select the **Reset password** button.



Create a password

Password must meet the following:

- ✓ Have at least 8 characters
- ✓ Have at least one lowercase letter
- ✓ Have at least one uppercase letter
- ✓ Have at least one numeric digit
- ✓ Should contain special characters

* Indicates a required field.

Email*
jordan.smith@mailinator.com

Password*
Example#Test12345

Very Strong

Confirm password*
.....

Back **Reset password** →

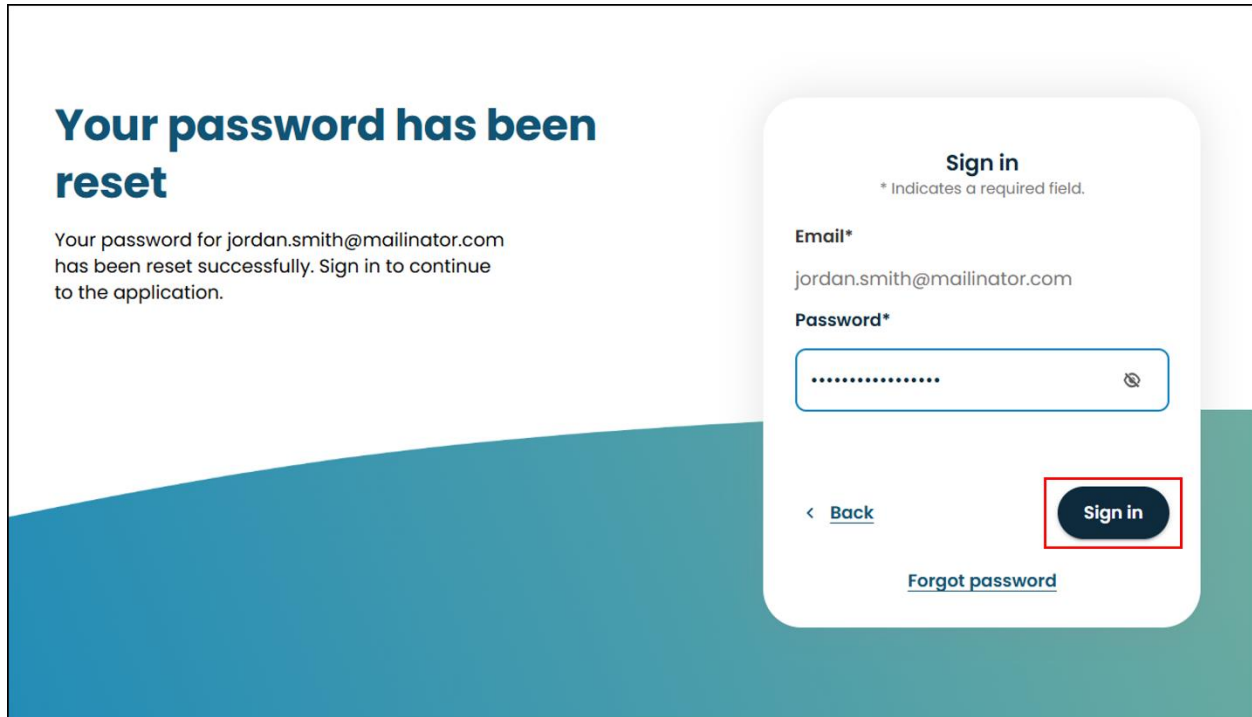


Please note: The new password:

- must have at least 8 characters,
- should not contain the first name or last name,
- must have at least one lowercase letter,
- must have at least one uppercase letter,
- must have at least one numeric digit, and
- should contain special characters.

If all the above criteria for a strong password are met, then the **Reset password** button will be enabled.

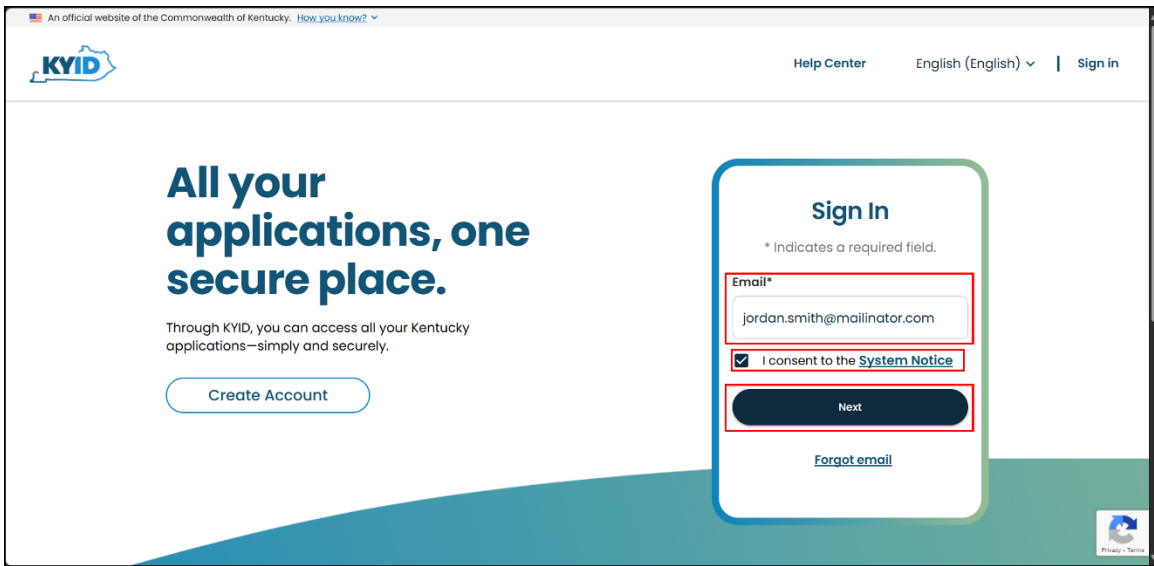
13. Once the password is successfully changed, the **Your password has been reset** screen will be displayed. You can enter your email ID in the **Email*** field and select **Sign in** to log in with the new password.



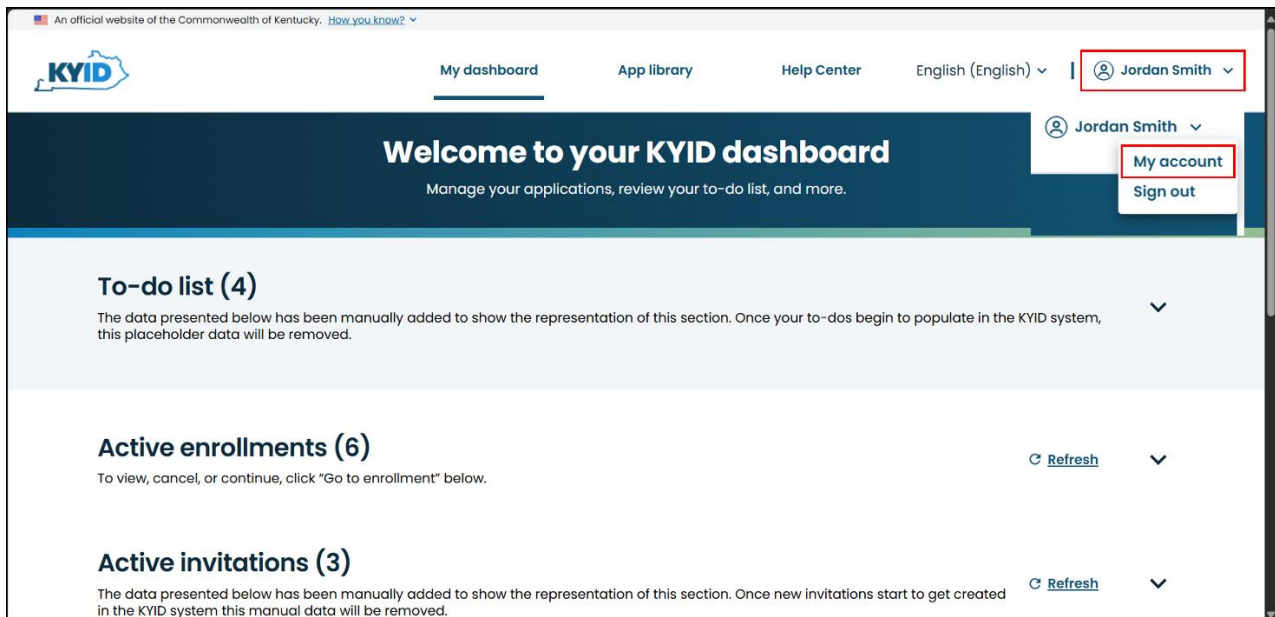
Reset Password from Dashboard

This section guides you through the steps to reset your KYID account's password from the dashboard screen.

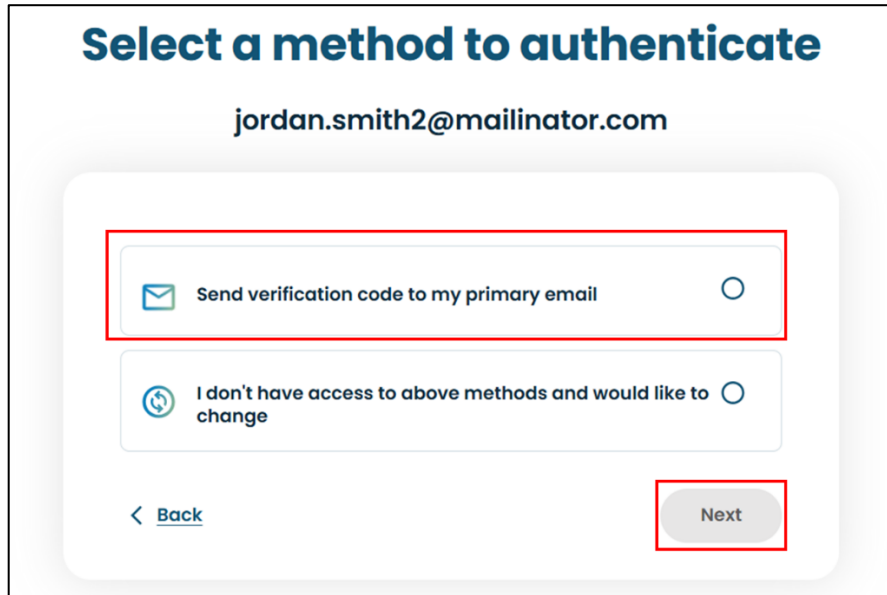
1. Login into the KYID platform with the help of your existing credential details and then select the drop-down arrow beside your **Username** at the top right corner of the screen.



2. Select the **My account** option from the drop-down menu.



3. The first time you access the **My account** page you are required to verify your identity by authentication. Select **Send verification code to my primary email** and select **Next**.



Select a method to authenticate

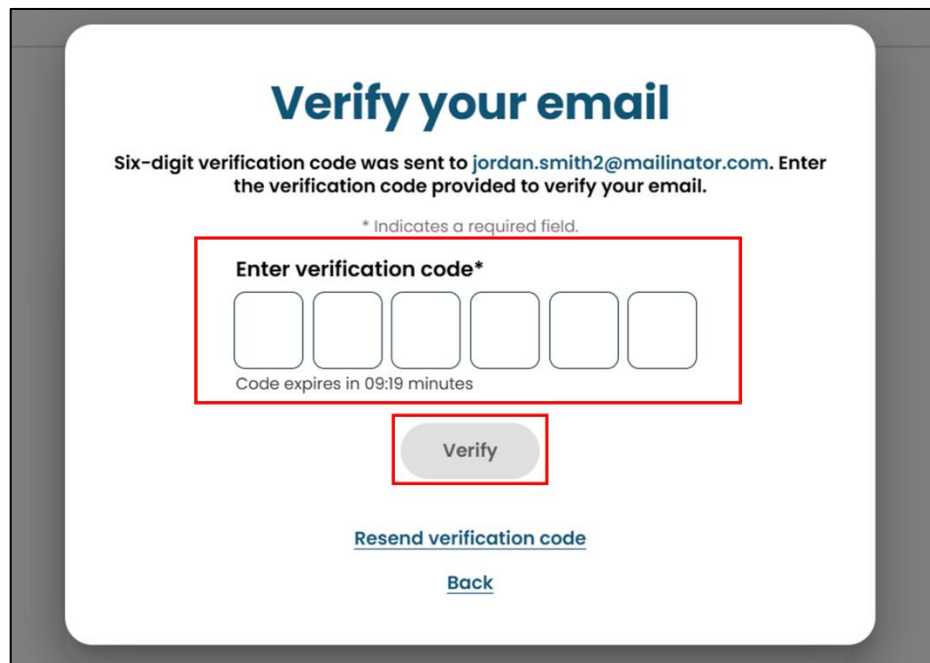
jordan.smith2@mailinator.com

Send verification code to my primary email

I don't have access to above methods and would like to change

[Back](#)

4. Enter the verification code sent to your primary email and select **Verify**.



Verify your email

Six-digit verification code was sent to jordan.smith2@mailinator.com. Enter the verification code provided to verify your email.

* Indicates a required field.

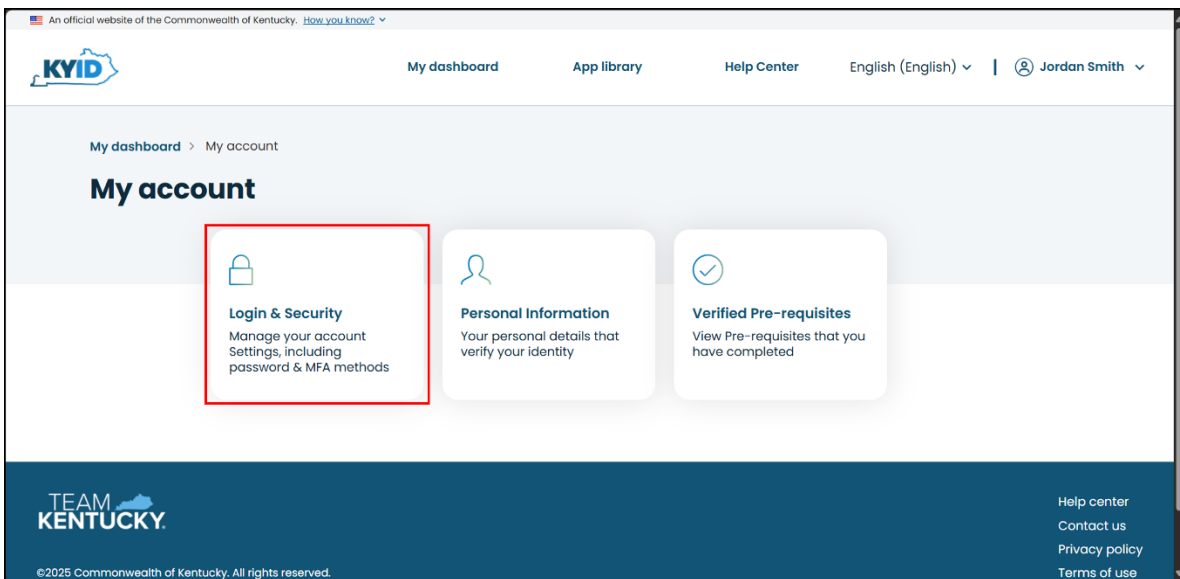
Enter verification code*

Code expires in 09:19 minutes

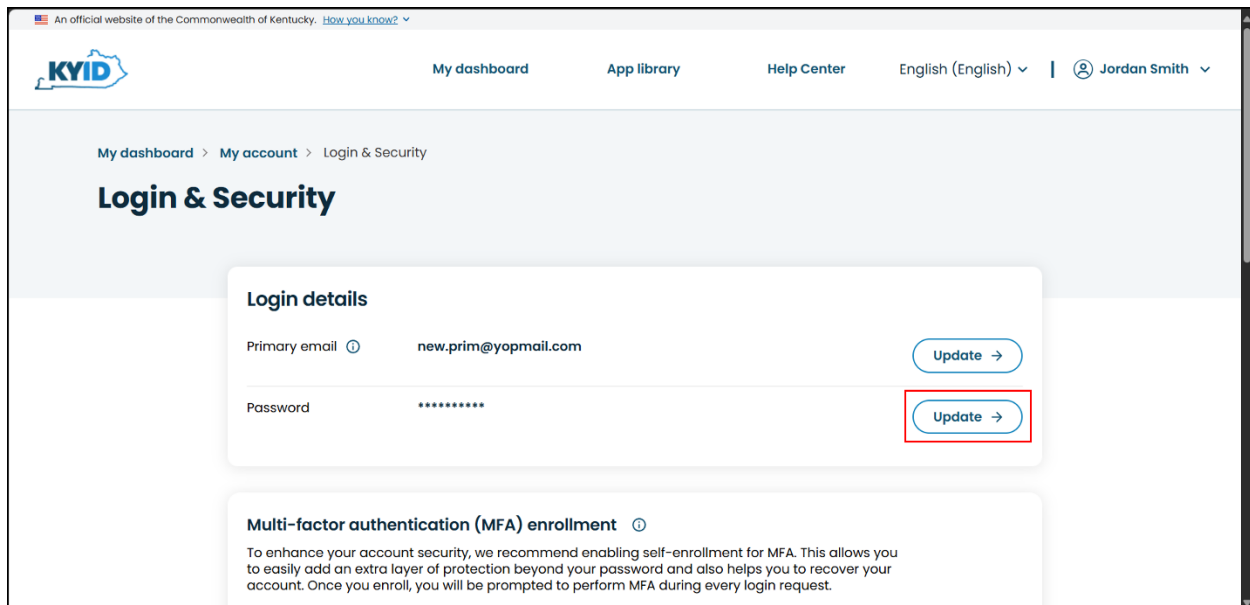
[Resend verification code](#)

[Back](#)

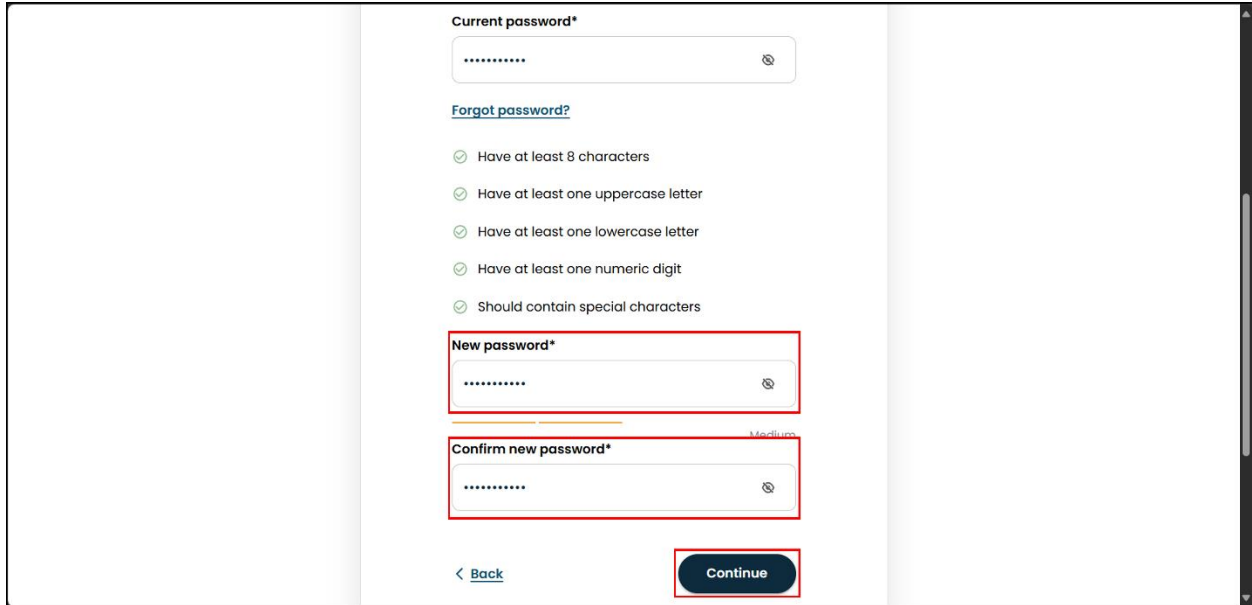
5. Select the **Login & Security** tile on **My account** screen.



6. On the **Login & security** page, select **Update** against **Password**, under **Login details**, to update your password.



7. Enter the new password in the **New password*** field.
8. Enter the same password in the **Confirm new password*** field.
9. Select **Continue**.



The screenshot shows a mobile application interface for password management. At the top, it says "Current password*" with a text input field containing seven dots and a toggle icon. Below this is a link for "Forgot password?". A list of five password requirements is shown, each with a green checkmark: "Have at least 8 characters", "Have at least one uppercase letter", "Have at least one lowercase letter", "Have at least one numeric digit", and "Should contain special characters". Below the requirements are two text input fields: "New password*" and "Confirm new password*", both containing seven dots and a toggle icon. A red box highlights the "New password*" field. At the bottom left is a "< Back" link, and at the bottom right is a dark blue "Continue" button, which is also highlighted with a red box. A "Medium" label is visible to the right of the "Confirm new password*" field.

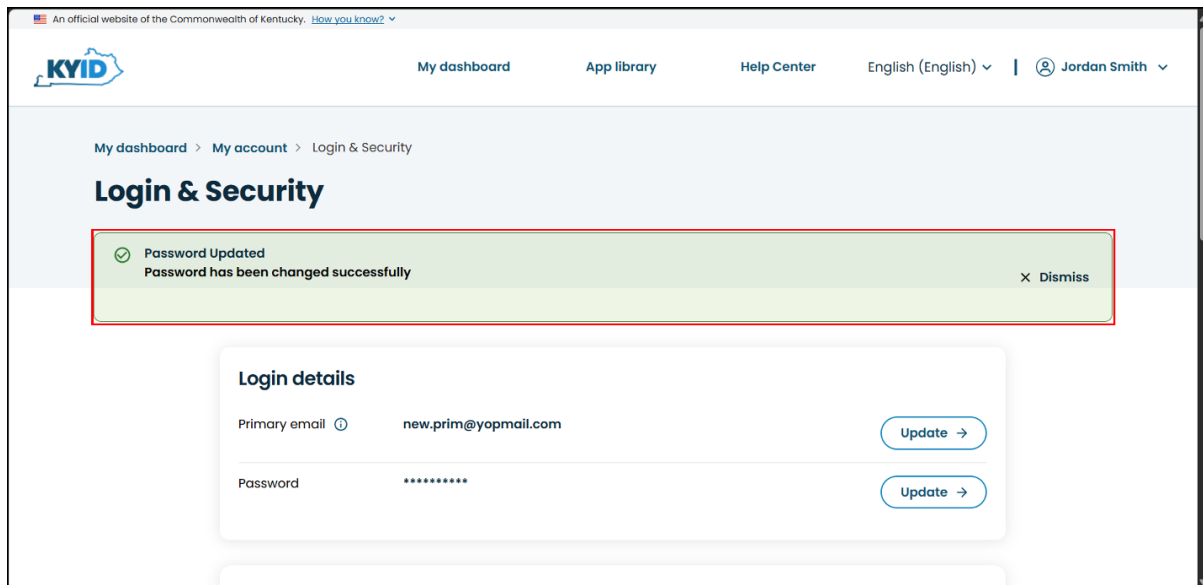


Please note: The new password:

- must have at least 8 characters,
- should not contain the first name or last name,
- must have at least one lowercase letter,
- must have at least one uppercase letter,
- must have at least one numeric digit, and
- should contain special characters.

If all the above criteria for a strong password are met, then the **Continue** button will be enabled.

10. Your password is now updated. A confirmation message appears on the screen stating that the password is successfully updated.



Forgot Email

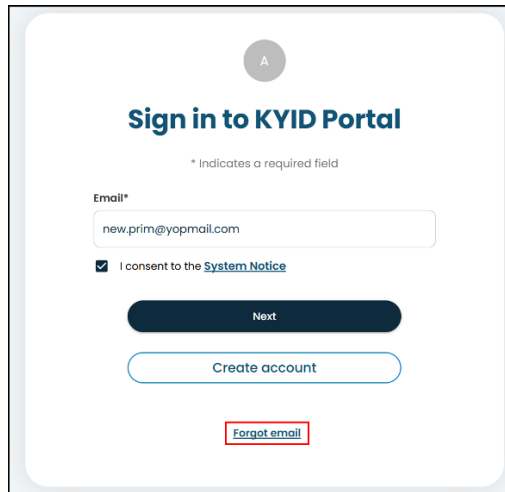
Retrieve Email ID - Sign-in page

This section guides you through the steps to retrieve your KYID account's email ID from the sign-in page. You can retrieve an email through multiple ways:

- Verification code sent to a mobile number that is tied to your KYID account,
- Verification code sent to the alternate email address tied to your account,
- Verification through Remote Identity Proofing, or
- Call the KYID Helpdesk.

To recover your email address:

1. Select the **Forgot email** link on the sign-in page.



2. On the **To recover your primary email, we need to verify your identity** screen, select one of the options to verify your identity.



Please note: When users create their KYID account, they are asked to provide a mobile phone number and/or alternative email address. If you have a mobile number associated to your KYID Account, you will see the **Verification code on mobile number** option.

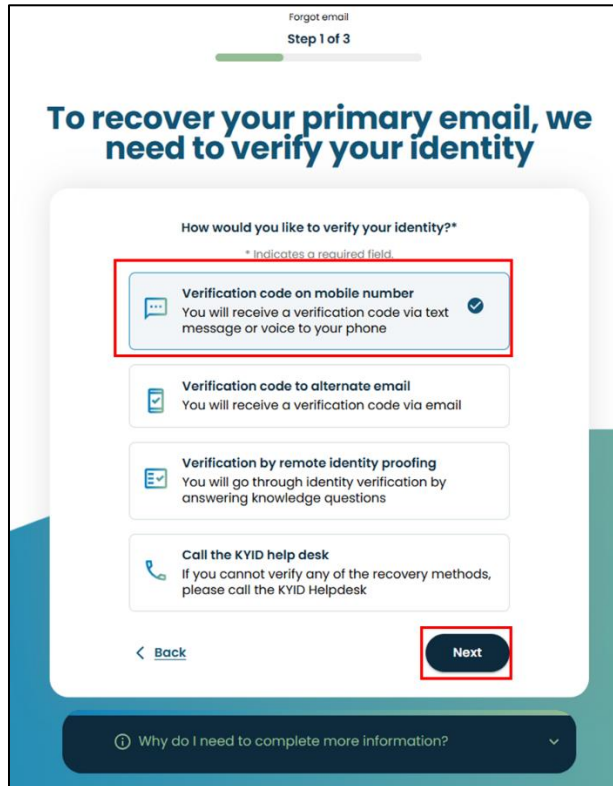
If you have an alternative email address associated to your account, you will see the **Verification code to alternate email address**.

If you have both a mobile number and alternative email address associated with your KYID account, both options will show.

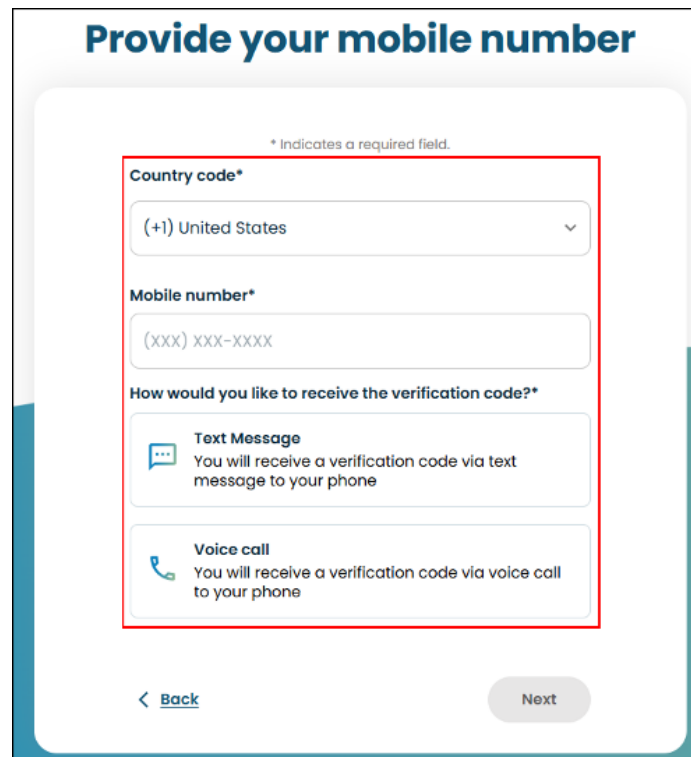
a. Mobile Number Verification

If you have registered your mobile number to your KYID account, you may select to verify your identity by receiving a phone call or text message.

1. Select **Verification code on mobile number**.
2. Select **Next**.



3. Enter your mobile number in the **Mobile number*** field.
4. To verify your mobile number, select one of the following options to receive the verification code on your selected mobile number:
 - **Text message:** Receive a code via SMS.
 - **Voice call:** Receive a code through a phone call.
5. Select **Next**.



Provide your mobile number

* Indicates a required field.

Country code*

(+1) United States

Mobile number*

(xxx) xxx-xxxx

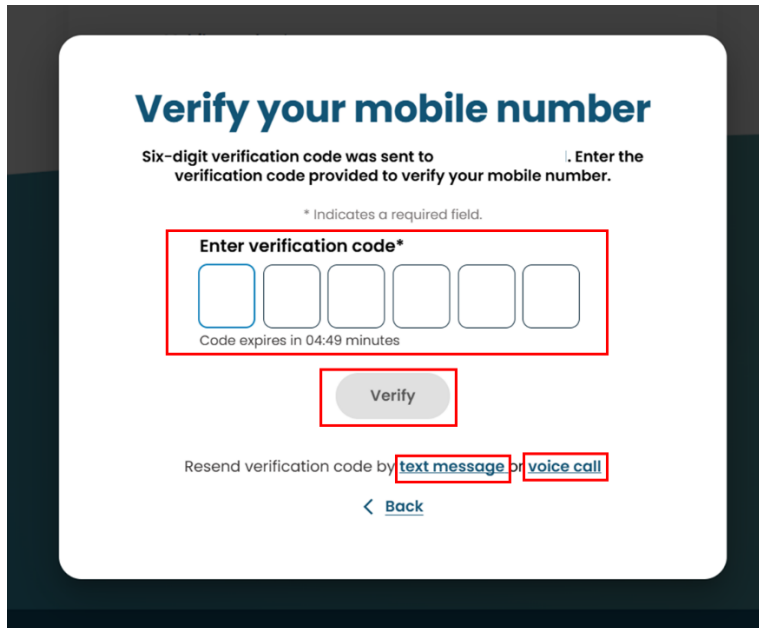
How would you like to receive the verification code?*

Text Message
You will receive a verification code via text message to your phone

Voice call
You will receive a verification code via voice call to your phone

[Back](#) Next

6. Enter the six-digit code in the **Enter verification code*** field. **Note that the code expires after five minutes.** You must enter the code before it expires.
7. After entering the code, select **Verify** to proceed. Upon successful verification, a success message appears. If you need a new code sent to your mobile device:
 - a. Select the **text message** link to receive a new code via text message in case the code expires, or you have not received it.
 - b. Select the **voice call** link in case you prefer to receive the code via a voice call.



Verify your mobile number

Six-digit verification code was sent to [redacted]. Enter the verification code provided to verify your mobile number.

* Indicates a required field.

Enter verification code*

[] [] [] [] [] []

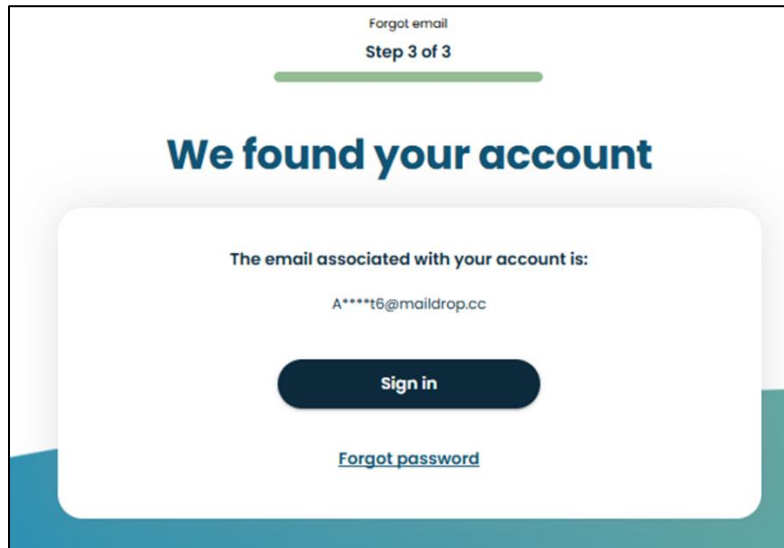
Code expires in 04:49 minutes

Verify

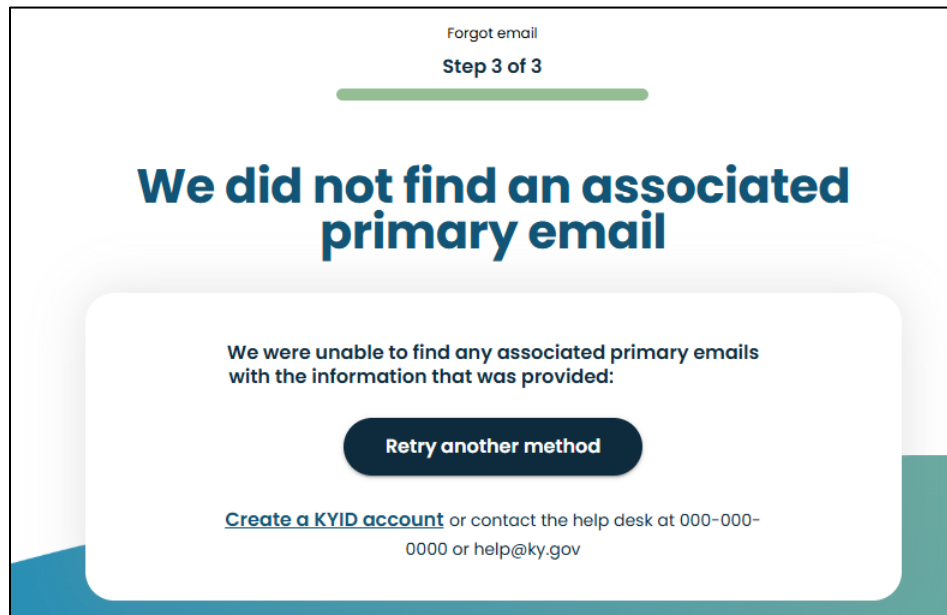
Resend verification code by [text message](#) or [voice call](#)

[< Back](#)

- The email address that is associated with your phone number will display the first and last two characters of the email address. You may select **Sign in** to be directed back to the login screen.

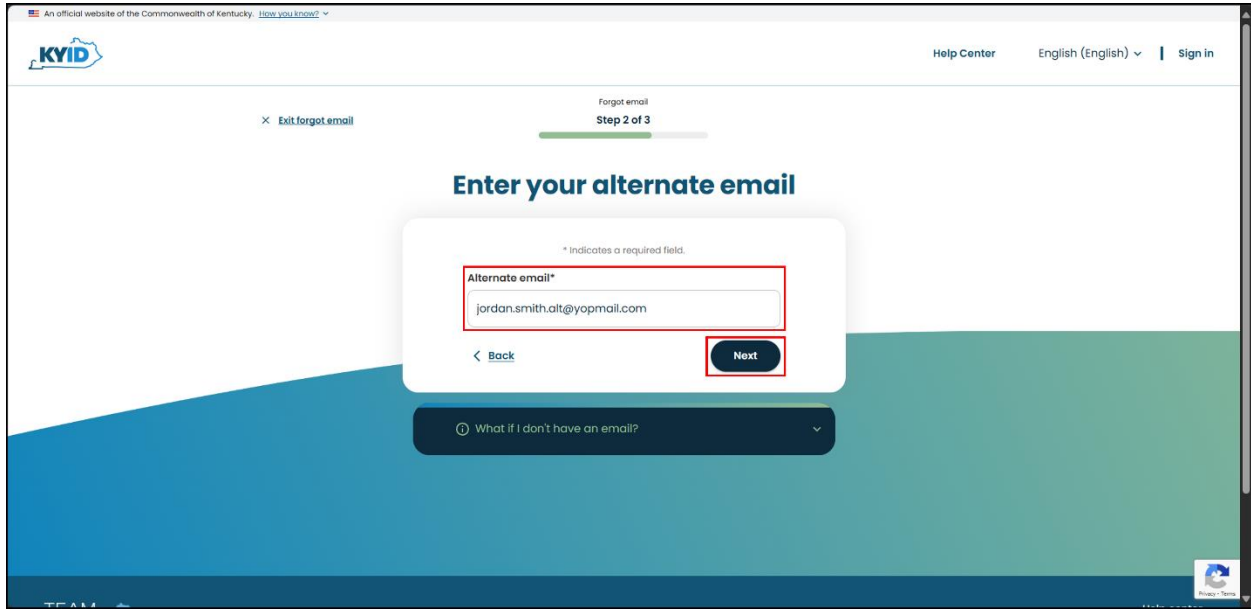


If the phone number provided is not associated with a KYID account, the screen below will show, prompting you to retry another method.



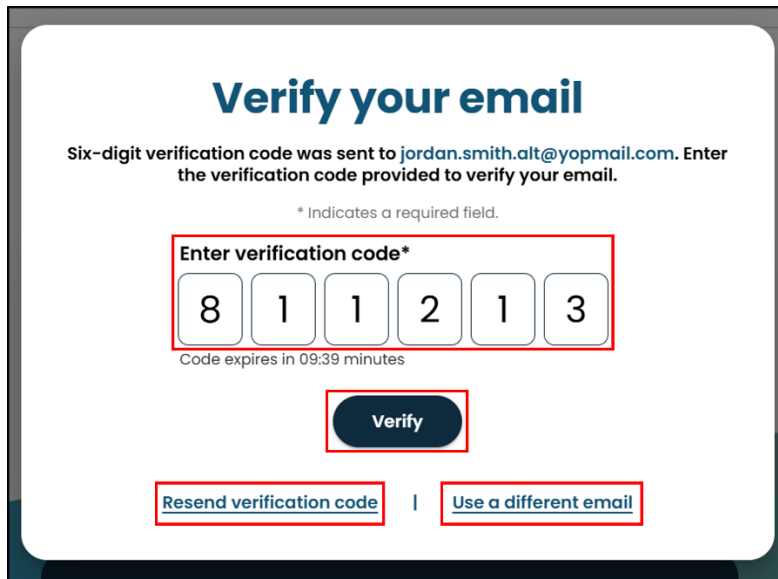
b. Alternative Email Verification

1. Enter the email in the **Alternate email*** field.
2. Select **Next** to proceed.



The **Verify your email** popup displays. A six-digit verification code is sent to your alternate email address.

3. Enter the six-digit code in the **Enter code*** field. Note that the code expires after 10 minutes.
4. After entering the code, select **Verify** to proceed. Upon successful verification, a success message is displayed.
 - a. Select the **Resend code** link to receive a new code in case the code expires after 10 minutes, or you have not received it.
 - b. Select the **Use a different email** link in case you wish to use a different email address.



Verify your email

Six-digit verification code was sent to jordan.smith.alt@yopmail.com. Enter the verification code provided to verify your email.

* Indicates a required field.

Enter verification code*

8 1 1 2 1 3

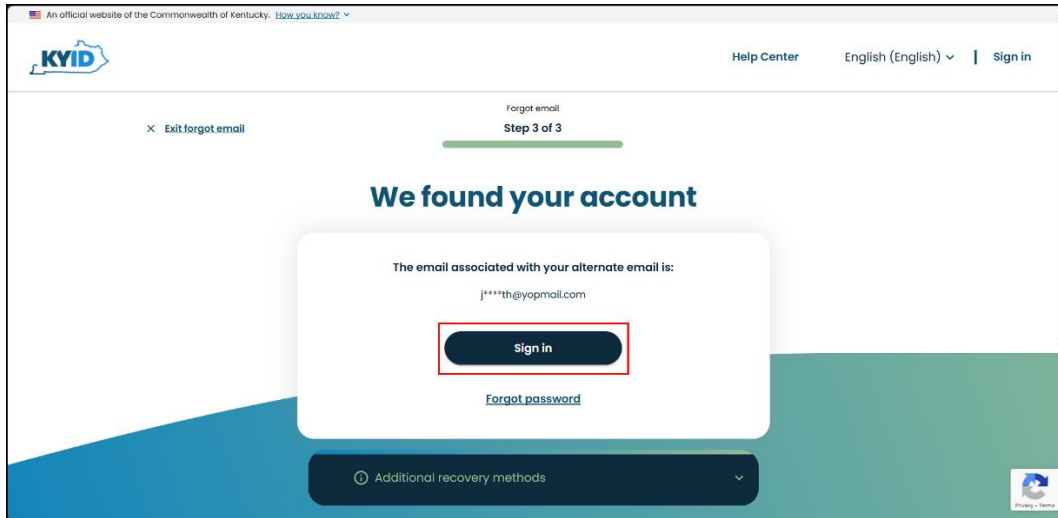
Code expires in 09:39 minutes

Verify

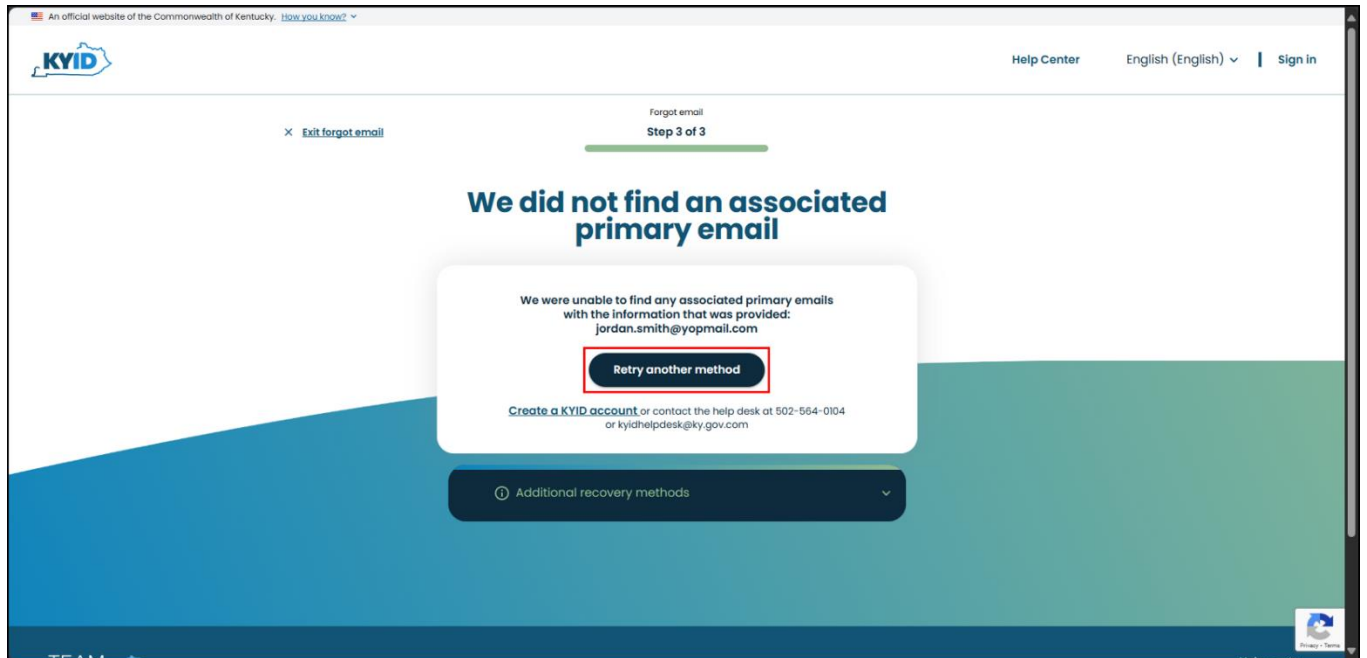
[Resend verification code](#) | [Use a different email](#)

The **We found your account** screen is displayed when the email associated with the alternate email you provided is found in the system. If the provided alternate email is associated with multiple emails in the system, then all the associated emails will be listed on this screen in a masked format.

5. Select the **Sign in** button to proceed to sign in to your account with the primary email address that is associated with the alternate email address.



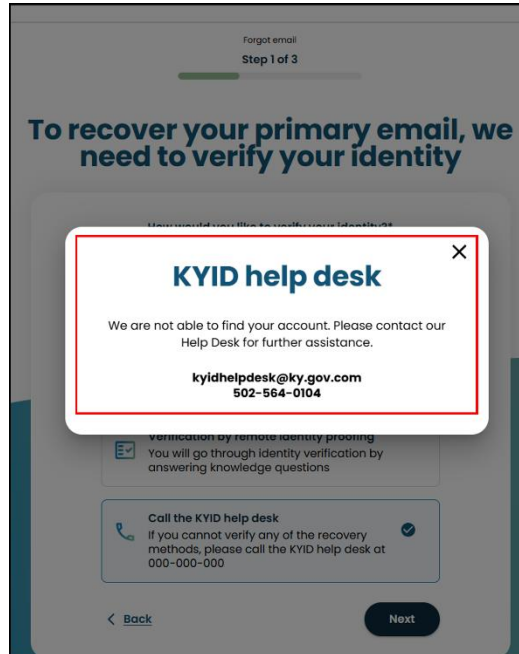
If the alternate email address is not associated with any primary email, then the **We did not find an associated primary email** screen is displayed. Here, you can select **Retry another method** to go back to select the available verification options. Alternatively, if you could not find your primary email, then you may create a new account by selecting the **Create a KYID account** link on this screen.



In case the primary email address you provided is correct and the system requests you to recover the primary email, you may contact the help desk via the KYID support email at KYIDHelpDesk@ky.gov or call the KYID support phone number on 502-564-0104 and choose option 2 to connect directly with the Helpdesk Team.

c. Call KYID help desk

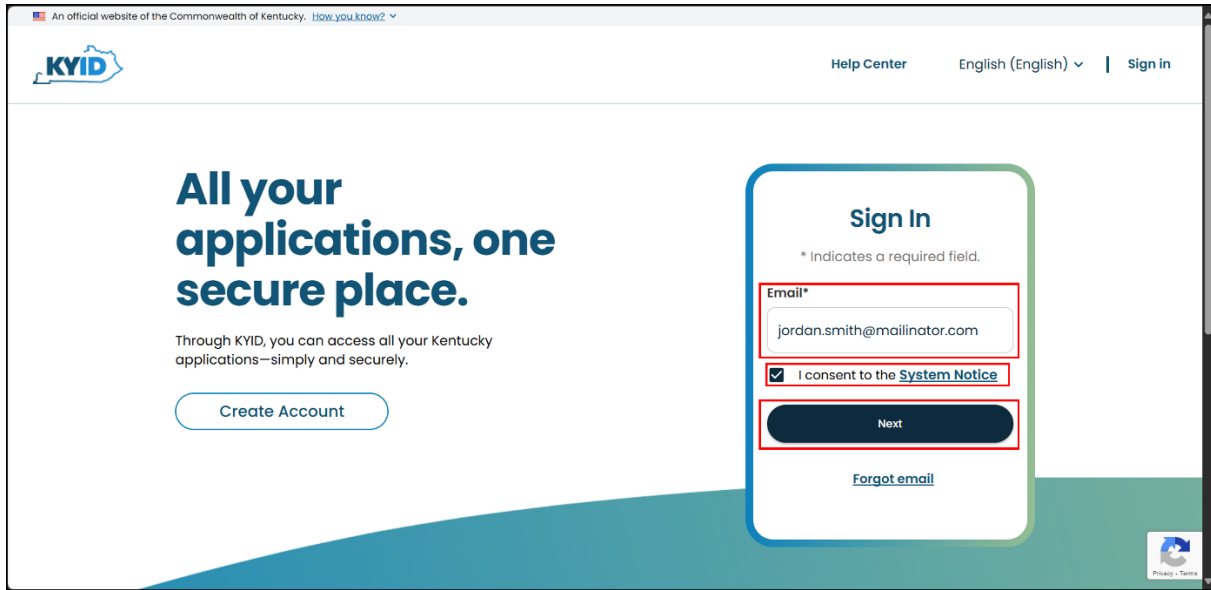
If you select **Call the KYID help desk** option, then the KYID help desk email and phone number details will be displayed. You can then reach out to support email address or the phone number to recover your email address.



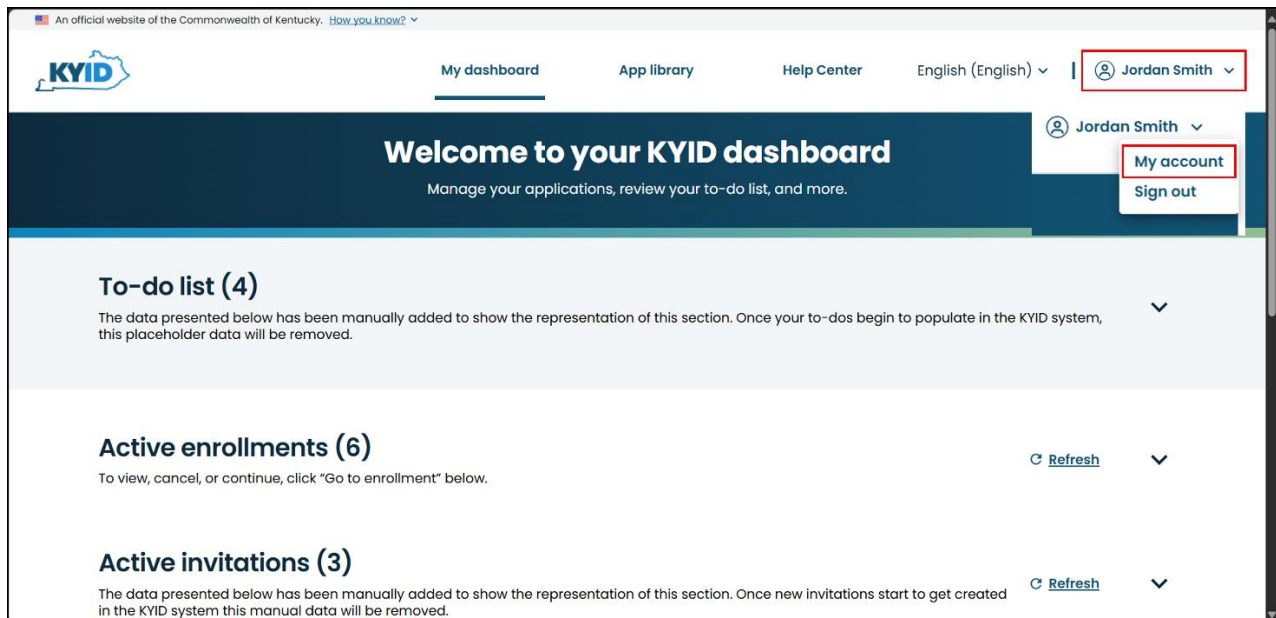
Reset Email ID from Dashboard

This section guides you through the steps to reset your KYID account's email ID from the dashboard screen.

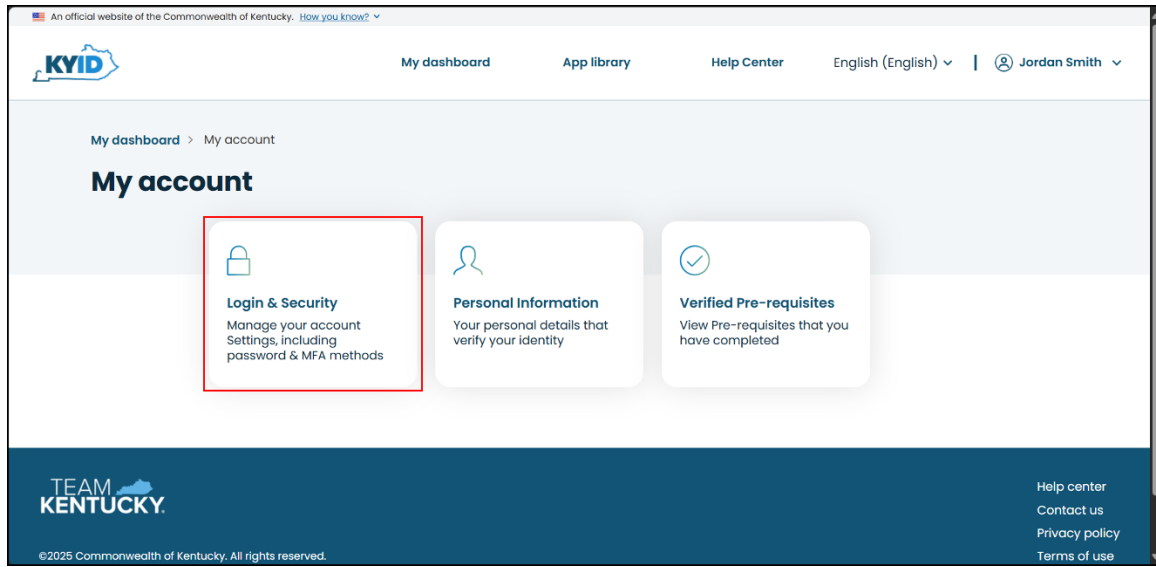
1. Login into the KYID platform with the help of your existing credential details.



2. Select the drop-down arrow next to your **Username** at the top right corner of the screen.
3. Select the **My account** option from the drop-down menu.

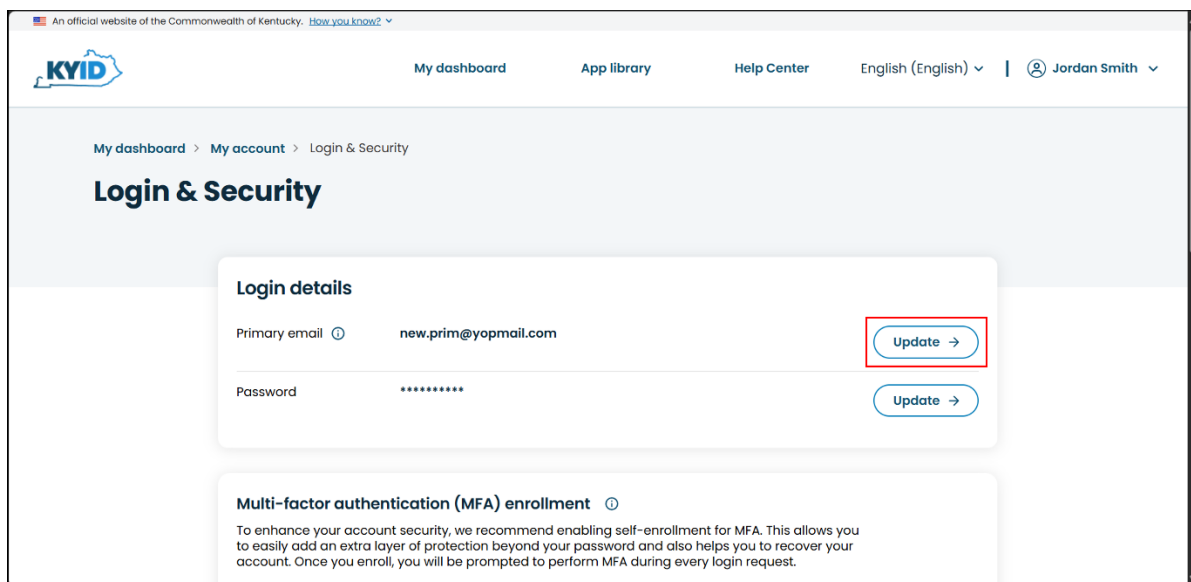


4. Select the **Login & Security** tile on **My account** screen.

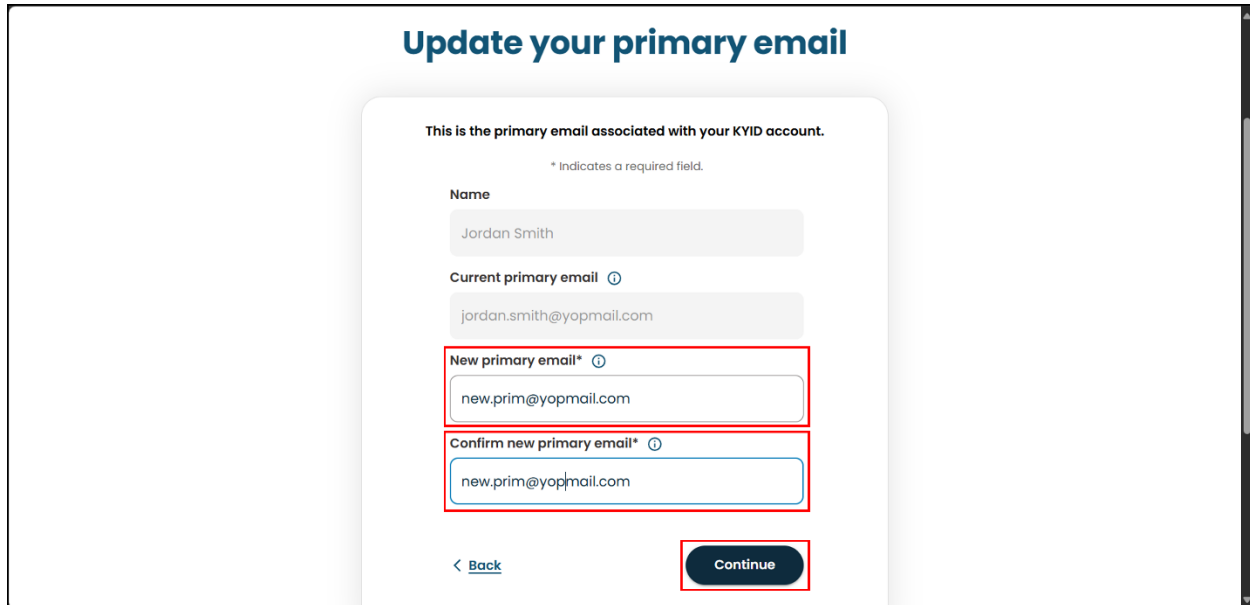


Please note: On the **My account** screen, the **Personal Information**, **Login & security**, and **Account activity** tiles are visible for all Users by default. Other tiles will be populated depending on the User roles or access rights assigned to them.

5. On the **Login & security** page, select **Update** against **Primary email**, under the **Login details** section, to update your email ID.



6. Enter the new email ID in the **New primary email*** field.
7. Enter the same email ID in the **Confirm new primary email*** field.
8. Select **Continue**.



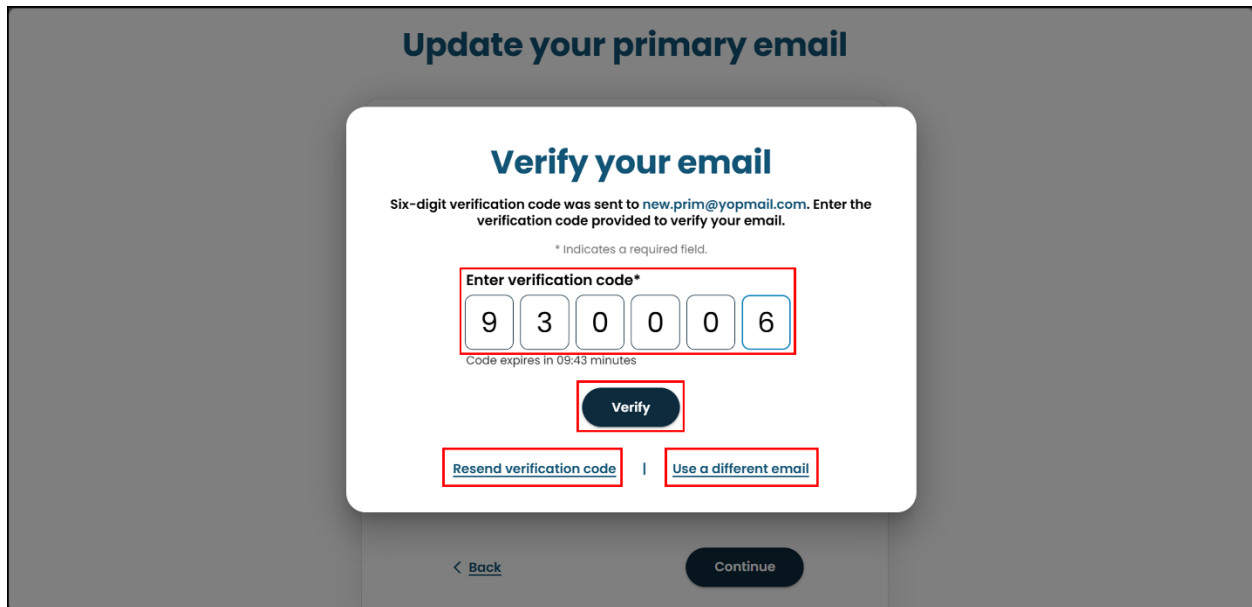
Please note: The **Name** and the **Current primary email** fields are auto populated on this screen. When entering your new email address, ensure that both the **New primary email** and the **Confirm new primary email** fields contain a valid and identical email address. You cannot copy and/or paste the text in these fields. If the email IDs entered do not match, the system will display an error message indicating the mismatch and the **Continue** button will be disabled.

You may select **Exit update primary email** or the **Back** button to exit the **Update your primary email** screen.



The **Verify your email** popup displays. As the next step in the reset credentials process, you need to verify your email. A six-digit verification code is sent to your registered email address.

9. Enter the six-digit code in the **Enter verification code*** field on the **Verify your email** screen. Note that the code expires after 10 mins. Ensure that you enter the code before it expires.
10. After entering the code, select **Verify** to proceed. Upon successful verification, a success message will appear.
 - a. Select the **Resend verification code** link to receive a new code in case the code expires, or you have not received any code.
 - b. Select the **Use a different email** link in case you want to use a different email address to reset your email ID.



11. Your email is now updated. A confirmation message appears on the screen stating that the primary email is now updated. Once the primary email is updated, you get a notification on both your old and new email accounts.

