# UPDATING AGENT CONTACT DETAILS IN AGENT PORTAL

Agents can verify their contact details in the *Settings* tab of Agent Portal or by using the *Get Local Help* tool on kynect. If the contact details are incorrect, please contact the Department of Insurance (DOI) to update them. Updated contact details will be reflected across all systems within 24 hours.

To process an update through DOI, please use the following steps:

1. Sign in to [eServices](#) or email DOI.LicensingMail@ky.gov.
2. Click **Record Correction Request**.
3. Update applicable details.
4. Click **Checkout** to save any changes made.
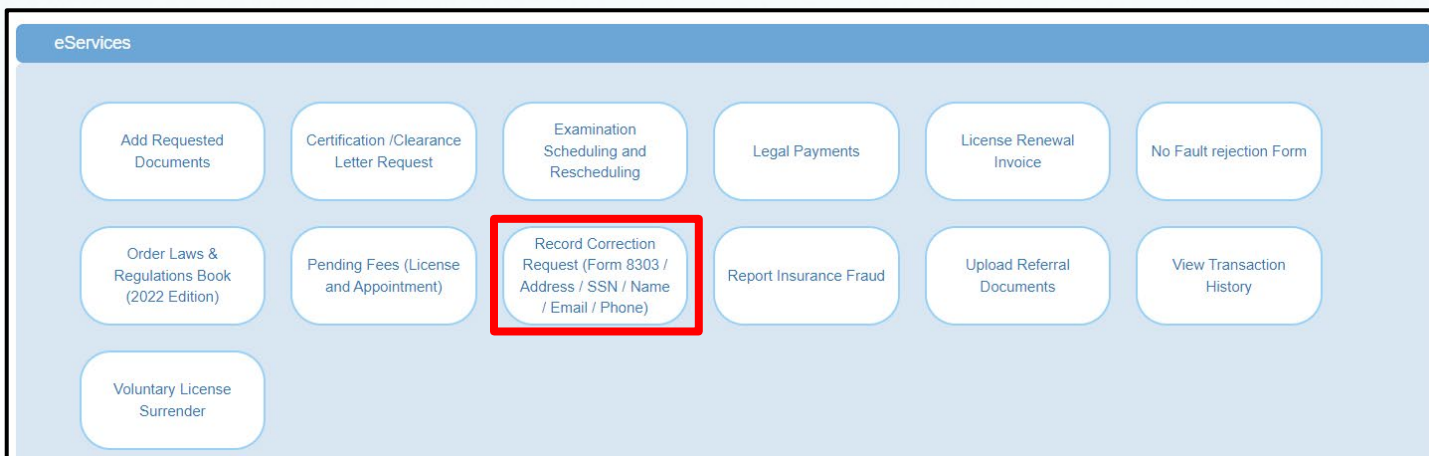
SETTINGS

The *Settings* tab displays Agents' DOI information and additional details, such as the preferred contact method. To update Kentucky Online Gateway (KOG) contact details, Agents can click the **hyperlink** at the top **My Information** screen.

> **!** **Please note:** Updates made using the *Settings* tab will not be sent back to DOI or change preferred contact details in the *Get Local Help* search tool or kynect On Demand.
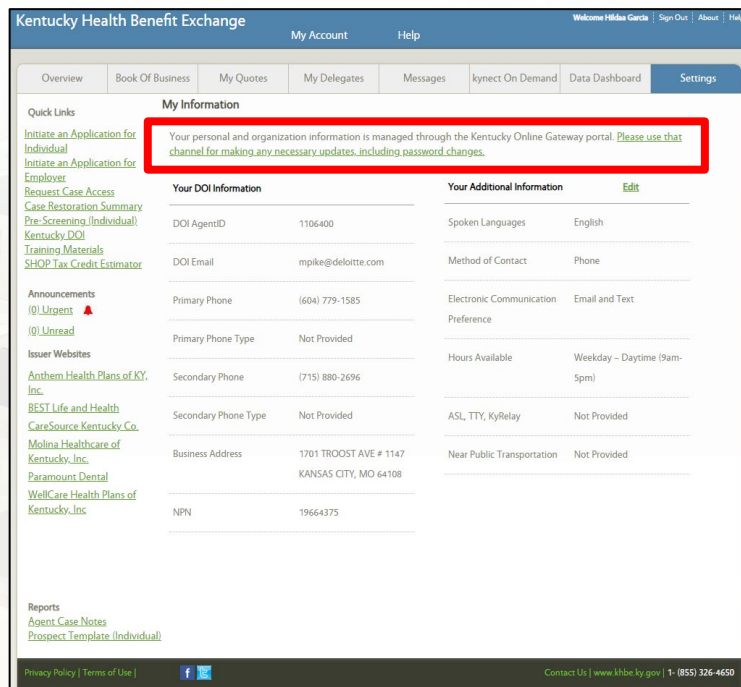
GET LOCAL HELP

Agents can also use the [Get Local Help](#) tool to view contact details for local Agents. Please note that contact details cannot be updated from the Agent Details screen; all updates must be processed through the Department of Insurance (DOI).

🔅 Please utilize eServices or email DOI.LicensingMail@ky.gov to update an Agent's contact details. These updates will be reflected in Agent Portal within approximately 24 hours.