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## Agent Onboarding Guide

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*If you have not done so already, please follow the instructions below for accessing KOG, completing your required Agent Registration SBM Training, and accessing Agent Portal through Self-Service Portal.*

*The on-boarding process is split into a three day process to allow for information to be transferred between systems.*

***In order to avoid potential difficulties please follow these instructions exactly and in the order they are presented. Doing so should allow you to easily get registered with kynect.***

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### Day 1: Gaining Access to the Agent Role and Agent Training System

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#### Access KOG

1. If you have a previous or existing Kentucky Online Gateway (KOG) account, please reference **Section 3 (page 14)** of the [Agent Welcome Packet](#) to access your account.
2. If you do not have a pre-existing KOG account, you may create a new account by following the instructions in **Section 2 (page 6)** of the [Agent Welcome Packet](#).

**Note:** *The purpose of KOG is to create a single sign-on for Agents for all their business with the Commonwealth including the Self-Service Portal (SSP), Agent Training/MyPurpose, and other Agent-related programs such as e-Services.*

**Requesting the Agent Role and Agent Training Access** (see Section 3 (page 14) of the [Agent Welcome Packet](#).)

Once you have access to KOG, you may request access to the Agent Role and Agent Training Role.

1. Navigate to the [Insurance Agent Welcome Page](#) on the kynect Self-Service Portal.
2. Click **Let's Get Started** to request access to the Agent and Agent Training Roles. You may be prompted to log into KOG if you have not done so already.
3. Some users may be redirected to the **Access Verification/Identity Proofing**
  - If you do not encounter this screen, proceed to Step 4 below.
  - If you encounter this screen, please enter your **personal information** in all fields on this screen. Do not enter your business address and phone number.
    - ***This information is being used to verify you as an Individual and will not be shared or displayed in the system.***
  - Enter your name **exactly as it appears** on your Kentucky DOI license. Hyphens, suffixes, and any name changes should match the information provided to Kentucky DOI. *If you are unsure of how DOI has your information listed, you may search for it [here](#).*
  - Complete the subsequent screens and follow the onscreen instructions to confirm your identity.
4. You will now complete the **Access Request** Your Agent ID is your Kentucky DOI number. **Do not enter** your National Producer Number (NPN).
  - *If you are unsure of your DOI number, you may search for it [here](#).*
  - Confirm all information is entered correctly and click to sign **User Agreements**.

- Once you have received onscreen confirmation that your access has been granted, please proceed to the Symantec VIP token instructions below.

## Downloading and Installing Symantec VIP token application (See Section 4 (page 18) of the [Agent Welcome Packet](#).)

If you already have a Symantec VIP token, register the token with KOG. See instructions in **Section 4 - Step 10 (page 23)** of the [Agent Welcome Packet](#).

1. If you **do not** already have Symantec VIP token, navigate to <https://idprotect.vip.symantec.com/mainmenu.v>
  - Click **Download**. *Please note: In some instances, a System Administrator from your Agency may be required to download this software on your behalf.*
  - Follow the instructions outlined in **Section 4 (page 17)** of the [Agent Welcome Packet](#).

## Access the My Purpose Training System

1. Login to your KOG Account.
2. Locate the **Agent Training Tile** on your KOG screen.
3. Click **Launch**. *You may be prompted to sign in again, but you should not have to re-enter your credentials. You will have to enter your user name and password to access KOG.*
4. You will be navigated to the MyPurpose Learning Management System where you will complete your training.

**STOP HERE:** *Please allow a minimum of 24 hours for My Purpose to establish your profile and make the State-Based Marketplace training available for you to search, register for, and complete.*



**Congratulations! You have completed Day 1 Onboarding Activities.**

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*Instructions for Day 2 activities begin on page 5 below*

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## Day 2: Complete Training

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*After 24 hours has elapsed, you should now be able to search, register for, and complete the SBM Registration Web-Based Training for Agents. Please follow the steps below.*

**Access, register for, and complete the training.** (See Section 5 (page 25) of the [Agent Welcome Packet](#).)

1. Sign into your KOG account and locate the **Agent Training Tile** on your KOG landing page.
2. Click **Launch**. *You may be prompted to sign in again, but you should not have to re-enter your credentials. You will have to enter your user name and password to access KOG.*
3. You will be navigated to the **My Purpose LMS**.
  - In the search bar in the top right of your screen, enter **KHBE** and click to search.
  - You should receive one result for **State-Based Marketplace (SBM) for Agents**. Select this training to register and launch the training.
  - Complete all modules of the training and take the final assessment.
    - *You must complete all content in each module before you are able to **Activate and Launch** the next module. You must pass the **Final Assessment** with a score of **80% or better** to pass the course.*

**STOP HERE:** *Please allow a minimum of 24 hours while we process your completion before logging into Self-Service Portal (Agent Portal).*



**Congratulations! You have now completed Day 2  
Onboarding Activities.**

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*Instructions for Day 3 activities begin on page  
7 below*

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## *Day 3: Access Agent Portal*

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### **Access the Agent Portal**

1. Sign into your KOG account and locate the **Self-Service Portal** tile on your KOG landing page.
2. Click **Launch**.
3. You will be navigated to the Agent Portal screen within the Self-Service Portal.



**Congratulations! You have completed your  
onboarding to kynect!**

## Questions?

Please reference the [Escalation Path/Who to Contact](#) document for any questions you may have regarding kynect health coverage. The document can be found on the KHBE [Agent & kynector](#) Portal page. This page will be updated with additional training material as we approach the September 27, 2021 Go-Live.

Thank you for your continued support.

Sincerely,

**The Kentucky Health Benefit Exchange (KHBE) Team**

*Agents/Brokers who previously participated on the Federally Facilitated Marketplace (FFM) can still expect to receive communications from the FFM regarding PY2022 Training and Registration. Agents/Brokers should complete the trainings required for certification in the states in which they are licensed. If you are a Kentucky licensed Agent/Broker who plans to operate **only in Kentucky**, you only need to complete the State-Based Marketplace (SBM) registration and training.*