Commonwealth of Kentucky

TEAM KENTUCKY®

CABINET FOR HEALTH AND FAMILY SERVICES

Commonwealth Offerings for Learning & Training (COLT) Learning Management System (LMS)

COLT LMS Frequently Asked Questions

Introduction

This Frequently Asked Questions (FAQ) answers common questions from Agents and kynectors about the move from MyPurpose to the COLT LMS.

Additional Questions

If you have additional questions that are not answered in this FAQ, contact:

- **KHBE Program Inbox:** KHBE.Program@ky.gov
- **KYID Helpdesk:** KYIDHelpdesk@ky.gov

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Getting Started: COLT LMS Introduction

Question 1: What is the Commonwealth Offerings for Learning & Training (COLT) Learning Management System (LMS)?

Answer: The Commonwealth Offerings for Learning & Training (COLT) is KHBE's new Learning Management System (LMS), or online system for learning and training. It replaces MyPurpose and serves as the one-stop-shop for Agent and kynector annual trainings.

Question 2: Do I need to create a new account to access COLT?

Answer: No. Existing Agents and kynectors are migrated to the COLT LMS and may use their existing credentials to sign in to COLT. New users will need to create a KYID account. If you need assistance with your KYID account, please contact the KYID Helpdesk at KYIDHelpdesk@ky.gov.

Question 3: What are the main differences between MyPurpose and the COLT LMS?

Answer: The COLT LMS is designed to improve the user experience, making it easier to navigate and access available trainings. You can enroll in training based your role and access levels. It also has notifications within the platform and via email so you can stay informed of training-related updates.

Question 4: How does the transition to the COLT LMS impact Agents and kynectors?

Answer: There are no changes to Agent and kynector day-to-day responsibilities. The COLT LMS replaces MyPurpose and serves as the platform for tracking and completing annual Certification, Refresher, and supplemental trainings.

Question 5: When did the COLT LMS launch?

Answer: The training Blackout Period ended, and the COLT LMS launched on Monday, August 17, 2026.

Records and Certifications

Question 1: Will previous training records be retained within the COLT LMS?

Answer: No. Any in-progress or previous trainings that were incomplete prior to the Blackout Period were not converted to COLT. If Agents or kynectors need previous training records, they can request those records from the KHBE Program Inbox.

Question 2: How can I view, download, or verify certificates after completion?

Answer: Open the User Menu from the left-hand navigation panel and select My Activities. Then, select the Courses tab. Locate the appropriate course and select the Download a Copy of your Certificate icon. Save the file to your local device.

Question 3: Are certificates sent automatically to Supervisors or Issuers?

Answer: No. KHBE Administrators can access the applicable course completion records. Please consult your manager/supervisor—and, where applicable, the relevant external agency to confirm whether a copy of your course certificate is required.

Question 4: What happens if training is complete, but the exam has not been passed?

Answer: Completion of the Course Assessment and Course Evaluation is required for the course completion certificate to be issued.

Question 5: Are retakes available for failed course assessments?

Answer: Agents and kynectors have three (3) straight attempts to successfully pass any course assessment with a passing score. Failure to achieve a passing score may result in remedial training requirements and/or loss of system privileges.

Access and Assignment

Question 1: How do new users access COLT, and are accounts created automatically?

Answer: Access the COLT LMS here. Existing Agent and kynector accounts are migrated to the COLT LMS, but new users who do not have an existing KYID account will need to create an account to access training resources.

Question 2: What should I do if COLT does not appear on my KYID dashboard?

Answer: Confirm with your Organization Administrator that you have the appropriate role assignment(s). If you have the appropriate assignments and it is still not displaying, contact the KYID Helpdesk.

Question 3: Are courses assigned automatically, or do I need to self-assign or request them?

Answer: Agents and kynectors must self-enroll in required training(s). Consult your Organization Administrator to confirm which courses may need to be completed.

Question 4: What training(s) are required to complete within the COLT LMS?

Answer: Agents and kynectors must complete their annual State-Based Marketplace Recertification training to continue operating on kynect. A kynector's role and program access determine whether additional course requirements may apply.

Support Resources

Question 1: What support resources can I leverage to help navigate the COLT LMS?

Answer: Please reference the below Quick Reference Guides (QRGs) for role-specific navigation instruction:

- The COLT LMS Agent Quick Reference Guide
- The COLT LMS kynector Quick Reference Guide
- The COLT LMS Organization Administrator Quick Reference Guide
- The COLT LMS Presumptive Eligibility Quick Reference Guide

Question 2: Who should I contact if I have questions or need assistance with the COLT LMS?

Answer: Agents and kynectors may reach out to the KHBE Program Inbox for questions or assistance related to the COLT LMS. If you have any questions about your KYID account, please direct those to the KYID Helpdesk.