

The Commonwealth of Kentucky
kynect State-Based Marketplace



**Kentucky Online Gateway Account
Creation for kynectors
Quick Reference Guide**

Introduction

This Quick Reference Guide is designed to help kynectors complete the necessary steps to access Kentucky Online Gateway (KOG) and their kynector ID. This document also provides key information regarding Manual Identity Proofing for individuals unable to verify their identity through Experian.

Table of Contents

Create a Kentucky Online Gateway (KOG) Account..... 3

How to Create a KOG Account 3

Experian Identity Proofing Process 10

Organization Questions 12

KOG Password Reset 15

Resetting a KOG Password 15

Change KOG Email Address 18

Changing a Forgotten or Lost KOG Email Address 18

Changing a Known KOG Email Address..... 19

kynector ID in kynect..... 20

Locating the kynector Dashboard 20

kynector Dashboard Details 21

Manual ID Proofing 22

Manual ID Proofing Request Process 22

Create a Kentucky Online Gateway (KOG) Account

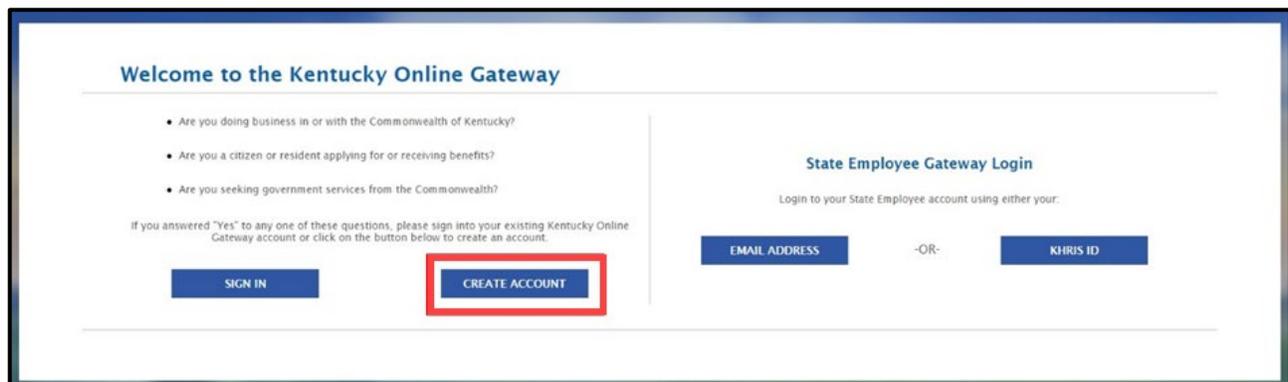
To access a variety of Commonwealth of Kentucky systems including kynect and MyPurpose, kynectors must create a Kentucky Online Gateway (KOG) account. Follow the steps below to create a KOG account.

Please note: If you have an existing KOG account for business, you should use that account instead of creating a new one.

How to Create a KOG Account

1. Navigate to the KOG home page at <https://kog.chfs.ky.gov/home>.
2. Click **Create Account**.

Please note: If you are brought to the State Employee Sign In page, select “**Click here to select account type**” to be brought to the KOG home page.



3. Enter a name into the **First Name**, **Middle Name** (optional), and **Last Name**.

Please note: kynectors must use their full legal first and last name when creating a KOG account.

4. Enter a valid email address into the **Email Address** field and the **Verify Email Address** field.

Please note: To create a KOG account, kynectors must use a valid work email address that has not been used for a citizen KOG account.

5. Enter a password into the **Password** field.

Please note: Password must be at least 8 characters in length and contain at least one number, one lowercase letter, and one uppercase letter.

6. Enter the previously created password in the **Verify Password** field.
7. Enter the mobile number into the **Mobile Phone** field (optional).
8. Enter a street address into the **Street Address 1** field (optional).
9. Enter a street address into the **Street Address 2** field (optional).
10. Enter a **City** and a **Zip Code** (optional).
11. Select a **Preferred Language** (optional).
12. Select a question from the **Security Question** drop-down box.
13. Below the previously selected security question, enter the response for the security question in the **Answer** field.
14. Select a question from the second **Security Question** drop-down box.
15. Below the previously selected security question, enter the response for the security question in the **Answer** field.

Please note: These security questions are used in case a kynector forgets their password.

Please note: Mandatory fields are marked with a red asterisk (*). All mandatory fields must be filled out in order to successfully create a KOG account.

16. Review all fields to confirm accuracy. Then, select **Sign Up**.

MYKY
MyKentucky.gov

FAQ | Help | English -

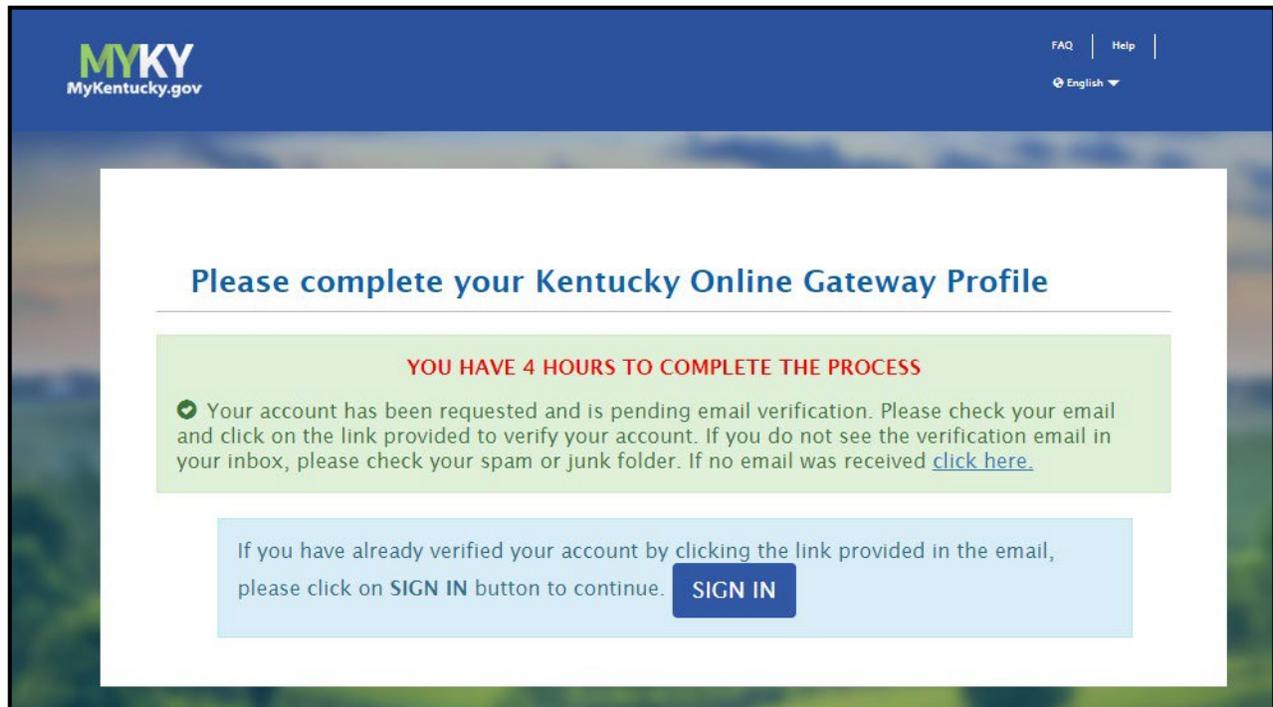
Please complete your Kentucky Online Gateway Profile

i If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password OR click on the CANCEL button below to log into your account.

Please fill out the form below and click **Sign Up** when finished.
All fields with * are required.

* First Name	Middle Name	* Last Name
* E-Mail Address		* Verify E-Mail Address
* Password		* Verify Password
Mobile Phone		Language Preference English
Street Address 1		Street Address 2
City	State Kentucky	Zip Code
Question In what city were you born? (Enter full name of city only)		* Answer
Question What was the name of your first pet?		* Answer

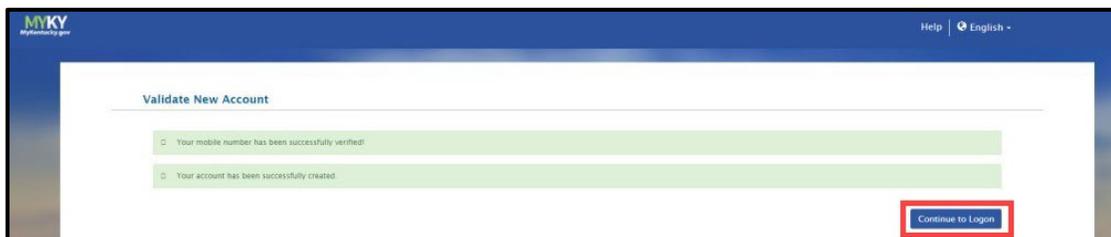
CANCEL SIGN UP



The screenshot shows the MYKY MyKentucky.gov website. The header includes the MYKY logo and navigation links for FAQ, Help, and English. The main content area features a white box with a blue border. At the top of this box is the heading "Please complete your Kentucky Online Gateway Profile". Below this is a green box with the text "YOU HAVE 4 HOURS TO COMPLETE THE PROCESS". A green checkmark icon is followed by the text: "Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account. If you do not see the verification email in your inbox, please check your spam or junk folder. If no email was received [click here](#)." Below this is a light blue box with the text: "If you have already verified your account by clicking the link provided in the email, please click on SIGN IN button to continue." A dark blue button labeled "SIGN IN" is positioned to the right of this text.

Please note: Once the automated activation email has been received, select the activation link in the email. The activation link must be selected within **four (4) hours** to complete the verification process or the account request is deleted, and the registration process must be completed again.

18. When the activation link in the email is clicked, the user is redirected back to KOG. Select **Continue to Logon**, located in the bottom right corner of the screen.



The screenshot shows the MYKY MyKentucky.gov website. The header includes the MYKY logo and navigation links for Help and English. The main content area features a white box with a blue border. At the top of this box is the heading "Validate New Account". Below this are two green boxes with checkmark icons and the text: "Your mobile number has been successfully verified" and "Your account has been successfully created". In the bottom right corner of the white box, there is a dark blue button labeled "Continue to Logon" which is highlighted with a red rectangular border.

19. Enter credentials and click **Sign In**. The KOG account creation process is complete.

Citizen (or) Business Partner Sign In

Sign in with your Kentucky Online Gateway Account.

Email Address
Enter Email Address

Password [Forgot/Reset Password?](#)
Enter Password

SIGN IN

[Resend Account Verification Email](#)

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Don't already have a Kentucky Online Gateway Citizen Account?
Create An Account

[Click here to select user account type](#)

20. Once you sign in, you'll be directed to a **Validate New Account** screen. If a mobile number was provided, the kynector is prompted to register that number. This step is optional. Click **Skip and Continue** to navigate to the sign-in page or follow the below steps to register the mobile number.
- To register the mobile number, select **Send Passcode** next to the prepopulated phone number.
 - The kynector receives a text message on the mobile device containing an 8-digit code.
 - Enter the code received in the **Enter Passcode** field.
 - Select **Validate & Verify**.
 - The kynector receives a notification that the mobile device has been successfully validated and the account has been created.

Validate New Account

Providing your mobile number will allow for easy retrieval of email and password. It will also allow participating applications to send critical communications about your account.

Register Your Mobile Number

Enter Mobile Phone (859) 555-6666

Send Passcode

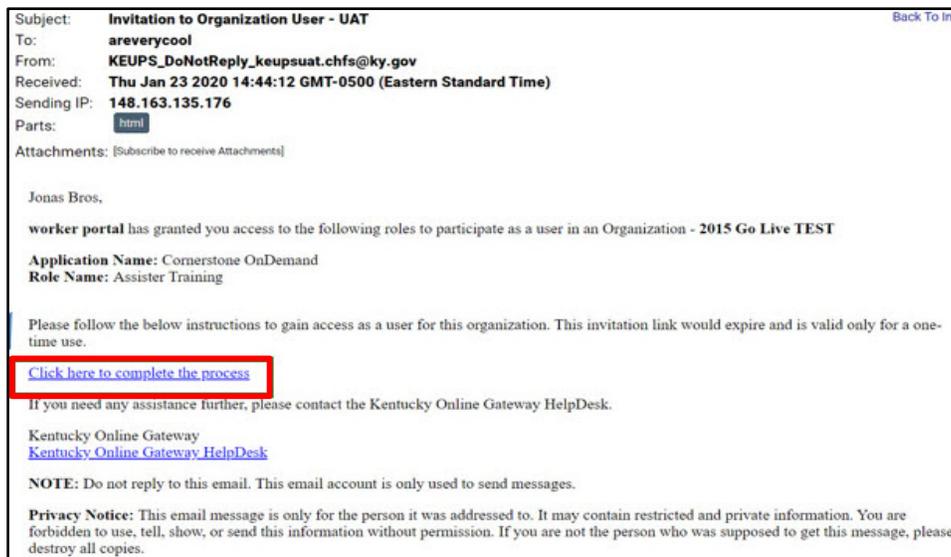
Skip and Continue

Disclaimer :

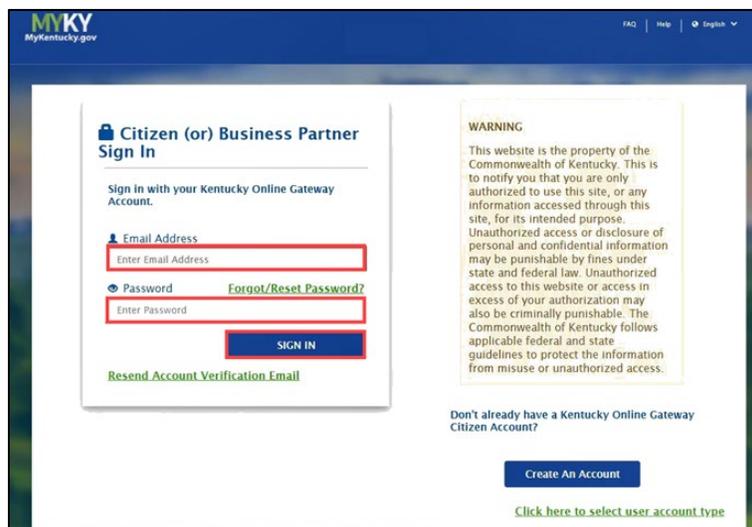
- Standard Text Messaging and Data rates may apply. If you do not have an active plan with your cellular service provider, please click **Skip and Continue**.
- The Kentucky Online Gateway will never provide your information to outside entities or sell it to marketing organizations.

Please note: Once a kynector completes creating their KOG account, they must inform their Organization Administrator that the account is setup and share the email address assigned to the KOG account with the Organization Administrator. Then, the Organization Administrator grants the kynector access to trainings in MyPurpose Learning Management System (LMS).

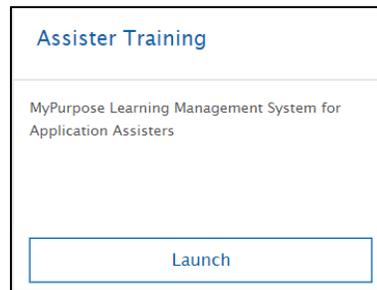
- An email will be received from KOG with a link to complete assignment of the Assister Training role. The kynector will be able to log in to KOG and access the Assister Training tile which will navigate them to My Purpose.



- Select **Click here to complete the process**.
- A pop-up window displays the **Citizen (or) Business Partner Sign In** page.
- Enter the user credentials. Click **Sign In**.



25. The kynector should now have the *Assister Training* tile on their KOG home screen. Click **Launch** to access MyPurpose LMS and take all required trainings as shown in the order they are listed in the KHBE Welcome Packet and Instructions.



26. Once the kynector completes the SBM Certification/Registration Training and the other required KHBE Trainings, the kynector must notify their Organization Administrator. Then, the Organization Administrator invites the kynector to the Assister role in KOG pending KHBE approval.

Please note: KHBE has a 48-hour window to approve the kynector's KOG role.

27. Once the Organization Administrator assigns the Assister role and it is approved by KHBE, a KOG system-generated email is sent informing the kynector that they have been assigned the Assister role.

Lola Bennett,

worker portal has granted you access to the following roles to participate as a user in an Organization - **Demo Assister**

Application Name: Self Service Portal
Role Name: Assister

Please follow the below instructions to gain access as a user for this organization. This invitation link would expire and is valid only for a one-time use.

[Click here to complete the process](#)

If you need any assistance further, please contact the Kentucky Online Gateway HelpDesk.

Kentucky Online Gateway
[Kentucky Online Gateway HelpDesk](#)

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

28. Select **Click here to complete the process**.
29. A pop-up window displays the **Citizen (or) Business Partner Sign In** page.

30. Enter the user credentials. Click **Sign In**.

MYKY
MyKentucky.gov

FAQ | Help | English

Citizen (or) Business Partner Sign In

Sign In with your Kentucky Online Gateway Account.

Email Address
Enter Email Address

Password [Forgot/Reset Password?](#)
Enter Password

SIGN IN

[Resend Account Verification Email](#)

WARNING:
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Don't already have a Kentucky Online Gateway Citizen Account?

Create An Account

[Click here to select user account type](#)

31. After signing in, the kynector is taken to the Remote Identity Proofing (RIDP) page and later to the Experian page.

Experian Identity Proofing Process

kynectors verify their identity by completing the Experian Identity Proofing Process during the User Verification process in KOG. Below are the steps to complete this verification.

1. Enter credentials and select **Sign In**.

2. Confirm that the **First Name**, **Middle Name**, and **Last Name** are correct.
3. Provide answers to each required question marked with an asterisk (*) to complete the Remote Identity Proofing (RIDP) process. **Select** the *checkbox* that states “Identify proofing is enabled by Experian”.

Please note: kynectors should use their personal information for phone number, home address, city, state, and postal code and not use their business information for these fields.

4. Then, click **Next**.

5. Experian verifies the information provided and may present the kynector with questions based on their credit profile. Provide answers to each question. Then, click **Next**.

User Verification

- * 1) what is the colour of rabbit
 - white
 - Red
 - Black
 - Blue
- * 2) what is the day today
 - Friday
 - Thursday
 - Sunday
 - Wednesday
- * 3) what is your birth month
 - January
 - Feb
 - March
 - April
 - May
 - June
 - July
 - August
 - September
 - October
 - November
 - december
- * 4) what is Capital of hungary
 - budapest
 - New york
 - Africa
 - Frankfurt
- * 5) what is the direction of sunrise
 - East
 - west
- * 6) what is pencil made up of
 - lead
 - Carbon
 - Iron
- * 7) what is the colour of the sky
 - Blue
 - Red
 - Black
 - Blue

Please note: If the kynector does not have a credit history or Experian cannot perform identity proofing online, a screen similar to the one below displays. The kynector will be given a reference number and will need to call the Experian Help Desk. **When contacting Experian, please use the reference number given in the KOG message below.**

User Verification

You will need to contact the Experian helpdesk before completing this process. Please call them at 1-866-578-5409.

When calling Experian, please use the reference number including the dashes: 878b-3a-200b. Once you have verified your identity with Experian, please close your browser before returning to the application.

If Experian is unable to complete identity proofing, there is a manual ID proofing process available. If manual ID proofing is required, send an email to KHBE.Program@ky.gov.

Organization Questions

After kynectors complete the ID Proofing process, they must answer questions about their organizations before accessing kynect. See below the questions the kynector must answer about their organization then click **Save**:

1. Enter the kynector's **Legal First Name**.
2. Enter the kynector's **Legal Last Name**.
3. Check only the counties to which the kynector is willing to travel in order to assist Individuals in the *Please select the Counties you Cover* section.
4. Check whether the kynector assists with **Individual**, **Small Market**, or both to indicate if the kynector may assist with the individual market application, the SHOP application, or both.
 - **Individual Market Type** – Agents and kynectors can help consumers to determine their eligibility for insurance affordability program, including advance payments of the premium tax credit and cost-sharing reductions, and enroll them in qualified health plans (QHPs).
 - **Small Market** – Agents and kynectors can help employers understand their options for enrolling in SHOP (Small Business Health Options Program) coverage and assist them and their employees through the SHOP application and enrollment process on the Insurer's website.

Please note: Contracted kynectors (Navigators) are expected to assist with both the Individual and Small Market.

5. Enter the kynector's **Primary Phone Number**.
6. Select whether your **Primary Phone Type** is **Cell**, **Home**, **Work** or **Other**.
7. Enter the kynector's **Secondary Phone Number** (optional).
8. Select whether your **Secondary Phone Type** is **Cell**, **Home**, **Work**, or **Other** (optional).
9. Enter the kynector's mailing address in the corresponding fields: **Mailing Address-Line 1**, **Mailing Address-Line 2**, **Mailing Address-City**, **Mailing Address-State**, and **Mailing Address- ZIP**.
10. Select **Preferred Method of Contact**.
11. Select **Preferred Time of Contact**.
12. Select whether you are a **public or private kynector** in the *Do you only assist patients in your medical facility/clinic/office* field.
13. Enter the kynector's **Primary Email**.

Organization User Information

Legal First Name: Christopher *

Legal Last Name: Nolan *

Please select the Counties you Cover:*

- OUT OF STATE
- Adair
- Allen
- Anderson
- Ballard
- Barren
- Bath
- Bell
- Boone
- Bourbon
- Boyd
- Boyle
- Bracken
- Breathitt
- Breckinridge
- Bullitt
- Butler
- Caldwell
- Calloway
- Campbell
- Carlisle
- Carroll
- Carter
- Casey
- Christian
- Clark
- Clay
- Clinton
- Crittenden
- Cumberland
- Daviess
- Edmonson
- Elliott
- Estill
- Fayette
- Fleming
- Floyd
- Franklin
- Fulton
- Gallatin
- Garrard
- Grant
- Graves
- Grayson
- Green
- Greenup
- Hancock
- Hardin
- Harlan
- Harrison
- Hart
- Henderson
- Henry
- Hickman
- Hopkins
- Jackson
- Jefferson
- Jessamine
- Johnson
- Kenton
- Knott
- Knox
- Larue
- Laurel
- Lawrence
- Lee
- Leslie
- Letcher
- Lewis
- Lincoln
- Livingston
- Logan
- Lyon
- McCracken
- McCreary
- McLean
- Madison
- Magoffin
- Marion
- Marshall
- Martin
- Meade
- Menifee
- Mercer
- Metcalfe
- Monroe
- Montgomery
- Morgan
- Muhlenberg
- Nelson
- Nicholas
- Ohio
- Oldham
- Owen
- Owsley
- Pendleton
- Perry
- Pike
- Powell
- Pulaski
- Robertson
- Rockcastle
- Rowan
- Russell
- Scott
- Shelby
- Simpson
- Spencer
- Taylor
- Todd
- Trigg
- Trimble
- Union
- Warren
- Washington
- Wayne
- Webster
- Whitley
- Wolfe
- Woodford
- CO

Please select your Market Type:*

- Individual
- Small Market

Primary Phone Number *

Primary Phone Type:*

- Cell
- Home
- Work
- Other

Secondary Phone Number

Secondary Phone Type:

- Cell
- Home

Home
 Work
 Other

Mailing Address – Line 1: *

Mailing Address – Line 2:

Mailing Address – City: *

Mailing Address – State: *

Mailing Address – ZIP: *

Preferred Method of Contact*

Home Phone
 Work Phone
 Cell Phone
 E-mail
 Fax
 Postal Mail

Preferred Time of Contact*

Mornings
 Daytime
 Evening
 Weekends

Preferred Language:*

English
 Spanish

Do you only assist patients in your medical facility/clinic/office? *

Primary Email: *

KOG Password Reset

After creating a KOG account, a kynector may reset their password if necessary.

Resetting a KOG Password

If kynectors want to sign into their Kentucky Online Gateway (KOG) account but cannot remember their KOG Password, follow the steps below:

1. Navigate to the KOG home page using Google Chrome at <https://KOG.chfs.ky.gov>.
2. Select **Sign In**.
3. Select the **Forgot/Reset Password?** link.



The screenshot displays the 'Citizen (or) Business Partner Gateway Log In' page. It features a login form with two input fields: 'Username or Email Address' and 'Password'. A red box highlights the 'Forgot/Reset Password?' link next to the password field. To the right, a yellow warning box contains text about unauthorized access. Below the warning box is a link to 'Create An Account' and a footer link to 'Click here to select user account type'.

4. The kynector comes to the **Reset Password** screen and is given two options:
 - Reset Password via E-Mail Address
 - Reset Password via Mobile

If “Reset Password via Mobile” is selected, follow the steps below:

1. Enter **E-Mail Address** and **Mobile Number**, then select **Submit**.

The screenshot shows the 'Reset Password' page. At the top, there is a blue information box: 'No longer have access to your account? If you have verified your mobile number with the Kentucky Online Gateway, please use the Reset Password via Mobile option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)'. Below this, two radio buttons are visible: 'Reset Password via E-Mail Address' (unselected) and 'Reset Password via Mobile' (selected). A white box titled 'Reset Password via Mobile' contains two input fields: 'E-Mail Address' and 'Mobile Number'. The 'Mobile Number' field has a placeholder example: 'ex: (555) 555 - 5555'. At the bottom of the white box are two buttons: 'SUBMIT' and 'SIGN IN'. A disclaimer is located at the bottom left of the white box: 'Disclaimer: Standard Text Messaging and Data rates may apply. If you do not have an active plan with your cellular service provider and cannot receive text messages, please select the 'Reset Password via E-Mail Address' option above.'

2. A text message is sent to the mobile phone number that was entered in the **Mobile Number** field on the **Reset Password** screen.

Please note: The text messaging option will only work if the kynector has registered their cell phone number.

3. Follow the directions in the text to reset the password.

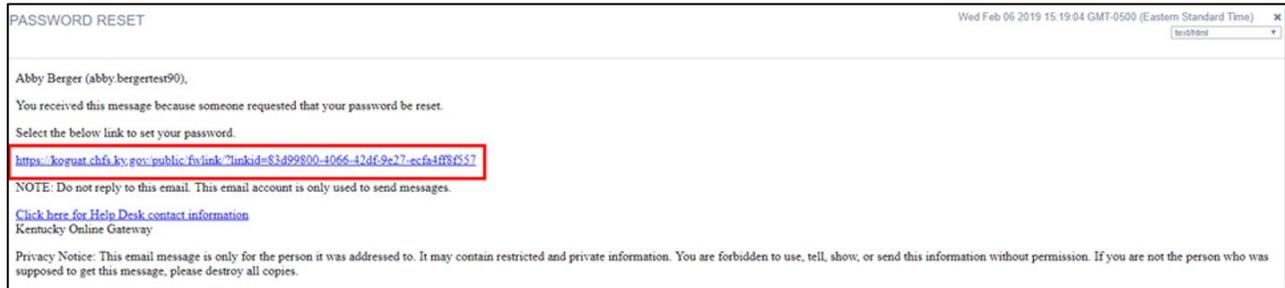
If “Reset Password via E-Mail Address” is selected, follow the steps below:

1. Type **E-Mail Address** then click the **Submit** button.

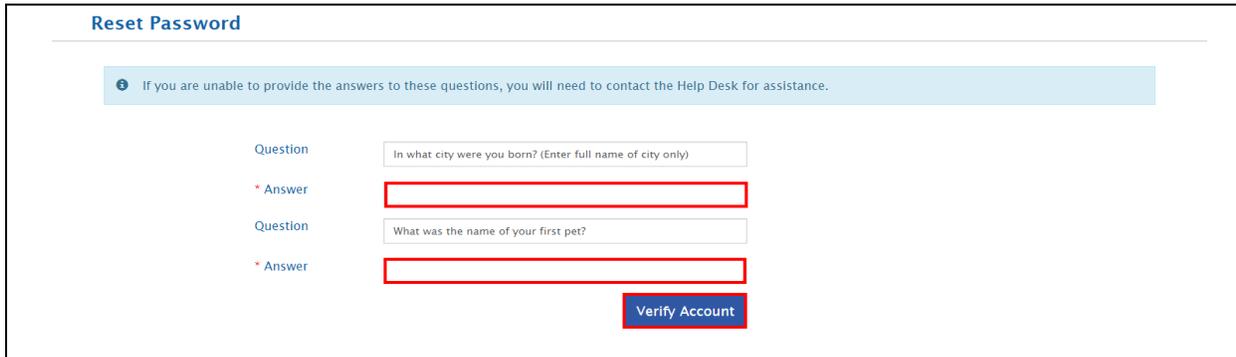
The screenshot shows the 'Reset Password' page. At the top left is the 'MYKY MyKentucky.gov' logo. At the top right are links for 'FAQ', 'Help', and 'English'. Below the header is the 'Reset Password' title. A blue information box contains the same text as in the previous screenshot. Below it, two radio buttons are visible: 'Reset Password via E-Mail Address' (selected) and 'Reset Password via Mobile' (unselected). A white box titled 'Reset Password via E-Mail Address' contains one input field: 'E-Mail Address'. At the bottom of the white box are two buttons: 'SUBMIT' and 'SIGN IN'.

2. After clicking Submit, an email titled PASSWORD RESET is sent. This email contains a link that kynectors should click to continue the process of resetting the password.

3. Select the **link** in the email.

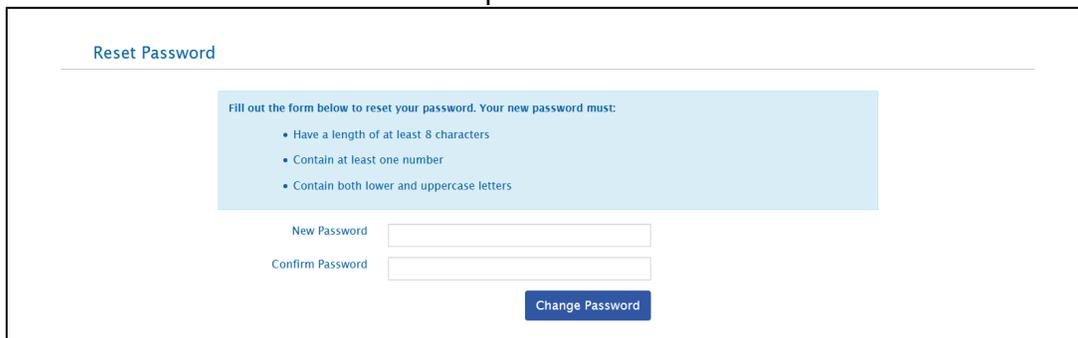


4. Enter the answers to the two security questions on the **Reset Password** screen.



Please note: If the kynector cannot answer the two security questions, please contact the KOG Help Desk at KOGHelpdesk@ky.gov.

5. Follow the directions to reset the password once the account is verified.



6. The password has been successfully changed! Click **Sign in** to login to the account.



Change KOG Email Address

The steps a kynector takes to change their KOG Email depends if they remember and have access to their email account.

Changing a Forgotten or Lost KOG Email Address

If a kynector has forgotten their email address or no longer has access to their email address, they should follow the steps below:

1. Email the KOG Helpdesk at KOGHelpdesk@ky.gov

Request Username

! If you forgot your email address or no longer have access to your email account, please email the KOG Helpdesk at KOGHelpdesk@ky.gov

Please enter your email address below to start the Username recovery process.

* E-Mail Address

SUBMIT

SIGN IN

2. Alternatively, call the KOG Help Desk at: **502-564-0104 Ext. 2**

List of Contacts

Below we have listed some helpful phone numbers. If you are not sure where to call for help or whom to contact, call KOG Security Helpdesk

Kentucky Online Gateway Helpdesk

KOG Security Help Desk	502-564-0104 Extension: 2	Monday - Friday 8:30 AM - 5:00 PM EST KOGhelpdesk@ky.gov	Contact for account related issues, application issues or Troubleshooting
Frequently Asked Questions		Click on the link 24 Hrs EST	For KOG Account Creation and Management Frequently Asked Questions

Changing a Known KOG Email Address

If a kynector knows their email address and can access it but wants to change it, they should follow the steps below:

1. Log in to their KOG Account.
2. Click on their name in the top right of the KOG Dashboard.



3. Click on the **My Info** tab.
4. Locate the **Email Address** fields from the **User Profile** box.
5. Update the Email Address to the new Email Address.
6. Verify the new Email Address in the Verify Email Address Field.

My Information	
Use this page to modify your account information. When finished, click the Save button at the bottom of the screen.	
User Profile	
* First Name	Michael
Middle Name	
* Last Name	Sackett
Address 1	741 Providence Rd.
Address 2	
City	Lexington Ky
State	Kentucky
Zip Code	40502
Telephone	
Mobile	8595371212
Fax	
* Language Preference	English
* E-Mail Address	m.sackett1@gmail.com
* Verify E-Mail Address	m.sackett1@gmail.com

7. Click **Save** at the bottom of the screen.

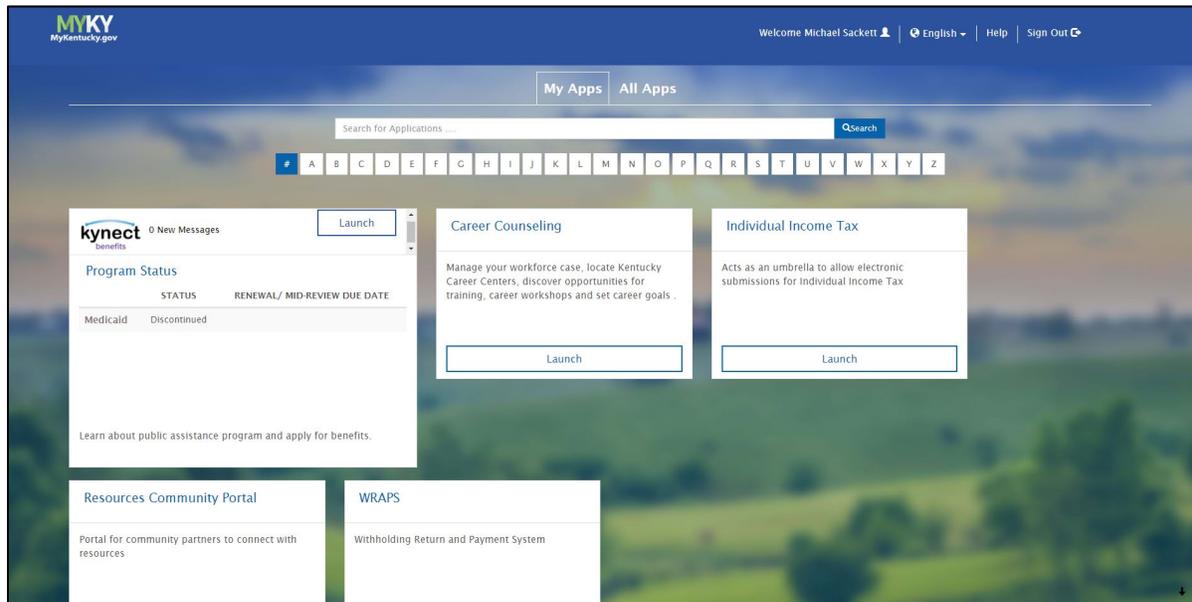
Please note: This screen can also be used to update first name, last name, address, etc.

kynector ID in kynect

The kynector Dashboard in kynect helps kynectors to search and find cases for their associated Residents. kynectors must have an active Kentucky Online Gateway (KOG) account to access their dashboard.

Locating the kynector Dashboard

1. Log into their KOG Account.
2. Click **Launch** in the kynect benefits tile.

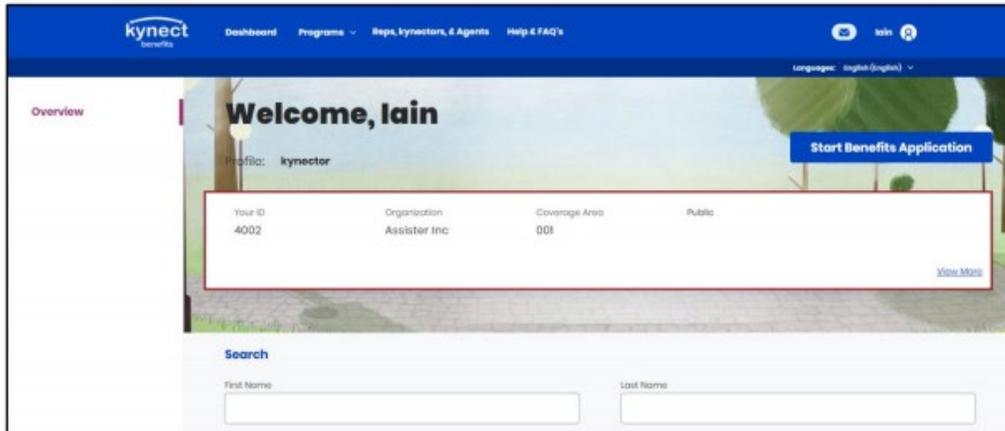


3. Once the kynector logs into kynect benefits, click the **Dashboard** link to be brought to the kynector dashboard.

kynector Dashboard Details

The top of the kynector dashboard includes the details below:

- ID Number
- Organization
- Coverage Area
- Public or Private Status
- Number of associated Resident cases



Please note: The screenshot above displays the kynector ID number. kynectors use the kynector ID when they call the Professional Services Line.

Manual ID Proofing

Personally Identifiable Information (PII) is extremely important. kynectors must verify the identity of individuals they are assisting. Individuals typically verify their identity by completing the Experian Identity Proofing Process during the User Verification steps in KOG. If an individual cannot verify their identity offline through Experian, they must go through the Manual ID Proofing Process.

Please note: This is different than Remote Identity Proofing (RIDP) for phone applications. RIDP is only done by the Department for Community Based Services (DCBS).

kynectors may use the following Manual ID Proofing steps to assist the Resident with the process.

Manual ID Proofing Request Process

1. Obtain a copy of a photo ID or one of the acceptable forms of ID.
2. Gather Contact Information, including the email address.
3. Email documents to DMS and attach the ID Proofing Cover Letter. The DMS email address for ID Proofing is DMS.IDProofing@ky.gov.

The Department of Medicaid Services (DMS) office staff may contact the individual and/or supervisor for additional information before approval. This process is only available to kynectors, Certified Application Counselor agencies, and DCBS Staff. Please allow 2-3 business days for the process to be completed.

After completing the Manual Identity Proofing, kynectors may continue with the individual's application. Individuals that forget their KOG username and password may use the **Forgot Username?** and **Forgot Password?** links on the **KOG Login screen**.

kynectors should complete and submit the form below to complete a Manual ID Proofing Request.

For more information, please reference the [Manual ID Proofing and Next Steps QRG](#).



Cover Sheet

Manual ID Request

Date: _____

Pages (including cover): _____

Email: DMS.IDProofing@ky.gov

Attention: Rebecca Hayden

kynector/DCBS Staff Name: _____

kynector/DCBS Staff Phone Number: _____

kynector/DCBS Staff Email: _____

Individual ID Proof Information

Individual Name as it appears in KOG: _____

Individual Username as it appears in KOG: _____

Individual Email as it appears in KOG: _____

Documentation attached:

- State School issued ID Card
- Birth Certificate
- Canadian Driver's license
- Foreign Passport
- Government issued photo ID card
- Identification Card for Use of Resident Citizen in the United States (Form I-179)
- Military dependent's ID Card
- Native American Tribal Document
- Permanent Resident Card (Form I-551)
- Social Security Card
- State Issued Photo ID Card (i.e. Driver's license)
- U.S. Citizen ID card (Form I-197)
- U.S. Military card or draft record
- U.S. Passport or U.S. Passport Card
- Voter's Registration Card
- Other

Signature of kynector/DCBS Staff:
