

The Commonwealth of Kentucky
kynect State-Based Marketplace



**KYID Account Creation for
kynectors
Quick Reference Guide**

Introduction

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

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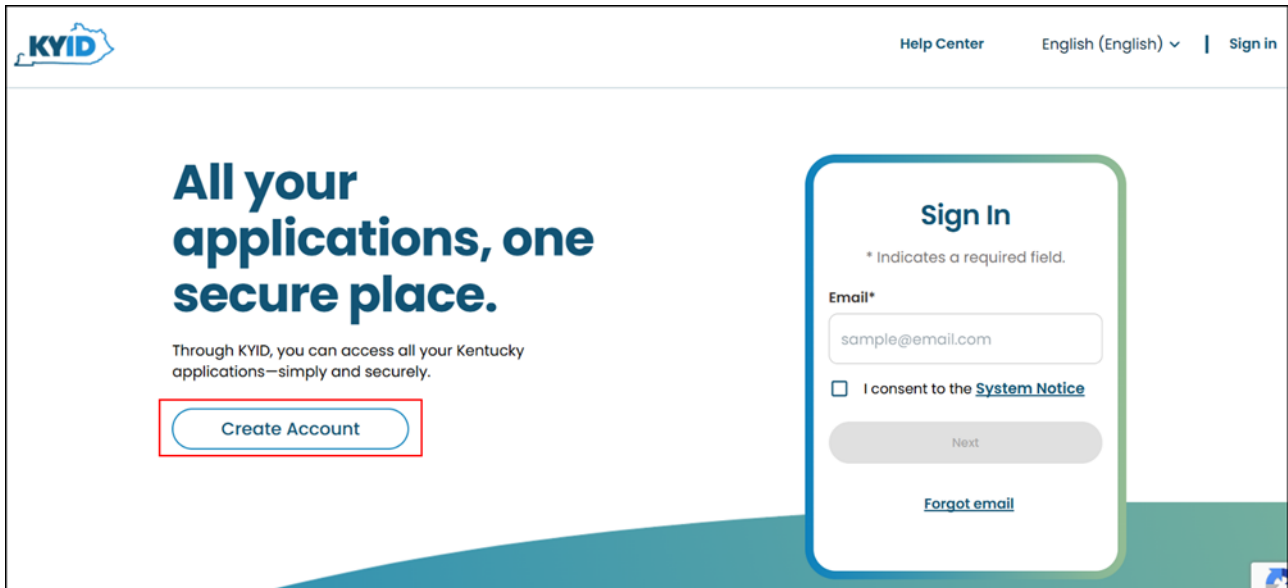
Creating a KYID Account

To access a variety of Commonwealth of Kentucky systems including kynect and MyPurpose, kynectors must create a KYID account. Follow the steps below to create a KYID account.

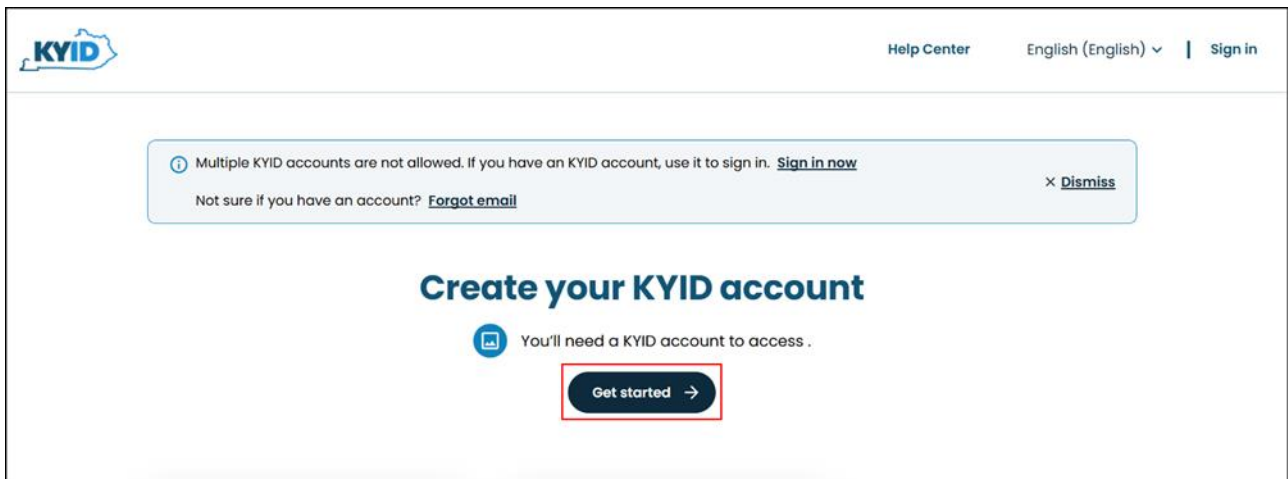
Please note: If you have an existing KYID account for business, you should use that account instead of creating a new one.

How to Create a KYID Account

1. Navigate to the KYID home screen at <https://kyid.ky.gov>.
2. Select **Create Account**.



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



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

× [Exit create an account](#)

Create an Account
Step 1 of 5

Enter your account email

Your email will serve as your username for your KYID account.

* Indicates a required field.

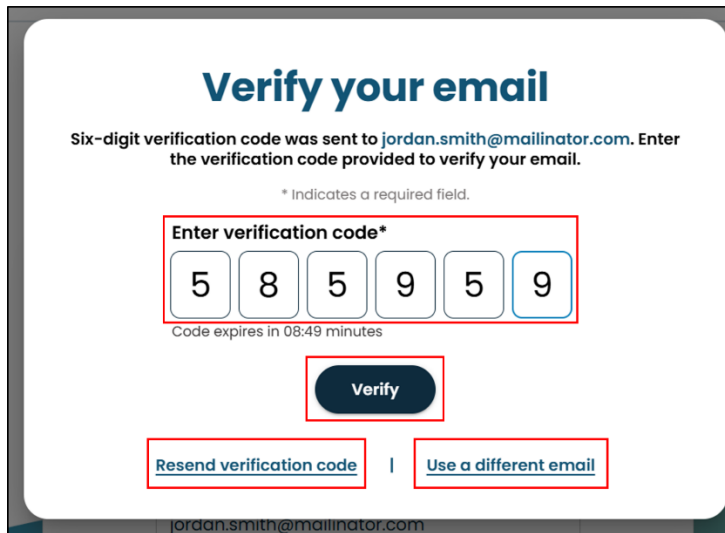
Primary email* ⓘ
jordan.smith@mailinator.com

Confirm primary email*
jordan.smith@mailinator.com

< [Back](#) Next

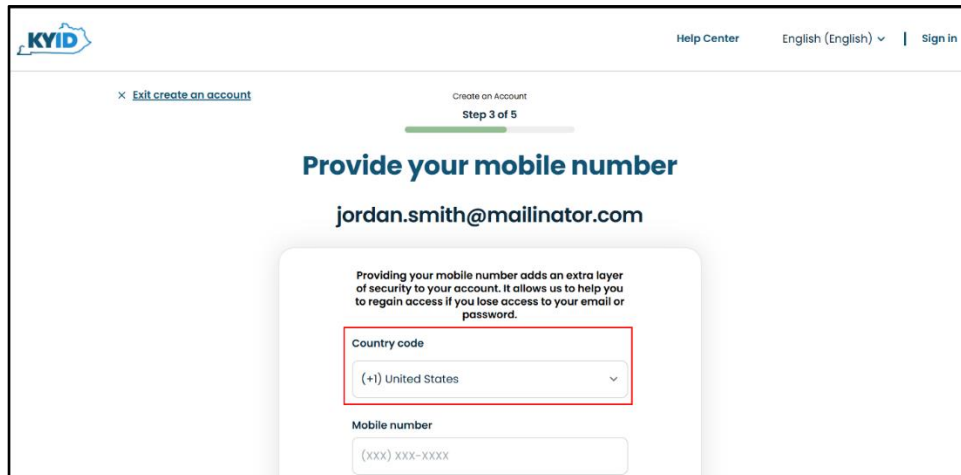
The **Verify your email** popup displays. As the next step in the account creation process, you must verify your email. A six-digit verification code is sent to your registered email address.

7. Enter the **six-digit code** in the *Enter verification code** field. Note that the code expires after **10** minutes.
8. After entering the code, Select **Verify** to proceed. Upon successful verification, a success message is displayed.
9. 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.
10. Select the **Use a different email** link in case you wish to use a different email address to create your KYID account.



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.

11. Select the **Country code** drop-down arrow and select the applicable country code from the menu.



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.

The screenshot displays a mobile verification interface. At the top, a 'Country code' dropdown menu is set to '(+) United States'. Below this, there are two input fields: 'Mobile number' and 'Confirm mobile number', both containing the number '(859) 555-1234'. A section titled 'How would you like to receive the verification code?' offers two options: 'Text Message' (selected with a blue checkmark) and 'Voice call'. Below this section, there is a small disclaimer: 'By providing your mobile phone number you are consenting to receive messages (Standard data rates may apply)'. At the bottom, there is a 'Skip this step' link, a '< Back' button, and a 'Next' button.

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.

Verify your mobile number

Six-digit verification code was sent to +1 (859) 555-1234. Enter the verification code provided to verify your mobile number.

* Indicates a required field.

Enter verification code*

3 2 7 4 8 5

Code expires in 04:31 minutes

Verify

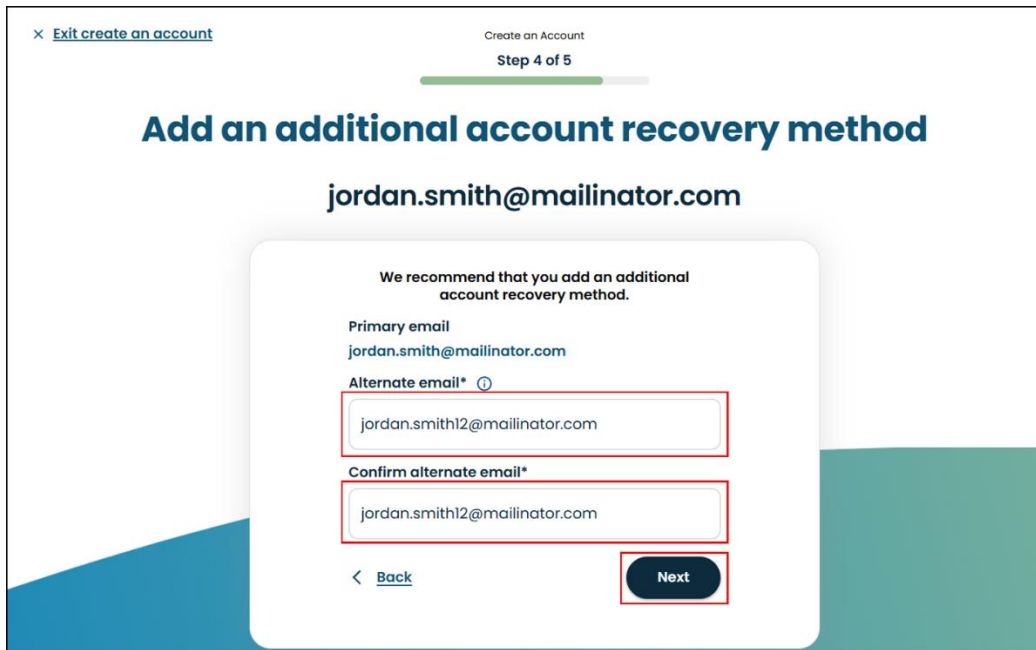
Resend verification code by [text message](#) or [voice call](#)

[Back](#)

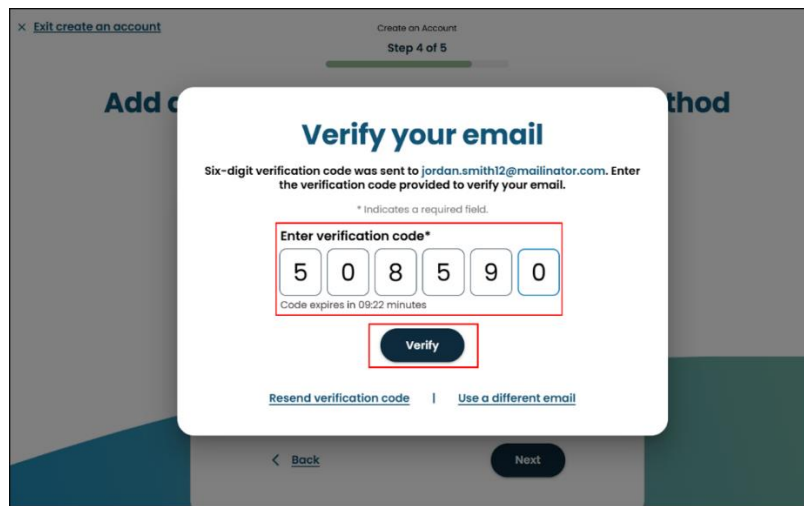
Please note: The retry limit is **three (3)**, for resending verification code through text message or voice call; that includes one primary and two retries. If you provide an incorrect verification code for the third time, an error message will be displayed. You may select the **Back** link to go back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



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.
23. Select **Next** to proceed.

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
<input type="text"/>	<input type="text"/>
Legal last name*	Suffix
<input type="text"/>	<input type="text"/>
Gender	Date of birth*
<input type="text"/>	Month Name, Date, Year

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.

I don't have a home address

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

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

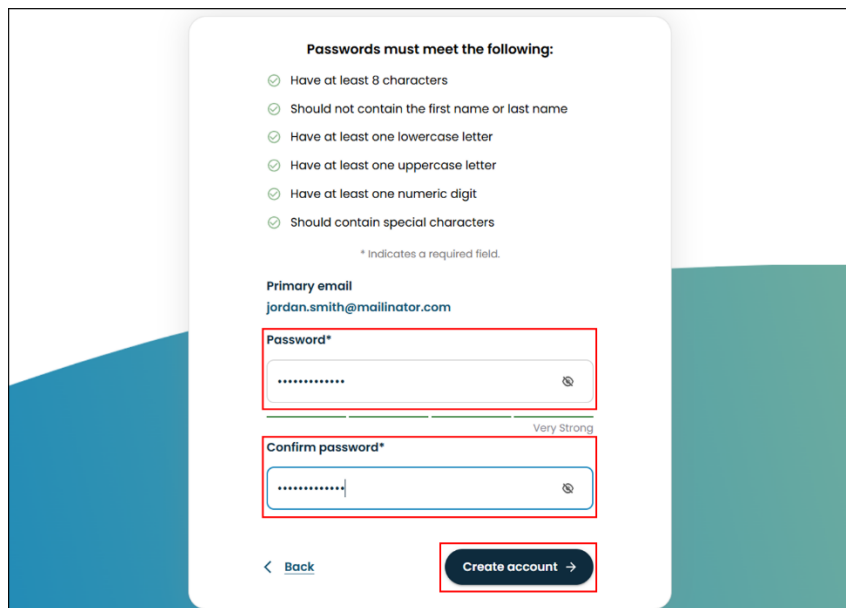
[Back](#) Next

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.

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.

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



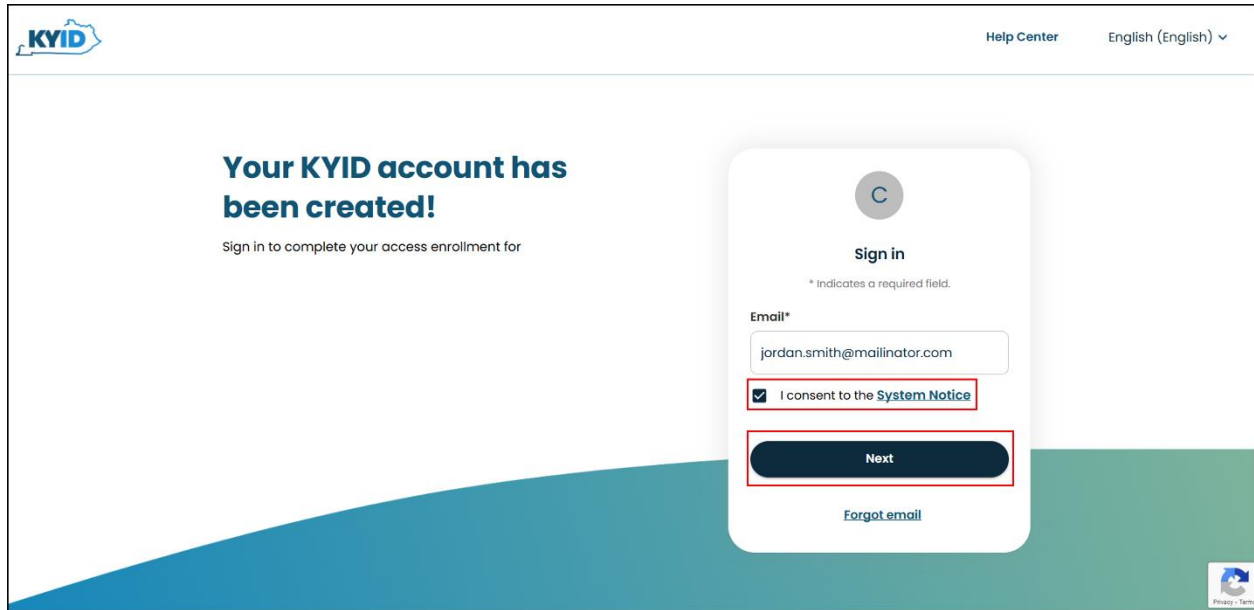
Please note: The new password:

- 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.

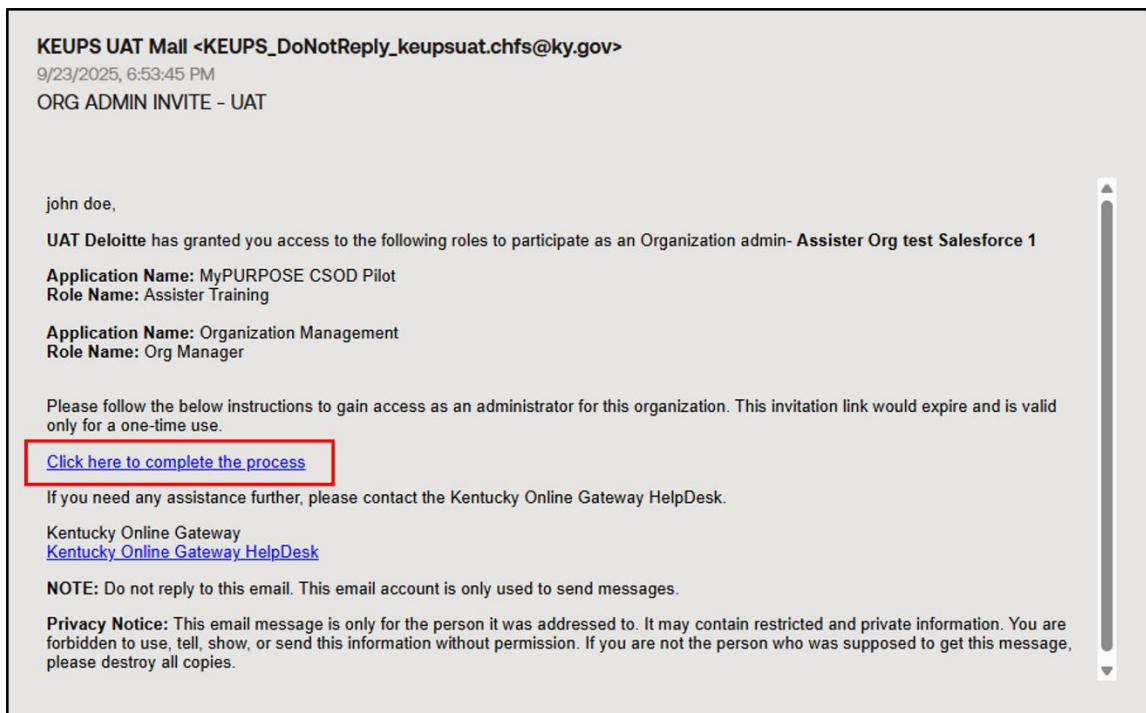
A confirmation message is displayed stating that your KYID account has been created. To complete your registration, sign-in to the KYID portal with the new credentials. The email ID is auto populated in the *Email** field.

27. Select the **I consent to the System Notice** checkbox.
28. Select **Next** to proceed.



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

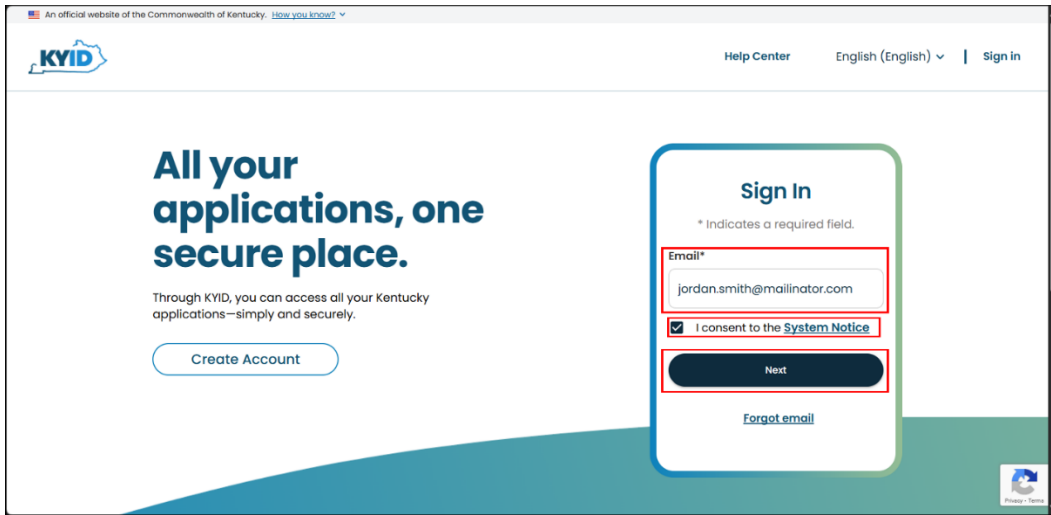
29. After the kynector provides their Organization Administrator the email address used to create the KYID account, the Organization Administrator assigns the kynector the *Assister Training* role. Once completed, this action generates an email to the kynector from KYID.



30. Select **Click here to complete the process**.

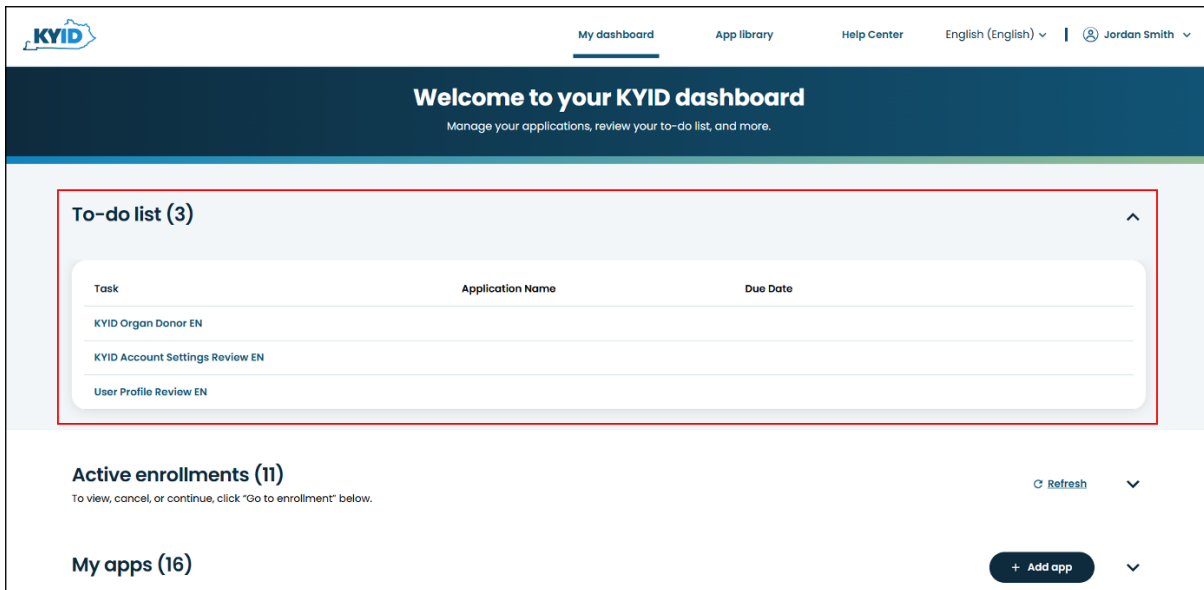
Please note: If a kynector will be submitting applications for SNAP/CCAP to DCBS on behalf of Residents, the Organization Administrator assigns the *Assister Other Programs* role, Assister Training role, and kynector role once **all** required trainings have been completed. These roles can and **should be added simultaneously**.

31. Enter the user credentials and select **Sign In**.



After signing in to the KYID platform, you will be automatically directed to the My Dashboard screen. The dashboard offers an overview of your account through sections such as **To-Do List**, **Active Enrollments**, and **My Apps**:

1. **To-Do List:** The To-Do List section displays any tasks that you have not completed or have chosen to postpone. For each item, you will see both the application name and the due date for completion. For example, if you skip the Organ Donor Registration when prompted, you can later access this task from the To-Do List and complete the registration at your convenience. Additionally, some applications in KYID may require prerequisite assessments or mandatory trainings before they can be accessed. These required tasks will also appear in the To-Do List, ensuring you can complete them before their respective deadlines.



Please note: Initially the to-do list will be empty however, it will be populated once you access the applications in KYID. All the prerequisites that you skip to attempt or have been left incomplete will be listed as a part of the To-do list. You may visit the prerequisites at your convenience later, however, some of them may have a due date to complete.

KYID QRG

- Active Enrollments:** The Active Enrollments section provides a summary of all ongoing enrollments linked to your account. Within this section, you can view detailed information about each active enrollment, cancel enrollments that you no longer wish to pursue, or continue with your current enrollment processes. This section helps you easily manage your ongoing activities and ensures you have full control over your account participation.

Active enrollments (11) [Refresh](#) ^

To view, cancel, or continue, click "Go to enrollment" below.

Application name	Role	Action
KPC (Test)	KPC Health Kentucky Worker	Go to enrollment →
HBE2	Agent	Go to enrollment →
APSCPS_Active_Report_Worker_Search	I-Twist - CIT Active Report Worker Search	Go to enrollment →

[View all \(11\)](#) ∨

- My Apps:** The My Apps section displays a comprehensive list of all applications you have self-enrolled in. This area provides quick access to each application, allowing you to easily launch, manage, or review the apps associated with your account. By centralizing your enrolled applications in one place, the My Apps section helps you stay organized and efficiently navigate in KYID. Select the **Heart** icon to favorite applications used most frequently.

My apps (16) [+ Add app](#) ^

Search my apps Sort by | [Date added: Newest](#) ∨ Showing | [All](#) ∨ [Refresh](#)

Account Management
[Launch →](#)

Kentucky Physicians Care
[Launch →](#)

Request
[Launch →](#)

KHBE Self Service Portal DEV2
[Launch →](#)

KHBE Worker Portal DEV2
[Launch →](#)

KHBE Self Service Portal DEV5
[Launch →](#)

Abortion Prescription Portal
[Launch →](#)

ABC_External
[Launch →](#)

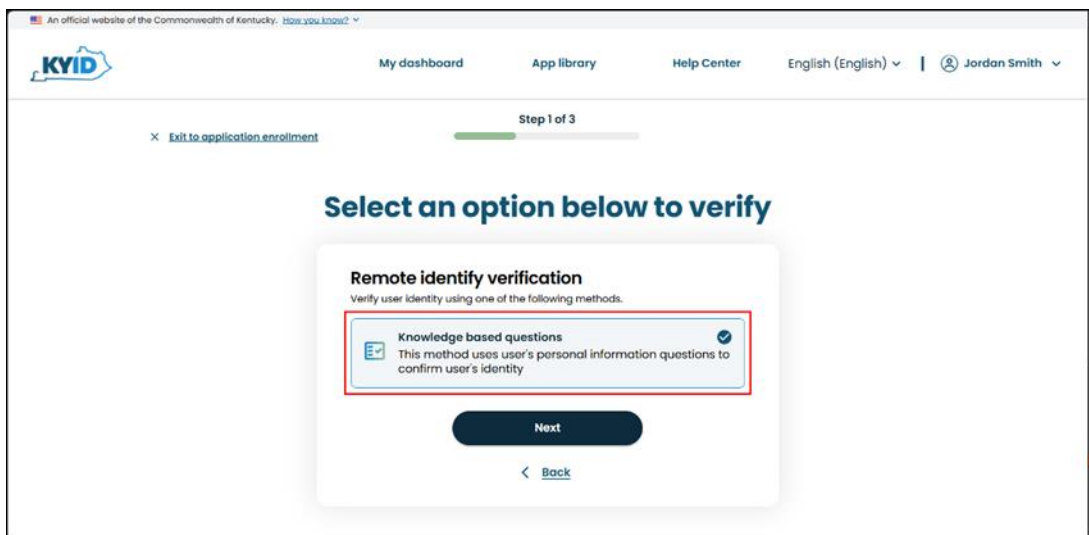
[View all \(16\)](#) ∨

Experian Identity Proofing Process

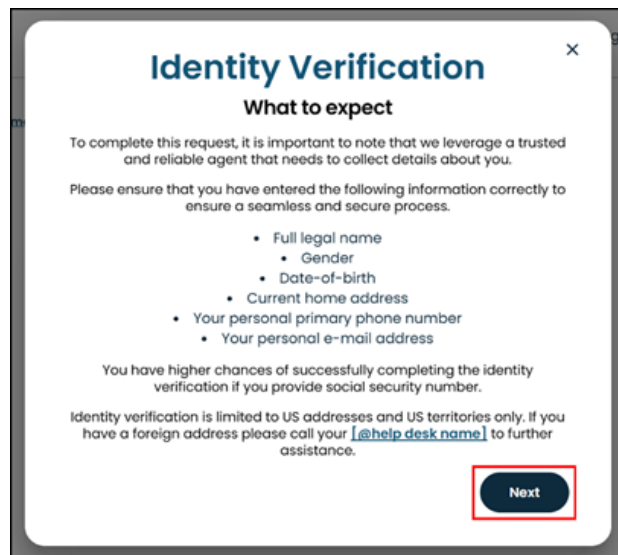
KYID uses Remote Identity Proofing (RIDP) to verify the user’s identity. This is a one-time effort. If a user is requesting electronic access to protected information or systems, the user must be identity proofed to gain access. KYID uses the Experian identity verification system to remotely perform 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. Provide and review answers to each required question marked with an asterisk (*). Select **Next**.

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.

The screenshot shows a 'Personal information' form with a dark blue header. Below the header, there is a progress indicator and a 'Chance of verification' status. The main form area is titled 'Basic information' and contains several input fields. The fields are arranged in a grid-like fashion. The 'Legal first name*' field contains 'Michael'. The 'Legal last name*' field contains 'Smith'. The 'Gender*' field is a dropdown menu with 'Male' selected. The 'Date of birth*' field contains 'August 17, 1995'. The 'Social security number' field contains 'XXX-XX-XXXX'. The 'Language Preference*' field is a dropdown menu with 'English' selected. The form is enclosed in a red dashed border.

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: Medium

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*
Michael

Legal middle name

Legal last name*
Smith

Suffix

Gender*
Male

Date of birth*
August 17, 1995

Social security number
XXX-XX-XXXX

Language Preference*
English

Home address

I don't have a home address

Address 1 Address 2

City* State*

Zip/postal code Zip/postal code extension

County Country

Contact

Primary email* Mobile Number

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

[< Back](#) Next >

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

An official website of the Commonwealth of Kentucky. [How you know?](#)

KYID 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**

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.

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 by KYID.**

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 select **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 consumers within your medical facility/clinic/office/organization?* field.
13. Enter the kynector's **Primary Email**.

My dashboard

enrollment

Custom
Step 1 of 1

KHBE Assisters

Legal First Name: *

Legal Last Name: *

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 Mason
- 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 C.O

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 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/consumers in your medical facility/clinic/office/organization? *

Primary Email: *

[< Back](#)

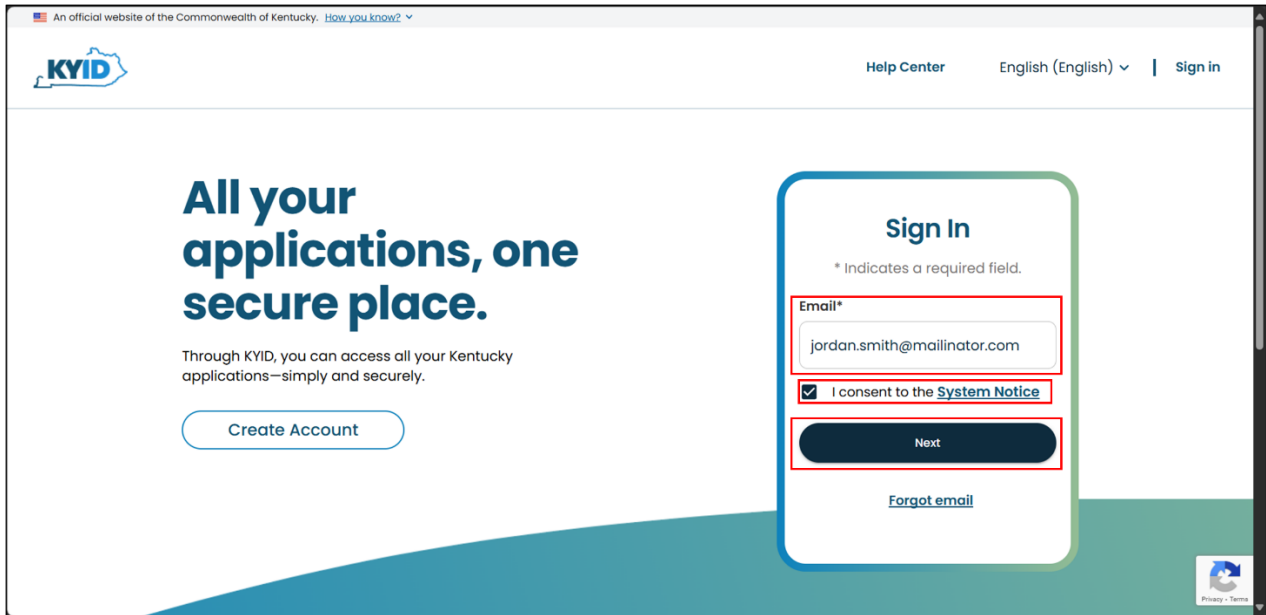
KYID Password Reset

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

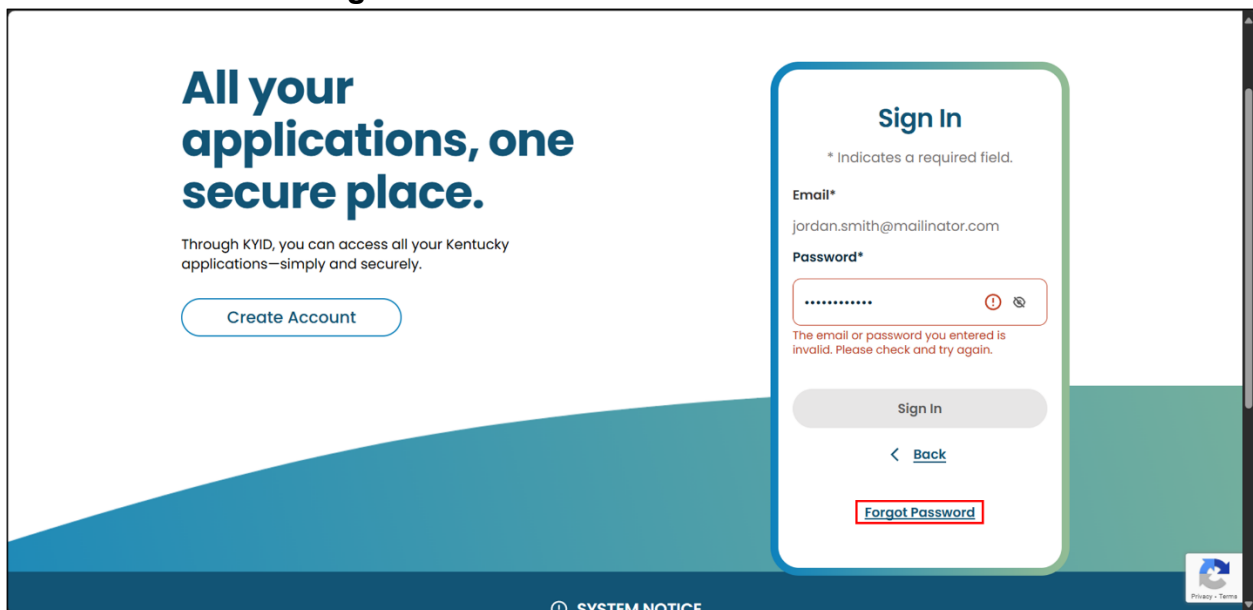
Resetting a KYID Password

If kynectors want to sign into their KYID account but cannot remember their KYID Password, follow the steps below:

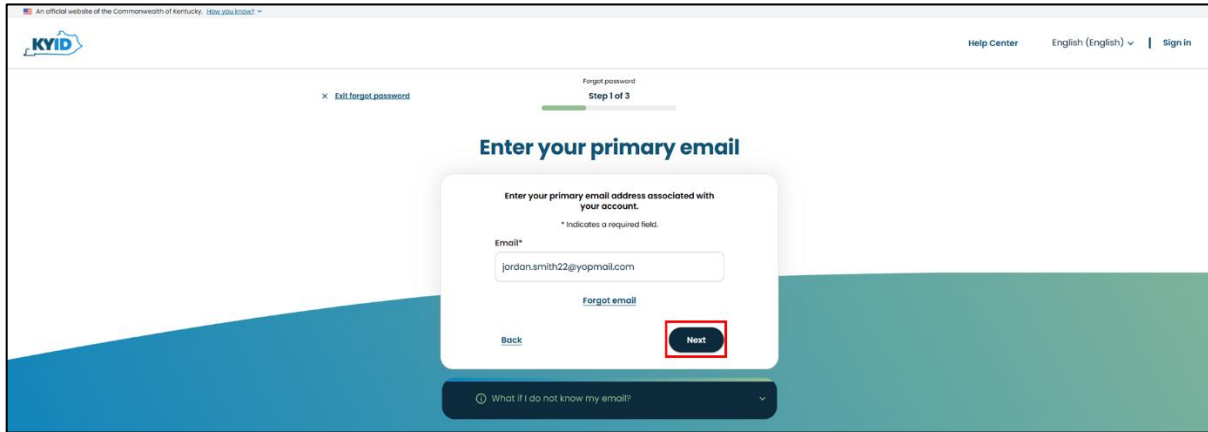
1. Navigate to the KYID home page using Google Chrome at <https://kyid.ky.gov>.
2. Enter your **Email** address, check **I consent to the System Notice**, and select **Next**.



3. Select the **Forgot** link.

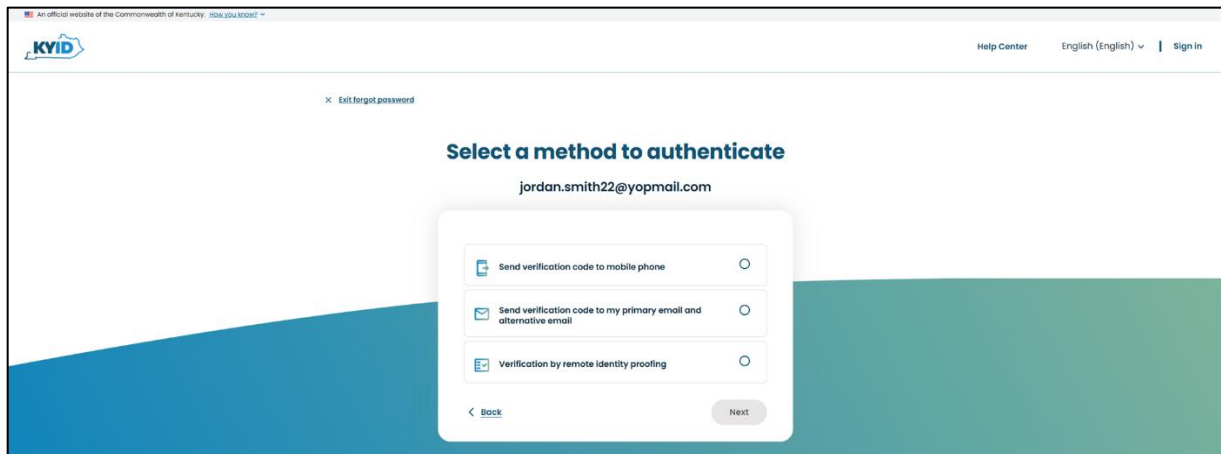


4. Confirm your primary email address and select **Next**.



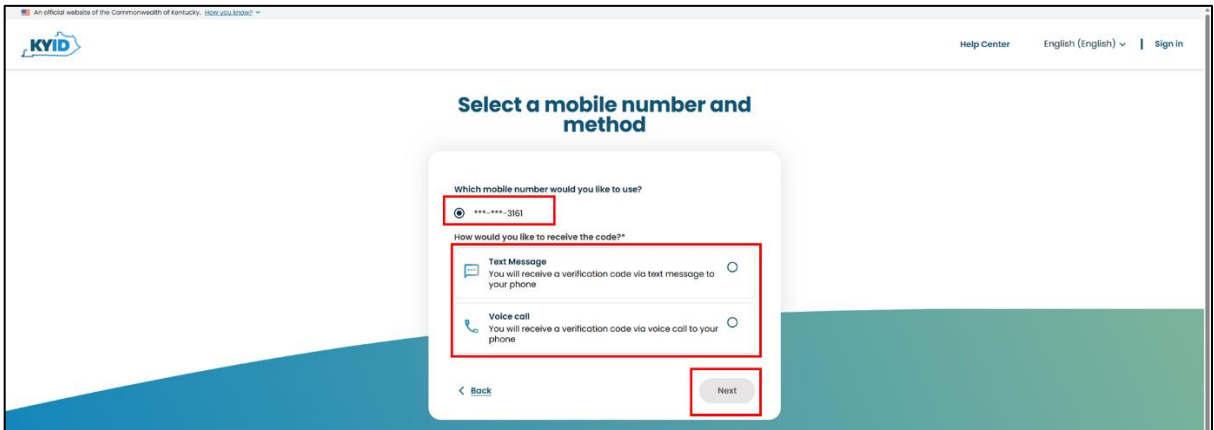
There are three options to set a new KYID password. These options are depending if you have provided a mobile phone and/or an alternative email while creating an account:

- Send verification code to mobile phone,
- Send verification code to my primary email and alternative email, or
- Verification by remote identity proofing.

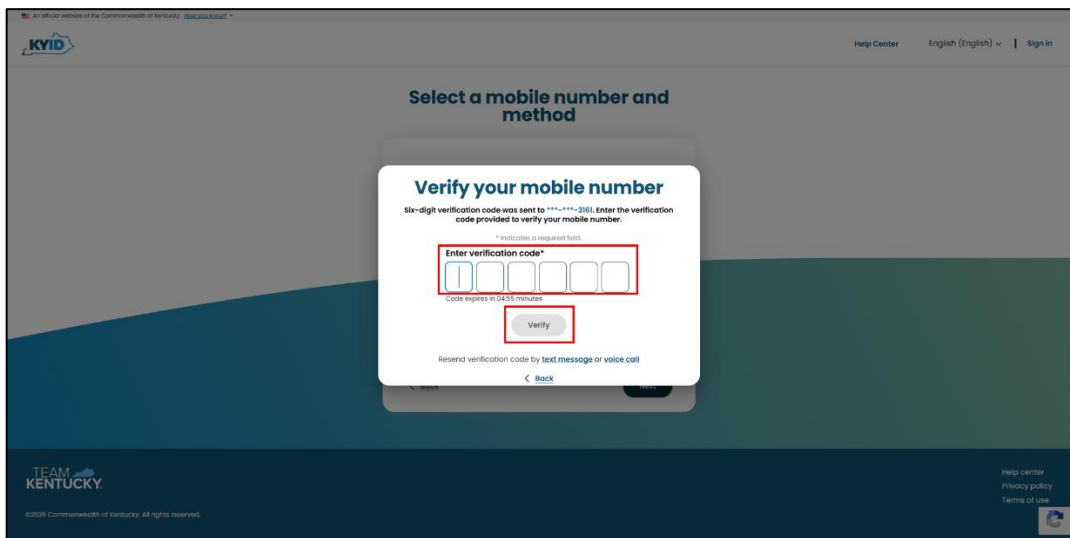


If “Send verification code to mobile phone” is selected, follow the steps below:

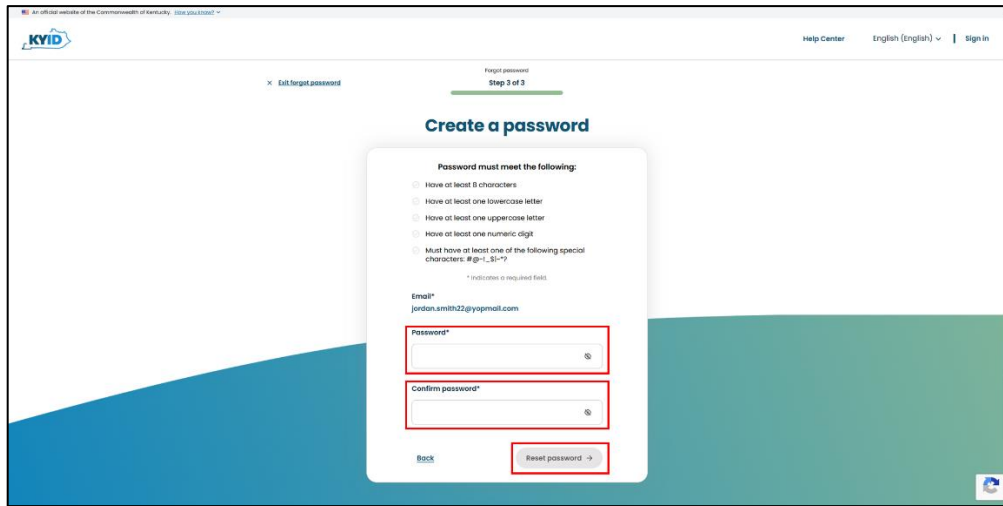
1. Select which mobile number you would like to use.
2. Select the method how you want KYID to send the verification code.
3. Select **Next**.



4. Enter the verification code sent to your mobile number and select **Verify**.

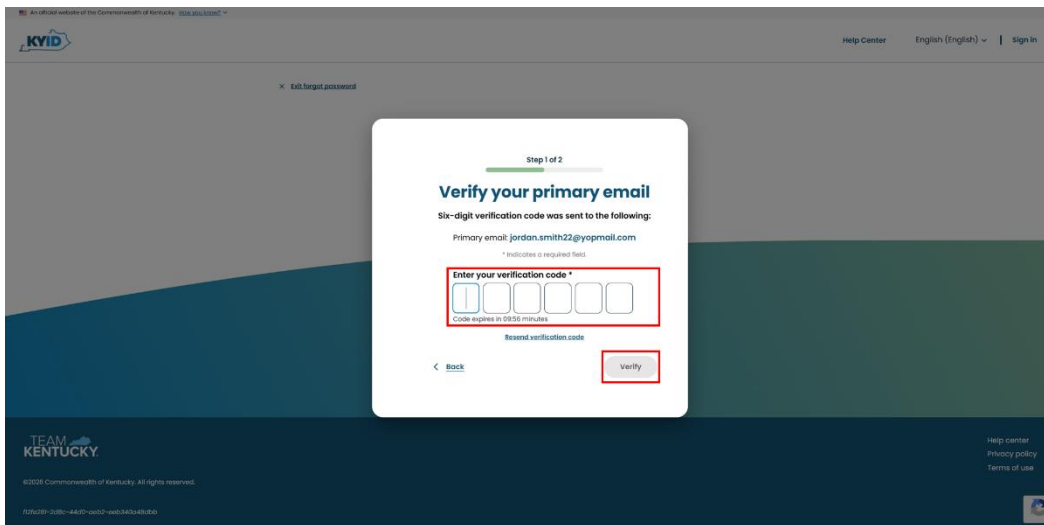


5. Enter the new password and confirm the password.
6. Select **Reset Password**.

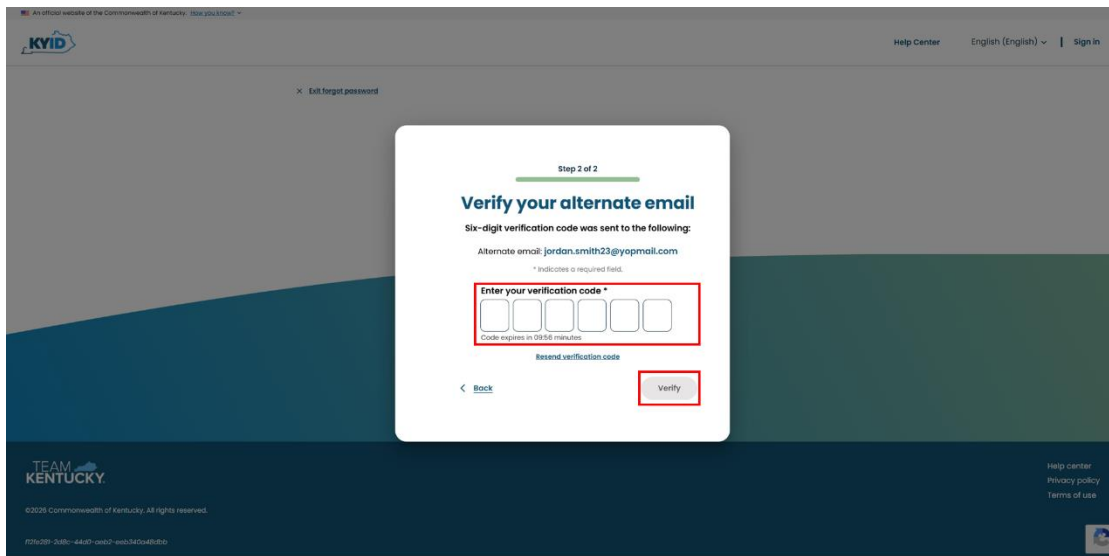


If “Send verification code to my primary email and alternative email” is selected, follow the steps below:

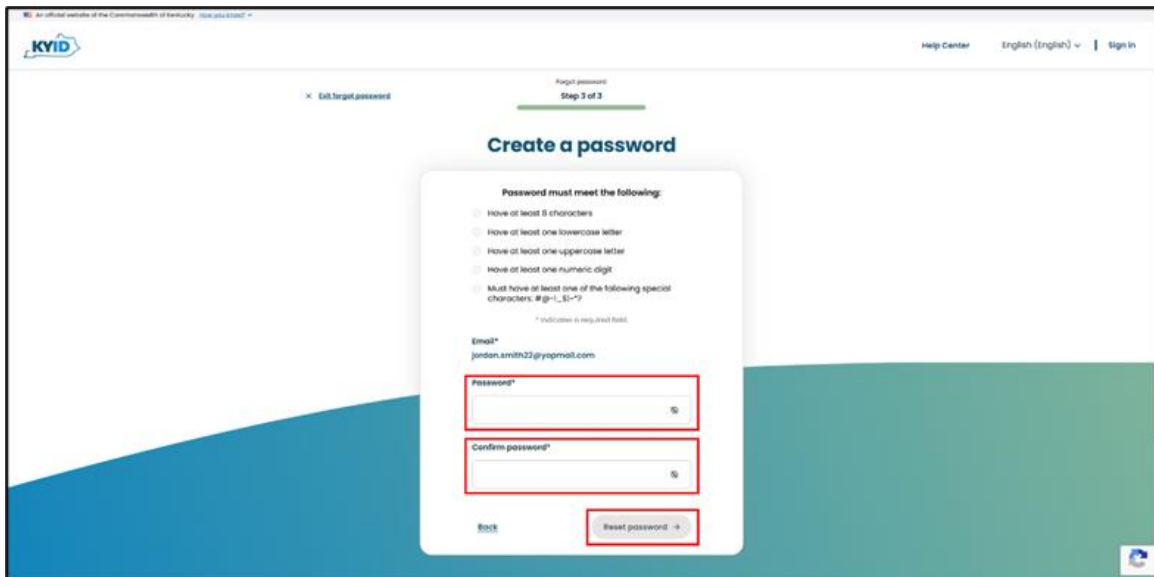
1. Enter the verification code KYID sent to your primary email address and click **Verify**.



2. Enter the verification code KYID sent to your alternative email address and click **Verify**.



3. Enter the new password and confirm the password.



If “Verification by remote identity proofing” is selected, follow the steps below:

- 1. Provide and review answers to each required question marked with an asterisk (*). Select **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: Medium

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
Michael	
Legal last name*	Suffix
Smith	
Gender*	Date of birth* ⓘ
Male	August 17, 1995
Social security number	Language Preference*
XXX-XX-XXXX	English

Home address

I don't have a home address

Address 1	Address 2
City*	State*
Louisville	Kentucky
Zip/postal code	Zip/postal code extension
County	Country

Contact

Primary email*	Mobile Number
michael.smith@mailinator.com	

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

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

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

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

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

Exit to application enrollment

Step 3 of 3

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**

- Enter the new password and confirm the password.
- Select **Reset Password**.

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

KYID Help Center English (English) v Sign In

Exit to target password

Forgot password

Step 3 of 3

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
- Must have at least one of the following special characters: #@-_.!~*? *

* Indicates a required field.

Email*
jordan.smith22@yahoo.com

Password*

Confirm password*

Back **Reset password** →

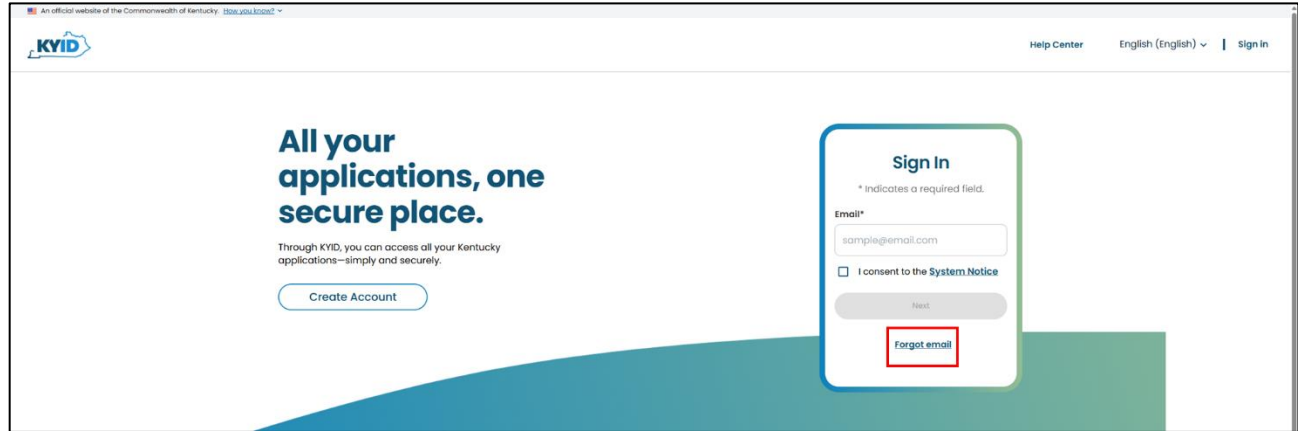
Forgot/Change KYID Email Address

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

Forgot email

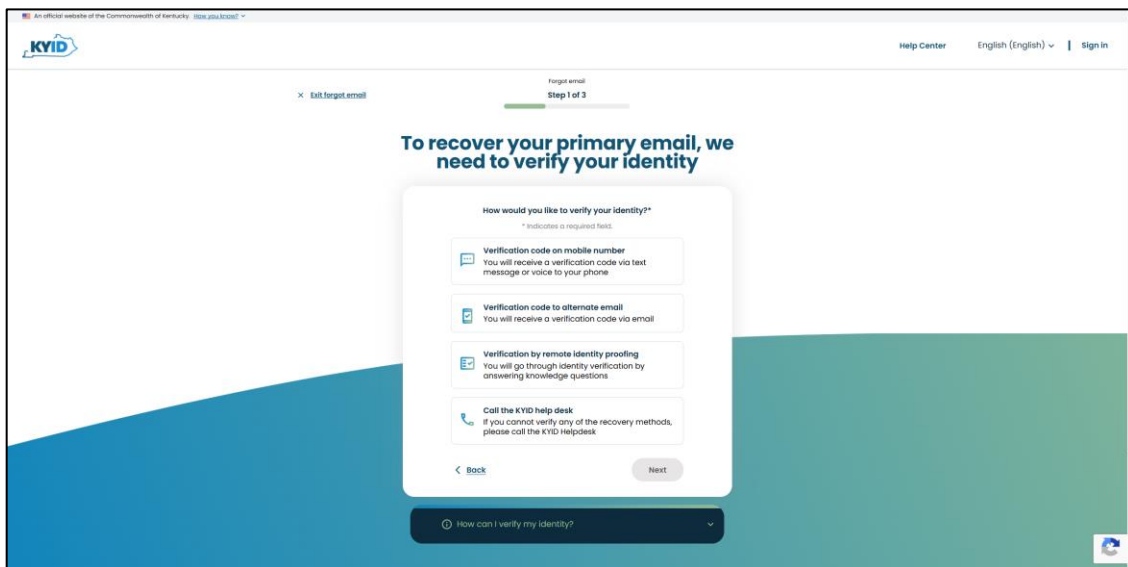
If a kynector has forgotten their email address or no longer has access to their email address, they should follow the steps below:

1. Select **Forgot email**.



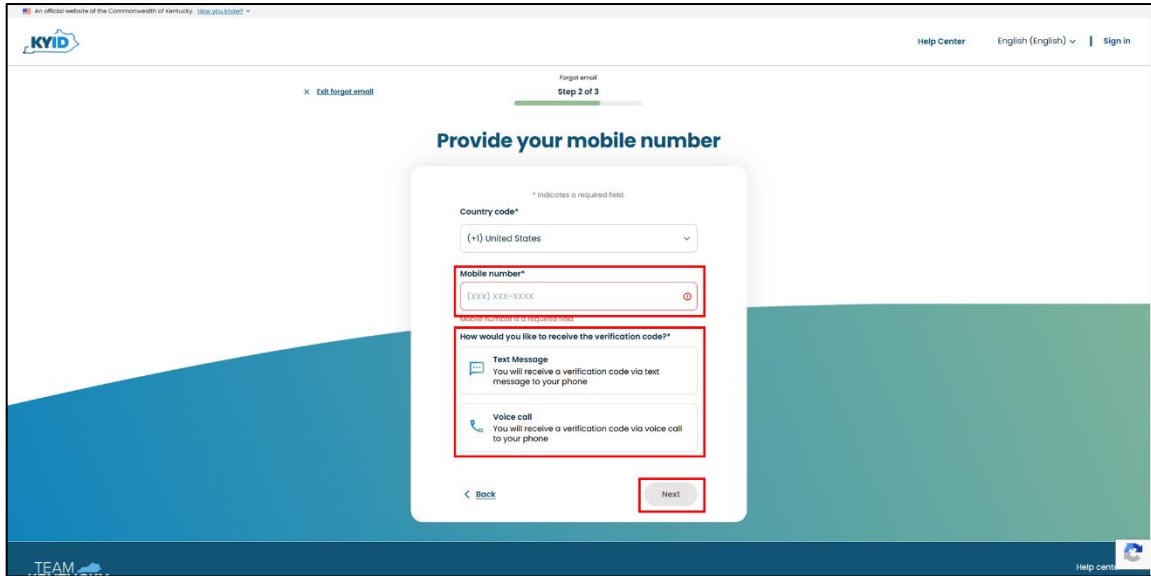
There are four ways to recover a kynector’s email address:

- Verification code on mobile number
- Verification code to alternate email
- Verification by remote identity proofing
- Call the KYID help desk

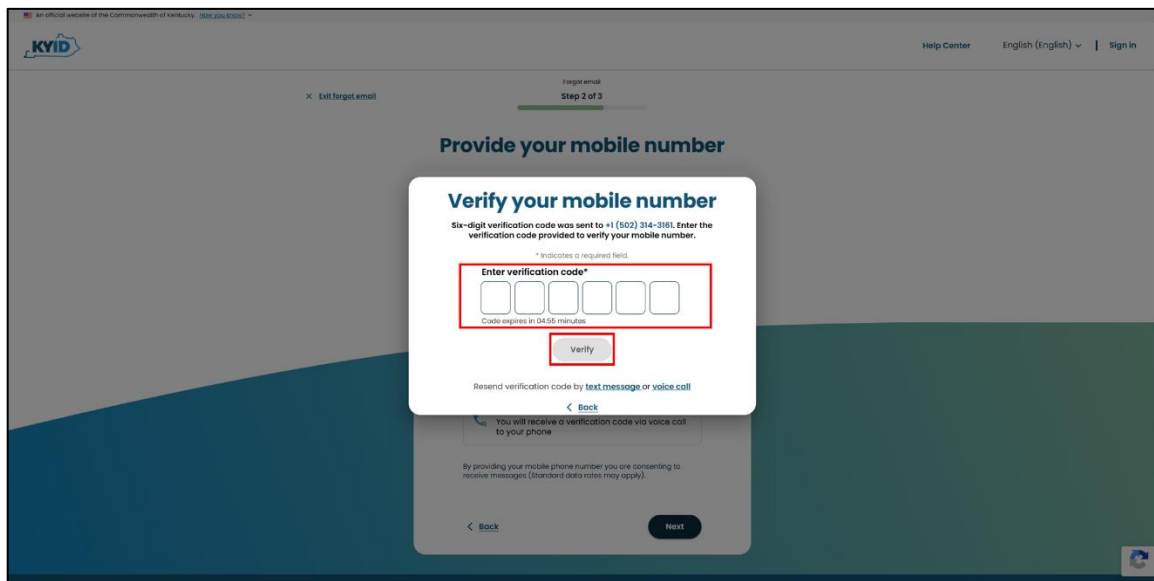


If “Verification code on mobile number” is selected, follow the steps below:

1. Provide the mobile number connected to your account.
2. Select the option how you would like to receive the verification code and select **Next**.

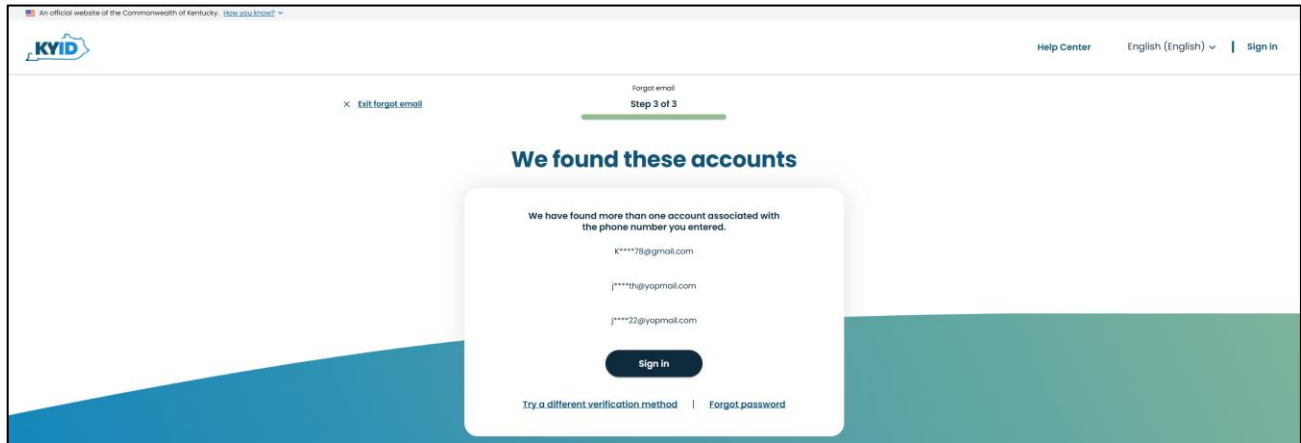


3. Enter the verification code and select **Verify**.



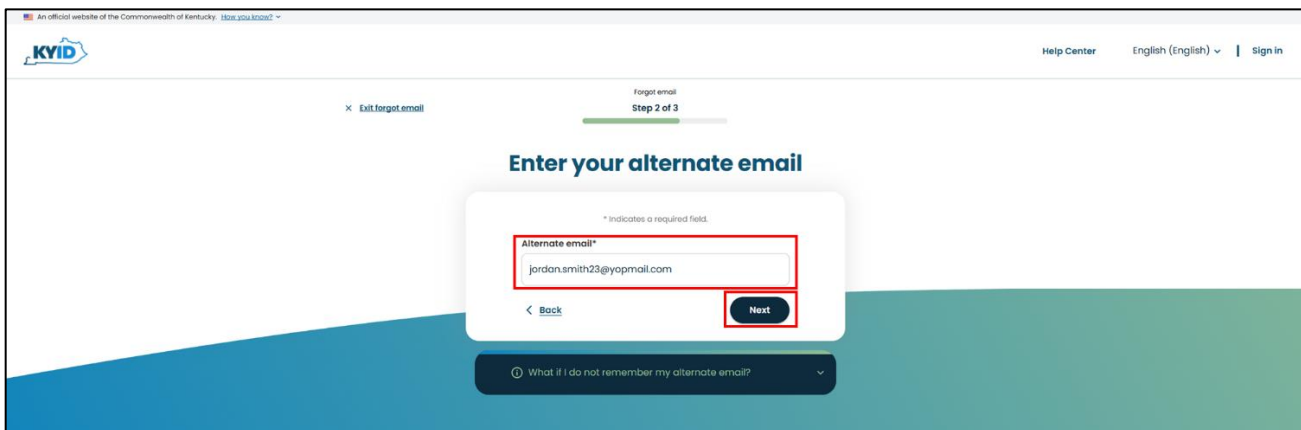
KYID QRG

4. Email addresses associated to your mobile number display showing the first character, the last 2 characters, and the domain. Select Sign in. If you are still unable to recover the email address, contact the KYID Helpdesk at 502-564-0104, option 2.

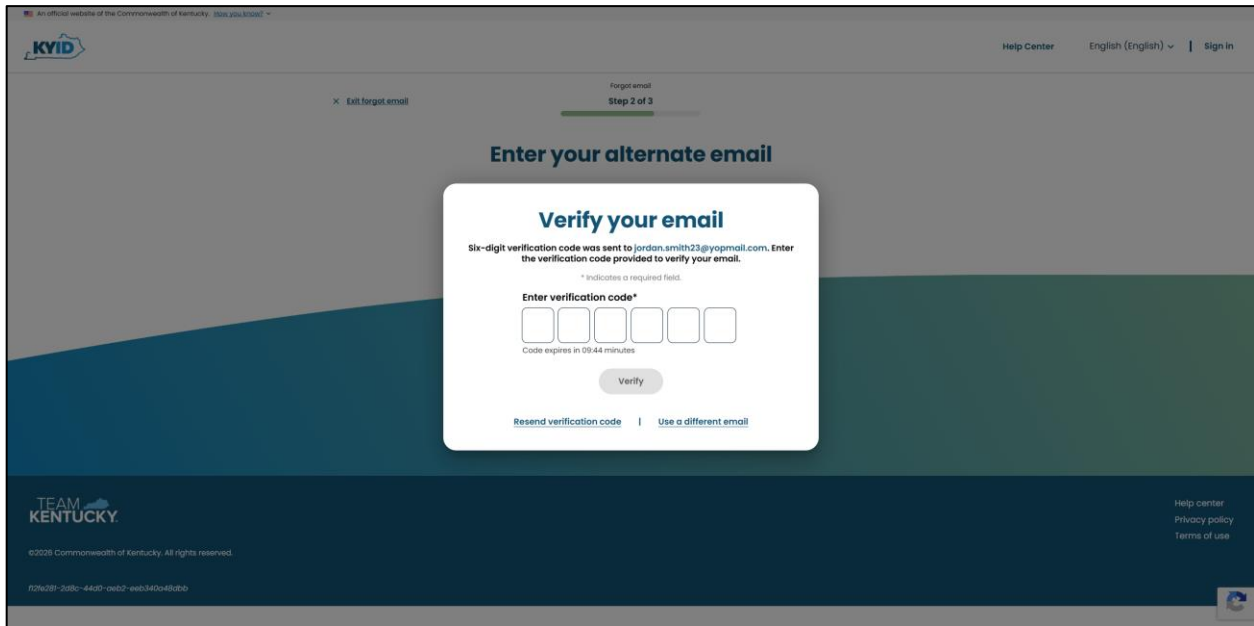


If “Verification code to alternate email” is selected, follow the steps below:

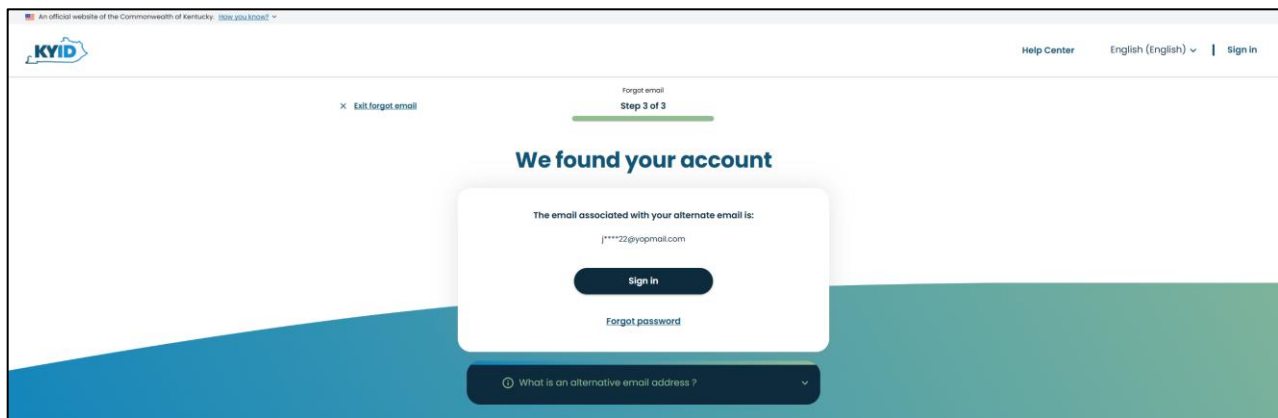
1. Provide the alternate email and select **Next**.



2. Enter the verification code sent to your alternate email.



3. Email addresses associated to your alternate email displays showing the first character, the last 2 characters, and the domain. Select **Sign in**. If you are still unable to recover the email address, contact the KYID Helpdesk at 502-564-0104, option 2.



If “Verification by remote identity proofing” is selected, follow the steps below:

- 1. Provide and review answers to each required question marked with an asterisk (*). Select **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: **Medium**

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
Michael	
Legal last name*	Suffix
Smith	
Gender*	Date of birth* ⓘ
Male	August 17, 1995
Social security number	Language Preference*
XXX-XX-XXXX	English

Home address

I don't have a home address

Address 1	Address 2
City*	State*
Louisville	Kentucky
Zip/postal code	Zip/postal code extension
County	Country

Contact

Primary email*	Mobile Number
michael.smith@mailinator.com	

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

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

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

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

KYID

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

× [Exit to application enrollment](#)

Step 3 of 3

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?

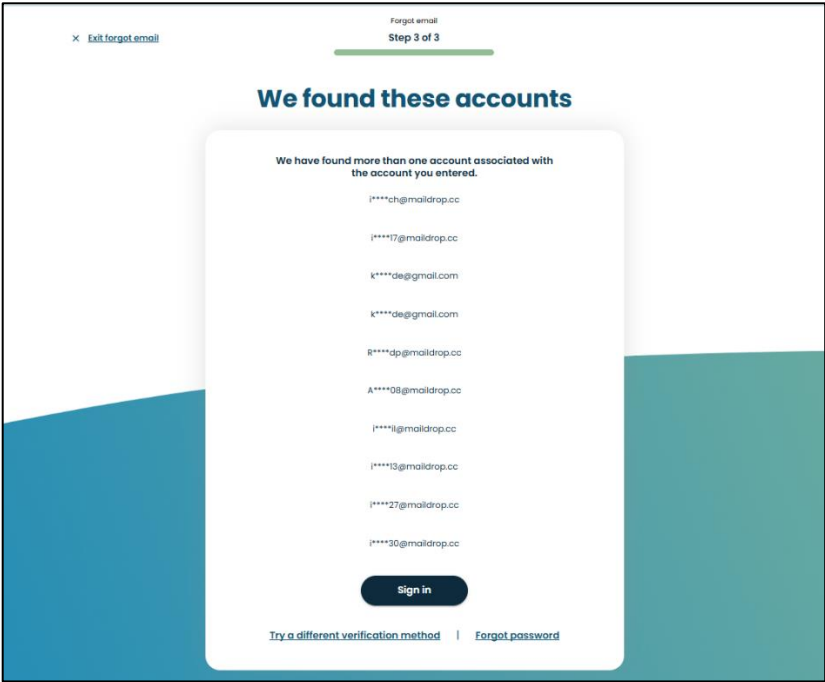
- 2003
- 2005
- 2009
- 2013
- None of the above

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

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

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

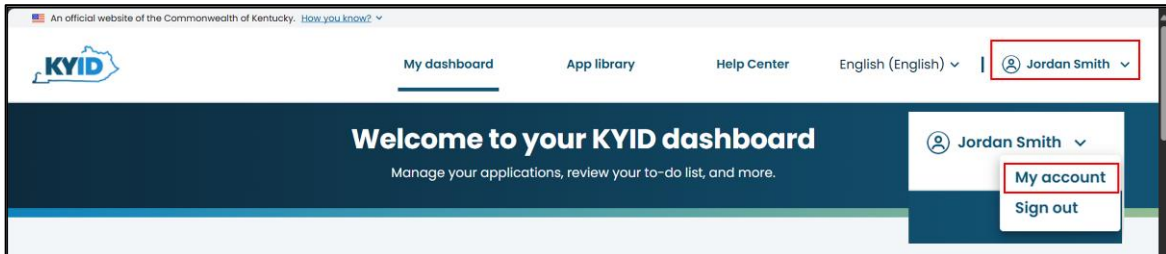
3. Email addresses associated to your KYID account display showing the first character, the last 2 characters, and the domain. Select Sign in. If you are still unable to recover the email address, contact the KYID Helpdesk at 502-564-0104, option 2.



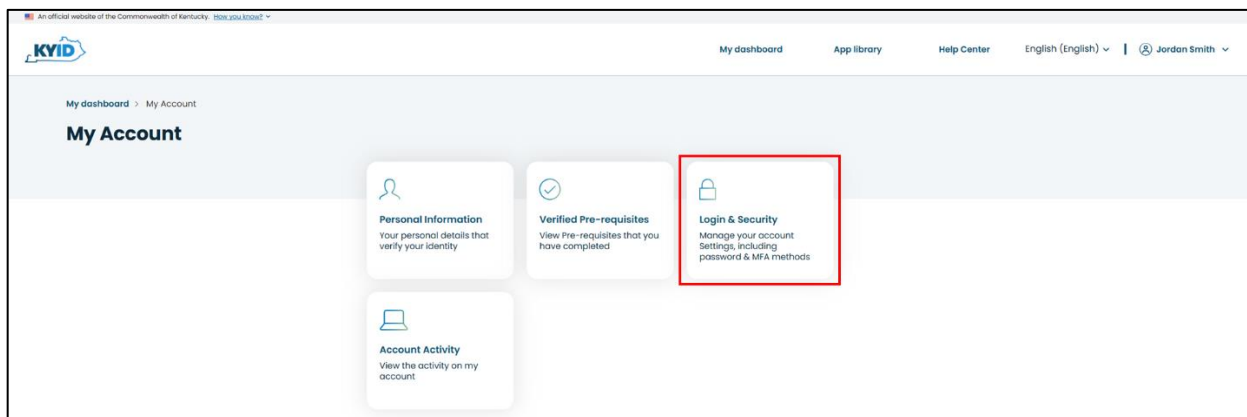
Changing a Known KYID Email Address

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

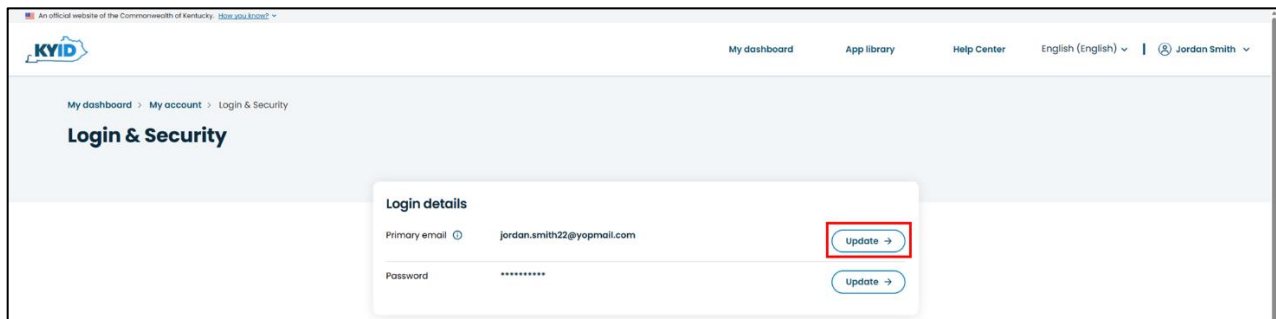
1. Log in to their KYID Account.
2. Select their name in the top right of the KYID Dashboard and select **My account**.



3. Authenticate their identity through one of the options they have enabled on their KYID account.
4. Select **Login and Security**.



5. Select **Update** on their Primary email field.



6. Enter the new email address and confirm the new the email address. Select **Continue**.

This is the primary email associated with your KYID account.
* Indicates a required field.

Name
Jordan Smith

Current primary email ⓘ
jordan.smith22@yopmail.com

New primary email* ⓘ
Jordan.smith24@yopmail.com

Confirm new primary email* ⓘ
Jordan.smith24@yopmail.com

< Back Continue

TEAM KYID Help center

7. Enter the verification code sent to the new email address and select **Verify**.

Update your primary email

Verify your email

Six-digit verification code was sent to Jordan.smith24@yopmail.com. Enter the verification code provided to verify your email.
* Indicates a required field.

Enter verification code* ⓘ

Code expires in 08:54 minutes

Verify

Resend verification code | Use a different email

< Back Continue

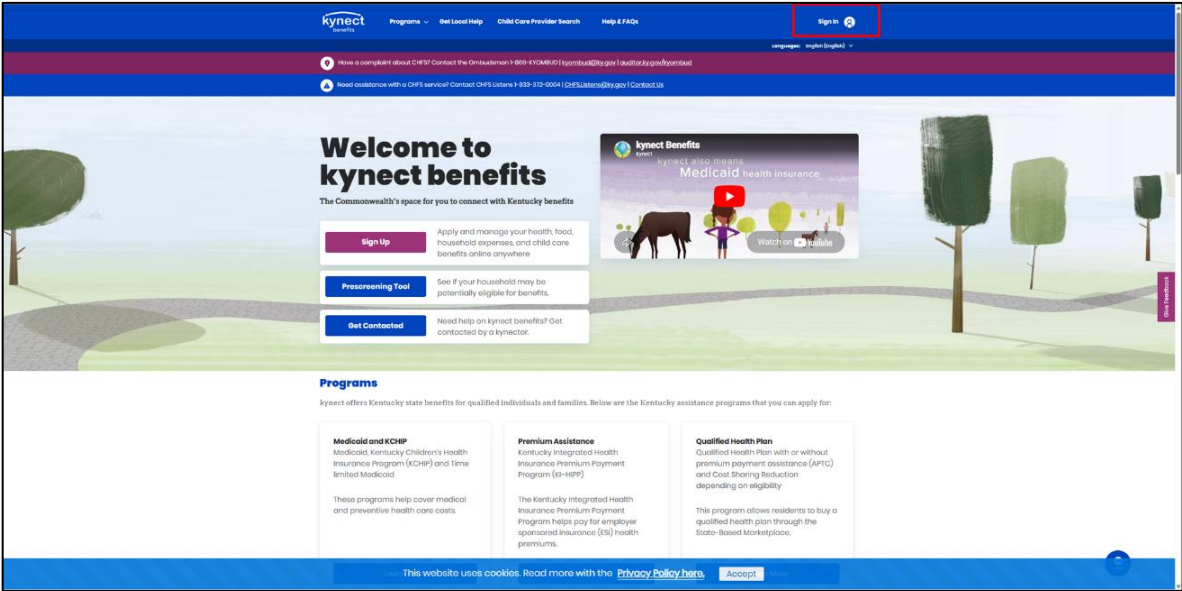
TEAM KYID Help center

kynector ID in kynect

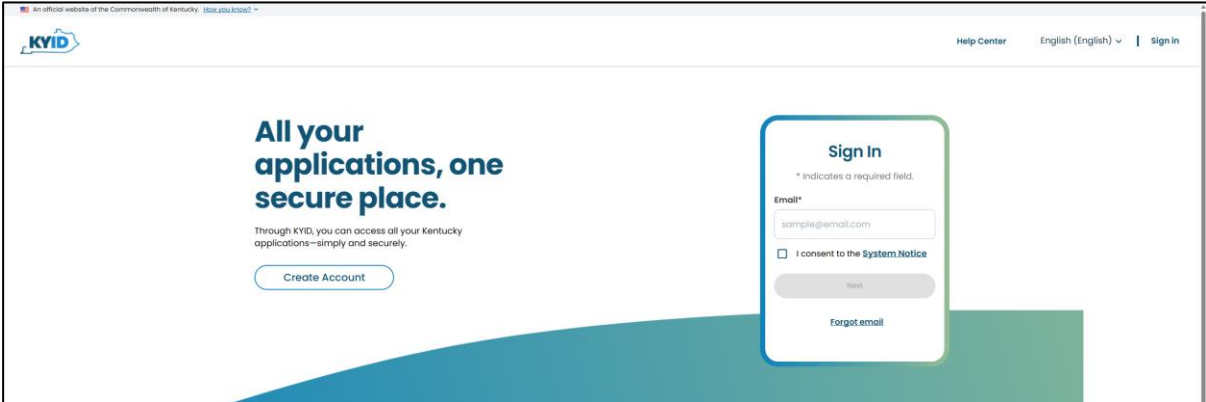
The kynector Dashboard in kynect helps kynectors to search and find cases for their associated Residents. kynectors must have an active KYID account to access their dashboard.

Locating the kynector Dashboard

- 1. Select **Sign In** on the kynect benefits homepage.



- 2. Log in to KYID.

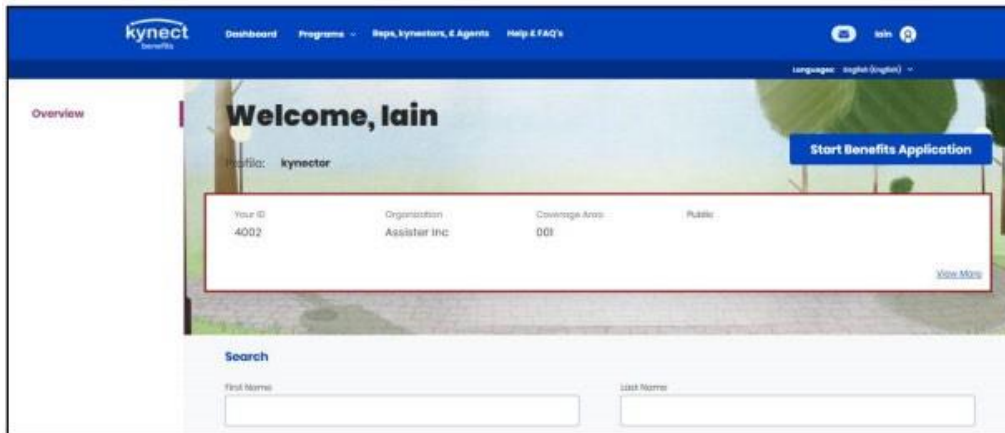


3. Once the kynector logs into kynect benefits, select the **Dashboard** link to be brought to the kynector dashboard.

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 KYID. 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 KYID username and password may use the **Forgot Email?** and **Forgot Password?** links on the **KYID 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:
