Access Verification/Identity Proofing for Agents

After navigating to the Insurance Agent Welcome Page on the kynect Self-Service Portal and clicking Let’s Get Started, you may be redirected to the Access Verification/Identity Proofing screen. To complete the identity proofing process, please follow the steps as listed below. Please reference the Agent Welcome Packet for additional detail.

Steps for Completing the Identity Proofing Process:

1. Enter your personal information into all required fields on this screen. Do not enter your business address or phone number. Although not required, we recommend entering all information, even if not required. This information is being used to verify you as an Individual and will not be shared or displayed in the system.

2. 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.

3. Complete the subsequent screens and follow the onscreen instructions to confirm your identity.

Steps for Completing the Access Request screen:

1. Enter the requested information. 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.

2. Confirm all information is entered correctly and click Next. Then, click to sign User Agreements.

3. Once you have received onscreen confirmation that your access has been granted, please proceed to the Symantec VIP token instructions (Section 4, page 17 of the Agent Welcome Packet).