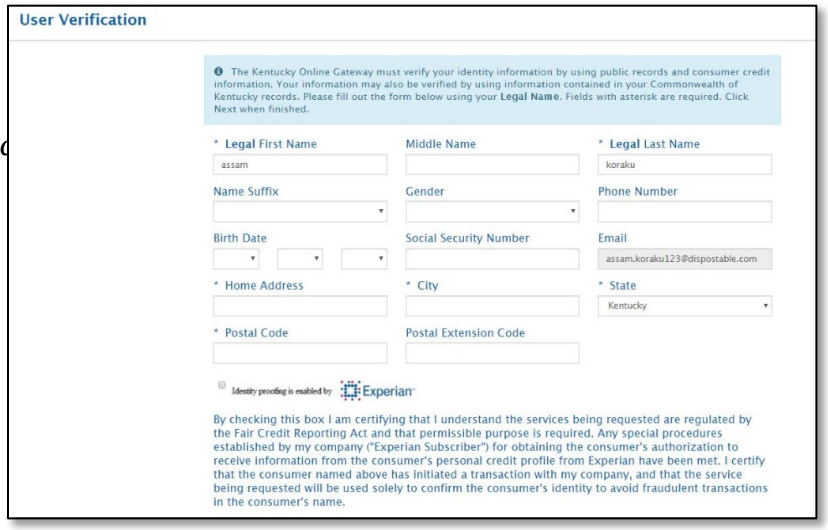
kynect health coverage

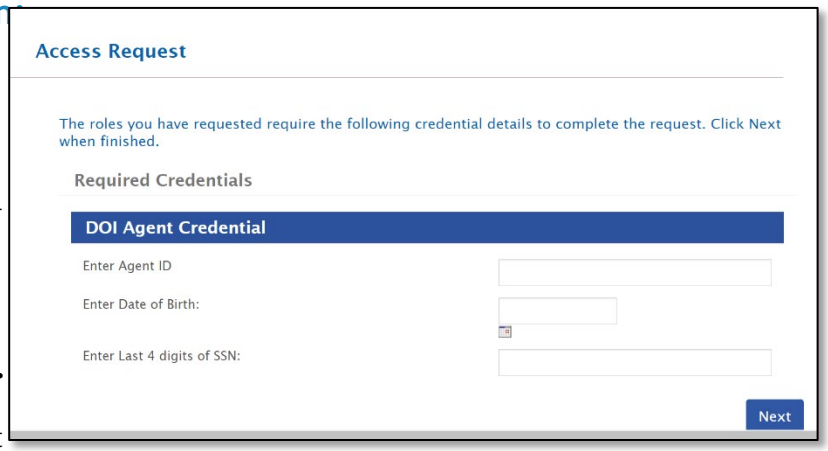
## Access Verification/Identity Proofing for Agents

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).