

The Commonwealth of Kentucky  
**kynect State-Based Marketplace**



**kynector Welcome Packet**

April 27, 2026

## Introduction

This Welcome Packet is designed to onboard and introduce new contracted kynectors (Navigators) and non-contracted kynectors (Certified Application Counselors (CACs)) to the Kentucky Health Benefit Exchange’s kynector Program. This document provides an overview of the onboarding process and detailed onboarding steps. Additional kynector training materials can be found on KHBE’s website at [KHBE.ky.gov](http://KHBE.ky.gov).

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## 1 Welcome Letter

### Getting Started with the Kentucky Health Benefit Exchange

Welcome to the Kentucky Health Benefit Exchange (KHBE) kynector Program! KHBE oversees and manages the program, the certification process, education and outreach, and program information.

As a kynector, you work with Individuals to complete applications and facilitate their enrollment in health coverage. You will help Residents navigate through the full range of health plans for which they may apply including Medicaid, Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), Cost-Sharing Reductions (CSRs), Kentucky Children's Health Insurance Program (KCHIP), Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program, Small Business Health Options Program (SHOP), and other programs as directed by KHBE.

KHBE is obligated under federal requirements to track training completions for all kynectors and Organization Administrators. KHBE coordinates and monitors these training requirements. This packet outlines the curriculum for the required trainings that you will need to complete before you become certified as a kynector. Please read the instructions carefully as you navigate through the certification process and follow the steps in the order they are listed. Do not skip any steps.

If you have been designated as the Organization Administrator, you will be required to complete additional trainings. Organization Administrators manage their organization and its users in KYID. KYID is the platform from which kynectors access kynect and their required trainings on MyPurpose. The information in this packet helps you differentiate your role as an Organization Administrator from the role of a kynector.

Thank you for assuming the role of a kynector. It is the dedicated efforts of the kynectors like you, which allow Kentucky to lower its uninsured rate and provide access to quality health coverage for all Kentuckians.

KHBE Team

## 2 kynector Onboarding Glossary of Terms

KHBE has put together a glossary of terms for kynectors to review to help them through the onboarding process. Following the glossary of terms is a graphical explanation of base roles, add-on roles, and who grants access to each role.

Term	Definition
<b>Agency Administrator</b>	Agency Administrator is a kynect benefits role that grants the user a manger’s level of access. This role should be given to a few users within the organization who know and understand the role capabilities/responsibilities and who need the ability to see all the cases associated with the organization. This allows the user to monitor and adjust caseloads and kynector assignments and evaluate the programs at an organizational level.
<b>Assister Medicaid Role</b>	A role in Self-Service Portal given to kynectors, Agency Administrators, or other approved individuals <b>in addition to</b> the kynector or Agency Administrator roles. The Assister Medicaid role allows users to complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident.
<b>Assister Other Programs Role</b>	A role in Self-Service Portal given to kynectors, Agency Administrators, or other approved individuals <b>in addition to</b> the kynector or Agency Administrator roles. The Assister Other Programs role allows users to submit Supplemental Nutrition Assistance Program (SNAP) and Child Care Assistance Program (CCAP) applications to the Department for Community Based Services (DCBS) on behalf of a Kentucky Resident.
<b>Assister Role</b>	A role assigned to kynectors in the Kentucky Online Gateway that grants them access to training, Medicaid enrollment, and SNAP/CCAP applications. The Assister role is given to kynectors, Agency Administrators, or other approved individuals after completion of all required trainings in MyPurpose.

<p><b>Assister Training Role</b></p>	<p>Assister Training is a role in the MyPurpose Learning Management System (LMS) which allows kynectors to access and complete required trainings of the kynector program.</p>
<p><b>Advance Premium Tax Credit (APTC)</b></p>	<p>A tax credit Individuals can take in advance to lower their monthly health insurance payment (or “premium”). The advanced payment is reconciled on the year’s tax return.</p> <p>Based on the payment assistance the Individual qualifies for, their tax credit may change.</p> <p>This is also referred to as “Payment Assistance”.</p>
<p><b>Child Care Assistance Program (CCAP)</b></p>	<p>A program which provides support to help families pay for child care.</p>
<p><b>kynect</b></p>	<p>A Commonwealth of Kentucky program where Individuals apply for benefit programs and resources including: Medicaid, Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), Cost-Sharing Reductions (CSRs), Kentucky Children’s Health Insurance Program (KCHIP), Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program, and Small Business Health Options Program (SHOP). kynect may be visited online at <a href="http://kynect.ky.gov">kynect.ky.gov</a>.</p> <p>There are three systems that make up kynect:</p> <ul style="list-style-type: none"> <li>kynect benefits</li> <li>kynect resources</li> <li>kynect health coverage</li> </ul>
<p><b>Kentucky Children's Health Insurance Program (KCHIP)</b></p>	<p>A program that provides health coverage to children facing barriers such as high cost and lack of access to coverage. This applies to children under the age of 19.</p>
<p><b>KYID</b></p>	<p>KYID is a single sign-on (SSO) solution for kynectors and Residents which allows users to access to state systems they need for interactions with multiple state agencies. KYID functions similarly to a cell phone App Store. Business</p>

	partners should maintain a separate KYID account for business related accounts and Resident level accounts to avoid blocked access within certain state systems.
<b>Medicaid</b>	A federal and state program that provides health coverage to low-income adults, pregnant women, children, and Individuals with disabilities.
<b>MyPurpose</b>	The Commonwealth of Kentucky's Learning Management System (LMS) where kynectors and Agents complete training. MyPurpose is accessed through KYID.
<b>Organization Manager</b>	Organization Manager is a role within the KYID system which permits Manager to add, remove, and update user profiles and assigned roles. Maintaining user accounts is a critical part of ensuring that an organization is in compliance, that search results found in the kynect system are accurate, and that organizations maintain their users in a manner that prevents security incidents. Organization Managers act as the primary liaison between their contracted organization and KHBE and act as the main point of contact for KHBE regarding contractual requirements.
<b>Organization Administrator</b>	This title is used to distinguish users who hold either the Organization Manager role, the Agency Administrator role, or in some cases both roles.
<b>Qualified Health Plan (QHP)</b>	An insurance plan certified by the State-Based Marketplace (SBM) that provides essential health benefits, follows established limits on cost-sharing (like deductibles, copayments, and out-of-pocket maximum amounts), and meets other requirements under the Affordable Care Act.
<b>Supplemental Nutrition Assistance Program (SNAP)</b>	A federal and state program that helps low-income individuals purchase food for healthy meals at participating stores. SNAP was formerly known as food stamps. SNAP benefits increase household food buying power when added to the household's income.

<b>State-Based Marketplace (SBM)</b>	A marketplace where states are responsible for performing all marketplace functions for the individual market. Residents in these states apply for and enroll in coverage through marketplace websites established and maintained by the states.
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**Please note:** For additional comments, please go to the [KHBE Glossary](#) on KHBE.ky.gov.

2.1 kynector Roles Diagram

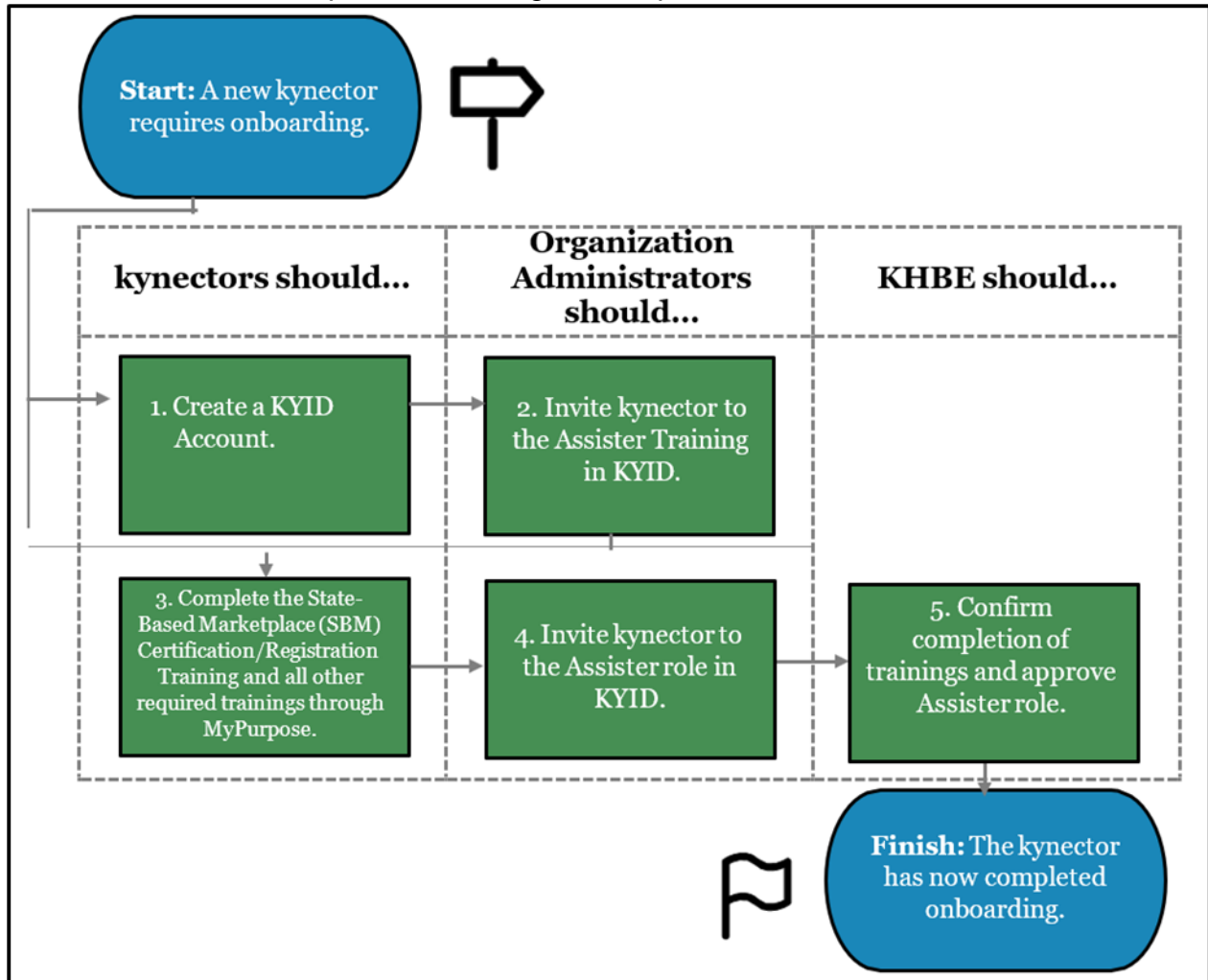
The following is a graphical explanation of base roles, add-on roles, and who grants access to each role.

		Add-On Roles		
Role Types		Assister Medicaid	Assister Other Programs	Assister Medicaid + Assister Other Programs
Base Roles	Assister	<p>This role combination allows users to complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident.</p> <p>This role is provided by Organization Managers after Agency Admins request the role be added for the kynector.</p>	<p>This role combination allows users to submit SNAP and CCAP applications to DCBS on behalf of a Kentucky Resident.</p> <p>This role is provided by Organization Managers after Agency Admins request the role be added for the kynector.</p>	<p>This role combination allows users to submit SNAP and CCAP applications, as well as complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident.</p> <p>This role combination is provided by Organization Managers after Agency Admins request both roles be added for the kynector.</p>
	Agency Administrator	<p>This role combination allows users to complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident. The role also grants managerial level access to see all cases associated with the organization, adjust kynector caseloads, and evaluate the program at an organizational level.</p> <p>This role is provided by Organization Managers.</p>	<p>This role combination allows users to submit SNAP and CCAP applications to DCBS on behalf of a Kentucky Resident. The role also grants managerial level access to see all cases associated with the organization, adjust kynector caseloads, and evaluate the program at an organizational level.</p> <p>This role is provided by Organization Managers.</p>	<p>This role combination allows users to submit SNAP and CCAP applications, as well as complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident. The role also grants managerial level access to see all cases associated with the organization, adjust kynector caseloads, and evaluate the program at an organizational level.</p> <p>This role is provided by Organization Managers.</p>

### 3 kynector Onboarding Overview

#### 3.1 New kynector Onboarding Process Flow

New kynectors and their Organization Administrators (must have Organization Administrator role in KYID) should follow the high-level process flow below when onboarding. The below process flow is divided by responsibility. See the following sections for detailed steps for each stage of the process flow.



**Please note:** Once a kynector has completed onboarding, they gain access to MyPurpose. For questions and more information please see the detailed process flow on the KHBE website at [KHBE.ky.gov](http://KHBE.ky.gov).

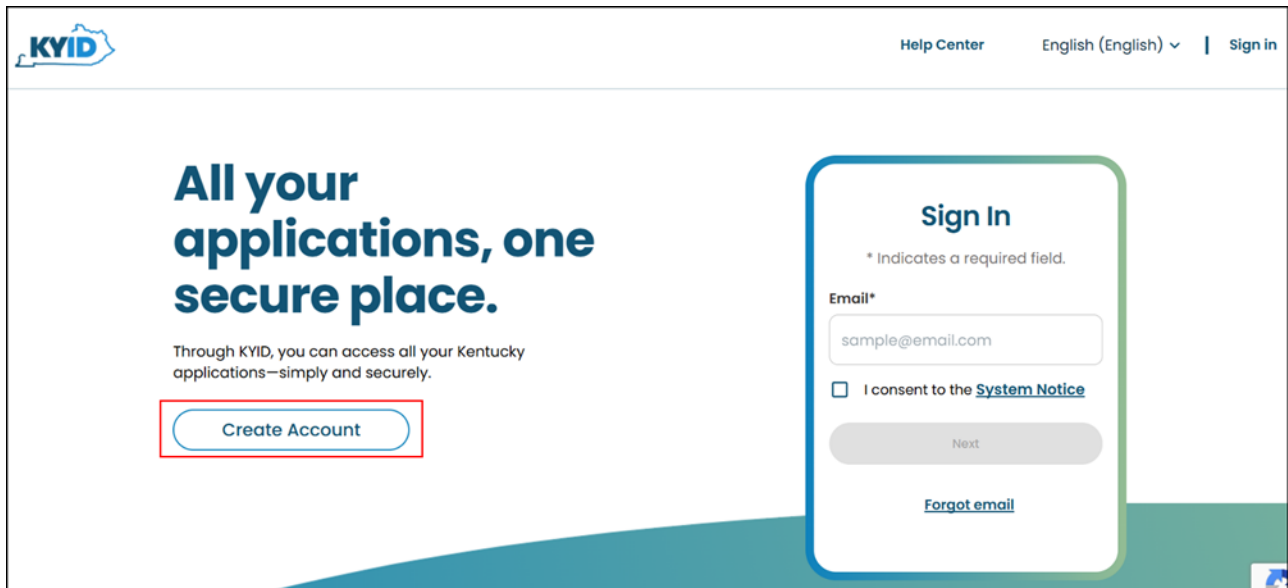
## 4 Creating a KYID Account

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.**

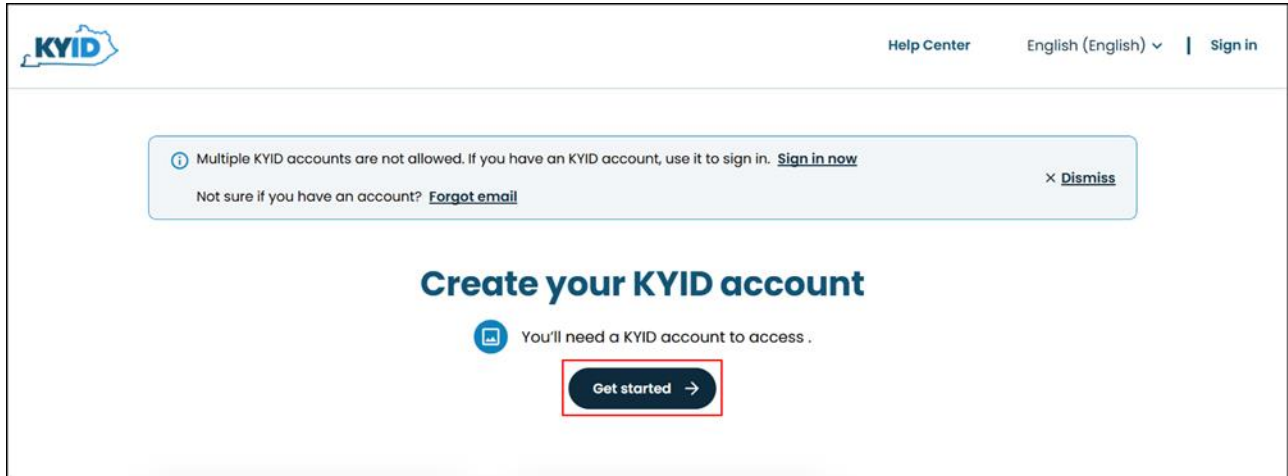
**Please note:** If you have an existing KYID account for business, you should use that account instead of creating a new one.

### 4.1 How to Create a KYID Account

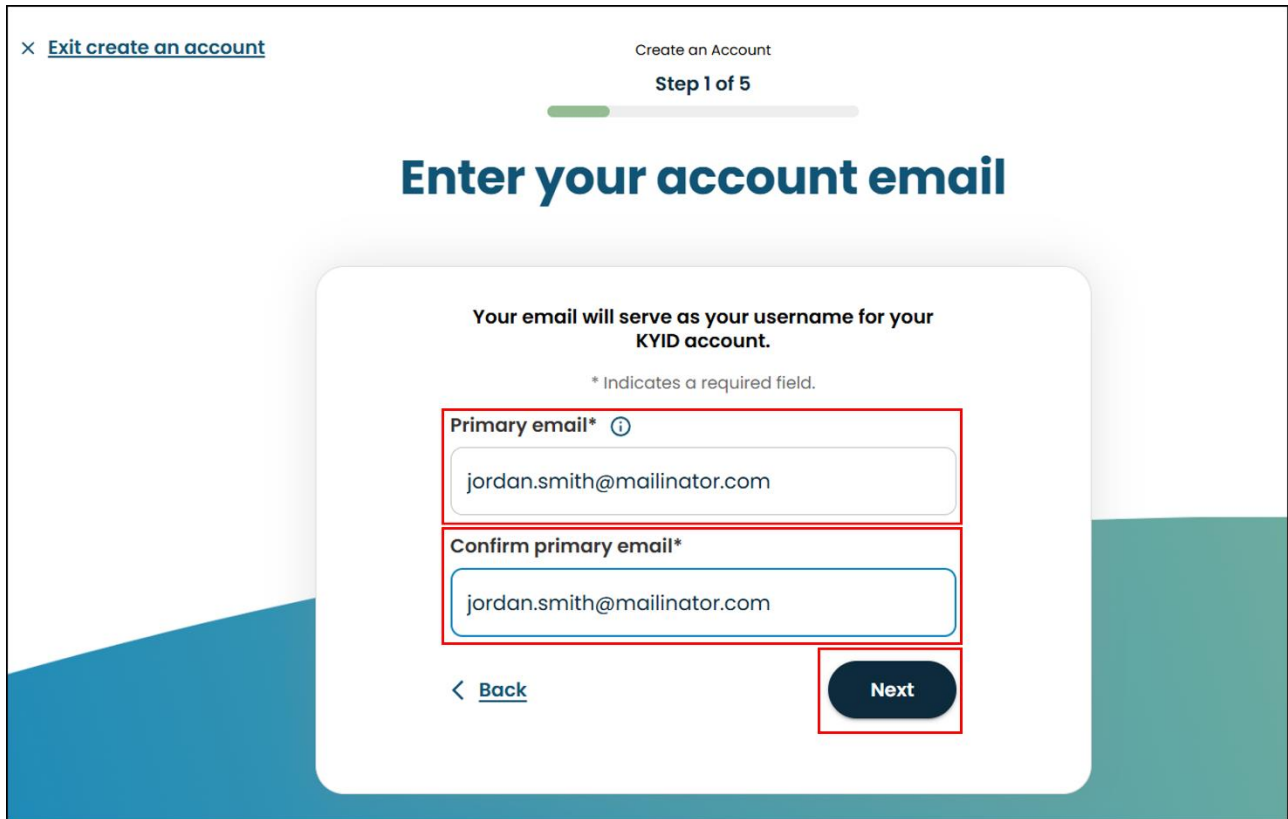
1. Navigate to the KYID home screen at <https://kyid.ky.gov>.
2. Select **Create Account**.



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.



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.

**Verify your email**

Six-digit verification code was sent to [jordan.smith@mailinator.com](mailto:jordan.smith@mailinator.com). Enter the verification code provided to verify your email.

\* Indicates a required field.

Enter verification code\*

5 8 5 9 5 9

Code expires in 08:49 minutes

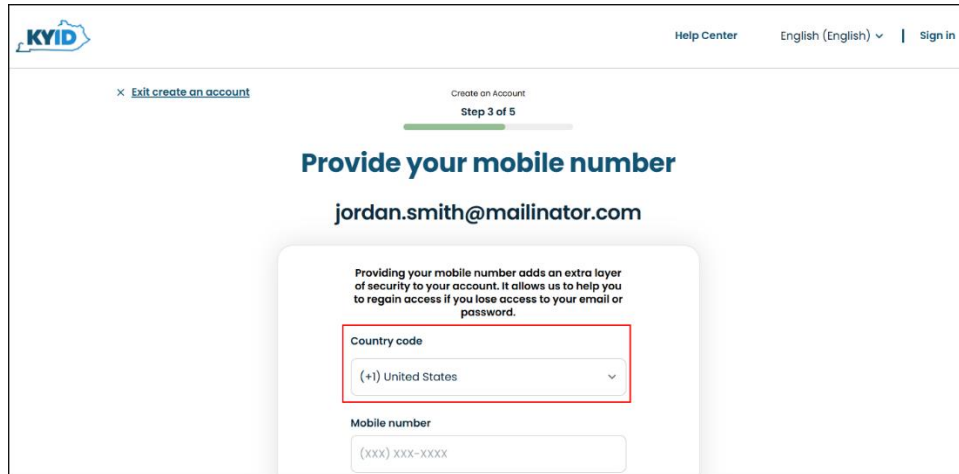
Verify

[Resend verification code](#) | [Use a different email](#)

[jordan.smith@mailinator.com](mailto:jordan.smith@mailinator.com)

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.



The screenshot shows the KYID account creation interface. At the top left is the KYID logo. At the top right are links for 'Help Center', 'English (English) v', and 'Sign in'. Below the header, there is a progress indicator for 'Create an Account' showing 'Step 3 of 5'. A link to 'Exit create an account' is visible. The main heading is 'Provide your mobile number'. Below this, the email address 'jordan.smith@mailinator.com' is displayed. A central box contains the text: 'Providing your mobile number adds an extra layer of security to your account. It allows us to help you to regain access if you lose access to your email or password.' Below this text are two input fields: 'Country code' with a dropdown menu showing '(+) United States' (highlighted with a red box) and 'Mobile number' with a placeholder '(xxx) xxx-xxxx'.

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.

Country code

(+1) United States

Mobile number

(859) 555-1234

Confirm mobile number

(859) 555-1234

How would you like to receive the verification code?

**Text Message**  
You will receive a passcode via text message to your phone

**Voice call**  
You will receive a passcode via voice call to your phone

By providing your mobile phone number you are consenting to receive messages (Standard data rates may apply).

[Skip this step](#)

[Back](#) **Next**

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

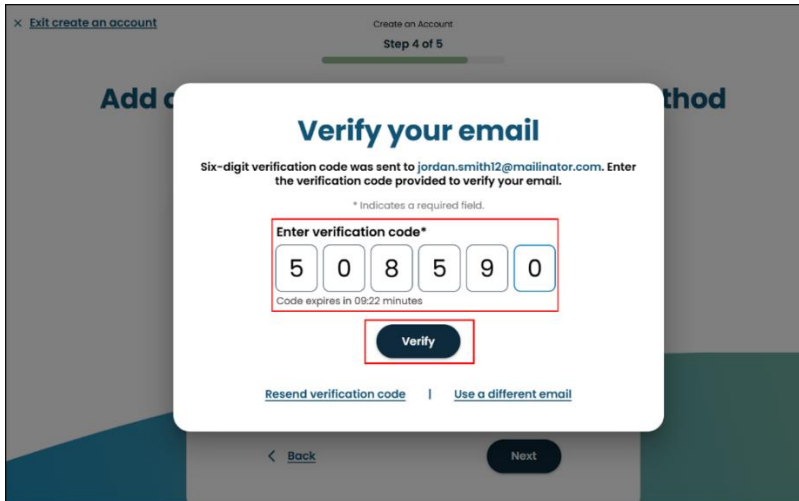
**Please note:** The retry limit is **three (3)**, for resending verification code through text message or voice call; that includes one primary and two retries. If you provide an incorrect verification code for the third time, an error message will be displayed. You may select the **Back** link to go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

The screenshot shows a web form titled "Add an additional account recovery method" for the email address "jordan.smith@mailinator.com". The form is part of a "Create an Account" process, specifically "Step 4 of 5". It includes a "Primary email" field with the value "jordan.smith@mailinator.com". Below it are two required fields: "Alternate email\*" and "Confirm alternate email\*", both containing the value "jordan.smith12@mailinator.com". The "Alternate email\*" field has a red border, and the "Confirm alternate email\*" field also has a red border. At the bottom, there are "Back" and "Next" buttons. The "Next" button is highlighted with a red border. A red box highlights the "Alternate email\*" field and the "Confirm alternate email\*" field. A red box also highlights the "Next" button.

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.

A screenshot of a mobile application interface showing the 'Basic information' form. The form is white with a blue header and contains the following text: 'Please ensure that you have entered the following information correctly to ensure a seamless and secure process.' Below this is a list of required information: 'Full legal name', 'Gender', 'Date of birth', and 'Current home address'. A note follows: 'You have higher chances of successfully completing the identity verification if you provide social security number.' The form fields are: 'Legal first name\*', 'Legal middle name', 'Legal last name\*', 'Suffix', 'Gender', 'Date of birth\*' (with a calendar icon), and 'Social Security Number (SSN) / Individual Taxpayer Identification Number (ITIN)'. The SSN field has a placeholder 'XXX-XX-XXXX' and a small icon. A red box highlights the name and SSN fields. The background shows a blurred 'Create on Account Step 4 of 5' screen with 'Add' and 'Method' text.

**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.

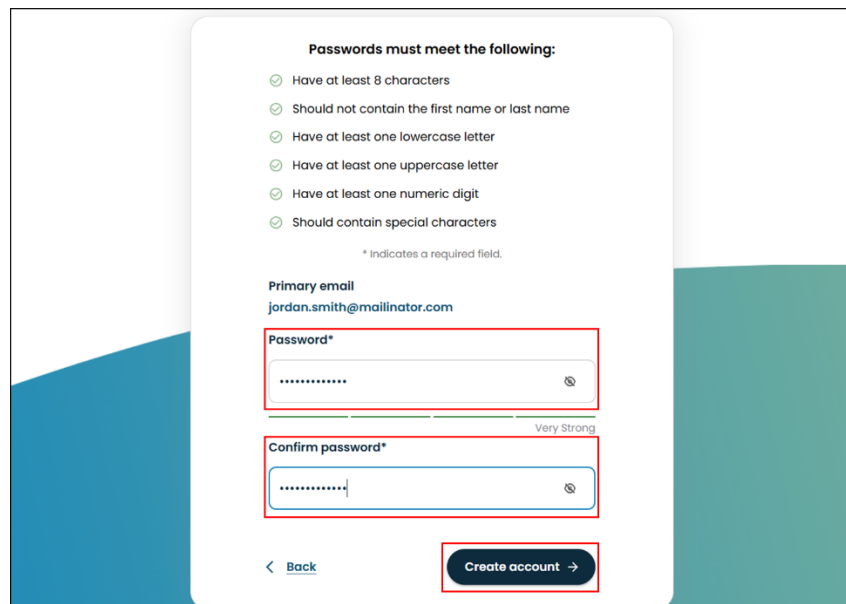
The screenshot shows a web form for address verification. At the top, there is a checkbox labeled "I don't have a home address". Below this, the form is organized into two columns. The left column contains fields for "Address 1\*", "City\*", "Zip/postal code\*", and "Country\*" (a dropdown menu currently showing "United States"). The right column contains fields for "Address 2", "State\*" (a dropdown menu currently showing "Kentucky"), "Zip/postal code extension", and "County" (a dropdown menu). A red rectangular border highlights the entire set of input fields. At the bottom of the form, there is a note: "Identity verification is limited to US addresses and US territories only." Below the note are two buttons: a "Back" button with a left-pointing arrow and a "Next" button.

**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.



The screenshot shows a mobile interface for account creation. At the top, it lists password requirements: 'Have at least 8 characters', 'Should not contain the first name or last name', 'Have at least one lowercase letter', 'Have at least one uppercase letter', 'Have at least one numeric digit', and 'Should contain special characters'. Below this is a 'Primary email' field with the value 'jordan.smith@mailinator.com'. There are two password fields: 'Password\*' and 'Confirm password\*', both containing masked characters. A strength indicator 'Very Strong' is visible between the fields. At the bottom, there is a '< Back' link and a 'Create account ->' button.

**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.

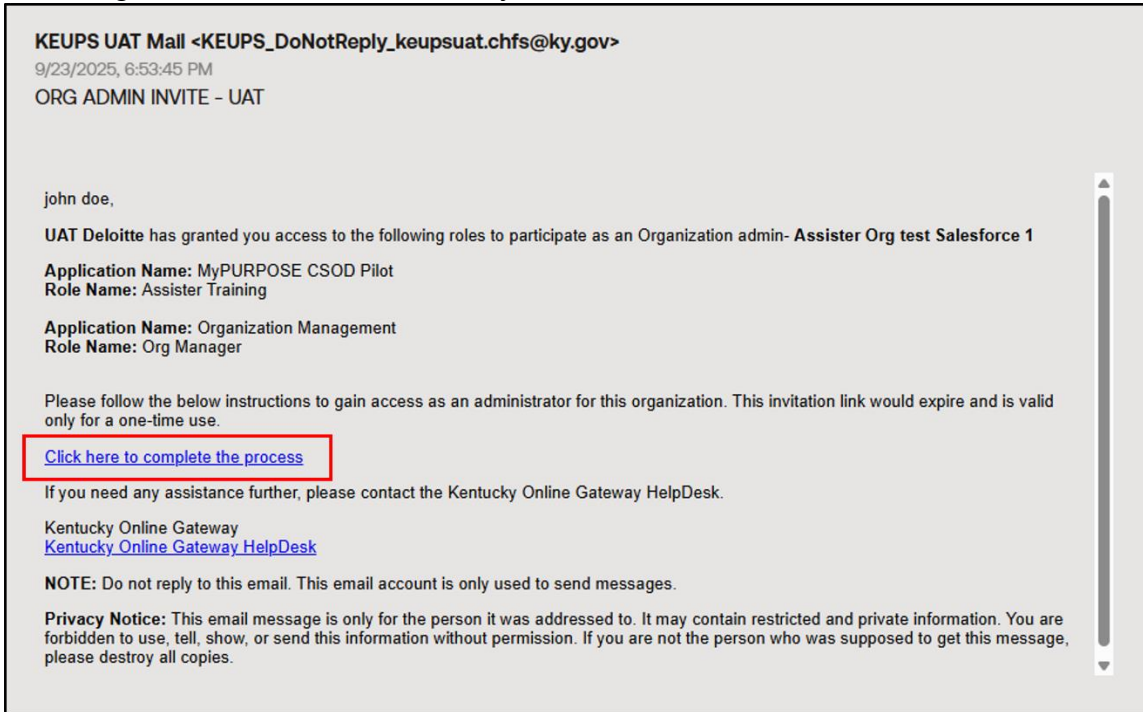
A confirmation message is displayed stating that your KYID account has been created. To complete your registration, sign-in to the KYID portal with the new credentials. The email ID is auto populated in the *Email\** field.

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

The screenshot shows the KYID portal's sign-in interface. On the left, a message states "Your KYID account has been created!" and "Sign in to complete your access enrollment for". On the right, a sign-in card features a profile icon with the letter 'C', the heading "Sign in", and a note "\* Indicates a required field." Below this is an "Email\*" input field containing "jordan.smith@mailinator.com". A checkbox labeled "I consent to the System Notice" is checked. A "Next" button is highlighted with a red box, and a "Forgot email" link is located below it. The top of the page includes the KYID logo, "Help Center", and "English (English)" with a dropdown arrow. A "Privacy - Terms" link is visible in the bottom right corner of the page.

**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.**

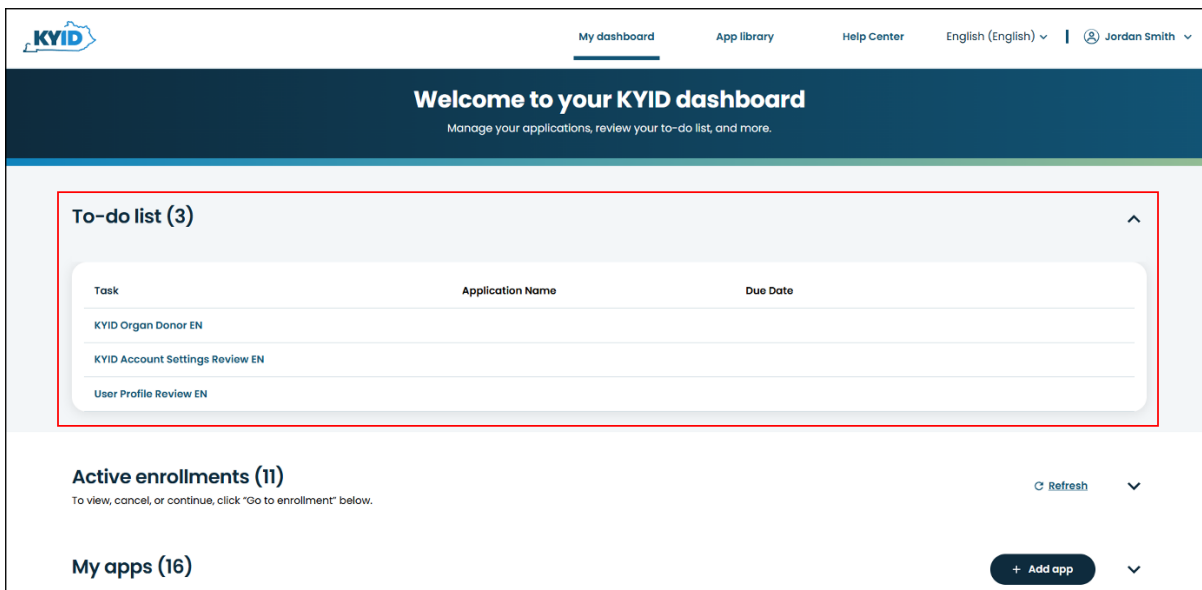
**Please note:** If a kynector will be submitting applications for SNAP/CCAP to DCBS on behalf of Residents, the Organization Administrator assigns the *Assister Other Programs* role, *Assister Training* role, and kynector role once **all** required trainings have been completed. These roles can and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

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

The screenshot shows the KYID website's sign-in interface. On the left, there is a heading "All your applications, one secure place." and a "Create Account" button. On the right, a "Sign In" form is displayed. The form includes a "Email\*" field containing "jordan.smith@mailinator.com", a checked checkbox for "I consent to the System Notice", a "Next" button, and a "Forgot email" link. A red rectangular box highlights the "Email\*" field, the consent checkbox, and the "Next" button. The website header includes the KYID logo, "Help Center", "English (English)", and "Sign in". A "Privacy Policy" icon is visible in the bottom right corner.

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**:

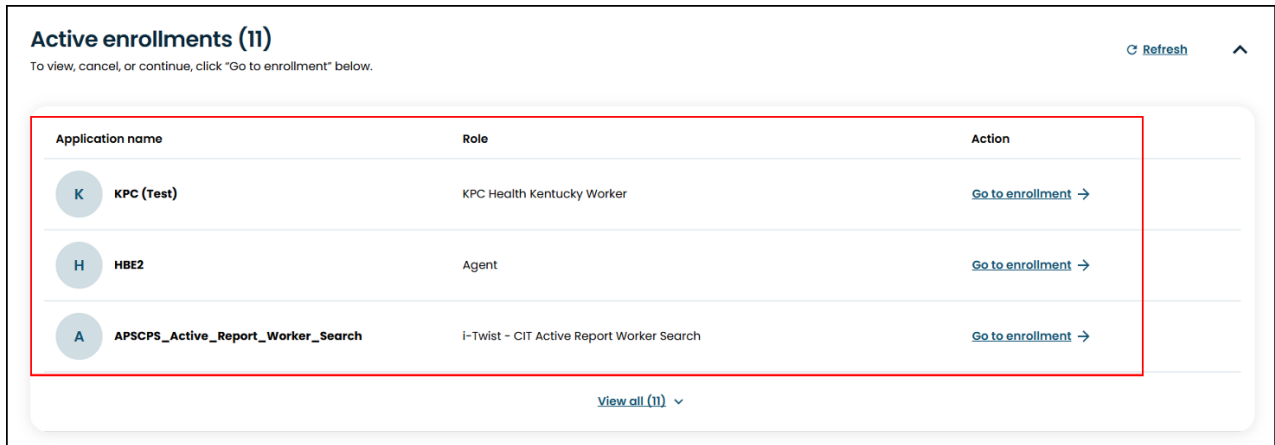
1. **To-Do List:** The To-Do List section displays any tasks that you have not completed or have chosen to postpone. For each item, you will see both the application name and the due date for completion. For example, if you skip the Organ Donor Registration when prompted, you can later access this task 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.



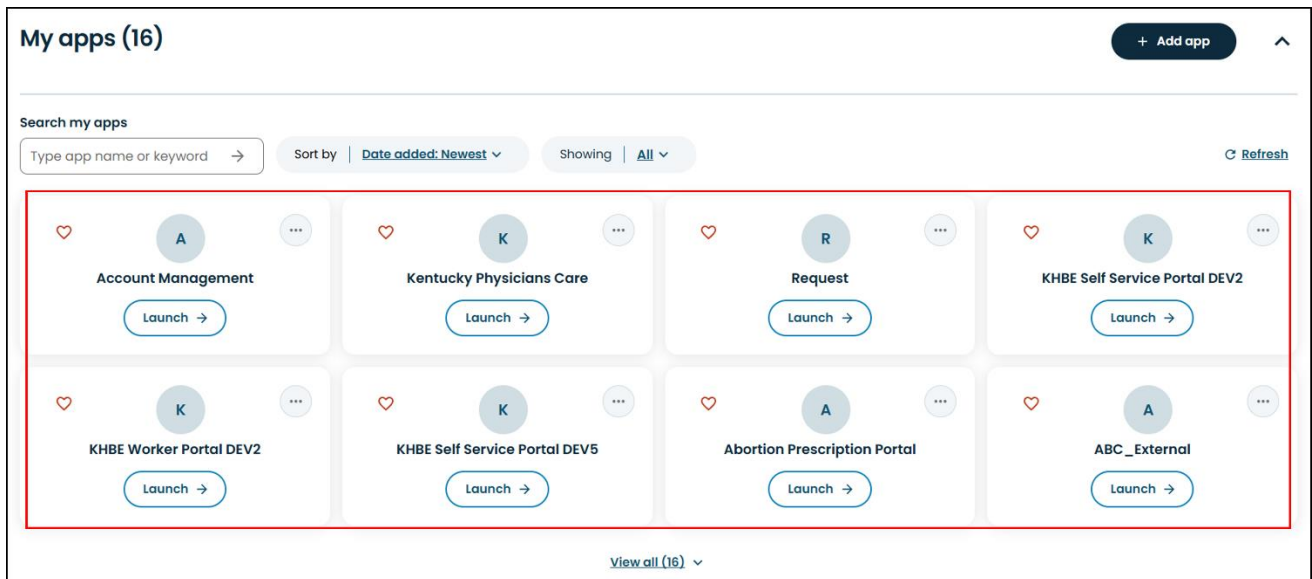
**Please note:** Initially the to-do list will be empty however, it will be populated once you access the applications in KYID.

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.

- 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.



- 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.

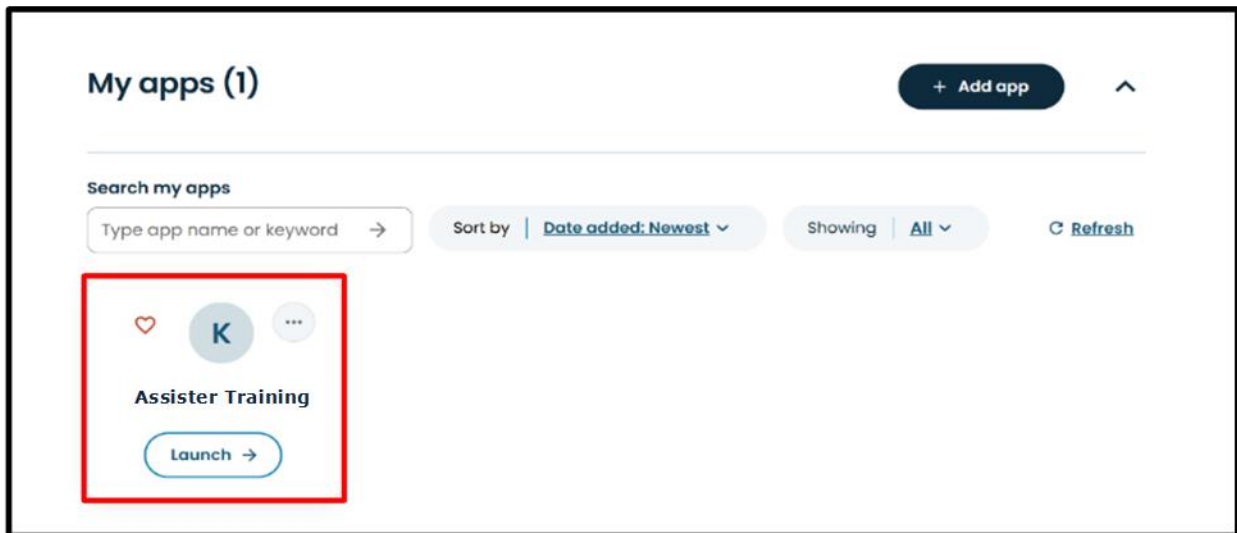


## 5 Complete the SBM Certification/Registration Training

Once the kynector has the *Assister Training* tile, they should complete the State-Based Marketplace (SBM) Certification/Registration Training and all other required trainings through MyPurpose. kynectors should follow the steps below to complete the SBM Certification/Registration Training and all other trainings.

### 5.1 Steps to Complete the SBM Certification/Registration Training

1. Navigate to the KYID home screen.
  - <https://kyid.ky.gov/>
2. Log into KYID using KYID credentials.
3. Navigate to the *Assister Training* tile from the KYID dashboard.
4. Select **Launch** from the *Assister Training* tile.

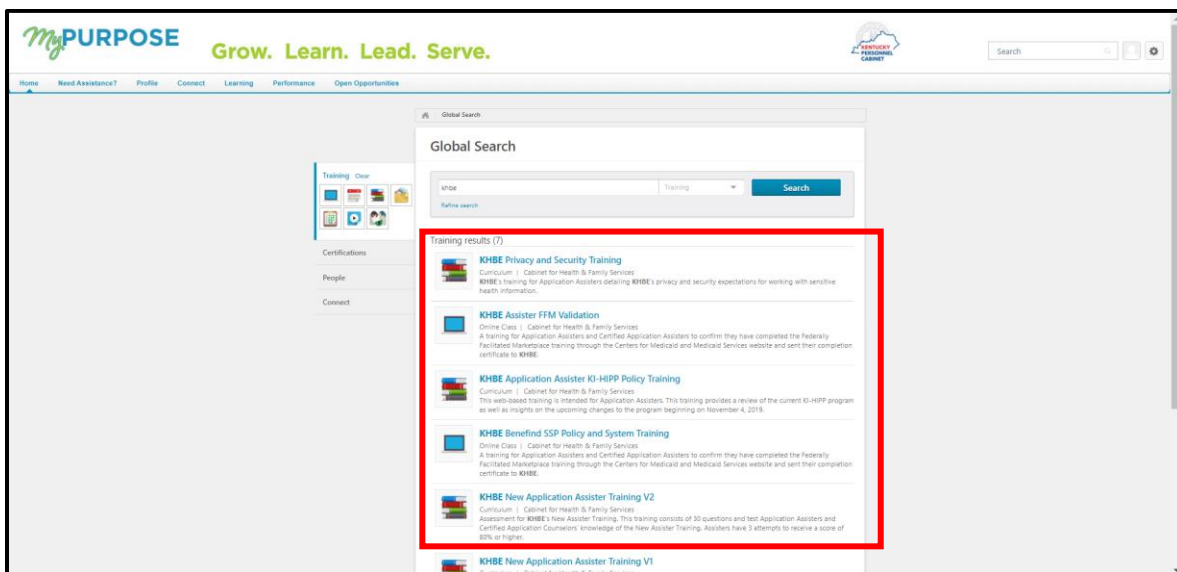


**Please note:** It may take 24 hours for KHBE's trainings to appear on My Purpose after selecting launch.

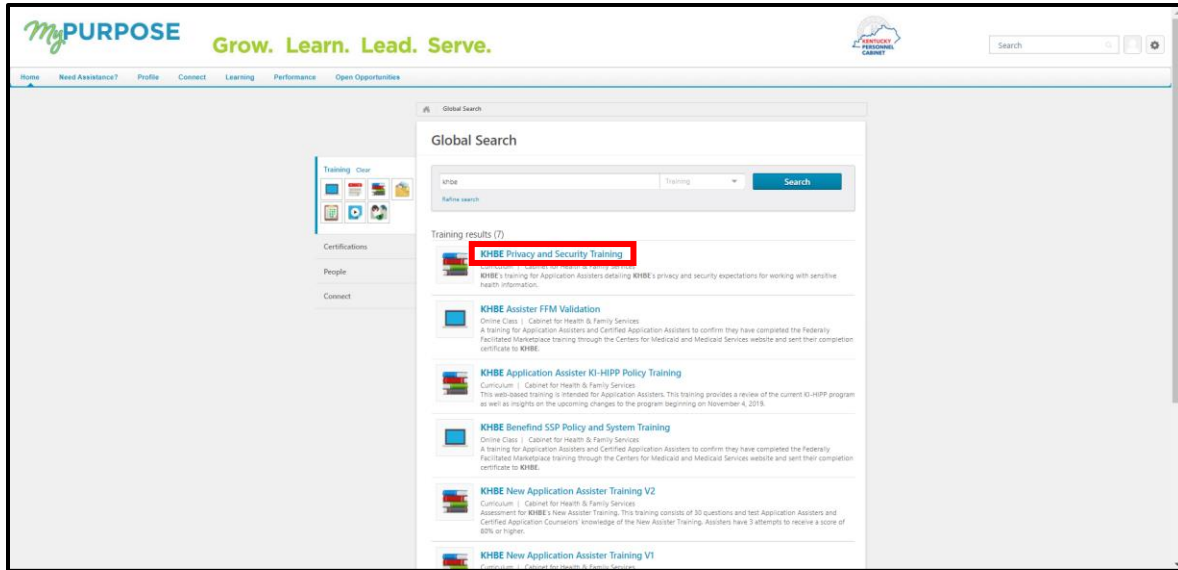
5. Once navigated to the MyPurpose home screen, type **KHBE** in the search bar at the top right of the MyPurpose screen.



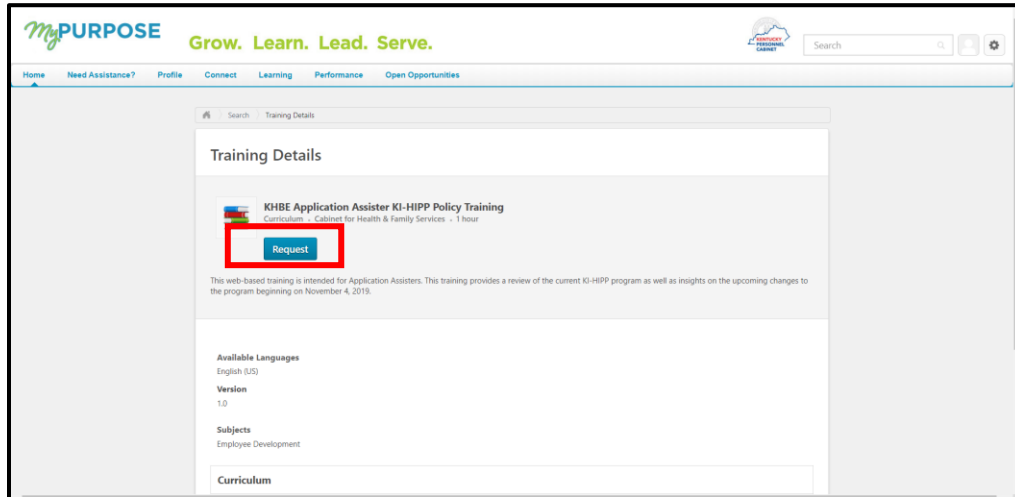
6. Look for the SBM Certification/Registration Training and New kynector Training in the global search results.



7. Select the **training title** for the selected training to navigate to the **Training Details** screen.



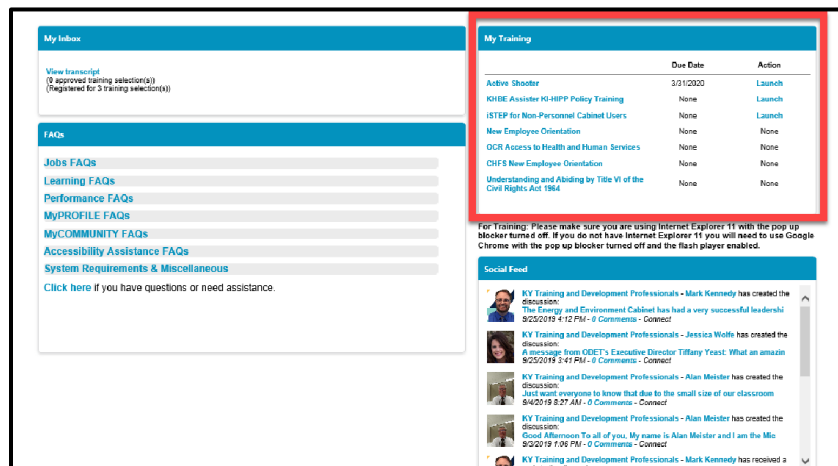
8. Select for **Request** each required training to register for each training.



9. Navigate to the MyPurpose home screen.



10. Scroll down and locate the My Training box.



11. Select on the **My Training** hyperlink at the top of the *My Training* box to navigate to the Transcript screen.

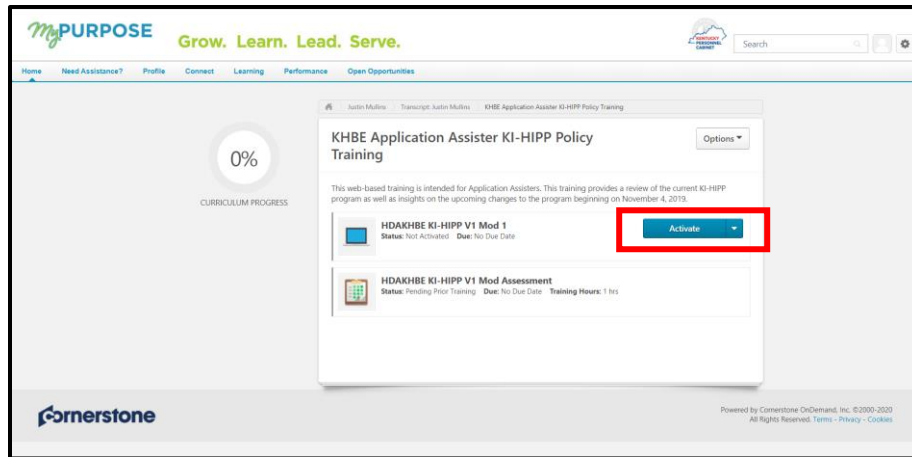
The screenshot shows the 'My Training' interface. On the left is the 'My Inbox' section with a 'View transcript' link and a list of FAQ categories. On the right, the 'My Training' tab is highlighted in red. It contains a table of training items with columns for 'Due Date' and 'Action'. Below the table is a note about browser requirements and a 'Social Feed' section with two posts.

	Due Date	Action
KHBE New Application Assister Training V1	3/2/2020	Open Curriculum
Learning Your Way @ Commonwealth U 4.0	6/6/2020	Launch
NAT Remediation Training	None	Open Curriculum
New Employee Orientation	None	None
OCR Access to Health and Human Services	None	None
CHF S New Employee Orientation	None	None
Understanding and Abiding by Title VI of the Civil Rights Act 1964	None	None

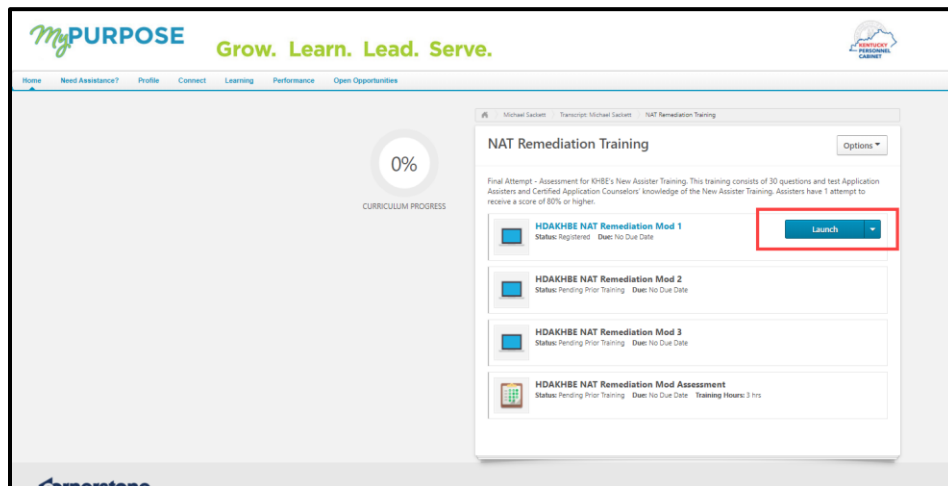
12. Select **Open Curriculum** next to the selected training.

The screenshot shows the 'Transcript: Justin Mullins' page. At the top, there are navigation tabs: Bio, Feedback, Transcript (selected), Actions, and Snapshot. Below the header, there are summary statistics: 0 HRS AGGREGATE TRAINING COMPLETED, FISCAL YEAR ENDING 12/31/2020, and COST \$0.00. There are filters for 'Active', 'By Date Added', and 'All Types', along with a search bar. The search results show two items: 'KHBE Application Assister KI-HIPP Policy Training' and 'KHBE Privacy and Security Training'. Both items have a red box around the 'Open Curriculum' button.

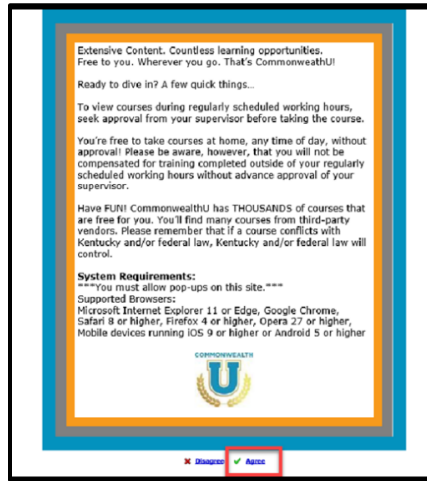
13. Select **Activate** from the training details screen and the *Activate* button changes to a Launch button.



14. Select **Launch** to begin the training.



15. Select **Agree** from the *Training Agreement*.



16. Select the training **play button** once the training pop-up appears to start the training.



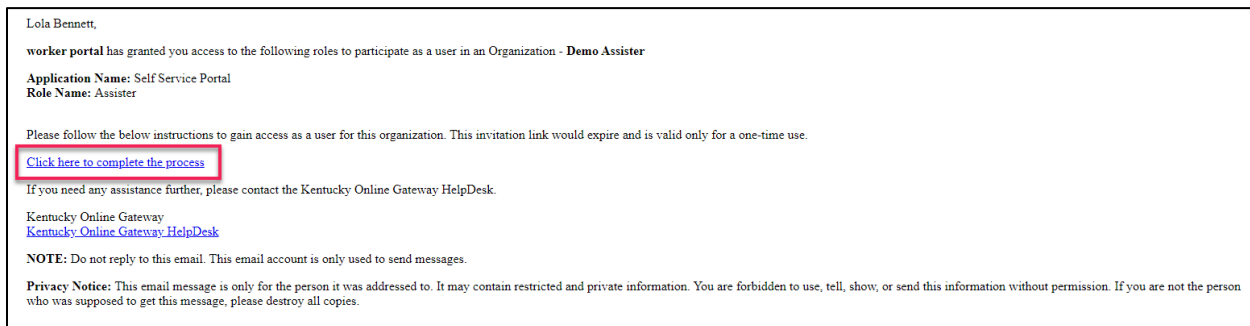
17. Repeat the above steps to complete all the required KHBE trainings.

**Please note:** A full list of KHBE's trainings can be found in the [kynector training curriculum section](#) at the end of this Welcome Packet. For more information on accessing KHBE's trainings, see the kynector LMS Quick Reference Guide on KHBE's website: [KHBE.ky.gov](http://KHBE.ky.gov).

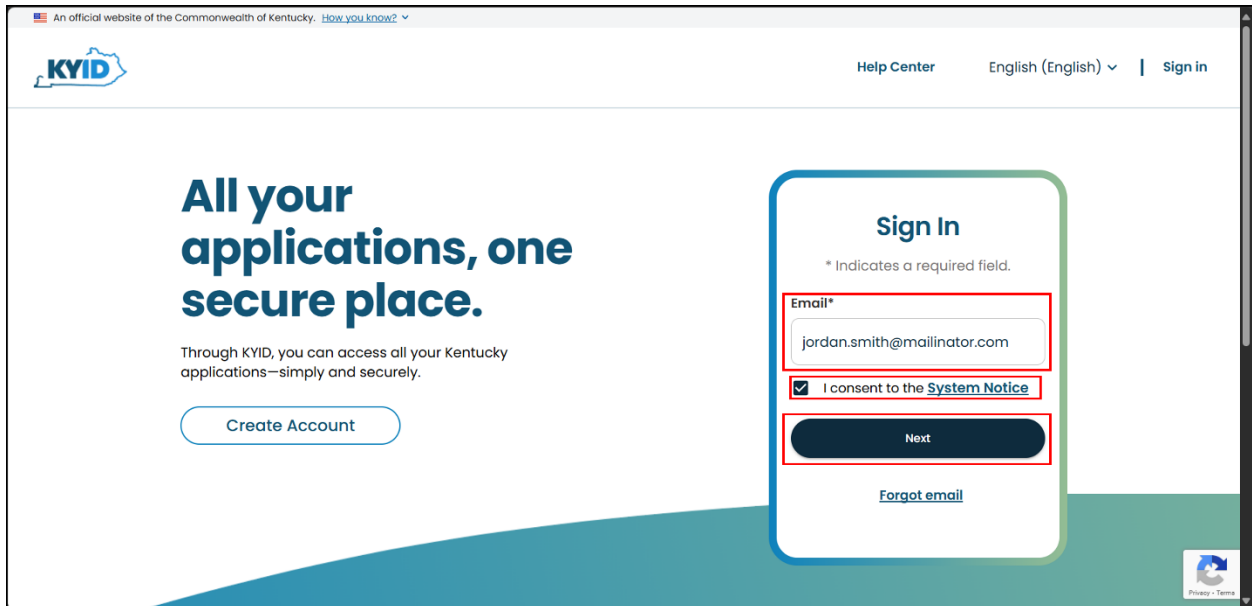
**Please note:** kynectors should complete all required trainings as shown **in the order they are listed** in the [kynector training curriculum section](#) at the end of this Welcome Packet.

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

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



20. Enter the user credentials. Select **Sign In**.



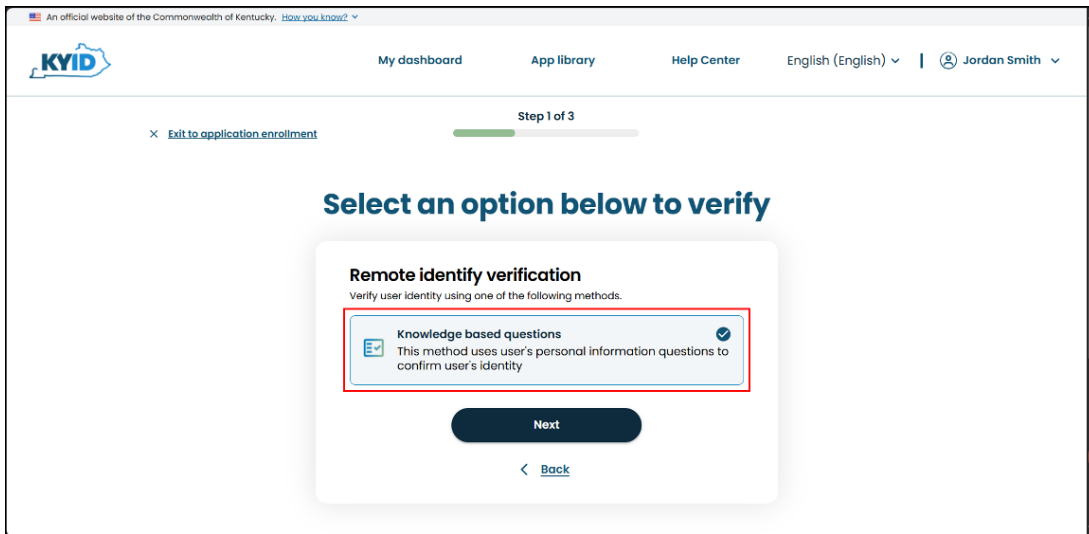
After signing in, the kynector is taken to the **Remote Identity Proofing (RIDP)** screen and later to the **Experian** screen

## 5.2 Remote Identity Proofing Process through Experian

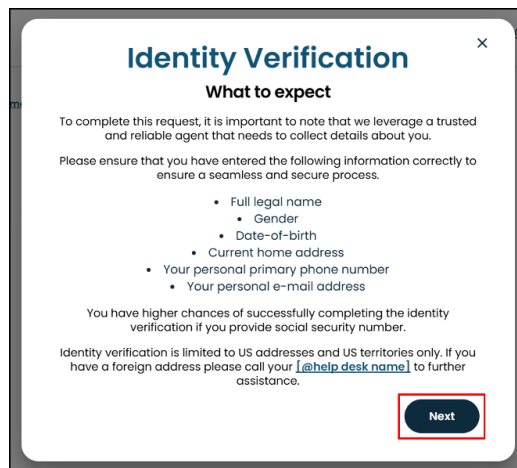
KYID uses Remote Identity Proofing (RIDP) to verify the user's identity. This is a one-time effort. If a user is requesting electronic access to protected information or systems, the user must be identity proofed to gain access. KYID uses the Experian identity verification system to remotely perform 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**.

### 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.

<b>Legal first name*</b>	<b>Legal middle name</b>
<input type="text" value="Michael"/>	<input type="text"/>
<b>Legal last name*</b>	<b>Suffix</b>
<input type="text" value="Smith"/>	<input type="text" value=""/>
<b>Gender*</b>	<b>Date of birth*</b> ⓘ
<input type="text" value="Male"/>	<input type="text" value="August 17, 1995"/>
<b>Social security number</b>	<b>Language Preference*</b>
<input type="text" value="XXX-XX-XXXX"/>	<input type="text" value="English"/>

#### Home address

I don't have a home address

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

#### Contact

<b>Primary email*</b>	<b>Mobile Number</b>
<input type="text" value="michael.smith@mailinator.com"/>	<input type="text" value=""/>

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)(G). 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

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4. Experian verified the information provided and may present the user with questions based on their credit profile. Provide answers to each question. 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**

### 5.3 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 to assist Individuals in the *Please select the Counties you Cover* section.
4. Check whether you assist with **Individual, Small Market**, or both.
  - **Individual Market Type** –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** –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 Markets.

5. Enter the kynector's **Primary Phone Number**.
6. Select whether the **Primary Phone Type** is **Cell, Home, Work** or **Other**.
7. Enter the kynector's **Secondary Phone Number** (optional).
8. Select whether the **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**.
14. Select **Submit**.

My dashboard

on 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  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  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

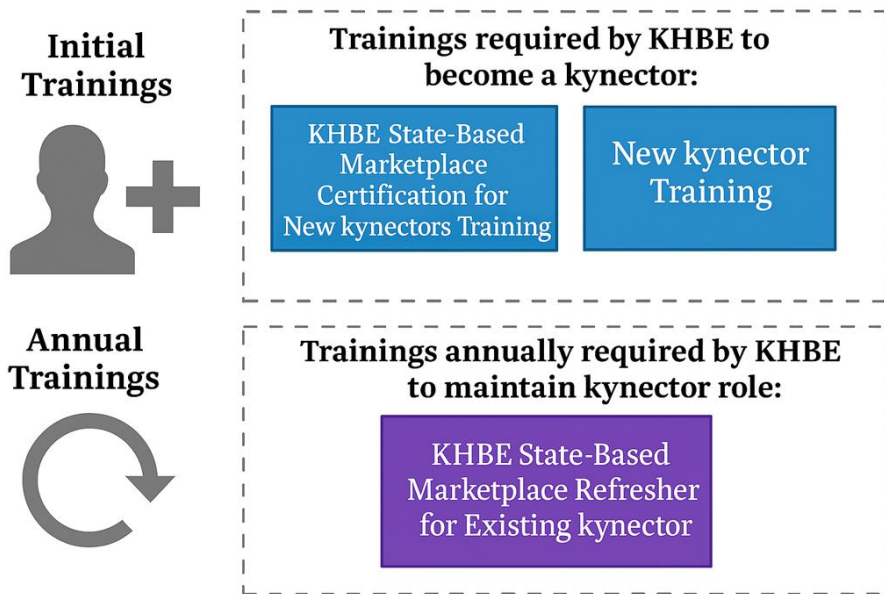
**Do you only assist patients/consumers in your medical facility/clinic/office/organization? \***

**Primary Email: \***

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## 6 KHBE’s kynector Training Curriculum

Navigators and Certified Application Counselors (CACs) are required by KHBE to complete trainings to become a kynector. Additionally, KHBE requires annual trainings to maintain the kynector status. Below is the KHBE kynector curriculum. It is broken into initial trainings for new kynectors and annual trainings. **kynectors should complete all required trainings as shown in the order they are listed below.**



**Please note:** The KHBE Program may require kynectors to complete additional training to continue to maintain and improve the kynector Program. Organization Administrators have additional trainings that are required as well. For further questions please contact the KHBE Program email inbox at [KHBE.Program@ky.gov](mailto:KHBE.Program@ky.gov).

**Please note:** Organization Administrators and kynectors who have been approved by DCBS to submit SNAP and CCAP applications must complete the required trainings prior to being granted the *Assister Other Programs* role.