

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



Navigating the kynect Dashboard Refresher Training Guide

July 18, 2025

Document Control Information

Document Information

Document Name	Navigating the kynect Dashboard Refresher Training Guide
Project Name	kynect State-Based Marketplace (SBM)
Client	Kentucky Cabinet for Health and Family Services
Document Version	1.0
Document Status	First Submission
Date Released	July 18, 2025

Document Edit History

Version	Date	Additions/Modifications
1.0	July 18, 2025	First Submission

Introduction

This Refresher Course will help Agents and kynectors understand the functionalities of their dashboard, identify the kynect On Demand program expectations, and outline the kynect health coverage Prescreening Tool process to best support Residents.

Table of Contents

Document Control Information	2
Document Edit History	2
Introduction	3
Table of Contents.....	3
1. Welcome to the Navigating the kynect Dashboard Refresher Course.....	4
1.1 Course Introduction.....	4
2. Navigating the kynect Dashboard Refresher Training.....	4

1. Welcome to the Navigating the kynect Dashboard Refresher Course

1.1 Course Introduction

This course provides Agents and kynectors with instructional navigation and system demonstrations of key functionalities of the Agent Portal and kynect Dashboard. By learning to best navigate their respective dashboards, Agents and kynectors will gain quick insight into their business. Users may also utilize the kynect On Demand and kynect health coverage Prescreening Tool features to best support Residents and their cases.



2. Navigating the kynect Dashboard Refresher Training

During this module, Agents and kynectors will learn about important information and key functionalities of their respective dashboards. By effectively navigating the Dashboard, Agents and kynectors are provided with quick insight into their business.

To reacquaint yourself with navigating the kynect Dashboard, please reference the Navigating the kynect Dashboard Certification Training Guide [here](#).

