



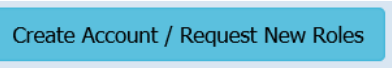
eServices Account Creation for Individuals

This process should be used by Individuals who do not already have a Kentucky Online Gateway (KOG) account. To learn more about KOG, click [here](#).

- **Access the Department of Insurance’s (DOI) eServices Login Page**

1. Click [here](#) to access the login page.

2. Click “Create Account / Request New Roles.”



3. Select “Individual: Individual Access” from the User Type selection, then click “Submit.”

Attention eServices Users

The Department of Insurance is working diligently to enhance data security and to provide users a single sign-on experience within the Commonwealth. To make this happen, eServices will transition to the Kentucky Online Gateway (KOG) for user credentials (ID and password) and login functionality.

What does this mean to you? Starting on insert date, 2019, eServices users will have to create a new login ID and password. To login, use the email address associated to your eService account and the same password. If you have questions about the transition, simply click here to learn more about KOG. [Click here for instructions on how to set up a new account.](#)

Login to eServices using your Kentucky Online Gateway account OR Create Account / Request New Roles

Your User Type

User Type *

- Select User Type
- Business Entity: Agent Licensing Administrator
- Business Entity: Agent Licensing Read-Write
- CE Provider/Instructor: Continuing Education Provider
- Individual: Individual Access**
- Insurer: P&C Auto and Home Guide Administrator
- Insurer: Agent Licensing Administrator
- Insurer: Annual Financial Statement
- Insurer: CPE Documents
- Insurer: Life - Paid Up Policies
- Insurer: Mine Subsidence
- Insurer: Medical Malpractice
- Insurer: SIU Head
- Insurer: Market Conduct Docs
- Insurer: Independent Review Entity
- Insurer: Cat Loss
- Insurer: Annual Reconciliation
- Insurer: Agent Licensing Read-Write
- Other: DOI Innovation
- Other: Consumer

Submit

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4. Select “Citizen or Business Partner” from the “I am a” screen and click “Create Account.”

Welcome to the Kentucky Online Gateway

I am a

- Citizen or Business Partner
- State Employees and Contractors logging in with Email Address or Username
- State Employees and Contractors logging in with KHRIS ID

Sign In Create Account

The “Please complete your Kentucky Online Gateway Profile” screen will appear

Please complete your Kentucky Online Gateway Profile

If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password OR click on the Cancel button below to log into your account.

Please fill out the form below and click Sign Up when finished.
All fields with * are required.

* First Name Middle Name * Last Name

* E-Mail Address * Verify E-Mail Address

* Password * Verify Password

Mobile Phone Language Preference


Street Address 1 Street Address 2

City State Zip Code

Question * Answer

Question * Answer

Cancel Sign Up


- Complete the form by entering information in all required fields along with other fields you want to complete, then click “Sign Up.” 

The follow screen will appear noting your account has been requested and to check your email.

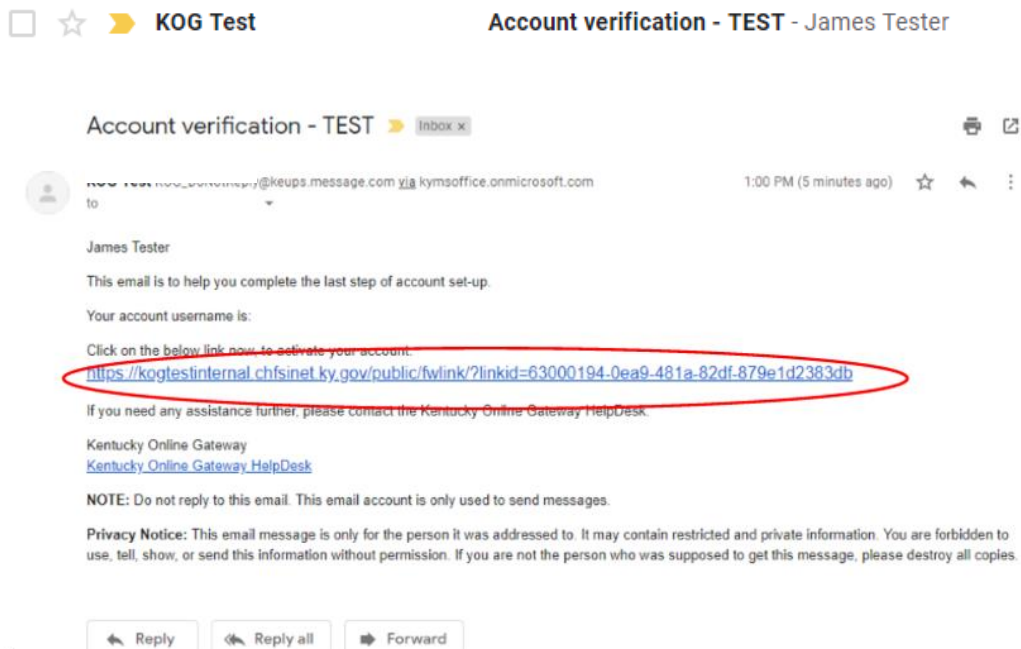
Please complete your Kentucky Online Gateway Profile

YOU HAVE 4 HOURS TO COMPLETE THE PROCESS

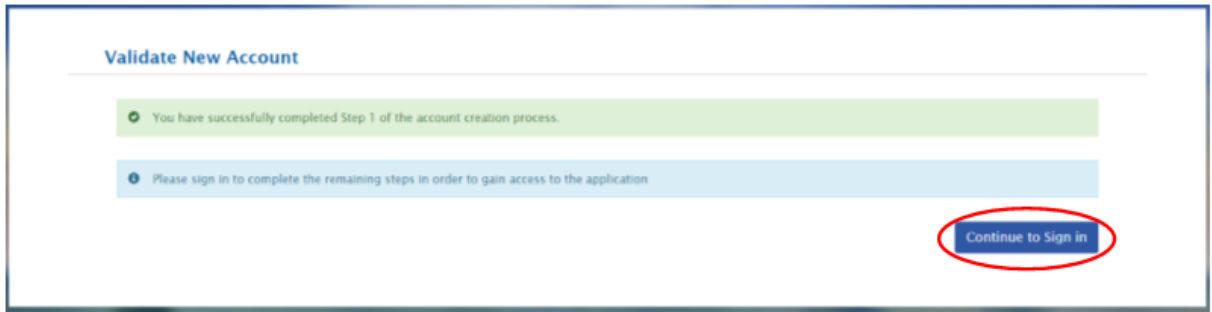
✔ Your account has been requested and is pending email verification. Please check your email and click on the Link provided to verify your account. If you do not see the verification email in your inbox, please check your spam or junk folder. If no email was received [click here](#).

If you have already verified your account by clicking the link provided in the email, please click on SIGN IN button to continue. 

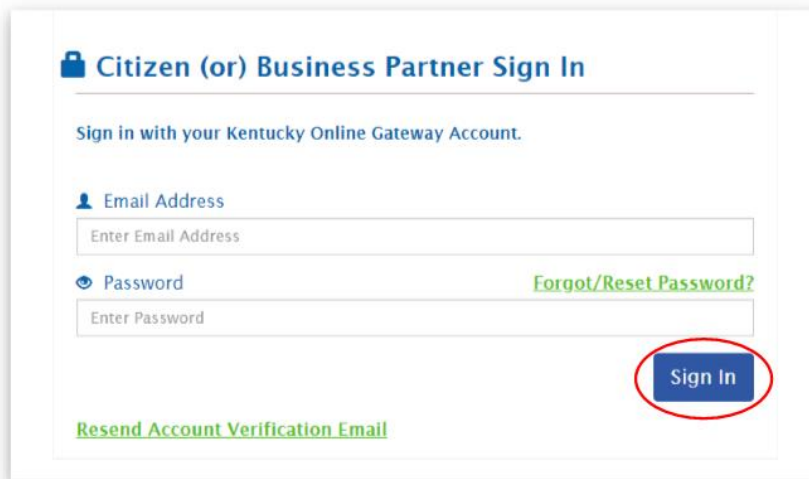
- Check your email and click on the link in the body of the text.



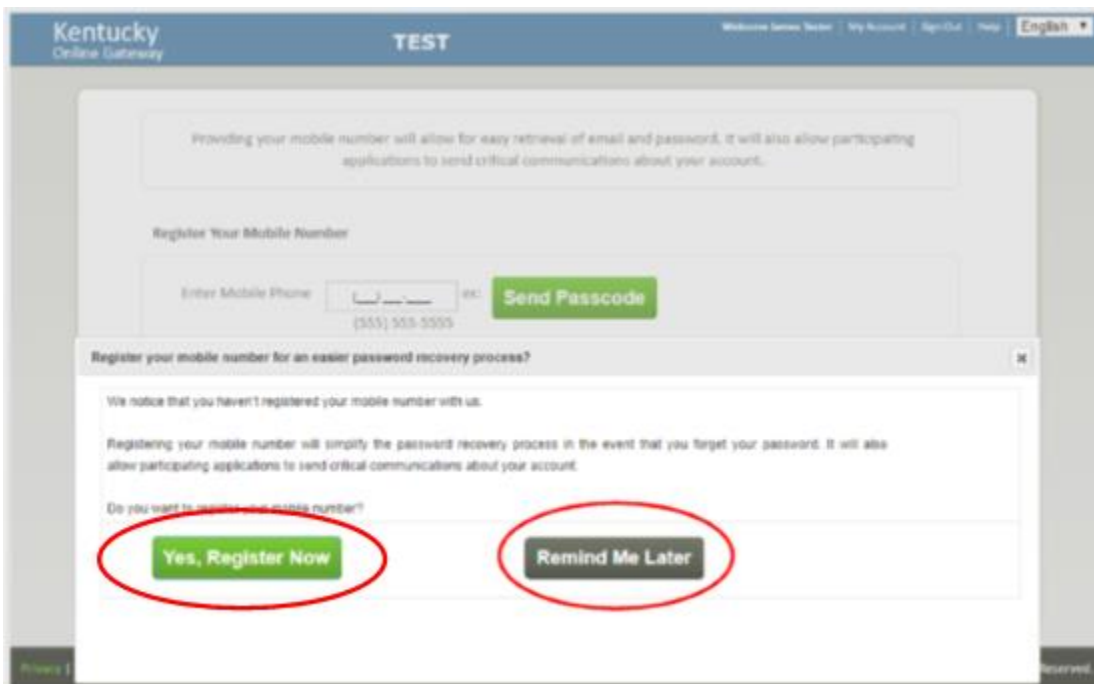
The following screen will display.



7. Click "Continue to Sign In" to complete the remaining steps.
8. Log into eServices using the email address and password entered in a previous step, then click "Sign In."



9. After successfully logging into eServices for the 1st time, a screen will display asking if you want to register your mobile number. Either click "Yes, Register Now" or "Remind Me Later." If you click "Remind Me Later," continue to step 10.



9.1 Enter your Mobile Number and click “Send Passcode.”

The screenshot shows the 'Kentucky Online Gateway' interface. At the top, there is a blue header with the text 'Kentucky Online Gateway' on the left, 'TEST' in the center, and user navigation links ('Welcome Thomas Person', 'My Account', 'Sign Out', 'Help') and a language dropdown ('English') on the right. The main content area is a white box with a light gray border. It contains a text box explaining that providing a mobile number allows for easy retrieval of email and password. Below this is a section titled 'Register Your Mobile Number' which includes a form with a text input for the mobile number (with a placeholder '() - - - - -') and a green 'Send Passcode' button. A 'Continue to application' link is located to the right of the form. A disclaimer section follows, stating that standard text messaging and data rates may apply and that the gateway will not provide information to outside entities or sell it to marketing organizations. At the bottom of the page, there is a dark gray footer with 'Privacy | Disclaimer' on the left and '2013 All Rights Reserved.' on the right.

Kentucky
Online Gateway

TEST

Welcome Thomas Person | My Account | Sign Out | Help | English ▾

Providing your mobile number will allow for easy retrieval of email and password. It will also allow participating applications to send critical communications about your account.

Register Your Mobile Number

Enter Mobile Phone ex:
(555) 555-5555

[Continue to application](#)

Disclaimer :

- Standard text messaging and data rates may apply.
- The Kentucky Online Gateway will never provide your information to outside entities or sell it to marketing organizations.

Privacy | Disclaimer

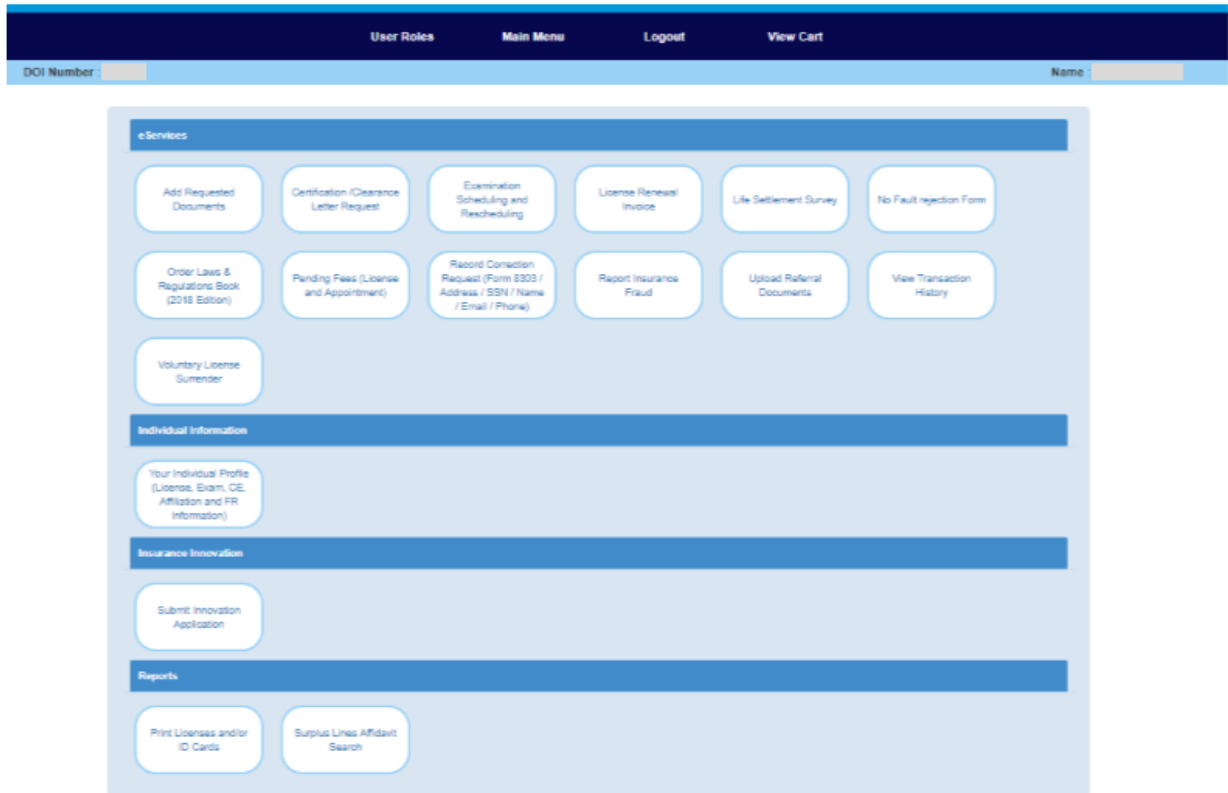
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9.2 Enter the verification number from your text message and click “Validate & Verify.”

Upon successful registration of your phone number, the following screen will display.

10. Enter your information in the eServices User Matching screen and click “Submit.” This process will attempt to locate your previous eServices account and grant your new KOG account the previously assigned access.

The eServices menu will display after a successful match.



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If you have more than one system associated with your account, a list of applications will display on the MyKY page.

