



eServices Account Creation for Individuals

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

1. Click here to access the log in page:
<https://insurance.ky.gov/doieservices/UserRole.aspx>
2. Click **“Create Account”** if you do not already have a KYID account OR **“Request New Role”** if you have a KYID account and need to attach a new DOI connection.
3. Click on USER TYPE: **Individual: Individual License Account**
4. Click **Submit**

5. Once you click submit you will be taken to the KYID page.
6. **DO NOT SIGN IN WHEN SETTING UP A NEW ACCOUNT**

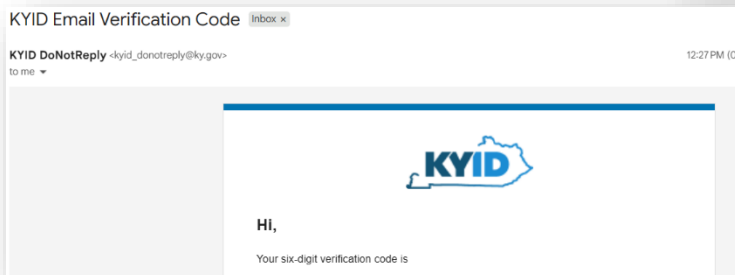
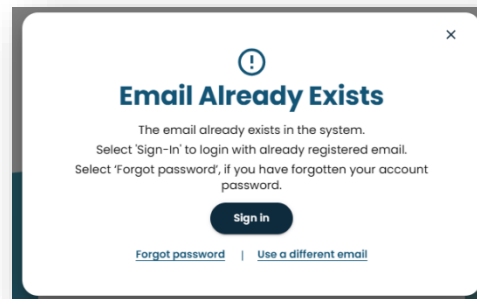
7. Click on **CREATE ACCOUNT**
8. Click **GET STARTED**

9. Type in the email you want to use; click next

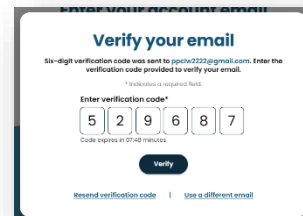


NOTE: If you sign in and get a message that an account already exists, you can either User a different email, sign in or click on forgot password.

10. Activate security code sent to email (you have 10 minutes to use it)

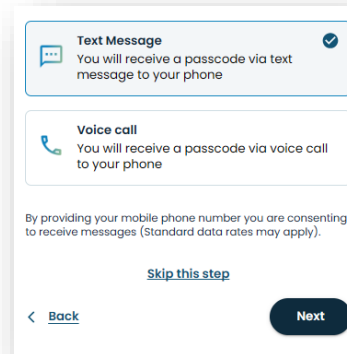


11. Verify the code sent by entering it into the screen and click verify.



12. You will need 2 forms of verification: The first one is always going to be your primary email address.

- The second one can be either the mobile phone or an alternate email address.
- Skip the one you do not want to use.
 - For Phone, enter it twice and choose voice call or text message. Click next. OR skip this step if you want to use the alternative email address. Verify the code sent to your phone.
 - For alternate email, skip this step if you did the phone



13. Basic Information:

- This information is the information that belongs to the individual of this account
- Social Security Number is optional unless you are setting up a new account for DOI. DO NOT SKIP IF YOU ARE TRYING TO SET UP A LICENSING ACCOUNT
- Fill in the name that is on your Insurance license or it will not find you in the system. (Find this in agent locator if needed or check in NIPR record)
- MIDDLE Name is not required

14. Click NEXT

15. Create a password (follow the requirement instructions)

- When the password is accepted the Create Account button will turn black.

16. Once Created it will take you back to the sign-in page where you can now sign in.



- Make sure you click the consent box after reading the system notice
- The next button will turn black when completed correctly.
- Click next
- Enter

K

Before we get you to the right place
To access this app, you'll need to complete the following:

KY Department of Insurance eServices | Individual Access

You are required to complete the following 1 items

Department of Insurance eServices
Individual License Access Onboarding
Start

[Cancel Enrollment](#)

Go to my dashboard

password

- The next page will be your dashboard.
- Respond to the organ donor question or skip and go to application.
- You will come to the onboarding

DOI eServices - Individual License Access Onboarding

First Name *

Last Name *

Date Of Birth *

Month Name, Date, Year 📅

Last 4 Of SSN *

< Back
Submit

The eServices menu will display after a successful match.

Home
My Profile
Logout
View Cart

My eServices

New eServices Account

Individual eServices Account

Individual eServices Account

Individual eServices Account

Individual eServices Account

Individual eServices Account

Individual eServices Account

Individual eServices Account

Individual eServices Account

Individual eServices Account

Individual eServices Account

page

- Click the **start** button.
- Fill in the Date of Birth and last four of SSN
- Once you sign in you will either come to your apps Page (this is if you have more sign in options) Or you will land right in the eservices menu page.

