



eServices Account Creation for Business Entities/Insurers

Business Entities or Insurers who do not have a Kentucky Online Gateway (KOG) account should use this process. To learn more about KOG, click [here](#). There are two methods a user can create a KOG account. The first method is via the invitation email received from the DOI IS Helpdesk and the second is by accessing the DOI eServices Login Page.

If you receive an invitation email, then click on the link provided in the email and proceed to step 6; otherwise, continue with step 1 listed below.

- **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 the desired “Business Entity”/”Insurer” type from the User Type selection.

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 September 23rd, 2019, eServices users will have to create a new login ID and 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.

Account Setup Instructions - Please Read

- Business Entities
- Insurers
- Individuals
- Consumers
- Received an Email Invitation
- Individuals with Permission Issue

If you have created an account before September 23rd 2019, Your Username and Password will not work. You have to register by clicking on Create Account.

Click below to Create a KOG eServices account

[Create Account](#)

OR

Click below to Request a new role, or Add new Entities

[Request New Roles](#)

OR

Click below only if you have successfully created an account with Kentucky Online Gateway (KOG).

[Login to eServices](#)

Your User Type

User Type *

Select User Type

Business Entity: Business Entity License Administrator Account

Individual: Individual License Account

Insurer: P&C Auto and Home Guide Administrator

Insurer: Annual Reconciliation

Insurer: Agent Licensing Administrator

Insurer: Life - Paid Up Policies

Insurer: Annual Financial Statement

Other: Consumer

Other: Clean Claim

Other: DOI Innovation

- Enter your information into the fields supplied. For the User Type “Insurer: Agent Licensing Administrator,” the following screen will display. Make sure to “Add” the entity associated with this account. To request multiple entities, search for the additional companies and click “Add.” The example below depicts two entity requests. If you request multiple entities, then you will receive an email invitation for each entity. Click “Submit,” when you have entered all the required information.

Your User Type

User Type * Insurer: Agent Licensing Administrator ▼

Your Contact Information

First Name * Last Name * Middle Name

Phone * Extension

Email *

Enter Insurer * Search (After you Click Search, Select the Entity Name from the Dropdown list below and Click Add)

Add

Your Approving Officer/Manager

Title of approving manager *

First Name * Last Name * Middle Name

Phone * Extension

Email *

Comments

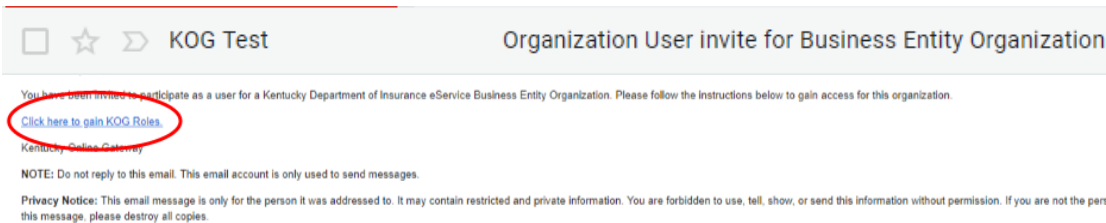
Submit

The following message will appear stating the request was submitted and to check your email. You will receive an email once your request is approved.

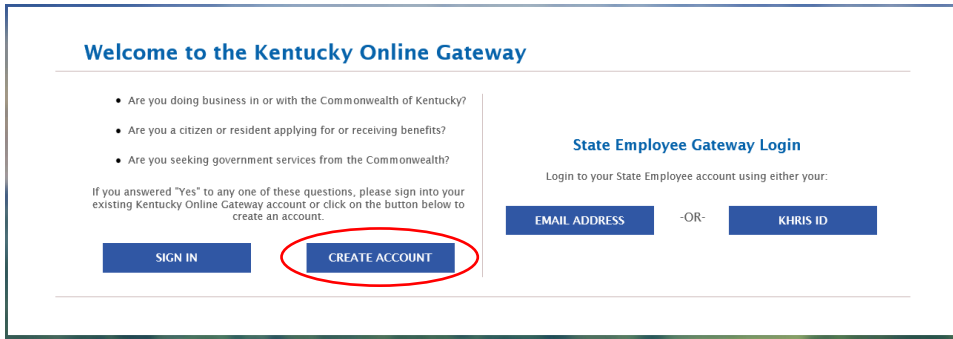
Your request has been submitted. You will receive an email once your account has been approved. Please click on the link to gain eServices roles and access.

- Check your email and click on the link in the body of the text. As mentioned above, you will receive one email per entity request.


For multiple entities, you must click the link in the first email and create your KOG account, then activate it (see steps 6 through 9). After activating your account, click the link in each subsequent email and login using the account you just created. Each entity is added to your account only after you have clicked on the link in each email.



- Click “Create Account” on the Welcome to the Kentucky Online Gateway page.



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

7. 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.

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

Joe Middleton

This email is to help you complete the last step of account set-up.

Your account username is:

Click on the ~~below link now~~ to activate your account.

<https://kogtestinternal.chfsinet.ky.gov/public/fwlink/?linkid=298268e4-ed7f-42c8-95cc-1db2f515f8ff>

If you need any assistance further, please contact the Kentucky Online Gateway HelpDesk.

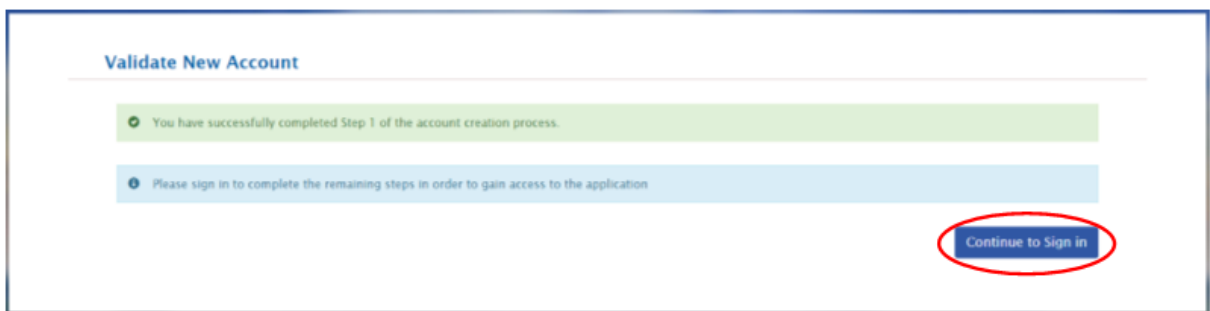
Kentucky Online Gateway

[Kentucky Online Gateway HelpDesk](#)

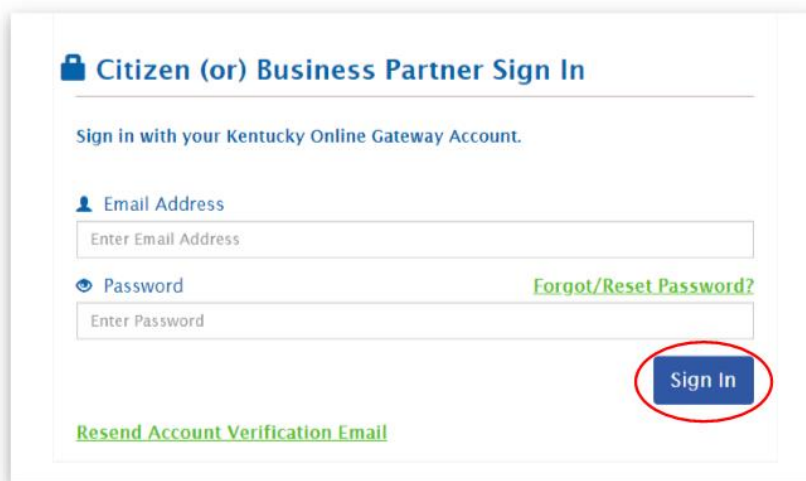
NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, this message, please destroy all copies.

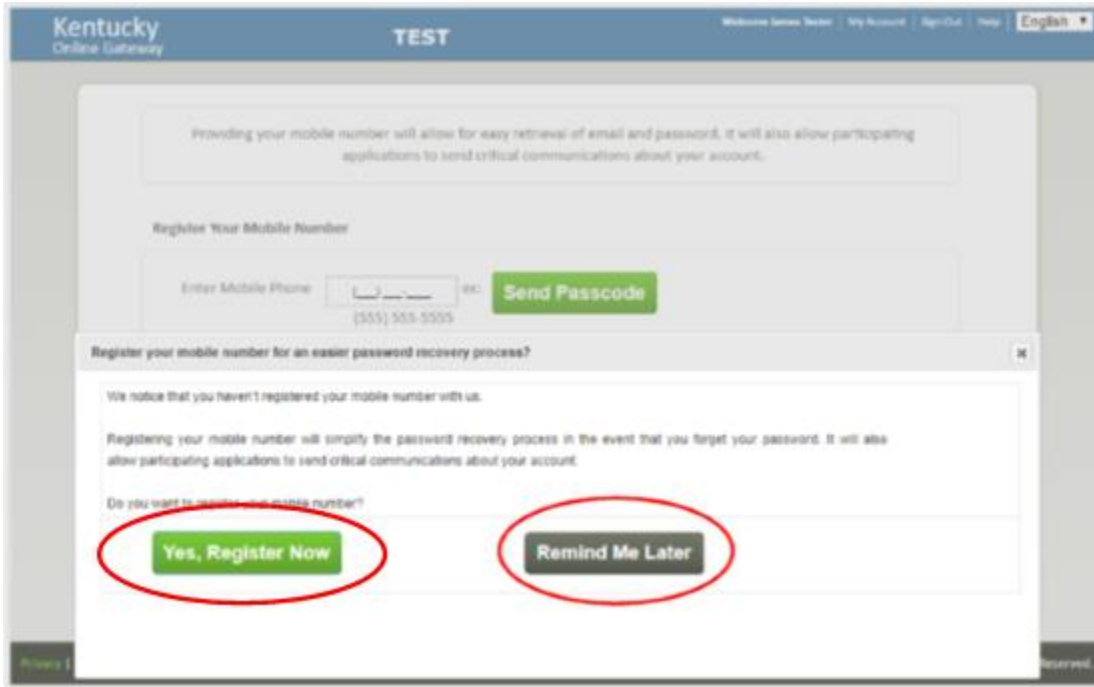
The following screen will display.



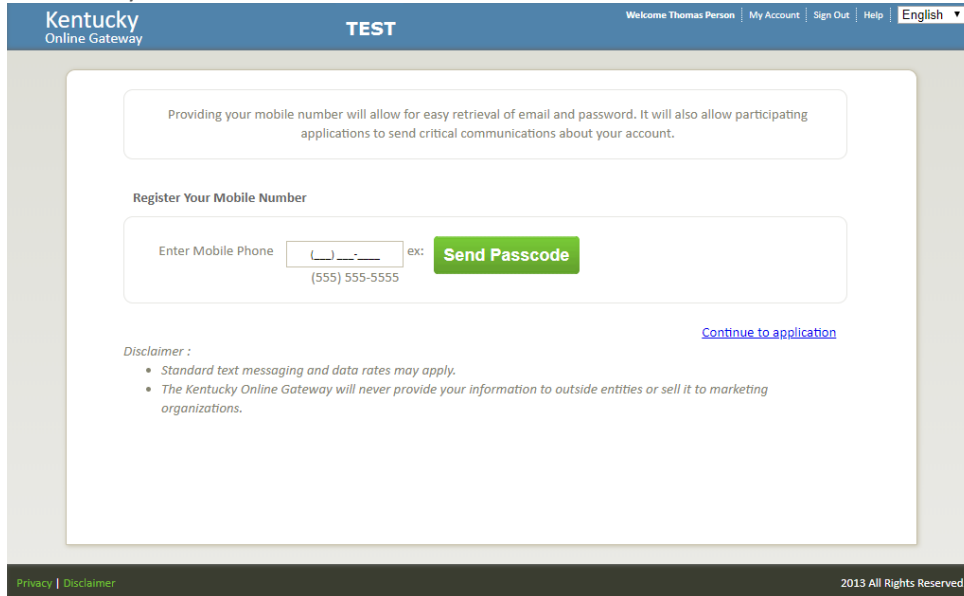
9. Click "Continue to Sign In" to complete the remaining steps.
10. Log into eServices using the email address and password entered in a previous step, then click "Sign In."



11. 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 12.



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



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

The screenshot shows the 'Verify Your Mobile Number' page on the Kentucky Online Gateway. At the top, it says 'TEST' and 'Welcome Thomas Person'. The main heading is 'Verify Your Mobile Number'. Below this, there is a text box explaining that a one-time passcode has been sent to the user's mobile number and that they have 10 minutes to enter it. A secondary text box states that providing a mobile number allows for easy retrieval of email and password and enables critical communications. The form includes an 'Enter Mobile Phone' field with a dropdown menu showing '(02) ___-____' and an example '(555) 555-5555', a 'Resend Passcode' button, an 'Enter Passcode' field, and a 'Validate & Verify' button. A 'Continue to application' link is also present. A disclaimer at the bottom states that standard text messaging and data rates may apply and that the gateway will never provide information to outside entities or sell it to marketing organizations. The footer contains 'Privacy | Disclaimer' and '2013 All Rights Reserved'.

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

The screenshot shows a confirmation screen with the heading 'Your mobile number has been successfully verified!'. Below this, it says 'Verified Mobile Number' and displays a text box containing '(502) 598-'. To the right of the text box is a green 'Continue to application' button.

12. You have successfully created your eServices account.

The screenshot shows the 'eServices' application card on the MYKY MyKentucky.gov website. The card is titled 'eServices' and provides a description: 'Provides individuals, business entities, continuing education providers, regional test proctors, consumers and insurers the ability to submit electronic requests, data and any associated payments.' Below the description is a 'Launch' button. The background of the page is a blurred image of a landscape. The top navigation bar includes 'Welcome', 'English', 'Help', and 'Sign Out'.