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.

4. 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.


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.

5. 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.
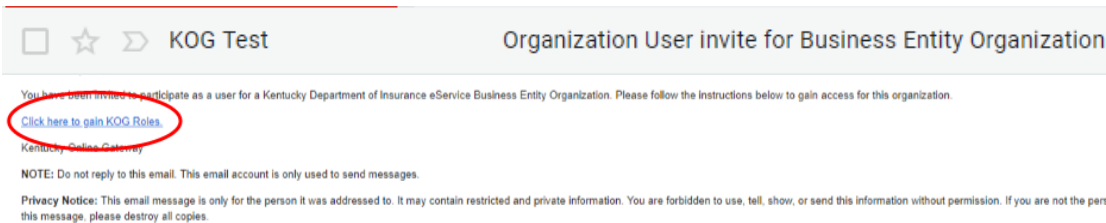
6. Click "Create Account" on the Welcome to the Kentucky Online Gateway page.
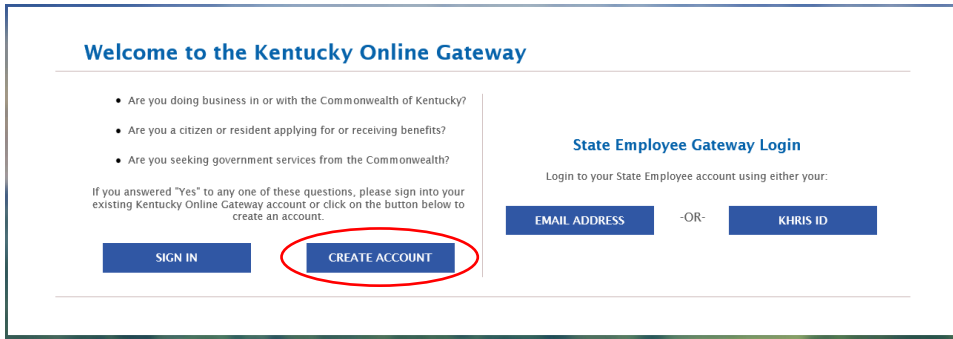
The "Please complete your Kentucky Online Gateway Profile" screen will appear

7. Complete the form by entering information in all required fields along with other fields you want to complete, then click "Sign Up." **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.

KOG Test   Account verification - TEST - Joe Middleton

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.

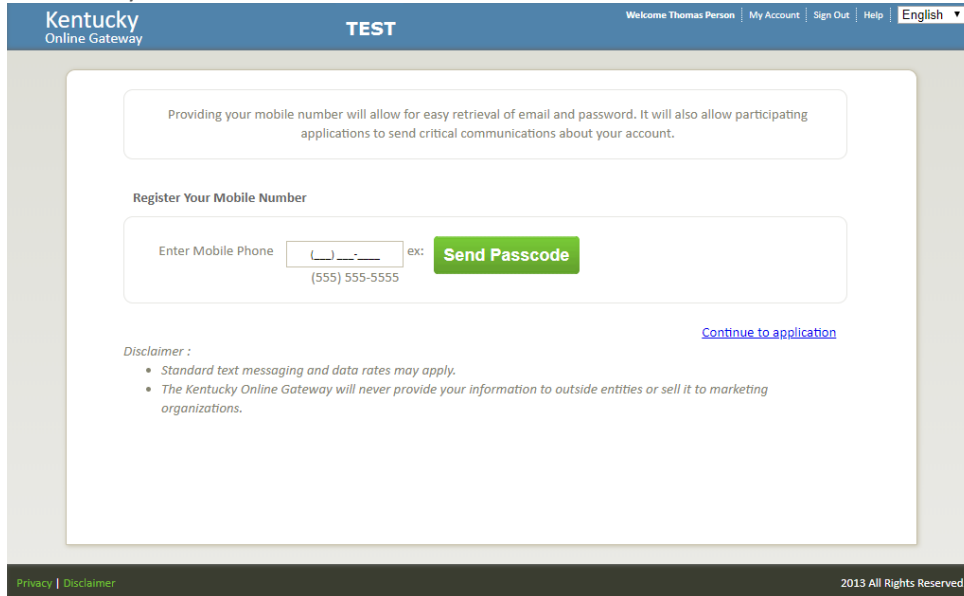**The following screen will display.**
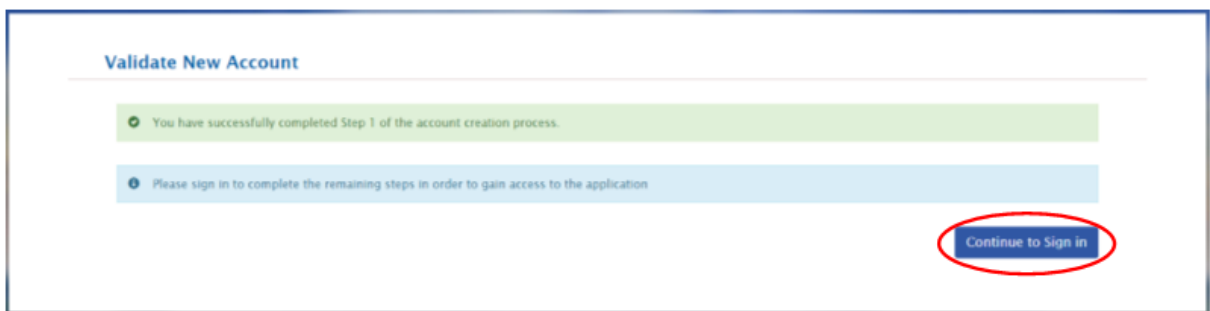
9. Click "Continue to Sign In" to complete the remaining steps.

10. Log into eServices using the email address and password entered in a previous step, then click "Sign In."
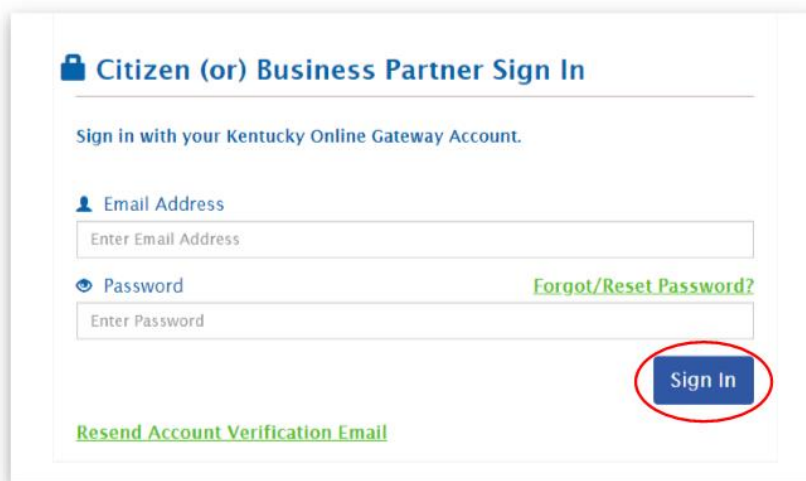
11. After successfully logging into eServices for the 1st time, a screen will display asking if you want to register your mobile number. Either click "Yes, Register Now" or "Remind Me Later." If you click "Remind Me Later," continue to step 12.
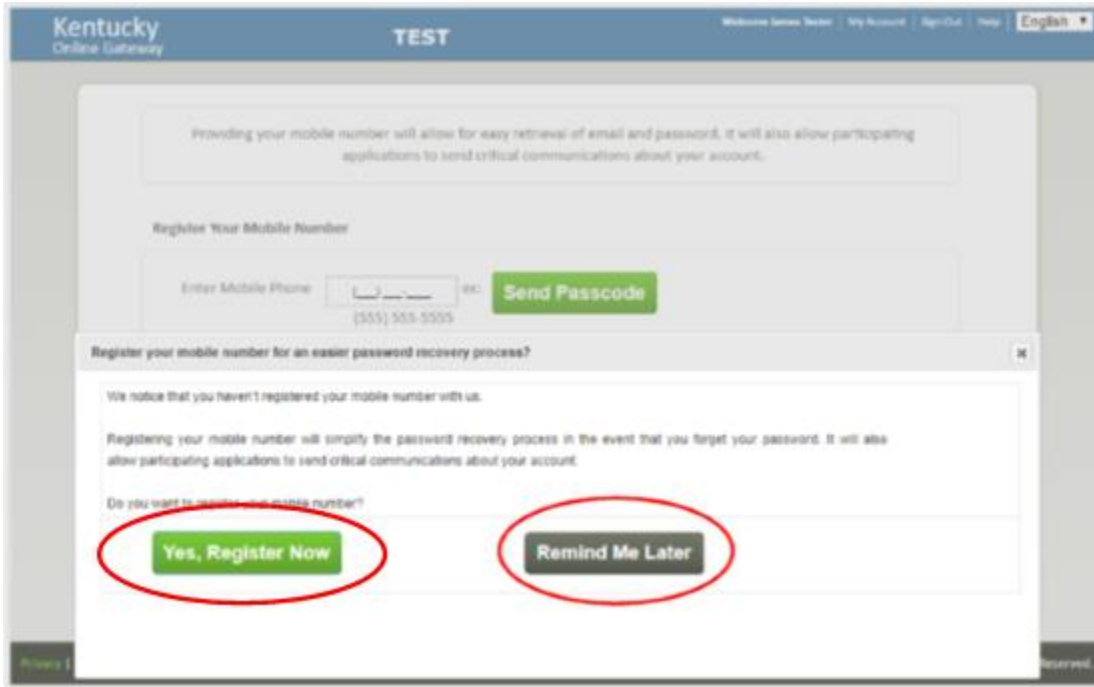
11.1   Enter your Mobile Number and click "Send Passcode."

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

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

12. You have successfully created your eServices account.