Kentucky Department of Insurance
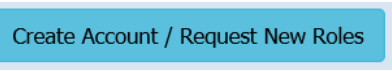
Public Protection Cabinet

eServices Account Creation for Consumers

Consumers who do not already have a Kentucky Online Gateway (KOG) account should use this process. 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 "Other: Consumer" from the User Type selection, then click "Submit."

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

The "Please complete your Kentucky Online Gateway Profile" screen will appear

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

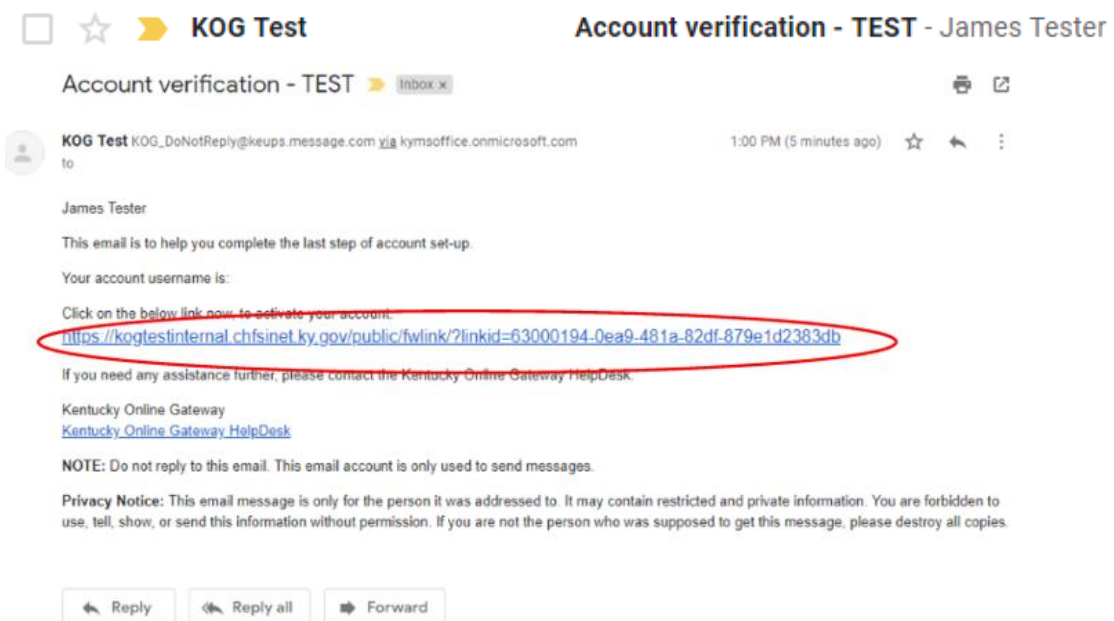**The follow screen will appear noting your account has been requested and to check your email.**
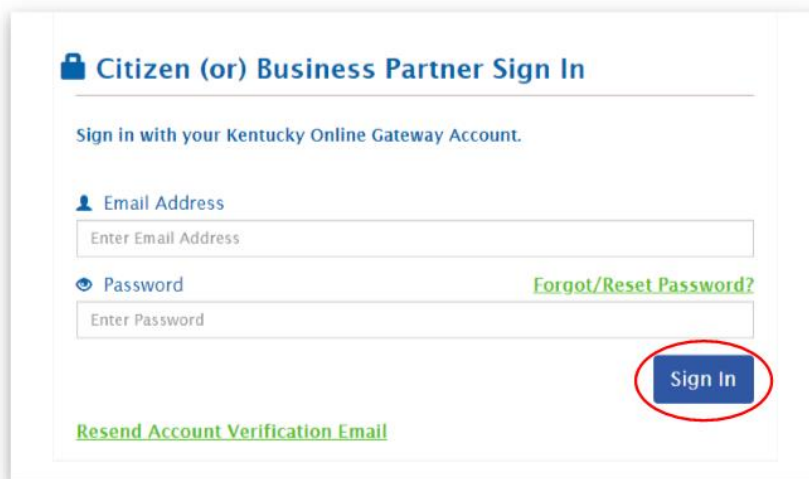

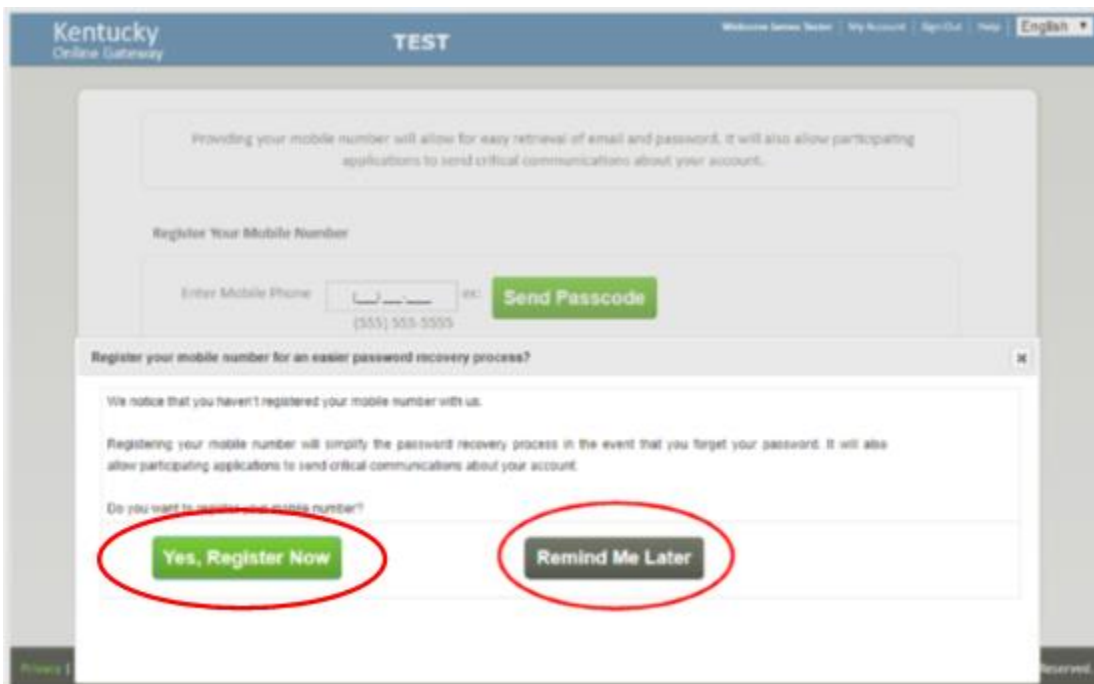6. Check your email and click on the link in the body of the text.

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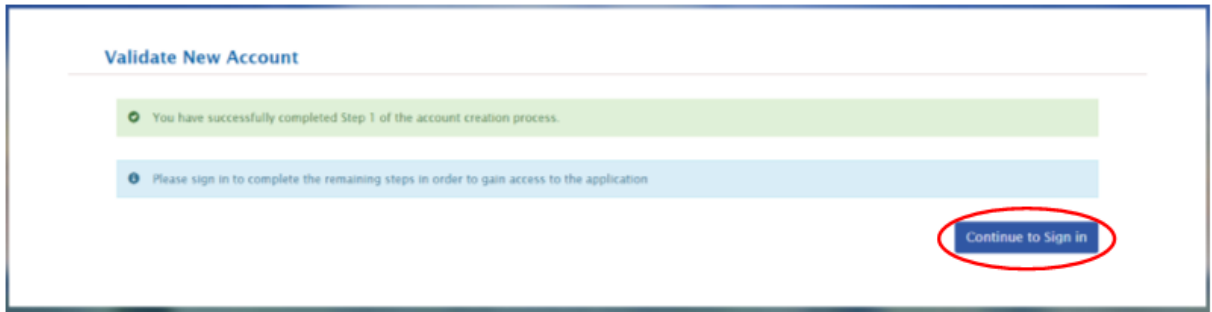
7. Click "Continue to Sign In" to complete the remaining steps.

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," skip the remainder of step 10.

9.1 Enter your Mobile Number and click "Send Passcode."

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.

The eServices menu will display after a successful registration.