



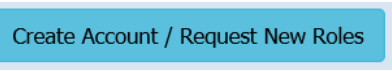
eServices Account Creation for Consumers

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.”

Attention eServices Users

The Department of Insurance is working to transition the Kentucky Online Gateway (KOG) to the new eServices system. This means you will no longer be able to sign-on experience within the Commonwealth. To make this happen, eServices will transition to the new system. If you have questions about this transition, please contact the help desk. To login, use the email address associated to your eService account and the same password. If you have questions about this transition, please contact the help desk. Click here for instructions on how to transition.

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**

Create Account / Request New Roles

Submit

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

In what city were you born? (Enter full name of city only)

What was the name of your first pet?

Cancel Sign Up

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.

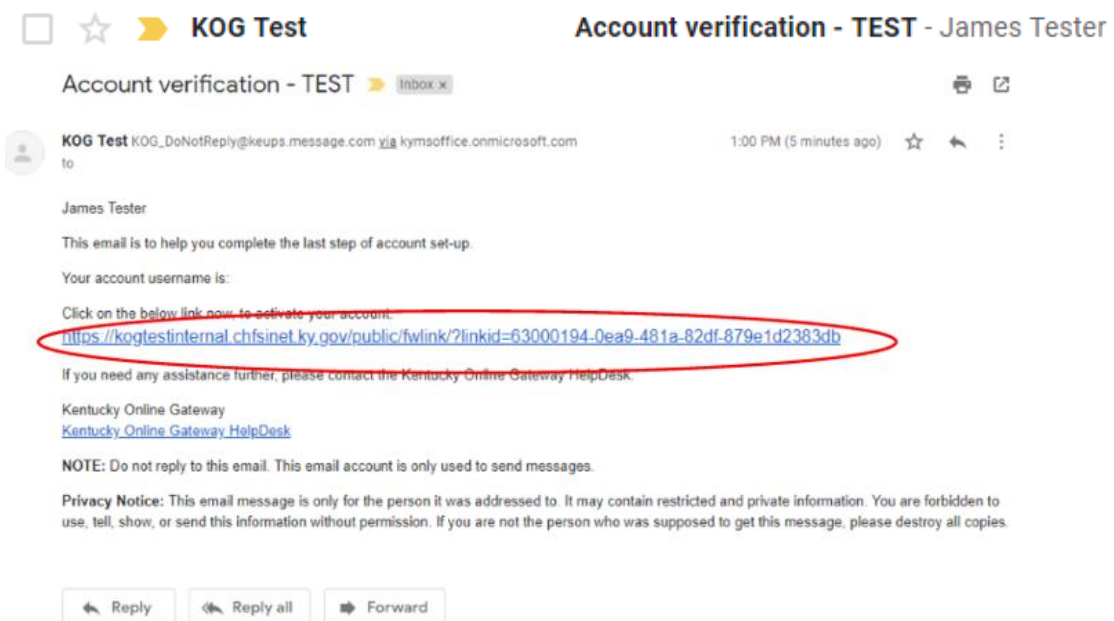
Please complete your Kentucky Online Gateway Profile

YOU HAVE 4 HOURS TO COMPLETE THE PROCESS

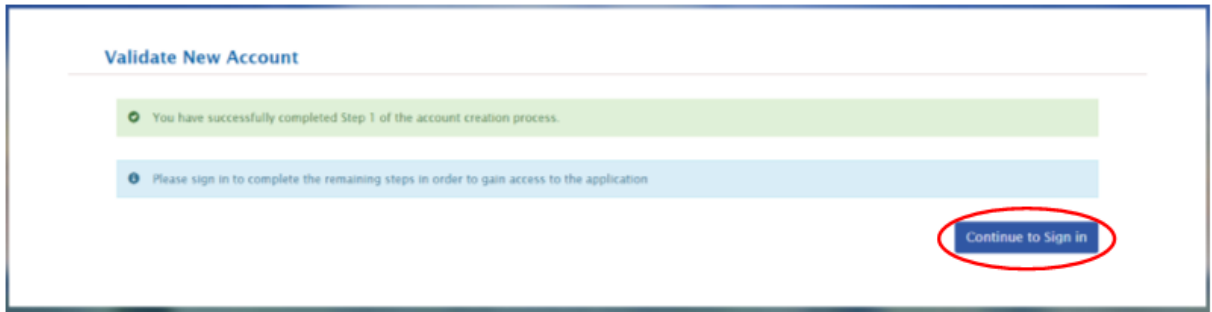
✔ Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account. If you do not see the verification email in your inbox, please check your spam or junk folder. If no email was received [click here](#).

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

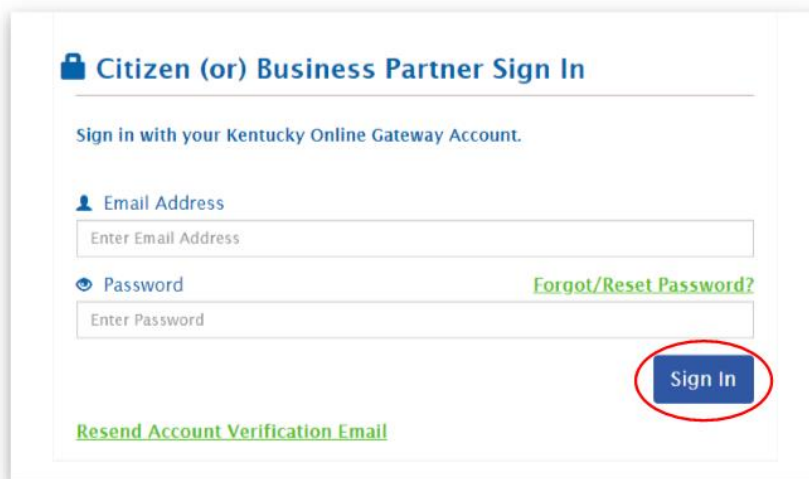
6. Check your email and click on the link in the body of the text.



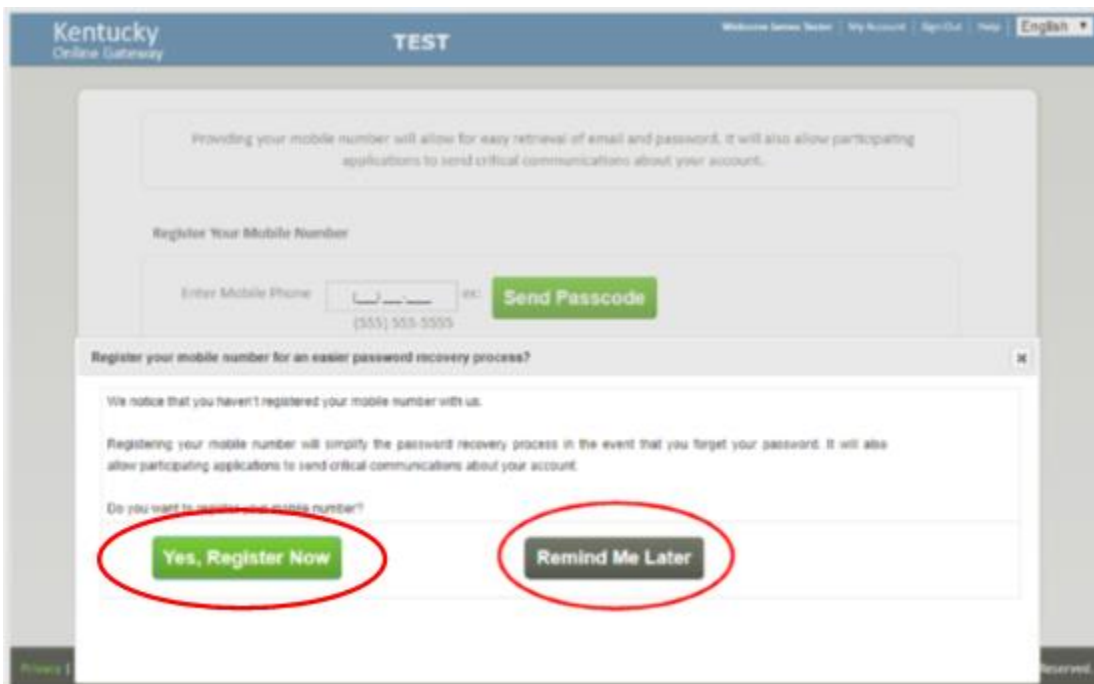
The following screen will display.



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.”

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' with a form. The form has a label 'Enter Mobile Phone' followed by a text input field containing '() - . - ' and a sub-label '(555) 555-5555'. To the right of the input field is an 'ex:' label and a green button labeled 'Send Passcode'. Below the form is a 'Disclaimer:' section with two bullet points: 'Standard text messaging and data rates may apply.' and 'The Kentucky Online Gateway will never provide your information to outside entities or sell it to marketing organizations.' A blue link 'Continue to application' is located to the right of the disclaimer. 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: Send Passcode
(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

2013 All Rights Reserved.

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

Kentucky Online Gateway TEST Welcome Thomas Person My Account Sign Out Help English

Your one-time passcode has been sent as a text message to your mobile number. You have 10 minutes to enter the passcode into the below field and click the “Validate & Verify” button.

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.

Verify Your Mobile Number

Enter Mobile Phone ex:
(555) 555-5555

Enter Passcode

Didn't get your passcode? Sometimes it can take up to 5 minutes. If it's been longer than that, [try again](#).

[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 2013 All Rights Reserved.

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

Your mobile number has been successfully verified!

Verified Mobile Number

The eServices menu will display after a successful registration.

User Roles Main Menu Logout View Cart

eServices

- Order Laws & Regulations Book (2018 Edition)
- Report Insurance Fraud
- Upload Referral Documents
- View Transaction History

Insurance Innovation

- Submit Innovation Application