



eServices Account Creation for Individuals

This process should be used by Individuals who do not already have a Kentucky Online Gateway (KOG) account. 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”

3. Select “Individual: Individual License Account” from the User Type selection, then click “Submit.”

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	OR	Click below to Request a new role, or Add new Entities	OR	Click below only if you have successfully created an account with Kentucky Online Gateway (KOG).
Create Account		Request New Roles		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

4. Click “Create Account.”

Welcome to the Kentucky Online Gateway

- Are you doing business in or with the Commonwealth of Kentucky?
- Are you a citizen or resident applying for or receiving benefits?
- Are you seeking government services from the Commonwealth?

If you answered “Yes” to any one of these questions, please sign into your existing Kentucky Online Gateway account or click on the button below to create an account.

SIGN IN

CREATE ACCOUNT

State Employee Gateway Login

Login to your State Employee account using either your:

EMAIL ADDRESS

-OR-

KHRIS ID

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

Question: What was the name of your first pet? * Answer

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.

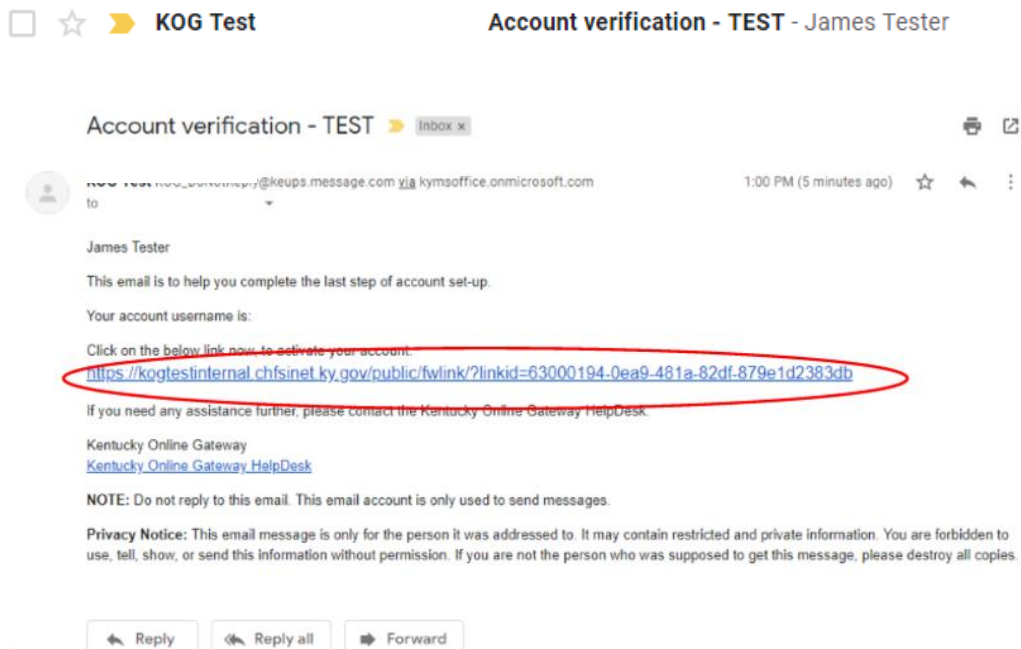
Please complete your Kentucky Online Gateway Profile

YOU HAVE 4 HOURS TO COMPLETE THE PROCESS

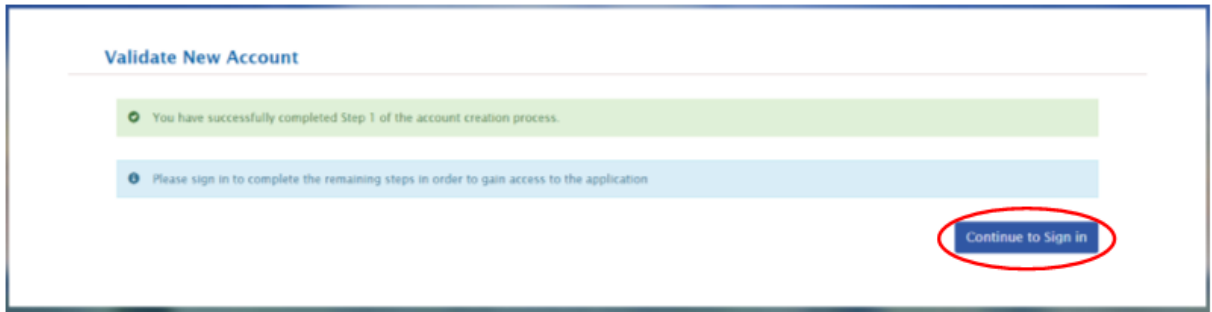
✔ Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account. If you do not see the verification email in your inbox, please check your spam or junk folder. If no email was received [click here](#).

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

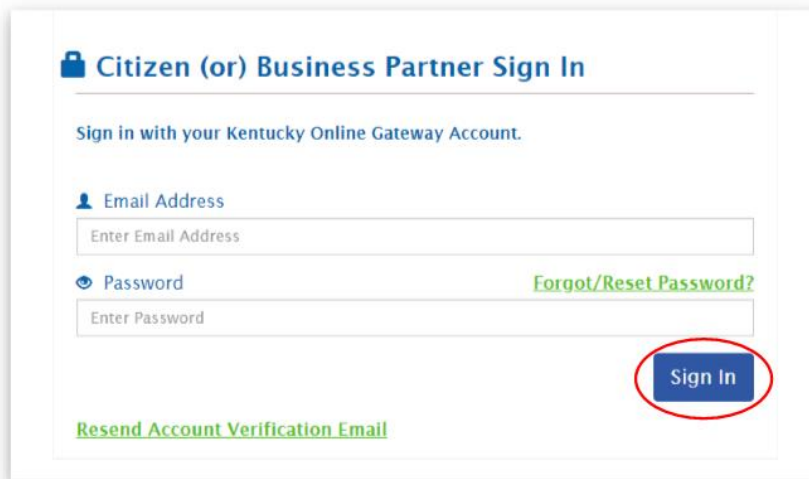
6. Check your email and click on the link in the body of the text.



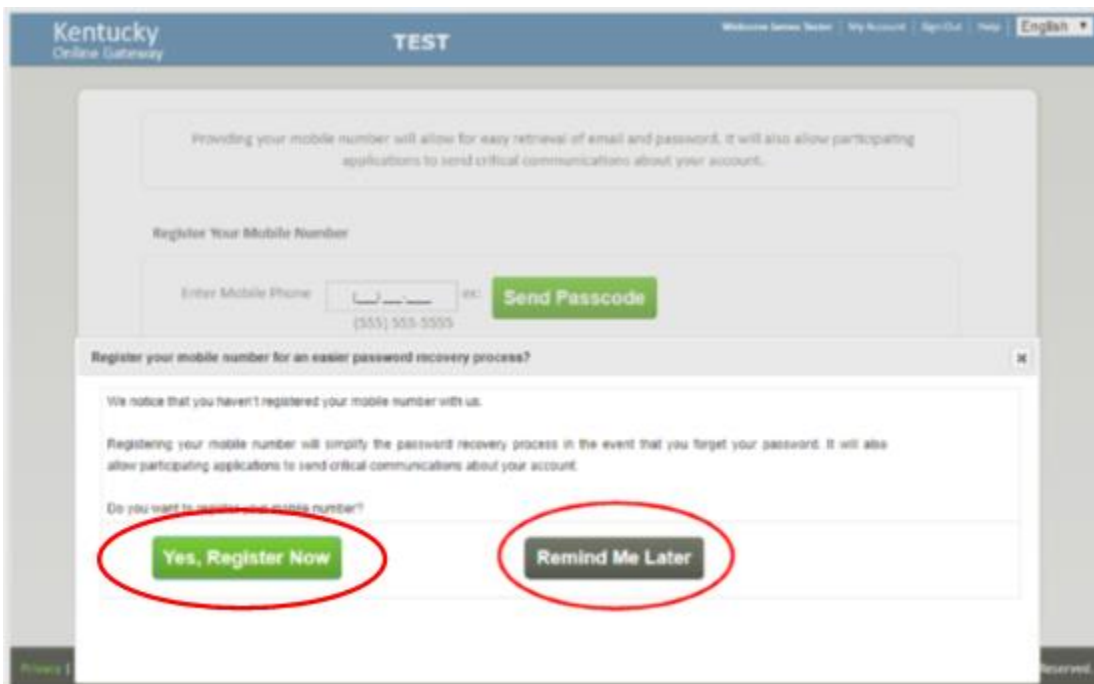
The following screen will display.



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," continue to 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 "Welcome Thomas Person | My Account | Sign Out | Help | English" on the right. Below the header is a white content area. At the top of this area is a rounded rectangle containing the text: "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." Below this is the heading "Register Your Mobile Number". Underneath is a form with the label "Enter Mobile Phone" followed by a text input field containing "() - . - " and "(555) 555-5555" below it. To the right of the input field is the text "ex:" and a green button labeled "Send Passcode". Below the form is a blue link labeled "Continue to application". At the bottom of the white area 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." At the very bottom of the page is a dark grey 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 :

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

Your mobile number has been successfully verified!

Verified Mobile Number

10. Enter your information in the eServices User Matching screen and click “Submit.” This process will attempt to locate your previous eServices account and grant your new KOG account the previously assigned access.

eServices User Matching

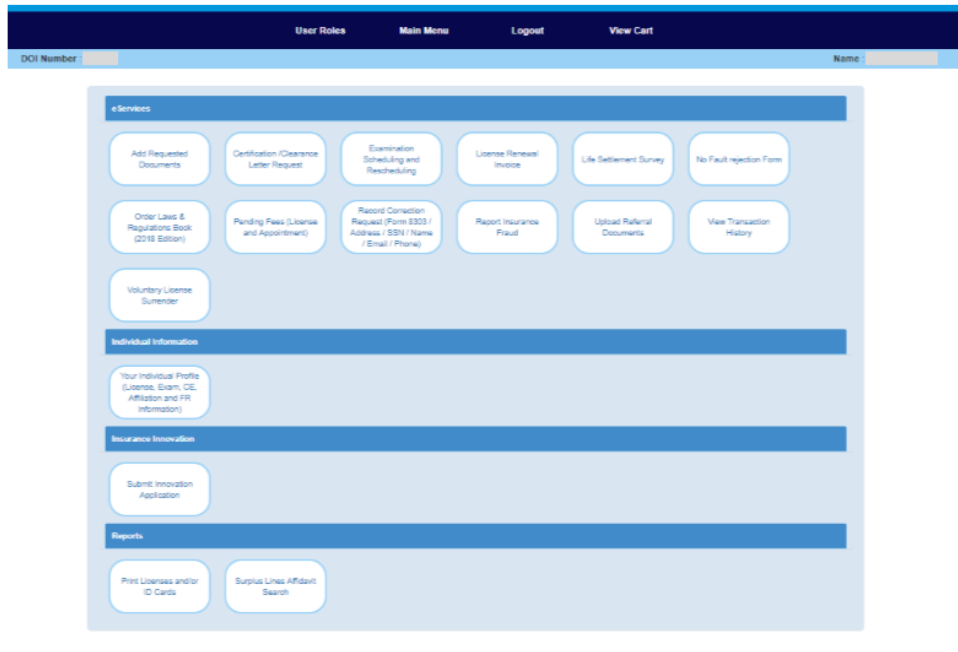
*First Name

*Last Name

*Date Of Birth

*Last 4 Of SSN

The eServices menu will display after a successful match.



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If you have more than one system associated with your account, a list of applications will display on the MyKY page.

