

The Commonwealth of Kentucky



CABINET FOR HEALTH
AND FAMILY SERVICES

KYID User Guide

Reset Credentials

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Contents

Forgot Email/Password	3
1. Retrieve Email Address - Sign-in page	3
2. Update Email Address from Dashboard	21
3. Forgot Password from the Sign-in page.....	27
4. Change Password from Dashboard	32

Forgot Email/Password

The Reset Credentials User Guide provides clear step-by-step instructions to help you successfully reset your account email address and password. This guide covers the process for updating your credentials, whether you want to change your email or password, or if you have forgotten any of your login details. You can reset your credentials from the dashboard screen and/or from the sign-in page. By following the instructions in the sections below, you will be able to securely update your account information.

There are **mandatory** fields marked with **asterisks (*)**. These fields must be completed to proceed.

1. Retrieve Email Address - Sign-in page

This section guides you through the steps to retrieve your KYID account's email address from the sign-in page. In case you have forgotten your email, you can retrieve it by following the steps below.

1. Click the **Forgot email** link on the sign-in page.

The screenshot shows the KYID Sign In page. On the left, there is a large heading "All your applications, one secure place." with a subtext "Through KYID, you can access all your Kentucky applications—simply and securely." and a "Create Account" button. On the right, there is a "Sign In" form. The form includes a "Email*" field with the placeholder "sample@email.com", a checkbox for "I consent to the System Notice", a "Next" button, and a "Forgot email" link. A red circle with the number "1" is placed next to the "Forgot email" link, indicating the step to click.

On the **To recover your primary email, we need to verify your identity** screen, select one of the options to verify your identity: Verification code on mobile number, Verification code to alternate email, Verification by remote identity proofing, or Call the KYID help desk.

The screenshot shows a web interface for recovering a primary email. At the top, the title reads "To recover your primary email, we need to verify your identity". Below this is a form titled "How would you like to verify your identity?*" with a note that "* Indicates a required field." There are four options, each with an icon and a description:

- Verification code on mobile number**: You will receive a verification code via text message or voice to your phone. (Icon: speech bubble with three dots)
- Verification code to alternate email**: You will receive a verification code via email. (Icon: envelope with checkmark)
- Verification by remote identity proofing**: You will go through identity verification by answering knowledge questions. (Icon: document with checkmark)
- Call the KYID help desk**: If you cannot verify any of the recovery methods, please call the KYID Helpdesk. (Icon: telephone handset)

At the bottom of the form, there is a "< Back" link on the left and a "Next" button on the right.

1.1 Mobile Number Verification

If you have registered your mobile number to your KYID account, you may select to verify your identity by receiving a phone call or text message.

1. Select **Verification code on mobile number**.
2. Click **Next**.

Forgot email
Step 1 of 3

To recover your primary email, we need to verify your identity

How would you like to verify your identity?*

* Indicates a required field.

1

Verification code on mobile number
You will receive a verification code via text message or voice to your phone ✓

Verification code to alternate email
You will receive a verification code via email

Verification by remote identity proofing
You will go through identity verification by answering knowledge questions

Call the KYID help desk
If you cannot verify any of the recovery methods, please call the KYID Helpdesk

< Back 2 Next

Why do I need to complete more information?

3. Enter your mobile number in the **Mobile number*** field.
4. To verify your mobile number, select one of the following options to receive the verification code on your selected mobile number:
 - **Text message:** Receive a code via SMS.
 - **Voice call:** Receive a code through a phone call.
5. Click **Next**.

Forgot email
Step 2 of 3

Provide your mobile number

* Indicates a required field.

Country code*

(+1) United States

3

Mobile number*

(xxx) xxx-xxxx

4

How would you like to receive the verification code?*

Text Message
You will receive a verification code via text message to your phone

Voice call
You will receive a verification code via voice call to your phone

5

< Back

Next

6. Enter the six-digit code in the **Enter verification code*** field. **Note that the code expires after five minutes.** You must enter the code before it expires.
7. After entering the code, click **Verify** to proceed. Upon successful verification, a success message appears. If you need a new code sent to your mobile device:
 - a. Select the **text message** link to receive a new code via text message in case the code expires, or you have not received it.
 - b. Select the **voice call** link in case you prefer to receive the code via a voice call.

Verify your mobile number

Six-digit verification code was sent to ###-###-#### . Enter the verification code provided to verify your mobile number.

* Indicates a required field.

Enter verification code*

6

3 2 7 4 8 5

Code expires in 04:31 minutes

7

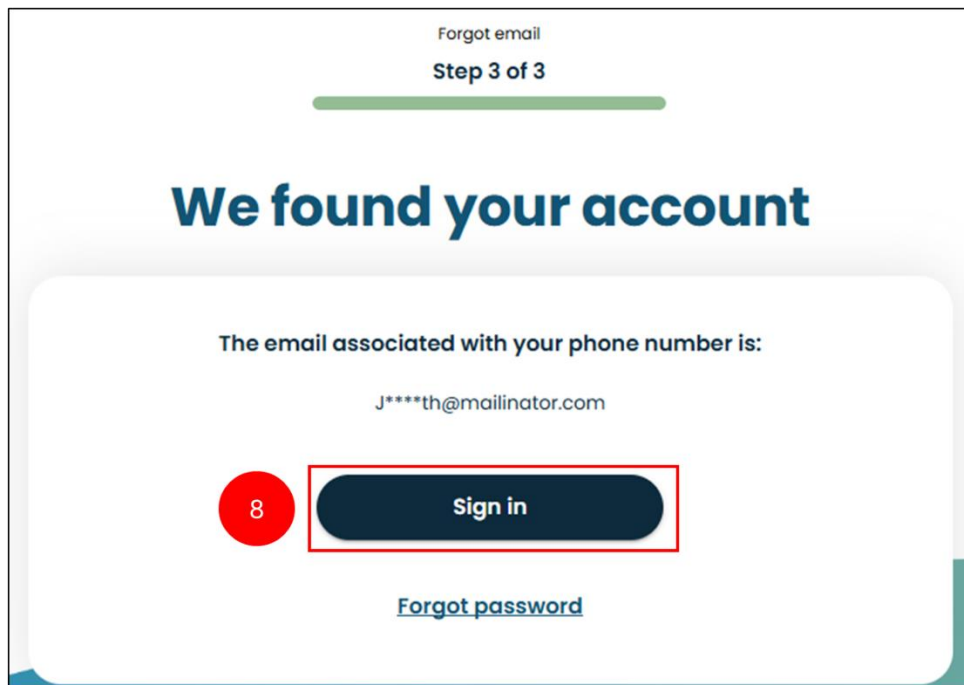
Verify

Resend verification code by text message or voice call

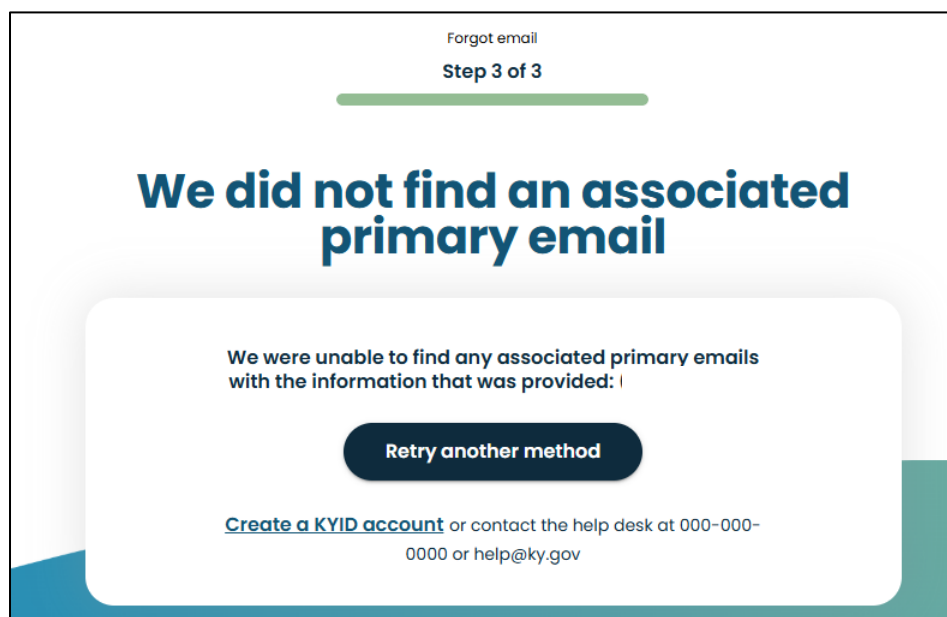
< Back a b

< Back Next

- The email address that is associated with your phone number will display the first and last two letters of the email address. You may click **Sign in** to be directed back to the login screen.



If the phone number provided is not associated with a KYID account, KYID will prompt you to either retry another recovery method or create a KYID account.



1.2 Verification Code to Alternate Email Address

If you have registered an alternative email address to your KYID account, you may select to verify your identity by receiving a verification code to alternate email.

1. Select **Verification code to alternate email** on the recovery screen.
2. Click **Next** to proceed.

Forgot email
Step 1 of 3

To recover your primary email, we need to verify your identity

How would you like to verify your identity?*

* Indicates a required field.

- ☐ Verification code on mobile number
You will receive a verification code via text message or voice to your phone
- ☒ **Verification code to alternate email**
You will receive a verification code via email
- ☐ Verification by remote identity proofing
You will go through identity verification by answering knowledge questions
- ☐ Call the KYID help desk
If you cannot verify any of the recovery methods, please call the KYID Helpdesk

< Back

2 Next

3. Enter the email in the **Alternate email*** field.
4. Click **Next** to proceed.

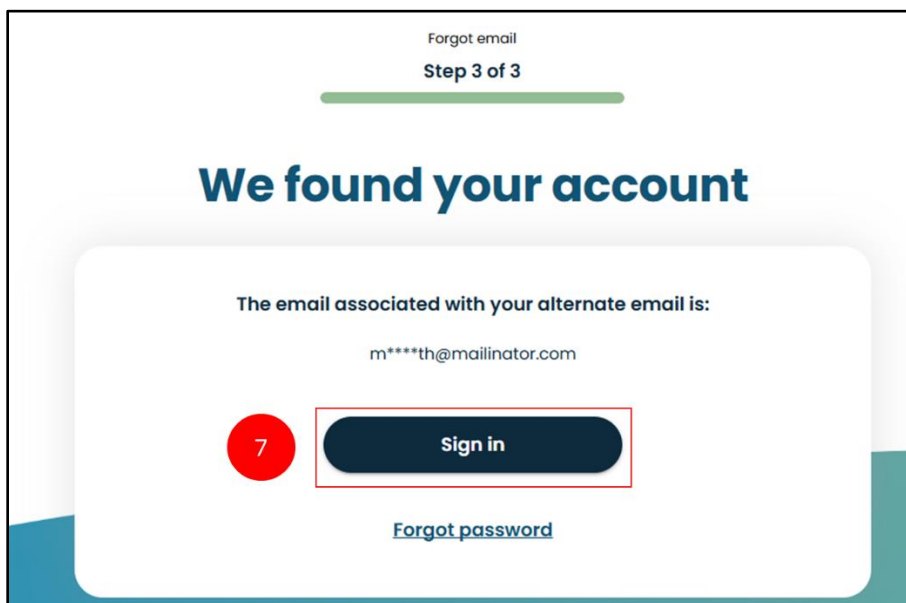
The screenshot shows a web form titled "Enter your alternate email" with a progress indicator at the top showing "Step 2 of 3". A link "Forgot email" is located above the progress bar. The form contains a text input field labeled "Alternate email*" with the placeholder text "sample@email.com". A red circle with the number "3" is positioned to the left of the input field. Below the input field are two buttons: a "Back" button with a left arrow and a "Next" button. A red circle with the number "4" is positioned to the left of the "Next" button. A small asterisk note states "* Indicates a required field."

The **Verify your email** popup displays. A six-digit verification code is sent to your alternate email address.

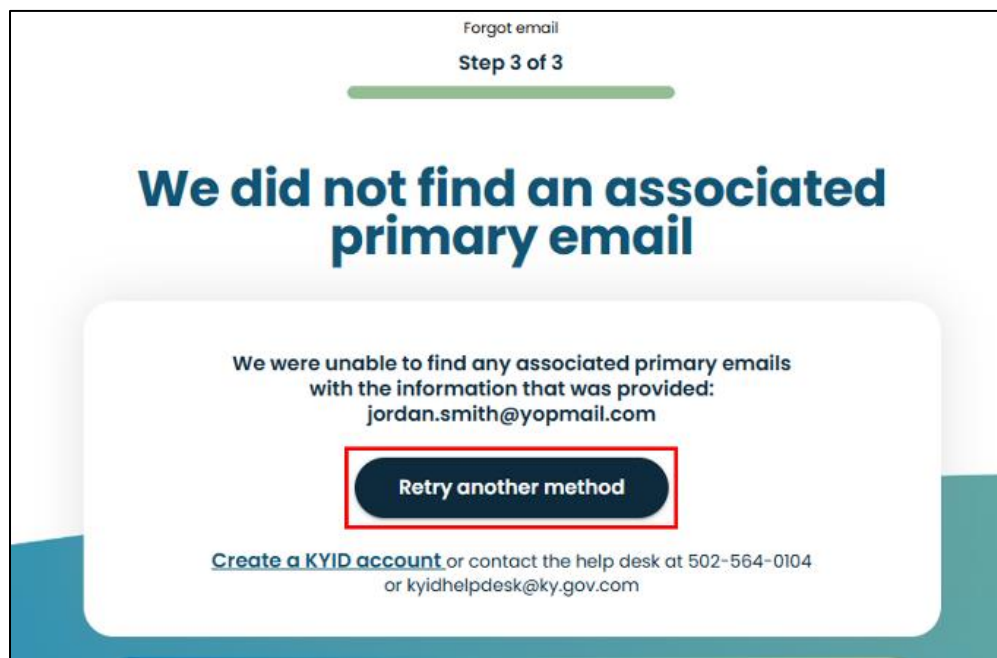
5. Enter the six-digit code in the **Enter code*** field. Note that the code expires after 10 minutes.
6. After entering the code, click **Verify** to proceed. Upon successful verification, a success message is displayed.
 - a. Click the **Resend code** link to receive a new code in case the code expires after 10 minutes, or you have not received it.
 - b. Click the **Use a different email** link in case you wish to use a different email address.

The **We found your account** screen is displayed when the email associated with the alternate email you provided is found in the system. If the provided alternate email is associated with multiple emails in the system, then all the associated emails will be listed on this screen in a masked format.

7. Click the **Sign in** button to proceed to sign in to your account with the primary email address that is associated with the alternate email address.



If the alternate email address is not associated with any primary email, then the **We did not find an associated primary email** screen is displayed. Here, you may select **Retry another method** to go back to select from the other available verification options. Alternatively, if you could not find your primary email, then you may create a new account by selecting the **Create a KYID account** link on this screen.



1.3 Verification by Remote Identity Proofing

If you select **Verification by remote identity proofing** option, then you will be asked to answer a few security questions which will be linked to your email to verify your identity and find your account.

1. Select **Verification by remote identity proofing** on the recovery screen.
2. Click **Next**.

The screenshot displays a mobile application interface for account recovery. At the top, it says "Forgot email" and "Step 1 of 3". The main heading reads "To recover your primary email, we need to verify your identity". Below this, a section titled "How would you like to verify your identity?*" lists four options. The third option, "Verification by remote identity proofing", is highlighted with a red box and a red circle with the number 1. This option includes a checkmark icon and a blue checkmark. The fourth option, "Call the KYID help desk", is also visible. At the bottom, there is a "Back" button and a "Next" button, which is highlighted with a red box and a red circle with the number 2.

Forgot email
Step 1 of 3

To recover your primary email, we need to verify your identity

How would you like to verify your identity?*

* Indicates a required field.

- Verification code on mobile number
You will receive a verification code via text message or voice to your phone
- Verification code to alternate email
You will receive a verification code via email
- Verification by remote identity proofing** ✓
You will go through identity verification by answering knowledge questions
- Call the KYID help desk
If you cannot verify any of the recovery methods, please call the KYID Helpdesk

< Back

2 Next

You will be taken to the **Personal Information** screen. Here you will be able to validate your account with your personal details.

3. Under the Basic information section, enter relevant data in the following fields.

- **Legal first name***
- **Legal middle name**
- **Legal last name***
- **Suffix**
- **Gender***
- **Date of birth***
- **Social security number / Individual Taxpayer Identification Number**

Basic information

Please ensure that you have entered the following information correctly to ensure a seamless and secure process.

- Full legal name
- Gender
- Date of birth
- Current home address

You have higher chances of successfully completing the identity verification if you provide social security number.

*Indicates a required field.

Legal first name*

Jane

Legal middle name

Legal last name*

Doe

Suffix

Gender

Female

Date of birth* ⓘ

August, 17, 1995

Social Security Number (SSN) / Individual Taxpayer Identification Number (ITIN)

XXX-XX-XXXX

Please note: While your social security number (SSN) is optional, it is encouraged to enter it for verification purposes. Your SSN will not be disclosed without your consent or unless required by law.

If you do not provide your SSN, you will be shown a pop-up, encouraging you to provide it. You may click No, continue to continue to the next screen.

4. Under the Home address section, enter relevant data in the following fields. If you do not have a home address, you may select the I don't have a home address checkbox. You are required to provide the city and state where you primarily reside:
 - **Address 1***
 - **Address 2**
 - **City***
 - **State***
 - **Zip code***
 - **County**
5. Under the Contact section, your primary email field is prepopulated. Enter a valid Mobile Number as an optional step in the **Mobile Number** field.
6. Click the **I have read, understand, and agree to the above terms and conditions** checkbox.
7. Click **Next** to proceed.

4

Home address

☐ I don't have a home address

Address 1*

Address 2

City*

State*

Zip/postal code*

Zip/postal code extension

County

5

Contact

Primary email

Mobile Number

sample@email.com

XXX-XXX-XXXX

By checking this box, I certify that I understand that, in requesting these services, my identity may be verified through other sources. Any information collected by the Cabinet for Health and Family Services (CHFS) may be used to verify my identity in accordance with 15 U.S.C. § 1681b(a)(3)(D). I understand that my information will be used solely to verify my identity and to prevent fraudulent transactions in connection with my request to create an account to access public services or benefits.

To prevent fraud and verify my identity or my wireless device, I authorize my wireless carrier to use or disclose information about my account and wireless device, if available, to CHFS or its service provider for the duration of my business relationship. See the [CHFS Privacy Policy](#) for details on how your data is treated.

6

☐ I have read, understand, and agree to the above terms and conditions

[< Back](#)

Next

7

8. The **Answer a few questions** screen displays to verify your account. Select appropriate options against each question. The questions are individualized to the user and are based on personal and financial history.
9. Click **Next** to proceed.

Forgot email
Step 2 of 2

Answer a few questions

Your information will be used for verification purposes only.

8

What is the license PLATE NUMBER of your 2001 BMW 3 series? ⓘ

- ☐ 77590ZP
- ☐ GRN099
- ☐ HLT18X
- ☐ VMJ185
- ☐ I have never been associated with this vehicle

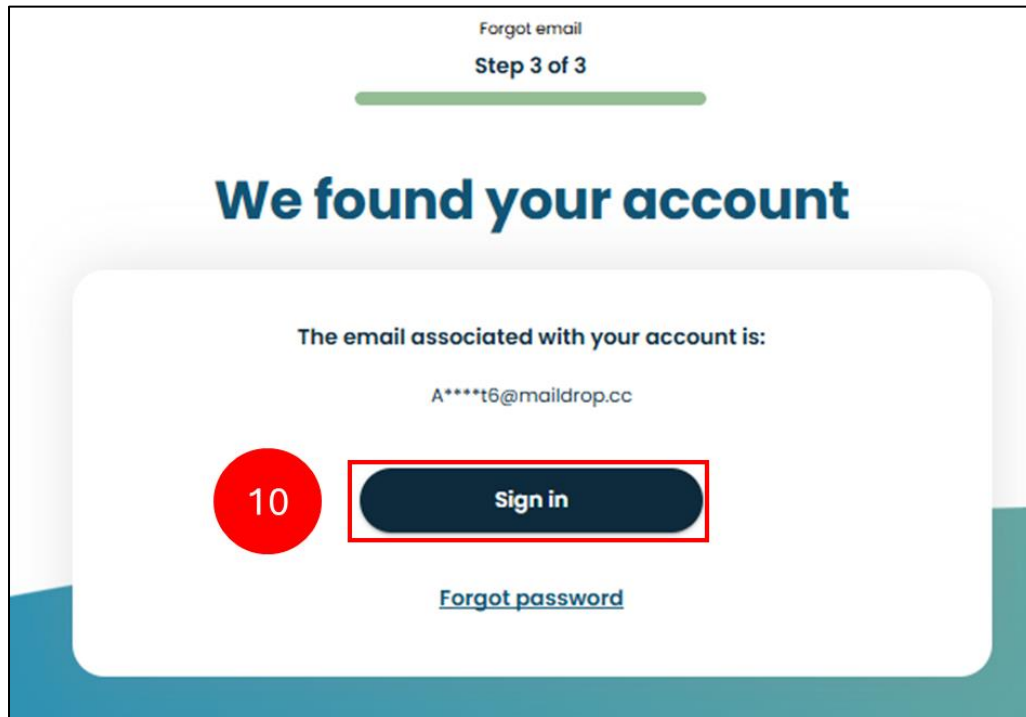
Which of the following aircraft have you owned? ⓘ

In which of the following cities does 'Rhannon Goff' currently live or own property? ⓘ

- ☐ Cutler Bay, Florida
- ☐ Davenport, Florida
- ☐ Key West, Florida
- ☐ Sebring, Florida
- ☐ None of the above or I am not familiar with this person

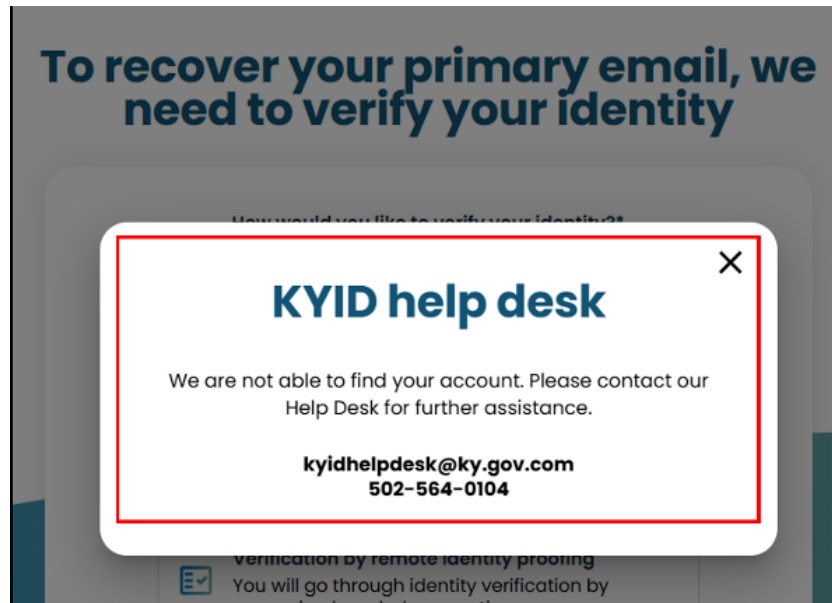
< Back 9 Next

10. The email address that is associated with your phone number will display the first and last two letters of the email address. You may click Sign in to be directed back to the login screen.



1.4 Call KYID help desk Option

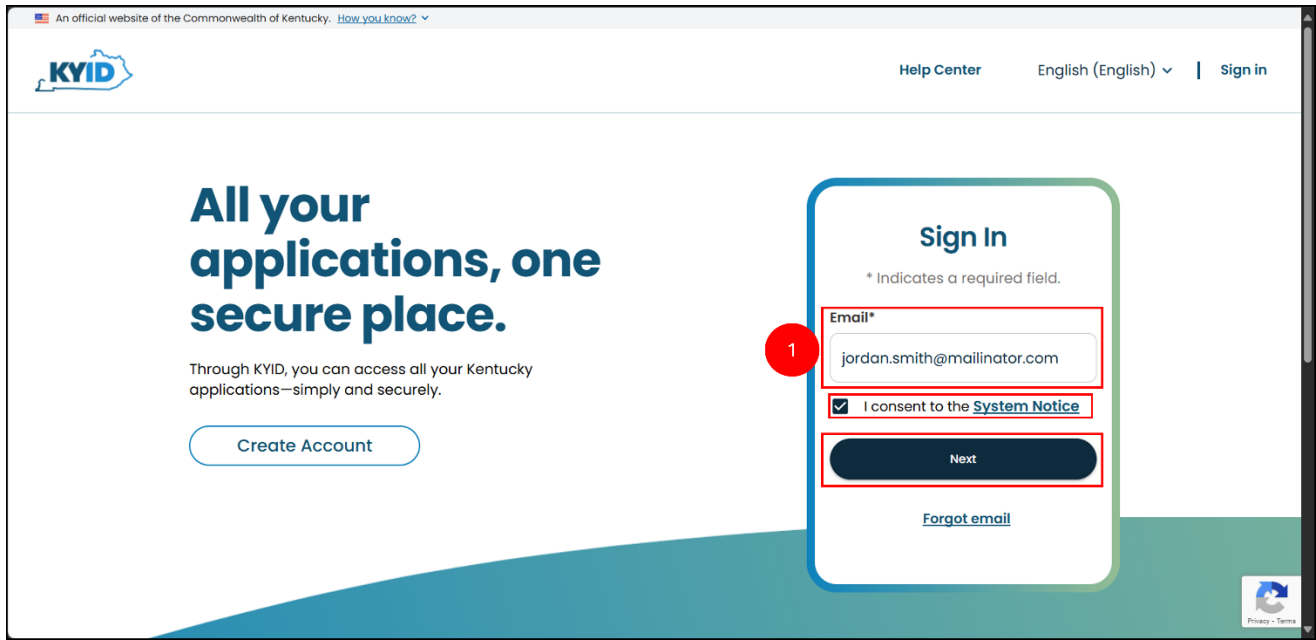
If you select **Call the KYID help desk** option, then the KYID help desk email and phone number details will be displayed. You can then reach out to support email address KYIDHelpdesk@ky.gov or call 502-564-0104 Option 2 to recover your email address.



2. Update Email Address from Dashboard

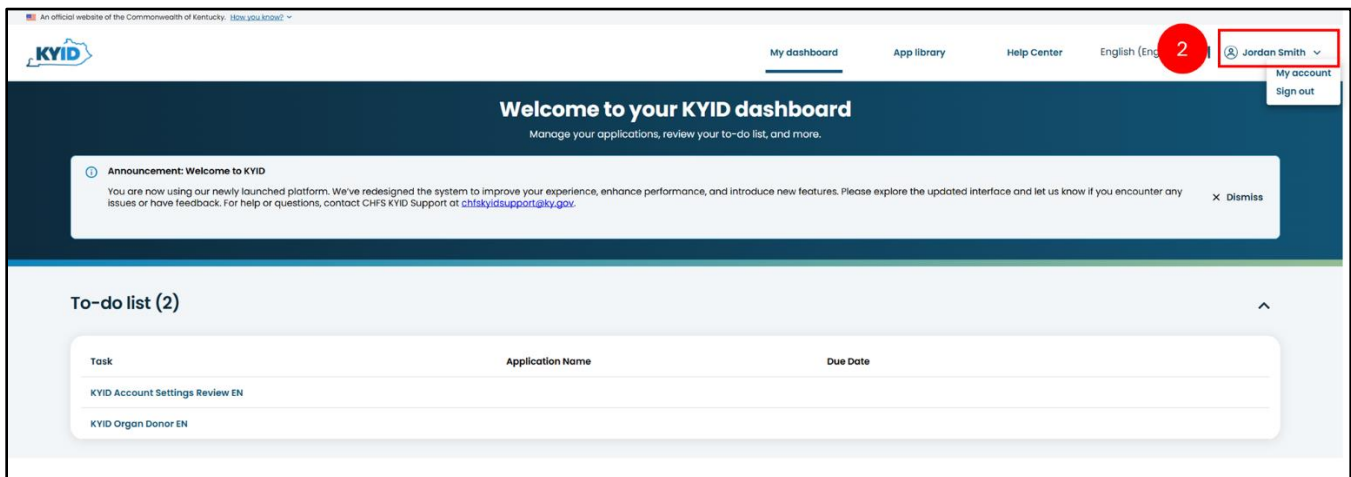
This section guides you through the steps to reset your KYID account's email address from the dashboard screen.

1. Login to the KYID platform.



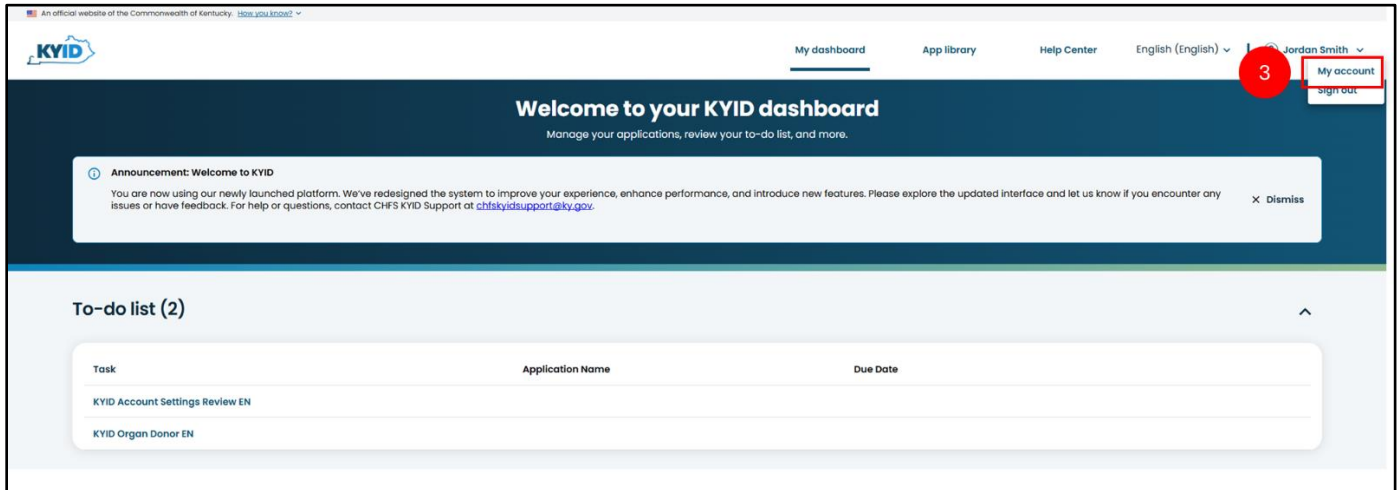
The image shows the KYID Sign In page. At the top, there is a header with the KYID logo, a link to 'How you know?', and navigation links for 'Help Center', 'English (English)', and 'Sign in'. The main content area features the text 'All your applications, one secure place.' and a 'Create Account' button. On the right, there is a 'Sign In' box. Inside this box, the 'Email*' field is highlighted with a red rectangle and a red circle with the number '1'. The email address 'jordan.smith@mailinator.com' is entered. Below the email field, there is a checkbox labeled 'I consent to the System Notice' which is checked. A 'Next' button is located below the checkbox, and a 'Forgot email' link is at the bottom of the sign-in box.

2. Click the drop-down arrow next to your **Name** at the top right corner of the screen.

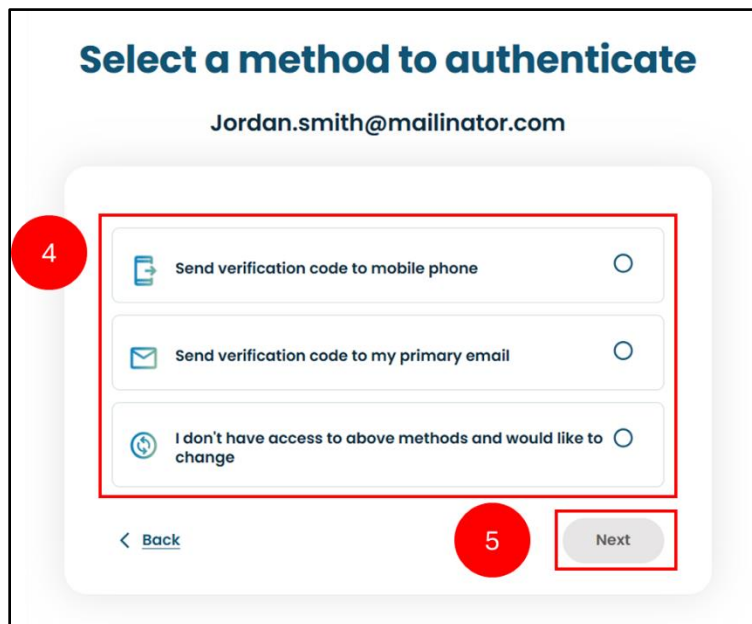


The image shows the KYID dashboard. At the top, there is a header with the KYID logo, a link to 'How you know?', and navigation links for 'My dashboard', 'App library', 'Help Center', 'English (English)', and a user profile dropdown. The user profile dropdown is highlighted with a red rectangle and a red circle with the number '2'. The dropdown menu shows 'My account' and 'Sign out'. The main content area features a 'Welcome to your KYID dashboard' message and a 'To-do list (2)' section. The 'To-do list' section contains two tasks: 'KYID Account Settings Review EN' and 'KYID Organ Donor EN'.

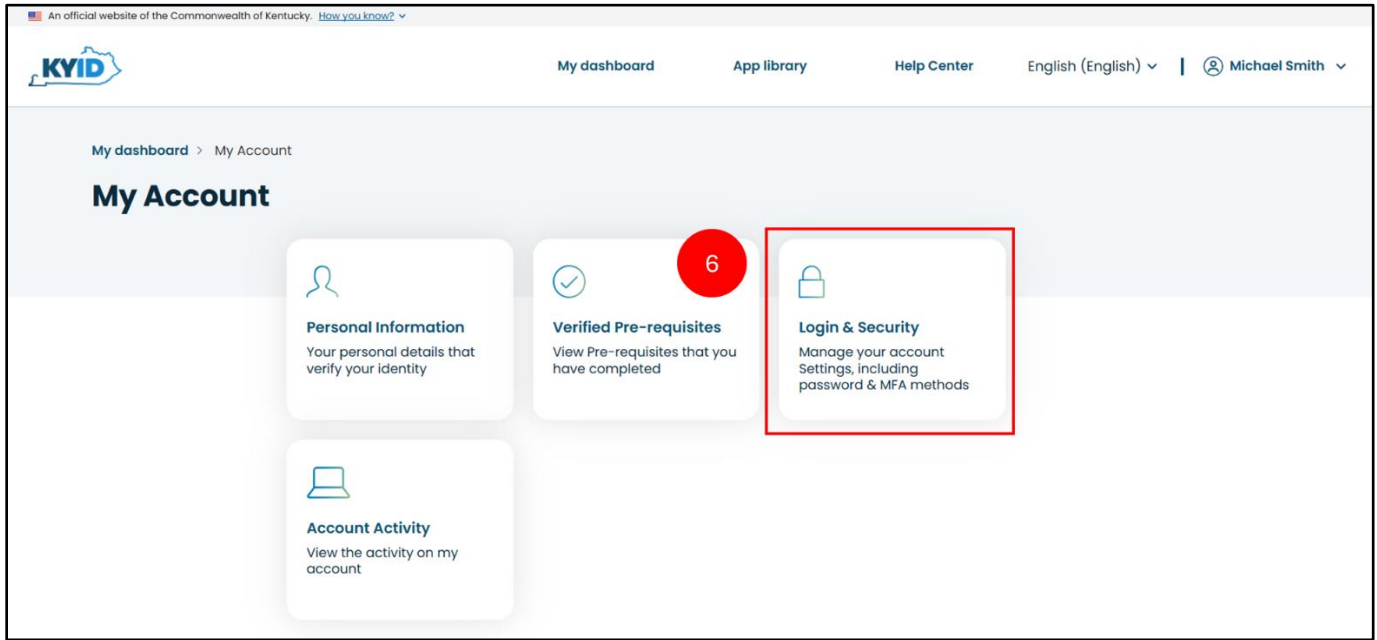
3. Select the **My account** option from the drop-down menu.



4. Prior to accessing the My Account page, you are required to complete multifactor authentication (MFA). **The options provided will be determined based on which MFA you have set up on your KYID Account.** Select the MFA option you would like to complete.
5. Click **Next** and follow your MFA prompts.

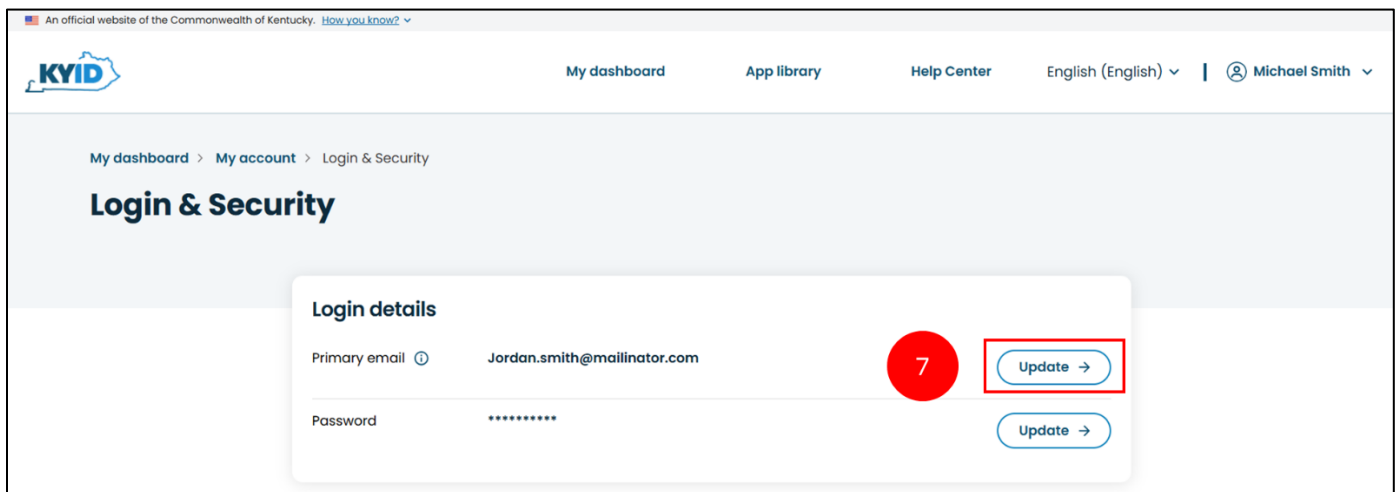


6. Click the **Login & Security** tile on **My account** screen.



Please note: On the **My account** screen, the **Personal Information**, **Login & security**, **Verified Pre-Requisites**, and **Account activity** tiles are visible for all Users by default. Other tiles will be populated depending on the User roles or access rights assigned to them.

7. On the **Login & security** page, click **Update** against **Primary email**, under the **Login details** section, to update your email address.



8. Enter the new email address in the **New primary email*** field.
9. Enter the same email address in the **Confirm new primary email*** field.
10. Click **Continue**.

The screenshot shows a web form titled "Update your primary email". At the top, it states "This is the primary email associated with your KYID account." and includes a note "* Indicates a required field." The form contains several fields: "Name" (pre-filled with "Michael Smith"), "Current primary email" (pre-filled with "Jordan.smith@mailinator.com"), "New primary email*" (containing "michael.smith@mailinator.com"), and "Confirm new primary email*" (containing "michael.smith@mailinator.com"). At the bottom, there is a "< Back" link and a "Continue" button. Red circles with numbers 8, 9, and 10 are overlaid on the image. Circle 8 points to the "New primary email*" field. Circle 9 points to the "Confirm new primary email*" field. Circle 10 points to the "Continue" button. The "New primary email*" and "Confirm new primary email*" fields, along with the "Continue" button, are enclosed in red rectangular boxes.

Please note: The **Name** and the **Current primary email** fields are auto populated on this screen. When entering your new email address, ensure that both the **New primary email** and the **Confirm new primary email** fields contain a valid and identical email address. You cannot copy and/or paste the text in these fields. If the email addresses entered do not match, the system will display an error message indicating the mismatch and the **Continue** button will be disabled.

You may select **Exit update primary email** or the **Back** button to exit the **Update your primary email** screen.

The **Verify your email** popup displays. As the next step in the reset credentials process, you need to verify your email. A six-digit verification code is sent to your registered email address.

11. Enter the six-digit code in the **Enter verification code*** field on the **Verify your email** screen. Note that the code expires after 10 mins. Ensure that you enter the code before it expires.
12. After entering the code, click **Verify** to proceed. Upon successful verification, a success message will appear.
 - a. Click the **Resend verification code** link to receive a new code in case the code expires, or you have not received any code.
 - b. Click the **Use a different email** link in case you want to use a different email address to reset your email address.

Verify your email

Six-digit verification code was sent to michael.smith@mailinator.com. Enter the verification code provided to verify your email.

* Indicates a required field.

11 Enter verification code*

9 6 8 4 8 6

Code expires in 08:54 minutes

12 Verify

a [Resend verification code](#) | [Use a different email](#) **b**

13. Your email is now updated. A confirmation message appears on the screen stating that the primary email is now updated. Once the primary email is updated, you get a notification on both your old and new email accounts.

13

Login & Security

✓

Email updated
Primary email address has been updated successfully

✕ Dismiss

Login details

Primary email ⓘ

michael.smith@mailinator.com

Update →

Password

Update →

3. Forgot Password from the Sign-in page

This section guides you through the steps to change your KYID account password if you have forgotten it. You can reset your password from the sign-in screen by following the steps below.

1. On the **Sign-in** screen, enter your email address in the **Email*** field. Select the checkbox of the **I consent to the System Notice**, and then click **Next**.

The screenshot shows the KYID Sign In page. The page header includes the KYID logo, a link to 'How you know?', and navigation links for 'Help Center', 'English (English)', and 'Sign in'. The main heading is 'All your applications, one secure place.' with a subtext 'Through KYID, you can access all your Kentucky applications—simply and securely.' and a 'Create Account' button. The 'Sign In' section is highlighted with a green border. It contains a red circle with the number '1' next to the 'Email*' field, which has the email 'jordan.smith@mailinator.com' entered. Below the email field is a checkbox labeled 'I consent to the System Notice' which is checked. Below the checkbox is a 'Next' button. A 'Forgot email' link is at the bottom of the sign-in box. The footer includes a 'Privacy - Terms' link.

2. On the next screen, select the **Forgot password** link displayed on this screen.

All your applications, one secure place.

Through KYID, you can access all your Kentucky applications—simply and securely.

Create Account

Sign In

* Indicates a required field.

Email*
jordan.smith@mailinator.com

Password*
.....

The email or password you entered is invalid. Please check and try again.

Sign In

< Back

2 Forgot Password

SYSTEM NOTICE

Privacy - Terms

3. You will be redirected to a password recovery screen. On the **Enter your primary email** screen, your primary email address will be prepopulated in the **primary email*** field. Click **Next**.

Forgot password

Step 1 of 3

Enter your primary email

Enter your primary email address associated with your account.

* Indicates a required field.

Email*
jordan.smith@mailinator.com

Forgot email

Back

3 Next

Before you reset your password, you are required to complete multifactor authentication.

4. On the **Select a method to authenticate**, choose your desired authentication option.
5. Click **Next** and follow the prompts based on your selection to the **Create Password** screen.

Select a method to authenticate

DEV_MDS_DEV_67@mailinator.com

4

- ☐ Authenticate with device app (i.e. ForgeRock, Microsoft, Google authenticator and Symantec VIP)
- ☐ Send verification code to mobile phone
- ☐ Send verification code to my primary email and alternative email
- ☐ Verification by remote identity proofing

< Back

5 Next

Please note: You may select the other options available as per your previous settings. If you are an external user trying to reset your account, you will be asked to verify your account by using one of the above mentioned MFA methods (e.g., Authenticate with device app, Send verification code to mobile phone, Send verification code to my primary email and alternative email, or Verification by remote identity proofing).

6. On the **Create a password** screen, enter the desired password in the **Password*** field.
7. Enter the same password in the **Confirm password*** field.
8. Click the **Reset password** button.

The screenshot shows a mobile app interface for creating a password. At the top, it says 'Forgot password' and 'Step 3 of 3'. The main heading is 'Create a password'. Below this, a section titled 'Password must meet the following:' lists five requirements, each with a checked circle icon: 'Have at least 8 characters', 'Have at least one lowercase letter', 'Have at least one uppercase letter', 'Have at least one numeric digit', and 'Must have at least one of the following special characters: #@-!_ \$|~*?'. A note below the list states '* Indicates a required field.' The 'Email*' field is pre-filled with 'jane.doe22@maildrop.cc'. There are three red circles with white numbers indicating steps: '6' points to the 'Password*' input field, '7' points to the 'Confirm password*' input field, and '8' points to the 'Reset password' button. The 'Back' button is also visible.

Please note: The new password:

- must have at least 8 characters,
- must have at least one lowercase letter,
- must have at least one uppercase letter,
- must have at least one numeric digit, and
- must have at least one of the following special characters: #@-!_ \$|~*?

If all the above criteria for a strong password are met, then the **Reset password** button will be enabled.

9. Once the password is successfully changed, the **Your password has been updated** screen will be displayed. You may now log in with your new password.

Your password has been reset

Your password for michael.smith@mailinator.com has been reset successfully. Sign in to continue to the application.

Sign in
* Indicates a required field.

Email*

michael.smith@mailinator.com

☐ I consent to the [System Notice](#)

Next

[Forgot email](#)

4. Change Password from Dashboard

This section guides you through the steps to change your KYID account's password from the dashboard screen.

1. Login into the KYID platform.

An official website of the Commonwealth of Kentucky. [How you know?](#)

KYID

Help Center English (English) | Sign in

All your applications, one secure place.

Through KYID, you can access all your Kentucky applications—simply and securely.

Create Account

Sign In

* Indicates a required field.

Email* jordan.smith@mailinator.com

☒ I consent to the [System Notice](#)

Next

[Forgot email](#)

Privacy - Terms

2. Click the drop-down arrow next to your **Name** at the top right corner of the screen.

An official website of the Commonwealth of Kentucky. [How you know?](#)

KYID

My dashboard App library Help Center English (English) Jordan Smith

Welcome to your KYID dashboard

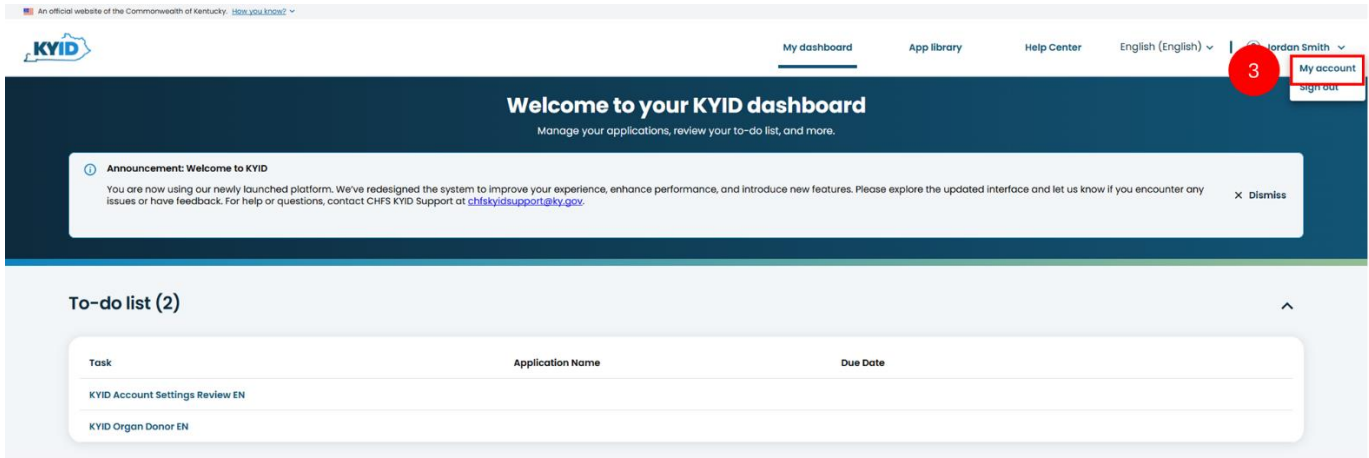
Manage your applications, review your to-do list, and more.

Announcement: Welcome to KYID
You are now using our newly launched platform. We've redesigned the system to improve your experience, enhance performance, and introduce new features. Please explore the updated interface and let us know if you encounter any issues or have feedback. For help or questions, contact CHFS KYID Support at chfskyidsupport@ky.gov. [Dismiss](#)

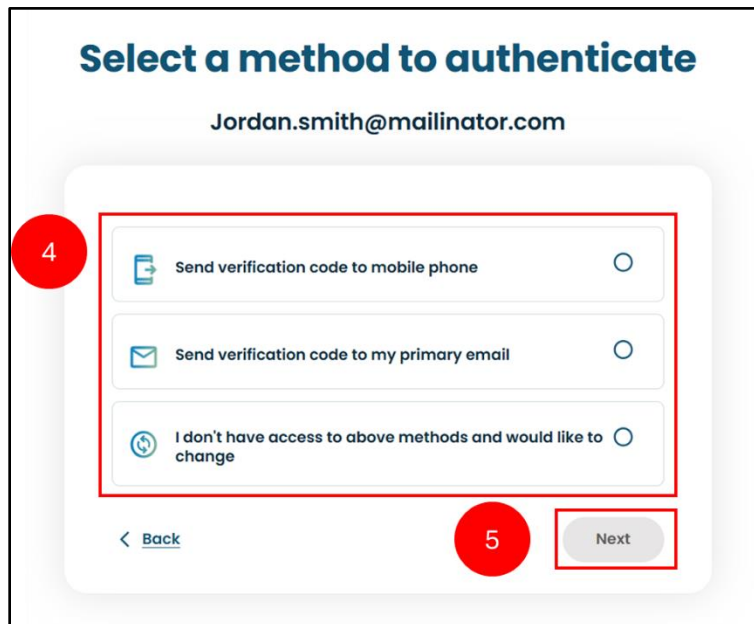
To-do list (2)

Task	Application Name	Due Date
KYID Account Settings Review EN		
KYID Organ Donor EN		

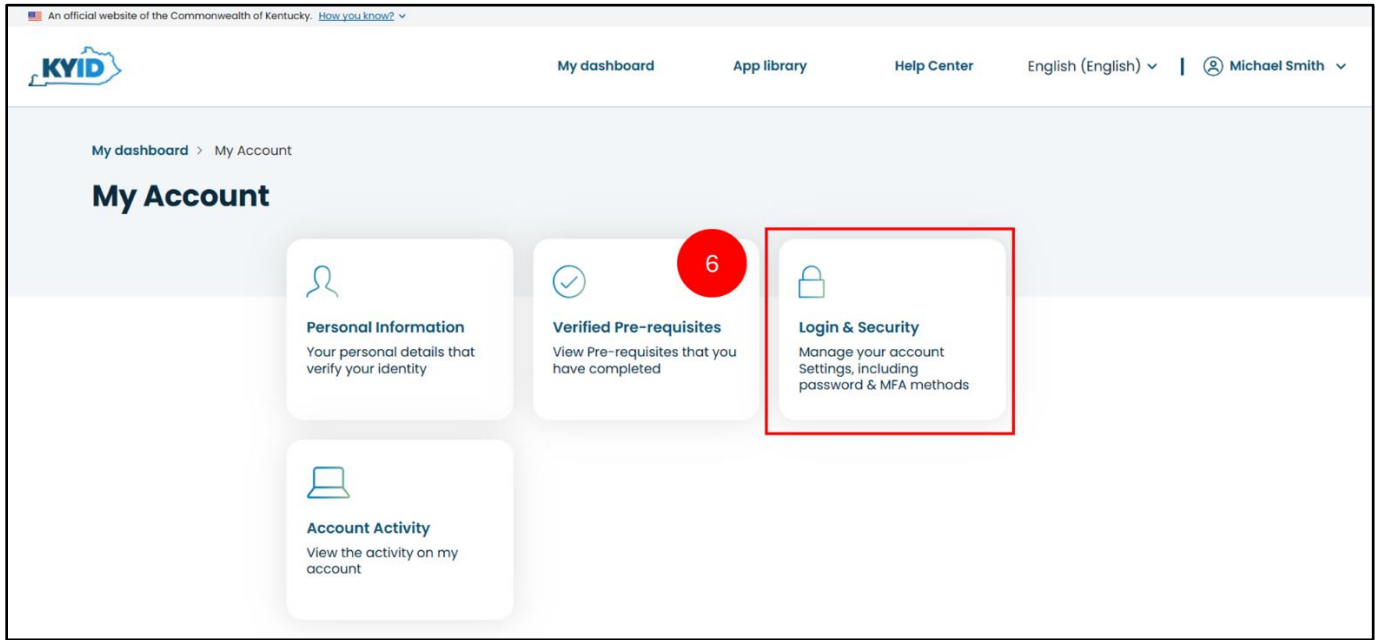
3. Select the **My account** option from the drop-down menu.



4. Prior to accessing the My Account page, you are required to complete multifactor authentication (MFA). **The options provided will be determined based on which MFA you have set up on your KYID Account.** Select the MFA option you would like to complete.
5. Click **Next** and follow your MFA prompts.

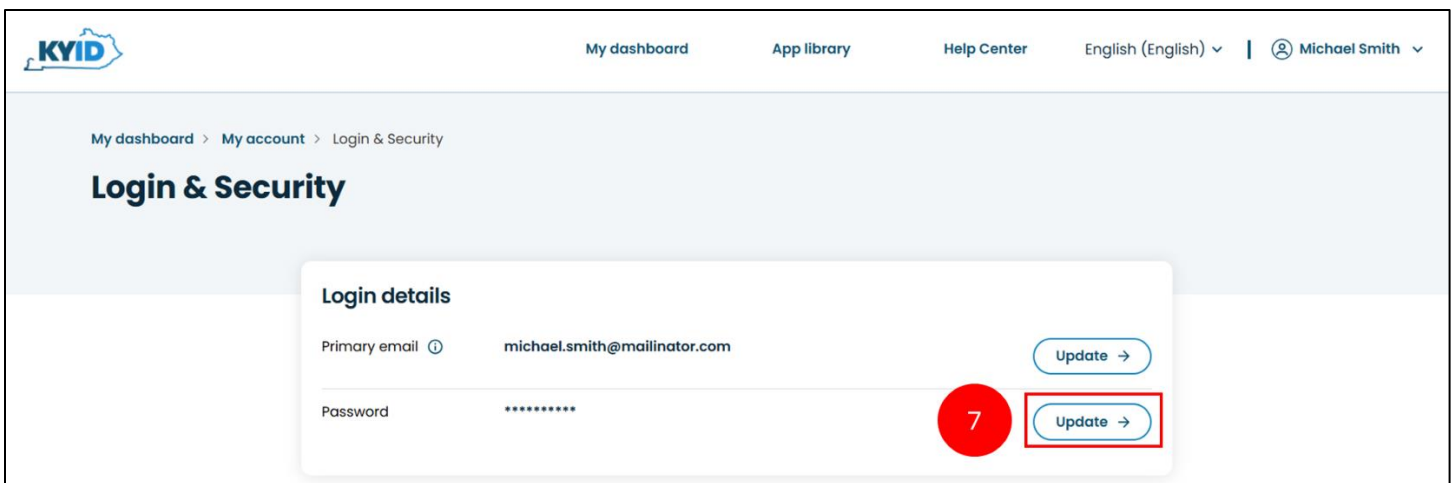


6. Click the **Login & Security** tile on **My account** screen.



Please note: On the **My account** screen, the **Personal Information**, **Login & security**, **Verified Pre-Requisites**, and **Account activity** tiles are visible for all Users by default. Other tiles will be populated depending on the User roles or access rights assigned to them.

7. On the **Login & security** page, click **Update** against **Password**, under **Login details**, to update your password.



8. Enter your current password in the **Current password*** field.
9. Enter the new password in the **New password*** field.
10. Enter the same matching password in the **Confirm new password*** field.
11. Click **Continue**.

The screenshot shows a mobile app interface for changing a password. The title is "Change your password" in blue. Below it, a subtitle reads "Enter your current password and create a new password that meets the listed criteria". A small note states "* Indicates a required field." The form contains three input fields, each with a red circle and number callout: "Current password*" (callout 8), "New password*" (callout 9), and "Confirm new password*" (callout 10). Between the first and second fields is a link "Forgot password?". Below the first field are five password requirements, each with a checked radio button: "Have at least 8 characters", "Have at least one uppercase letter", "Have at least one lowercase letter", "Have at least one numeric digit", and "Must have at least one of the following special characters: #@-!_ \$|~*?". At the bottom, there is a "< Back" link and a "Continue" button, with a red circle and number callout 11 pointing to the "Continue" button.

Please note: The new password:

- must have at least 8 characters,
- must have at least one lowercase letter,
- must have at least one uppercase letter,
- must have at least one numeric digit, and
- must have at least one of the following special characters: #@-!_ \$|~*?

If all the above criteria for a strong password are met, then the **Continue** button will be enabled.

Your password is now updated. A confirmation message appears on the screen stating that the password is successfully updated.

