

The Commonwealth of Kentucky



CABINET FOR HEALTH  
AND FAMILY SERVICES

## **KYID Quick Reference Guide**

# **Updating Account Information**

**Last Updated:** 5.14.2026

## Contents

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|                                                                             |           |
|-----------------------------------------------------------------------------|-----------|
| <b>Update Account Information .....</b>                                     | <b>3</b>  |
| <b>1. Personal Information .....</b>                                        | <b>3</b>  |
| <b>2. Update Login &amp; Security Information .....</b>                     | <b>16</b> |
| <b>2.1. Login details Section .....</b>                                     | <b>16</b> |
| <b>2.2. Multi-factor authentication (MFA) application enrollment .....</b>  | <b>18</b> |
| <b>2.3. Multi-factor authentication (MFA) mobile phone enrollment .....</b> | <b>34</b> |
| <b>2.4. Account Management .....</b>                                        | <b>37</b> |

# Update Account Information

The Updating Account Information Quick Reference Guide provides clear, step-by-step instructions to help you efficiently review and modify your personal details from the KYID Dashboard. Keeping your account information up to date is essential for maintaining secure and accurate access to systems and services. By following the instructions in the sections below, you will be able to successfully update your account information.

## 1. Personal Information

Perform the following steps to update your personal information on the KYID account. You can edit information such as your name, address, and contact details.

On successfully logging in to the KYID portal, the **My Dashboard** screen displays.

1. On the **My dashboard** screen, click your username drop-down arrow.
2. Select the **My Account** option from the menu.

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.

Active enrollments (11)  
To view, cancel, or continue, click "Go to enrollment" below.

| Application name                     | Role                                      | Action                             |
|--------------------------------------|-------------------------------------------|------------------------------------|
| K KPC (Test)                         | KPC Health Kentucky Worker                | <a href="#">Go to enrollment</a> → |
| H HBE2                               | Agent                                     | <a href="#">Go to enrollment</a> → |
| A APSCPS Active Report Worker Search | i-Twist - CIT Active Report Worker Search | <a href="#">Go to enrollment</a> → |

Refresh

3. 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.
4. Click **Next** and follow your MFA prompts.

**Select a method to authenticate**

Jordan.smith@mailinator.com

- ☐ Send verification code to mobile phone
- ☐ Send verification code to my primary email
- ☐ I don't have access to above methods and would like to change

[< Back](#) **Next**

The **My account** screen displays. This screen is a central hub for managing various aspects of your KYID account. It provides access to several key functionalities that keep your account secure, up-to-date, and configured.

The following tiles are displayed by default for all users:

- **Personal Information**

Purpose: Allows you to view and update your personal details that verify your identity.

Usage: You can edit information such as your name, address, and contact details.

- **Login & Security**

Purpose: Manage your account settings, including password and multi-factor authentication (MFA) methods.

Usage: Update your password and set up MFA to enhance account security.

- **Account Activity**

Purpose: View the activity on your account.

Usage: Monitor recent logins, changes made to your account, and other relevant activities.

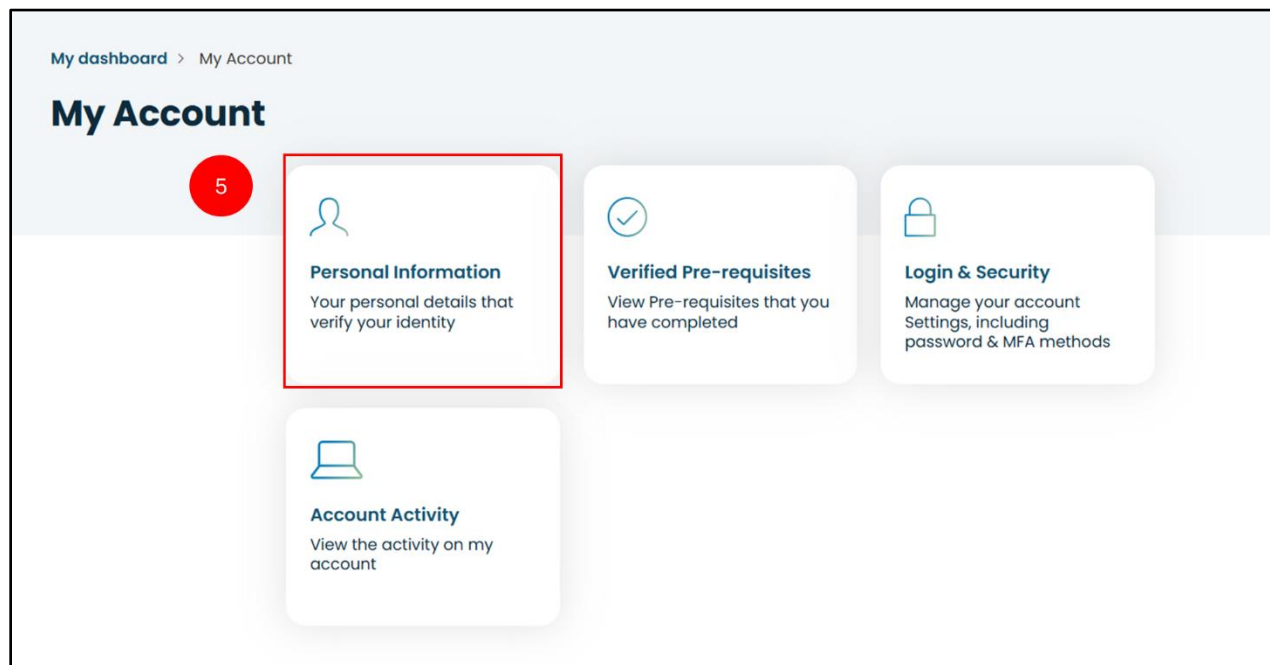
- **Verified Pre-requisites**

Purpose: View pre-requisites that you have completed.

Usage: Check off completed tasks or requirements necessary for certain account functionalities.

This tile is dependent on your user role and access to certain applications.

5. Click the **Personal information** tile to begin updating your personal information.



**Please note:** Along with these four tiles that you see on the **My Account** screen, several other tiles like **Delegates** may be available. However, these are user specific tiles and may not be applicable for all users.

The **Personal Information** section displays. This step enables you to add or update your basic personal details like, name, date of birth, address, and contact information. Some fields may be already populated based on the details you may have provided while creating your KYID account.

6. Click **Update** to proceed.

My dashboard > My account > Personal Information

## Personal Information

### Basic information

6

Update →

|                     |                 |
|---------------------|-----------------|
| Legal first name    | Michael         |
| Legal middle name   |                 |
| Legal last name     | Smith           |
| Suffix              |                 |
| Gender              | Male            |
| Date of birth       | August 17, 1995 |
| Language preference | English         |

- If desired, on the **Personal information** screen update your information in the **Basic information** section.

7

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.

8. If desired, on the **Personal information** screen update your information in the **Home address** section.
9. The **Contact** option automatically shows your primary email address and mobile number(s) associated with your account. If you need to update your primary email address or mobile number, please refer to the **Login & Security** section.

**Please note:** If you are updating your mobile number to a new, non-verified mobile number, you'll be prompted to complete verification for your new number.

8

### Home address

☒ I don't have a home address

Address 1

Address 2

City\*

State\*

Zip/postal code

Zip/postal code extension

County

Country

9

### Contact

Primary email\*

Mobile Number

- a) If you do not have a mobile number and want to add a mobile number, enter your mobile number in the **Mobile Number** field.
- b) Click the **I have read, understand, and agree to the above terms and conditions** checkbox.
- c) Click **Next** to verify your mobile number.

The screenshot shows a web form titled "Contact". It has two input fields: "Primary email\*" with the value "michael.smith@mailinator.com" and "Mobile Number" with a placeholder "###-###-####". A red circle with the letter "a" is next to the email field. Below these fields is a paragraph of terms and conditions. A red circle with the letter "b" is next to a checkbox labeled "I have read, understand, and agree to the above terms and conditions", which is checked. At the bottom, there is a "< Back" link and a "Next" button. A red circle with the letter "c" is next to the "Next" button. A red rectangle highlights the "Mobile Number" field and the "Next" button.

**Contact**

Primary email\* michael.smith@mailinator.com

Mobile Number ###-###-####

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.

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

< Back Next

- d) On the **Provide your mobile number** screen, verify your mobile number.
- e) Select your preferred method to receive the verification code. A six-digit verification code is sent to the mobile number you provided.
- f) Click **Next**.

## Provide your mobile number

Providing your mobile number adds an extra layer of security to your account. It allows us to help you regain access if you lose access to your email or password.

Country code\*

(+1) United States

d

Mobile number\*

###-###-####

Confirm mobile number\*

###-###-####

e

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

< Back

f

Next

- g) Enter the code sent to your mobile number. **The code expires after 5 minutes.** You must enter the code before it expires or click the **Resend verification code by text message or voice call** option.
- h) Click **Verify** to confirm your mobile number and be taken back to the **Personal Information** screen and a confirmation banner displays.

## 1.1 Organ Donor Registration

1. Under the **Organ donor** section, click **Register** to register yourself as an organ donor or to check for your registration status.

### Basic information

Update →

|                     |                 |
|---------------------|-----------------|
| Legal first name    | Michael         |
| Legal middle name   |                 |
| Legal last name     | Smith           |
| Suffix              |                 |
| Gender              | Male            |
| Date of birth       | August 17, 1995 |
| Language preference | English         |

### Home address

|           |            |
|-----------|------------|
| Address 1 |            |
| Address 2 |            |
| City      | Louisville |
| State     | Kentucky   |
| Zip code  |            |
| County    |            |
| Country   |            |

### Organ donor

1

Register →

Would you like to register as an organ donor?

The **Organ Donor registration** form displays allowing you to register yourself as an organ donor. This is additional information and is completely optional.

2. Your information will be pre-populated in the Organ Donor form screen. Please review your information for accuracy.

Register as an organ donar

Organ donor registration

With the passing of KY SB77 and in partnership with Donate Life Kentucky, the KYID has created the below form for Kentuckians to join the Kentucky Organ Donor Registry. If you'd like to join the KYDR, please fill out the required fields below, select the consent checkbox, and click the "Register" button. For more information on what it means to be an organ donor <https://donatelifekey.org/why-donate/>

Basic information

\* Indicates a required field.

The following information reflects your personal profile as maintained in our system. Any changes made below will be reflected in your personal profile once verification is successful

|                                                                                                                                                                                       |                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Legal first name*</b></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text" value="Michael"/>                                                        | <p><b>Legal middle name</b></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text"/>                                                                        |
| <p><b>Legal last name*</b></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text" value="Smith"/>                                                           | <p><b>Date of birth*</b> ⓘ</p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between;"> <span>August, 17, 1995</span> <span>📅</span> </div> |
| <p><b>Gender*</b></p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> <span>Male</span> <span>▼</span> </div> |                                                                                                                                                                                       |

☐ I don't have a home address

|                                                                                                                                                                                            |                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Address 1*</b></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text" value="123 State St"/>                                                               | <p><b>Address 2</b></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text"/>                                                                                   |
| <p><b>City*</b></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text" value="Louisville"/>                                                                      | <p><b>State*</b></p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> <span>Kentucky</span> <span>▼</span> </div> |
| <p><b>Zip code*</b></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text" value="40207"/>                                                                       | <p><b>Zip extension</b></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text"/>                                                                               |
| <p><b>County*</b></p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> <span>Jefferson</span> <span>▼</span> </div> |                                                                                                                                                                                          |

3. Enter your driver's license number or state ID number in the **Drivers License or State ID\*** field.
4. Click the **I have read, understand, and agree to the above terms and conditions** checkbox.
5. Click **Register**.

The screenshot shows a registration form with three numbered callouts in red circles. Callout 3 points to the 'Drivers License or State ID\*' field, which contains the text 'M24-423-423'. Callout 4 points to the checkbox labeled 'I have read, understand, and agree to the above terms and conditions', which is checked. Callout 5 points to the 'Register' button. The form also includes a paragraph of terms and conditions text and a link to the 'CHFS Privacy Policy'.

3 Drivers License or State ID\*

M24-423-423

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.

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

5 Register

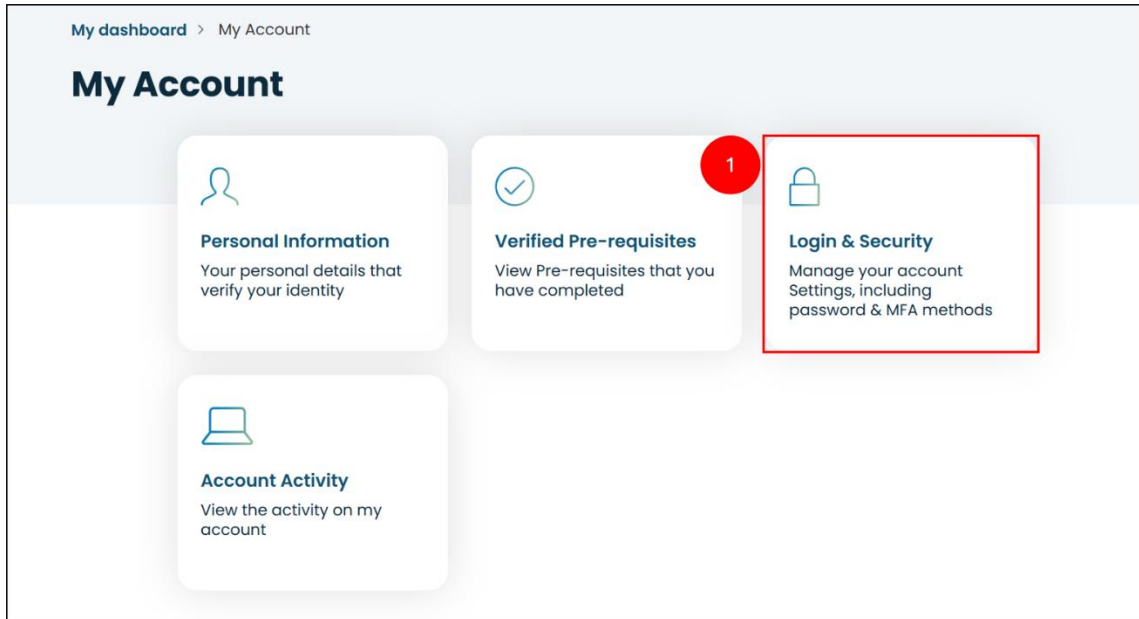
**Please note:** Once you click **Register**, you will receive a confirmation message, informing that the registration is successful.

## 2. Update Login & Security Information

The **Login & Security** tile enables you to update your account's primary email and password, enroll in MFA, add or remove account recovery and multi-factor authentication (MFA) methods, and options to delete your account on KYID.

### 2.1. Login details Section

1. Navigate to the **My account** and then select the **Login & Security** tile.



2. The **Login & Security** screen displays. Under the **Login details** section, you can review and update your **Primary email** and **Password**. You may select the respective **Update** button against the **Primary email** and/or password to modify that detail.

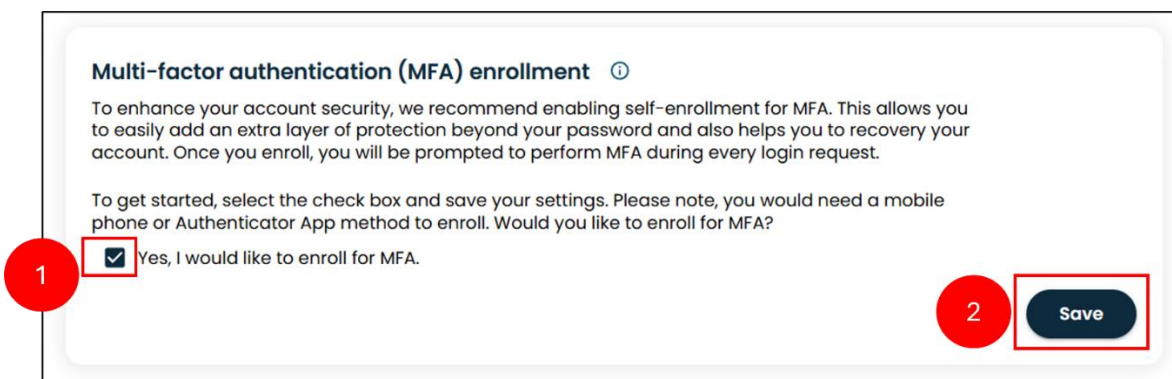
The screenshot shows a web interface for 'Login & Security'. At the top, there is a breadcrumb trail: 'My dashboard > My account > Login & Security'. Below this is the title 'Login & Security'. The main content area is a white card titled 'Login details'. It contains two rows: 'Primary email' with the value 'Jordan.smith@mailinator.com' and a red circle with the number '2' next to it, and 'Password' with a masked value '\*\*\*\*\*'. To the right of each row is a blue button labeled 'Update' with a right-pointing arrow. A red rectangular box highlights both 'Update' buttons.

Refer to the **Reset Credentials User Guide** to learn more about resetting the email and/or password via dashboard.

## 2.2. Multi-factor authentication (MFA) application enrollment

If you would like to add or manage MFA on your KYID account, scroll down to the **Multi-factor authentication (MFA) enrollment** section on the **Login & Security** screen.

1. Click the **Yes, I would like to enroll for MFA** checkbox.
2. Click **Save**.



**Multi-factor authentication (MFA) enrollment** ⓘ

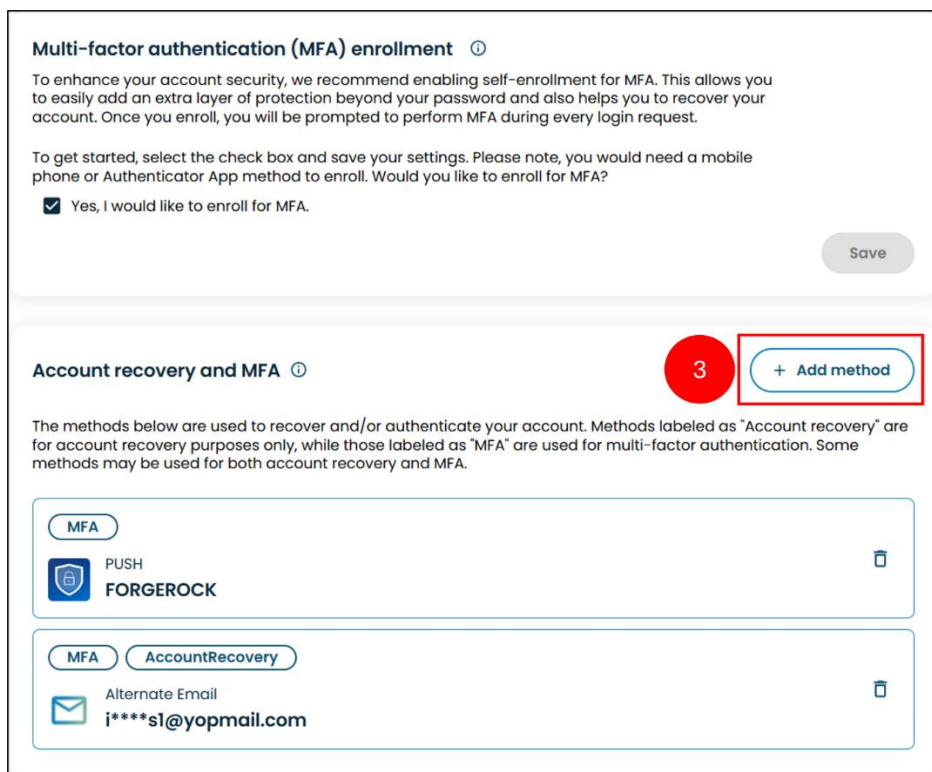
To enhance your account security, we recommend enabling self-enrollment for MFA. This allows you to easily add an extra layer of protection beyond your password and also helps you to recovery your account. Once you enroll, you will be prompted to perform MFA during every login request.

To get started, select the check box and save your settings. Please note, you would need a mobile phone or Authenticator App method to enroll. Would you like to enroll for MFA?

☒ Yes, I would like to enroll for MFA.

**Save**

3. Scroll down to the **Account Recovery and MFA section** and click **+ Add method** to add your preferred MFA verification methods.



**Multi-factor authentication (MFA) enrollment** ⓘ

To enhance your account security, we recommend enabling self-enrollment for MFA. This allows you to easily add an extra layer of protection beyond your password and also helps you to recovery your account. Once you enroll, you will be prompted to perform MFA during every login request.

To get started, select the check box and save your settings. Please note, you would need a mobile phone or Authenticator App method to enroll. Would you like to enroll for MFA?

☒ Yes, I would like to enroll for MFA.

**Save**

**Account recovery and MFA** ⓘ

**+ Add method**

The methods below are used to recover and/or authenticate your account. Methods labeled as "Account recovery" are for account recovery purposes only, while those labeled as "MFA" are used for multi-factor authentication. Some methods may be used for both account recovery and MFA.

**MFA**

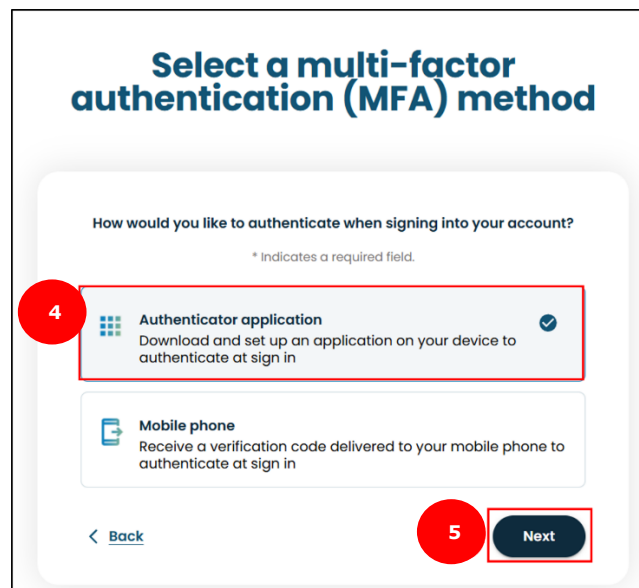
**PUSH FORGEROCK**

**MFA AccountRecovery**

**Alternate Email**  
i\*\*\*\*s1@yopmail.com

**Please note:** Users can add up to three (3) mobile phone numbers for verification and up to four (4) authenticator applications

4. The **Select a multi-factor authentication (MFA) method** screen displays. There are two options to authenticate your information: **Authenticator application** and **Mobile phone**. Select the **Authenticator application** option to download an authenticator application.
5. Click **Next** to proceed.



**Prerequisites:** Before you begin, confirm you have access to your primary email, and a mobile device with one of the following authenticator apps installed:

- A. ForgeRock Authentication application
- B. Microsoft Authentication application
- C. Google Authentication application
- D. Symantec VIP application

**Please note:** You can only have one push notification method and one one-time password (OTP) method configured at a time. For instance, if you have set up ForgeRock Push Notifications, you cannot enable Google Push Notifications simultaneously. Similarly, if Google OTP is active, ForgeRock OTP cannot be configured at the same time. To switch to a different MFA method, first remove the existing method from the **Account Recovery and MFA** section, then select and add your preferred application.

## A. ForgeRock Authenticator

The **ForgeRock Authenticator** app enhances your KYID account security by generating one-time passcodes or sending push notifications to your device. During the MFA setup process, you can configure the app to authenticate using either push notifications or time-based codes. Once registered through the KYID portal, ForgeRock Authenticator will be available as an authentication method. When signing in, you may be prompted to verify your identity using a push notification or a code generated by the ForgeRock app.

1. Select **ForgeRock Authenticator** on the **Would you like to enroll for another method?** screen.
2. Click **Next** to proceed.

× [Exit set up MFA](#)

### Would you like to enroll for another method?

Which app would you like to use for authentication?

1

  
**ForgeRock Authenticator**

  
**Microsoft Authenticator**

  
**Google Authenticator**

  
**Symantec VIP**

[< Back](#)

2

**Next** [What is multi-factor authentication?](#) 

On the **Select how to authenticate** screen, two checkboxes are available: **Push notification** checkbox or the **One-time verification code**. **Push notification** checkbox can be selected to receive a notification on the mobile device with the options **Allow** or **Deny**. You can select **Allow** on your mobile device and proceed with the authentication or you can select **Deny** if you do not wish to proceed with this authentication method. **One time verification code** checkbox can be selected to receive a verification code that is generated in the app on your registered device.

## 2.1. Push notification option:

- a. Select **Push notification** checkbox.
- b. Select **Next**.

× [Exit set up MFA](#)

### Select how to authenticate

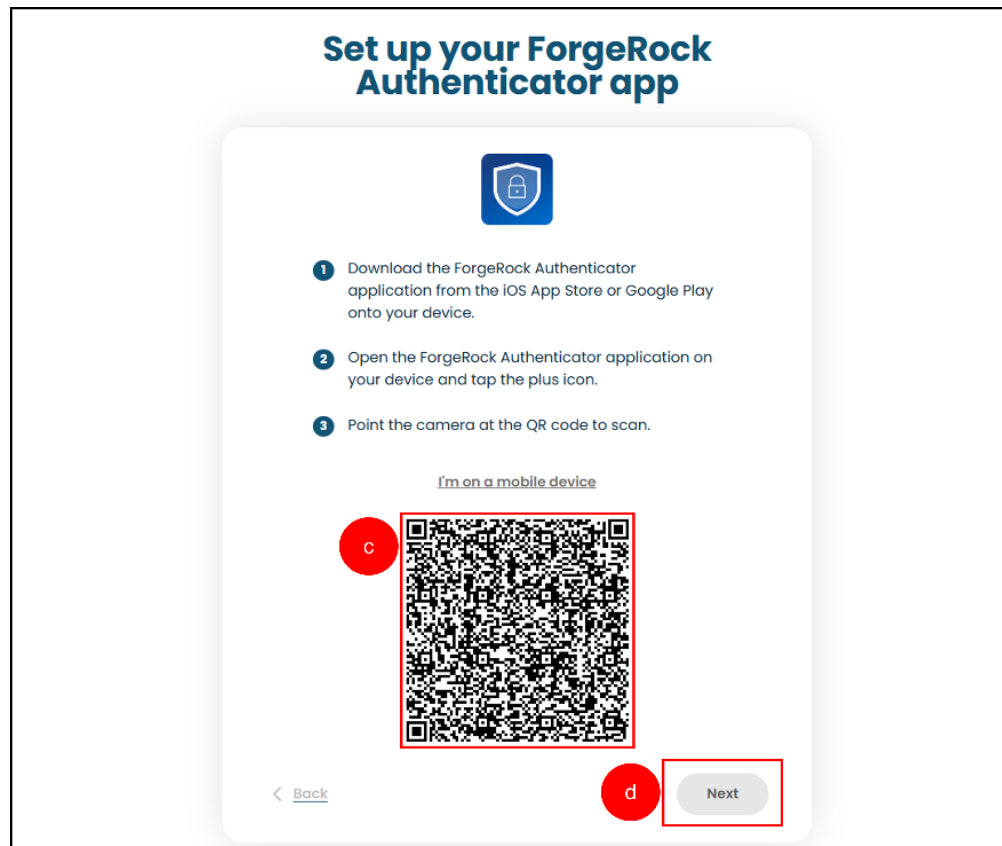
**a**

**Push notification**  
Tap "Allow" or "Deny" in the software on your registered device at sign in ✓

**One time verification code**  
Enter a verification code that is generated in the app on your registered device at sign in

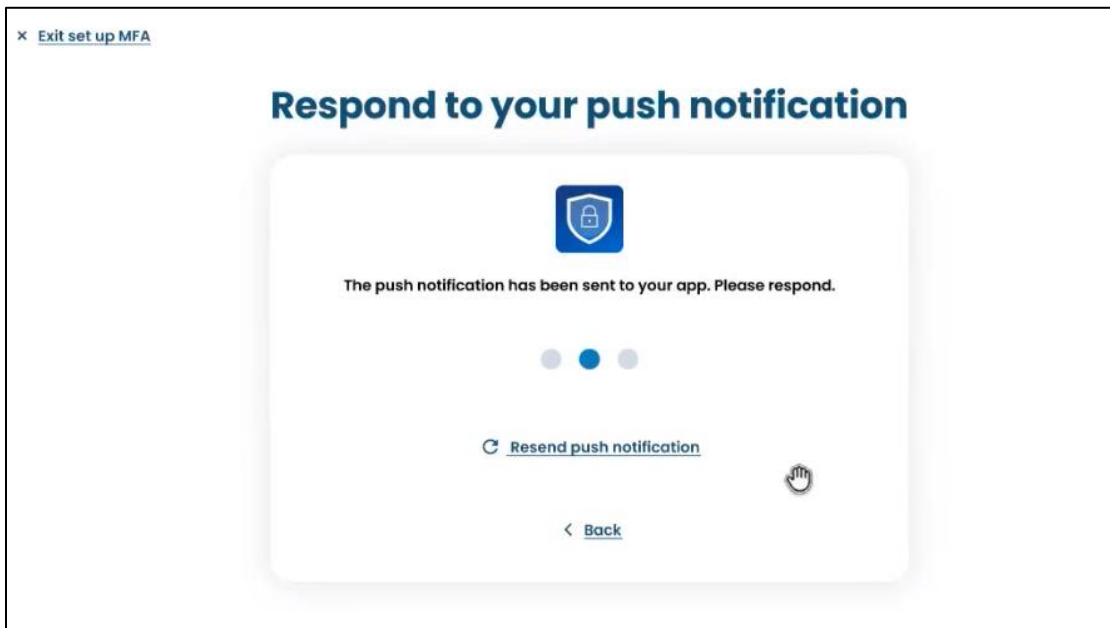
< [Back](#) **b** **Next**

- c. Follow the instructions displayed on the **Set up your ForgeRock Authenticator App** screen to download the ForgeRock application on your device. Scan the **QR code** displayed on the screen. **Do not scan the QR code in the document.**
- d. Once the scan is successful, the **Next** button will be enabled. Click the **Next** button to continue.



**Please note:** If you are performing the authentication steps on a device, then you may select the I'm on a mobile device link that is displayed above the QR code. A pop-up will appear trying to open the ForgeRock Authenticator application. Click **Allow** on the pop-up message. Then, click **Accept** in the ForgeRock Authenticator application. Reopen your browser on your mobile device and click next and continue from Step d.

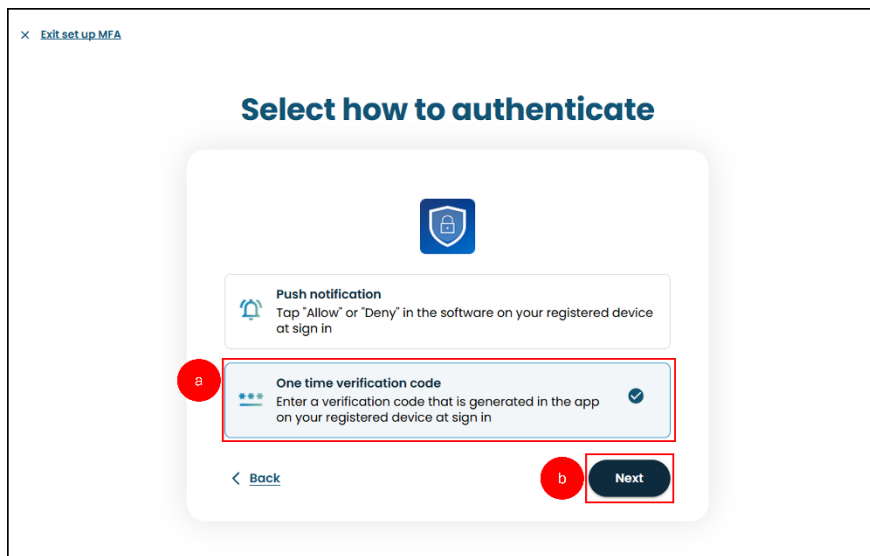
- e. On the **Respond to your push notification** screen, the system displays a loading screen, waiting for you to respond to the notification sent on your mobile app. Click **Allow** on the mobile device to proceed.



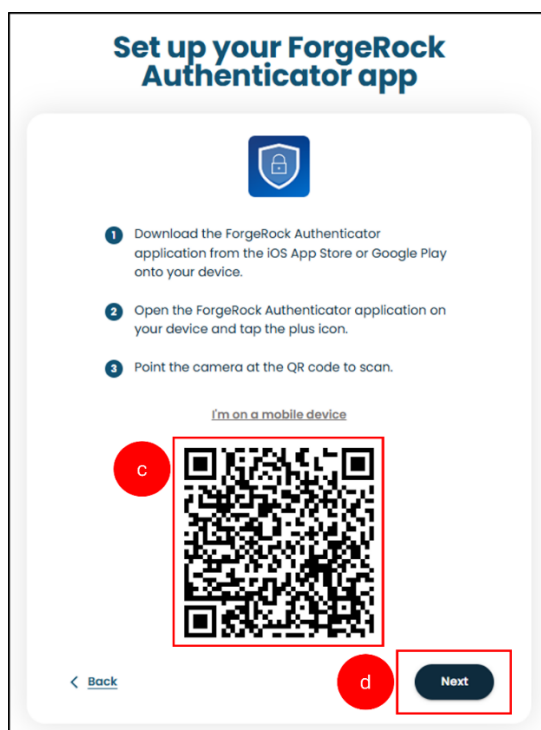
**Please note:** In case you did not select any response, then **Resend push notification** link will be enabled. You can select this link to resend the notification or select the **Back** link to go to the previous screen to change the authentication method.

## 2.2. One time verification code option:

- Select **One time verification code** checkbox.
- Select **Next**.



- Follow the instructions displayed on the **Set up your ForgeRock Authenticator App** screen to download the ForgeRock application on your device. Scan the **QR code** displayed on your mobile device. **Do not scan the QR code in this document.**
- Once the scan is successful, the **Next** button will be enabled. Click the **Next** button to continue.



**Please note:** If you are performing the authentication steps on a device, then you may select the I'm on a mobile device link that is displayed above the QR code. A pop-up will appear trying to open the ForgeRock Authenticator application. Click **Allow** on the pop-up message. Then, enter the code shown in the ForgeRock Authenticator application into the verification field on your mobile device and continue with the Step f.

- e. Enter the six-digit code sent to the device in the **Enter verification code\*** field.
- f. Click **Verify**.

**Enter your verification code**



Enter the six-digit verification code displayed on your app.

\* Indicates a required field.

e **Enter verification code\***

1 3 4 5 4 6

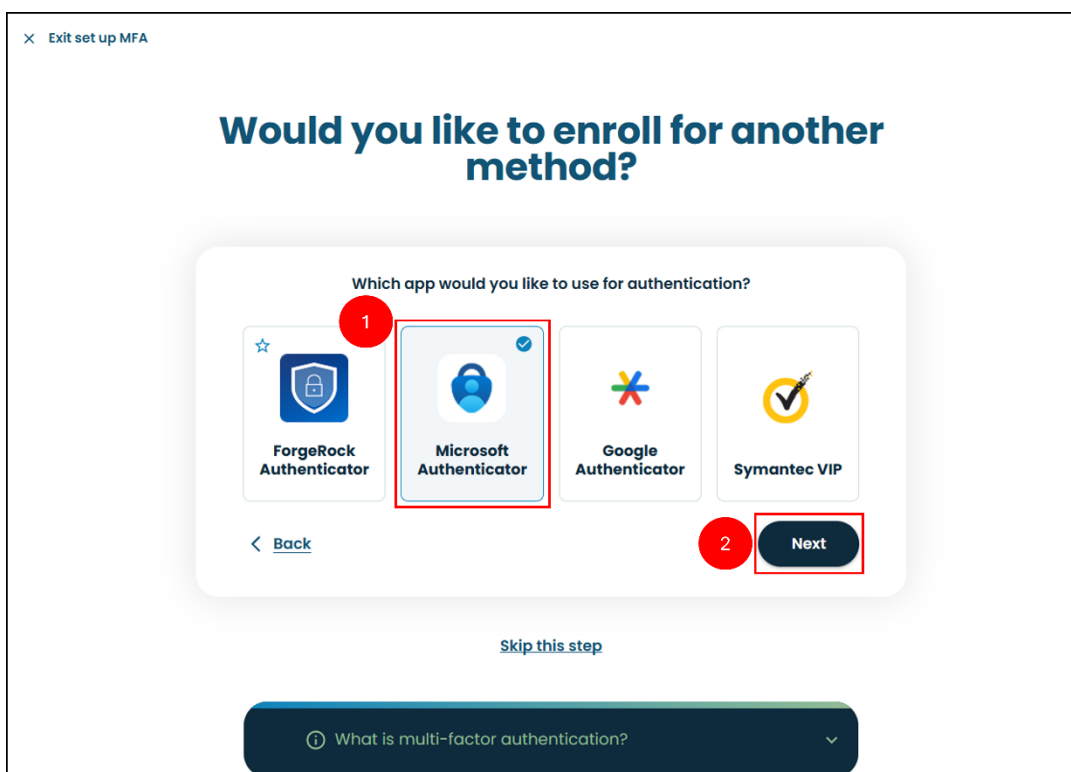
< [Back](#)

f **Verify**

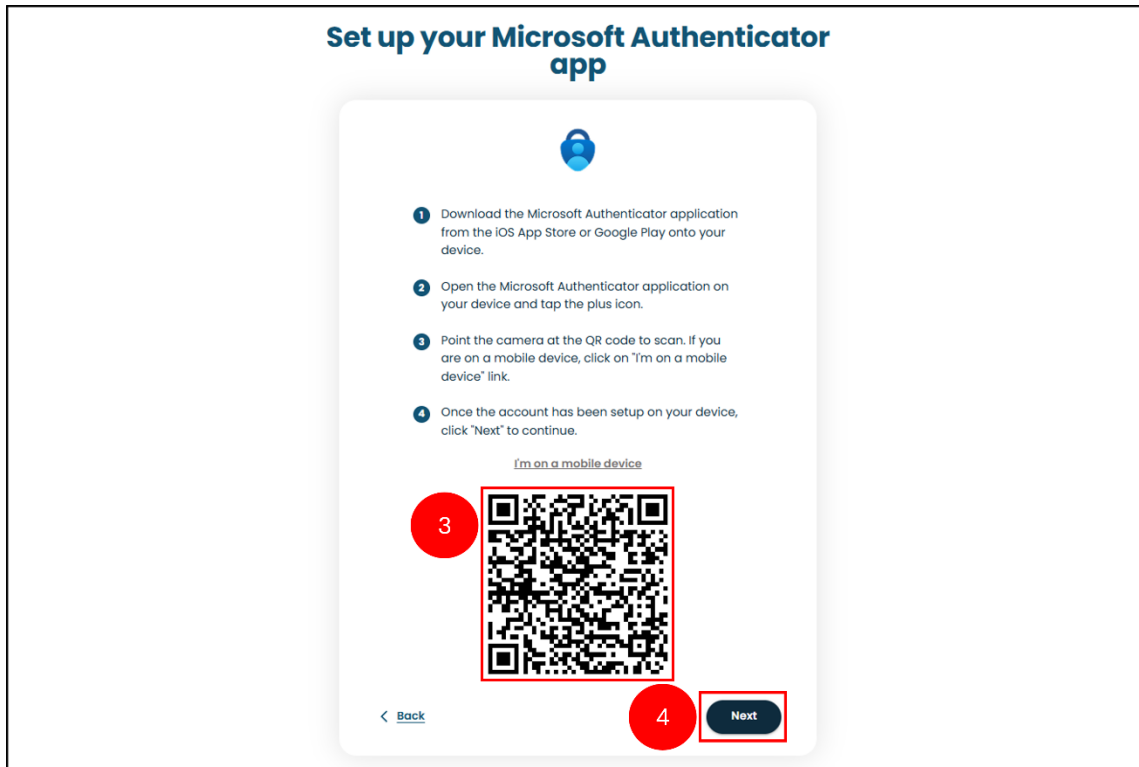
## B. Microsoft Authenticator

The **Microsoft Authenticator** app provides secure account access by generating time-based codes or sending push notifications to your device. By following the steps below, you can set up the app by scanning a QR code and completing verification with either a push notification or a code during the MFA configuration process.

1. Select **Microsoft Authenticator** app on the **Would you like to enroll for another method?** screen.
2. Click **Next** to proceed.



3. Follow the instructions displayed on the **Set up your Microsoft Authenticator App** screen to download the Microsoft application on your device. After the app is installed and ready, scan the **QR code** displayed on the **Set up your Microsoft Authenticator app** screen with the help of your mobile device. **Do not scan the QR code in this document.**
4. Once the scan is successful, the **Next** button will be enabled. Click the **Next** button to continue.



**Please note:** If you are performing the authentication steps on a device, then you may select the **I'm on a mobile device** link that is displayed above the QR code. A pop-up will appear trying to open the Microsoft Authenticator application. Click **Allow** on the pop-up message. Then, enter the code shown in the Microsoft Authenticator application into the verification field on your mobile device and continue with the Step 4.

5. In the **Enter the verification code\*** field enter the code displayed on the authenticator app on your mobile device.
6. Click **Verify** to proceed.

✕ [Exit set up MFA](#)

## Enter your verification code



Enter the six-digit verification code displayed on your app.

\* Indicates a required field.

5

Enter verification code\*

6

5

8

8

3

7

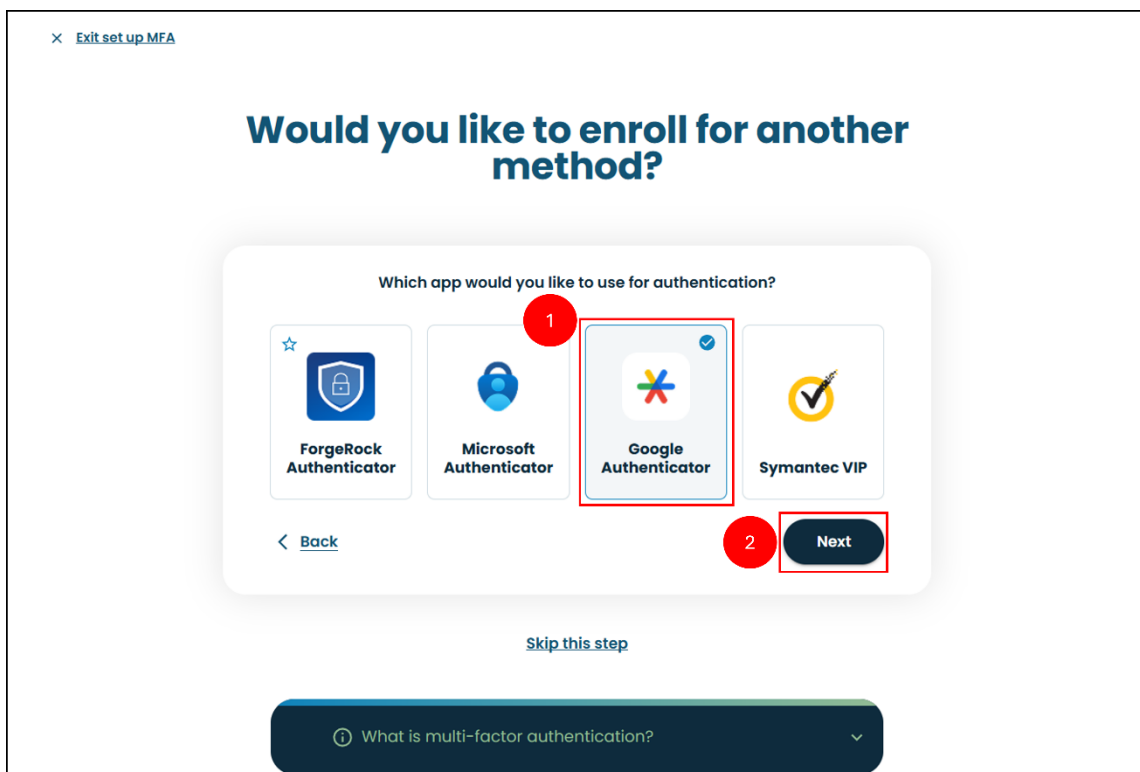
< Back

6Verify

### C. Google Authenticator

The **Google Authenticator** app secures your account by generating time-based, one-time passcodes on your device. By following the steps below, you can set up the app by scanning a QR code or entering the code displayed during the MFA configuration process.

1. Select **Google Authenticator** app on the **Would you like to enroll for another method?** screen.
2. Click **Next** to proceed.



3. Follow the instructions displayed on the **Set up your Google Authenticator App** screen to download the Google application on your device. After the app is installed and ready, scan the **QR code** displayed on the **Set up your Google Authenticator app** screen with the help of your mobile device. **Do not scan the QR code in this document.**
4. Once the scan is successful, the **Next** button will be enabled. Click the **Next** button to continue.



**Please note:** If you are performing the authentication steps on a device, then you may select the **I'm on a mobile device** link that is displayed above the QR code. A pop-up will appear trying to open the Google Authenticator application. Click **Allow** on the pop-up message. Then, enter the code shown in the Google Authenticator application into the verification field on your mobile device and continue with the Step 4.

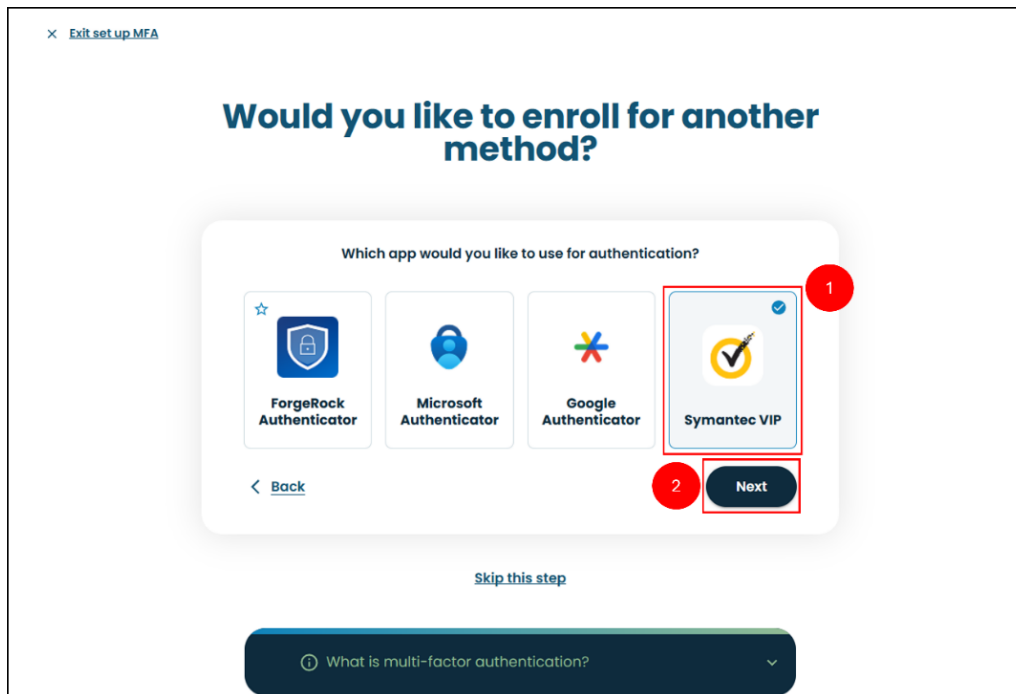
5. In the **Enter the verification code\*** field enter the code displayed on the authenticator app on your mobile device.
6. Click **Verify** to complete the verification.

The screenshot shows a mobile application interface for entering a verification code. At the top, the title "Enter your verification code" is displayed in blue. Below the title is a colorful asterisk logo. The instruction "Enter the six-digit verification code displayed on your app." is centered. A note below the instruction states "\* Indicates a required field." The main input area is titled "Enter verification code\*" and contains six individual digit boxes. The digits entered are 1, 3, 5, 4, 6, and 5. A red circle with the number 5 is positioned to the left of the input field. At the bottom left, there is a back arrow and the text "Back". At the bottom right, there is a red circle with the number 6 and a dark blue button labeled "Verify".

#### D. Symantec VIP

The Symantec VIP authenticator app enhances account security by generating unique, time-based security codes on your device. By following the steps below, you can set up the app by registering your device's Credential ID and entering two consecutive codes from the app during the MFA configuration process.

1. Select **Symantec VIP** on the **Select an authenticator application** screen.
2. Click **Next**.



**Please note:** If you have not yet installed the VIP Access app onto your machine or device, then you must download and install it by visiting the Symantec website at <https://vip.symantec.com/> for the desktop version, the App Store for iPhone and iPad devices, or the Google Play for Android devices.

- Open the **Symantec VIP** app and locate your unique **Credential ID** and the **Security Code**.



- Enter the **Credential ID**, which is displayed in the **VIP Access** app, in the **Enter credential ID** field on the **Setup your Symantec VIP app** screen in KYID.
- Generate two consecutive security codes in the **VIP Access** app. Enter the first security code in the **Security Code 1** field.
- Wait for the code to refresh, then enter the second security code in the **Security Code 2** field.
- Click **Next** to submit the codes and complete Symantec setup.

### Setup your Symantec VIP app



- Download and install the Symantec VIP Access app on your mobile device from the App Store or Google Play, or on your desktop from the [Symantec VIP website](#).
- Open the VIP Access app and follow the on-screen prompts to complete the initial setup.
- When prompted, enter the security code and two consecutive codes generated by your VIP Access app to complete registration.

4

5

6

7

[< Back](#)

**Please note:** The Security Code refreshes every thirty (30) seconds. If the second code expires before you click the **Enroll** button, enrollment will fail. You must then return to the VIP Access application to receive two new valid **Security Codes**.

### 2.3. Multi-factor authentication (MFA) mobile phone enrollment

1. Select the **Mobile phone** option to receive a verification code on your mobile number to authenticate your sign in activity.
2. Click **Next**.

**Select a multi-factor authentication (MFA) method**

How would you like to authenticate when signing into your account?

\* Indicates a required field.

**Authenticator application**  
Download and set up an application on your device to authenticate at sign in

**Mobile phone**  
Receive a verification code delivered to your mobile phone to authenticate at sign in

< Back

Next

3. On the **Provide your mobile number** screen, verify the **country code\*** field is accurate.
4. Enter your mobile number in the **Mobile number\*** field.
5. Enter your matching mobile number in the **Confirm mobile number\*** field.
6. Select the relevant option to get the verification code, either through a text or a voice call.
7. Click **Next** to send the verification code either via text message or voice call.

## Provide your mobile number

Providing your mobile number adds an extra layer of security to your account. It allows us to help you regain access if you lose access to your email or password.

3

Country code\*

(+1) United States

4

Mobile number\*

###-###-####

5

Confirm mobile number\*

###-###-####

6

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

7

[< Back](#)

Next

8. Enter the verification code sent to your mobile device in the **Enter verification code\*** field.
9. Click **Verify** to complete the verification.

**Verify your mobile number**

Six-digit verification code was sent to +15023143161. Enter the verification code provided to verify your mobile number.

\* Indicates a required field.

8

**Enter verification code\***

Code expires in 04:53 minutes

9

Verify

Resend verification code by **text message or voice call**

< [Back](#)

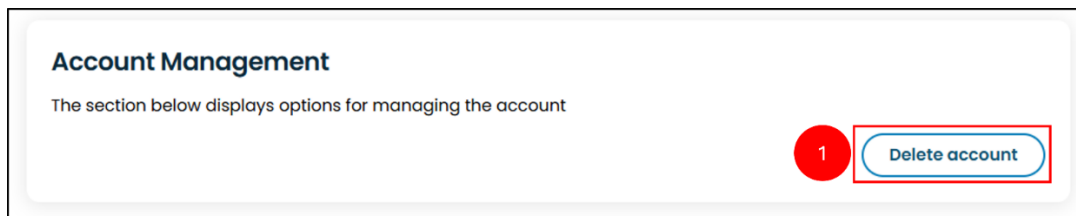
**Please note:** The code expires in five (5) minutes. The retry limit is **three (3)**, for resending verification code through text message or voice call; that includes one primary and two retries. If you provide an incorrect verification code for the third time, an error message will be displayed.

You may click the **Back** link to go back to the previous screen.

## 2.4.Account Management

If at any point you need to delete your KYID account, you may do so in the **Account Management** section. **This action will permanently delete all associated access and data on your KYID account. This action cannot be undone.**

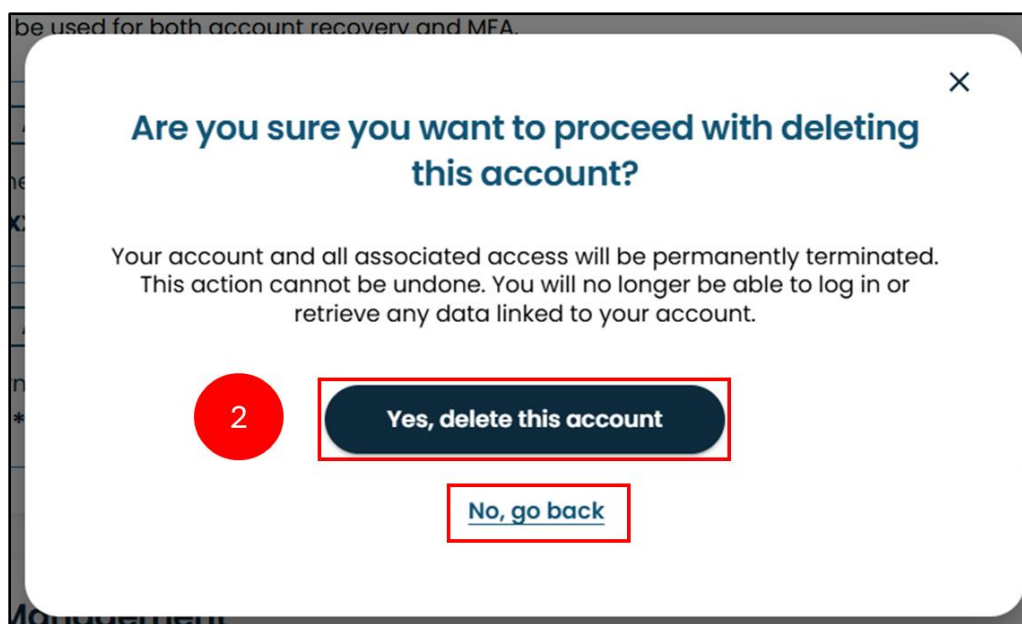
1. Scroll down to the **Account management** section. Select **Delete account** to delete your account.



The **Are you sure you want to proceed with Account Deletion?** popup displays.

2. To proceed with deleting your account, click **Yes, delete account**. This action will delete your account, and all related access will be terminated. You won't be able to log in or recover any data after this.

You may select the **No, go back** link if you do not want to proceed with deletion.



**Please note:** After clicking “Delete account,” your account and all data linked to it will be permanently deleted. Make sure to back up any important data before proceeding with deletion as this action cannot be reversed.