

KARES User Account Creation and System Access

Kentucky Applicant Registry and Employment Screening System (KARES) has been developed to assist long-term care (LTC) providers perform registry checks and process fingerprint-based background checks in an efficient and effective manner, as required by the National Background Check Regulation 906 KAR 1:190.

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Creating a KARES User Account

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1. Before using KARES, a Kentucky Online Gateway (KOG) user account will be needed. Some users will already have a KOG account, most will not. Any user who has a KY.gov email account will need to contact the KARES Helpdesk prior to creating the KOG account. For those who do not have an email address ending in KY.gov follow the steps below:
2. Go to <https://kog.chfs.ky.gov/home/> and click on the 'Create Account' button.

Kentucky Online Gateway

Help | English

Contact us

Welcome to the CHFS network.

Please select the account type you have in the system.

I am a Kentucky Citizen or Business Partner

I already have an account **Sign In**

Need to create a Citizen account? **Create Account**

I have a CHFS Network Account

I am a CHFS contractor, employee, or agent/vendor. **CHFS Sign In**

3. Complete the profile form and submit.

Please complete your Kentucky Online Gateway Profile

Please fill out the form below and click Submit when finished.

All fields with * are required.

* First Name

Middle Name

* Last Name

* Username 

* Password 

* Verify Password

* E-Mail Address 

* Verify E-Mail Address

Telephone

Extension

Street Address 1

Street Address 2

City

State

Zip Code

Language Preference

Question

* Answer

Question

* Answer

4. Email verification will be sent to the user. Click this link only if the user **did not** receive an email.

Please complete your Kentucky Online Gateway Profile

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 no email was received click [here](#).

5. Go to the email account specified and click on the link provided in email to activate the user account.

test kares (test.kares),

This email is to help you complete the last step of account set-up. Your new Citizen account Username is:

test.kares

Click on the below link now, to activate your account.

<https://kogideinternal.chfsinet.ky.gov/public/fwlink/?linkid=f9f9001e-0504-45c2-8e21-ba2c1ab9ac2d> 

After you have entered your security answers, you may [Click here](#) to sign in.

[Click here for Help Desk contact information](#)

Kentucky Online Gateway

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

6. Activation will require the user to answer two security questions.

Validate New Account

To verify your identity, please answer the following security question(s).

Question	In what city were you born? (Enter full name of city only)
*Answer	<input type="text"/>
Question	What was the name of your first pet?
*Answer	<input type="text"/>

Verify Account

7. Activation completed.

Validate New Account

Success
Your account was successfully created. Please click [HERE](#) to access Kentucky Online Gateway and request additional access.

8. Click on **Sign In** button to login using the newly created **Kentucky Citizen** account.

Kentucky Online Gateway

Contact us

Welcome to the CHFS network.

Please select the account type you have in the system.

I am a Kentucky Citizen or Business Partner

I already have an account **Sign In** Need to create a Citizen account? **Create Account**

I have a CHFS Network Account

I am a CHFS contractor, employee, or agent/vendor. **CHFS Sign In**

9. Once logged on, click on **Request Access to another application** link at the bottom. In most cases the Application Name field will be empty under the "Your Application" Menu.

test kares, Welcome to Kentucky Online Gateway

Your Applications

These are the applications you have been granted access to. Need to access a different application? [\[Request access here\]](#).

Application Name
SNAP Web Portal Supplemental Nutrition Assistance Program (Formerly Food Stamps)

> [Request Access to another application.](#)

10. Type KARES in the search field and search for the KARES application, then click **Select** button.
Note: these screenshots were taken from the preproduction system; the live version of KARES will not say KARES (TEST). Do not type KARES (TEST) in the search field.

Kentucky Online Gateway IDE

Welcome test kares | My Account | Logout | Help

New Request My Requests

Request Application Access

Select An Application | Select Roles | Role Prerequisites | Confirm Changes

Select an Application you wish to be granted Access to:

kares Citizen Applications Business Partner Applications

Application	Audience	
KARES (TEST) Program for National and State Background Checks for Direct Patient Access Employees of Long Term Care Facilities and Providers.	Citizens, Business Partners	<input type="button" value="Select"/>

11. For best results, enter the first word of the Facility Name and select the facility type from the drop down list. Then, click search to find the correct facility.

Kentucky Online Gateway IDE

Welcome test kares | My Account | Logout | Help

New Request My Requests

Request Application Access

Select An Application | **Select Roles** | Role Prerequisites | Confirm Changes

Search for the businesses / facilities for this request.

Business / Facility Name

Business / Facility Type

Business / Facility State

Business / Facility County

Business / Facility

12. Click the “Add” button next to the correct Provider.

Request Application Access



Search for the businesses / facilities for this request.

Business / Facility Name

Business / Facility Type **Family Care Homes**

Business / Facility State **Kentucky**

Business / Facility County

Search

Business / Facility

Business / Facility	Role Name	
ADAMS FAMILY CARE HOME 252200 FCH	Provider	Add
ADAMS FAMILY CARE HOME 252632 FCH	Provider	Add
AKERS FAMILY CARE HOME FCH	Provider	Add
ATWOOD FAMILY CARE HOME FCH	Provider	Add
BAKER FAMILY CARE HOME 251442 FCH	Provider	Add

1 2 3 4 5 6 7 8 9 10 ...

Previous **Next**

13. Additional facilities can be added if needed, or if all required facilities have been requested, click the ‘Next’ button.

Business / Facility

Business / Facility	Role Name	
ADAMS FAMILY CARE HOME 252200 FCH	Provider	Add
ADAMS FAMILY CARE HOME 252632 FCH	Provider	Add
AKERS FAMILY CARE HOME FCH	Provider	Add
ATWOOD FAMILY CARE HOME FCH	Provider	Add
BAKER FAMILY CARE HOME 251442 FCH	Provider	Add

1 2 3 4 5 6 7 8 9 10 ...

Requested access

Business / Facility	Role Name	
ADAMS FAMILY CARE HOME 252200 FCH	Provider	Remove

Previous **Next**

14. Submit request.

Note: these screenshots were taken from the preproduction system; the live version of KARES will not say KARES (DEV).

Request Application Access

Select An Application Select Roles Role Prerequisites Confirm Changes

Confirm Request

Requested Application	Requested Role	Requested Action
KARES (Dev)	Provider	Add to Role

◀ Previous Submit Request

15. Request is submitted and will need to be approved by the KARES admin.

New Request My Requests

My Authorization Requests

Results 1 - 1 of 1

Date Created	Requestor	Requested	Status
10/25/2013 7:01:41 AM	test kares	test kares	Pending Action

View Details

16. On approval, email notification is sent.

test kares (test.kares),

A Request [test kares](#) was approved [Click here to see this Request](#).

You received this email because you asked for this change, or you are the supervisor of this employee. **No actions is needed.**

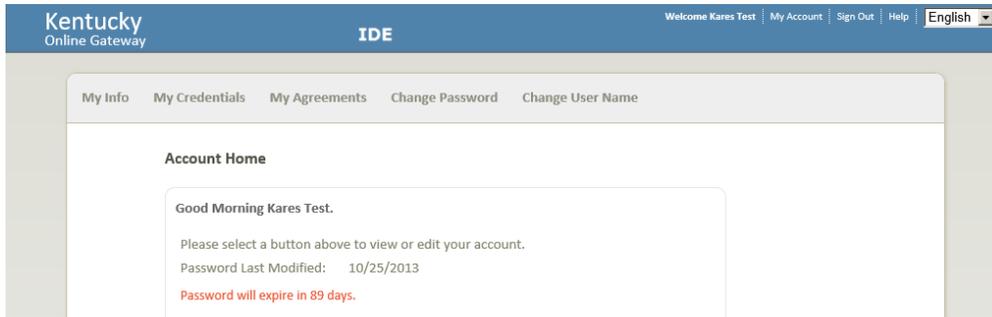
[Click here for Help Desk contact information](#)

Kentucky Self-Service Gateway

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

17. Click on **My Account** to view when the password will expire.
 - a. Update account information in **My Info**.
 - b. Change the password by clicking **Change Password**.

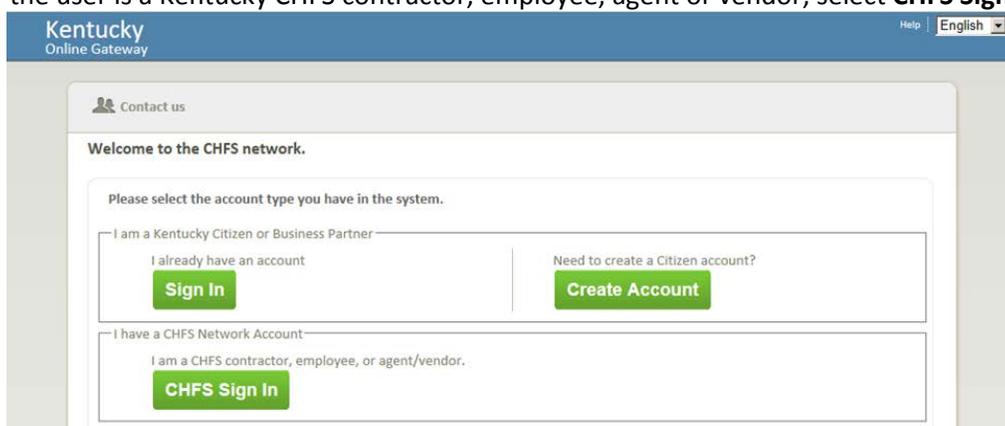


18. It is important to remember to bookmark the Kentucky Online Gateway using the following web address only: <https://kog.chfs.ky.gov/home/>
 - a. If an error is received while attempting to log into the Kentucky Online Gateway, check the web address bookmarked and replace with to <https://kog.chfs.ky.gov/home/> if necessary.

Logging into KARES

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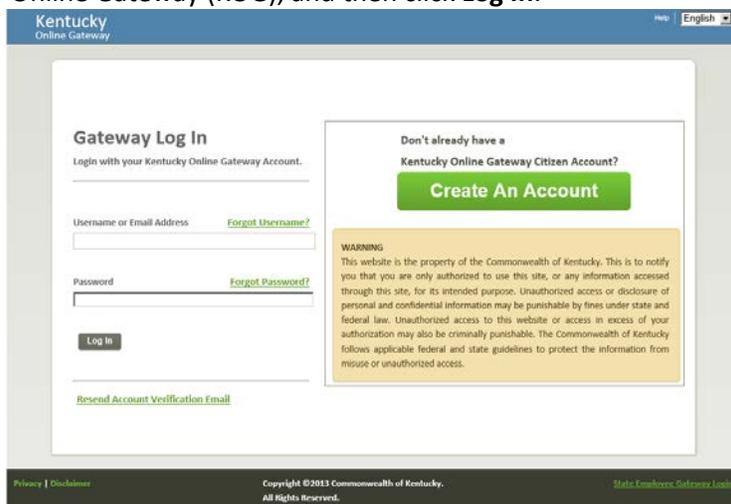
1. Access the system at the web address: <https://kog.chfs.ky.gov/home/>
The user will be taken to the Kentucky Online Gateway to log on to the KARES system.
2. When creating the bookmark for the Kentucky Online Gateway, use this web address only. If an error message is received while attempting to log on, check the bookmarked web address and replace with <https://kog.chfs.ky.gov/home/> if necessary.
3. If the user is a provider, select *I am a Kentucky Citizen or Business Partner* **Sign In**.
4. If the user is a Kentucky CHFS contractor, employee, agent or vendor; select **CHFS Sign In**.



Note: Internet Explorer version 8.0 or higher is needed for the system to run properly.

If the user has not already created a user account, the user will need to select Create Account and follow the instructions found in the Creating KARES User Account section of this guide.

5. Enter the username or email and password chosen when the user account was set up through the Kentucky Online Gateway (KOG), and then click **Log In**.

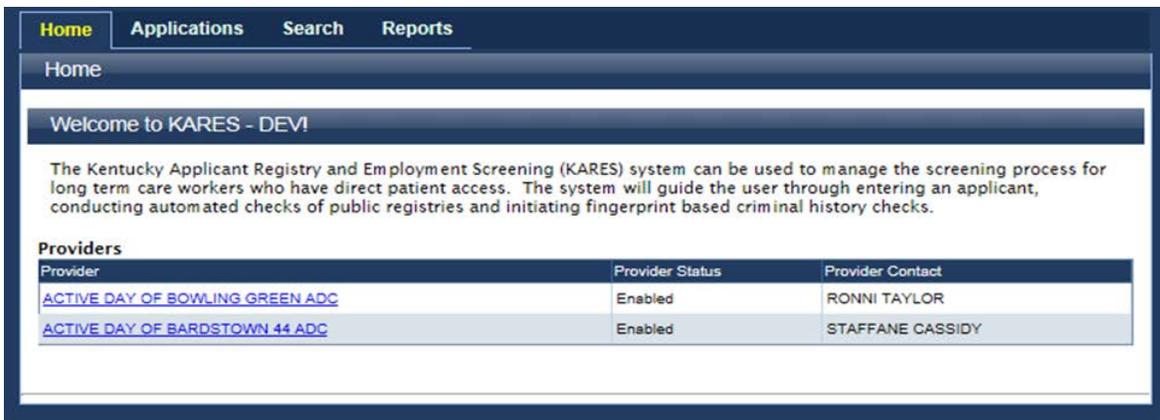


- The user will be taken to the Application screen showing a list of all applications they have been given access to. Click the link to the application desired.

Note: these screenshots were taken from the preproduction system; the live version of KARES will not say KARES (DEV).



- The username will be shown at the bottom of the screen and all approved providers for this account will be shown under the Provider column. In this example, the log on has access to multiple facilities.



Locked Out

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If the password is entered incorrectly three times, the system will automatically lock the user account. The user will not be able to log into the system for a period of 30 minutes. After the 30 minutes has lapsed the user will be able to attempt another log on.

If the password is forgotten, the process for resetting it can be started by clicking the **Forgot Password** link and submitting the password reset form. This process will send an email link to the user for validating the account by answering security questions and then allowing the user to reset the password.

If the user has problems with resetting the password, the user will need to contact the Commonwealth Services Desk at (502) 564-7576 or toll-free at (800) 372-7434.