

# KICCS PORTAL USER GUIDE

*User Guide to  
request a citizen  
(CIT) account for  
the Provider Portal*

The KICCS Provider Portal Launch Site at <https://chfs.ky.gov/agencies/dCBS/dcc/Pages/kiccsportal.aspx> will be the location given to CIT users who want to request an account. The “KICCS Provider Portal” link(s) will navigate to the Kentucky Online Gateway.

DIVISION OF CHILD CARE

## KICCS Provider Portal Launch Site

### What It Is



The [KICCS Provider Portal](#) is used by child care providers to submit billing and view documents for the Child Care Assistance Program, complete Plans of Correction for Division of Regulated Child Care and submit documentation and receive correspondence for the All STARS program.

Contact the [KICCS HelpDesk](#) for help creating an account, navigation assistance or system issues related to the Provider Portal.

Local (Frankfort): (502) 564-0104, Option 6

Toll-free: (866) 231-0003, Option 6

### All STARS

Licensed and Certified child care providers are now able to do the following using the Provider Portal:

### Announcements

Plan of Correction New Feature

Beginning August 8, 2019 child-care providers will have the ability to upload/view documents when submitting a plan of correction on the Provider Portal.

The [Uploading/Viewing Supporting Docs for POC](#) tip sheet provides additional information.

### Portal Access

[KICCS Provider Portal](#)



### Become a KICCS Portal User

- Review the [KICCS Portal User Guide](#)

To create an account:

Click blue “Create Account” button.

### 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

Complete the form. Items marked with an \* must be answered. Click the blue “Sign Up” button when the form is completed. Be sure to note email address used and password.

## 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
<input type="text"/>	<input type="text"/>	<input type="text"/>
Mobile Phone	Language Preference	
<input type="text"/>	<input type="text" value="English"/>	
* Password	* Verify Password	
<input type="text"/>	<input type="text"/>	
* E-Mail Address	* Verify E-Mail Address	
<input type="text"/>	<input type="text"/>	
Street Address 1	Street Address 2	
<input type="text"/>	<input type="text"/>	
City	State	Zip Code
<input type="text"/>	<input type="text" value="Kentucky"/>	<input type="text"/>
Question	* Answer	
<input type="text" value="In what city were you born? (Enter full name of c"/>	<input type="text"/>	
Question	* Answer	
<input type="text" value="What was the name of your first pet?"/>	<input type="text"/>	

Cancel

Sign Up



A message will be displayed that informs that the request is pending email verification.

## Please complete your Kentucky Online Gateway Profile

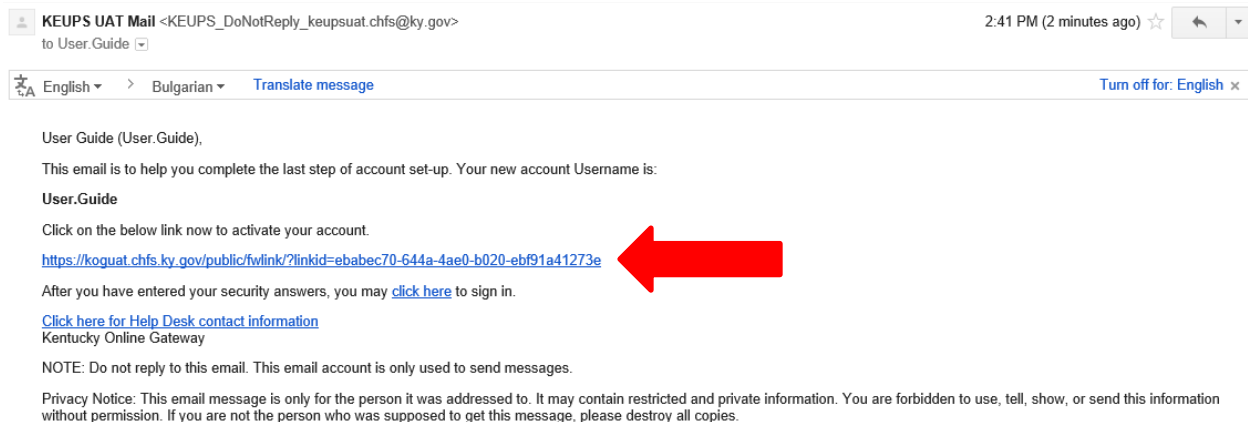
### YOU HAVE 4 HOURS TO COMPLETE THE PROCESS

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

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

**SIGN IN**

Locate email from Kentucky Online Gateway and click on the link provided to verify the account.



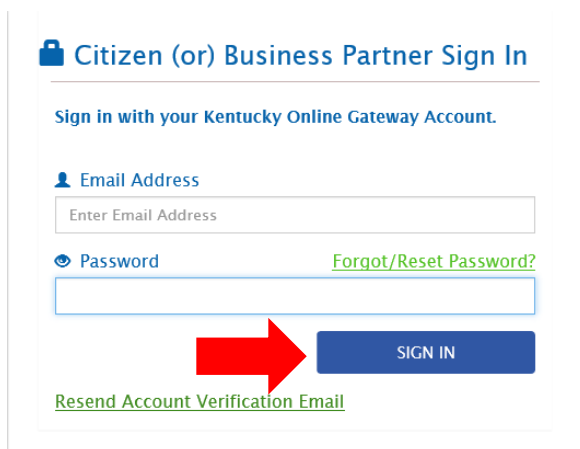
Click the blue “Continue to Logon” button.

## Validate New Account

✔ Click on the button below to login now and complete the final step of the account creation process.

**Continue to Logon**

Enter email address and password. Click the blue “Sign In” button.



**Citizen (or) Business Partner Sign In**

Sign in with your Kentucky Online Gateway Account.

**Email Address**  
Enter Email Address

**Password** [Forgot/Reset Password?](#)

**SIGN IN**

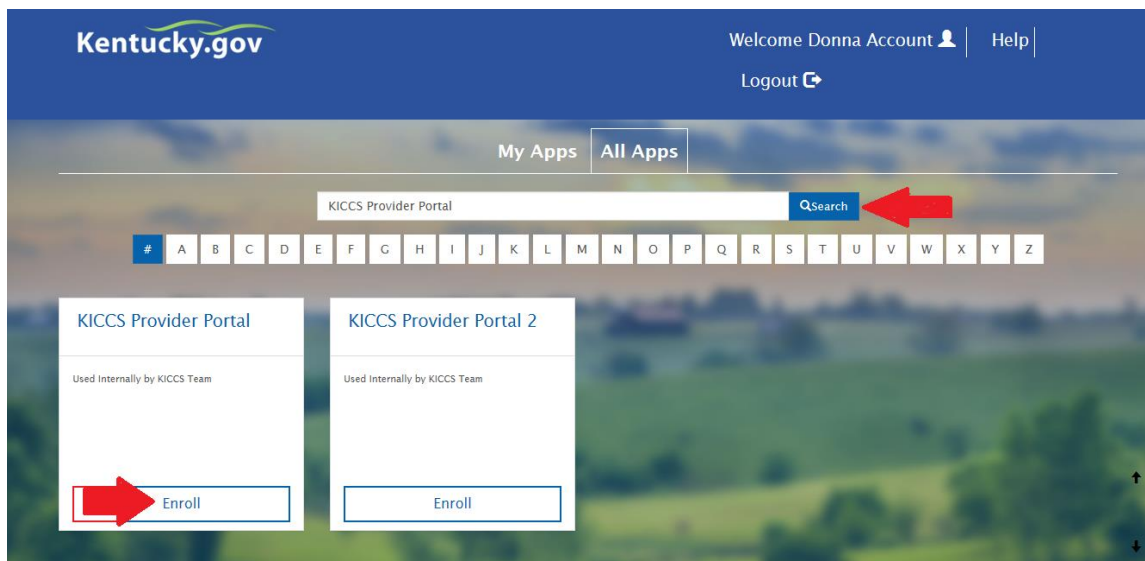
[Resend Account Verification Email](#)

#### WARNING

This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

[Don't already have a Kentucky Online Gateway Citizen Account?](#)

Search for the KICCS Provider Portal. Then click “Enroll.”



**Kentucky.gov** Welcome Donna Account | Help | Logout

My Apps All Apps

KICCS Provider Portal **QSearch**

# A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

**KICCS Provider Portal**  
Used Internally by KICCS Team  
**Enroll**

**KICCS Provider Portal 2**  
Used Internally by KICCS Team  
**Enroll**

Child-care providers should choose as many roles as needed from “provider roles” (Print\_PBF, Print\_Remittance, Process\_Prov\_ren\_Chng\_CMP\_POC, Save\_PBF, Send\_PBF, View\_PBF, and ALL STARS).

QEI staff should choose Technical\_Notes\_Assistance.

Users that choose from the “provider roles” will not be able to choose Technical\_Notes\_Assistance. Likewise, users that choose Technical\_Notes\_Assistance will not be able to choose from the “provider roles.”


After choosing the appropriate role(s), click on the blue “Next” button.

**Available Roles**

Roles	PreRequisites	Request
Print_PBF		<input type="checkbox"/>
Print_Remittance		<input type="checkbox"/>
Process_Prov_Ren_Chng_CMP_POC		<input type="checkbox"/>
Save_PBF		<input type="checkbox"/>
Send_PBF		<input type="checkbox"/>
View_PBF		<input type="checkbox"/>
Technical_Notes_Assistance		<input type="checkbox"/>
ALL_STARS		<input type="checkbox"/>

**Current Roles**

You have not selected any roles

 [Next](#)

Complete the required credential information and click the blue “Next” button.

**Request Application Access**

☒ Select An Application

☒ Select Roles

☒ **Role Prerequisites**

☐ Confirm Changes


The roles you have requested require the following credential details to complete the request. Click Next when finished.

**Required Credentials**

**KICCS Provider Portal ALL STARS**

Enter your Legal First and Last Name:

Please enter your current Driver's License or State ID:

[Previous](#) [Next](#) 

That authorization request is displayed.

## My Authorization Requests

Results 1 - 1 of 1

Date Created	Requestor	Requested	Status	
3/21/2019 11:15:41 AM	User Guide	User Guide	Approved Pending Required Credential Verification	<a href="#">View Details</a>

You will need to fax or mail proper documentation as indicated in the section below.

An email will be sent when access to the KICCS Provider Portal has been approved.



For future access to the KICCS Provider Portal, bookmark the Provider Portal Launch Site at <https://chfs.ky.gov/agencies/dcb/dcc/Pages/kiccsportal.aspx>.

The “KICCS Provider Portal” link(s) will navigate to the Kentucky Online Gateway.

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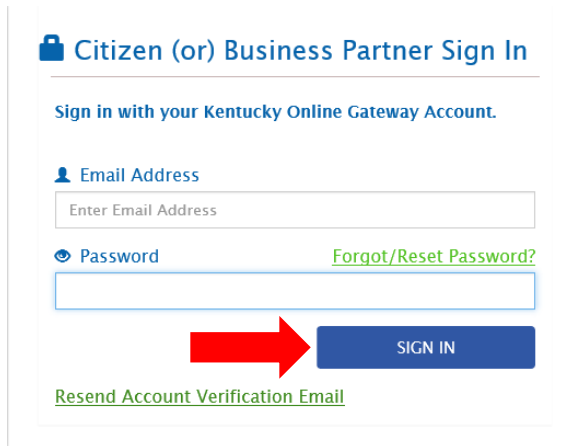
EMAIL ADDRESS

-OR-

KHRIS ID



Enter email address and password.



**Citizen (or) Business Partner Sign In**

Sign in with your Kentucky Online Gateway Account.

**Email Address**  
Enter Email Address

**Password** [Forgot/Reset Password?](#)

**SIGN IN**

[Resend Account Verification Email](#)

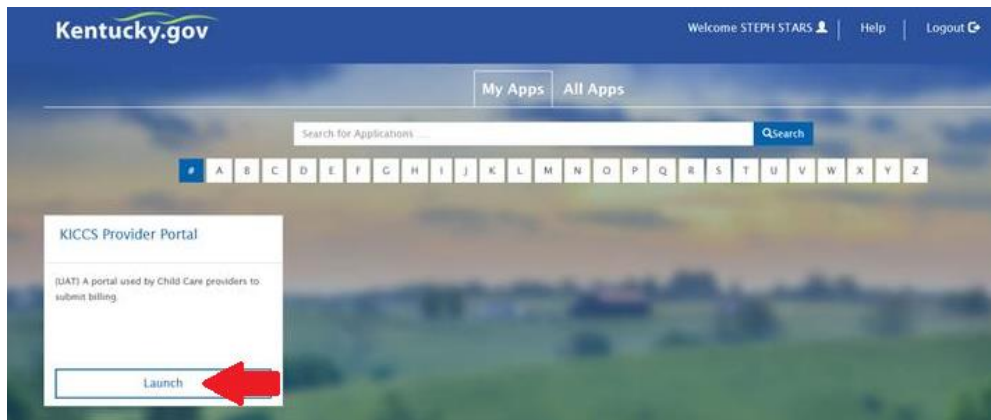
A red arrow points to the SIGN IN button.

#### WARNING

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[Don't already have a Kentucky Online Gateway Citizen Account?](#)

Click "Launch" for the KICCS Provider Portal from the "My Apps" tab.



# Documentation Required for Child Care Providers or Representatives:

- Signed User Agreement
- Copy of driver's license or photo state identification

## Documents may be sent to the Division of Child Care by:

### A. Email (Preferred Method)

**Send scanned documents by e-mail to:**

[portal.access@ky.gov](mailto:portal.access@ky.gov).

In the e-mail subject line, type New Account Request and your CLR number.

### B. Fax

Fax documents to:

Fax # 502-564-3464

ATTN: CCAP Portal Administrator

★ (Helpful Tip: Enlarge and lighten when making a copy of your driver's license or photo ID to make it more legible)

### C. Mail

Mail documents to:

Division of Child Care,  
ATTN: CCAP Portal Administrator  
274 E. Main St, 3C-F  
Frankfort, KY 40621

## Important:

***If you do not send the signed form and a copy of your driver's license, your request will be denied.***

If you need help with any step of the process, the **KICCS HelpDesk** is available by:

- Phone
  - Toll Free at (866)-231-0003 Option 6
  - Local Call at (502) 564-0104 Option 6
- Email
  - [CHFS.KICCSHelpDesk@ky.gov](mailto:CHFS.KICCSHelpDesk@ky.gov)

## Documentation Required for QEI Staff:

- Signed User Agreement
- Copy of University of Kentucky photo ID

### Documents may be sent to the Division of Child Care by:

#### D. Email (Preferred Method)

##### **Send scanned documents by e-mail to:**

[portal.access@ky.gov](mailto:portal.access@ky.gov).

In the e-mail subject line, type New Account Request and ATTN All STARS ADMIN.

#### E. Fax

Fax documents to:

Fax # 502-564-3464

ATTN: All STARS Administrator

★ *(Helpful Tip: Enlarge and lighten when making a copy of your U of KY ID to make it more legible)*

#### F. Mail

Mail documents to:

Division of Child Care,  
ATTN: All STARS Administrator  
274 E. Main St, 3C-F  
Frankfort, KY 40621

**Important:** Once your request is approved, you will receive an email from an All STARS Administrator.

If you need help with any step of the process, the **KICCS HelpDesk** is available by:

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  - Toll Free at (866)-231-0003 Option 6
  - Local Call at (502) 564-0104 Option 6
- Email
  - [CHFS.KICCSHelpDesk@ky.gov](mailto:CHFS.KICCSHelpDesk@ky.gov)