Quick Look at **Adding or Removing Staff**

Use this Quick Look Guide to learn how to add, edit or remove staff members to **kynect resources**.
In this Guide, you will learn how to add staff in kynect resources, as well as how to edit and maintain accounts for staff. Begin by logging in to kynect resources. The Referral Inbox is the starting page upon log in.
To Add Staff, click the Staff link in My Workspace
The **Team** screen displays the staff members, if any, who have been previous added.

To add a new staff member, click the **Add User** action button.
On the Team Member Details screen, enter the Contact information for the staff member.

### Tips:
- Use the correct spelling of Names
- Use the employee’s organization email
- Use the best Phone Number to contact the member if needed
Next, in the **User Details** fields, select the **Primary Location** for the staff member.
Select the **Permissions** level for the staff member then click **Save**.

**Adding Staff**

The **staff role** can:
- Create referrals
- Respond to referrals
- Search for residents and view resident detail or OneView screen
- View organization Dashboard
- Create Favorites list of organizations

The **admin role** has access to all staff level functionality plus:
- Admin users can add and edit staff
- Manage and edit the organizations profile
- Add and edit resources offered

**Note:** There is no limit for the number of staff members that may be added. It is recommended to have more than one Admin, if possible, to allow for continuity during unexpected staff changes.
**Adding Staff**

**Kynect Resources** will send a Welcome email to the added staff member with next steps to complete Onboarding.

**Important Note:** Users with an existing Kentucky Online Gateway (KOG) account MUST use the link specified in the Welcome email message. This assigns the correct role in **Kynect Resources** and adds the Resources Community Portal widget to the KOG homepage.

The link is **time sensitive**. Onboarding steps must be completed within 24 hours of clicking the link.

Ask staff member to check their spam folder if they do not receive the email.

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Hello Pat Fernandez,

Welcome to **Kynect Resources**! You are now able to complete the remainder of the onboarding process.

Click [here](#) to start the Kentucky Online Gateway (KOG) registration for the first time. If you already have a KOG account, please log-in to that account [here](#).

This is a time sensitive link, so please complete these steps within 24 hours of clicking the link.

Please note that you will be asked to confirm your identity via individual specific questions generated by the system. This step ensures access security and is confidential. Verifying your identity is a required step to complete your onboarding to kynect resources. The information is secure and not used for any other purposes.
To edit **Team Member Details** or to remove staff access, navigate to the **Staff** link in My Workspace.
Use the drop-down arrow in the **View** column for the selected Team member and click **Edit**.
In the User Details section, use the drop-down arrows to assign a different Primary Location, change Permissions level, or Status.
When a Staff member with existing Staff Permissions needs to be changed to Admin Permissions, the member must first be deactivated by the Admin using the Status field.

The Admin may then Add User and assigned the Admin Permissions.
Edit or Remove Staff

Click Save to apply the changes or edits.
Thank you

For additional support, please use the Help section in kynect resources or email kynectresources@ky.gov