

The Commonwealth of Kentucky



kynect
benefits

Quick Reference Guide
Manual ID Proofing and Next Steps





This Quick Reference Guide is designed to help users complete the necessary steps for Manual Identity Proofing to verify the identity of users with KOG Accounts that have previously failed the Remote Identity Proofing process.

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Manual ID Proofing Overview

Personally Identifiable Information (PII) is extremely important. It is critical for kynectors to verify the identity of individuals they are assisting. Individuals typically verify their identity by completing the Experian Identity Proofing process during the User Verification steps in KOG. If an individual is unable to verify their identity offline through Experian, then they must go through the Manual ID Proofing process.



Please Note: This is different than reviewing a photo ID in person which is for Remote Identity Proofing (RIDP). The RIDP is only done by the Department for Community Based Services.

kynectors may use the following Manual ID Proofing steps to assist the Resident that must go through the process.

Items Needed to Complete Manual ID Proofing Request

1. Obtain a copy of a photo ID or one of the acceptable forms of ID.
2. Gather Contact Information.
3. Gather KOG Account information.
4. Fax a signed written statement by a supervisor to 502-564-0039 with "Request manual identity proofing" in the subject line.

The Department of Medicaid Services (DMS) office staff may contact the individual and/or supervisor for additional information before approval. This process is only available to kynectors and Certified Application Counselor agencies only. Please allow 2-3 business days for the process to be completed.

After completing the manual Identity proofing kynectors may continue with the individual's application. Individuals that forget their KOG username and password may use the [Forgot Username?](#) and [Forgot Password?](#) links on the KOG Login screen

kynectors should complete the form below to complete a Manual ID Proofing Request:



Fax Cover Sheet

Manual ID Request

Date:

Pages (including cover):

Attention: DMS.IDProofing@ky.gov

kynector name:

kynector Phone Number:

kynector Email:

Individual ID Proof Information

Individual Name as it appears on KOG:

Individual Username as it appears on KOG:

Individual email address as it appears on KOG:

Documentation attached:

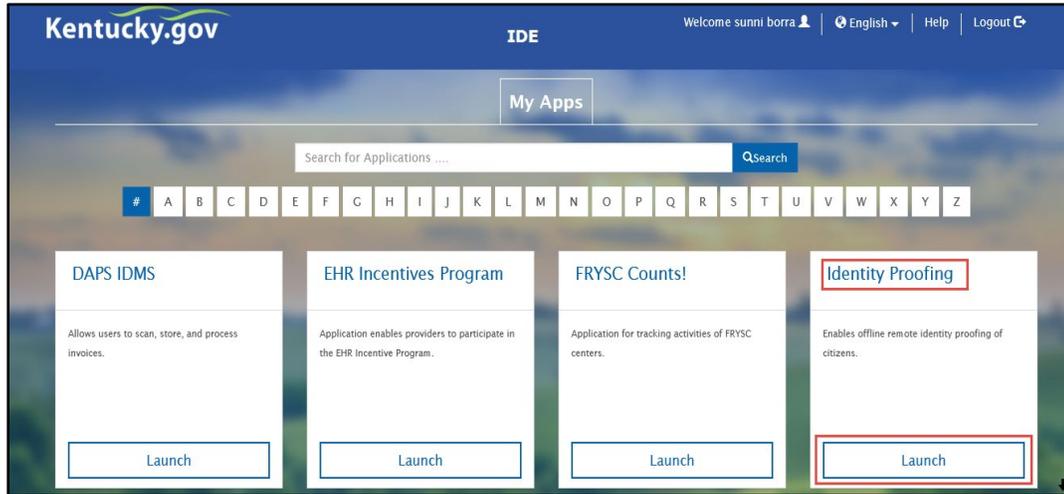
- | | |
|--|---|
| <input type="checkbox"/> School issued Nn | <input type="checkbox"/> Permanent Resident Card (Form I-551) |
| <input type="checkbox"/> Birth Certificate | <input type="checkbox"/> Social Security Card |
| <input type="checkbox"/> Canadian Driver's license | <input type="checkbox"/> State issued photo ID card (i.e. Driver's license) |
| <input type="checkbox"/> Foreign Passport | <input type="checkbox"/> U.S. Citizen ID card (Form I-197) |
| <input type="checkbox"/> Government issued photo ID card | <input type="checkbox"/> U.S. Military card or draft record |
| <input type="checkbox"/> Identification Card for Use of Resident Citizen in the United States (Form I-179) | <input type="checkbox"/> U.S. Passport or U.S. Passport Card |
| <input type="checkbox"/> Military dependent's ID card | <input type="checkbox"/> Voter's registration card |
| <input type="checkbox"/> Native American tribal document | <input type="checkbox"/> Other |

Signature of kynector:

Below are the steps to update a KOG Account to indicate that Manual ID Proofing was completed in person.

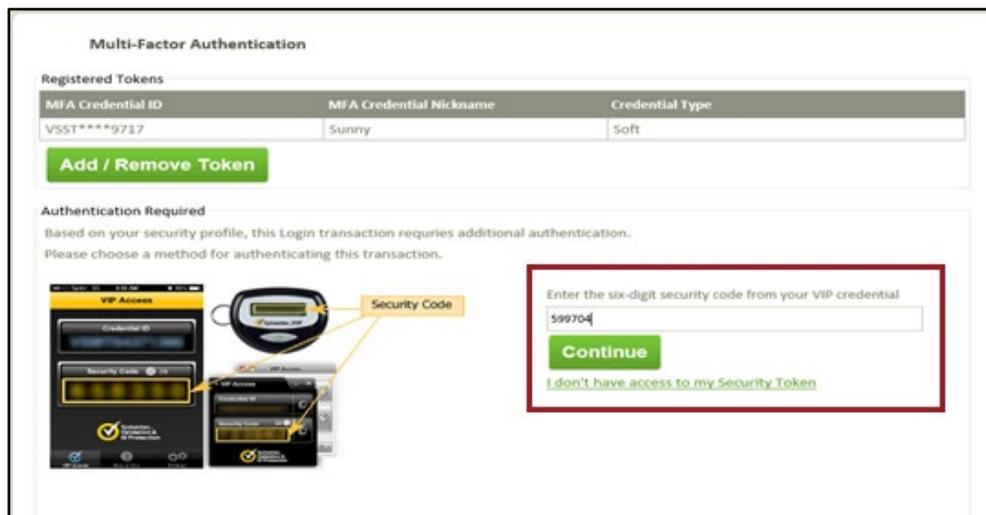
Steps to Update a KOG Account to Indicate Manual ID Proofing

1. Log into Kentucky Online Gateway (KOG) account and click “Launch” under the Identity Proofing application.



 **Please Note:** Once the user clicks on the Identity Proofing tile, then they will be redirected to Multi-Factor Authentication page, where user will need to enter the Security Code. See the MFA token QRG for more details.

2. Enter credentials and click “Continue” to complete the Complete the Multi-Factor Authentication process and navigate to the In-Person Identity Proofing for KOG Accounts” screen.





3. Click “ID Proof KOG Account”.

In-Person Identity Proofing for KOG Accounts

Used for:

- Verifying the identity of users with KOG Accounts that have previously failed Remote Identity Proofing using Out of Wallet Questions.

Get Started:

This tool is used to update a user’s Kentucky Online Gateway account to indicate that ID Proofing has been performed manually. Do not use this tool to verify the identity of a user who failed ID proofing over the telephone.

ID Proof KOG Account

4. The system navigates to the Manual ID Proof page. Search for the user with First Name, Last Name, Username, or Email.

5. Click “Select” to pick a user.

Manual ID Proof:

Enter the user's first name, last name, username, or email address and click Search.

Search for a user:

Results 1 - 1 of 1

UPN	Last Name	First Name	Email
manualid.proof@externalide.id	Proof	ManualID	ManualID.Proof@keups.net

6. Once a user is selected, there is a list of options below. Complete each of the following sections.

- User being Proofed
- First and Last name of person who verified user's identity
- Authorized By
- Application (drop down feature)

Manual ID Proof: sunny.borra@cit.ky.gov

* User being Proofed sunny.borra@cit.ky.gov

* First and Last name of person who verified users identity Sunny Borra

* Authorized By sunni.borra@ky.gov

* Application Self Service Portal

* Select the Prerequisite Evidence method used for Proofing

<input checked="" type="checkbox"/> U.S. Passport or U.S. Passport Card	<input type="checkbox"/> Military dependent's ID card
<input type="checkbox"/> Permanent Resident Card (Form I-551)	<input type="checkbox"/> Native American tribal document
<input type="checkbox"/> Foreign Passport	<input type="checkbox"/> Canadian Driver's license
<input type="checkbox"/> State issued photo ID card (i.e. Driver's license)	<input type="checkbox"/> U.S. Citizen ID card (Form I-197)
<input type="checkbox"/> Government issued photo ID card	<input type="checkbox"/> Identification Card for Use of Resident Citizen in the United States (Form I-179)
<input type="checkbox"/> School issued photo ID card	<input type="checkbox"/> Social Security Card
<input type="checkbox"/> Voter's registration card	<input checked="" type="checkbox"/> Birth Certificate
<input type="checkbox"/> U.S. Military card or draft record	<input type="checkbox"/> Other

Cancel **Submit**

7. Once all the information is entered, then select the "Prerequisite Evidence method used for Proofing" from available options.

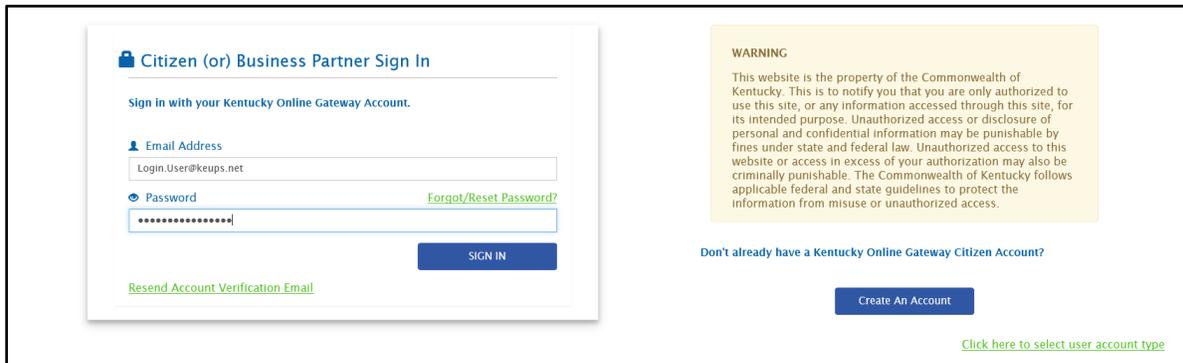
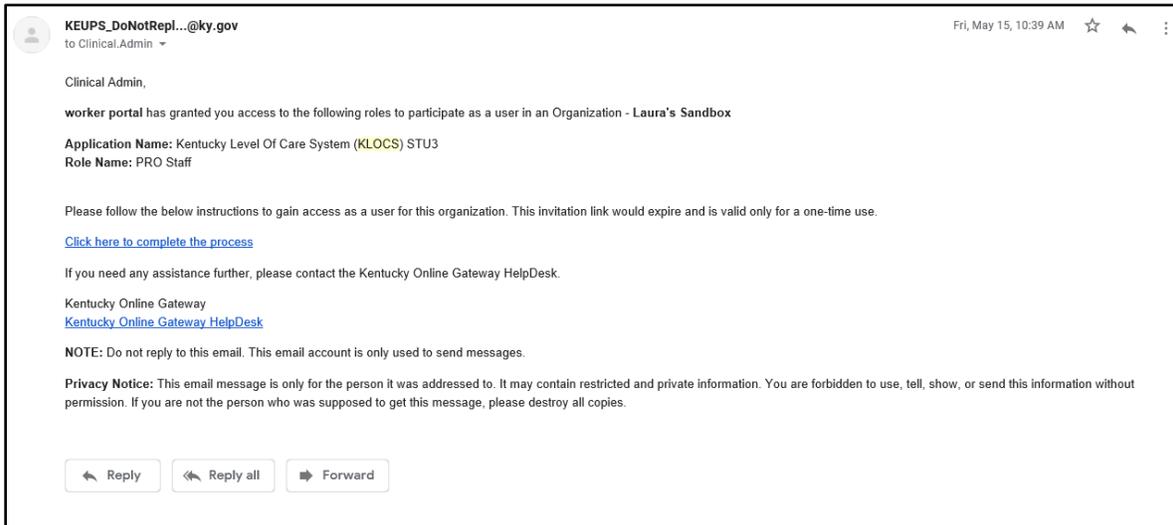


Please Note: Prerequisite evidence methods are driven from the application that was selected and it can be configured.

8. Click "Submit" after verifying the documents that were provided. At this movement, there is success message that appears to verify that the user has successfully ID Proofed.

Next Steps

After successfully ID Proofed, the user needs to go back to the invitation that they received initially to complete the onboarding process and click the same link and login to KOG to get the role.



Individuals that forget their KOG username and password may use the Forgot Username? and Forgot Password? links on the KOG Login screen.