

The Commonwealth of Kentucky



kynect
benefits

Quick Reference Guide
kynector Browser Set Up





This Quick Reference Guide is designed to help kynectors and other users set up their internet browser for optimal use of kynect benefits.

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Please Note: Residents who still need help after referencing this Quick Reference Guide can call **(800) 635-2570** for additional assistance.

Web Browsing Overview

The recommended internet browsers for the optimal experience with the kynect benefits web page include:

- ✓ Google Chrome (most recommended)
- ✓ Microsoft Edge
- ✓ Mozilla Firefox
- ✓ Apple Safari

Below are the steps to make Google Chrome the default web browser on a computer.

Steps to Make Google Chrome the Default Browser (Windows)

1. Click the "Start menu" icon in the bottom left of the desktop screen. The "Start Menu" icon allows users to search and find programs and files.
2. Search and select the "Control Panel".
3. Click "Programs".
4. Select "Default Programs".
5. Click "Set your default programs".
6. Click the app under "Web Browser" and select "Google Chrome" to make Google Chrome the default selection.



Please Note: Once selected, Google Chrome becomes the default web browsing option for any web page that is loaded on the computer.

Steps to Make Google Chrome the Default Browser (Mac)

1. Launch the Google Chrome application.
2. Click the menu icon at the top right of the web page tool bar.
3. Search and select the “Control Panel”.
4. Click “Programs”.
5. Select “Default Programs”.
6. Click “Set your default programs”.
7. Click the app under “Web Browser” and select “Google Chrome” to make Google Chrome the default selection.



Please Note: The default web browser should be set to auto-update to ensure the website capability is kept up to date.

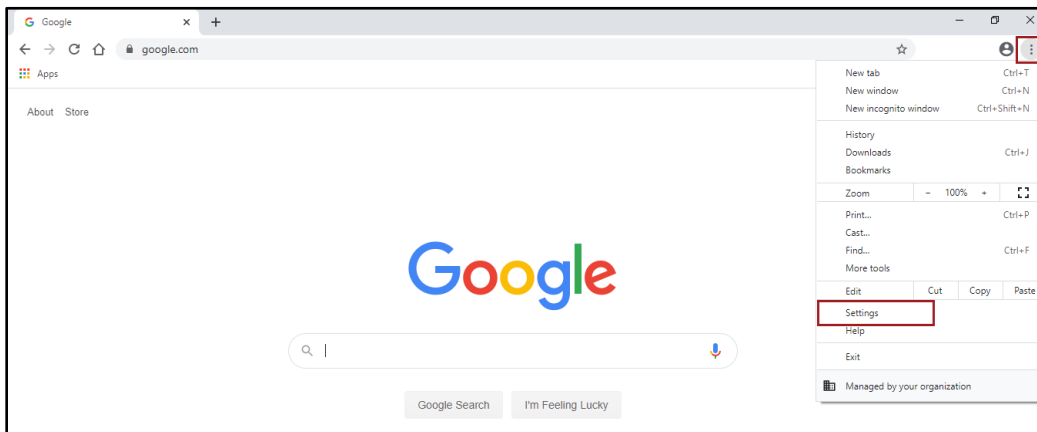
Disabling Auto-Population

kynect benefit users should disable the field auto population feature in their web browser before using kynect benefits to ensure incorrect information is not entered while completing a process in the system.

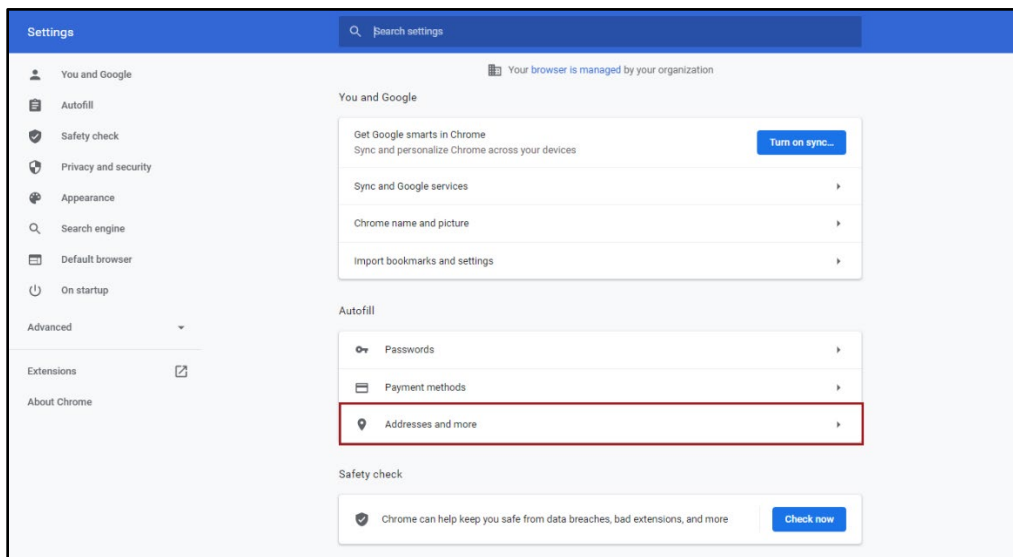
Below are the steps to disable Auto-Population in Google Chrome.

Steps to Disable Auto-Population in Chrome

1. Click the menu icon at the top right of the web page tool bar.
2. Click "Settings."



3. Scroll down to the Autofill section and click on "Addresses and More."



4. Turn Autofill off by clicking the toggle switch next to “Save and Fill Addresses”.

