

Agent Onboarding FAQ

Q: Why am I getting an error message from the Experian identity proofing page?

A: Your identity could not be successfully verified online. You will need to use the reference # provided in the message and contact Experian to be verified by phone

Q: I called Experian and verified my identity by phone; why am I still getting an error message from kynect that says to call Experian?

A: There is a known issue with the verification data being passed from Experian to the KHBE. You will need to email us and provide your Experian reference # that was provided in the error message along with your **First Name**, **Last Name** and **Username** in order for us to attempt a manual data fix. Please understand that due to the high volume of requests, you may not receive an immediate response. Rest assured, however, that we are working to address these issues as quickly as possible and that we will respond to you in a responsible and timely manner. Thank you for your patience.

Q: Why is the KHBE portal saying that I am not a licensed agent?

A: Several factors could be the root cause, but the most common are incorrectly entering the DOI license number or Social Security number.

Q: I received an account verification email, but the link in the message doesn't work or displays an error, what do I do?

A: Copy the verification link and paste the URL into your browser, then click enter. You should be directed to the correct page

Q: When I log in to the Online Gateway, why am I landing on a page for access to SNAP?

A: You have not successfully created an account with an Agent role associated with it. To create an account with an Agent role associated, follow these steps:

- Go to the main KHBE website at www.kynect.ky.gov
- Click the Agents tab
- Click the "Let's Get Started" link
- Sign in using the username and password you created at the very beginning of the account creation process.

Do not create a new account. You should be navigated through the remaining screens to finalize your account.

Q: I created a citizen account to view the available benefits, and now I can't delete the application or register as an agent, what do I do?

A: When attempting to view benefits, please use the Pre-screening portion of the Self Service portal. If you create a citizen account, then your email address is associated with that role. Each email address can only be associated with one role. You will need to use a different email address to create your agent

account. Also, you cannot delete an application once it has been started; applications are purged after 60 days.