KARES User Account Creation and System Access

Kentucky Applicant Registry and Employment Screening System (KARES) has been developed to assist long-term care (LTC) providers perform registry checks and process fingerprint-based background checks in an efficient and effective manner, as required by the National Background Check Regulation 906 KAR 1:190.

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Creating a KARES User Account

Before using KARES, a Kentucky Online Gateway (KOG) user account will be needed. Some users will already have a KOG account, most will not. Any user who has a KY.gov email account will need to contact the KARES Helpdesk prior to creating the KOG account. For those who do not have an email address ending in KY.gov follow the steps below:

1. Go to https://kog.chfs.ky.gov/home/ and click on the 'Create Account' button.

2. Complete the profile form and submit.

Please complete your Kentucky Online Gateway Profile

Please fill out the form below and click Submit when finished.

All fields with * are required.

* First Name	
Middle Name	
* Last Name	
* Username	
* Password	
* Verify Password	
* E-Mail Address	
* Verify E-Mail Address	
Telephone	
Extension	
Street Address 1	
Street Address 2	
City	
State	Kentucky
Zip Code	
Language Preference	English
Question	In what city were you born? (Enter full name of city only)
* Answer	
Question	What was the name of your first pet?
* Answer	

Submit   Cancel

3. Email verification will be sent to the user. Click this link <u>only</u> if the user **did not** receive an email.

Please complete your Kentucky Online Gateway Profile

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 no email was received click here.

4. Go to the email account specified and click on the link provided in email to activate the user account.

test kares (test.kares),

This email is to help you complete the last step of account set-up. Your new Citizen account Username is:

test.kares

Click on the below link now, to activate your account.

https://kogideinternal.chfsinet.ky.gov/public/fwlink/?linkid=f9f9001e-0504-45c2-8e21-ba2c1ab9ac2d

After you have entered your security answers, you may Click here to sign in.

Click here for Help Desk contact information
Kentucky Online Gateway

NOTE: Do not reply to this email. This email account is only used to send messages.

5. Activation will require the user to answer two security questions.

    Validate New Account

    To verify your identity, please answer the following security question(s).

    Question   In what city were you born? (Enter full name of city only)
    *Answer   [   ]
    Question   What was the name of your first pet?
    *Answer   [   ]

    Verify Account

6. Activation completed.

    Validate New Account

    ┌─ Success ──┐
    │ Your account was successfully created. Please click HERE to access Kentucky Online Gateway and request additional │
    │ access.   │
    └──┘

7. Click on **Sign In** button to login using the newly created **Kentucky Citizen** account.

    Kentucky
    Online Gateway   Help   English ▼

    👥 Contact us

    Welcome to the CHFS network.

    Please select the account type you have in the system.

    ┌─ I am a Kentucky Citizen or Business Partner ─────────────────────────────┐
    │ I already have an account   Need to create a Citizen account?   │
    │ **Sign In**   **Create Account**   │
    └──┘
    ┌─ I have a CHFS Network Account ───┐
    │ I am a CHFS contractor, employee, or agent/vendor.   │
    │ **CHFS Sign In**   │
    └──┘

8. Once logged on, click on **Request Access to another application** link at the bottom. In most
    cases the Application Name field will be empty under the "Your Application" Menu.

    test kares, Welcome to Kentucky Online Gateway

    Your Applications

    These are the applications you have been granted access to. Need to access a different application? [Request access here].

Application Name
SNAP Web Portal
Supplemental Nutrition Assistance Program (Formerly Food Stamps)

    > Request Access to another application.

9. Type KARES in the search filed and search for the KARES application, then click **Select** button.

   Note: these screenshots were taken from the preproduction system; the live version of KARES will not say KARES (TEST). Do not type "KARES (TEST)" in the search field.

10. Select the facility type and click search to find the correct facility. Additional search criteria can be entered to narrow down the results.

11. Select the facility and click 'Add'.

12. Additional facilities can be added if needed. To move forward, click the 'Next' button.

13. Submit request.

Note: these screenshots were taken from the preproduction system; the live version of KARES will not say KARES (DEV).

14. Request is submitted and will need to be approved by the KARES admin.

15. On approval, email notification is sent to the user. No action is needed from this notification.

test kares (test.kares),

A Request test kares was approved Click here to see this Request.

You received this email because you asked for this change, or you are the supervisor of this employee. No actions is needed.

Click here for Help Desk contact information
Kentucky Self-Service Gateway

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.
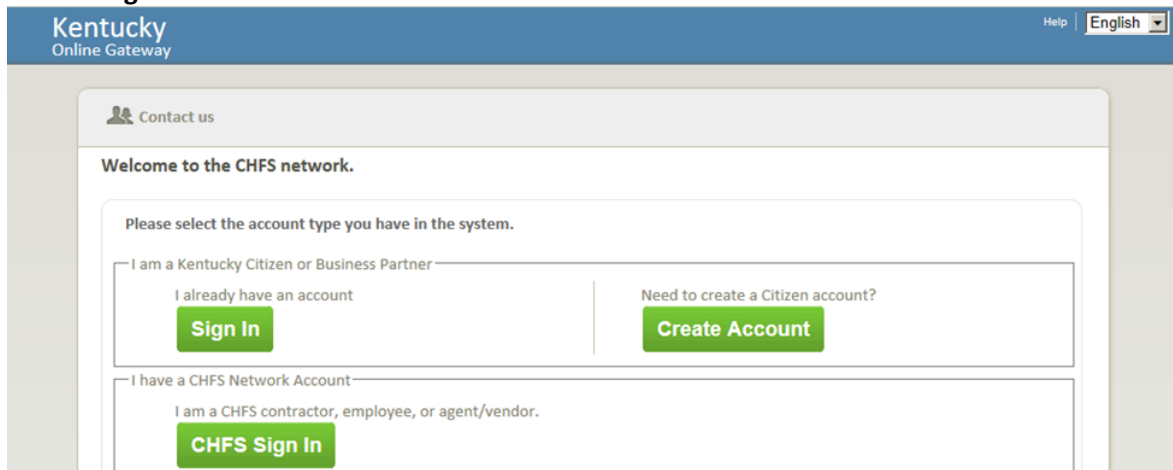
16. To access the Kentucky Online Gateway and view your list of applications, use the same link used to create the account:
    a. https://kog.chfs.ky.gov/home/
    b. From here you can view your Kentucky Online Gateway account settings.

Logging into KARES

1. Access the system at the web address: https://kog.chfs.ky.gov/home/
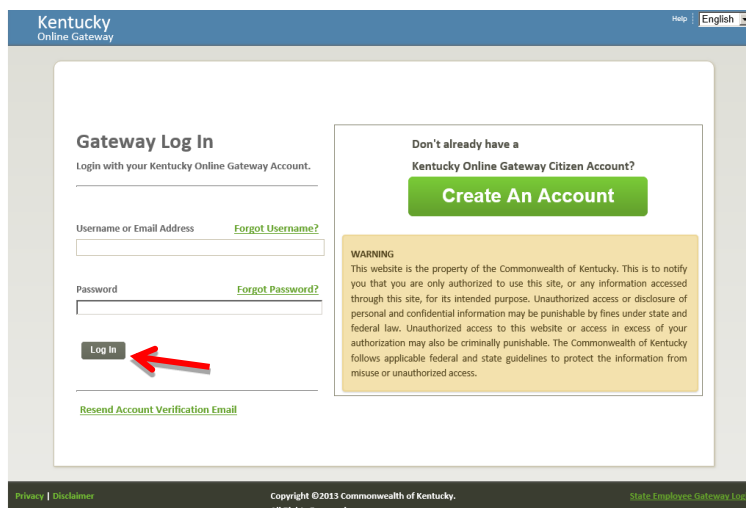   The user will be taken to the Kentucky Online Gateway to log on to the KARES system.

2. If the user is a Kentucky Cabinet for Health and Family Services contractor, employee, agent or vendor; select **CHFS Sign** In

3. If the user is a provider and not a CHFS entity, select *I am a Kentucky Citizen or Business Partner* **Sign In**.
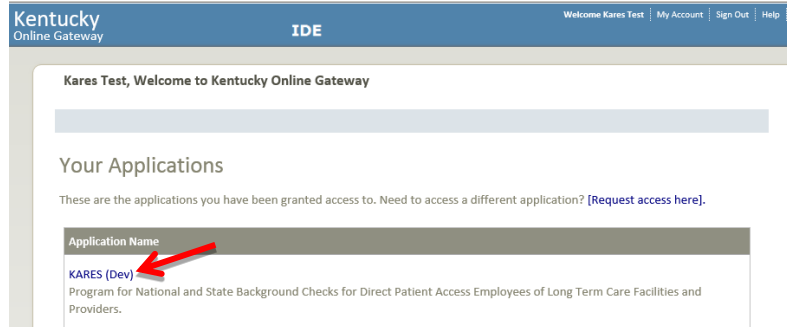

Note: Internet Explorer version 8.0 or higher is needed for the system to run properly.

If the user has not already created a user account, the user will need to select Create Account and follow the instructions found in the Creating KARES User Account section of this guide.
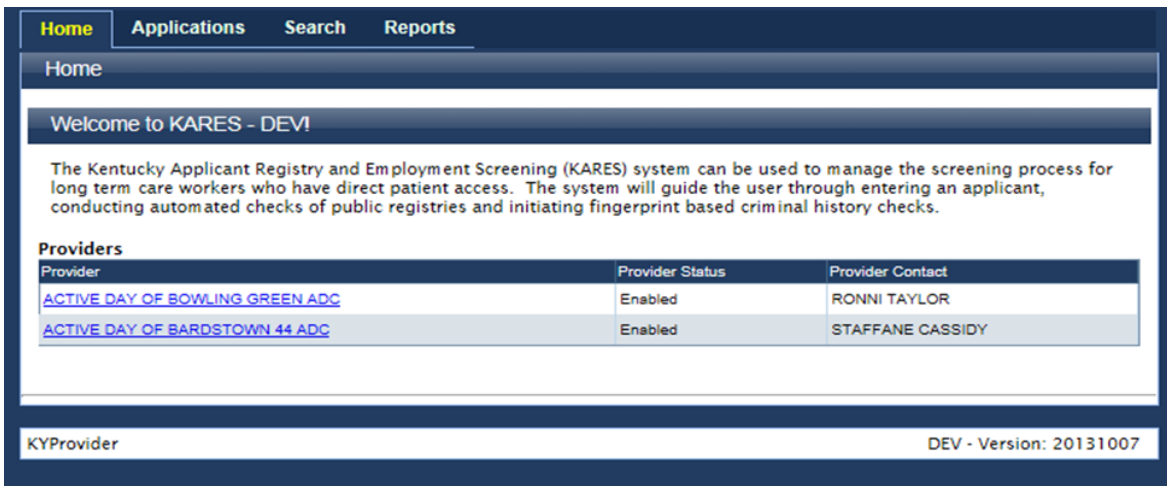
4. Enter the username or email and password chosen when the user account was set up through the Kentucky Online Gateway (KOG), and then click **Log In**.

5. The user will be taken to the Application screen showing a list of all applications they have been given access to. Click the link to the application desired.

    Note: these screenshots were taken from the preproduction system; the live version of KARES will not say KARES (DEV).

6. The username will be shown at the bottom of the screen and all approved providers for this account will be shown under the Provider column.   In this example, the log on has access to multiple facilities.
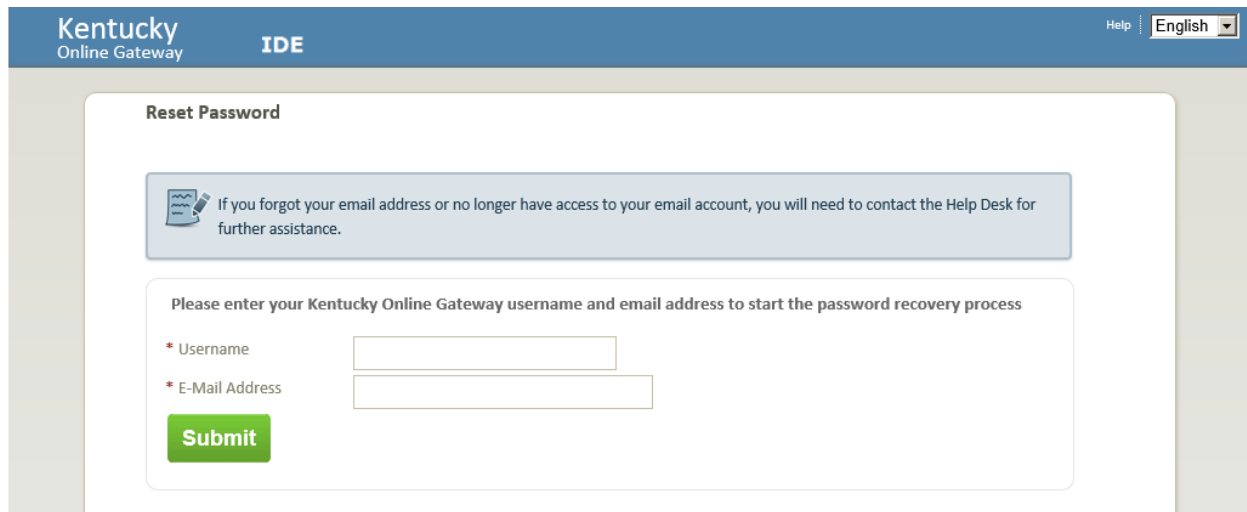
Locked Out

If the password is entered incorrectly three times, the system will automatically lock the account out on the fourth incorrect attempt.   After four incorrect password attempts and the account become locked, the user will not be able to log into the system for a period of 30 minutes. After the 30 minutes has lapsed the user will be able to attempt another log on.

If the password is forgotten, the process for resetting it can be started by clicking the **Forgot Password** link and submitting the password reset form. This process will send an email link to the user for validating the account by answering security questions and then allowing the user to reset the password.

If the user has problems with resetting the password, the user will need to contact the Security Helpdesk at (502) 564-0104, option 2.