

Ensure user is on the KHRIS Welcome Page: <https://KHRIS.ky.gov>

Forgot/Don't Know KHRIS User ID:

1. Click **Forgot KHRIS User ID**.
2. Enter **WORK email** address.
3. Click **Validate**.
4. An email will be sent to User along with instructions on how to reset their password as long as a valid Work Email address is on file for the user.

KHRIS ESS User Log In/Password Self Reset:

1. Click the **Forgot/Reset Password or New User** link. *Remind users they can use these tools at any time, but can only reset their password up to three times per day during open enrollment and once per day during the rest of the year.*
2. **KHRIS User ID** – Type your KHRIS User ID.
3. Click **Validate**.
4. If you have asked that a passcode be added to your account for additional security, you must enter it here.

Enter your passcode:

*Enter your passcode:

5. For security purposes, everyone must provide the following information: *Last Name, Zip Code, Date of Birth, and Social Security Number.*
6. Click **Authenticate**.
7. If your information has been validated, two fields labeled New Password and Confirm Password are displayed. Type what you want your password to be in these fields making sure what you type in both fields matches.

Enter Your New Password

New Password: *
Confirm Password: *

8. Click **Save**.
9. A confirmation message is displayed onscreen.

New Password

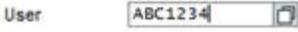
 **Your password has been successfully changed.**

Reminder, your password is case sensitive.

Return to KHRIS Logon

10. Click **Return to KHRIS Logon**.
11. You will be returned to the login page where you can login with your KHRIS ID and the password you just created.
12. If this is the first time you have used KHRIS this year, read the User Agreement, type your full name and click **I AGREE**.
13. Click **ENROLL NOW** to begin the process to elect coverage for 2015.

Resetting User Password with the KHRIS portal

1. Log into the portal by going to <https://khris.ky.gov> and enter your user ID and password.
2. Click the Password Reset link folder icon towards the top of the screen to be taken to the **User Maintenance: Initial Screen**.
3. If the user knows his User ID, enter it in the **User** field , click the **Display** button and skip to Step 5 below.
4. If the user does not know his ID, use the Match Code next to the **User** field to look up the user by his first and last name and determine his KHRIS User ID.



- a. Verify that you are using the **Users by Logon Data and Accounting Number** tab.
 - b. Verify last four digits of the user's SSN then give the user his ID number:

User Name	Last name	First name	Account no.
XJP0244	DOE	JANNY	***-**-2098
 - c. Double-click the entry for the user and you will be taken back to the **User Maintenance: Initial Screen**.
 - d. Click the **Display** button to display the user's information.
5. Click the **Logon Data** tab and re-verify the user's last four digits of his social security number.
 6. Click the **Parameters** tab and verify the user's passcode if the **Z_PASSCODE** parameter is listed for this user.
 7. Click the **Back** button to be taken back to the **User Maintenance: Initial Screen**.
 8. Click the **Lock/Unlock** button to verify the account is not locked. If the account is locked, click  to unlock the account.
 - a. If a dialog box indicating that the account is locked by a system manager was displayed, **do not unlock the account / reset the password**. (See final below section for next steps.)
 9. Click the **Change Password** button to update the password.
 10. Instruct User to log in to Portal (Welcome Page) with ID and Password you gave them. Assist them in changing password if needed and walking them through the I AGREE page (refer to instructions in [KHRIS ESS User Log In](#) for reference).

OE Questions other than Password related / user is now past 'I Agree' and needs more info?

If user has questions about insurance plans, etc, please transfer the caller to DEI at **502-564-0355**

*"I can assist with password resets and logon issues but I am not qualified to answer questions on the plan options. I am going to forward you to our Department of Employee Insurance team who will be happy to assist you further. In case we get disconnected, or if you need to call back with additional questions, you can reach them by calling **1-888-581-8834**, and select **option 4** at the prompt. Thanks and have a great day!"*

*You can give the member the DEI main number and transfer them using the backdoor number, but do not give out this number **502-564-0355***

Technical Escalation Team: Unable to get the user logged in and have exhausted the Tech Script.

If user is unable to login to the KHRIS Portal, and all resolution steps provided on the Technical Support Script have been attempted, transfer the caller to the Technical Escalation Team at **502-564-2025** for additional assistance.

Please do not provide this number directly to callers and stay on the line so that confirmation of completed steps can be shared to the escalation team member.