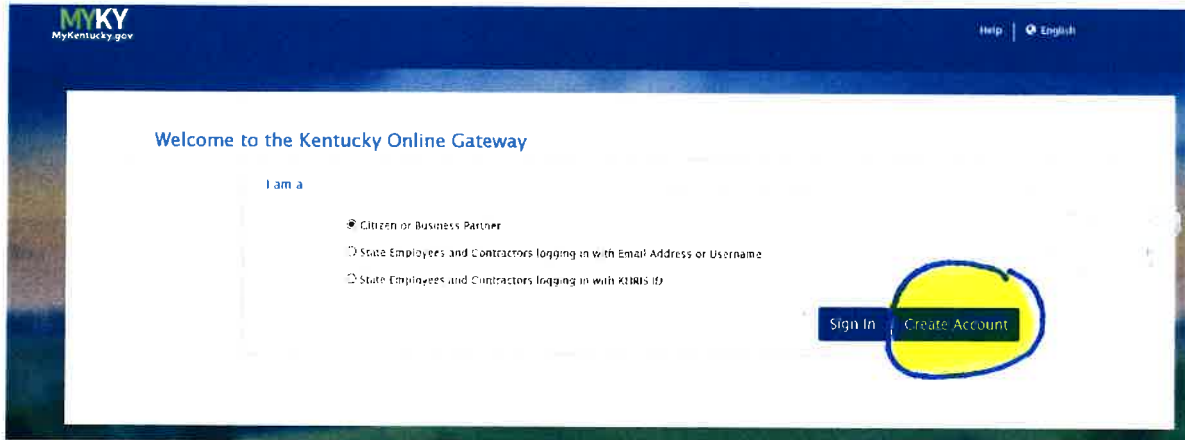


KOG Onboarding for CAN Check Requests

Open your browser and enter the following URL <https://ssointernal.chfs.ky.gov>.



Select **Citizen or Business Partner**. Click on **Create Account** button.

Please complete your Kentucky Online Gateway Profile

! If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password OR click on the Cancel button below to log into your account.

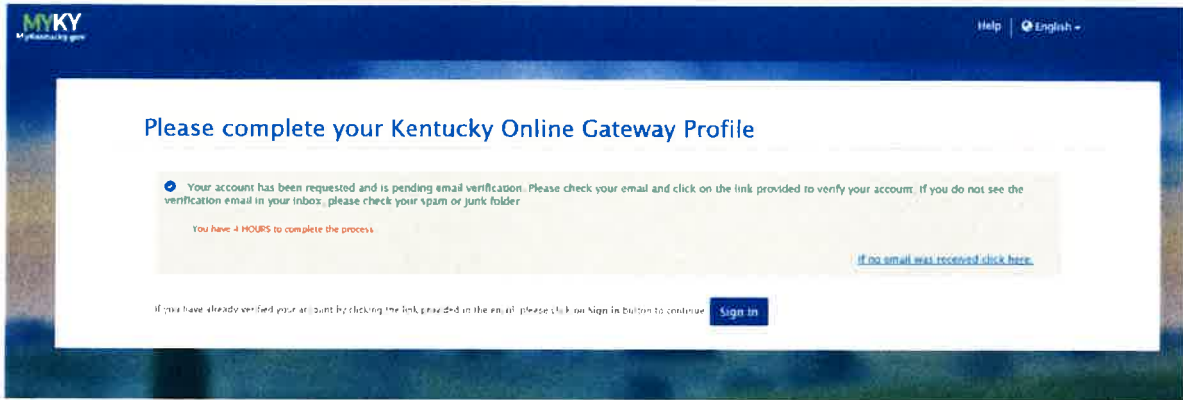
Please fill out the form below and click Sign Up when finished.
All fields with * are required.

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

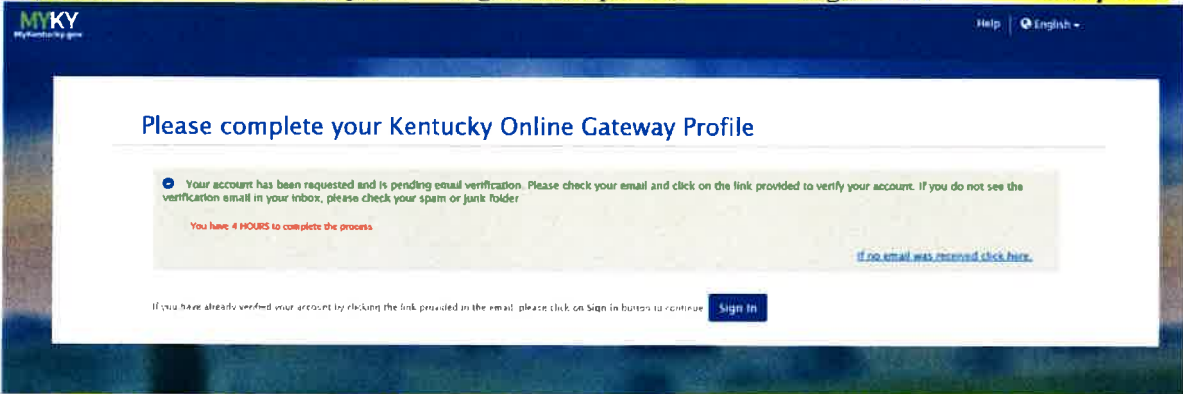
Cancel Sign Up

Enter the required information on the displayed screen and click the **Sign Up** button to complete your KOG Profile. **NOTE: The provided E-Mail address will be used for the account username.**

If you have any questions regarding the CAN check, please call Amy Padgett @859-331-1220 ext.6003



A success message is displayed if required information was submitted. An E-Mail from KOG_DoNotReply@ky.gov is automatically sent to the E-Mail address provided. **NOTE: The requestor has 4 hours to complete the registration process or a new registration must be completed.**



Access your E-Mail account and click on the activation link in the **Account Verification E-Mail** to complete validation of the requested KOG profile.

This email is to help you complete the last step of account set-up

Your Citizen account identifier: [REDACTED]

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

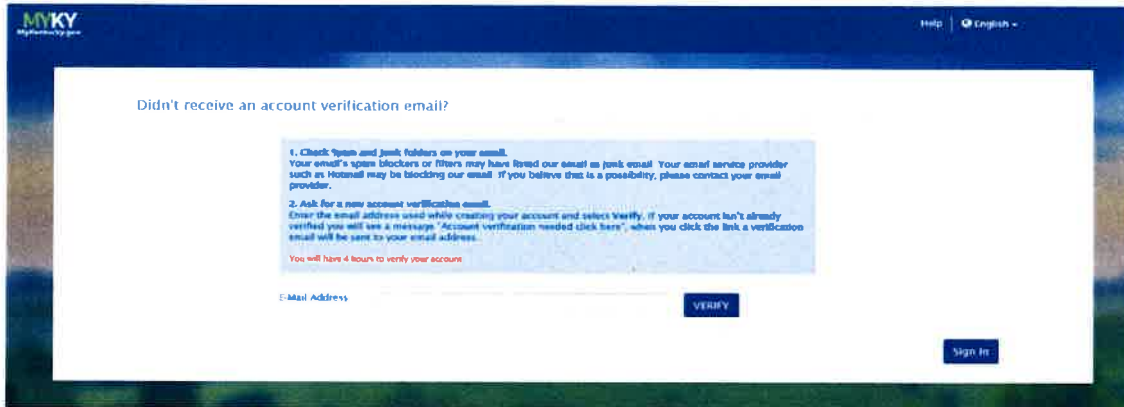
<https://kog.chfs.ky.gov/public/#!/link/?linkid=14408a3f-4cdd-4e0f-8332-67b8d1b083a3>

[Click here for Help Desk contact information](#)
Kentucky Online Gateway

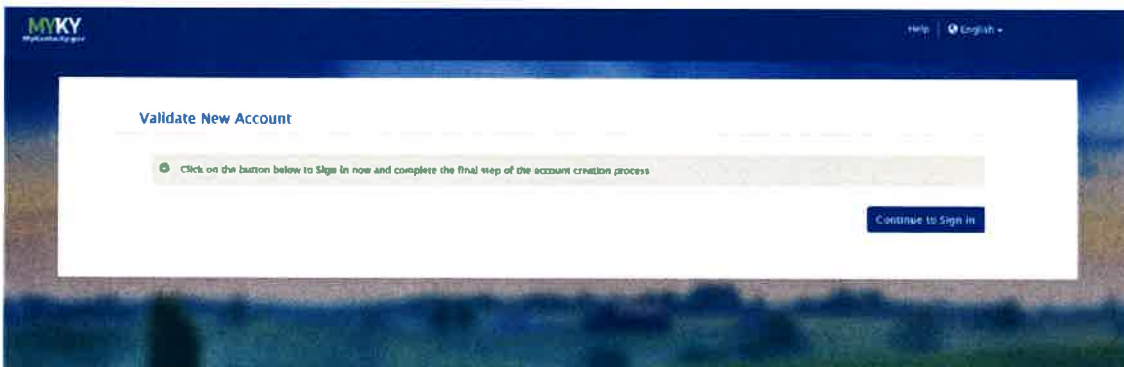
NOTE: Do not reply to this email. This email account is only used to send messages.

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.

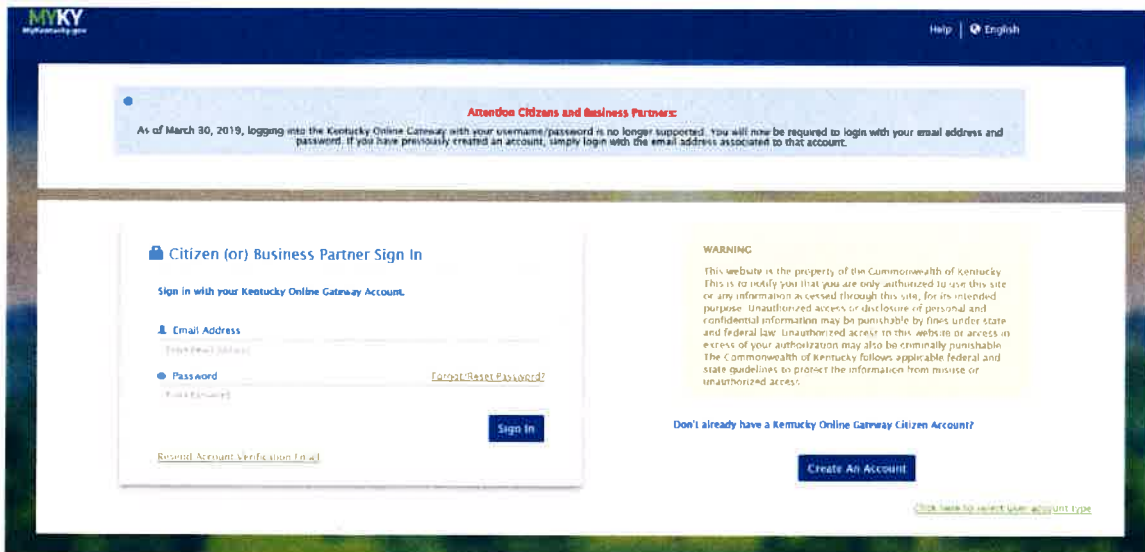
If an E-Mail is **not** received within 30 minutes, click on the **No E-Mail received** link. Enter the previously provided E-Mail address and click **Verify** to resend E-Mail.



Once the user clicks on the E-Mail activation link the requestor will be sent to the **Validate New Account** screen, where they will be prompted to **Continue to Sign In**.



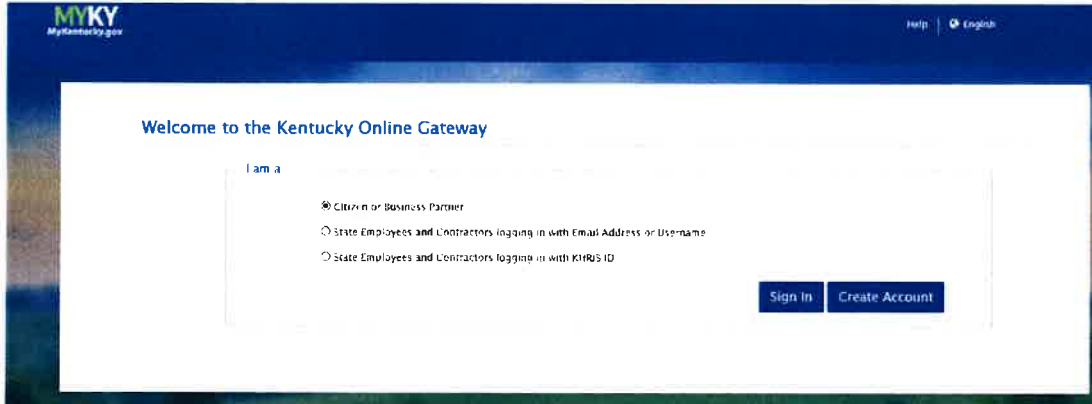
User will be redirected to the **KOG External Gateway Log In** screen. (You may want to save the URL to your Favorites.) Enter your username and password and click **Sign In**.



CAN Check Request User Guide

Open your browser and enter the following URL <https://ssointernal.chfs.ky.gov>.

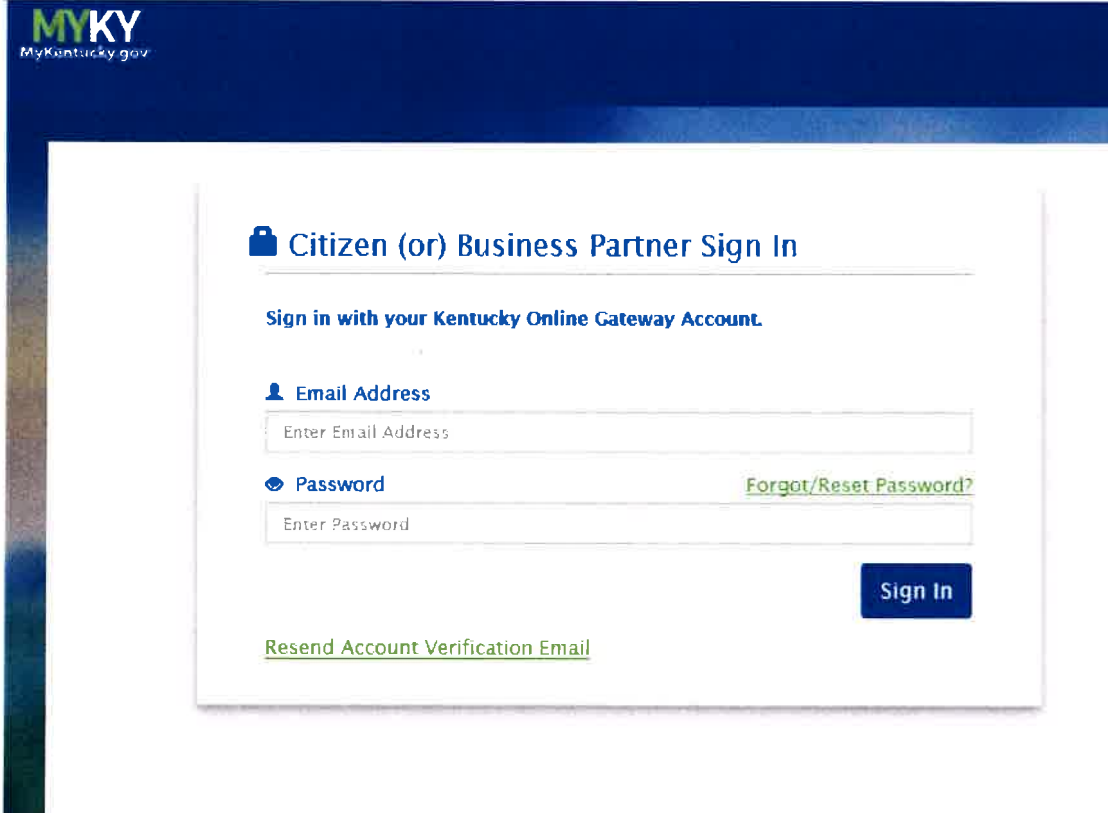
Select **Citizen or Business Partner** and Select **Sign In**



The screenshot shows the 'Welcome to the Kentucky Online Gateway' page. At the top left is the 'MYKY MyKentucky.gov' logo, and at the top right are links for 'Help' and 'English'. The main content area has a heading 'Welcome to the Kentucky Online Gateway' and a section titled 'I am a' with three radio button options: 'Citizen or Business Partner' (which is selected), 'State Employees and Contractors logging in with Email Address or Username', and 'State Employees and Contractors logging in with KIRS ID'. To the right of these options are two buttons: 'Sign In' and 'Create Account'.

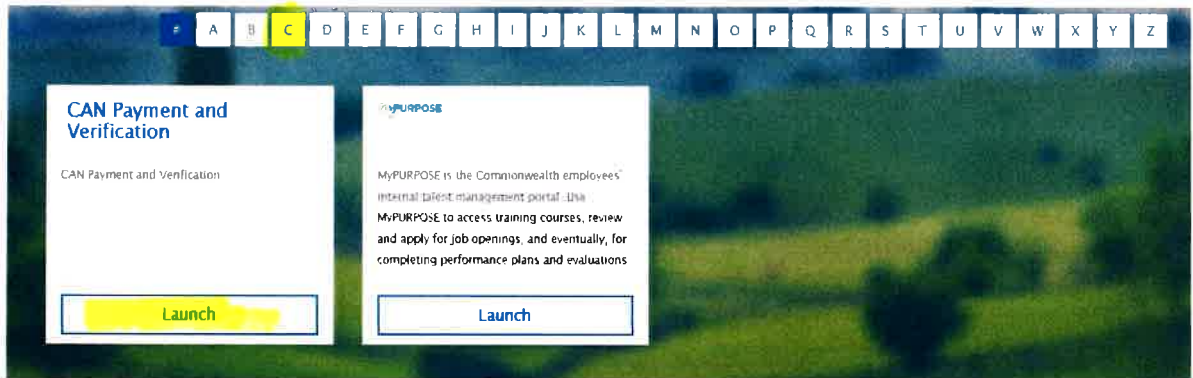
Refer to the **KOG Onboarding for CAN Check Requests Guide** if you do not have a Kentucky Online Gateway account.

Enter your registered E-mail address and Password.

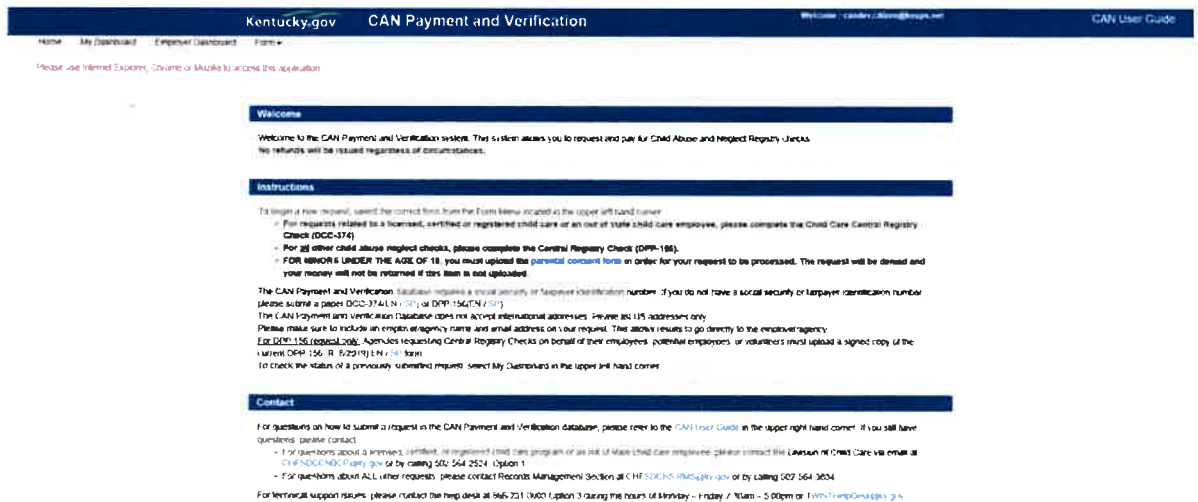


The screenshot shows the 'Citizen (or) Business Partner Sign In' page. At the top left is the 'MYKY MyKentucky.gov' logo. The main heading is 'Citizen (or) Business Partner Sign In' with a lock icon. Below the heading is the instruction 'Sign in with your Kentucky Online Gateway Account.' There are two input fields: 'Email Address' with the placeholder text 'Enter Email Address' and 'Password' with the placeholder text 'Enter Password'. To the right of the password field is a link for 'Forgot/Reset Password?'. At the bottom right is a 'Sign In' button. At the bottom left is a link for 'Resend Account Verification Email'.

Select the letter “C” from the alphabet list and select **CAN Payment and Verification (Child Abuse and Neglect)** from the application list and click **Launch**.



The **CAN Payment and Verification** Home screen will be displayed. Please note that this application currently only supports the follow browsers: Internet Explorer (not Edge), Chrome or Mozilla. Mobile phone support currently is not available. Note: if you do not have a social security or taxpayer identification number, you will need to submit a paper application. Links to the appropriate applications and to the parental consent form are located on this page.



To submit a CAN request, select the desired request type from the **Form** dropdown. Select **Child Care Central Registry Check (DCC-374)** for child care checks or **Central Registry Check (DPP-156)** for central registry checks.

Kentucky.gov CAN Payment and Verification

Home My Dashboard Employee Dashboard Form

Child Care Central Registry Check (DCC-374)
 Central Registry Check (DPP-156)

Welcome

Welcome to the CAN Payment and Verification system. This system allows you to request and pay for Child Abuse and Neglect registry checks. No refunds will be issued regardless of circumstances.

Instructions

To begin a new request, select the correct form from the Form library located in the upper left hand corner.

- For requests related to a licensed, certified, or registered child care or an out of state child care employee, please complete the Child Care Central Registry Check (DCC-374).
- For all other child abuse neglect checks, please complete the Central Registry Check (DPP-156).
- FOR INDIVID'S UNDER THE AGE OF 18, you must upload the **parental consent form** in order for your request to be processed. The request will be denied and your money will not be returned if this form is not uploaded.

The CAN Payment and Verification database requires a social security or taxpayer identification number. If you do not have a social security or taxpayer identification number please submit a paper (DCC-374 (N/ O) or DPP-156 (N/ O)).

The CAN Payment and Verification Database does not accept international addresses. Please call the address only.

Please make sure to include an employer agency name and email address in your request. This allows results to go directly to the employer agency.

For DPP-156 (Central Registry Check) requests, requesters requesting Central Registry Checks on behalf of their employees, substitute employers, or volunteers must upload a signed copy of the number 66-K-156 (N/ O) (2/1/16).

To check the status of a previously submitted request, visit My Dashboard in the upper left hand corner.

Contact

For questions on how to submit a request in the CAN Payment and Verification database, please refer to the CAN User Guide in the upper right hand corner. If you still have questions, please contact:

- For questions about a licensed, certified, or registered child care program or an out of state child care employee, please contact the Division of Child Care via email at CHFDCCNCHK@ky.gov or by calling 502-564-2024, Option 1.
- For questions about ALL other requests, please contact Revenue Management Services at DM.SOS.KY.gov or by calling 502-254-3534.

For technical support issues, please contact the help desk at 266-231-0003, Option 3 during the hours of Monday - Friday 7:00am - 5:00pm or TWSIT@es.ky.gov.

For either **Child Care** or **Central Registry** checks, select the type of check that applies. If none are applicable, specify a description in other.

CHILD CARE CENTRAL REGISTRY CHECK

* STATE AND/OR FEDERAL LAW REQUIRES A CHILD ABUSE/NEGLECT (CAN) CHECK AS A CONDITION OF EMPLOYMENT OR SERVICE AS A CHILD CARE/DAY CARE STAFF MEMBER FOR THE FOLLOWING:

A Licensed Child-Care Center Employee, Volunteer, or Adult Household Member (922 KAR 2:090)

A Certified Family Child-Care Home Employee, Volunteer, or Adult Household Member (922 KAR 2:100)

A Registered Child Care Provider Applicant or Adult Household Member (922 KAR 2:180)

Private Child Care Employee (KRS 199.466)

Out of State Child Care Employee (42 U.S.C. 5558f, 45 C.F.R. 98.43)

Other
 (if none of the above categories is applicable, please explain the reason for requesting a child abuse or neglect check, including the statutory or regulatory authority for the request)

CENTRAL REGISTRY CHECK

* FOR THE FOLLOWING TYPES OF EMPLOYMENT OR VOLUNTEERISM, STATE LAW OR KENTUCKY ADMINISTRATIVE REGULATION AUTHORIZES A CHILD ABUSE/NEGLECT (CAN) CHECK AS A CONDITION OF EMPLOYMENT OR VOLUNTEERISM. PLEASE CHECK THE CATEGORY LISTED BELOW THAT APPLIES TO YOU FOR WHICH THE CHILD ABUSE OR NEGLECT CHECK IS BEING REQUESTED:

- Child-Placing Agency (Foster/Adoption/Independent Living) Employee or Volunteer (Required by 922 KAR 1:310)
- Residential Child-Caring Facility Employee or Volunteer (Institution/Group Home/Emergency/Wilderness) (Required by 922 KAR 1:300)
- Public School Employee, Student Teacher, Contractor, or School-Based Decision-Making Council Member (Required by KRS 160.380)
- Private, Parochial, or Church School Employee or Student Teacher (Permitted by KRS 160.151)
- Youth Camp Employee, Contractor, or Volunteer (Required by KRS 194A.380-194A.383)
- Power of Attorney Regarding the Care and Custody of a Child (Required by KRS 403.352)
- Supports for Community Living (SCL) Employee (Required by 907 KAR 1:145)
- Michelle P. Waiver (Required by 907 KAR 12:010)
- Home and Community Based (HCB) Waiver (Required by 907 KAR 1:160 and 7:010)
- Acquired Brain Injury Waiver Services (Required by 907 KAR 3:090)
- Children's Advocacy Center (Required by 922 KAR 1:580)
- Court Appointed Special Advocate(CASA) (Required by KRS 620.515)
- Personal Care Attendant (Required by 910 KAR 1:090)

(If none of the above category is applicable, please explain the reason for requesting a child abuse or neglect check, including the statutory or regulatory authority for the request):

All **Personal Information** fields are required. If either **Middle Name** or **Maiden/Nick Name/Other** is not applicable enter N/A.

Personal Information

Personal information regarding the individual submitting to a child abuse or neglect check

*First Name Ex: John	*Last Name Ex: Smith
*Middle Name Ex: James	*Maiden/Nick Name/Other Ex: Love
*Sex -- Please select a Sex --	*Race -- Please select a Race --
*Date of Birth MM/DD/YYYY	*Social Security/Individual Taxpayer Identification # XXXXXXXXXX
*Date of Initial Hire MM/DD/YYYY	

Current date

All **Current Address** fields are required except **Address Line 2**.

Current Address		
*Address Line 1 Ex: 123 Main St	Address Line 2 Ex: Apt 10 Or Suite 200	
*City Ex: Frankfort	*State -- Please select a State --	*ZipCode Ex: 12345
*Living at the current address longer than 5 Years? <input checked="" type="radio"/> Yes <input type="radio"/> No		

The following will be displayed. Complete the required fields.

Employer / Agency Information
<input checked="" type="checkbox"/> check box In addition to receiving the results myself, I authorize the Cabinet for Health and Family Services to share the results with the following employer or agency

The following will be displayed. To authorize the results to be shared with an employer or agency, complete the required fields. Results will not be mailed.

Employer / Agency Information		
<input checked="" type="checkbox"/> In addition to receiving the results myself, I authorize the Cabinet for Health and Family Services to share the results with the following employer or agency		
Name Ex: Beechwood Independent Schools		
Email Address Amy.padgett@beechwood.kyschools.us		
Address Line 1 Ex: 123 Main St	Address Line 2 Ex: Apt 10 Or Suite 200	
City Ex: Frankfort	State -- Please select a State --	Zip Code Ex: 12345

At least one form of supporting documentation from the following list is required: Driver's License/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID. If you are under the age of 18, you **must** upload a completed copy of the parental consent form (link to parental consent form is located in this section). The document file type should be one of the following: **.JPEG, .PNG, .BMP and .PDF**. Please ensure that the document image is clearly recognizable. Employers and agencies who are submitting CAN checks must submit a signed, applicable central registry document (DPP-156 or DCC-374) for each request.

View / Upload Documents

*Upload one of the following supporting documents: Driver's License/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID.
*Approved file types: JPEG, PNG, BMP or PDF.
*Please ensure that the supporting document image is clearly recognizable and file size is less than 2 MB
*If you are under the age of 18, you **MUST** upload the [parental consent form](#)

*** Document Description**

Please enter supporting document name

Browse ...

Upload

Save And Add Applicant Save Submit

Enter a document name and then press **Browse** to search for the document on your computer. After selecting the document, press **Upload** to add the document to the request.

View / Upload Documents

*Upload one of the following supporting documents: Driver's License/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID.
*Approved file types: JPEG, PNG, BMP or PDF.
*Please ensure that the supporting document image is clearly recognizable and file size is less than 2 MB
*If you are under the age of 18, you **MUST** upload the [parental consent form](#)

*** Document Description**

Driver's License

C:\Users\karen.diggs\Desktop\Drivers License.pdf Browse ...

Upload

Save And Add Applicant Save Submit

A document can be viewed or deleted after it is uploaded by selecting **View** or **Delete**. Up to 5 documents can be added for each individual.

View / Upload Documents

*Upload one of the following supporting documents: Driver's License/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID
*Approved file types: JPEG, PNG, BMP or PDF.
*Please ensure that the supporting document image is clearly recognizable and file size is less than 2 MB
*If you are under the age of 18, you **MUST** upload the [parental consent form](#)

Document Description

Please enter supporting document name

Browse...

Upload

Document Desc	View	Delete
Driver's License	View	Delete

Save And Add Applicant Save Submit

After uploading the required document(s), press:

- **Save And Add Applicant** – to save the current request and add a request for another individual (up to 10 CAN checks can be processed in one submission).
- **Save** – to save the current request to submit later (the request will be displayed in the dashboard to view or edit).
- **Submit** – to save the request and proceed to payment.

A confirmation screen will prompt you to either cancel or continue to submit.

Confirm Submit

There are 1 application(s) in this submission. Please verify provided information is correct and that any scanned documentation type is legible. No refunds shall be issued for submitted CAN check requests.

If you agree, Please click "Submit" to continue otherwise click "Cancel"

Cancel Submit

If any of the individual(s) in your request is missing documentation, the following message will be displayed indicating which individual(s) need documentation uploaded prior to submission. To add document(s) to the request and resubmit, return to the **My Dashboard**, press **Edit** to edit the specific individual request and add the required document(s) to the request in the **View / Upload Documents** section. Consult the list of required documents in the **View / Upload Documents** section. Once the document has been uploaded, **Submit** the request.



Requests lacking uploaded documentation will be indicted by a **Y** in the **Document Missing** column.

Batch ID	Applicant ID	Case Number	First Name	Last Name	Form	Date Submitted	Date Last Updated	Status	Document Missing	View	Edit	Print	Delete From Batch
446	478		testtwo	documenttwo	DPP	11/19/2020	11/19/2020	Saved	Y	View	Edit	Print	Delete
444	477		testone	documenttest	DPP	11/19/2020	11/19/2020	Saved	Y	View	Edit	Print	Delete
447	479		Nancy	Grace	DCC	11/18/2020	11/19/2020	Saved	Y	View	Edit	Print	Delete
448	481		John	Brown	DPP	11/19/2020	11/19/2020	Saved	Y	View	Edit	Print	Delete
448	480		Jane	Doe	DPP	11/19/2020	11/19/2020	Saved	Y	View	Edit	Print	Delete

To remove an individual from a batch that has been saved prior to submission, go to **My Dashboard**. A request that you have created as a batch submission will have the same **Batch ID** and will be highlighted in red. To remove one or more individuals from a batch with a status of **Saved**, click the **Delete** button on the individual you need to delete from the batch and indicate **Yes** when prompted to remove it. Repeat for each individual that needs to be removed from the batch. Once all individuals that need to be removed have been removed, to submit the remaining individual(s) press **Edit** on an individual remaining in the batch and scroll down to the **Submit** button at the bottom of the form and press **Submit**.

Form - Select Form -

Status + Select Status +

Submitted Date MM/DD/YYYY

[Applicant Search](#)

Batch ID	Applicant ID	Case Number	First Name	Last Name	Form	Date Submitted	Date Last Updated	Status	Document Missing	View	Edit	Print	Delete From Batch
452	486		Leslie	Major	DCC	11/19/2020	11/19/2020	Saved		View	Edit	Print	Delete
452	485		Sally	Jones	DCC	11/19/2020	11/19/2020	Saved		View	Edit	Print	Delete
452	484		Ken	Smith	DCC	11/19/2020	11/19/2020	Saved		View	Edit	Print	Delete

Confirm Delete From Batch

Are you sure want to delete from batch

Application Id 486
 Batch Id 452
 First Name Leslie
 Last Name Major

[No](#) [Yes](#)

Batch ID	Applicant ID	Case Number	First Name	Last Name	Form	Date Submitted	Date Last Updated	Status	Document Missing	View	Edit	Print	Delete From Batch
453	486		Leslie	Major	DCC	11/19/2020	11/19/2020	Deleted		View	Edit	Print	Retrieve
452	485		Sally	Jones	DCC	11/19/2020	11/19/2020	Saved		View	Edit	Print	Delete
452	484		Ken	Smith	DCC	11/19/2020	11/19/2020	Saved		View	Edit	Print	Delete

In this example, Leslie Major was part of the **Batch ID** 452 which included Sally Jones and Ken Smith. She was eliminated by pressing the **Delete** button in the **Delete From Batch** column and has been placed in her own batch numbered 453 with a status of **Deleted**. Her request could be submitted by itself by pressing the **Retrieve** button under **Delete From Batch** and clicking Yes when prompted to retrieve again. The request will be changed to a **Saved** status. To submit the request, press either **View** or **Edit**, scroll to the bottom of the form and press **Submit**.

kentucky.gov CAN Payment and Verification Welcome : candev.citizen200g

Confirm Retrieve Again

Are you sure want to retrieve again

Application Id 486
 Batch Id 453
 First Name Leslie
 Last Name Major

Batch ID	Applicant ID	Case Number	Document Missing	View
453	486			<input type="button" value="View"/>
452	485			<input type="button" value="View"/>

Batch ID	Applicant ID	Case Number	First Name	Last Name	Form	Date Submitted	Date Last Updated	Status	Document Missing	View	Edit	Print	Delete From Batch
453	486		Leslie	Major	DCC	11/19/2020	11/19/2020	Saved		<input type="button" value="View"/>	<input type="button" value="Edit"/>	<input type="button" value="Print"/>	<input type="button" value="Delete"/>
452	485		Sally	Jones	DCC	11/19/2020	11/19/2020	Saved		<input type="button" value="View"/>	<input type="button" value="Edit"/>	<input type="button" value="Print"/>	<input type="button" value="Delete"/>
452	484		Ken	Smith	DCC	11/18/2020	11/19/2020	Saved		<input type="button" value="View"/>	<input type="button" value="Edit"/>	<input type="button" value="Print"/>	<input type="button" value="Delete"/>

Two options will appear for payment: **Agency Payment Code** and **Pay by Credit/Debit Card**. To pay by credit card, press **Proceed to E-Sign**. **Note:** in order to retain a copy of the receipt for your records, print options are provided on the two credit card confirmation screens.

Customer

If you have a Agency Payment Code select check and proceed, if you do not have the code please click the button to continue

Do you have Agency Payment Code? Agency Payment Code Pay by Credit/Debit Card

For agencies utilizing a payment processing code, select **Agency Payment Code**, the **Customer Type** from the drop down and enter the assigned **Agency Payment Code** for your organization. Then press **Proceed to E-Sign**.

Customer

If you have a Agency Payment Code select check and proceed, if you do not have the code please click the button to continue

Do you have Agency Payment Code? Agency Payment Code Pay by Credit/Debit Card

Select customer type

Agency Payment Code
Please enter coupon code here

Proceed to E-Sign

Payment Processing for Individuals (Non-Agency Requests)

The **E-Signature** screen appears before payment. To edit or upload your submission prior to payment, return to the dashboard by pressing **Go To Dashboard**, otherwise press **Sign & Pay** to continue.

Home My Dashboard Employer Dashboard Form

E-Signature

Please ensure that the applicable, signed central registry document (DPP-156 Central Registry Check or DCC-374 Child Care Central Registry) is uploaded for each background check. No refunds will be issued regardless of circumstances. Please verify that all information is correct and that the correct documentation is uploaded before submitting - requests cannot be edited after submission. To upload documents prior to payment, return to the dashboard by clicking Go To Dashboard, Edit the saved request, scroll down to View/Upload Documents and upload the document

Go To Dashboard

Receipt

To retain a copy of the payment receipt for your records, please use the print option on either of the two payment confirmation screens before returning to the dashboard. Receipt will be automatically sent to the email address which you have listed for CAN

Enter your credit card/debit card information on the **Select Payment Type** screen (there is a fee of \$10 per CAN check). All fields are required except **Address Line 2** and **Email Address**. Select **Next** to continue to payment overview.

CHFS Child Abuse & Neglect (CAN) Checks

Select Payment Type



Summary

CAN Application Fee	\$20.00
Item Price: \$20.00	
Quantity: 1	
Sub Total	\$20.00
Total	\$20.00

Card Details

Card Number (required) Expiration Date (required) Security Code (required)

No spaces or dashes, please



Cardholder Details

Name (required) Country (required)
United States

Address Line 1 (required) Address Line 2

City (required) State (required) Zip Code (required)

Email Address

candev.citizen@keups.net

Please enter your email address to receive a copy of your receipt via email

NEXT

Select **Pay Now** if all details are correct to finalize payment.

CHFS Child Abuse & Neglect (CAN) Checks

Card Details

Card Number *****1111 Expiration Date 6/2020

Cardholder Details

John Doe
1234 Main Street
Frankfort, KY 40601 United States

[EDIT](#)

[EDIT](#)

[PAY NOW](#)

[Cancel and return to CHFS Child Abuse & Neglect \(CAN\) Checks](#)
[Log in to pay with your Kentucky.gov eWallet](#)

[Policies](#) [Security](#) [Disclaimer](#) [Accessibility](#)

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Kentucky.gov

Summary	
CAN Application Fee	\$10.00
Item Price: \$10.00	
Quantity: 1	
Sub Total	\$10.00
Total	\$10.00

After successful payment, a CAN check request receipt is displayed with a confirmation number and can be printed or emailed. To return to the dashboard, press **Complete Payment And Return To CAN**.

CHFS Child Abuse & Neglect (CAN) Checks

Thank you for your payment!

Your transaction has been submitted! Please print or e-mail a copy of this receipt for your records.

Summary

PRINT EMAIL

Confirmation Number **49574426**

Account Holder Details

Payment Made: 01/23/2020 09:11 AM EST
Payment Method: Visa Credit Ending With 1111

john doe
123 main street
frankfort KY 40601

Cart Items

Description	Price	Quantity	Extended Total
CAN Application Fee	\$10.00	1	\$10.00
Total			\$10.00

COMPLETE PAYMENT AND RETURN TO CAN

A confirmation screen will appear and an email will be sent to the address on file. To return to the dashboard, press **Go To Dashboard**. The status of your request will update to **Submit**. Please allow up to 30 days for processing. When your results have been completed, you will receive a confirmation email at the address on file and can return to the dashboard to view or print the results. Proceed to requestor dashboard section below.

CHFS Child Abuse & Neglect (CAN) Checks

Thank you for your payment! Your payment is confirmed

Summary

Print

Confirmation Number **49636080**

Account Holder Details

Payment Made: 1/24/2020 2:52:11 PM
Payment Method: Visa Credit Ending With 1111

John Doe
1234 Main Street
Frankfort KY 40601

Cart items

Description	Price	Quantity	Extended Total
CAN Application Fee	\$10.00	1	\$10.00

Your application(s) have been submitted for review. Below are the case numbers for reference

Cart Items

#	Case Number	First Name	Last Name
1	CHRS20200000013	Jonathan	Vandver

A confirmation of payment notification has been sent to your provided E-Mail address.

Go to Dashboard