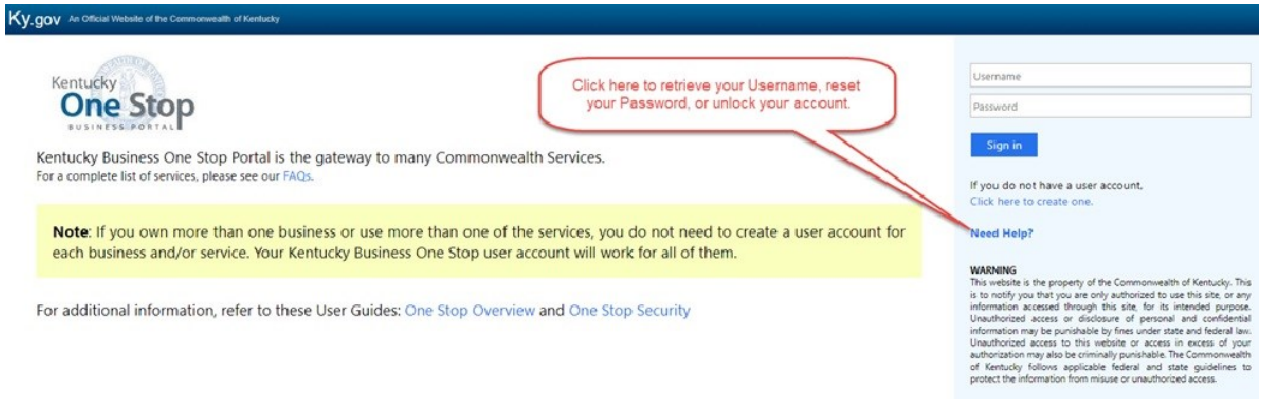
Forgot Username

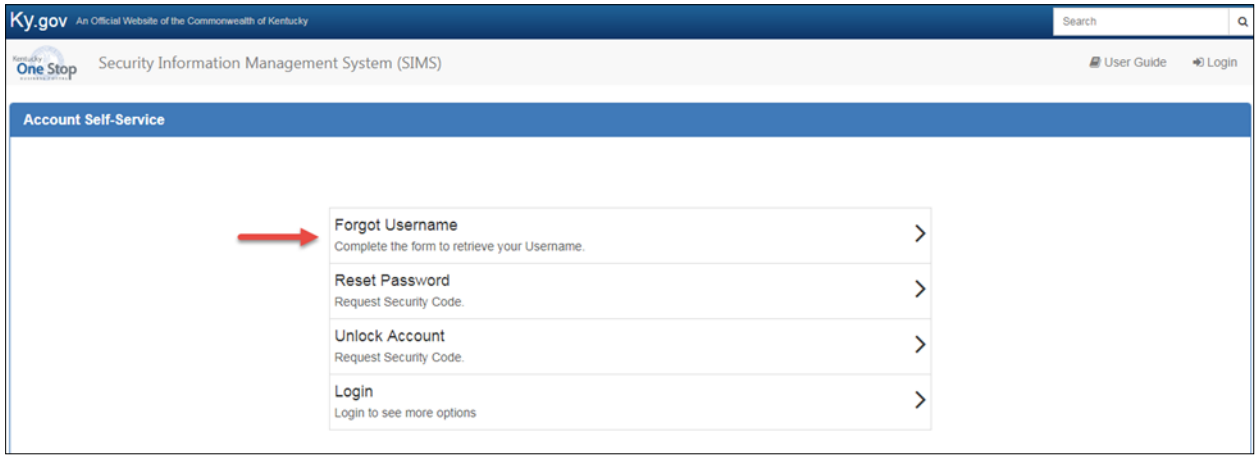
(Updated 5/04/18)

Below are the instructions to recover a User ID.

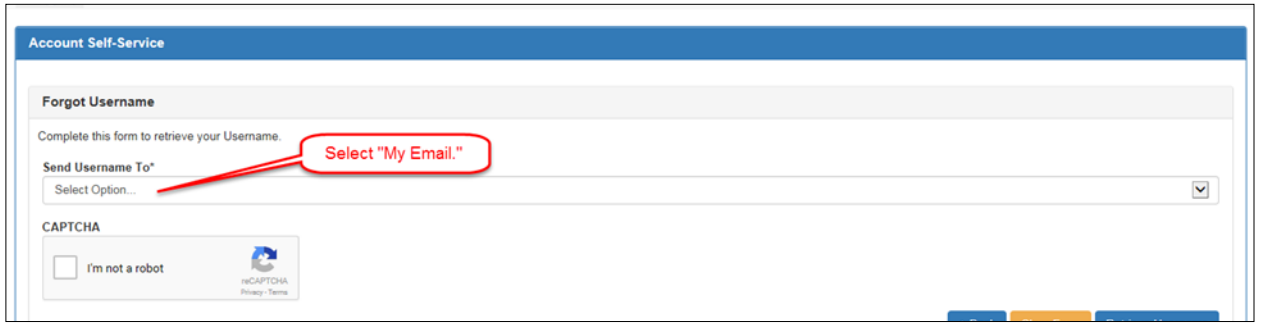
- At the login screen, click **Need Help?**



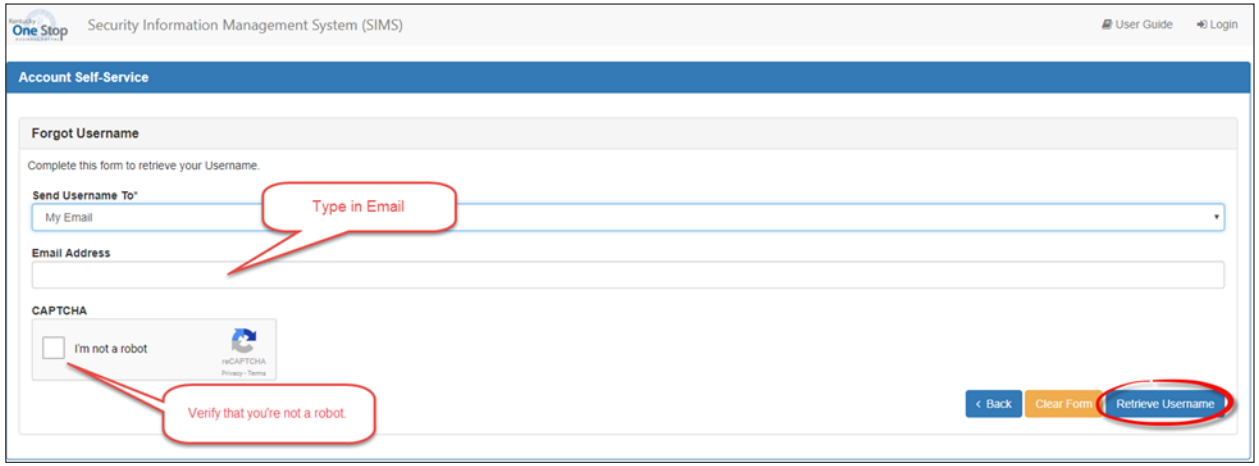
- At the next screen, click **Forgot Username**.



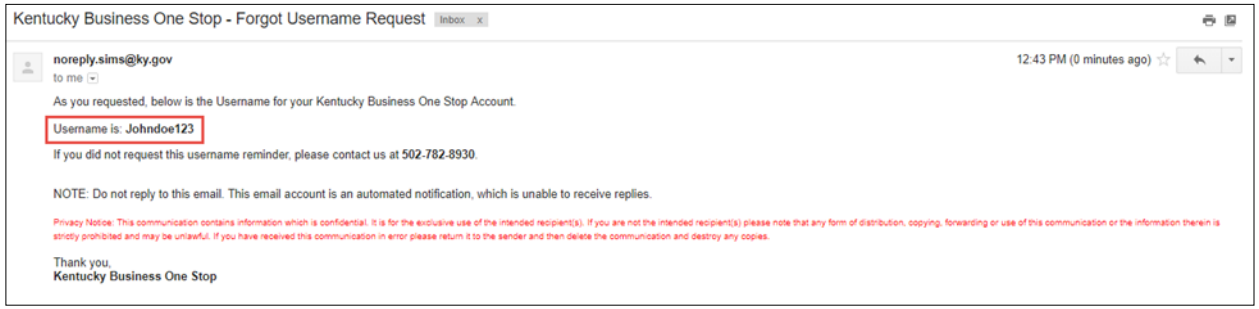
- Under "Send Username To," select **My Email**.



- Enter the email address used to create the User Account.
- Verify that you are not a robot by clicking the box next to “I’m not a robot.”
- Click **Retrieve Username**.



- You will see a confirmation that the request has been received and that an email with your Username has been sent.
- Use the Username in the email that you receive to log in to your account.



If you are still experiencing issues with logging into your account, please contact the help desk at (502) 782-8930 or email KYBOS.Support@KY.gov.

Please note: DOR employees cannot supply Usernames or reset passwords.