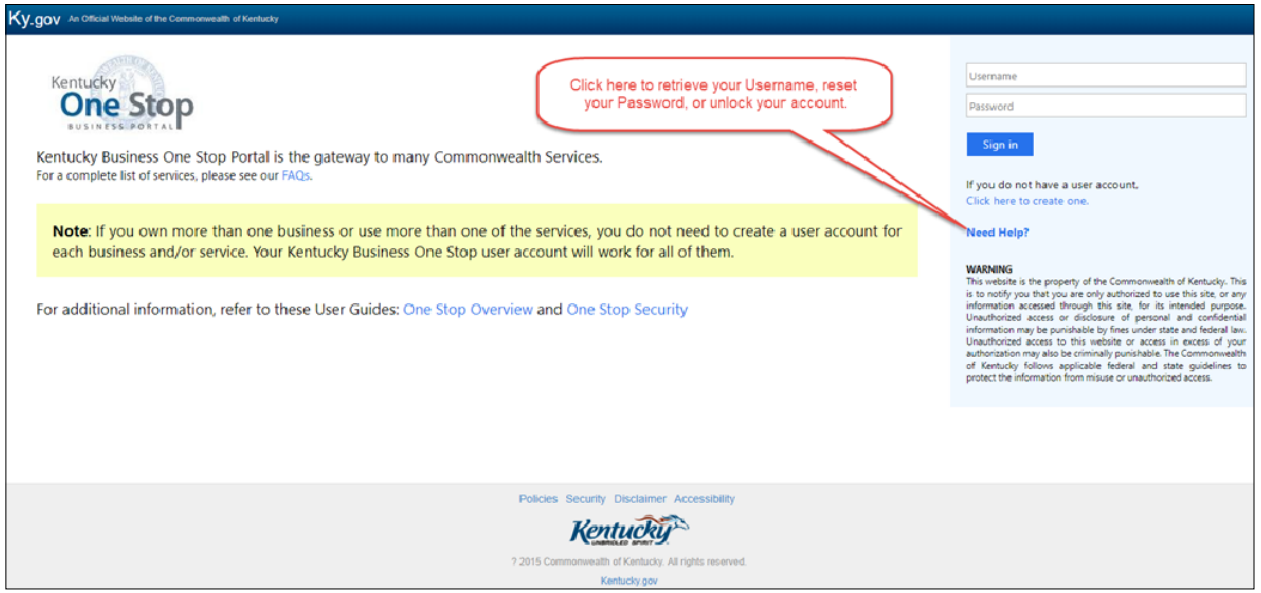
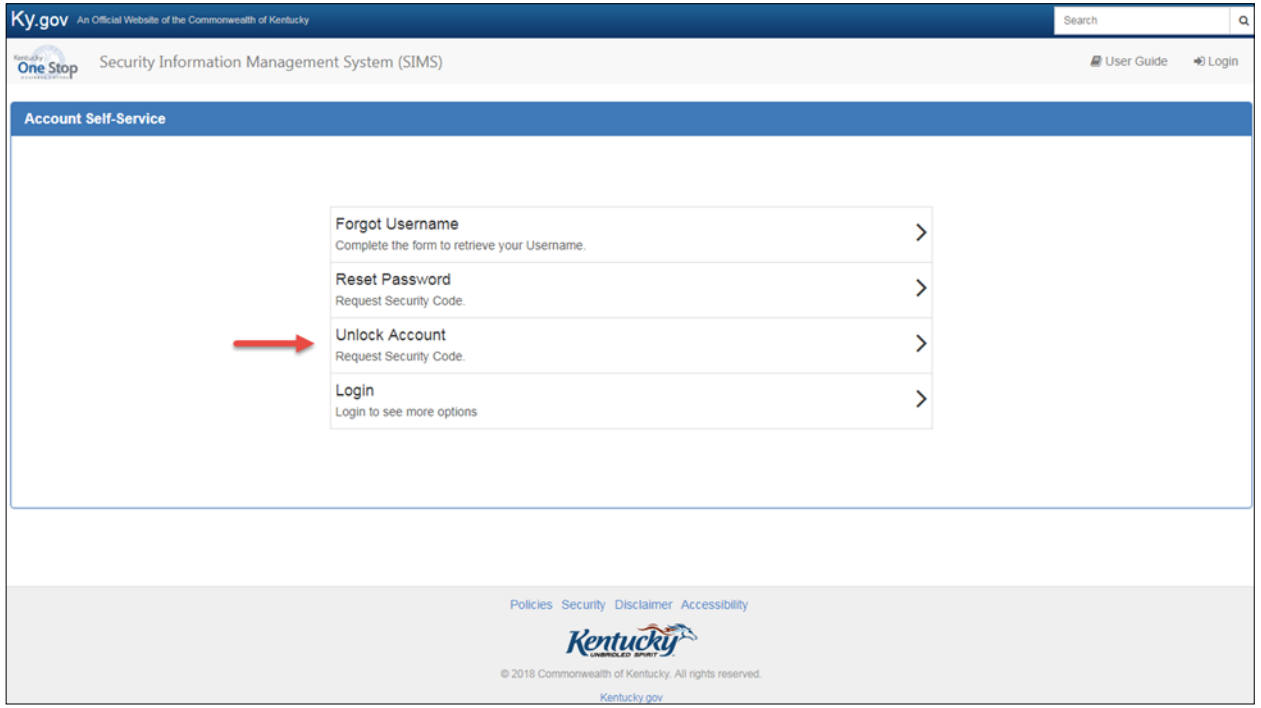
Unlock My Account

(Updated 5/04/18)

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

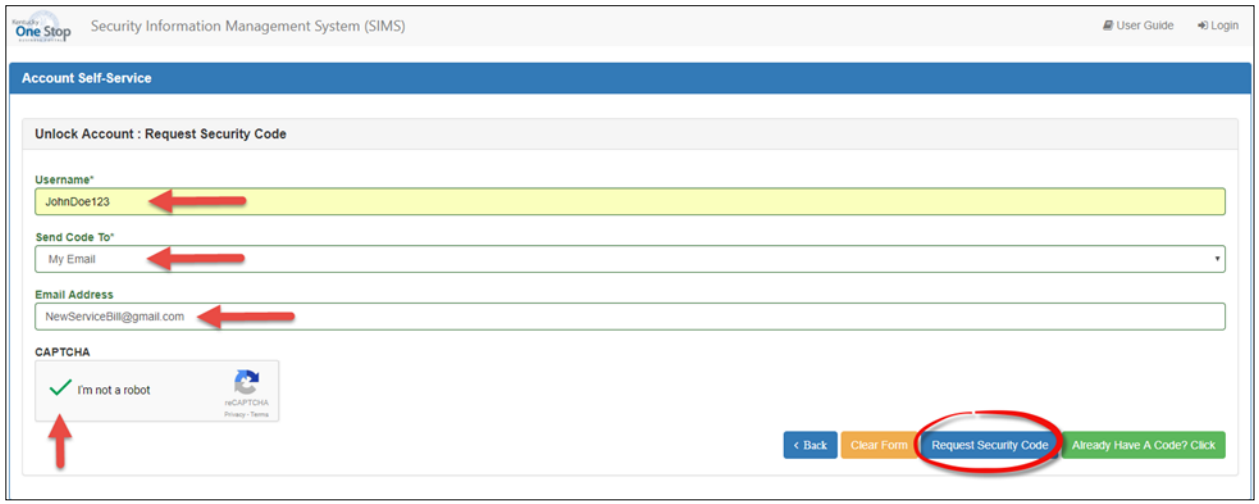


- At the next screen, click **Unlock Account**.

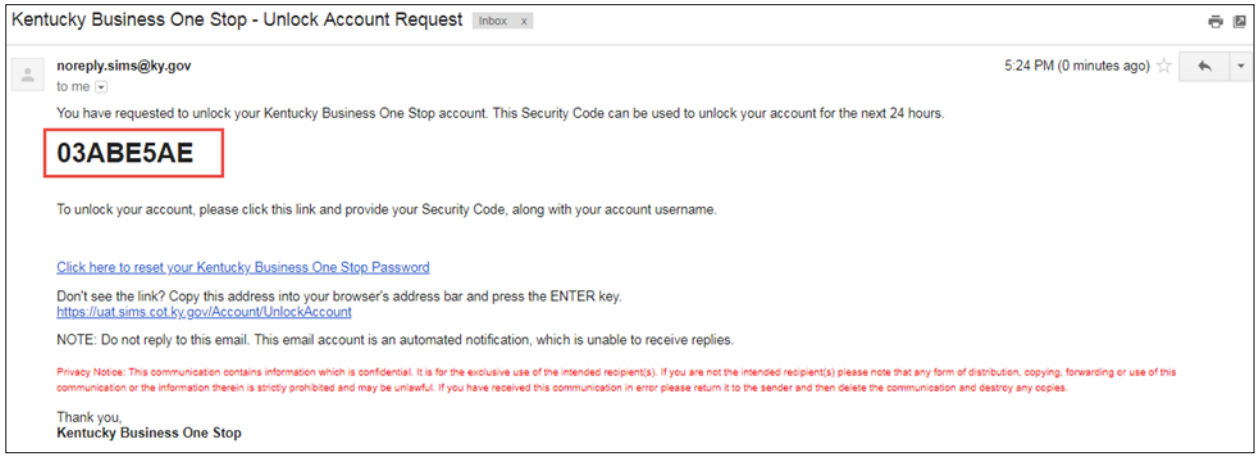


To unlock your account you will:

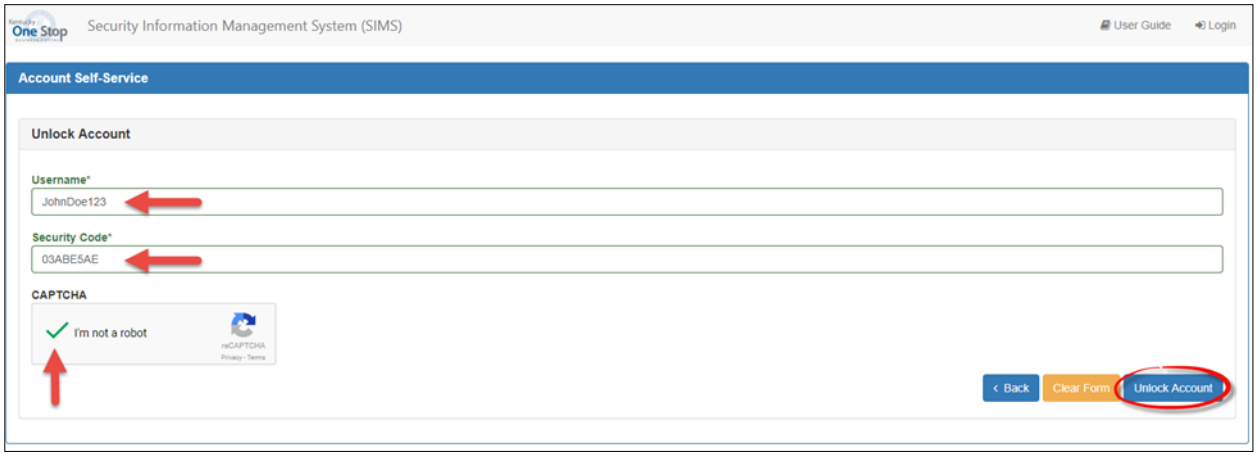
- Enter your Username.
- Select “My Email” from the drop down menu.
- Enter the appropriate email address.
- Verify that you are not a robot by checking the box next to “I’m not a robot.”
- Select **Request Security Code.**



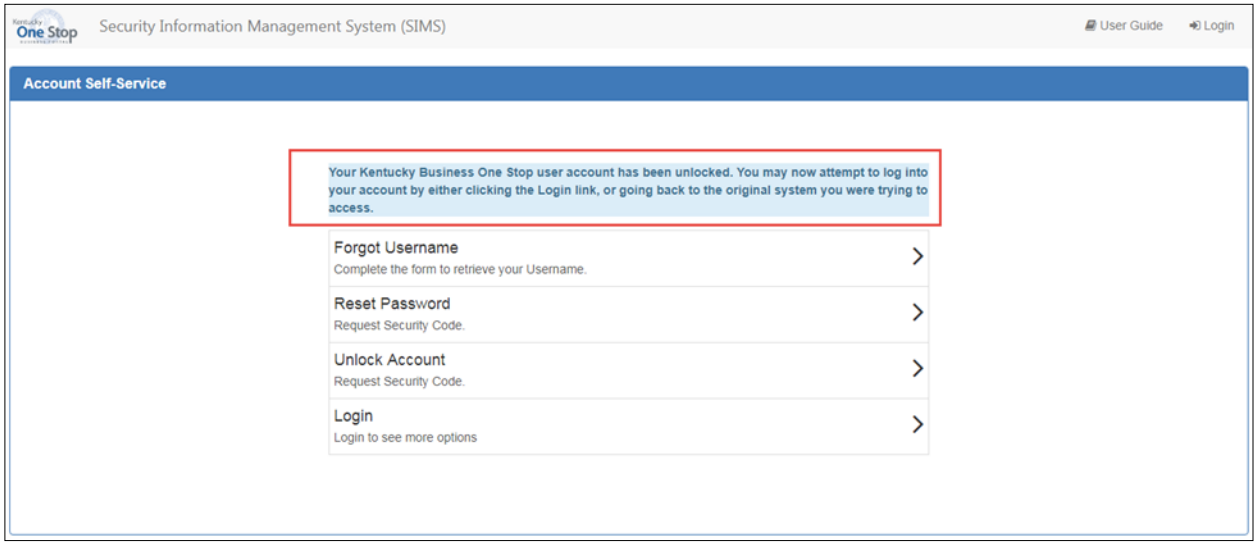
- You will receive a Security Code in an email. You will use this code to unlock your account.
- Follow the instructions in the email.



- Type in your Username, the Security Code (sent to email), and verify you are not a robot by checking the box next to “I’m not a robot.”
- Click **Unlock Account**.



- You will then receive a message that your account has been unlocked and that you can now log in.



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.