Forgot Username

(Updated 5/04/18)

Below are the instructions to recover a User ID.

• At the login screen, click Need Help?

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Kentucky One Stop	Click here to retrieve your Username, reset your Password, or unlock your account.	Username Password
Kentucky Business One Stop Portal is the gateway to many C For a complete list of services, please see our FAQs.	ommonwealth Services.	Sign in If you do not have a user account, Click here to create one.
Note: If you own more than one business or use more that each business and/or service. Your Kentucky Business One	in one of the services, you do not need to create a user account for Stop user account will work for all of them.	Need Help? WARNING
For additional information, refer to these User Guides: One Stop Overview and One Stop Security		This velocities is the poperty of the Commonwealth of Kenudoy- is to notify out that you are only authorized to use this site, or information accessed through this site. for its intended puper plusachroized access or disclosure of personal and confiden information may be purihable by fines under state and federal plusachroized access to ditivation or access of use authorization may also be criminally purihable. The Commonwes of Kenudoy Follows applicatione federal and rate guidelines protect the information from misuse or unauthorized access.

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

Y.gov An Official Website of the Commonwealth of Kentucky			Search	
Security Information Management System (SIMS)		🖉 User Guide	🔊 Login	
Account Self-Service				
\rightarrow	Forgot Username Complete the form to retrieve your Username.	>		
	Reset Password Request Security Code.	>		
	Unlock Account Request Security Code.	>		
	Login Login to see more options	>		

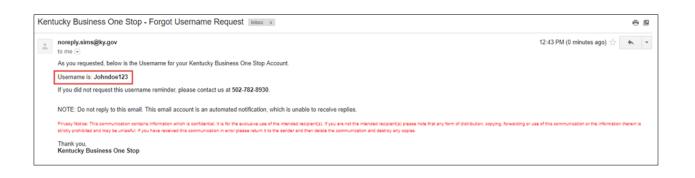
• Under "Send Username To," select **My Email**.

Account Self-Service	
Forgot Username	
Complete this form to retrieve your Username. Send Username To* Select Option	
Сартсна	
I'm not a robot	

- 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.

Security Information Management System (SIMS)	User Guide	+0 Log
Account Self-Service		
Forgot Username		
Complete this form to retrieve your Username. Send Username To* My Email Email Address		•
CAPTCHA	< Back Clear Form Retrieve Use	ername

- 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 <u>KYBOS.Support@KY.gov</u>.

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