

Occupations & Professions

Online Renewal Registration and Log In

User Manual

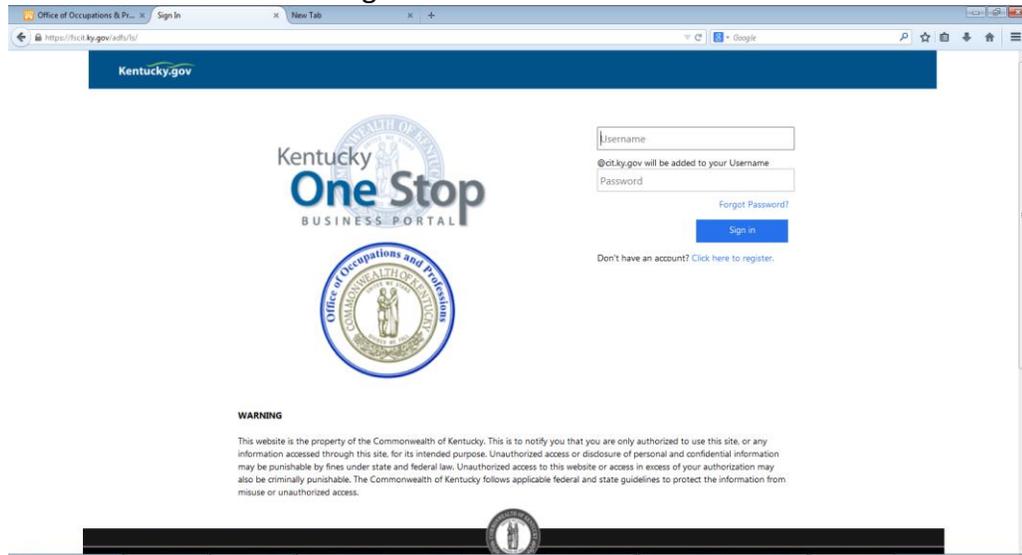
Instructions



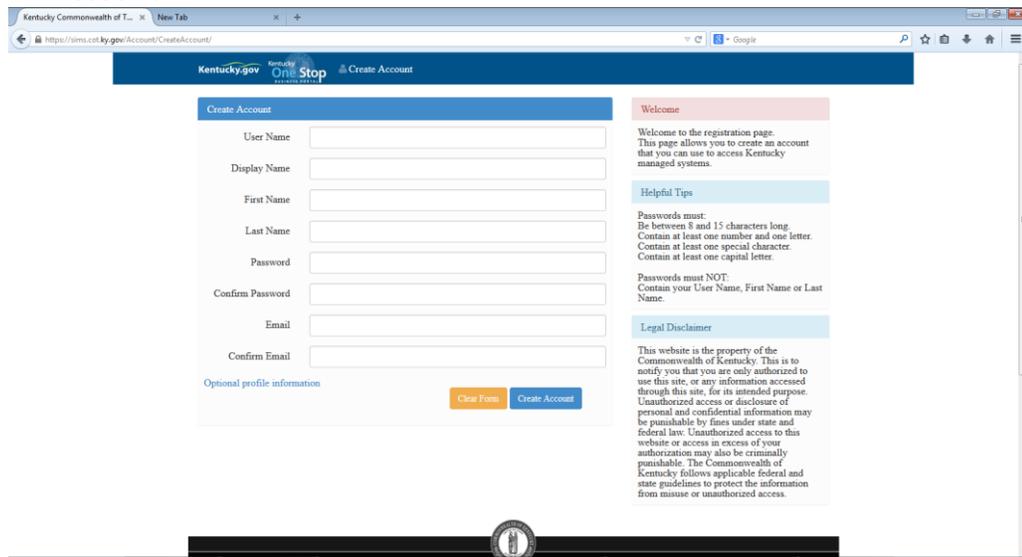
- To register with the Occupations & Professions to view and renew licenses, the licensee will need to click on 'Online Renewal System' from the Occupations & Professions home page, or the home page of any of the Boards within Occupations & Professions.

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- This will take the user to the One Stop Login screen. The user (if new) will need to click on the 'Click here to register' link.

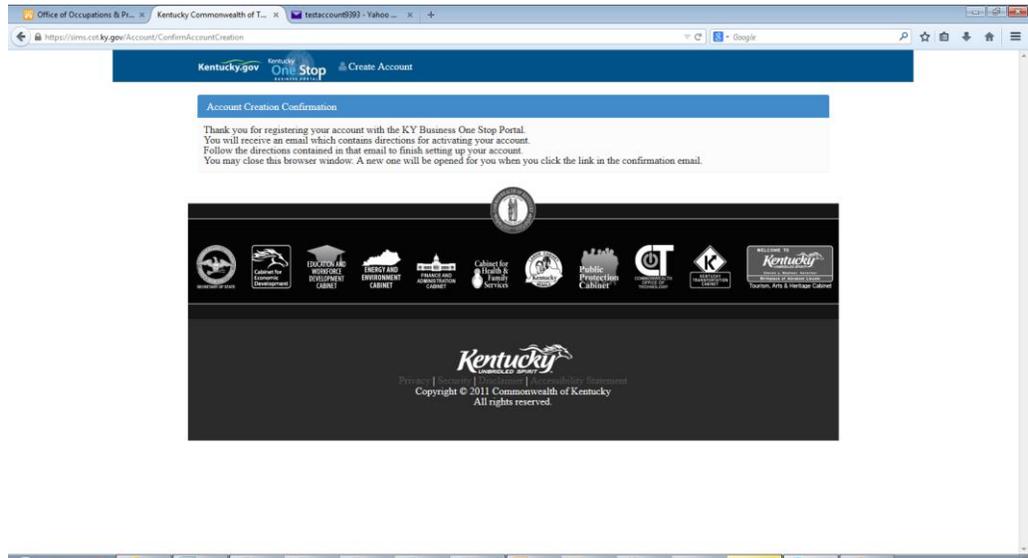


- This will take the user to the One Stop Create Account screen. On this screen, the user will need to enter the information requested, then click on 'Create Account.'

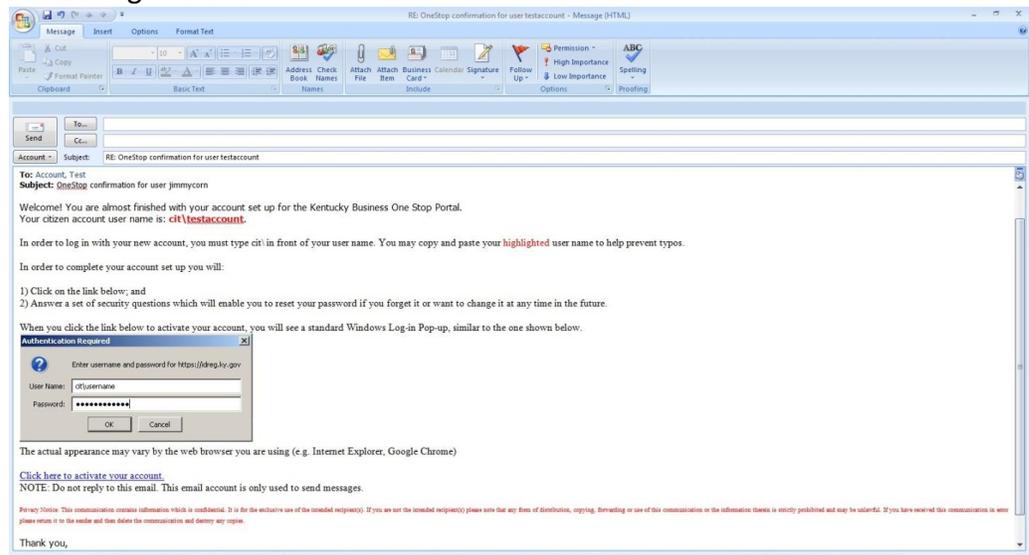


- Once the user clicks on the 'Create Account' button, they will see a screen that shows a "Welcome" message confirming that they have created an account with One Stop. However, the user cannot log in yet, as they still need to activate their account. The user should follow the instructions provided on this screen to check their email.

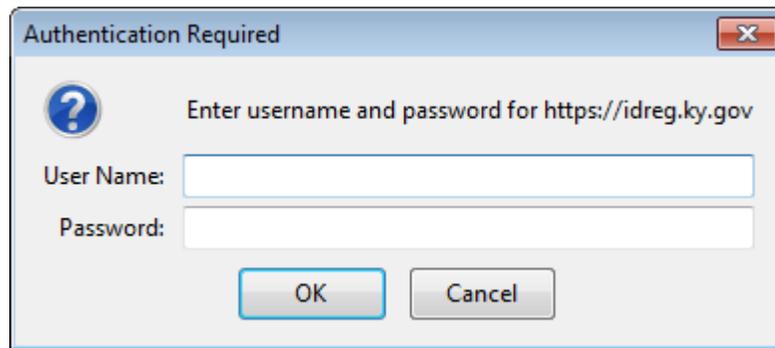
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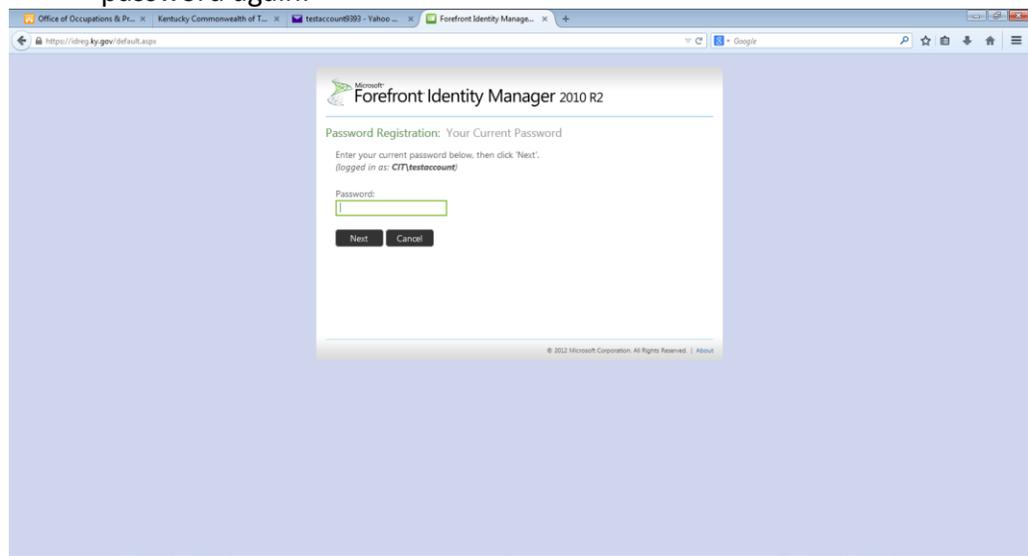
- The user will need to check the email account that they entered on the 'Create Account' screen for an email from youraccount@ky.gov. The email will look something like this:



- In order to activate their account, the user should click on the link provided in the email. This will take the user to an account activation/self service password reset process.

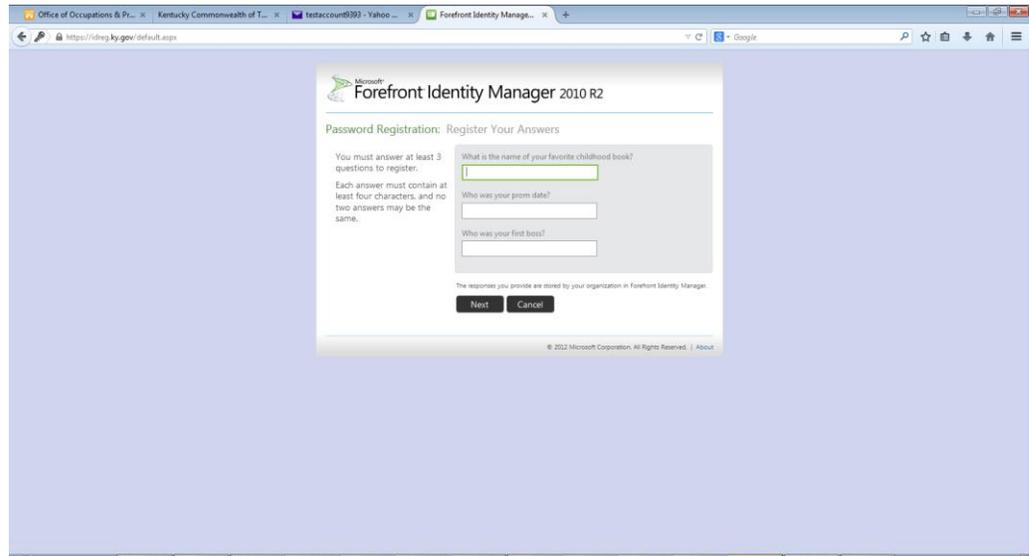


- The user might see a window that will ask for a user name and password. These should be the user name and password they used to create their account with One Stop.
- If they input both of these correctly, or if they don't see this screen, they will be taken to the Forefront Identity Manager (FIM), where they will need to answer some randomly selected questions that will be used to verify who they are if they should forget their password or username in the future. At this screen, they will need to enter their password again.

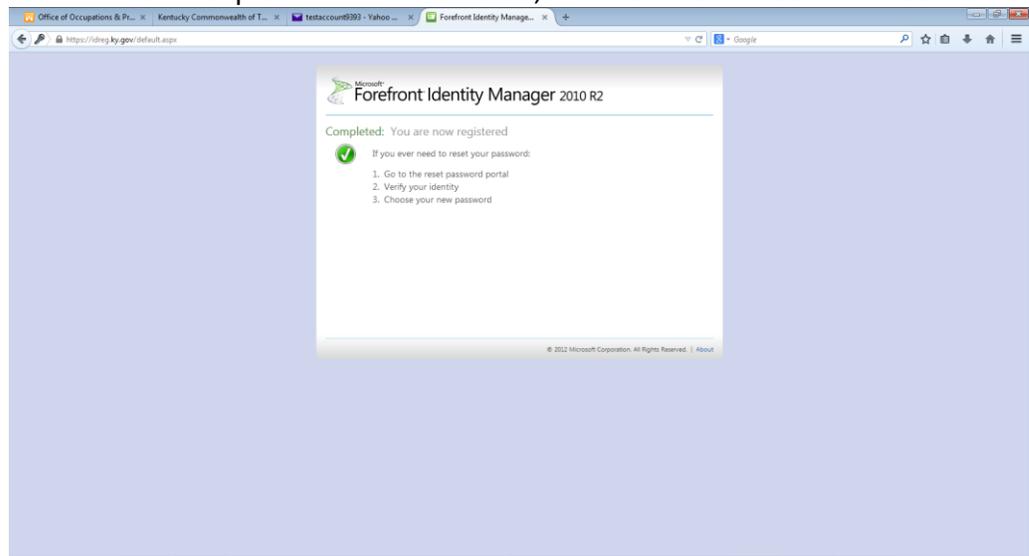


- The user should click on the 'Next' button and proceed to answer the questions presented. These questions are for verification purposes if the user requests to have their password reset or forgets their password.

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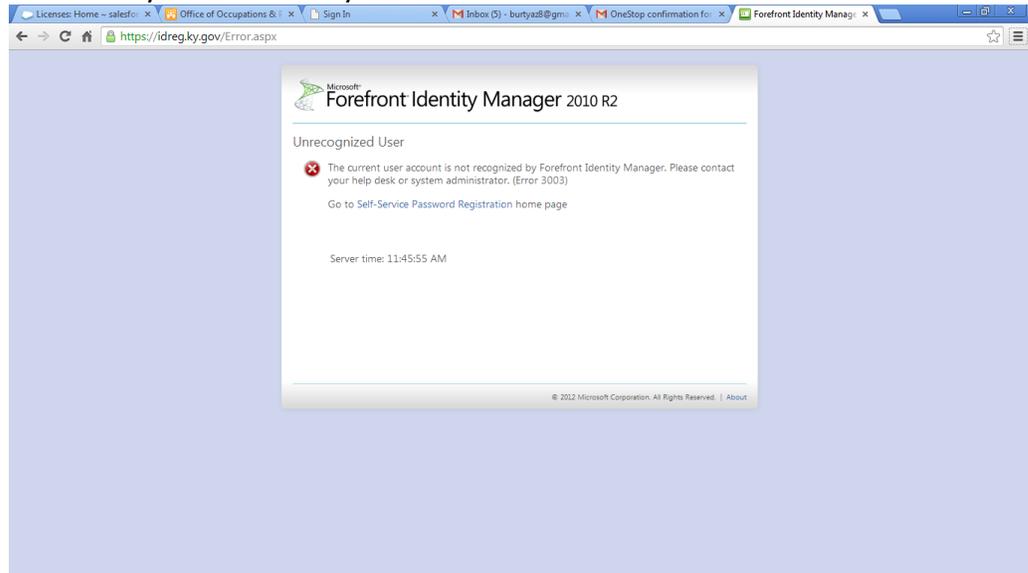


- Once the questions are answered, the user should see this screen:



At this point, the user should go back to the web page for the board with which they are registered, and click on the 'Online Renewals' link again under the Online Services tab.

- If the user doesn't receive the screen with the verification questions, they will most likely see this screen:



- This screen is not telling the user that their account is inactive. The user can still log in to the One Stop portal. The user will need to go back to the Occupations & Professions home page, and click on the 'Online Renewals' link again under the Online Services tab.
- Once back at the One Stop log in screen, they should use the email and password that they entered on the Create Account screen.

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- Please be aware that One Stop will auto generate “@cit.ky.gov” at the end of the user’s username. This is not an error and is necessary for the user to successfully log in to One Stop and the Occupations & Professions online renewal system.

The image displays two screenshots of the Kentucky One Stop Business Portal login page. The top screenshot shows the login form with empty fields for Username and Password. The bottom screenshot shows the same form with the username 'kycottest22@cit.ky.gov' entered and the password field masked with dots. Both screenshots include a warning message about unauthorized access and a footer with various government department logos.

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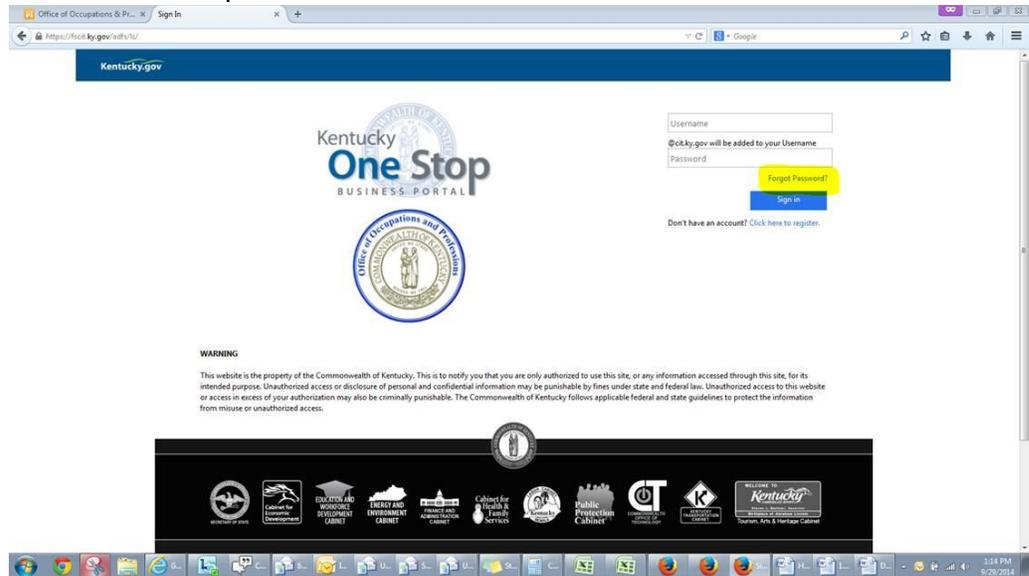
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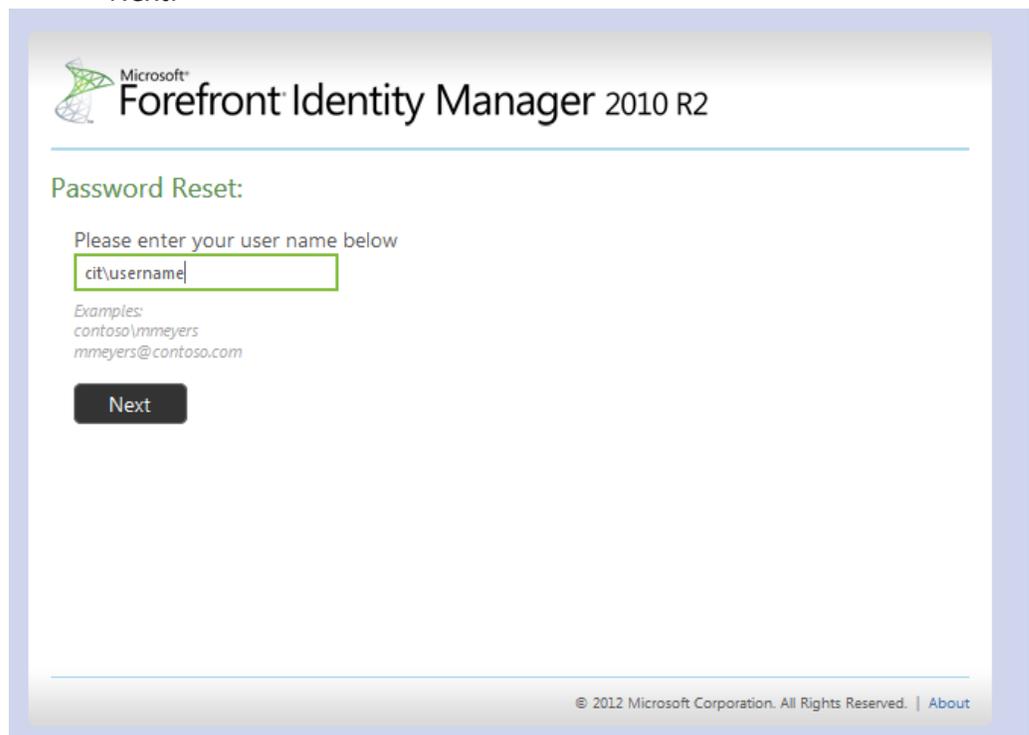
Should the user forget their password, here are the steps to use the self-service password reset (Forefront Identity Manager (FIM)).

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- At the One Stop sign in screen, click on the 'Forgot Password' link (highlighted in yellow below). Then follow the on-screen directions to reset the password.



- After clicking on the 'Forgot Password' link, the user should see a FIM screen asking for the user name. The user will need to enter their One Stop user name, preceded by 'cit\' (ex: cit\johndoe1), then clicking 'Next.'



- The user will then be prompted to answer 2 sets of 3 security questions to verify the user.

The screenshot shows the Microsoft Forefront Identity Manager 2010 R2 interface. At the top, the Microsoft logo and the text 'Forefront Identity Manager 2010 R2' are displayed. Below this, the heading 'Verify Your Identity: Submit Your Answers' is shown. A message states: 'You must answer 3 of the following 3 questions.' To the right, there is a grey box containing three security questions, each with a corresponding text input field: 'Who was your prom date?', 'Who was your first boss?', and 'Where was the first travel destination you remember?'. At the bottom of the grey box are two buttons: 'Next' and 'Cancel'. In the bottom right corner of the page, there is a small copyright notice: '© 2012 Microsoft Corporation. All Rights Reserved. | About'.

- If the user successfully answers their verification questions correctly, they will be prompted to create a new password.

The screenshot shows the Microsoft Forefront Identity Manager 2010 R2 interface for password reset. At the top, the Microsoft logo and the text 'Forefront Identity Manager 2010 R2' are displayed. Below this, the heading 'Password Reset: Choose Your New Password' is shown. A message states: '(Resetting password for cit\dbottoms84)'. There are two text input fields: 'Enter a new password:' and 'Re-enter the password:'. At the bottom of the page are two buttons: 'Next' and 'Cancel'. In the bottom right corner of the page, there is a small copyright notice: '© 2012 Microsoft Corporation. All Rights Reserved. | About'.

- After creating their new password and selecting 'Next,' if the two fields (Enter a new password and Re-enter the password) match, the user will see the following screen.



- At this point, the user's password has been changed, and they should go back to board's website to select 'Online License Renewal,' and proceed to login to One Stop and the O&P website using their new password.
- **Important Reminder:** A user can only reset their password once in a 24 hour period.

- Once the user has logged into the One Stop system, they will be directed to the Occupations & Professions registration

The screenshot shows a web browser window with the URL <https://kyonp.force.com/customers/apex/CommunitiesRegistration>. The page title is "Office of Occupations & Professions" and the sub-header is "User Registration". The form contains the following fields and values:

Field	Value	Notes
User Name	kycotest1@cit.ky.gov	Please enter User Name created in Kentucky One Stop
Board	Board of Certification of Alcohol and Drug Counselors	
License Type	Alcohol and Drug Counselor	
License Number	9999	
SSN	543210987	
First Name	Don	
Last Name	Duck	
Email	kycotest1@gmail.com	Please enter Email created in Kentucky One Stop
Phone		

A "Submit" button is located at the bottom of the form. The footer of the page includes "Privacy | Disclaimer | Individuals with Disabilities" and "Copyright © 2004 Commonwealth of Kentucky. All rights reserved."

- On the Occupations & Professions registration page, the user will need to enter the information requested. The user name should include the @cit.ky.gov tag used for signing into One Stop. (Hint: any field with a red bar next to it is a required field.)
- The user should select an appropriate board with which they are licensed or certified, and the appropriate license type that they hold with that board.
- The user should also use the same user name and email address that they used when registering with One Stop.
- After they have entered the correct information, they should click on 'Submit' to send their information to Occupations & Professions.
- If the information they entered is correct, the user will be taken to their Occupations & Professions home page.
- If the information they entered is incorrect, or doesn't match what is on record for them with the Office of Occupations & Professions, they will be instructed to correct the information or call the Office of Occupations & Professions to verify their information.

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Once at the Occupations & Professions home page for their account, the user should click on the 'User Profile' link at the top of the page to see their details.

Licensee Profile Details

[Edit](#)

Personal Information

Suffix		Middle Name	
First Name	Don	Maiden Name	
Last Name	Duck	User ID	kyotest1@gmail.com
Date of Birth			

Address Information

Mailing Street	ANIMAL CONTROL AGENCY	Other Street	
Mailing City	FRANKFORT	Other City	
Mailing State/Province	Kentucky	Other State/Province	
Country	United States	Other Country	United States
Mailing Zip/Postal Code	40601	Other Zip/Postal Code	

Contact Information

Mobile		Phone	
Other Phone		Email	kyotest1@gmail.com

License Information

License Number	License Type	Board Name	Status	Issue Date	Expire Date	Business License
9999	Animal Control Agency	Board of Veterinary Examiners	Active	7/5/2012	9/30/2014	<input type="checkbox"/>

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- In order to edit their address or contact information, the user will need to click on the 'Edit' button at the top of the screen. This will give the user a screen where they can edit the information, then 'Save' what they have.

Home [UserProfile](#)

Edit Profile Details

[Save](#) [Cancel](#)

Personal Information

Suffix		Middle Name	
First Name	Don	Maiden Name	
Last Name	Duck	User ID	kyotest1@gmail.com
Date of Birth			

Address Information

Mailing Street	ANIMAL CONTROL AGENCY	Other Street	
Mailing City	FRANKFORT	Other City	
Mailing State	Kentucky	Other State	-None--
Mailing Country	United States	Other Country	United States
Mailing Zip/Postal Code	40601	Other Zip/Postal Code	

Contact Information

Mobile		Phone	
Other Phone		Email	kyotest1@gmail.com

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- Back at the User Profile screen, the user can click on their License Number to be taken to a screen showing details regarding that license.

The screenshot shows the 'User Profile' page on the KYONP Public website. The page is titled 'Licensee Profile Details' and includes an 'Edit' button. It is divided into several sections: Personal Information, Address Information, Contact Information, and License Information. The License Information section contains a table with one row of data for license number 9999.

License Number	License Type	Board Name	Status	Issue Date	Expire Date	Business License
9999	Animal Control Agency	Board of Veterinary Examiners	Active	7/5/2012	9/30/2014	<input type="checkbox"/>

Below the table, there is a 'Selected License Record Details' section for license number 9999. It includes a 'Back to Profile Page' link and a table with the following details:

License Number	9999	Board Name	Board of Veterinary Examiners
Email	kycotest1@gmail.com	License Type	Animal Control Agency
Status	Active	Expire Date	9/30/2014
Issue Date	7/5/2012		

At the bottom of this section are 'Renew' and 'Terminate' buttons. The footer of the page includes 'Privacy | Disclaimer | Individuals with Disabilities' and 'Copyright © 2004 Commonwealth of Kentucky. All rights reserved.'

- If the license is in the time frame specified by that Board for renewals, the user should see a 'Renew' button, and a 'Terminate' button.
- If the user selects 'Renew,' they will be taken to the online renewal for that license.

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- If they select 'Terminate,' the user will be asked to confirm their request, and then be sent back to their User Profile screen.

The screenshot shows a web browser window with the following elements:

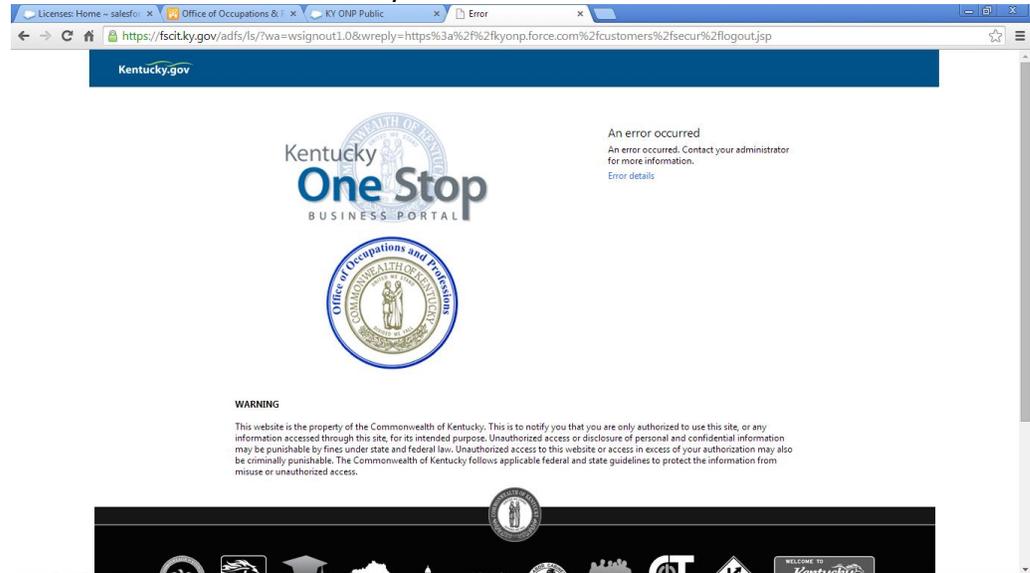
- Browser tabs: "Licenses: Home - salesfo...", "Office of Occupations & Professions", "KY ONP Public", "KY Occupations and Professions".
- Address bar: "https://kyonp.force.com/customers/Termination?id=a0Co0000000bMY5EAM".
- Page header: "Kentucky.gov" logo and "Logout" link.
- Navigation: "Home" and "UserProfile" tabs.
- Form content:
 - Section: "Signature"
 - Text: "I hereby certify that all information provided by me on this form is true and correct to the best of my knowledge."
 - Text: "I AGREE" followed by radio buttons for "Yes" and "No".
 - Buttons: "Continue" and "Cancel".
- Page footer: "Privacy | Disclaimer | Individuals with Disabilities" and "Copyright © 2004 Commonwealth of Kentucky. All rights reserved."

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Once the user is done with their session, they should click on the 'Log Out' link at the top right corner of the page.

This will take them to a screen that tells them they are logging out of the Occupations & Professions site, and the One Stop site.

Their log out will send them to a page that shows an error message that reads "An error occurred. Contact your administrator for more information."



The user did not do anything to create this error. To get rid of the error message, the user can refresh (F5) their screen (see screen below), or go back to the Occupations & Professions home page by entering the website's url in their address bar (<http://dop.ky.gov>).

