

# CAN Check Request

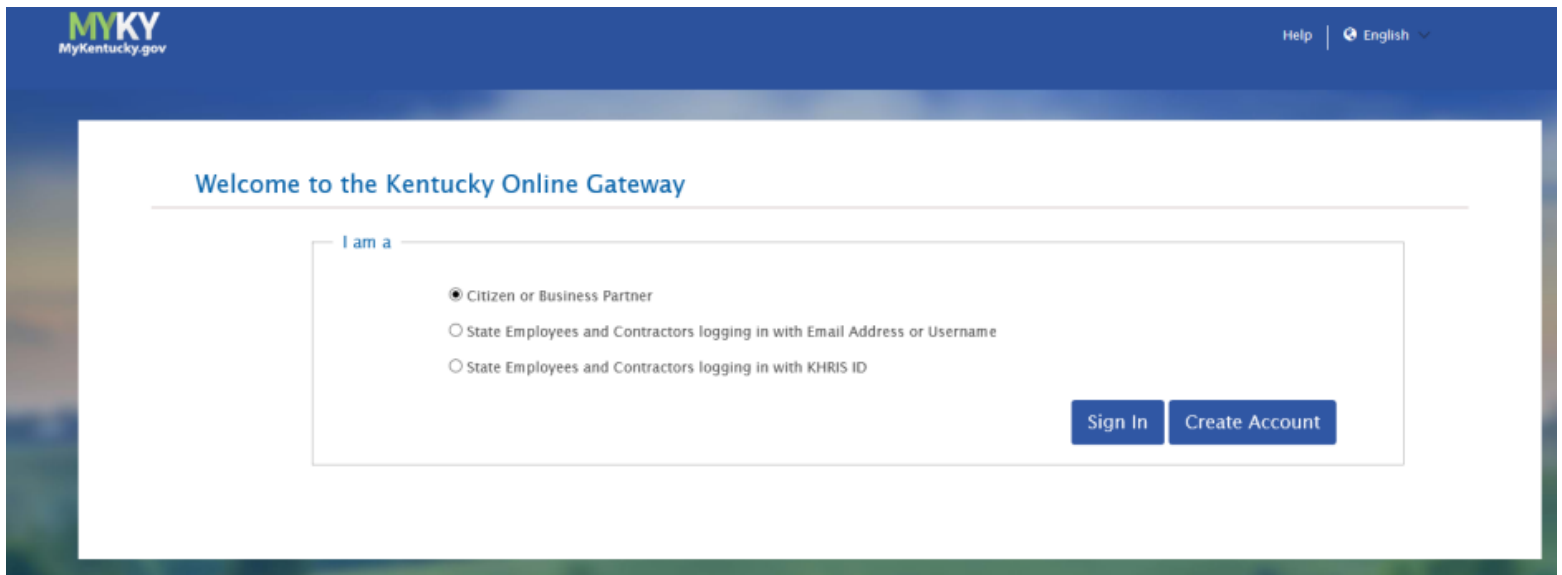
The following information has been provided by the Cabinet for Health and Family Services and must be followed in order to submit a CAN (**Child Abuse and Neglect**) check, which is necessary for employment within the Harlan County Public School System. Note that each user must create a KOG (Kentucky Online Gateway) account and submit their personal information for the CAN check. There will be a section for you request that the results be shared with a specific employer/agency. Please use the following: **Harlan County Public Schools, 251 Ball Park Rd., Harlan, Ky 40831** and [scott.pace@harlan.kyschools.us](mailto:scott.pace@harlan.kyschools.us). **Note that the e-mail address is added under 'In addition to receiving the results myself...' checkbox. It is very important that you select this section and add the e-mail address above.**

The following items are needed to complete the CAN check: a copy of your driver's license, social security card or birth certificate, credit/debit card and a valid e-mail address that you can check.

\*For technical support issues, please contact the help desk at 866-231-0003 Option 3 during the hours of Monday – Friday 7:30am – 5:00pm or [TWISTHelpDesk@ky.gov](mailto:TWISTHelpDesk@ky.gov).

## KOG Onboarding for CAN Check Requests

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



The screenshot shows the KYKY MyKentucky.gov website. The header includes the logo and a language selector set to English. The main content area is titled "Welcome to the Kentucky Online Gateway". Below this, there is a section labeled "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 KHRIS ID". To the right of these options are two buttons: "Sign In" and "Create Account".

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

- 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.**

## Please complete your Kentucky Online Gateway Profile

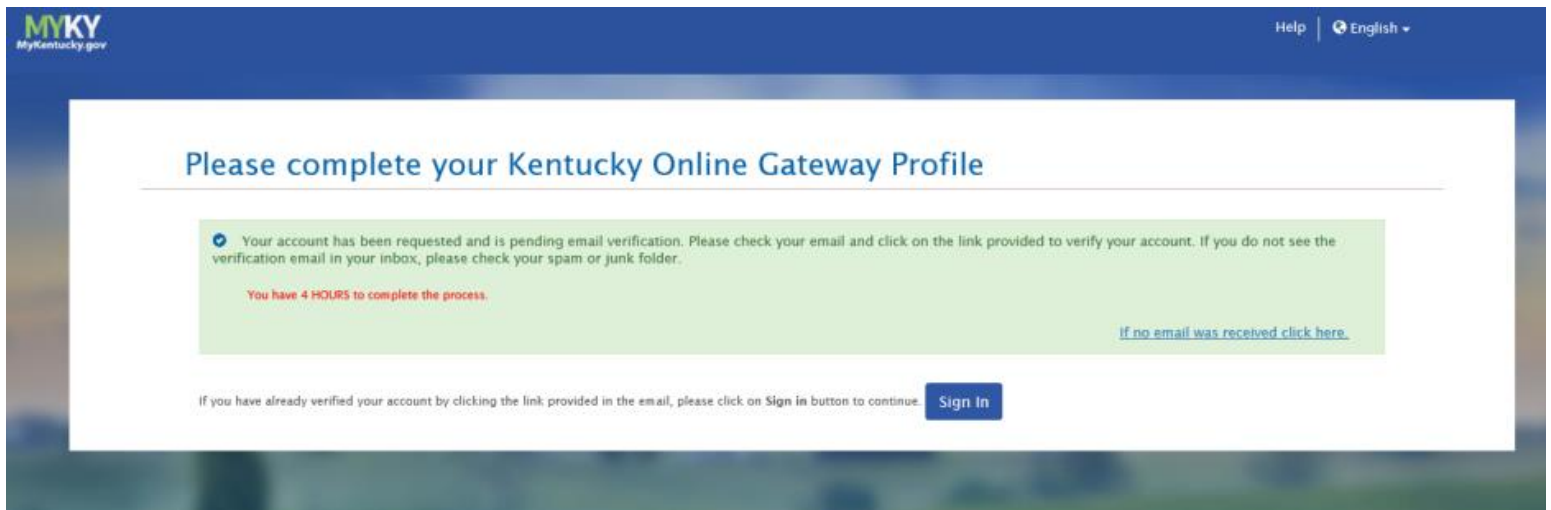
**i** If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password OR click on the **Cancel** button below to log into your account.

Please fill out the form below and click **Sign Up** when finished.

All fields with \* are required.

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

- A success message is displayed if the 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 (verify) 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 username [redacted]

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

<https://kog.chfs.ky.gov/public/fwlink/?linkid=14408a3f-4cdd-4c0f-8332-67b8d1bf83a3>

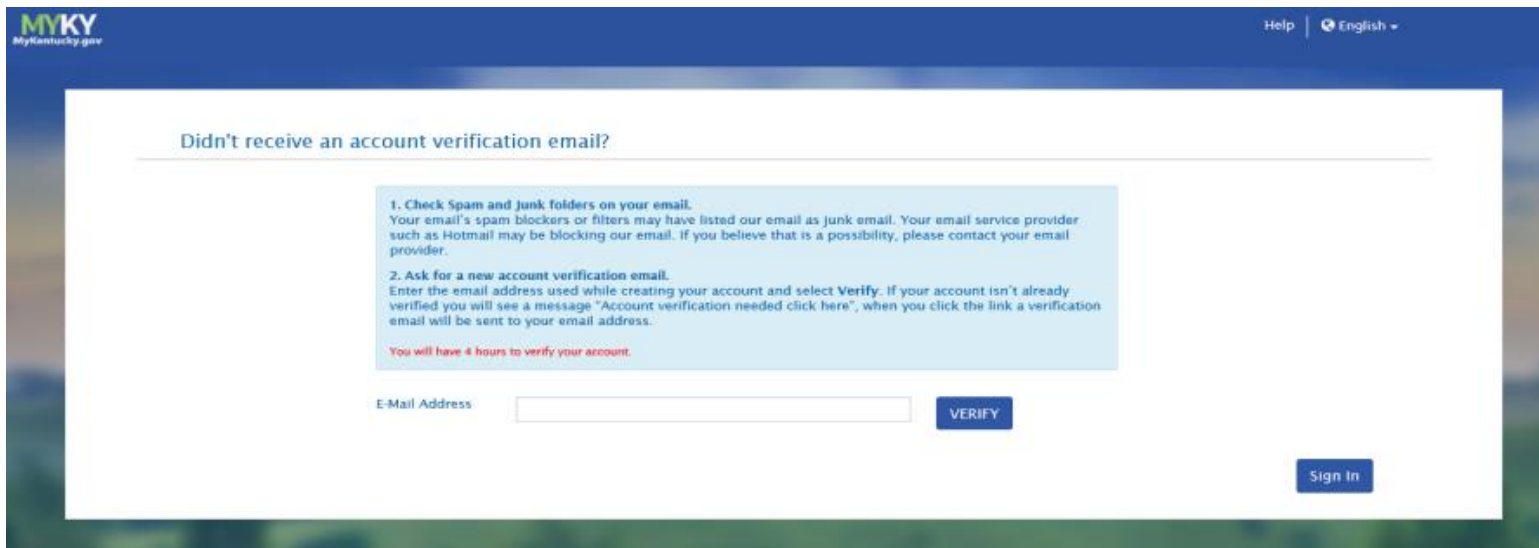
[Click here for Help Desk contact information](#)

Kentucky Online Gateway

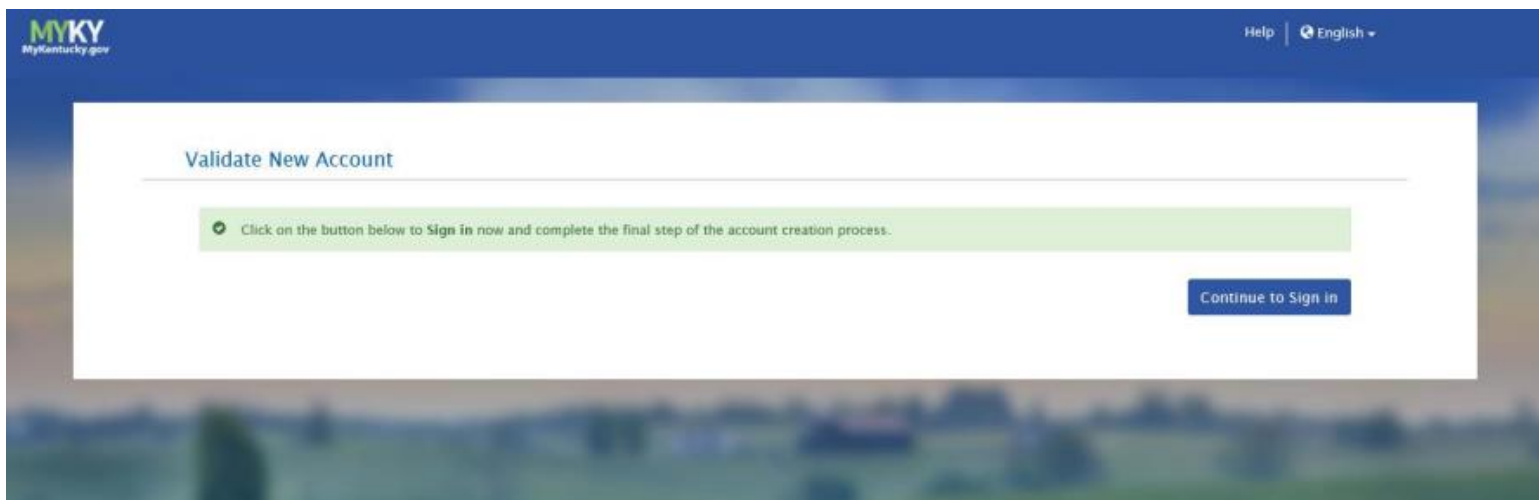
NOTE: Do not reply to this email. This email account is only used to send messages.

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**.



- The 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**. Your KOG account setup is complete and you will now submit the CAN check request.

**Citizen (or) Business Partner Sign In**

Sign in with your Kentucky Online Gateway Account.

**Email Address**  
Enter Email Address

**Password** [Forgot/Reset Password?](#)  
Enter Password

[Resend Account Verification Email](#)

**Sign In**

**WARNING**

This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

Don't already have a Kentucky Online Gateway Citizen Account?

**Create An Account**

[Click here to select user account type](#)

# CAN Check Request User Guide

- Open your browser and enter the following URL <https://kog.chfs.ky.gov/home/>.
- Select **Citizen or Business Partner** and **Select Sign In**

- Refer to the **KOG Onboarding for CAN Check Requests Guide (or above directions)** if you do not have a Kentucky Online Gateway account.
- Enter your registered e-mail address and Password.

## Citizen (or) Business Partner Sign In

Sign in with your Kentucky Online Gateway Account.

 Email Address

Enter Email Address

 Password

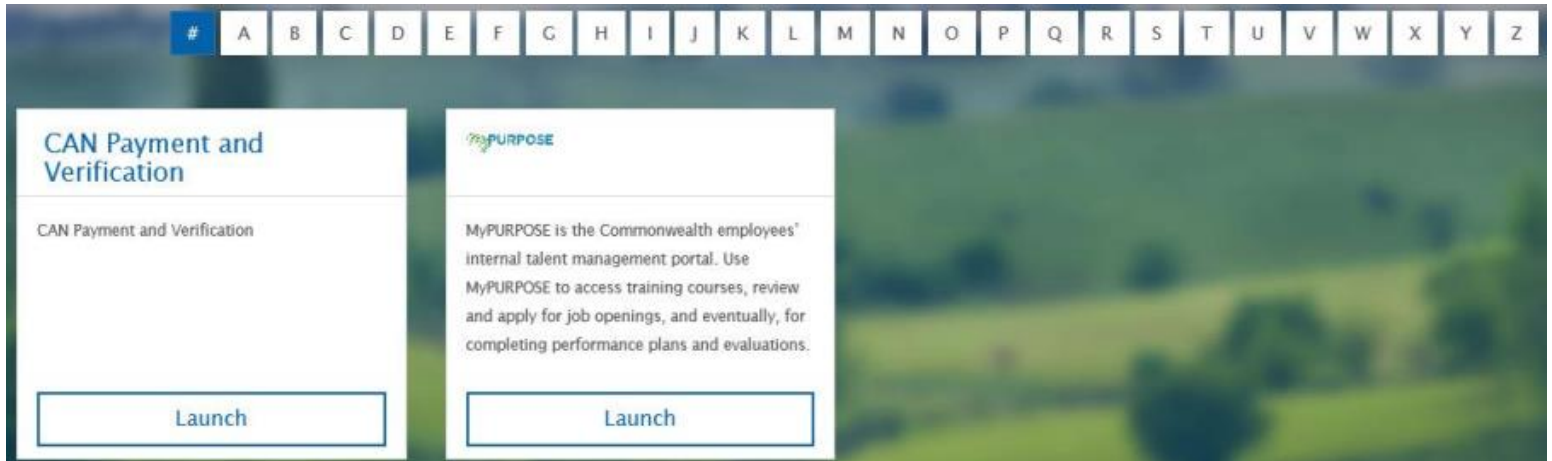
Enter Password

[Forgot/Reset Password?](#)

Sign In

[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/Enroll**.



- The CAN Check Home screen will be displayed.
- Select the desired request type from the **Form** dropdown (**You MUST select DPP-156 for Central Registry Checks**).

Form ▾ CAN User Guide

Child Care Central Registry Check (DCC-374)  
Central Registry Check (DPP-156)  
Public Child Welfare Worker Certification Program

during the hours of Monday – Friday 7:30am – 5:00pm or [TWISTHelpDesk@ky.gov](mailto:TWISTHelpDesk@ky.gov)

- You will now begin to complete the form. Note that sections of the selected form annotated with a **red \*** are mandatory fields (Middle Name and Nick Name/Maiden name can have N/A entered if not applicable). **A proof of ID (driver's license, birth certificate, or Social Security card, or passport) photograph must be attached to each request with details below.**

- For the form type, you MUST select '**Public School Employee, Student Teacher, Contractor, or School-Based Decision-Making Council Member**'.

### Personal Information & Current Address

- When entering your personal information, you technically do not currently have a 'Date of Initial Hire'. **Use the current/today's date.**

### Entity Requesting Information

- This section will allow the results of your CAN check to be shared with a specific employer/agency. Please use the following: **Harlan County Public Schools, 251 Ball Park Rd., Harlan, Ky 40831** and [scott.pace@harlan.kyschools.us](mailto:scott.pace@harlan.kyschools.us). **Note that the e-mail address is added under 'In addition to receiving the results myself...' checkbox. It is very important that you select this section and add the e-mail address above.**

### View/Upload Documents

- You will now need to upload a scan or photo of your identification such as a **driver's license, birth certificate, social security card or passport**. .JPG, .PNG, .BMP and .PDF are approved file types. If you have trouble at this section, your file/image is most likely too large and will need to be resized.

### When Finished

- To save the current request to your dashboard prior to payment, select **Save**. If you are finished and ready to submit your requested CAN Check for payment, select **Submit**.

### Payment

- Upon Submission, you will be presented with the payment selection screen. Select '**Pay by Credit/Debit Card**' and click '**Proceed to E-Sign**'.

- Enter your credit card/debit card information on the Select Payment Type screen (there is a fee of \$10 per CAN Check request submitted). Select **Next** to Continue to Payment overview page.

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

### When Finished

- The **My Dashboard** section of the of the requestor dashboard displays In Process, Completed and Cancelled CAN Check requests. Select **View** to see CAN Check(s) in Submitted or In Process Status. Select **Result** to see the final results of CAN Check(s) in Completed or Cancelled Status. Select **Print** to print the CAN Check for your records. \*If you added the above HCPS address and listed e-mail ([scott.pace@harlan.kyschools.us](mailto:scott.pace@harlan.kyschools.us)) we will receive the results. If not, you will have to print or download and e-mail a copy to us.