

DESIGN CUSTOMIZATION

Occupations & Professions

Online Renewal Registration and Log In

User Manual

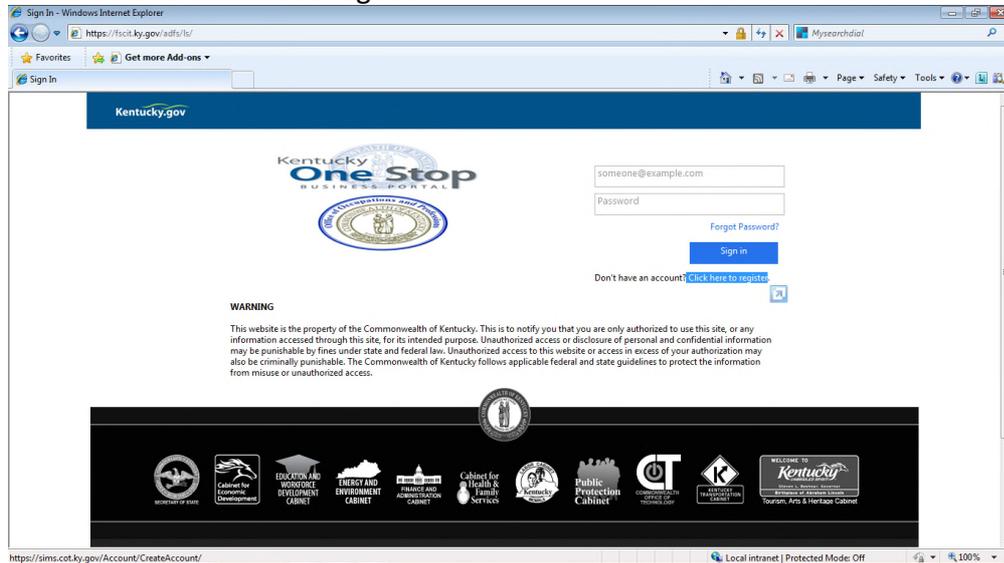
Instructions



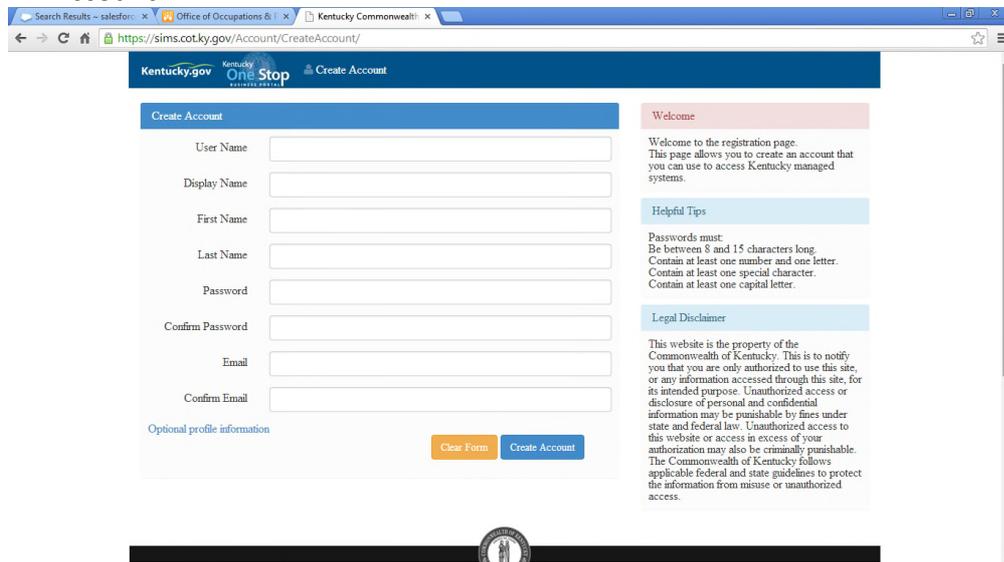
- To register with the Occupations & Professions to view and renew licenses, the licensee will need to click on 'Online Renewal System' from the Occupations & Professions home page, or the home page of any of the Boards within Occupations & Professions.

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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.



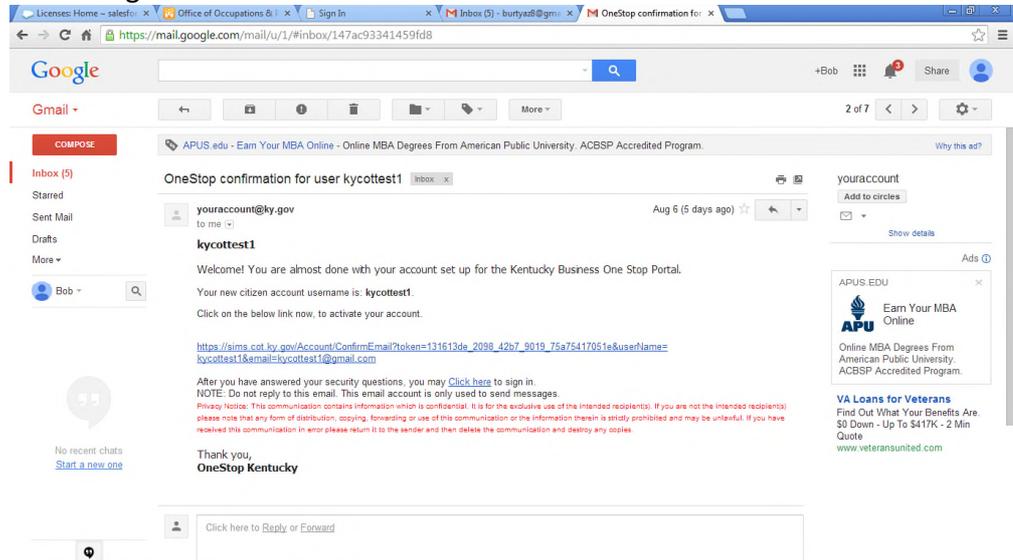
- This will take the user to the One Stop Create Account screen. On this screen, the user will need to enter the information requested, then click on 'Create Account.'



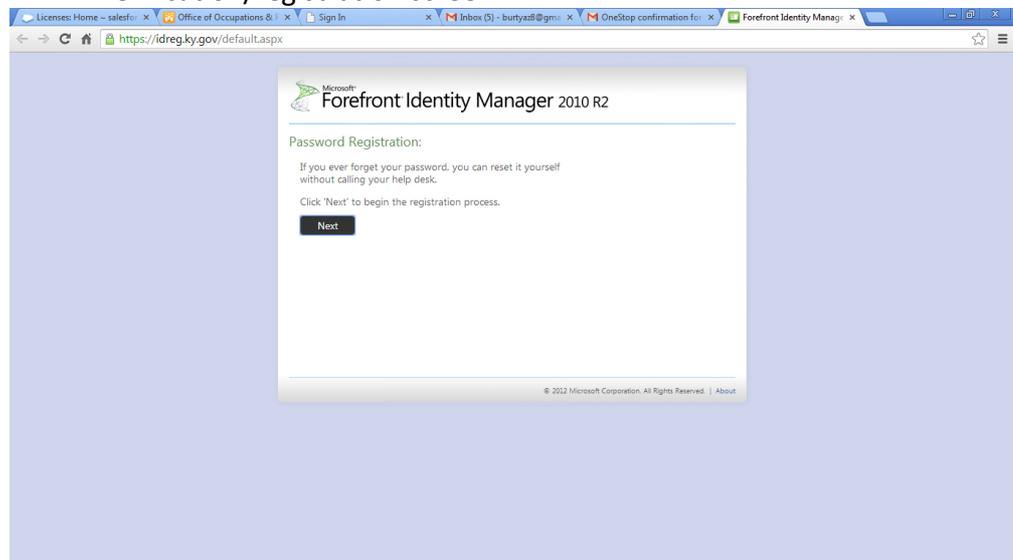
- Once the user clicks on the 'Create Account' button, they will be sent back to the One Stop log in screen. However, the user cannot log in yet, as they still need to confirm their request.

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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:



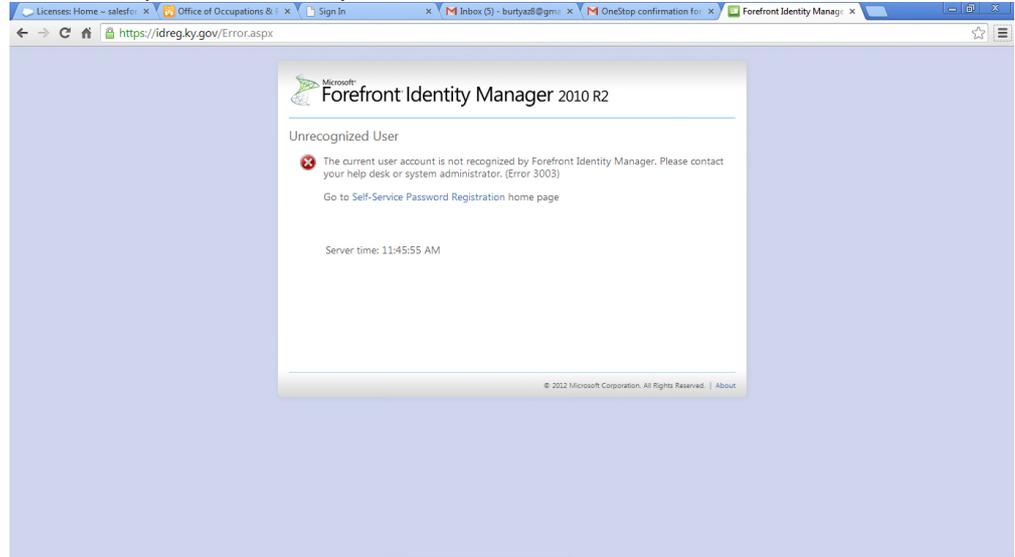
- In order to activate their account, the user should click on the link provided in the email. This will take the user to an account verification/registration screen.



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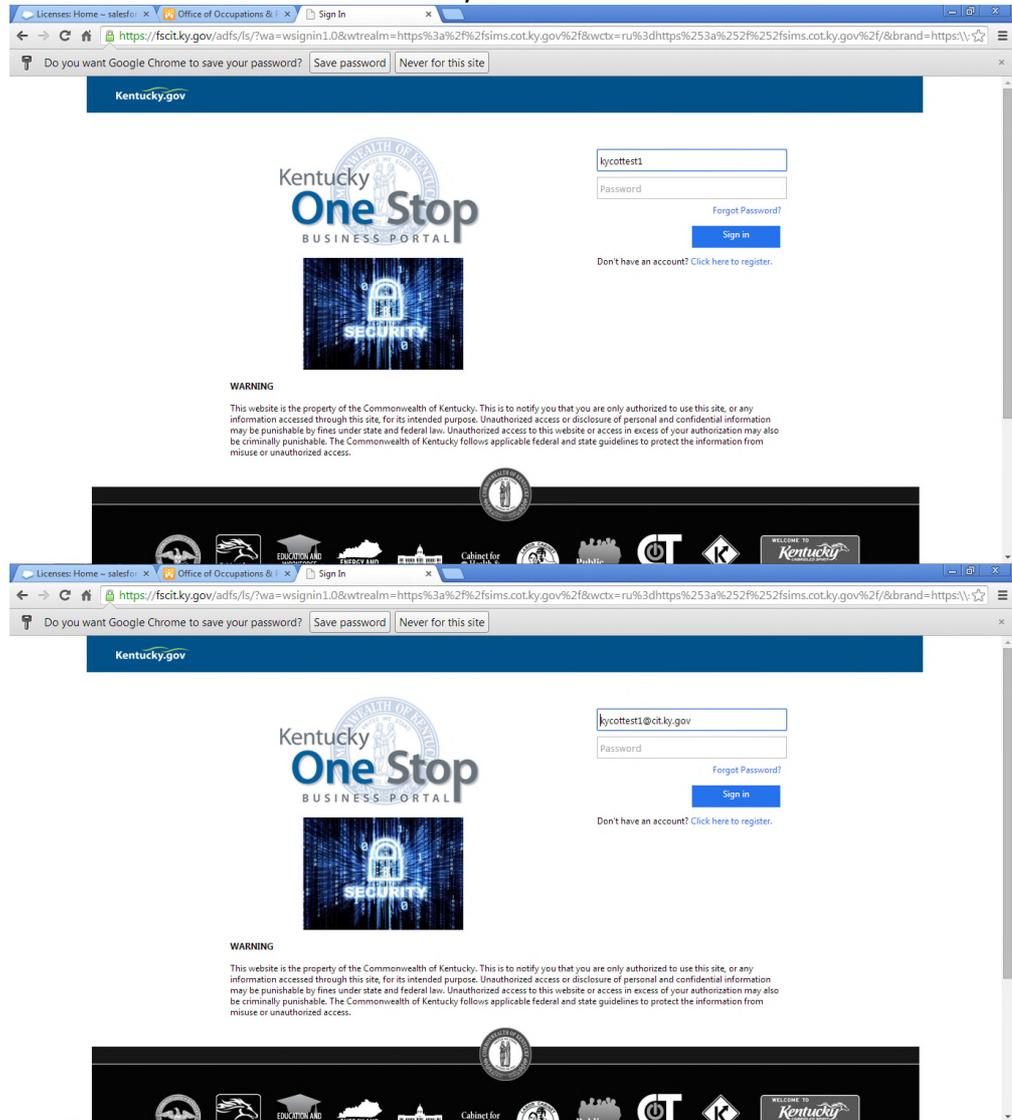
- If the user doesn't receive the screen with the verification questions, they will most likely see this screen:



- 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.



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

The screenshot displays the 'User Registration' page for the Office of Occupations & Professions. The form contains the following fields and values:

Field	Value	Notes
User Name	kycottest1	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	kycottest1@gmail.com	Please enter Email created in Kentucky One Stop
Phone		

A 'Submit' button is located at the bottom of the form. The page footer 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 (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.

The screenshot shows a web browser window with the URL <https://kyonp.force.com/customers/apex/LicenseeProfilepage?sfdctabName=01ro0000009jfy>. The page title is "Licensee Profile Details" and includes an "Edit" button. The form is divided into four sections:

- Personal Information:** Suffix, First Name (Don), Middle Name, Maiden Name, Last Name (Duck), Date of Birth, and User ID (kcofest1@gmail.com).
- Address Information:** Mailing Street (ANIMAL CONTROL AGENCY), Mailing City (FRANKFORT), Mailing State/Province (Kentucky), Mailing Country (United States), Mailing Zip/Postal Code (40601), Other Street, Other City, Other State/Province, Other Country (United States), and Other Zip/Postal Code.
- Contact Information:** Mobile, Other Phone, Phone, and Email (kcofest1@gmail.com).
- License Information:** A table with columns: License Number, License Type, Board Name, Status, Issue Date, Expire Date, and Business License.

License Number	License Type	Board Name	Status	Issue Date	Expire Date	Business License
9992	Animal Control Agency	Board of Veterinary Examiners	Active	7/5/2012	9/30/2014	<input type="checkbox"/>

- 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.

The screenshot shows a web browser window with the URL <https://kyonp.force.com/customers/LicenseeProfileEditPage?id=003o0000004azjIAAI>. The page title is "Edit Profile Details" and includes "Save" and "Cancel" buttons. The form is divided into four sections:

- Personal Information:** Suffix, First Name (Don), Middle Name, Maiden Name, Last Name (Duck), Date of Birth, and User ID (kcofest1@gmail.com).
- Address Information:** Mailing Street (ANIMAL CONTROL AGENCY), Mailing City (FRANKFORT), Mailing State (Kentucky), Mailing Country (United States), Mailing Zip/Postal Code (40601), Other Street, Other City, Other State (None--), Other Country (United States), and Other Zip/Postal Code.
- Contact Information:** Mobile, Other Phone, Phone, and Email (kcofest1@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 image shows two screenshots of the KYOPF website. The top screenshot is the 'User Profile' page, which displays personal, address, and contact information for a user named Don Duck. Below this is a table of 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"/>

The bottom screenshot is the 'Selected License Record Details' page for license number 9999. It shows the following details:

License Number	9999	Board Name	Board of Veterinary Examiners
Email	kucofest1@gmail.com	License Type	Animal Control Agency
Status	Active	Expire Date	9/30/2014
Issue Date	7/5/2012		

At the bottom of this page are 'Renew' and 'Terminate' buttons.

- 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.

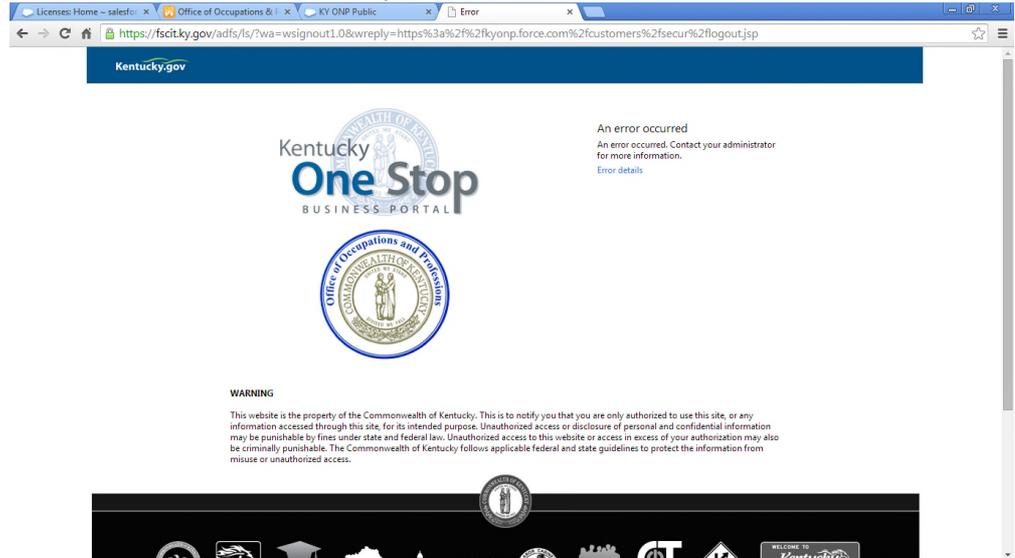
The screenshot shows a web browser window with the URL <https://kyonp.force.com/customers/Termination?id=a0Co0000000tMY5EAM>. The page header includes the Kentucky.gov logo and a 'Logout' link. The main content area is titled 'Signature' and contains a text box with the following text: 'I hereby certify that all information provided by me on this form is true and correct to the best of my knowledge.' Below this text is the label 'I AGREE' followed by two radio buttons: 'Yes' and 'No'. At the bottom of the form are two buttons: 'Continue' and 'Cancel'. The footer of the page contains links for 'Privacy', 'Disclaimer', and 'Individuals with Disabilities', along with a copyright notice: '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>).

