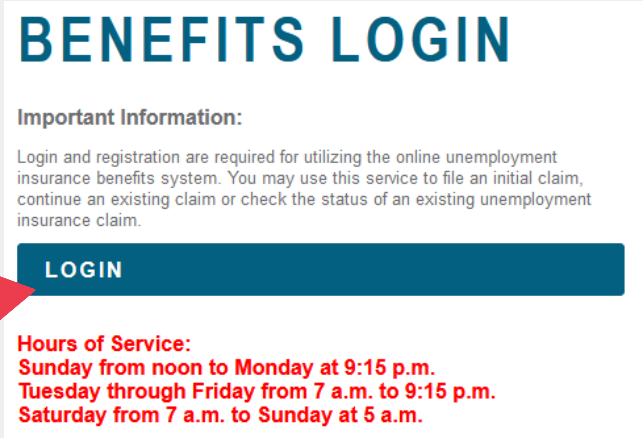
# How to Register with Kansas.Okta

Revised 2/2/2021

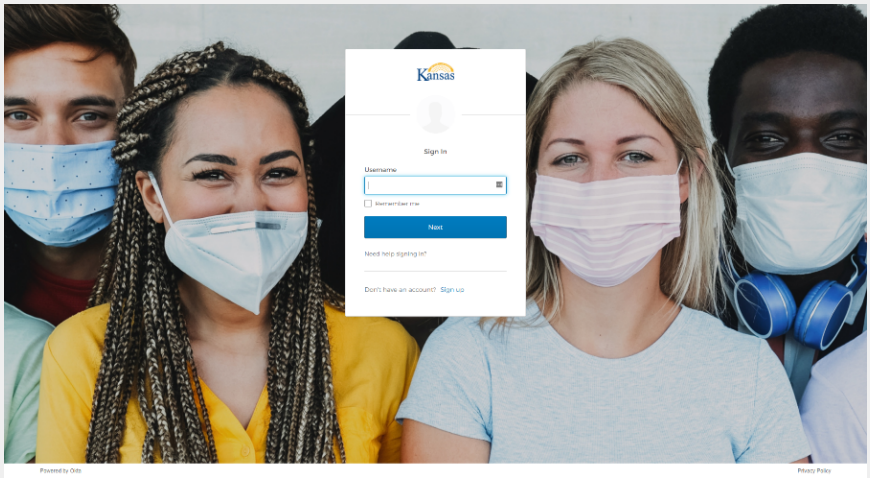
Kansas Department of Labor

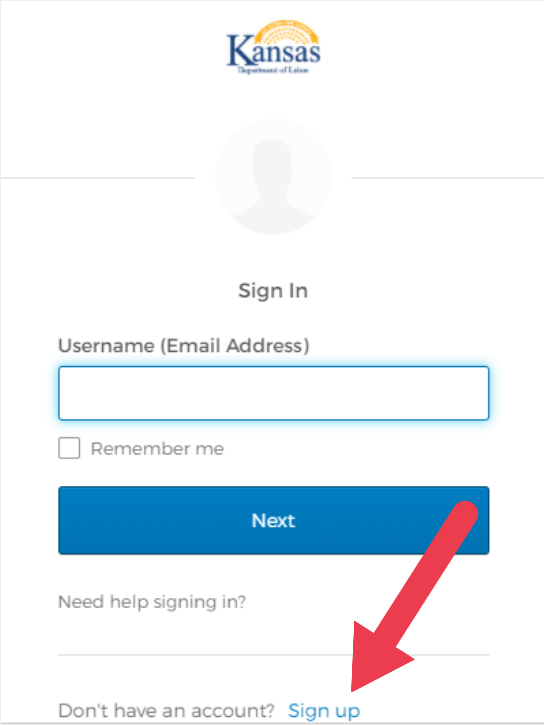
1. Create an Account
2. Email Verification
3. Multi-Factor Authentication
4. Finish Multi-Factor Authentication
5. Identity Verification

*ATTENTION: Please use Safari, Internet Explorer or Firefox when accessing the benefits site. Some users experience errors when using Google Chrome or Microsoft Edge. If you are having problems logging into the site, please delete all cookies and cache from your browser and try again.*




When you are ready to log back in to apply for unemployment benefits go to [GetKansasBenefits.gov](GetKansasBenefits.gov) and click on "**Login**". You will be navigated to [kansas.okta.com](kansas.okta.com) which is the site with masked people in the background.






## Sign up

The first time you enter here you need to set up your account. You will need to click "**Don't have an account? Sign up.**"

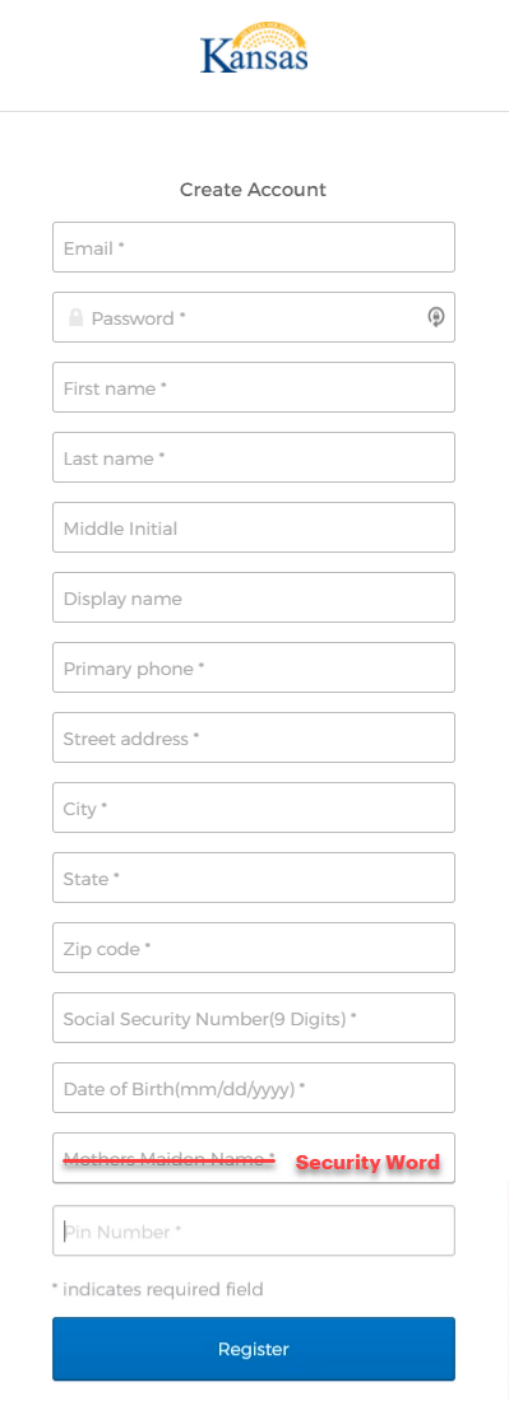
Once registration is complete, you will log into your benefits account using this login screen.

# 1 Create Account

Items in red cannot be changed once submitted, so it is critical claimants enter these correctly at this stage and do not forget what they have entered!

You will be prompted to Create Account. Please fill in the following information:

- Email – is required to create your account. Please note each account requires a unique email address.
- Password
  - At least 8 character(s)
  - At least 1 number(s)
  - At least 1 symbol(s)
  - At least 1 lowercase letter(s)
  - At least 1 uppercase letter(s)
  - Does not contain part of username
  - Does not contain "First name"
  - Does not contain "Last name"
- First name (required to use your legal first name)
- Last name
- Middle initial (optional)
- Display name (options, if they have a preferred name)
- Primary phone
- Street address
- City
- State
- Zip code
- Social Security Number (9 Digits)
- Date of Birth (mm/dd/yyyy)
- Security Word
- PIN Number – Create a 4-digit number. It cannot be all 0's or 9"s



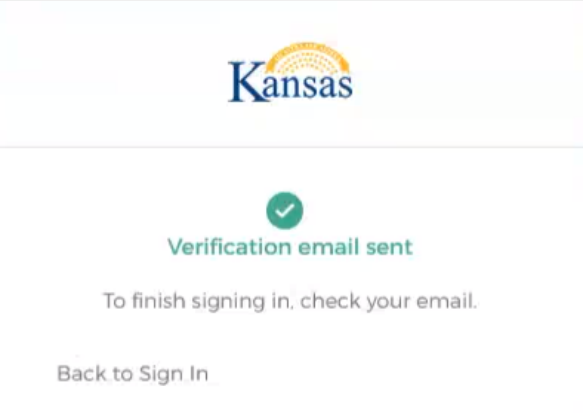
## 2 Email Verification

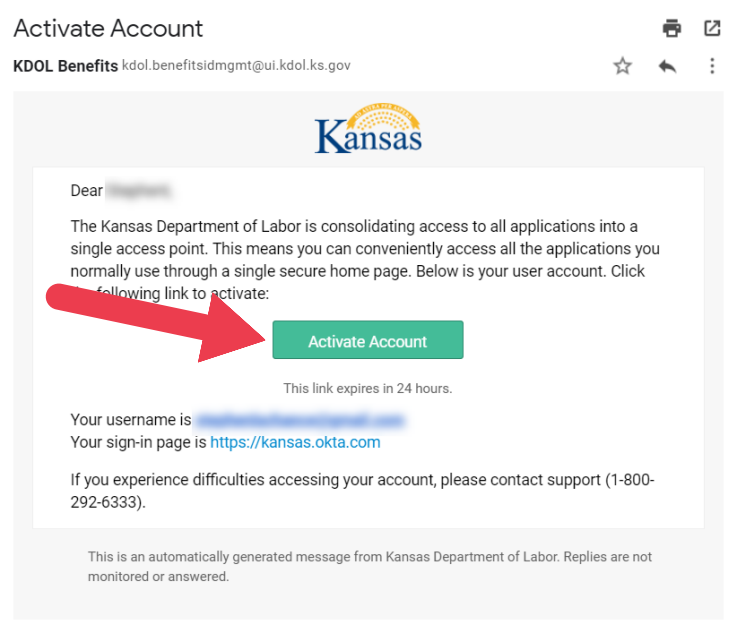
After you register, a "**Verification email**" will be sent to your registered email address. The email will be from "**KDOL Benefits**". Click once on the "**Activate Account**" button in the email.

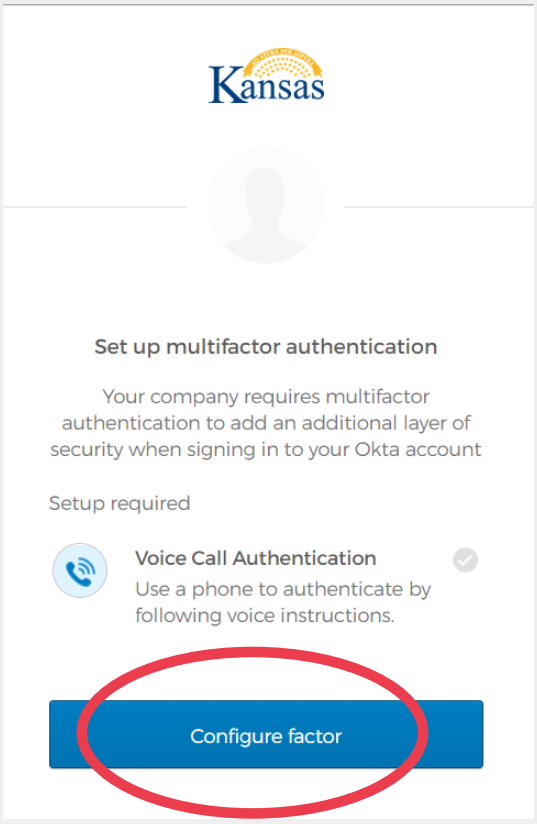
**Two actions will render the link expired:**

1. **Clicking the button more than once.**
2. **Forwarding the email.**

If you do not receive an email within the next five minutes, please check your spam folder.




## 3 Multi-Factor Authentication (MFA)

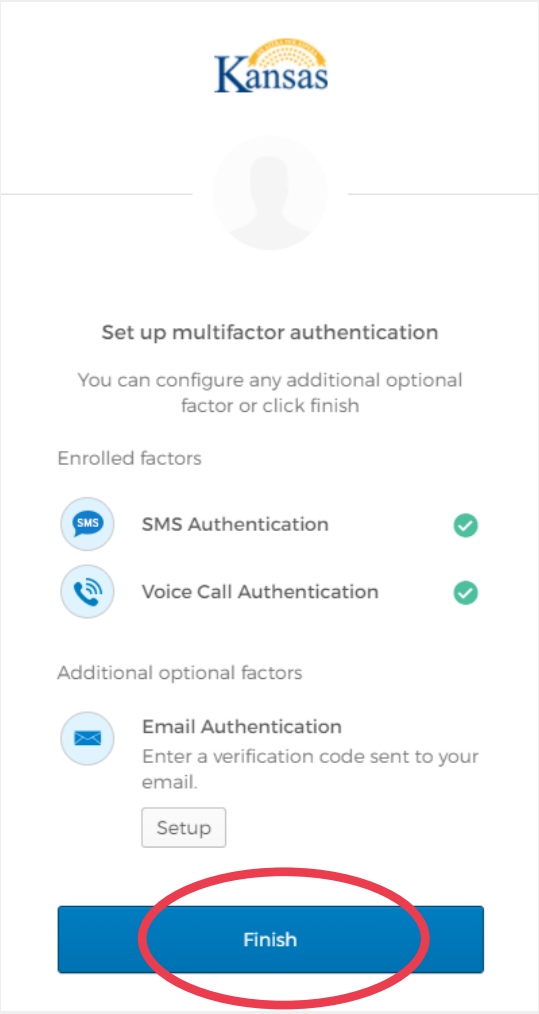
You will have to set up a multi-factor authentication (MFA). This adds an additional layer of security to your account and requires you to enter a code, received via phone call, email or text for verification. MFA protects you from fraudsters and identity thieves who may try to access your account and personal data.

After you activate your account, you will be prompted to configure at least one authentication factor.

Click the blue "**Configure Factor**" button.

# 4 Finish Multi-Factor Authentication (MFA)

*- Select your MFA preferences*




## Voice Call (required)

- Enter preferred phone number to receive voice calls (mobile phone recommended)
- Click the blue **Call** button
- Wait for the system to call the phone number entered with an audible "voiced" code
- Answer the call
- Enter the code provided over the call to confirm
- Click the blue **Verify** button

## SMS (optional)

- Enter mobile phone number
- Click the blue **Send** code button
- Wait for the system to send an SMS text message to the mobile phone number entered
- Enter the code provided to confirm
- Click the blue **Verify** button

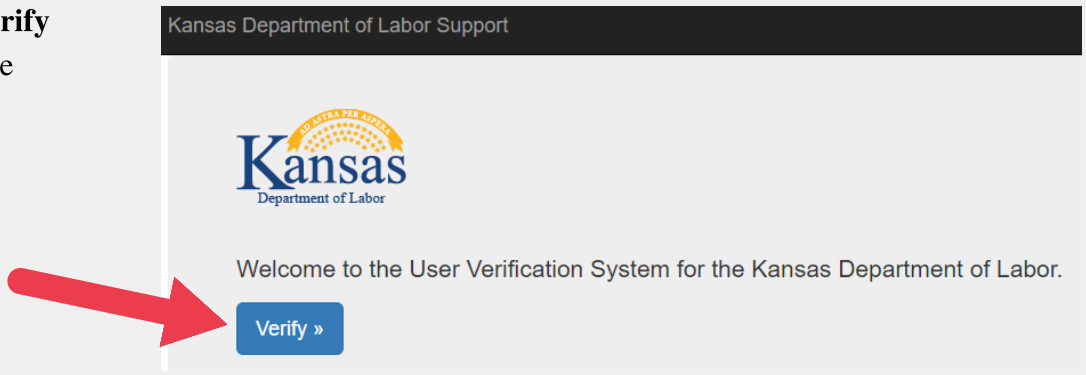
## Email (optional)

Having just verified email as part of the account activation process, simply click the **Send me the code** button, then check email for the code and enter it the same way as above.

# 5 Identity Verification

After setting up MFA, you may be prompted to complete a brief questionnaire provided by LexisNexis to further verify identity.

- Click the blue **Verify ≫** button
- Answer the multiple choice questions (questions and answer choices are personalized for the claimant)
- Click the gray **Verify** button to complete



## What happens if I fail?

If you fail the questionnaire, you will be instructed to contact the LexisNexis Help Desk at 1-800-343-2778. You will work with an agent who will ask similar questions to verify your identity.

If you have questions regarding the website process, please call the KDOL Unemployment Contact Center at 1-800-292-6333.

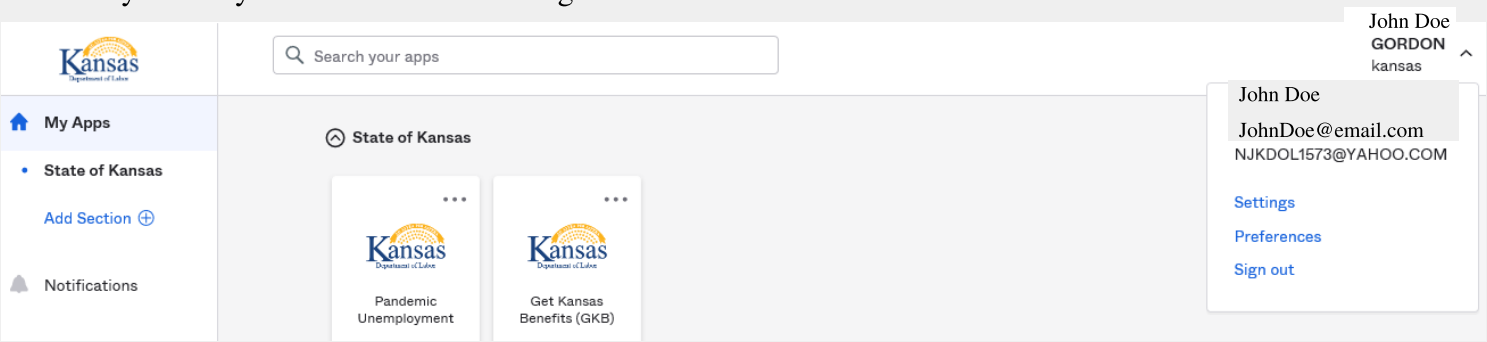
# You are now registered!

## Claimant Dashboard

With account registration now complete, you will arrive at the dashboard page. This will be your log in page going forward for **Get Kansas Benefits (GKB)** and **Pandemic Unemployment Assistance (PUA)**:

- GetKansasBenefits.gov for all non-PUA claims
  and
- PUA.GetKansasBenefits.gov for PUA claims only

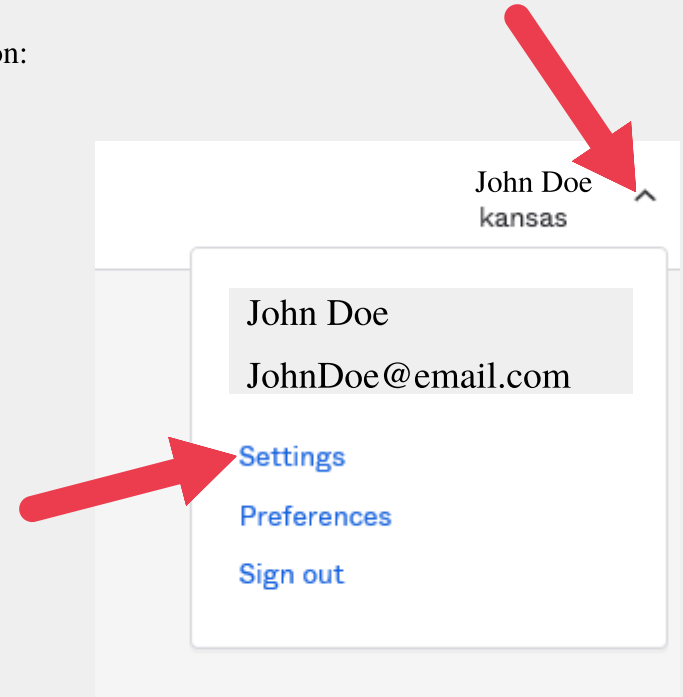
You may access your KDOL claims through this site.




## Self-Service Account Settings

From the dashboard page, you can update your information:

- Click the drop-down menu next to your name
- Select Settings from the menu options




To make any edits, you may be prompted to re-enter your password and MFA code.

From here, you can update:

- Personal Information
- Password
- Password Question
- Security Image
- MFA Configuration
- Display Language