

The Commonwealth of Kentucky

**Kentucky Unemployment  
Insurance Portal (KUIP)**

**Login Troubleshooting**

**Reference Guide**



UNEMPLOYMENT  
INSURANCE PORTAL

# Table of Contents

|                                                  |          |
|--------------------------------------------------|----------|
| <b>Introduction .....</b>                        | <b>3</b> |
| <b>KUIP Login Troubleshooting Guidance .....</b> | <b>4</b> |
| Scenario.....                                    | 4        |
| Recommended User Actions.....                    | 4        |

## **Introduction**

The objective of this reference guide is to outline the process for users to follow if they receive the “Authenticating Error” message immediately after completing Multi-Factor Authentication (MFA) when logging into KUIP.

# KUIP Login Troubleshooting Guidance

## Scenario

KUIP requires users to complete Multi-Factor Authentication (MFA) when logging into the application. In some cases, users may receive an "Authenticating Error" message immediately after successfully completing MFA instead of being redirected to KUIP.

In most cases, this occurs when the user has accidentally bookmarked the authentication/login URL instead of the actual portal URL, such as:

- <https://employer.ui.ky.gov>
- <https://tpa.ui.ky.gov>

The bookmarked authentication URL is only valid for the specific sign-in session during which it was generated and cannot be reused for future sign-ins.

## Recommended User Actions

If you are receiving this error while accessing the application through a bookmarked URL, this is expected behavior.

### To resolve the issue:

1. Close the browser tab displaying the error.
2. Open a new browser window.
3. Navigate directly to the appropriate portal:
  - Employer Portal: <https://employer.ui.ky.gov>
  - TPA Portal: <https://tpa.ui.ky.gov>
4. Sign in again using the portal URL.
5. Update your bookmark to point to the portal URL (for example, <https://employer.ui.ky.gov> or <https://tpa.ui.ky.gov>) rather than the login or authentication page.