

The Commonwealth of Kentucky

**Kentucky Unemployment
Insurance Portal (KUIP)**

**One-Time Passcode Account
Creation Guidance
Reference Guide**



UNEMPLOYMENT
INSURANCE PORTAL

Table of Contents

Introduction	3
One-Time Passcode Account Creation Guidance	4
Scenario.....	4
Summary	4
Recommended User Actions.....	4

Introduction

The objective of this reference guide is to outline the process for users to follow if they do not receive a One-Time Passcode (OTP) during self-service registration in the Kentucky Unemployment Insurance Portal (KUIP).

One-Time Passcode Account Creation Guidance

Scenario

KUIP requires every user to enter a One-Time Passcode (OTP) sent to their email address when completing the self-service registration process. In some cases, users may not successfully receive the email-based OTP required to complete the registration process and gain access to KUIP.

Summary

The OTP functionality used during self-service registration is a Microsoft-managed service. OTP generation, delivery, and validation are performed by Microsoft services and are outside the control of both KUIP and Identity and Access Management (IAM).

As a result, IAM and KUIP support teams are unable to:

- Determine whether the registration OTP email was successfully sent.
- Track email delivery status.
- Resend a registration OTP on demand.
- Force the generation of a new registration OTP.
- Diagnose email delivery issues within Microsoft's infrastructure.

Because this functionality is managed entirely by Microsoft, there is no visibility into the registration OTP delivery process from an administrative perspective.

Recommended User Actions

If the registration OTP is not received, the user should:

1. Verify that the email address was entered correctly.
2. Check Spam, Junk, Clutter, and Quarantine folders.
3. Retry the registration process.
4. Wait a few minutes and attempt registration again, as email delivery may occasionally be delayed.

In many situations, retrying registration after a brief waiting period resolves the issue without requiring administrative intervention.