

The Commonwealth of Kentucky
**Kentucky Unemployment
Insurance Portal (KUIP)**

**Inviting New Third Party
Administrator (TPA) Users
Job Aid**

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KENTUCKY

UNEMPLOYMENT
INSURANCE PORTAL

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Introduction

The objective of this job aid is to outline the processes for Third Party Administrators (TPAs) to create a secondary user on a TPA account in KUIP, including:

- Inviting a TPA Administrator (backup)
- Inviting TPA Member
- TPA User Account Creation

Inviting New TPA Users

Overview

KUIP requires each TPA organization to have its own unique account within the system.

When the TPA account is established, the individual registering the account is designated as the **TPA Administrator**, who is responsible for setting up and maintaining the organization's account.

For additional users to access a TPA account within KUIP, **TPA Administrators must invite** the user to create their own user account within the KUIP TPA Portal. These users include additional or backup TPA Administrators and TPA Members.

The process for creating secondary users for a TPA account is outlined below.

Invite a TPA User

For TPA Administrators

1. Log into the **KUIP TPA Portal**.
2. Navigate to the **New User Invitation Information** screen.

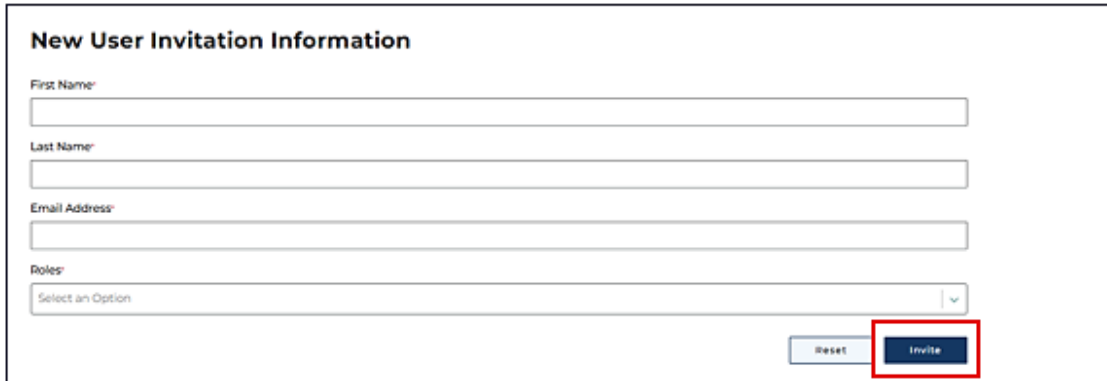
Using the left-hand navigation menu, click **Invite Member** under the **Account Maintenance** drop-down to navigate to the **New User Invitation Information** screen.

3. **Enter** the prospective user's first name, last name, and email address.
4. **Select** the user's role from the drop-down menu (**TPA Administrator or TPA Member**).
5. Click **Invite**.

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Inviting New TPA Users

KUIP sends an email invitation with an account creation link to the TPA user.



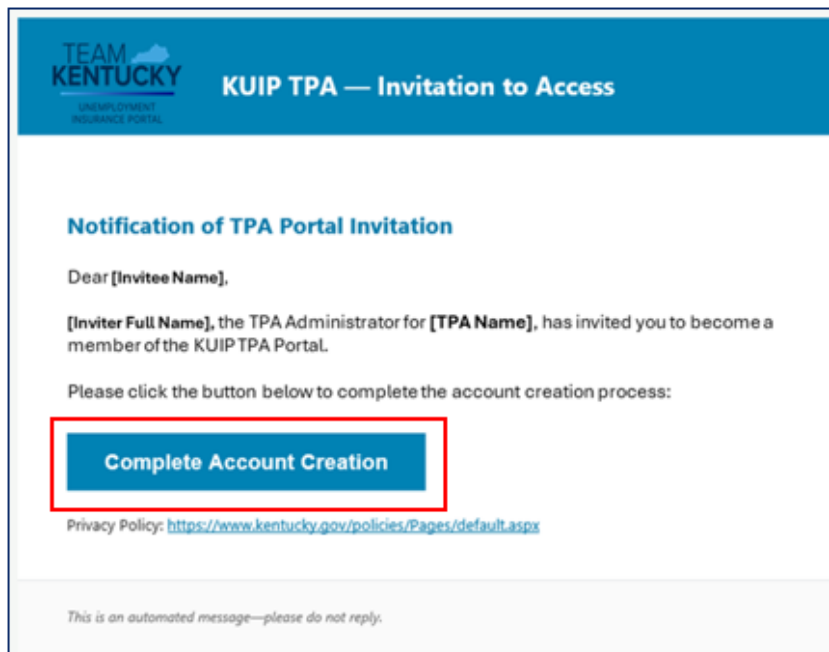
The form is titled "New User Invitation Information". It contains four input fields: "First Name:", "Last Name:", "Email Address:", and "Roles:". The "Roles:" field is a dropdown menu with "Select an Option" and a downward arrow. At the bottom right, there are two buttons: "Reset" and "Invite". The "Invite" button is highlighted with a red rectangle.

TPA User Account Creation

For invited TPA members and administrators

1. **Open** the invitation email.
2. Look for an email with the subject line **Register with KY UI**.

Click the '**Complete Account Creation**' link in the email

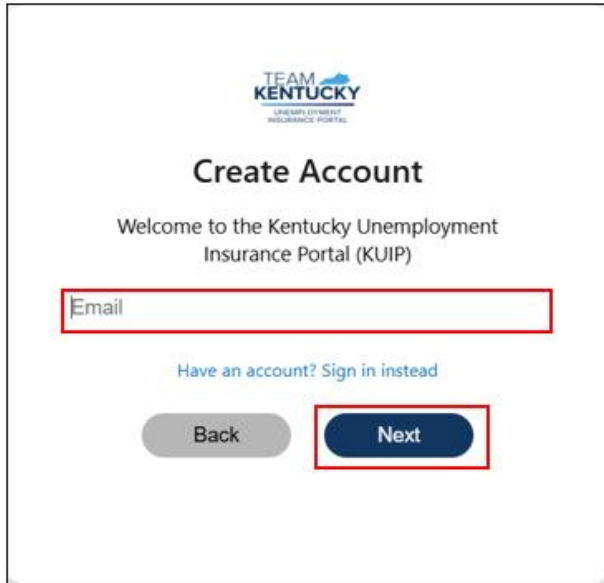


The email content is titled "KUIP TPA — Invitation to Access". It includes the "TEAM KENTUCKY UNEMPLOYMENT INSURANCE PORTAL" logo. The main heading is "Notification of TPA Portal Invitation". The text reads: "Dear [Invitee Name], [Inviter Full Name], the TPA Administrator for [TPA Name], has invited you to become a member of the KUIP TPA Portal. Please click the button below to complete the account creation process:". Below this text is a blue button with the text "Complete Account Creation", which is highlighted with a red rectangle. At the bottom, there is a link for the Privacy Policy: <https://www.kentucky.gov/policies/Pages/default.aspx>. A footer note states: "This is an automated message—please do not reply."

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Inviting New TPA Users

3. Enter email address on the **Create Account** window and click **Next**.



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Create Account

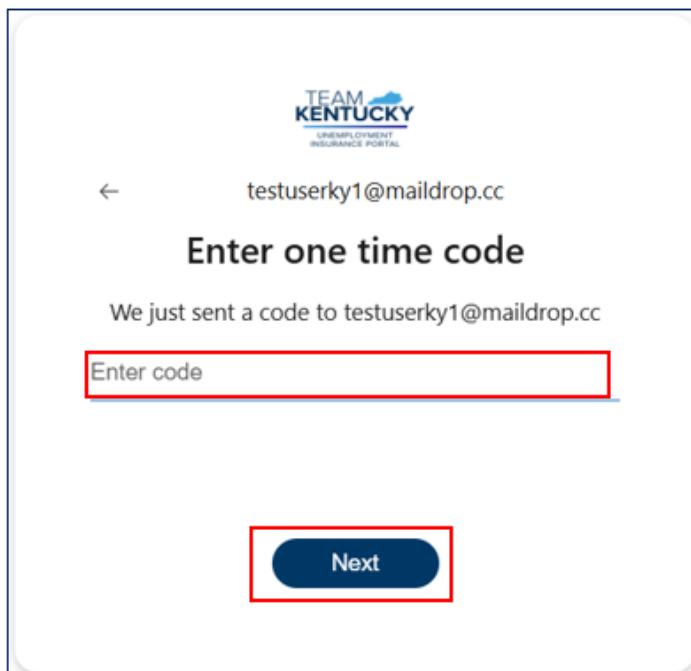
Welcome to the Kentucky Unemployment Insurance Portal (KUIP)

[Have an account? Sign in instead](#)

Back Next

4. Enter One-Time Passcode

On the **Enter One Time Code** screen, enter the passcode sent to the email provided in the step above. Click **Next**.



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← testuserky1@maildrop.cc

Enter one time code

We just sent a code to testuserky1@maildrop.cc

Next

5. Set up the account

- Enter first name, last name, and create a password
- The password must be at least 15 characters and include characters from at least three of these categories: uppercase letters, lowercase letters, numbers, and special characters.
- If the password is invalid, the user will be prompted to re-enter a compliant password
- Click **Next**

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Create an Account

We just need a little more information to setup your account. For enhanced account security, a minimum of 15 characters is suggested for password.

First Name

First Name

Last Name

Last Name

Preferred Name

Preferred Name

Password

Password

Re-enter password

Re-enter password

Cancel **Next**

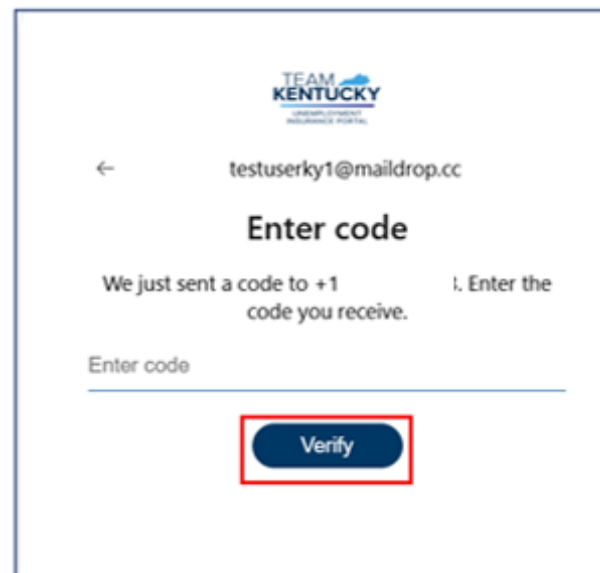
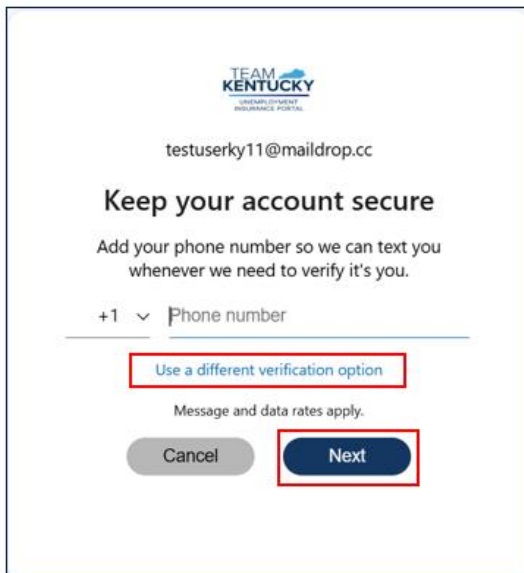
6. Set up Multi-Factor Authentication

On the **Keep Your Account Secure** screen, select either **Phone Number** or **Email** as the security method. The selected method will be used to receive the MFA authentication code.

For **phone**, enter the user's phone number in the provided field.

For **Email**, click the **Use a Different Verification Option** to display alternative MFA options.

Once the method has been selected/entered, click **Next**.



7. Account Created!

The user is now authenticated as a user on the TPA account and will be directed to the **TPA Home Page**.