

Professional Education CAN Check Instructions

For technical support issues with the CAN report, please contact the help desk at 866-231-0003 Option 3 during the hours of Monday – Friday 7:30am – 5:00pm or TWISTHelpDesk@ky.gov.

Click each step to go to that section

1. [Create an account with the Kentucky Online Gateway](#) (Page 2-5)
2. [Order your CAN Report](#) (Page 6 – 11)
 - a. Note: In Employer / Agency Information Section
 - i. Undergraduate Candidates: Input teacher.admissions@eku.edu
 - ii. Student Teaching Candidates: Input the email address received from your district
3. [If necessary, Download your completed CAN report as a PDF](#) (Page 12 – 13)
 - a. Note: If you did **NOT** input teacher.admissions@eku.edu for your CAN check, you **MUST** follow these directions to submit your CAN check to Professional Education Services at EKU

Create an account with the Kentucky Online Gateway

1. Open your browser and enter the following URL: <https://ssointernal.chfs.ky.gov>
2. Click "Create New Account."

KENTUCKY
ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address

Next

[Create New Account](#)

[Resend Account Verification Email](#)

English ▾ [Help](#)

- Enter the required information on the displayed screen and click the **Sign Up** button to complete your KOG Profile. **NOTE: The provided email address will be used for the account username.**
Please complete your Kentucky Online Gateway Profile

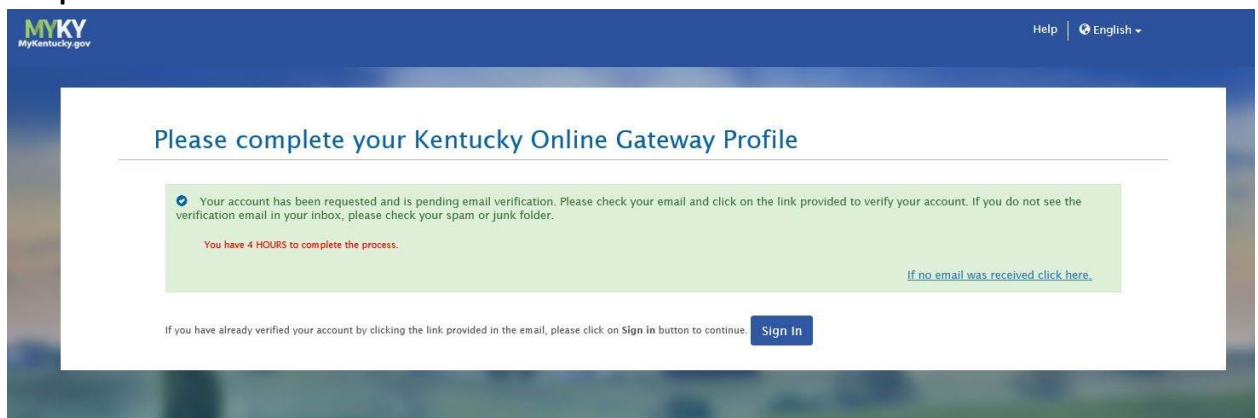
i If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password OR click on the Cancel button below to log into your account.

Please fill out the form below and click **Sign Up** when finished.
 All fields with * are required.

* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
* E-Mail Address		* Verify E-Mail Address
<input type="text"/>		<input type="text"/>
* Password		* Verify Password
<input type="text"/>		<input type="text"/>
Mobile Phone		Language Preference
<input type="text"/>		English <input type="text"/>
Street Address 1		Street Address 2
<input type="text"/>		<input type="text"/>
City		State
<input type="text"/>		Kentucky <input type="text"/>
Question		Zip Code
In what city were you born? (Enter full name of city only) <input type="text"/>		<input type="text"/>
Question		* Answer
What was the name of your first pet? <input type="text"/>		<input type="text"/>
		* Answer
		<input type="text"/>

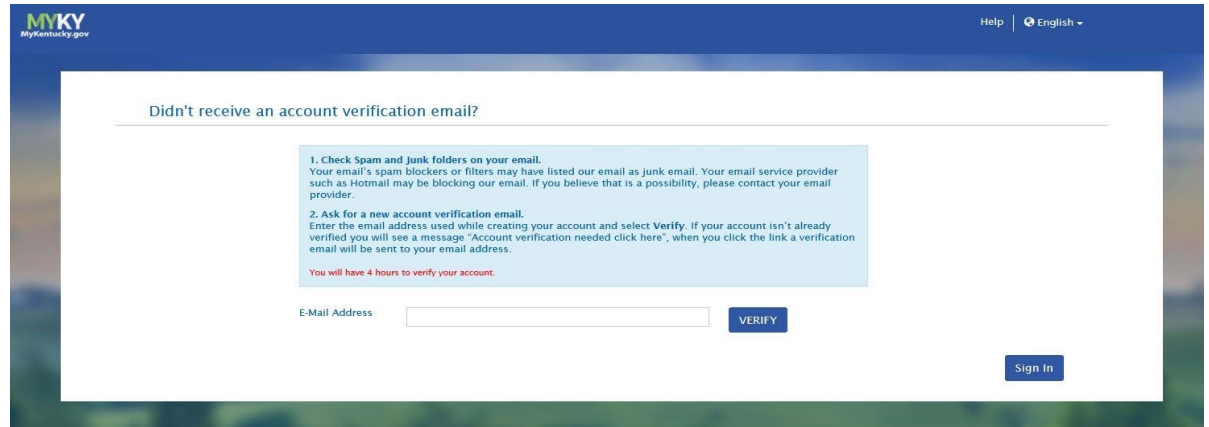
Cancel **Sign Up**

- A success message is displayed if required information was submitted. An email from KOG_DoNotReply@ky.gov is automatically sent to the email address provided. **NOTE: The requestor has 4 hours to complete the registration process, or a new registration must be completed.**



- If an email is **NOT** received within 30 minutes, check your **Spam** or **Junk** folder.

- b. If the verification email is not there, click on the **No Email Received** link. Enter the previously provided email address and click **Verify** to resend email



- 5. Access your email account and click on the activation link in the **Account Verification email** to complete validation of the requested KOG profile.

This email is to help you complete the last step of account set-up.

Your Citizen account username: [redacted]

Click on the below link now, to activate your account.

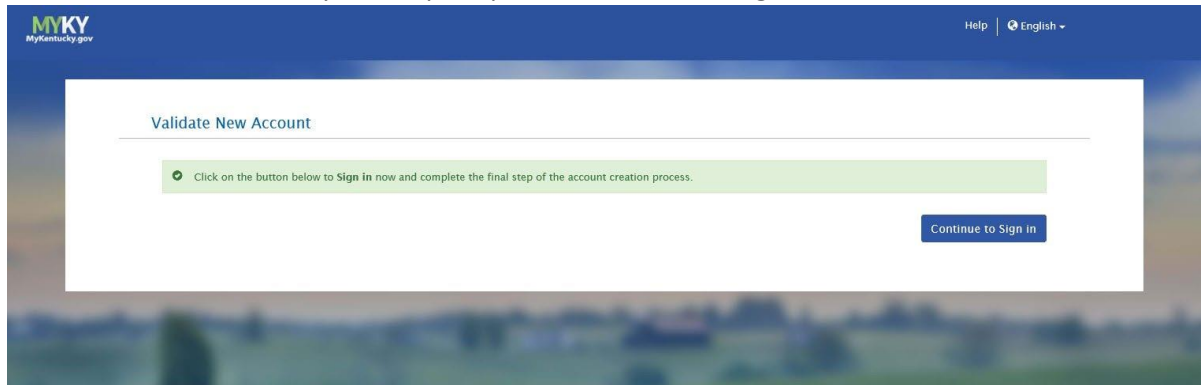
<https://kog.chfs.ky.gov/public/fwlink/?linkid=14408a3f-4edd-4e0f-8332-67b8d1bf83a3>

[Click here for Help Desk contact information](#)
Kentucky Online Gateway

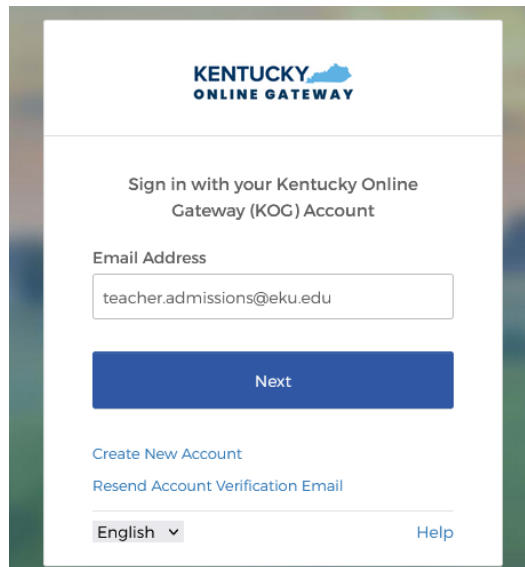
NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

- 6. Once the user clicks on the email activation link the requestor will be sent to the **Validate New Account** screen where they will be prompted to **Continue to Sign In**.



7. User will be redirected to the **KOG External Gateway Log In** screen. Enter your username and click **Next**.



KENTUCKY
ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address

teacher.admissions@eku.edu

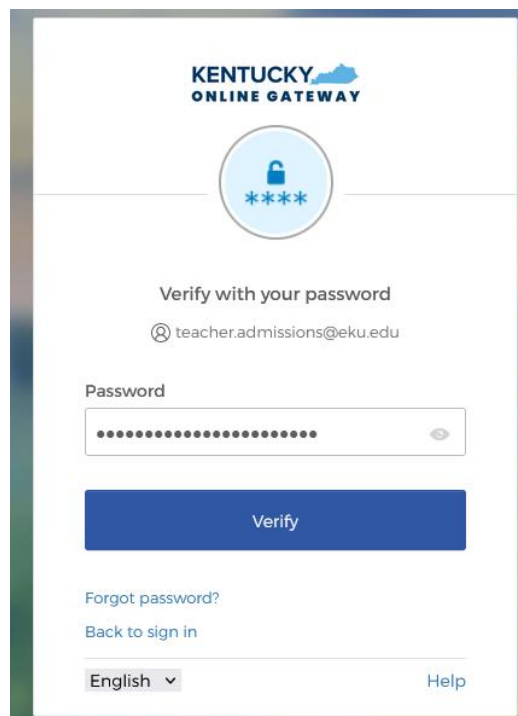
Next

[Create New Account](#)

[Resend Account Verification Email](#)

English ▾ [Help](#)

8. Enter your password and click **Verify**



KENTUCKY
ONLINE GATEWAY

Verify with your password

teacher.admissions@eku.edu

Password

Verify

[Forgot password?](#)

[Back to sign in](#)

English ▾ [Help](#)

Congratulations! You have successfully created your Kentucky Online Gateway account.

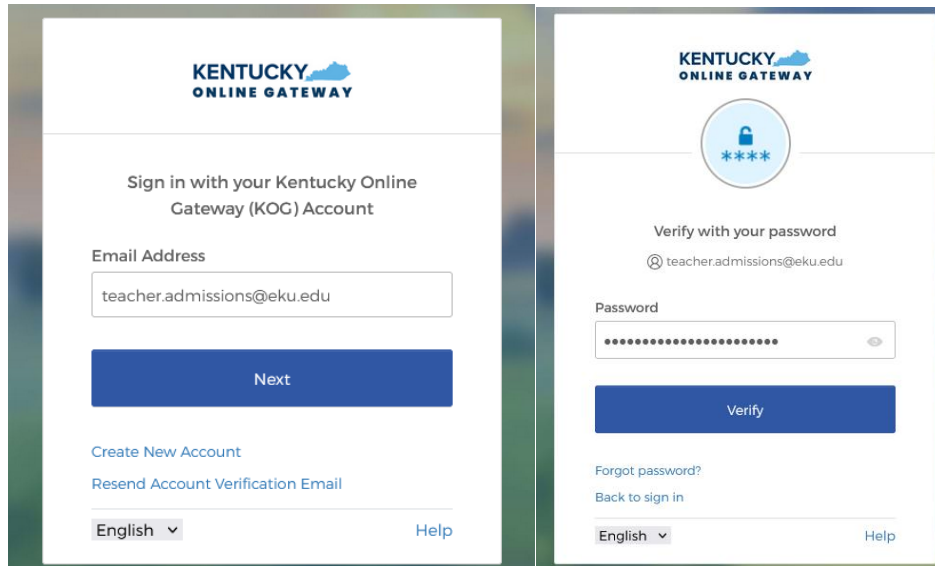
[Click here to return to the start](#)

[Click here for ordering your CAN check directions](#)

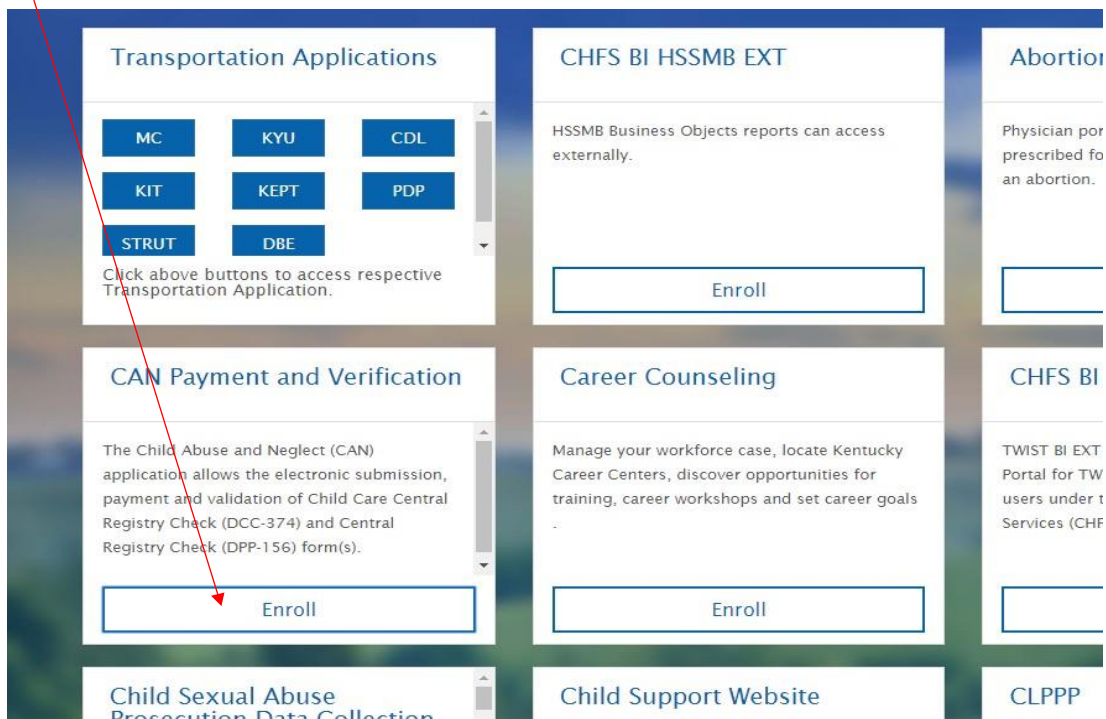
[Click here for directions to retrieve your CAN report](#)

Ordering your CAN Report

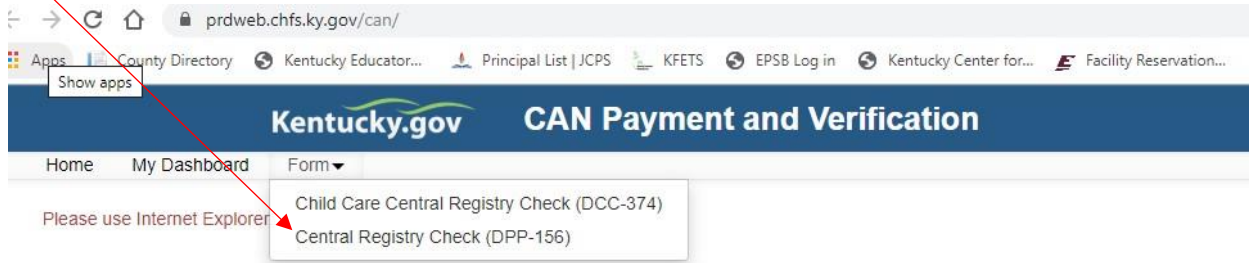
1. Log into the Kentucky Online Gateway using the username and password set up previously <https://kog.chfs.ky.gov>



2. Go to CAN Payment and Verification and click "Enroll"



- In the upper left side of the screen, click on “Form” and select “Central Registry Check (DPP-156) “



Welcome

To begin a new request, select the Form menu item located in the upper left hand corner.
 To check the status of a previously submitted request, select My Dashboard in the upper left hand corner.
 Refunds cannot be issued if you submit the wrong form or if your supporting document is not clearly received. For correct form, see contact section below.

Contact

For questions on how to submit a request in the CAN Payment and Verification database, please contact for Central Registry Check (DPP 156) related issues or the Division of Childcare at 502-564-2524. For Child Care Central Registry Check (DCC 374) related issues. If you are unable to access the database or receive an error message, please

- Check the third box “Public School Employee, Student Teacher, Contractor, or School-Based Decision-Making Council Member (Required by KRS 160.380)“



- Fill out the Personal Information section. Use the name, sex, and date of birth listed on your ID. For "Date of Initial Hire" put the start date of classes for the current semester

Personal Information

Personal information regarding the individual submitting to a child abuse or neglect check

<p>*First Name</p> <input type="text" value="Ex. John"/>	<p>*Last Name</p> <input type="text" value="Ex. Smith"/>
<p>*Middle Name</p> <input type="text" value="Ex. Jones"/>	<p>*Maiden/Nick Name/Other</p> <input type="text" value="Ex. Dave"/>
<p>*Sex</p> <input type="text" value="-- Please select a Sex --"/>	<p>*Race</p> <input type="text" value="-- Please select a Race --"/>
<p>*Date of Birth</p> <input type="text" value="MM/DD/YYYY"/>	<p>*Social Security/Individual Taxpayer Identification #</p> <input type="text" value="xxx-xx-xxxx"/>
<p>*Date of Initial Hire</p> <input type="text" value="MM/DD/YYYY"/>	

- Fill out the Current Address section with your permanent address. If applicable, include previous addresses.

Current Address

<p>*Address Line 1</p> <input type="text" value="Ex. 123 Main St"/>	<p>Address Line 2</p> <input type="text" value="Ex. Apt 10 Or Suite 200"/>	
<p>*City</p> <input type="text" value="Ex. Frankfort"/>	<p>*State</p> <input type="text" value="-- Please select a State --"/>	<p>*Zip Code</p> <input type="text" value="Ex. 12345"/>

***Living at the current address longer than 5 years?** Yes No

***Is your previous address International?** Yes No

Previous Address

Please list your addresses for the last five years. Click "Add Previous Address" button to add more sections (if applicable)

7. Under Employer / Agency Information, check the box next to “In addition to receiving the results myself, I authorize the Cabinet for Health and Family Services to share the results with the following employer or agency. Results will not be mailed.”

Employer / Agency Information

In addition to receiving the results myself, I authorize the Cabinet for Health and Family Services to share the results with the following employer or agency. Results will not be mailed

*** Name**

*** Email Address**

Employer email address exists in the system

Address Line 1	Address Line 2	
<input type="text" value="Ex. 123 Main St"/>	<input type="text" value="Ex. Apt 10 Or Suite 200"/>	
City	State	Zip Code
<input type="text" value="Ex. Frankfort"/>	<input type="text" value="-- Please select a State --"/>	<input type="text" value="Ex. 12345"/>

- a. **For Undergraduate students:** Input EKU Teacher Admissions for the name, and teacher.admissions@eku.edu for the email address.
 - b. **For MAT Students:** Refer to your MAT checklist
 - c. **For Students who are Student Teaching:** Contact the district you are student teaching at and enter the email address they tell you to.
8. Add a photo of one of the following supporting documents: EKU Student ID, Driver’s License/Learner’s Permit/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID.

View / Upload Documents

*Upload one of the following supporting documents: Driver's License/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID.
 *Approved file types: .JPEG, .PNG, .BMP or .PDF.
 *Please ensure that the supporting document image is clearly recognizable and file size is less than 2 MB.
 *If you are under the age of 18, you **MUST** upload the [parental consent form](#).

*** Document Description**

No file selected.

- a. Click “Browse” and select your file

The screenshot shows a Windows File Upload dialog box open over a web browser. The dialog box is titled 'File Upload' and shows the 'Pictures' folder. A file named 'Drivers Lics' (PNG File, 3 KB) is selected. The web form in the background has a 'Welcome' message and fields for 'Address Line 2' (with the example 'Ex. Apt 10 Or Suite 200') and 'Zip Code' (with the example 'Ex. 12345').

- b. Title the document, and click “Upload” **NOTE: If your file is too big (more than 2 MB) it will not upload! Taking a screenshot of your photo usually is enough to fix any issues with file size.**

The screenshot shows the 'View / Upload Documents' section of a web form. It includes the following text:

- *Upload one of the following supporting documents: Driver's License/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID.
- *Approved file types: .JPEG, .PNG, .BMP or .PDF.
- *Please ensure that the supporting document image is clearly recognizable and file size is less than 2 MB.
- *If you are under the age of 18, you **MUST** upload the [parental consent form](#).

Below the text is a 'Document Description' section with a text input field containing 'Please enter supporting document name', a 'Browse...' button, and an 'Upload' button. The 'Browse...' button shows 'No file selected.' and the 'Upload' button shows 'Untitled.png'.

Document Desc	View	Delete
Drivers Liscense	View	Delete

9. **Individuals Under 18 Only: Upload Parental Consent form**

- Click the link in the View / Upload Documents section that says “parental consent form”
- Have your legal guardian fill out the parental consent form
- Follow the directions for step 8 to upload the parental consent form

10. Click "Save" and then click "Submit" in the bottom right corner

View / Upload Documents

*Upload one of the following supporting documents: Driver's License/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID.
 *Approved file types: .JPEG, .PNG, .BMP or .PDF.
 *Please ensure that the supporting document image is clearly recognizable and file size is less than 2 MB.
 *If you are under the age of 18, you **MUST** upload the [parental consent form](#).

***Document Description**

Please enter supporting document name

Browse... No file selected.

Upload

Document Desc	View	Delete
Drivers Liscense	View	Delete

Save And Add Applicant Save Submit

11. Click "Submit" again to confirm your submission

Confirm Submit

*Living a There are 1 application(s) in this submission. Please verify provided information is correct and that any scanned documentation type is legible. No refunds shall be issued regardless of circumstances for submitted CAN check requests.

If you agree, Please click "Submit" to continue otherwise click "Cancel"

Employer

In ad employer or agency. Results will not be mailed

Cancel Submit

View / Upload Documents

12. Proceed to the payment section.

[Click here to return to the start](#)

[Click here for directions to retrieve your CAN report](#)

Accessing and submitting your completed CAN

1. Log into the Kentucky Online Gateway using the username and password set up previously <https://kog.chfs.ky.gov>

The image displays two side-by-side screenshots of the Kentucky Online Gateway login interface. The left screenshot shows the 'Sign in with your Kentucky Online Gateway (KOG) Account' page. It features the KOG logo at the top, followed by the instruction 'Sign in with your Kentucky Online Gateway (KOG) Account'. Below this is a text input field for 'Email Address' containing 'teacher.admissions@eku.edu'. A blue 'Next' button is positioned below the field. At the bottom, there are links for 'Create New Account' and 'Resend Account Verification Email', along with a language dropdown set to 'English' and a 'Help' link. The right screenshot shows the 'Verify with your password' page. It features the KOG logo at the top, followed by a circular icon with a lock and '****'. Below this is the instruction 'Verify with your password' and a text input field for the password containing 'teacher.admissions@eku.edu'. A blue 'Verify' button is positioned below the field. At the bottom, there are links for 'Forgot password?' and 'Back to sign in', along with a language dropdown set to 'English' and a 'Help' link.

2. Go to “CAN Payment and Verification” and click “Launch”

The image shows a screenshot of the 'CAN Payment and Verification' page. The title 'CAN Payment and Verification' is displayed in blue at the top. Below the title, the text reads: 'The Child Abuse and Neglect (CAN) application allows the electronic submission, payment and validation of Child Care Central Registry Check (DCC-374) and Central Registry Check (DPP-156) form(s)'. At the bottom of the page, there is a large blue button labeled 'Launch'. A vertical scrollbar is visible on the right side of the page.

- In the upper left corner, click “My Dashboard” to access the Requestor Dashboard

The screenshot shows the 'Requestor Dashboard' with a navigation bar containing 'Home', 'My Dashboard', and 'Form'. Below the navigation bar is a 'My Dashboard' button. The main content area is titled 'Requestor Dashboard' and contains an 'Applicant Search' form with the following fields: Case Number, Applicant First Name, Applicant Last Name, Form (dropdown menu), Status (dropdown menu), and Submitted Date (MM/DD/YYYY). A green 'Applicant Search' button is located below the form. Below the form is a table with a dark blue header containing the following columns: Batch ID, Applicant ID, Case Number, First Name, Last Name, Form, Date Submitted, Date Last Updated, Status, Document Missing, View, Edit, Print, and Delete From Batch. The table body is empty, with the text 'No data available in table' centered below the header. At the bottom of the table, it says 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' links.

- You will be able to view and access your CAN report on this page. Requests lacking uploaded documentation will be indicated with a Y in the “Document Missing” column.

Batch ID	Applicant ID	Case Number	First Name	Last Name	Form	Date Submitted	Date Last Updated	Status	Document Missing	View	Edit	Print	Delete From Batch
446	478		testtwo	documenttwo	DPP	11/19/2020	11/19/2020	Saved	Y	View	Edit	Print	Delete

- When your CAN report is complete, it will say “Completed” in the “Status” column.

Batch ID	Applicant ID	Case Number	First Name	Last Name	Form	Date Submitted	Date Last Updated	Status	View	Print
253	273	CHRS2019000029	test	request	DCC	7/23/2019	11/26/2019	Completed	Result	Print

- When completed, click on “Print” and save that page as a PDF.
 - NOTE: If you do not click “Print” you will not have the correct version of your CAN check!
- That PDF will be sent to...
 - UNDERGRADUATE CANDIDATES Enrolled in CED 100/150/200:** Email to teacher.admissions@eku.edu if Employer/Agency information section was left blank
 - UNDERGRADUATE CANDIDATES Applying for Professional Education:** Attach to application for professional education.
 - MAT CANDIDATES:** Refer to your Checklist!
 - STUDENT TEACHERS:** Upload to TaskStream in the Student Teaching Documents Section

[Click here to return to the start](#)