

## eServices Sign-In FAQs

Last updated 27/1/2022

### **What is eServices Sign-In?**

eServices Sign-In is the government's single-sign-on platform. Customers will only be required to log on once, with the same credentials, to access any CIG services enrolled into the single-sign-on platform, making it easier to conduct business with the government online.

### **Which applications are included?**

Currently Drivers Licensing (DVDL), Scholarship Applications, and General Registry's Company Search applications are fully migrated. Once a customer is signed in to eServices, these applications can be accessed without having to supply further credentials. Customs Online (COLS) will be migrated in January 2022. Other applications will follow over the coming months. Systems that previously used CIGNet to authenticate customers are partially migrated; usernames and passwords are synchronized across all these systems, but customers still need to provide their credentials to authenticate to each system individually. Ultimately, it is planned that all CIG online services will be accessed through this platform.

### **What are the benefits?**

The principal benefits are better convenience and security. Customers will only need to remember one set of credentials to access a wide range of CIG online services, and all services will be protected by two-factor authentication.

### **Where do I sign in?**

Customers will automatically be redirected to eServices Sign-In from the login screen of participating applications. Customers who wish to sign in to manage their account can use the eServices portal at <http://signin.egov.ky/>

### **How do I request a new account?**

Anybody may sign up for an eServices account. You can create an account by following the [Create an Account](#) link on the eServices Sign-In page (<http://signin.egov.ky/>)

### **How do I find out what my Username is?**

Please click on the Forgot Username link on the [Sign-In page](#). Enter your email address, and if the email address provided is associated with an account, you will be sent an email to let you know your username.

### **How do I reset my password?**

Please click the [Forgot Password](#) link on the Sign In page. Enter the email associated with your account and we will send an email to that address with further instructions.

### **Not receiving the email with a link to reset your password?**

This is either because the email is being directed to your spam folders, blocked by your company firewall, or because the email supplied was not recognised. Ensure that emails from no-reply-eServices@gov.ky are permitted.

**My email address has changed. How do I update it?**

If you know your password and can login to the eServices portal, click the “Edit Your Profile” button, then click “Edit Personal Info”. Finally, update the email address, then scroll down and click the “Save” button. If you cannot access your account, unfortunately we are not able to update your email address for you, we have no way of proving that that the account was controlled by the same person.

**Still not receiving an email?**

Unless our emails are being blocked by your spam filters, this means that that the username or email address you are attempting to use is not associated with an eServices account. You may create a new account, or contact us at [eServices@gov.ky](mailto:eServices@gov.ky), providing your contact information, and full details of the problem you are experiencing, including error messages and screenshots if available.

**I am trying to reset my password. When I click the link in the email, it says the link has expired. What should I do?**

Please use the password reset as soon as you receive it. The link does expires 30 minutes after it is sent, so it’s best to do the reset immediately upon receipt of the email. If there is a delay in receiving the email, please let us know. It is usually sent within seconds of the request being made. Please note that the reset link can only be clicked once. If you click the link and do not successfully reset your password, you cannot click the link again. In this case you must request another link from <http://reset.egov.ky>.

For corporate email addresses, if the reset email is being received and used immediately, and it appears that the link is expired even before it reaches you, there is also the possibility that your company’s email gateway system is “testing” the link before it arrives in your email inbox. If you suspect that this might be the case, please ask your IT department to create a bypass exception for emails from [no-reply-eServices@gov.ky](mailto:no-reply-eServices@gov.ky), or bypass links to the gov.ky domain.

**I can sign in to eServices Sign-In, but I cannot sign in to JobsCayman / COLS / Immigration Online**

The credentials (i.e. you username and password) that you use for these systems are the same as the credentials that you use to access the eServices portal. If you are able to sign in to eServices Sign-In but see a message indicating that your username or password is incorrect when attempting to access one of these other systems, then please contact us at [eservices@gov.ky](mailto:eservices@gov.ky).

**I need help with a line-of-business application. Who should I contact?**

For questions related to signing into your eServices account, or managing your eServices account profile, please contact us at [eServices@gov.ky](mailto:eServices@gov.ky). However enquiries relating to individual applications that are secured by eServices Sign-In should still be directed to the line-of-business helpdesk as follows:

Company Search (COS)	<a href="mailto:cigenreg@gov.ky">cigenreg@gov.ky</a>	+1 (345) 946-7922
Customs Online (COLS)	<a href="mailto:CustomsOnlineSupport@gov.ky">CustomsOnlineSupport@gov.ky</a>	+1 (345) 244-4959
Immigration Online (IOL)	<a href="mailto:IMM_IS@gov.ky">IMM_IS@gov.ky</a>	+1 (345) 945-9672
JobsCayman	<a href="mailto:Jobscaymanhelp@gov.ky">Jobscaymanhelp@gov.ky</a>	+1 (345) 945-9672
Scholarship Applications	<a href="mailto:scholarships@gov.ky">scholarships@gov.ky</a>	+1 (345) 244-2482
Vehicle and Drivers’ Licencing (DVDL)	<a href="mailto:DVDL.Helpdesk@gov.ky">DVDL.Helpdesk@gov.ky</a>	+1 (345) 945-8344 Option 1