



INFLUENCING THE WAY HEALTHCARE IS PLANNED, COORDINATED, AND DELIVERED

Tip Sheet: Resolving a 403 Error When Accessing the KHIE Portal

If you experience a 403 error when attempting to access the KHIE Portal, this means you have cookies attached to your browser that appear suspicious and are triggering security mechanisms to block your portal session.

Use one of the following options to resolve this issue and access the portal.

Option 1: Use a Private Browsing Session

This is a quick and reliable way to access the KHIE Portal without having to clear your browser cookies and cache.

1. Open a private browsing window and access the portal directly:
 - **Google Chrome:** Incognito Window
 - **Microsoft Edge:** InPrivate Window
 - **Other Browsers:** Private Browsing Session
2. Then navigate directly to: <https://portal.khie.ky.gov>
3. Sign in to the portal.

If Private Browsing Works

Continue accessing the portal using a private browsing session until you are notified that the issue has been resolved.

Option 2: Clear your browser cookies and cache

Alternatively, you can follow the steps below to clear your browser cookies and cache before accessing <https://portal.khie.ky.gov>.

Important

If you can access the portal after clearing your browser data:

- Continue using your regular browser.
- Always navigate directly to <https://portal.khie.ky.gov>.



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If using Google Chrome

1. Open Google Chrome.
2. Select the three vertical dots in the upper-right corner.
3. Select 'Delete browsing data.'
4. Select the 'Advanced' tab.
5. Set the Time range to 'All time.'
6. Select:
 - Cookies and other site data
 - Cached images and files
7. Select 'Delete data.'
8. Close and restart Chrome.
9. Navigate directly to: <https://portal.khie.ky.gov>
10. Sign in to the portal.

If using Microsoft Edge

1. Open Microsoft Edge.
2. Select the three horizontal dots in the upper-right corner.
3. Select 'Delete browsing data.'
4. Set the Time range to 'All time.'
5. Select:
 - Cookies and other site data
 - Cached images and files
6. Select 'Clear now.'
7. Close and restart Edge.
8. Navigate directly to: <https://portal.khie.ky.gov>
9. Sign in to the portal.

If the error reoccurs, repeat **Option 2** before attempting to access the portal.

If clearing your browser data does not resolve the issue, use **Option 1**.

Need Additional Help?

If you are still unable to access the portal after trying these options, please contact **KHIE Support** for assistance at **800-633-6283**.