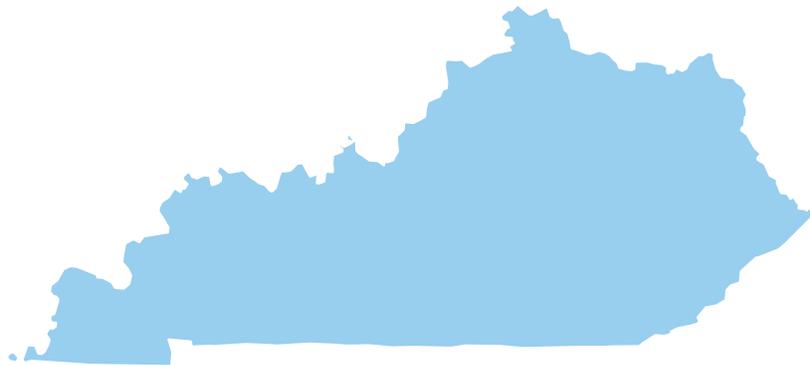


The Commonwealth of Kentucky

Kentucky HEALTH



Kentucky Online Gateway

Kentucky Online Gateway (KOG) Quick Reference Guide

Table of Contents

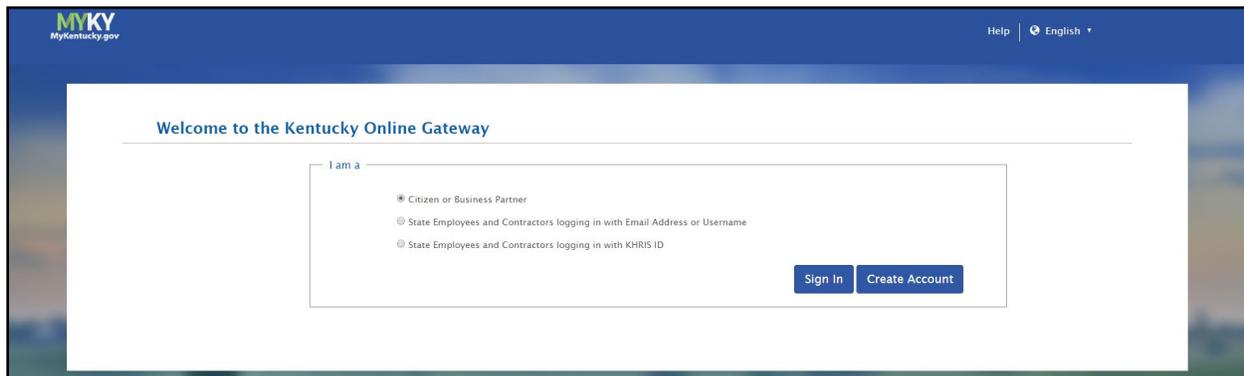
Kentucky Online Gateway Registration	2
Creating a KOG Account.....	2
Registering a Mobile Number.....	4
Signing into the KOG Account.....	5
Resetting KOG Username and Password.....	6
Resetting the KOG Username.....	6
Resetting the KOG Password	8
Citizen Connect	12
Logging into Citizen Connect.....	12
Manual ID Proofing	14

Kentucky Online Gateway Registration

To access a variety of programs, a User must complete a one-time registration as a KOG user. **Each User must have a unique e-mail address to complete the verification process.**

Creating a KOG Account

- 1) Navigate to the KOG home page using Google Chrome
 - <https://KOG.chfs.ky.gov/home>
- 2) Select **"Citizen or Business Partner"**
- 3) Select **"Create Account"** located at the bottom of the screen



- 4) Enter a name into the *First Name* field
- 5) Enter a name into the *Last Name* field
- 6) Enter a response into *Username* field
 - The Username chosen is the name that will be shown in the CHFS Public SharePoint Sites history once a record is created, edited or submitted.
 - Username example: FirstName.LastName—**William.Smith**
 - Username example: FirstNameMiddleInitial.Last Name—**WilliamJ.Smith**
- 7) Enter the User's mobile phone number into the *Mobile Phone Number* field
- 8) Enter a password into the *Password* field
- 9) Enter the previously selected password in the *Verify Password* field to verify the password
- 10) Enter an email address into the *E-mail Address* field
- 11) Enter the previously selected email address in the *Verify E-mail Address* field to verify the email address
- 12) Enter a street address into the *Street Address 1* field
- 13) Enter a street address into the *Street Address 2* field
- 14) Enter a City for the street address provided in the *City* field
- 15) Enter a zip code for the street address provided in the *Zip Code* field
- 16) Select a preferred language from the *Language Preference* drop-down box
- 17) Select a question from the *Security Question* drop-down box
- 18) Below the previously selected security question, enter the response for the security question in the *Answer* field
- 19) Select a question from the second *Security Question* drop-down box

Kentucky Online Gateway (KOG) Quick Reference Guide

- 20) Below the previously selected security question, enter the response for the security question in the *Answer* field
- 21) Select **"Sign Up"**

MYKY
MyKentucky.gov

Help | English

Please complete your Kentucky Online Gateway Profile

• 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

* Username Mobile Phone

* Password * Verify Password

* E-Mail Address * Verify E-Mail Address

Street Address 1 Street Address 2

City State Zip Code

Language Preference
English

Question
In what city were you born? (Enter full name of city only)

* Answer

Question
What was the name of your first pet?

* Answer

Cancel Sign Up

- 22) A confirmation notification will display, and an email notification will be sent to the email provided within the profile screen by the User

MYKY
MyKentucky.gov

Help | English

Please complete your Kentucky Online Gateway Profile

• Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account. If you do not see the verification email in your inbox, please check your spam or junk folder.
You have 4 HOURS to complete the process.
If no email was received click here.

- 23) Once the automated activation email has been received, select the **"activation link"** in the email.
 - **The activation link must be selected within four hours to complete the verification process or the account request will be deleted, and the registration process must be done again**

Account Verification
KOG_DoNotReply | KOG_DoNotReply@ky.gov

Tue Jan 29 2019 10:20:19 GMT-0500 (Eastern Standard Time)

Joseph Kella (Joseph.Kella1),

This email is to help you complete the last step of account set-up. Your new Citizen account Username is:
Joseph.Kella1

Click on the below link now, to activate your account.
<https://kog.chfs.ky.gov/public/fwlink?linkid=be16d2d6-ab0a-4707-a6be-087c8c6c7a20>

After you have entered your security answers, you may [Click here](#) to sign in.

[Click here for Help Desk contact information](#)
Kentucky Self-Service 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.

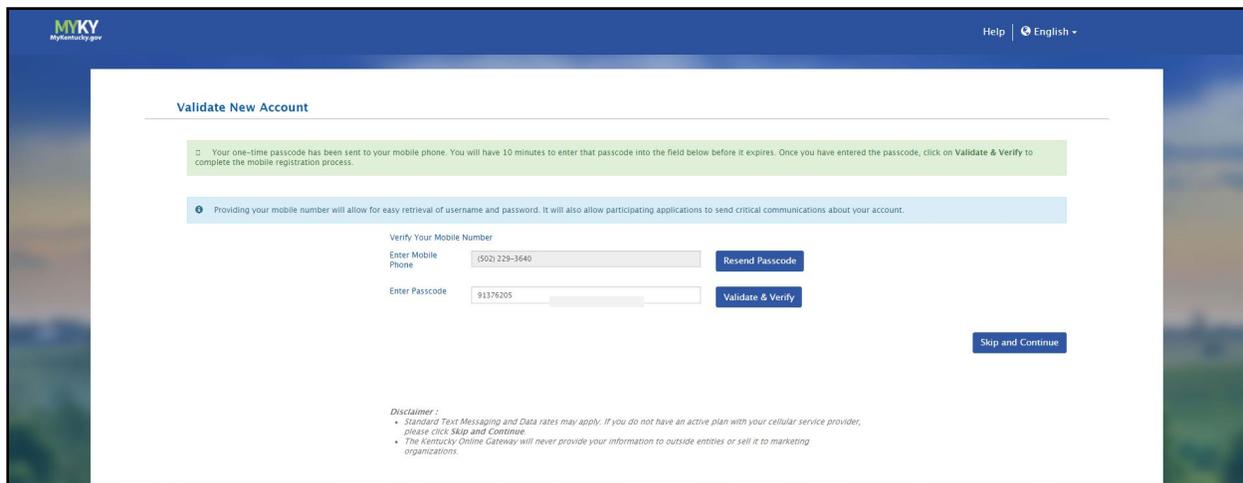
- 24) Select **"Continue to Logon"** located in the bottom right corner of the screen

Kentucky Online Gateway (KOG) Quick Reference Guide

Registering a Mobile Number

If the User provided a mobile phone number within the User Profile Registration Form, the User will be prompted to register the mobile number. The User may skip mobile registration at this time by using the button in the bottom right corner of the screen.

- 1) To register the mobile number, the User will select **"Send Passcode"** next to the prepopulated phone number
- 2) The User will receive a text message on the mobile device containing an 8-digit code
- 3) Enter the code received in the *Enter Passcode* field
- 4) Select **"Validate & Verify"**



The screenshot shows the 'Validate New Account' page. At the top left is the 'MKY MyKentucky.gov' logo, and at the top right is 'Help | English'. The main heading is 'Validate New Account'. Below it, a green box contains instructions: 'Your one-time passcode has been sent to your mobile phone. You will have 10 minutes to enter that passcode into the field below before it expires. Once you have entered the passcode, click on Validate & Verify to complete the mobile registration process.' A blue box below that states: 'Providing your mobile number will allow for easy retrieval of username and password. It will also allow participating applications to send critical communications about your account.' The 'Verify Your Mobile Number' section includes an 'Enter Mobile Phone' field with '(502) 229-3640' and a 'Resend Passcode' button, and an 'Enter Passcode' field with '91376205' and a 'Validate & Verify' button. A 'Skip and Continue' button is located at the bottom right. A disclaimer at the bottom reads: 'Disclaimer: • Standard Text Messaging and Data rates may apply. If you do not have an active plan with your cellular service provider, please click Skip and Continue. • The Kentucky Online Gateway will never provide your information to outside entities or sell it to marketing organizations.'

- 5) The User will receive a notification that the mobile device has been successfully validated and the account has been created



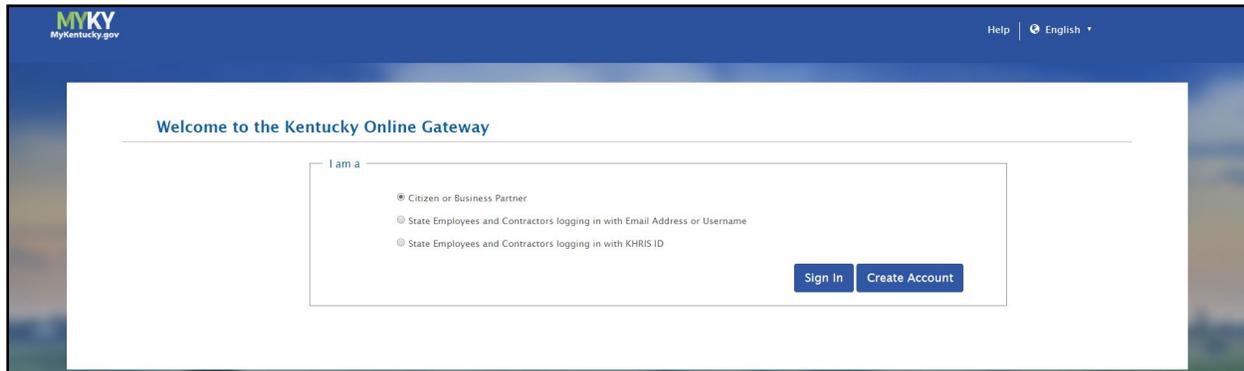
The screenshot shows the 'Validate New Account' page with two green success messages: 'Your mobile number has been successfully verified!' and 'Your account has been successfully created.' A 'Continue to Logon' button is located at the bottom right. The rest of the page layout, including the logo and header, is identical to the previous screenshot.

- 6) Select **"Continue to Logon"** in the bottom right corner of the screen
- 7) The User will be navigated to the KOG Home Page

Kentucky Online Gateway (KOG) Quick Reference Guide

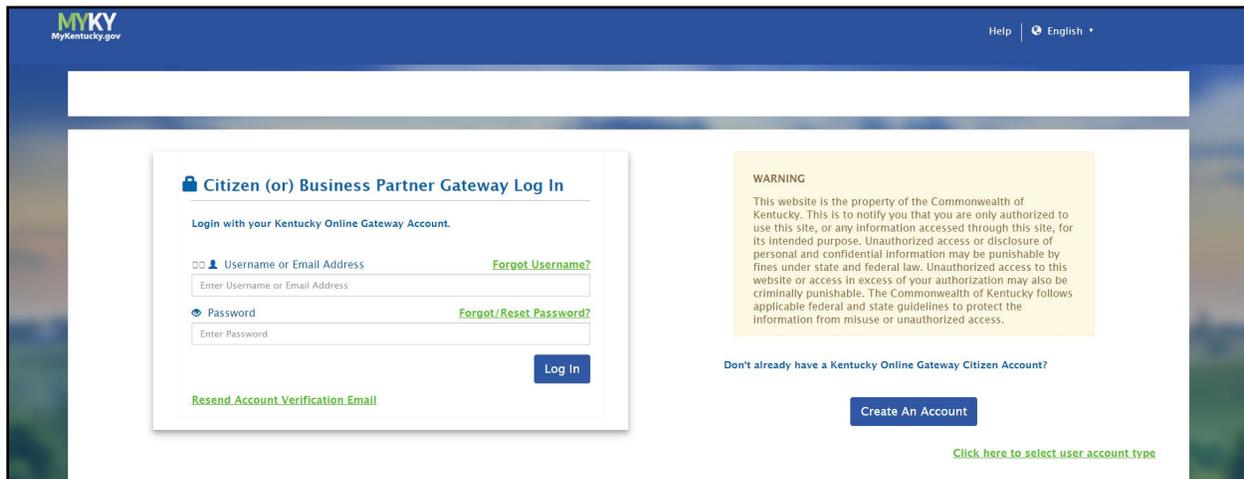
Signing into the KOG Account

- 1) Select **"Citizen or Business Partner"**
- 2) Select **"Sign In"**



The screenshot shows the top of the KYKY MyKentucky.gov website. The header includes the logo and a language selector set to English. The main content area is titled "Welcome to the Kentucky Online Gateway". Below this, there is a section labeled "I am a" with three radio button options: "Citizen or Business Partner" (which is selected), "State Employees and Contractors logging in with Email Address or Username", and "State Employees and Contractors logging in with KHRIS ID". At the bottom right of this section are two buttons: "Sign In" and "Create Account".

- 3) Enter the credentials and select **"Log In"**



The screenshot shows the "Citizen (or) Business Partner Gateway Log In" page. The title is "Citizen (or) Business Partner Gateway Log In". Below the title, it says "Login with your Kentucky Online Gateway Account." There are two input fields: "Username or Email Address" with a "Forgot Username?" link, and "Password" with a "Forgot/Reset Password?" link. A "Log In" button is located below the password field. A "Resend Account Verification Email" link is at the bottom left. On the right side, there is a yellow "WARNING" box with text about unauthorized access. Below the warning box, there is a "Create An Account" button and a link "Click here to select user account type".

KOG Registration is Now Complete!

Resetting KOG Username and Password

After creating a KOG account, a user may reset their username and password if necessary.

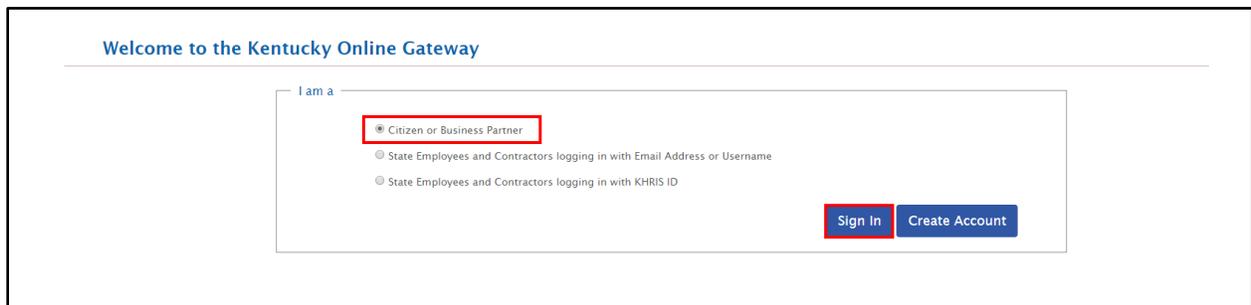
Resetting the KOG Username

If users want to sign in to their Kentucky Online Gateway (KOG) account and have forgotten their KOG Username, follow the steps below:

- 1) Type **"CitizenConnect.ky.gov"** into the address bar at the top of the web page
- 2) Select the **"Login to Citizen Connect"** link located near the top right-hand corner of the webpage



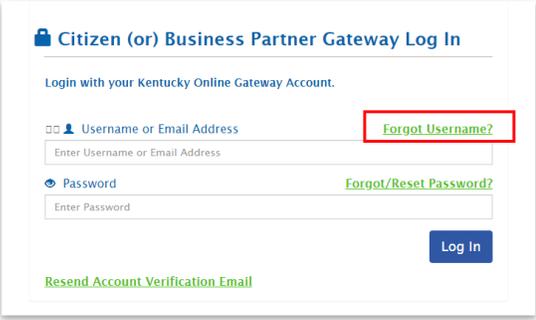
- 3) Select **"Citizen or Business Partner"**
 - The *Sign In* button and the *Create Account* button appear in the bottom right hand corner of the screen



- 4) Select **"Sign In"**

Kentucky Online Gateway (KOG) Quick Reference Guide

5) Select the **"Forgot Username?"** link



Citizen (or) Business Partner Gateway Log In

Login with your Kentucky Online Gateway Account.

👤 Username or Email Address [Forgot Username?](#)

Enter Username or Email Address

🔑 Password [Forgot/Reset Password?](#)

Enter Password

[Resend Account Verification Email](#)

[Log In](#)

WARNING

This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

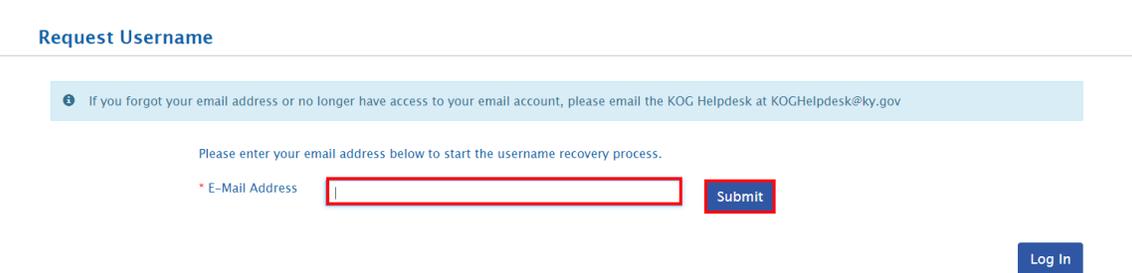
Don't already have a Kentucky Online Gateway Citizen Account?

[Create An Account](#)

[Click here to select user account type](#)

6) Enter the **"E-Mail Address"** used to create an account

7) Select **"Submit"**



Request Username

🔔 If you forgot your email address or no longer have access to your email account, please email the KOG Helpdesk at KOGHelpdesk@ky.gov

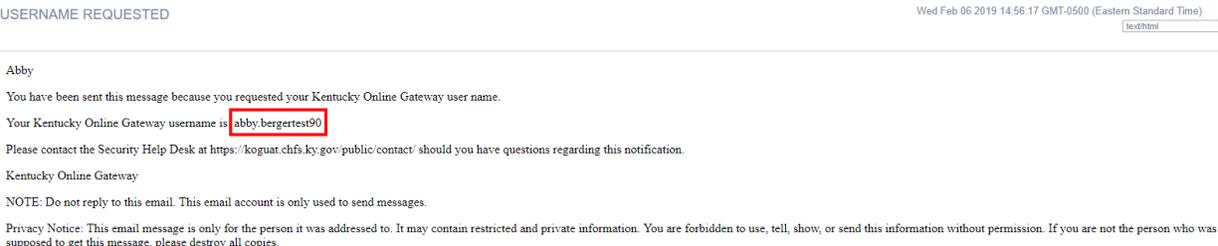
Please enter your email address below to start the username recovery process.

* E-Mail Address

[Submit](#)

[Log In](#)

8) After clicking **"Submit"**, an email titled "USERNAME REQUESTED" is sent to the user's inbox. This email contains the username for the account



USERNAME REQUESTED Wed Feb 06 2019 14:56:17 GMT-0500 (Eastern Standard Time) x

Abby

You have been sent this message because you requested your Kentucky Online Gateway user name.

Your Kentucky Online Gateway username is **abby.bergertest90**

Please contact the Security Help Desk at <https://koguat.chfs.ky.gov/public/contact/> should you have questions regarding this notification.

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.

Kentucky Online Gateway (KOG) Quick Reference Guide

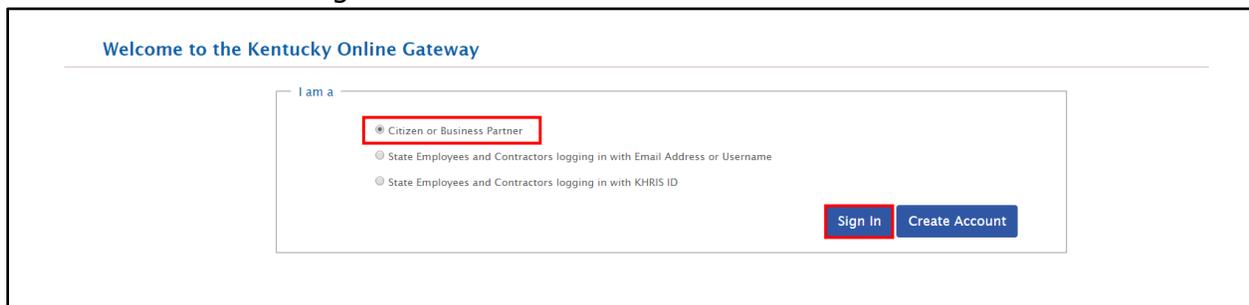
Resetting the KOG Password

If users want to sign in to your Kentucky Online Gateway (KOG) account but can't remember their KOG Password, follow the steps below:

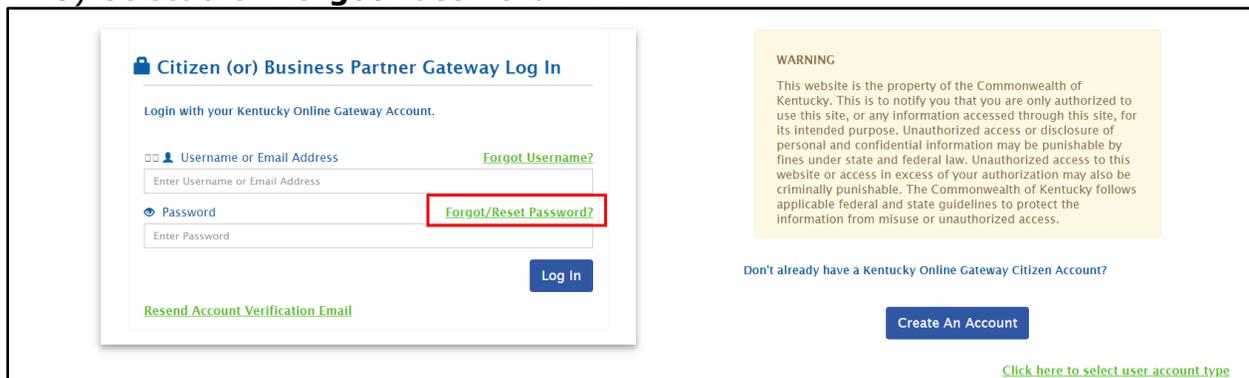
- 1) Type "**CitizenConnect.ky.gov**" into the address bar at the top of the web page
- 2) Select the "**Login to Citizen Connect**" link located near the top right-hand corner of the webpage



- 3) Select "**Citizen or Business Partner**"
 - The *Sign In* button and the *Create Account* button appear in the bottom right hand corner of the screen



- 4) Select "**Sign In**"
- 5) Select the "**Forgot Password?**" link



Kentucky Online Gateway (KOG) Quick Reference Guide

- 6) The Citizen comes to the *Reset Password* screen and is given two options:
- *Reset Password via E-Mail Address*
 - *Reset Password via Mobile*

Reset Password

ⓘ Forgot your e-mail address or no longer have access to your e-mail account? If you have verified your mobile number with the Kentucky Online Gateway, please use the **Reset Password via Mobile** option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)

- Reset Password via E-Mail Address
- Reset Password via Mobile

If **“Reset Password via Mobile”** is selected, follow the steps below:

- 1) Enter **“Username”** and **“Mobile Number”**, then select **“Submit”**.

Reset Password

ⓘ Forgot your e-mail address or no longer have access to your e-mail account? If you have verified your mobile number with the Kentucky Online Gateway, please use the **Reset Password via Mobile** option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)

- Reset Password via E-Mail Address
- **Reset Password via Mobile**

Reset Password via Mobile

Username

Mobile Number
ex: (555) 555 - 5555

Disclaimer:

- Standard Text Messaging and Data rates may apply.
- If you do not have an active plan with your cellular service provider and cannot receive text messages, please select the *Reset Password via E-Mail Address* option above.

- 2) A text is sent to the mobile phone number that was entered in the *Mobile Number* field on the *Reset Password* screen
- 3) Follow the directions in the text to reset the password

Kentucky Online Gateway (KOG) Quick Reference Guide

If the Citizen selects **"Reset Password via E-Mail Address"**, follow the steps below:

- 1) Type **"Username"** and **"E-Mail Address"** then click the **"Submit"** button.

The screenshot shows the 'Reset Password' page. At the top, there is a blue information box with a question mark icon: 'Forgot your e-mail address or no longer have access to your e-mail account? If you have verified your mobile number with the Kentucky Online Gateway, please use the Reset Password via Mobile option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)'. Below this, there are two radio button options: 'Reset Password via E-Mail Address' (which is selected and highlighted with a red box) and 'Reset Password via Mobile'. Underneath, a white box titled 'Reset Password via E-Mail Address' contains two input fields: 'Username' and 'E-Mail Address', both highlighted with red boxes. A blue 'Submit' button is located at the bottom right of this box.

- 2) After clicking **"Submit"**, an email titled *PASSWORD RESET* is sent. This email contains a link that users should click to continue the process of resetting the password.
- 3) Select the **link** in the email

The screenshot shows an email titled 'PASSWORD RESET' from Abby Berger (abby.berger90). The email body says: 'You received this message because someone requested that your password be reset. Select the below link to set your password.' A red box highlights the link: <https://koguat.chfs.ky.gov:public/fvlink?linkid=83499800-4066-42df-9e27-ecfa4f86557>. Below the link, there is a note: 'NOTE: Do not reply to this email. This email account is only used to send messages.' There is also a link for 'Help Desk contact information' and a privacy notice at the bottom.

- 4) Enter the answers to the two security questions on the *Reset Password* screen.
 - **Note:** If users cannot answer the two security questions, please contact the Help Desk at **1-855-459-6328**. This number can also be found in the *Calendar* tab in Citizen Connect.

The screenshot shows the 'Reset Password' page with two security questions. The first question is 'In what city were you born? (Enter full name of city only)' with an input field highlighted in red. The second question is 'What was the name of your first pet?' with an input field also highlighted in red. A blue 'Verify Account' button is at the bottom right. A blue information box at the top states: 'If you are unable to provide the answers to these questions, you will need to contact the Help Desk for assistance.'

Kentucky Online Gateway (KOG) Quick Reference Guide

- 5) Select **"Verify Account"**
- 6) Enter the **"New Password"** in the *New Password* field then enter the **"New Password"** again in the *Confirm Password* field.
- 7) Select **"Change Password"**

Reset Password

Fill out the form below to reset your password. Your new password must:

- Have a length of at least 8 characters
- Contain at least one number
- Contain both lower and uppercase letters

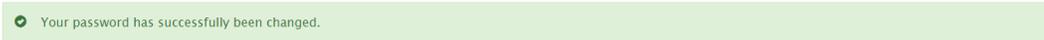
New Password

Confirm Password

[Change Password](#)

- 8) The password has been successfully changed! Click **"Sign in"** to log in to the account.

Reset Password



[Sign in](#)

Kentucky Online Gateway (KOG) Quick Reference Guide

Citizen Connect Login

After the KOG account is created, citizens can log into Citizen Connect using their KOG credentials.

Logging into Citizen Connect

After the KOG account is created, citizens can log into Citizen Connect by following the steps below:

- 1) Type **CitizenConnect.ky.gov** into the address bar at the top of the web page.
- 2) Select **“Login to Citizen Connect”** at the top right-hand corner of the screen.



- 3) Select **“Citizen or Business Partner”** and then select **“Sign In”**

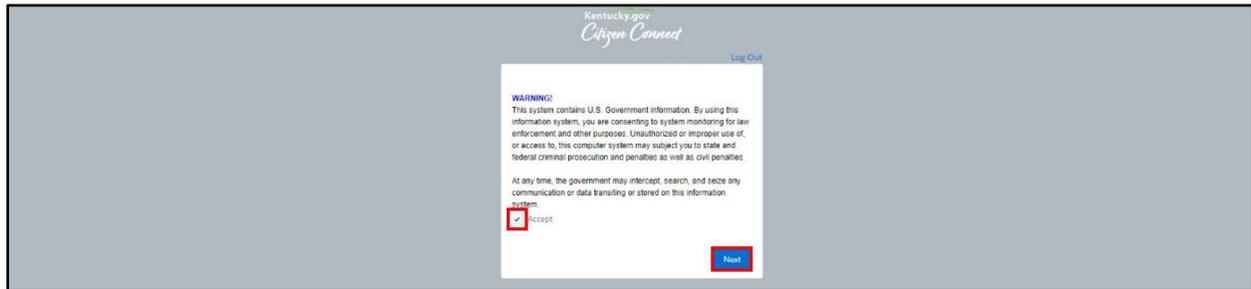
A screenshot of the 'Welcome to the Kentucky Online Gateway' login page. The page title is 'Welcome to the Kentucky Online Gateway'. Below the title is a section titled 'I am a' with three radio button options: 'Citizen or Business Partner' (which is selected and highlighted with a red box), 'State Employees and Contractors logging in with Email Address or Username', and 'State Employees and Contractors logging in with KHRIS ID'. At the bottom right of this section are two buttons: 'Sign In' (highlighted with a red box) and 'Create Account'.

- 4) Enter the *Username or Email Address* and *Password*
- 5) Select **“Log In”**

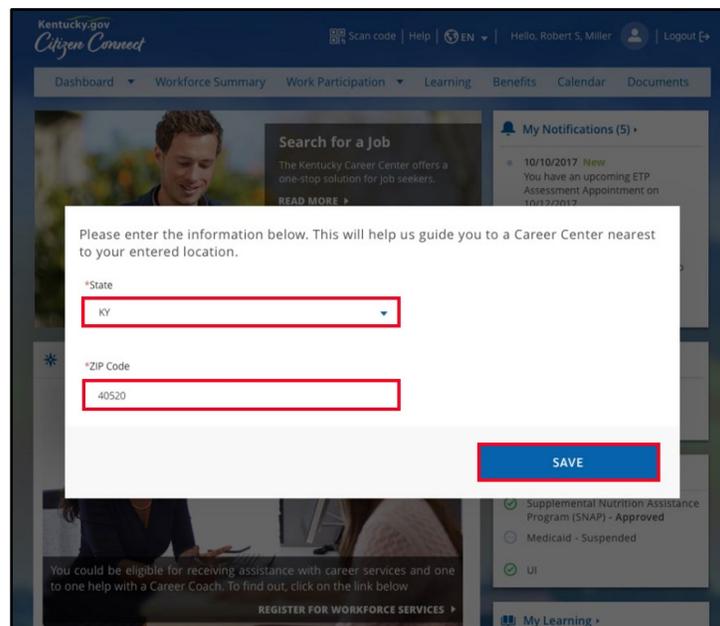
A screenshot of the 'Citizen (or) Business Partner Gateway Log In' form. The form title is 'Citizen (or) Business Partner Gateway Log In'. Below the title is the instruction 'Login with your Kentucky Online Gateway Account.' There are two input fields: 'Username or Email Address' (with a red box around it) and 'Password' (with a red box around it). Each field has a 'Forgot' link next to it. Below the password field is a 'Log In' button. At the bottom left is a link for 'Resend Account Verification Email'. To the right of the form is a yellow 'WARNING' box with text about unauthorized access. Below the warning box is a link 'Don't already have a Kentucky Online Gateway Citizen Account?' and a 'Create An Account' button. At the bottom right is a link 'Click here to select user account type'.

Kentucky Online Gateway (KOG) Quick Reference Guide

- 6) Check the **“empty box”** next to *Accept*. When the box is checked, a small blue check mark appears.



- 7) Select **“Next”**
- 8) Enter the *State* and *Zip Code* into the appropriate fields. This displays nearby Kentucky Career Center locations based on the information entered.
- Citizens are only directed to this popup upon logging into Citizen Connect for the first time. If the *State* and *Zip Code* have previously been entered the system advances directly to the *Dashboard* or the *Workforce Summary* screen.



- 9) Click **“SAVE”** to advance to the *Dashboard* or the *Workforce Summary* screen

Manual ID Proofing

Personally Identifiable Information (PII) is extremely important. It is critical for Assisters to verify the identity of individuals they are assisting.

Individuals typically verify their identity by completing the Experian Identity Proofing process during the User Verification steps in KOG. Experian has additional offline checks they run to verify an individual's identity if they fail the online test.

If an individual is unable to verify their identity offline through Experian then they must go through the Manual ID Proofing process. This is different than reviewing a photo ID in person, which is for RIDP and is only done by DCBS. Assisters may use the following Manual ID proofing process to assist the consumer. These individuals may be manually identity proofed by sending a copy of a photo ID, contact information, and a signed written statement by a supervisor to 502-564-0039 "Request manual identity proofing" in the subject line.

The Department of Medicaid Services (DMS) office staff may contact the individual and/or supervisor for additional information before approval. This process is only available to Assisters and Certified Application Counselor agencies only. Please allow 2-3 business days for the process to be completed.

After completing the manual Identity proofing Assisters may continue with the individual's application. Individuals that forget their KOG username and password may use the **Forgot Username?** and **Forgot Password?** links on **the KOG Login** screen.

Kentucky Online Gateway (KOG) Quick Reference Guide

Assisters should complete the form below to complete a Manual ID Proofing Request:

Fax Cover Sheet

Manual ID Request

Date: _____

Pages (including cover): _____

Attention: Shelley Brewer,
DMS _____

Assister name: _____

Assister Phone Number: _____

Assister Email: _____

Individual ID Proof Information

Individual Name as it appears on KOG: _____

Individual User name as it appears on KOG: _____

Individual email address as it appears on KOG: _____

Documentation attached:

- | | |
|--|---|
| <input type="checkbox"/> School issued photo ID card | <input type="checkbox"/> Permanent Resident Card (Form I-551) |
| <input type="checkbox"/> Birth Certificate | <input type="checkbox"/> Social Security Card |
| <input type="checkbox"/> Canadian Driver's license | <input type="checkbox"/> State issued photo ID card (i.e. Driver's license) |
| <input type="checkbox"/> Foreign Passport | <input type="checkbox"/> U.S. Citizen ID card (Form I-197) |
| <input type="checkbox"/> Government issued photo ID card | <input type="checkbox"/> U.S. Military card or draft record |
| <input type="checkbox"/> Identification Card for Use of Resident Citizen in the United States (Form I-179) | <input type="checkbox"/> U.S. Passport or U.S. Passport Card |
| <input type="checkbox"/> Military dependent's ID card | <input type="checkbox"/> Voter's registration card |
| <input type="checkbox"/> Native American tribal document | <input type="checkbox"/> Other |

Signature of Assister: _____