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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
20) Below the previously selected security question, enter the response for the security question in the Answer field

21) Select “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

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

24) Select “Continue to Logon” located in the bottom right corner of the screen
**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”

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

6) Select “Continue to Logon” in the bottom right corner of the screen
7) The User will be navigated to the KOG Home Page
Signing into the KOG Account

1) Select “Citizen or Business Partner”
2) Select “Sign In”

3) Enter the credentials and select “Log In”

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 webpage

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 Username?” link

6) Enter the “E-Mail Address” used to create an account

7) Select “Submit”

8) After clicking “Submit”, an email titled “USERNAME REQUESTED” is sent to the user’s inbox. This email contains the username for the account.
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 webpage
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
6) The Citizen comes to the *Reset Password* screen and is given two options:
   • *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**”.

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
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.

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.

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.
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”

8) The password has been successfully changed! Click “Sign in” to log in to the account.
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”
4) Enter the **Username or Email Address** and **Password**
5) Select “Log In”
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.
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:

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

Signature of Assister:____________________