New Application Assisters and Certified Application Counselors (CACs) and their Organization Administrators should follow the high level process flow below when onboarding. The below process flow is divided by responsibility.

**Start:** A new Application Assister / CAC requires onboarding

**Application Assisters Should...**

1. Create a Kentucky Online Gateway (KOG) Account

2. Complete the FFM training through CMS’s website and state trainings through KHBE’s LMS

3. Invite Application Assister to only the Assister Training role in KOG

**Org. Administrators should...**

2. Invite Application Assister to only the Assister Training role in KOG

4. Invite the Application Assister / CAC to the Assister role in KOG

5. Confirm completion of trainings and approve Assister Role

**KHBE should...**

Finish: The Application Assister / CAC has now completed onboarding

Once an Application Assister and CAC has completed onboarding they should have access to the Learning Management System and Benefind SSP. For questions and more information please see the detailed process flow on the KHBE website at [KHBE.ky.gov](http://KHBE.ky.gov).
Application Assisters and Certified Application Counselors (CACs) are required by KHBE to complete trainings to become an Application Assister or CAC. Additionally, KHBE requires annual trainings to maintain the Application Assister or CAC status.

### Initial Trainings

Trainings required by KHBE to become an Application Assister or CAC:

- **FFM**
- **New Application Assister**
- **Benefind System**
- **KI-HIPP**
- **Privacy and Security**
- **Agency Administrator (Admins Only)**

### Annual Trainings

Trainings annually required by KHBE to maintain the Application Assister or CAC role:

- **FFM**
- **Privacy and Security**
- **Org. Administrator (Admins Only)**
- **Open Enrollment**

The KHBE program may require Application Assisters to complete additional training to continue to maintain and improve the Application Assister Program. For further questions please contact the KHBE Program email inbox at KHBE.Program@ky.gov.