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Inviting Application Assisters to the Assister Training Role

Inviting Application Assisters and CACs to the Assister Training Role must be completed by an Organization Administrator. Organization Administrators complete the invitation through the Organization Management tile from the KOG dashboard. Once an Application Assister / CAC has been invited to the Assister Training role, they will be able to access KHBE’s Learning Management System. Organization Administrators should follow the steps below to invite an Application Assister to the LMS Training Role.

**Steps for Organization Administrators to send the Assister Training Role Invitation**

1. Navigate to the KOG home page using Google Chrome
   - [https://KOG.chfs.ky.gov/home](https://KOG.chfs.ky.gov/home)
2. Select “Citizen or Business Partner”
3. Select “Sign In” located at the bottom of the screen
4. Sign into your KOG account using your user name and password
5. Click “Launch” on the Organization Management Tile from the KOG Dashboard
6. Click “Manage” next to the organization you need to manage
7. Select the **Invite Users** tab and search for the Application Assister’s name in the **User to Invite** search field.

8. Click **Add** next to Assister Training and Cornerstone OnDemand.

9. Click **Send Pending Invitations**.

The Application Assister should now have the Assister Training Tile on the KOG home screen.
Inviting the Application Assister to the Assister Role

Once the Application Assister has completed the FFM Training and the KHBE Trainings the Organization Administrator should then invite the Application Assister to the Assister Role in the Kentucky Online Gateway (KOG). This process is similar to inviting Application Assisters to the Assister Training Role and will send an approval email to KHBE. See the steps below for how Organization Administrators should invite Application Assisters to the Assister role.

**Steps for Organization Administrators to invite Application Assisters to the Assister Role**

1. Navigate to the KOG home page using Google Chrome
   - https://KOG.chfs.ky.gov/home
2. Select “Citizen or Business Partner”
3. Select “Sign In” located at the bottom of the screen
4. Sign into your KOG account using your user name and password
5. Click “Launch” on the Organization Management Tile from the KOG Dashboard
6. Click “Manage” next to the organization you need to manage
7. Select the "**Invite Users**" tab and search for the Application Assister’s name in the "**User to Invite**" search field.
8. Click "**Add**" next to Assister Role and Self Service Portal.
9. Click "**Send Pending Invitations**".

An approval email is sent to KHBE to approve the Assister Role.
Confirming Completing of KHBE Training

Once the Organization Administrator sends the Assister Role invitation an approval email is sent to KHBE to approve the Assister Role. KHBE verifies that the Application Assister has completed their KHBE trainings and that they have sent their FFM Training Completion Certificate to KHBE. Once KHBE has verified training completion, they will approve the Application Assister for the Assister role resulting in access to Benefind Self-Service Portal and the Benefind SSP tile appearing on the Application Assister’s KOG dashboard. See the SSP tile below.

**Self Service Portal**

Allows Kentucky’s families to easily access public assistance benefits (SNAP, TANF, MEDICAID, CHILD CARE) and information 24/7 through an online application and account.

Launch