

The Commonwealth of Kentucky



**kynect**

Together for a better Kentucky

**Quick Reference Guide**  
**Kentucky Online Gateway (KOG)**  
**Account**






**This Quick Reference Guide is designed to help users complete the steps required to create and manage their Kentucky Online Gateway account.**

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**Please Note:** Residents who still need help after referencing this Quick Reference Guide can call **(855) 459-6328** for additional assistance.



## Kentucky Online Gateway (KOG) Account Overview

The Kentucky Online Gateway is a common portal used to access a variety of Commonwealth of Kentucky programs. Consider creating a KOG account if the answer is “Yes” to any of the following questions:

- Are you a citizen or resident applying for or receiving benefits?
  - ✓ Health Coverage Assistance - Medicaid/Kentucky Children’s Health Insurance Program (KCHIP)
  - ✓ Premium Assistance - Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program
  - ✓ Qualified Health Plan – Qualified Health Plan (QHP) with or without Advance Premium Tax Credit (APTC) or other financial assistance
  - ✓ Food Assistance - Supplemental Nutrition Assistance Program (SNAP)
  - ✓ Financial Assistance - Kentucky Transitional Assistance Program (KTAP)
  - ✓ Child Care Assistance - Child Care Assistance Program (CCAP)
- Are you doing business in or with the Commonwealth of Kentucky?
- Are you seeking government services from the Commonwealth?



### **How does the KOG Account Work?**

KOG is designed to keep data safe and to let individuals easily connect to the business applications that are frequently used.

Creating a KOG Account is easy and requires a minimal amount of information. The information provided is stored securely in a centralized location until it is needed by an application that Residents are wanting to access.

### **Do I need a KOG Account to Access kynect benefits?**

Residents and other kynect benefits users must create a KOG account to apply for benefits in kynect benefits.

KOG accounts are not just for Residents. Authorized Representatives, kynectors, Cabinet for Health & Family Services (CHFS) Staff, community partners and organizations must have a registered KOG account to become associated to Resident cases in kynect benefits.

### **Who do I Contact for Help with the KOG Account?**

Users should visit the kynect benefits Help and FAQ's page or email the KOG Helpdesk at [KOGHelpdesk@ky.gov](mailto:KOGHelpdesk@ky.gov) for assistance.

## Creating a KOG Account

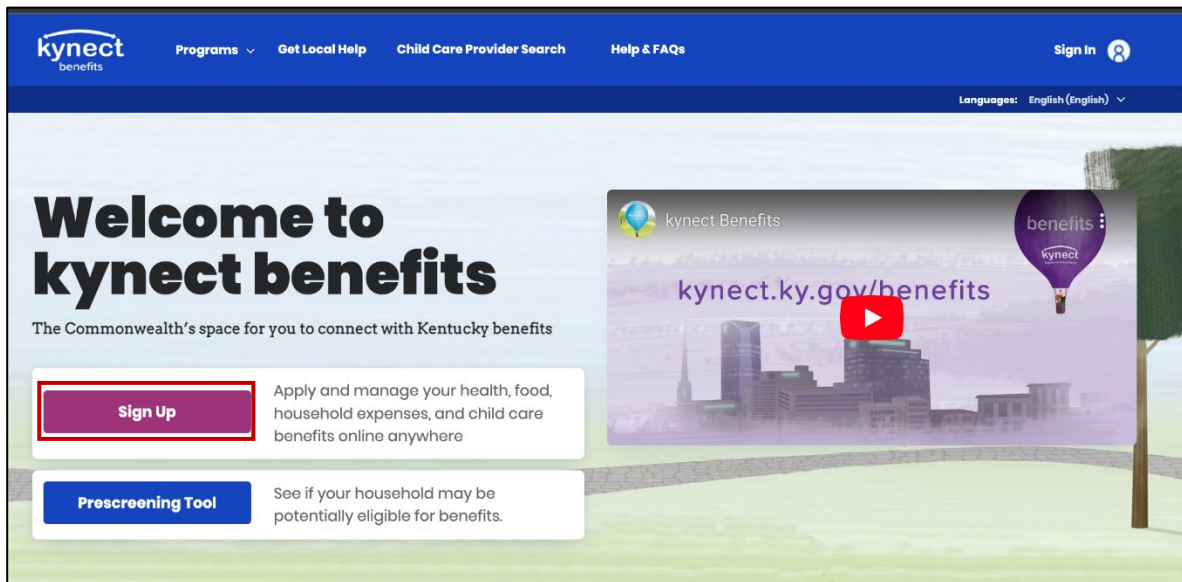
Residents, kynectors, Agents, and other kynect benefits users must create a Kentucky Online Gateway (KOG) account to apply for benefits. Follow the steps below to create a KOG account.



**Please Note:** Users must use a valid email to create a KOG account. kynectors and Agents use their work email to log into their work account. A different email must be used for their citizen account.

## Steps to Create a KOG Account

1. Using Google Chrome, navigate to the kynect benefits home page and click **Sign Up** to create a KOG Account.



**Please Note:** Do not create duplicate accounts. Residents should click **Sign In** in the top left and enter their email address and password if they already have a KOG account. Residents whose email has changed or do not remember their password should contact the KOG Helpdesk.



2. Select the type of account Residents would like to sign up for. The account options include:
- *“Create an account to apply and manage benefits for yourself and your household.”*
  - *“Create an account to apply and manage benefits on behalf of someone else as an Authorized Representative.”*
    - Residents should not select this option if they are applying for themselves
  - *“Create an account as an insurance agent to help citizens choose the best health insurance plan for their families. Use your official email address to Sign-up as an agent.”*
    - Residents should not select this option if they are applying for themselves or their family.
3. Click **Sign Up**.

**Choose Your Account Type** ×

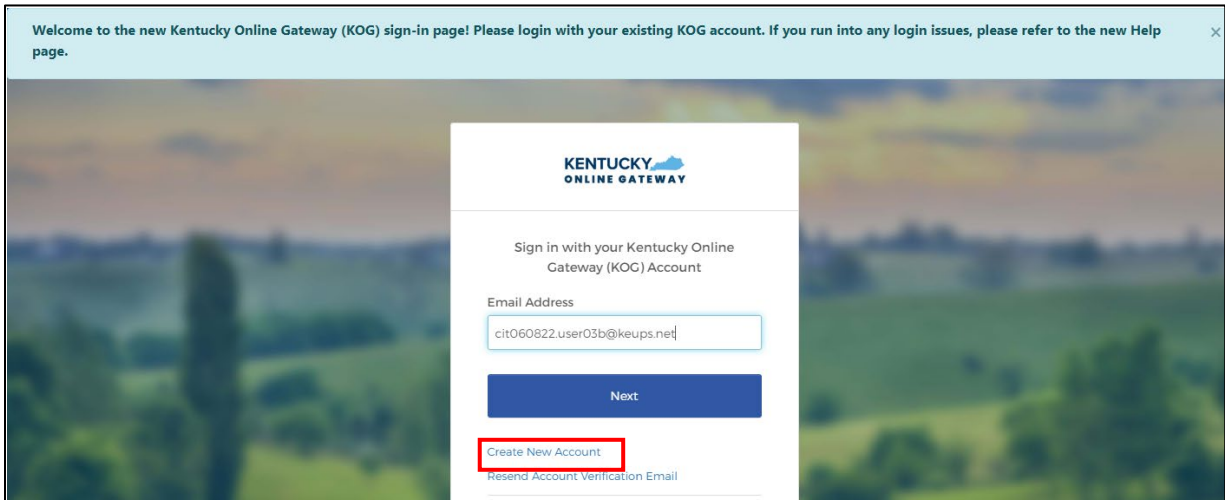
Select the type of account you would like to sign up for

- Create an account to apply and manage benefits for yourself and your household.
- Create an account to apply and manage benefits on behalf of someone else as an Authorized Representative. Do not select this option if you are applying for yourself.
- Create an account as an insurance agent to help citizens choose the best health insurance plan for their families. Use your official email address to Sign-up as an agent. Do not select this option if you are applying for yourself or your family.

**Sign Up**

Cancel

4. Click **Create New Account** to be taken to the sign-up screen.



**Please Note:** All required fields are marked with the red asterisk.

5. Enter a name into the *First Name*, *Middle Name*, and *Last Name*.
6. Enter a valid email address into the *Email Address* field and the *Verify Email Address* field to verify the email address.
7. Enter a password into the *Password* field.
8. Enter the previously created password in the *Verify Password* field to verify the password.



**Please Note:** Password must be at least 8 characters in length and contain at least one number, one lowercase letter, and one uppercase letter.

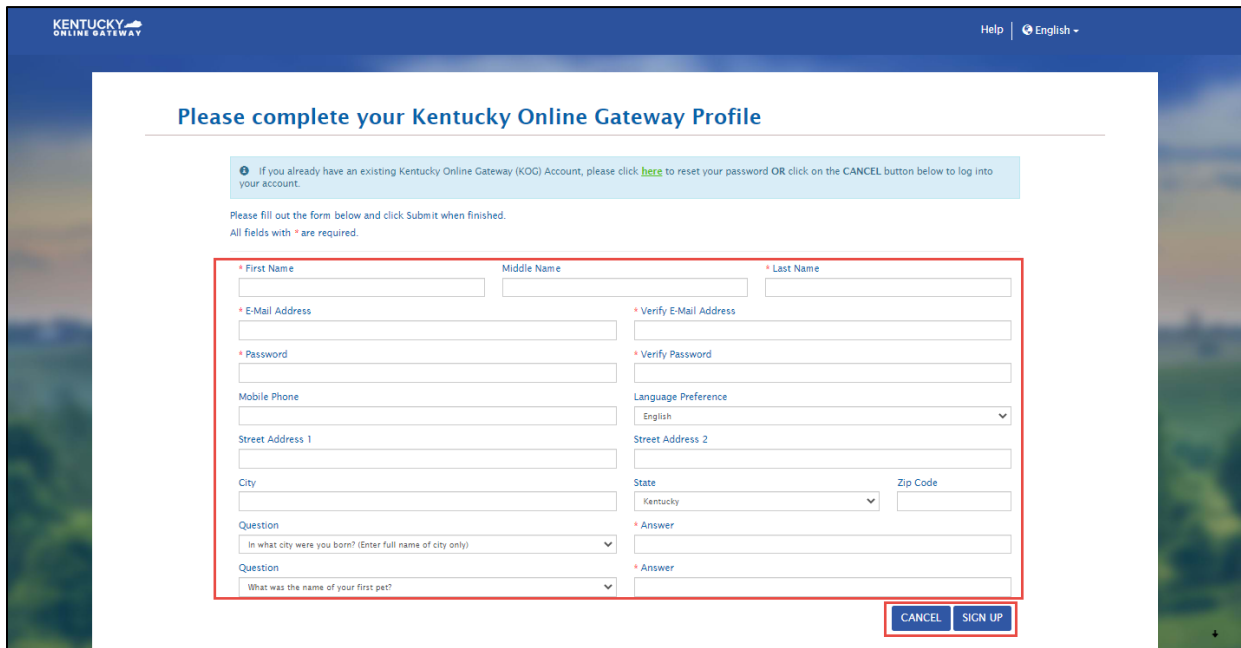
**Please complete your Kentucky Online Gateway Profile**

ⓘ 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.

<small>* First Name</small>	<small>Middle Name</small>	<small>* Last Name</small>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<small>* E-Mail Address</small>	<small>* Verify E-Mail Address</small>	
<input type="text"/>	<input type="text"/>	
<small>* Password</small>	<small>* Verify Password</small>	
<input type="text"/>	<input type="text"/>	

9. Enter the mobile phone number into the *Mobile Phone Number* field.
10. Enter a street address into the *Street Address 1* field.
11. Enter a street address into the *Street Address 2* field.
12. Enter a *City* and a *Zip Code*.
13. Select a *Preferred Language*.
14. Select a question from the *Security Question* drop-down box.
15. Below the previously selected security question, enter the response for the security question in the *Answer* field.
16. Select a question from the second *Security Question* drop-down box.
17. Below the previously selected security question, enter the response for the security question in the *Answer* field.
18. Select **Sign Up**.



**KENTUCKY ONLINE GATEWAY** 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.

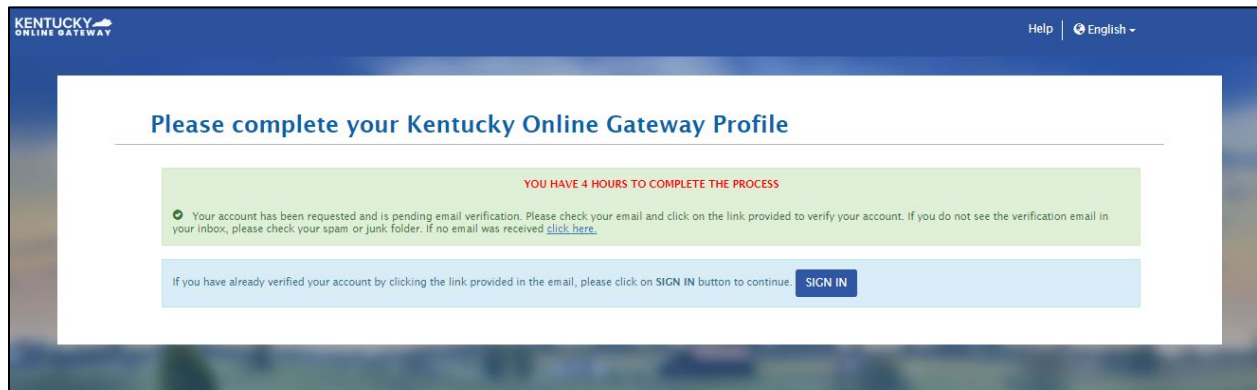
Please fill out the form below and click Submit when finished.  
All fields with \* are required.

* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
* E-Mail Address	* Verify E-Mail Address	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
* Password	* Verify Password	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
Mobile Phone	Language Preference	<input type="text"/>
<input type="text"/>	English ▾	<input type="text"/>
Street Address 1	Street Address 2	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
City	State	Zip Code
<input type="text"/>	Kentucky ▾	<input type="text"/>
Question	* Answer	<input type="text"/>
In what city were you born? (Enter full name of city only) ▾	<input type="text"/>	<input type="text"/>
Question	* Answer	<input type="text"/>
What was the name of your first pet? ▾	<input type="text"/>	<input type="text"/>

**CANCEL** **SIGN UP**



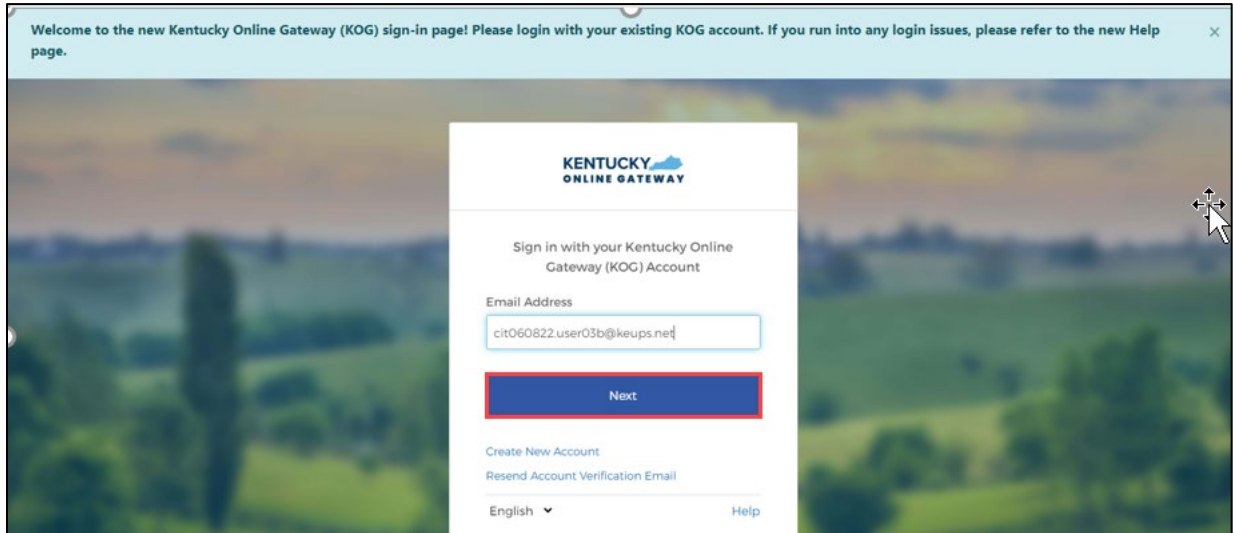
19. A confirmation notification displays, and an email notification is sent to the email provided.



**Please Note:** Once the automated activation email has been received, select the activation link in the email. The activation link must be selected within four (4) hours to complete the verification process, or the account request is deleted, and the registration process must be completed again.

20. Select **Continue to Logon** located in the bottom right corner of the screen.

21. Enter your email address and select **Next**.



Welcome to the new Kentucky Online Gateway (KOG) sign-in page! Please login with your existing KOG account. If you run into any login issues, please refer to the new Help page.

**KENTUCKY ONLINE GATEWAY**

Sign in with your Kentucky Online Gateway (KOG) Account

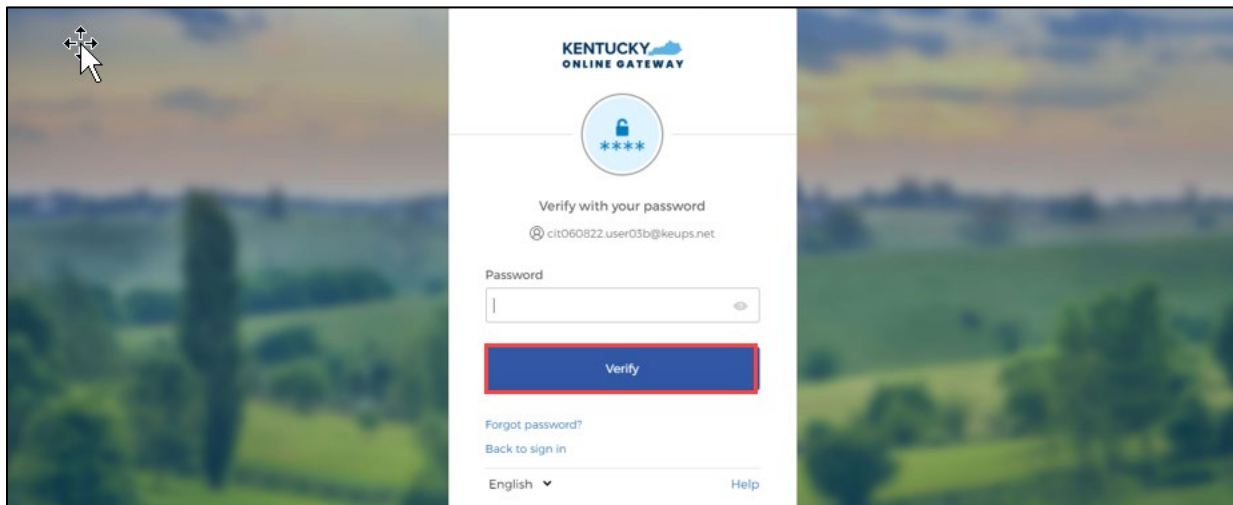
Email Address  
cit060822.user03b@keups.net

Next

Create New Account  
Resend Account Verification Email

English Help

22. Enter your *password* and click **Verify**.



**KENTUCKY ONLINE GATEWAY**

Verify with your password

cit060822.user03b@keups.net

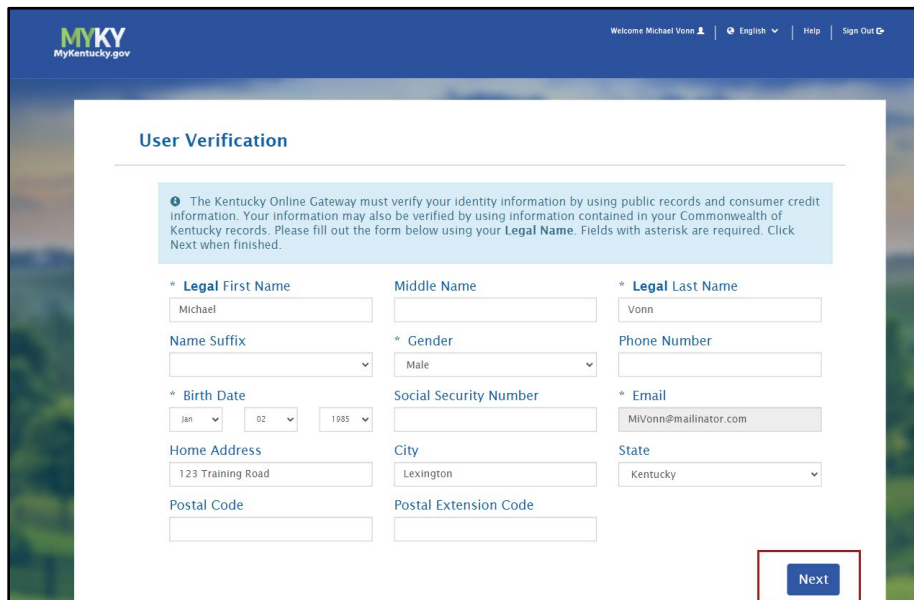
Password

Verify

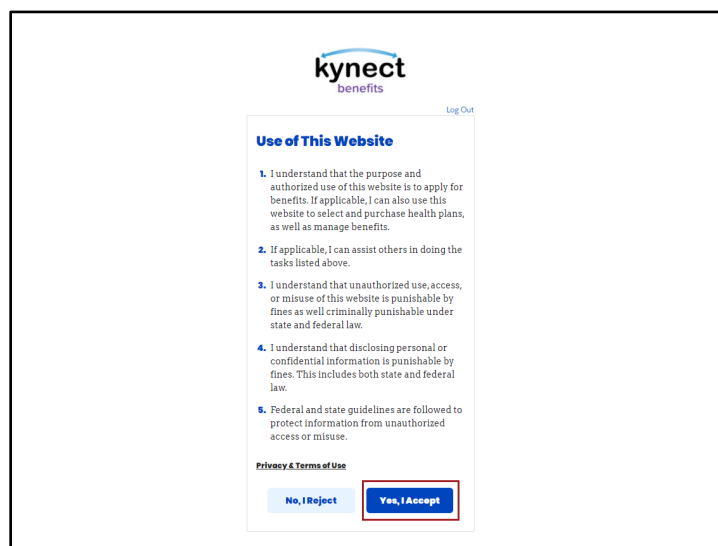
Forgot password?  
Back to sign in

English Help

- 23. Confirm that the *First Name, Middle Name, and Last Name* are correct.
- 24. Select *Gender*.
- 25. Enter *Birthday Date*.
- 26. Enter any remaining details that are available.
- 27. Click **Next**.



- 28. Read the terms and agreements. Click **Yes, I Accept** to log into kynect benefits.

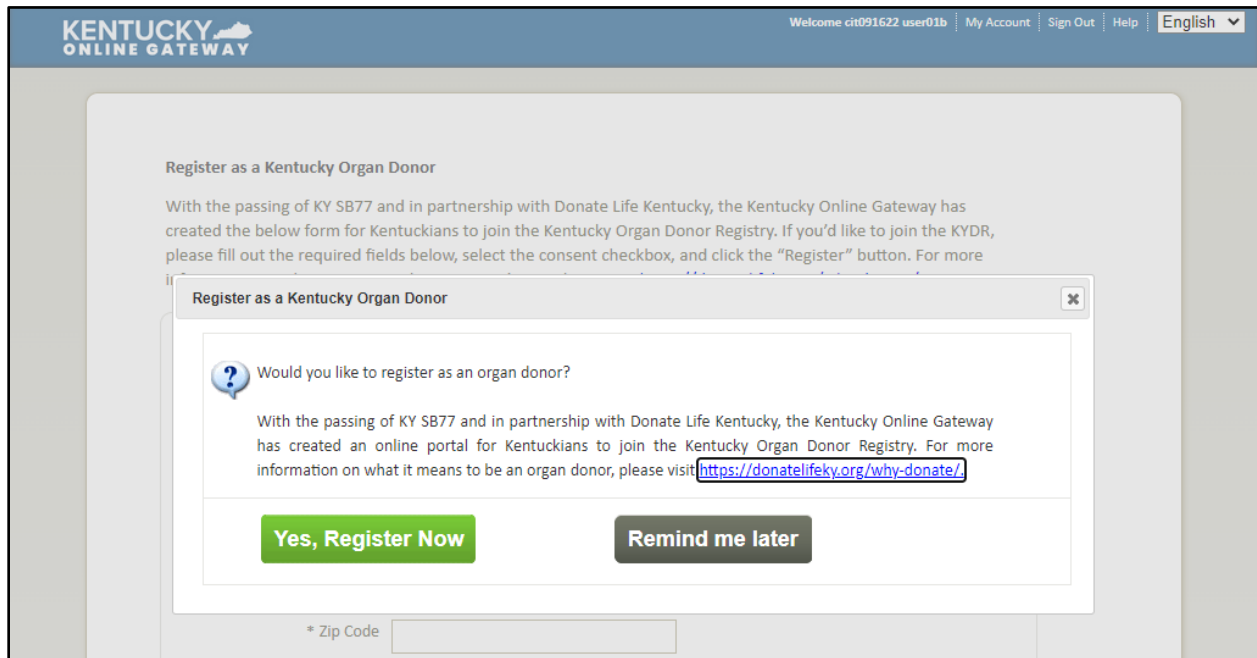


 **Please Note:** KOG registration is now complete!

Once successfully logged into your account, you are navigated to the Register as a Kentucky Organ Donor screen where you may select to become an organ donor or not become one at this time.

**Option 1:**

1. Select **Yes, Register Now** to navigate to the Organ Donor Registration screen.



2. Enter *First Name*.
3. Enter *Last Name*.
4. Enter a street address into the *Street Address 1* field.
5. Enter a street address into the *Street Address 2* field.
6. Enter a *City*.
7. Enter a *County*.
8. Enter a *Zip Code*.
9. Enter a *Birthdate*.
10. Enter a *Driver's License* or *State ID*.
11. Select a *Gender*.
12. Click **I have read, understand, and agree to the above terms and conditions**.
13. Click **Register**.
14. If at any point you choose to skip the organ donor registration process, click **Continue to the Application** to navigate to the KOG dashboard.

### Register as a Kentucky Organ Donor

With the passing of KY SB77 and in partnership with Donate Life Kentucky, the Kentucky Online Gateway has created the below form for Kentuckians to join the Kentucky Organ Donor Registry. If you'd like to join the KYDR, please fill out the required fields below, select the consent checkbox, and click the "Register" button. For more information on what it means to be an organ donor, please visit <https://donatelifeky.org/why-donate/>.

* First Name	<input type="text" value="cit091622"/>
Middle Name	<input type="text"/>
* Last Name	<input type="text" value="user01b"/>
* Address 1	<input type="text"/>
Address 2	<input type="text"/>
* City	<input type="text"/>
* County	<input type="text" value="▼"/>
* Zip Code	<input type="text"/>
* Birthdate	<input type="text"/>
* Driver's License or State ID	<input type="text"/>
* Gender	<input type="text" value="▼"/>

By submitting this registration I affirm that I am the applicant described on this application and that the information entered herein is true and correct to the best of my knowledge. This form will serve as donor document of gift as outlined in the Uniform Anatomical Gift Act. A document of gift, not revoked by the donor before death, is considered legal authorization for donation and does not require the consent of another. If I am under 18 years of age, I understand that consent must be obtained from my parents or legal guardian at the time of donation.

I have read, understand, and agree to the above terms and conditions

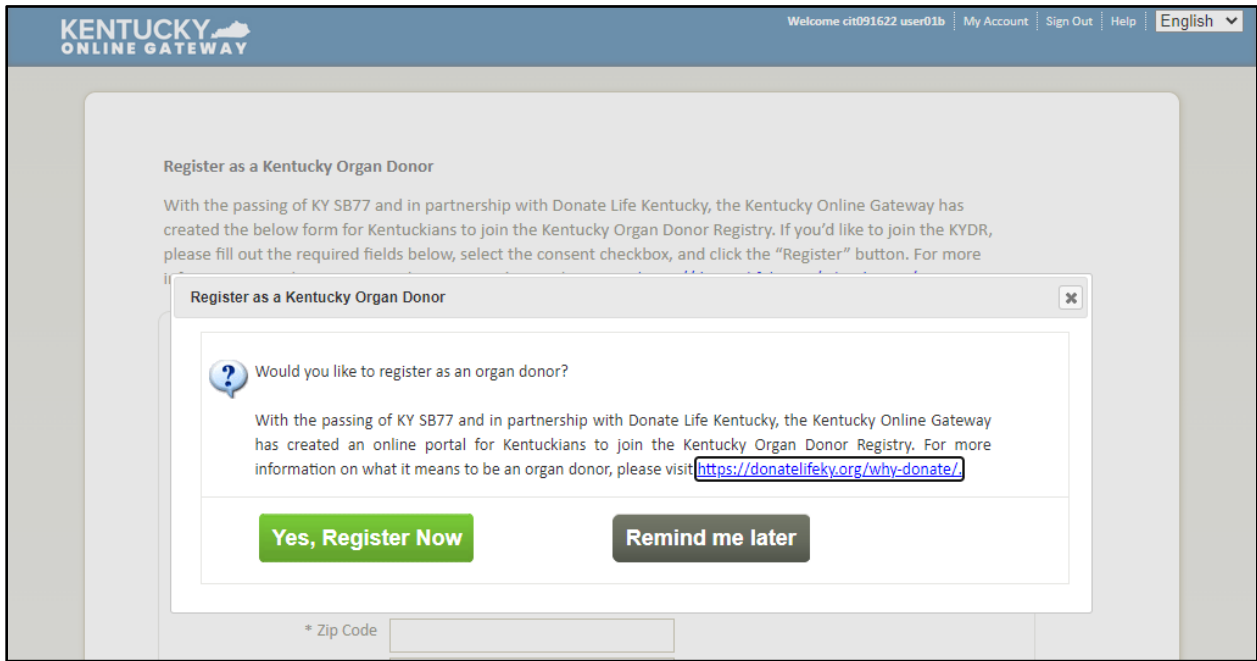
**Register**



[Continue to the Application](#)

**Option 2:**

1. Select **Remind me later** to navigate to the KOG dashboard.



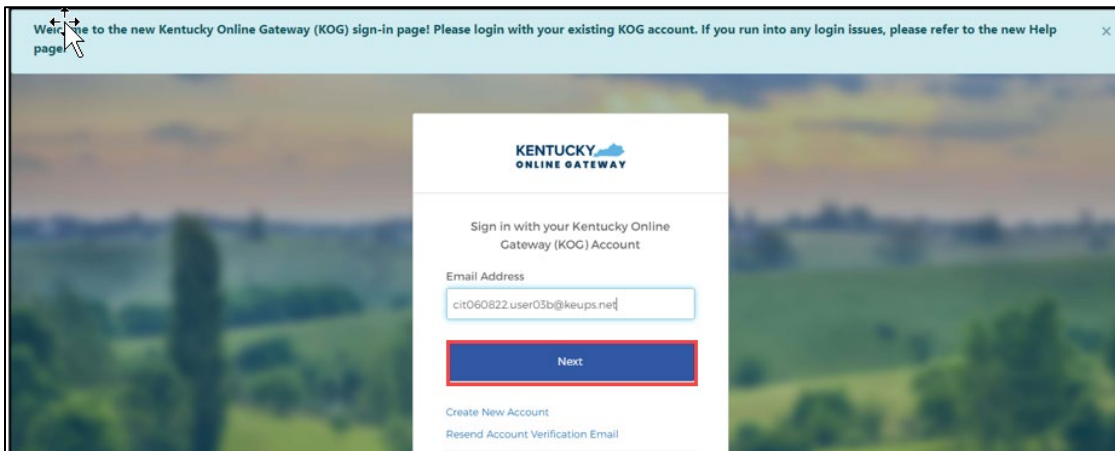
**Resetting Password**

After creating a KOG account, a user may reset their password if necessary. Users can reset their password via the computer or a mobile device.

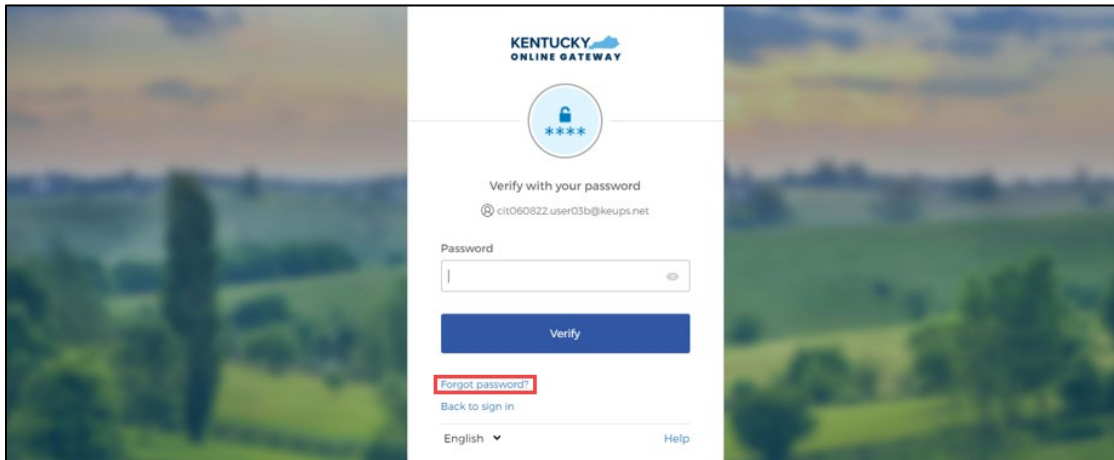
**Steps to Resetting Password**


Follow the steps below to reset a KOG account password via email.

1. Navigate to the KOG home page using Google Chrome.
2. Enter your email address and click **Next**.



3. Select **Forgot password?**

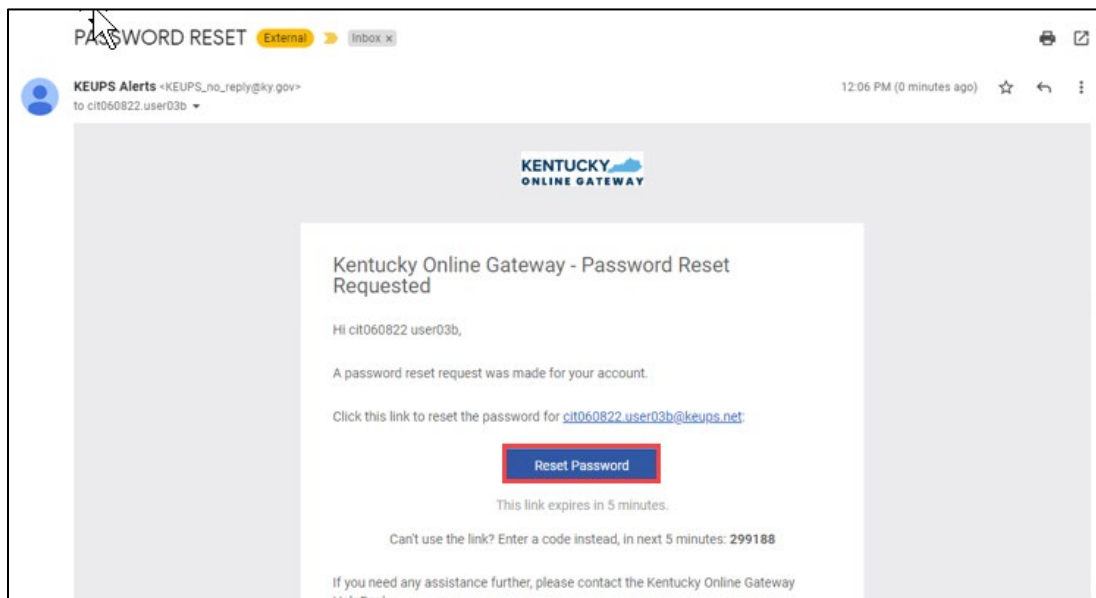


 **Please Note:** If you see the message “It looks like you are trying to login for the first time on this new login screen. Please click here to reset your password,” proceed to the section below, **Steps to Resetting a Password on your first Login.**

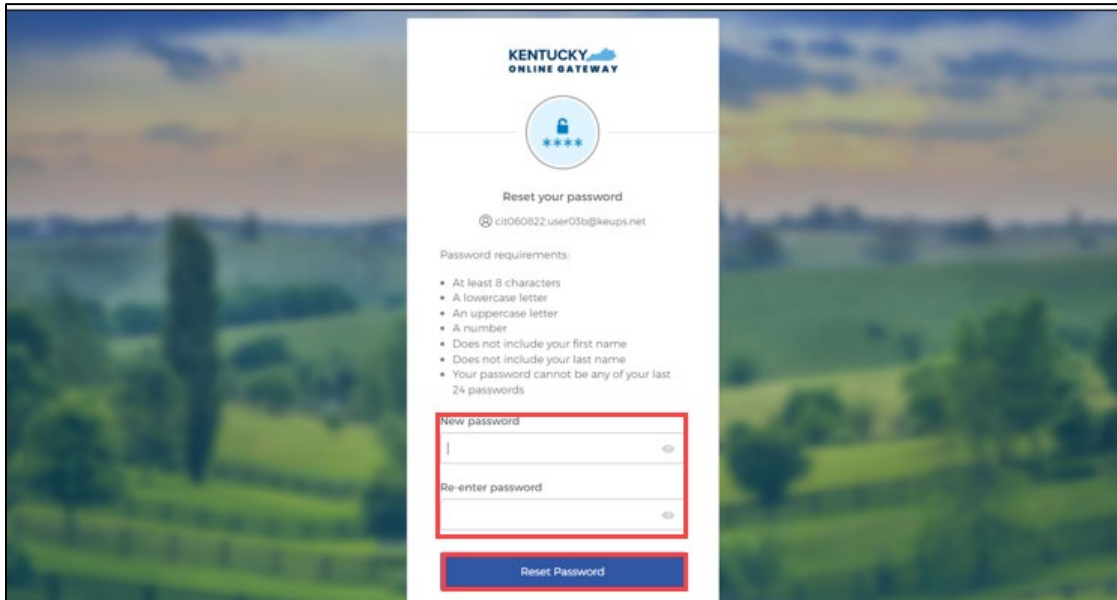
4. The verification screen displays. Select **Send me an email.** The screen will notify you that an email message has been sent to your email address.
5. After retrieving the email, you may reset your password using the link provided or by entering the code provided in the email.

**Option 1: Click Reset Password.**

1. Click **Reset Password.**



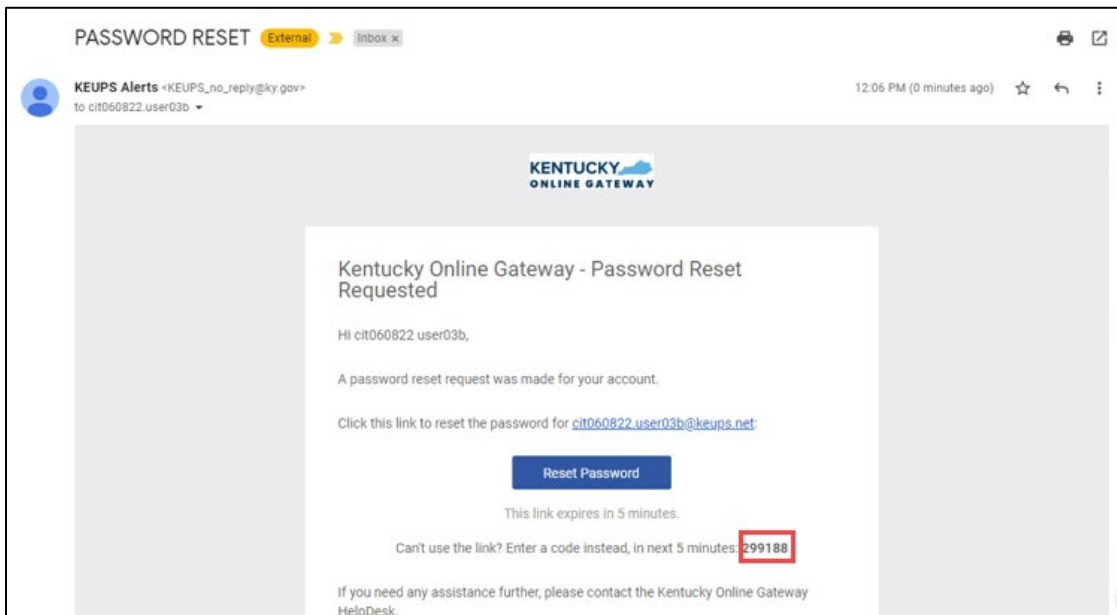
2. On the subsequent screen, enter your new password in the *New password* and *Re-enter password* fields and click **Reset Password.**



3. If the new password meets the requirements, your new password will be set and if no other verification steps are needed, you will be redirected to your application.

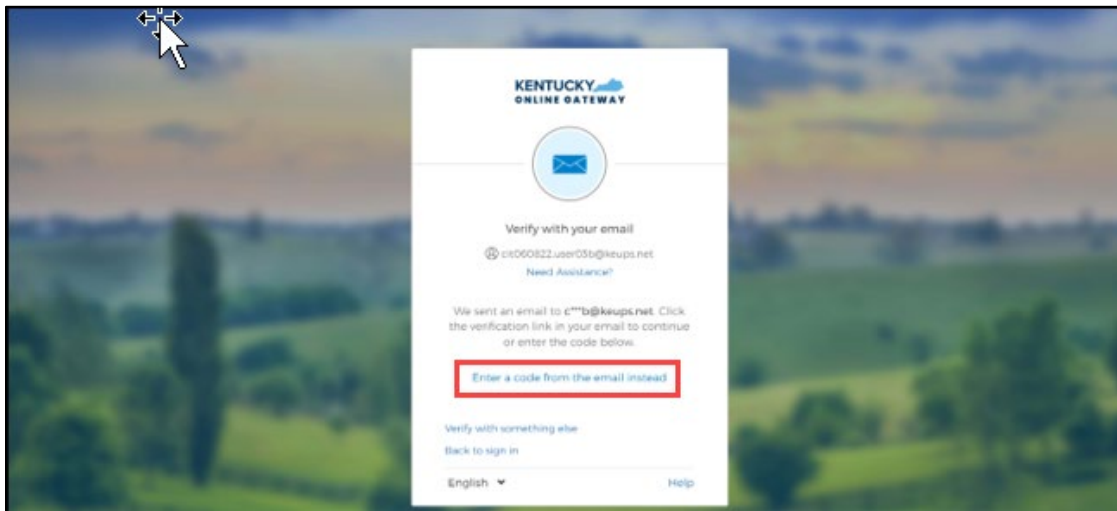
**Option 2:** Copy the code provided in the email.

1. Copy the code provided in the email.

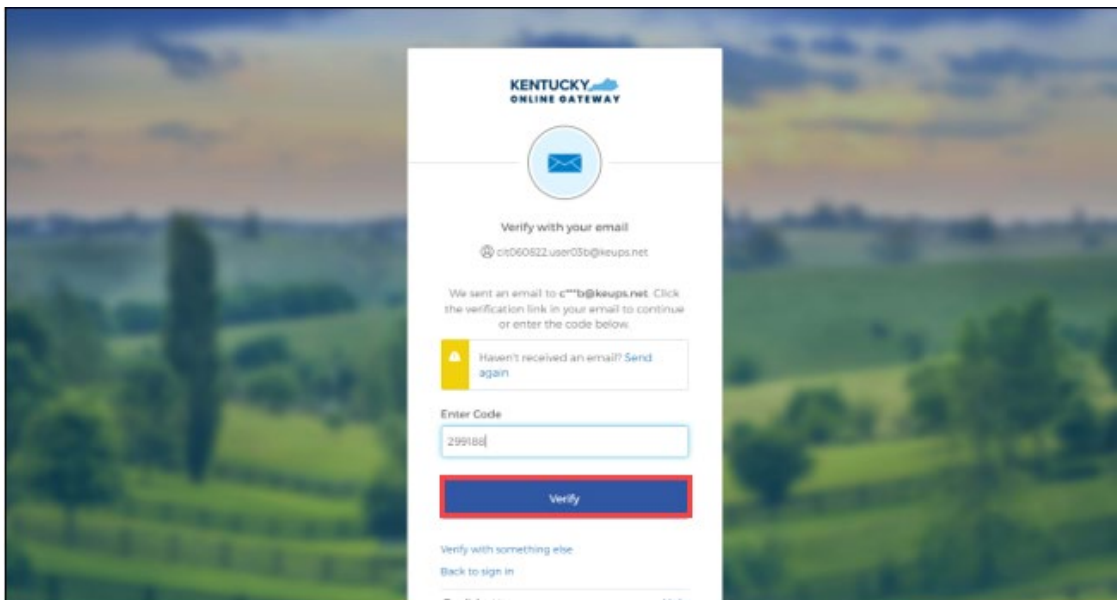




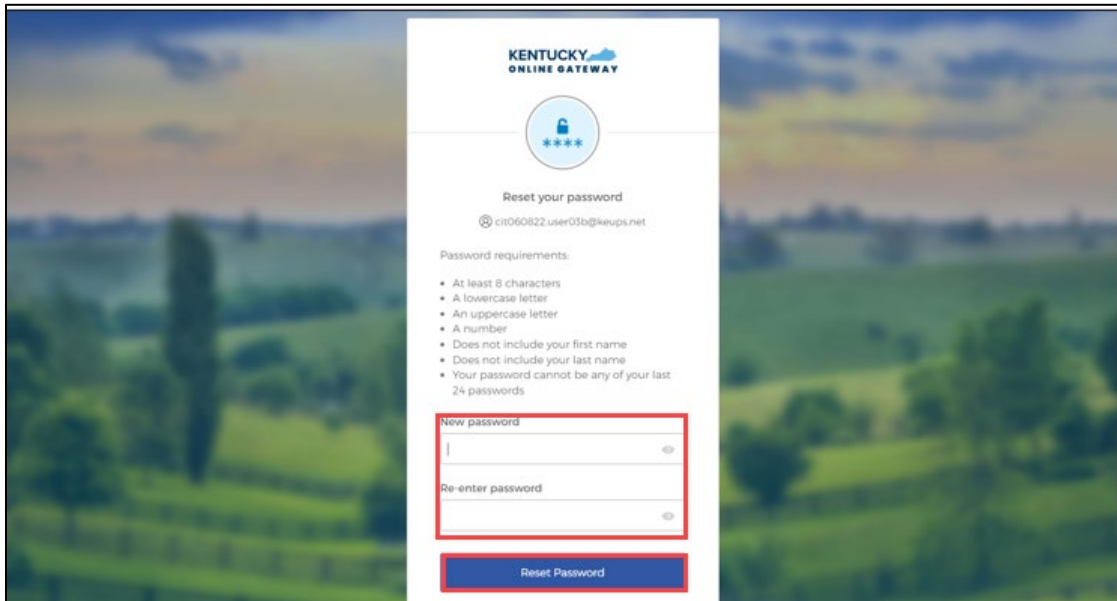
2. Click **Enter code from the email instead.**



3. Manually paste or enter the 6-digit code from the email message and click **Verify.**



4. On the subsequent screen, enter your new password in the *New password* and *Re-enter password* fields and click **Reset Password**.

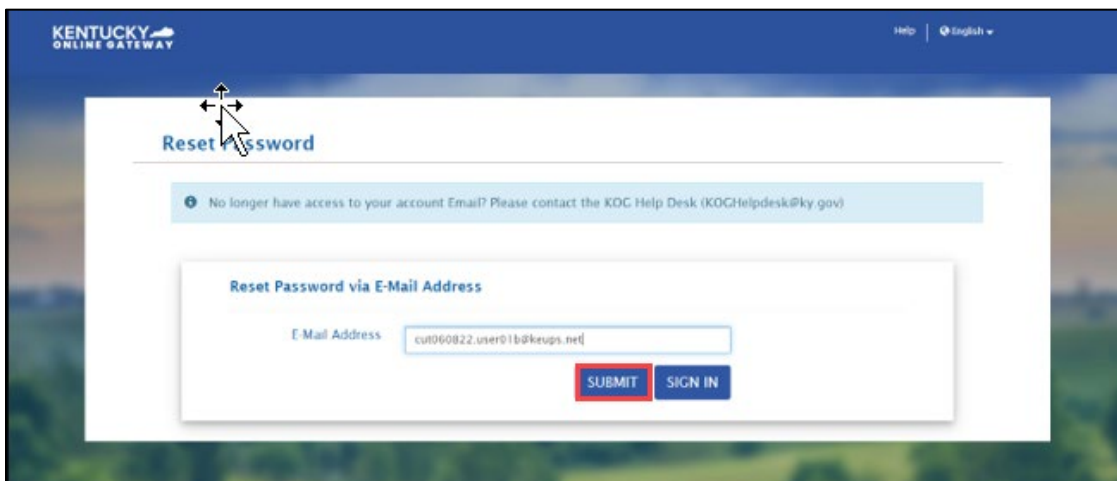


5. If the new password meets the requirements, your new password will be set and if no other verification steps are needed, you will be redirected to your application.

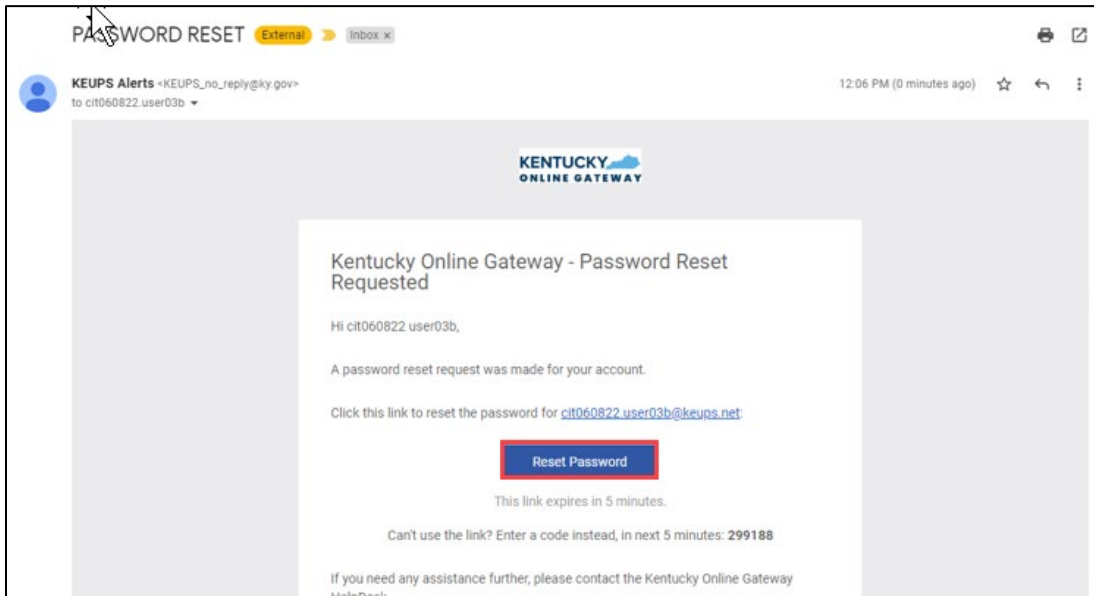
### Steps to Resetting Password on your first Login

If you see the message “It looks like you are trying to login for the first time on this new login screen. Please click here to reset your password,” when you are resetting your password, please follow the steps below.

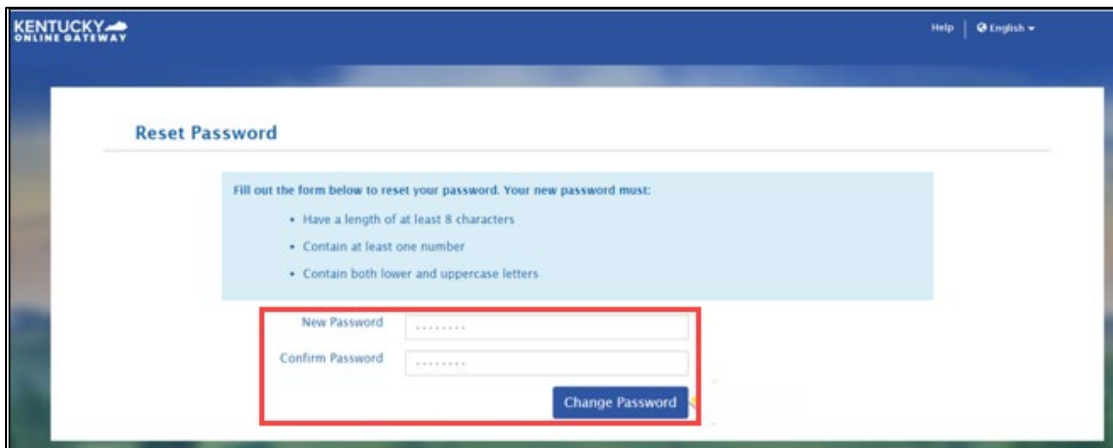
1. Click **click here to reset your password**.
2. Enter your email address and click **Submit**. You will receive a notification that further instructions have been sent to your email address.



3. Click **Reset Password** in the emailed message.



4. Enter your new password in the *New Password* and *Confirm Password* fields and click **Change Password**.



5. If your new password meets requirements, your new password will be set. You can now sign in with your existing email address and new password.

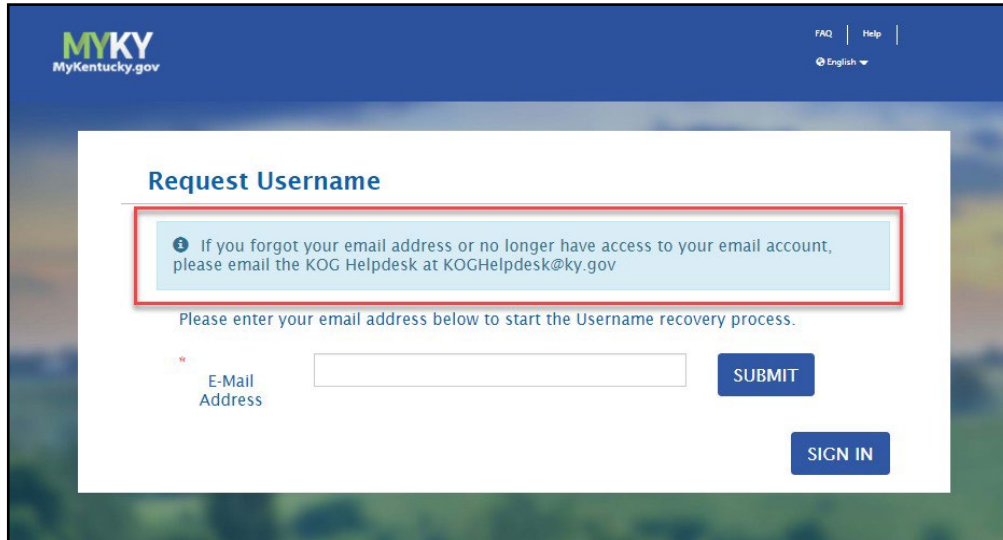
## Changing KOG Email Address

The steps a user takes to change their KOG Email depends on if the user remembers and has access to their email account.

### Steps to Changing a Forgotten or Lost KOG Email Address

If a user has forgotten their email address or no longer has access to their email address, they should follow the steps below:

1. Users should email the KOG Helpdesk at: [KOGHelpdesk@ky.gov](mailto:KOGHelpdesk@ky.gov)



**Request Username**

**i** If you forgot your email address or no longer have access to your email account, please email the KOG Helpdesk at [KOGHelpdesk@ky.gov](mailto:KOGHelpdesk@ky.gov)

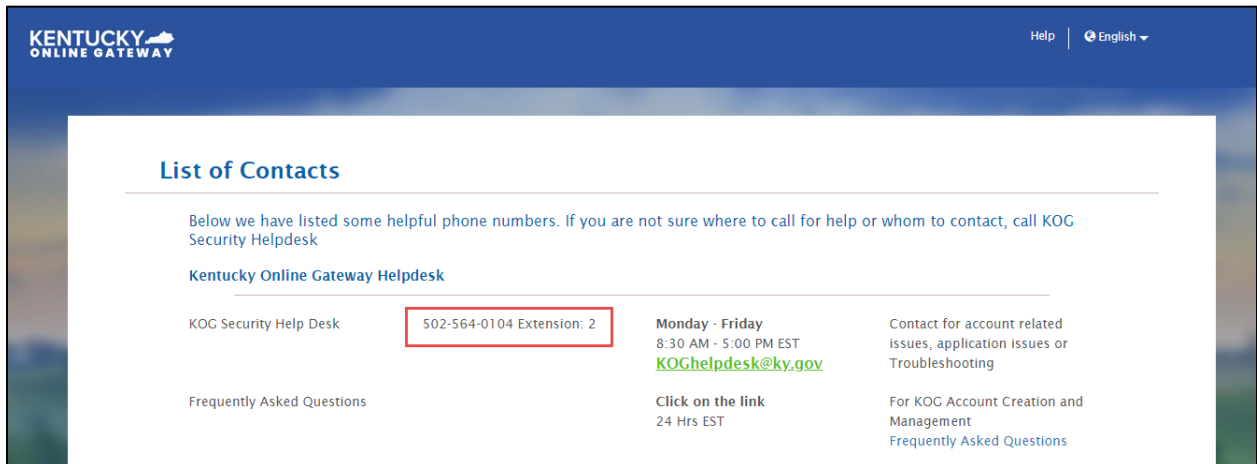
Please enter your email address below to start the Username recovery process.

E-Mail Address

**SUBMIT**

**SIGN IN**

2. Alternatively, users can call the KOG Help Desk at: 502-564-0104 Ext. 2



**List of Contacts**

Below we have listed some helpful phone numbers. If you are not sure where to call for help or whom to contact, call KOG Security Helpdesk

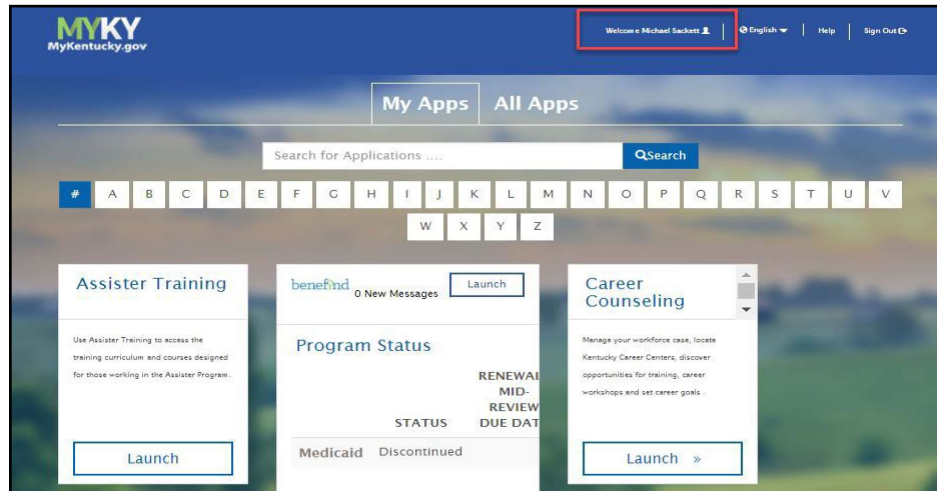
**Kentucky Online Gateway Helpdesk**

KOG Security Help Desk	502-564-0104 Extension: 2	Monday - Friday 8:30 AM - 5:00 PM EST <a href="mailto:KOGhelpdesk@ky.gov">KOGhelpdesk@ky.gov</a>	Contact for account related issues, application issues or Troubleshooting
Frequently Asked Questions		Click on the link 24 Hrs EST	For KOG Account Creation and Management Frequently Asked Questions

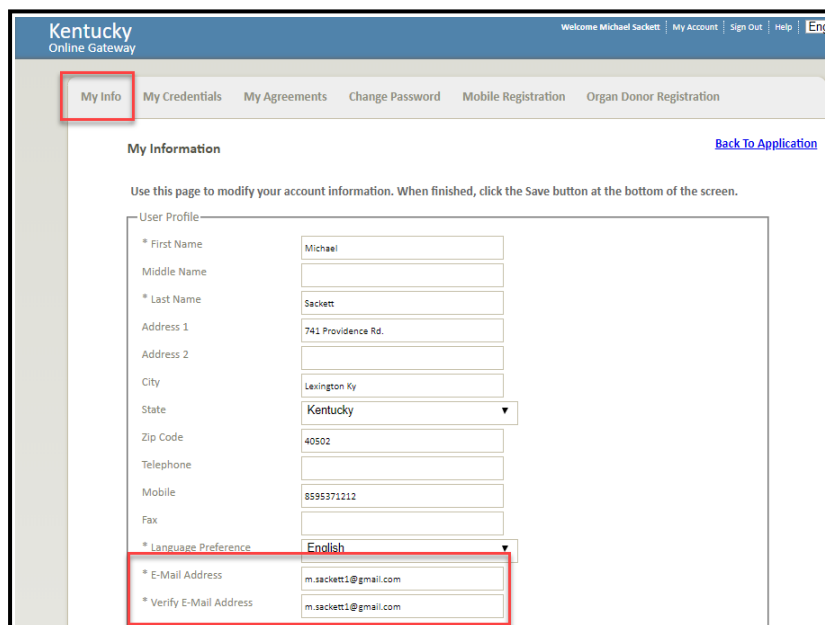
## Steps to Changing a Known KOG Email Address

If a user knows their email address and can access it, they should follow the steps below:

1. Log in to the KOG Account.
2. Click on the name in the top right of the KOG Dashboard.



3. Click on the **My Info** tab.
4. Locate the *Email Address* fields from the User Profile box.
5. Update the *Email Address* to the new Email Address.
6. Verify the new Email Address in the *Verify Email Address* field.



Kentucky Online Gateway  
 Welcome Michael Sackett | My Account | Sign Out | Help | Engl

[My Info](#) | [My Credentials](#) | [My Agreements](#) | [Change Password](#) | [Mobile Registration](#) | [Organ Donor Registration](#)

[Back To Application](#)

Use this page to modify your account information. When finished, click the Save button at the bottom of the screen.

User Profile

* First Name	Michael
Middle Name	
* Last Name	Sackett
Address 1	741 Providence Rd.
Address 2	
City	Lexington Ky
State	Kentucky
Zip Code	40502
Telephone	
Mobile	8595371212
Fax	
* Language Preference	English
* E-Mail Address	m.sackett1@gmail.com
* Verify E-Mail Address	m.sackett1@gmail.com

7. Click **Save** at the bottom of the screen.