

The Commonwealth of Kentucky
**Kentucky Level of Care System
(KLOCS)**

Quick Reference Guide

KLOCS Authorized Users

Version 1.2

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Kentucky Online Gateway (KOG) Overview

Kentucky Level of Care System (KLOCS) utilizes the Kentucky Online Gateway (KOG) to authenticate an individual is part of an organization which either electronically submits, reviews, or makes level of care (LOC) determinations. To access KLOCS, the Organization Administrator (Org Admin) and Authorized Users must establish a KOG account.

KOG Reference Guide

Each organization has an individual designated as the KLOCS Org Admin. The KLOCS Org Admin is responsible for granting their organization's authorized users access to KLOCS by sending an email invitation to create a KOG account. Every authorized user of KLOCS is required to create an individual KOG account.

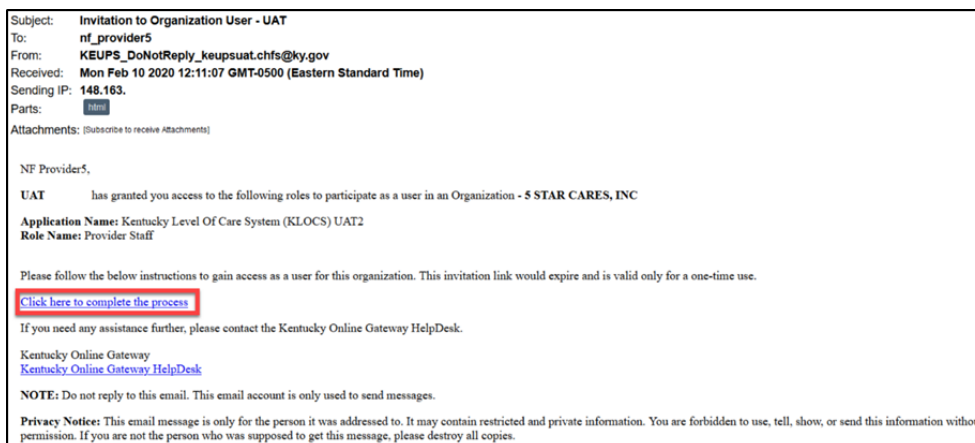
This Reference Guide provides instructions on setting up a KOG account for Authorized Users. Authorized Users include CMHC Staff, Provider Staff, PRO Staff, and PRO Super Users.

- If the *Role Name* is Read Only (e.g., CMHC Read Only), the user will be able to view the information in KLOCS but unable to edit the data
- If the *Role Name* is Staff or Super User (e.g., Provider Staff, PRO Staff, or PRO Super User), the user will be able to view and edit the data in KLOCS

Create a KOG Account

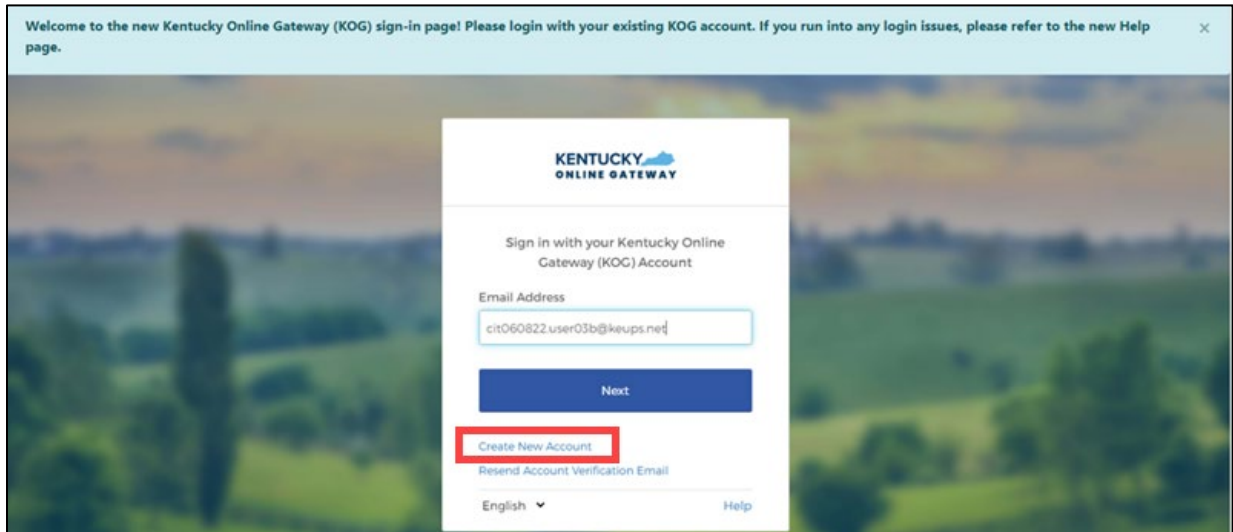
1. The user receives an email invitation to create a KOG Account from their facility's KLOCS Org Admin.
2. In the email, select **Click here to complete the process**.

Please Note: This link is valid for 7 days and the user may re-click the link anytime within the 7 day period to continue the onboarding process. The link will not be valid after the 7 day period or after the user completes the onboarding process. If the link expires, the KLOCS Org Admin must send the user another invitation to continue the onboarding process.



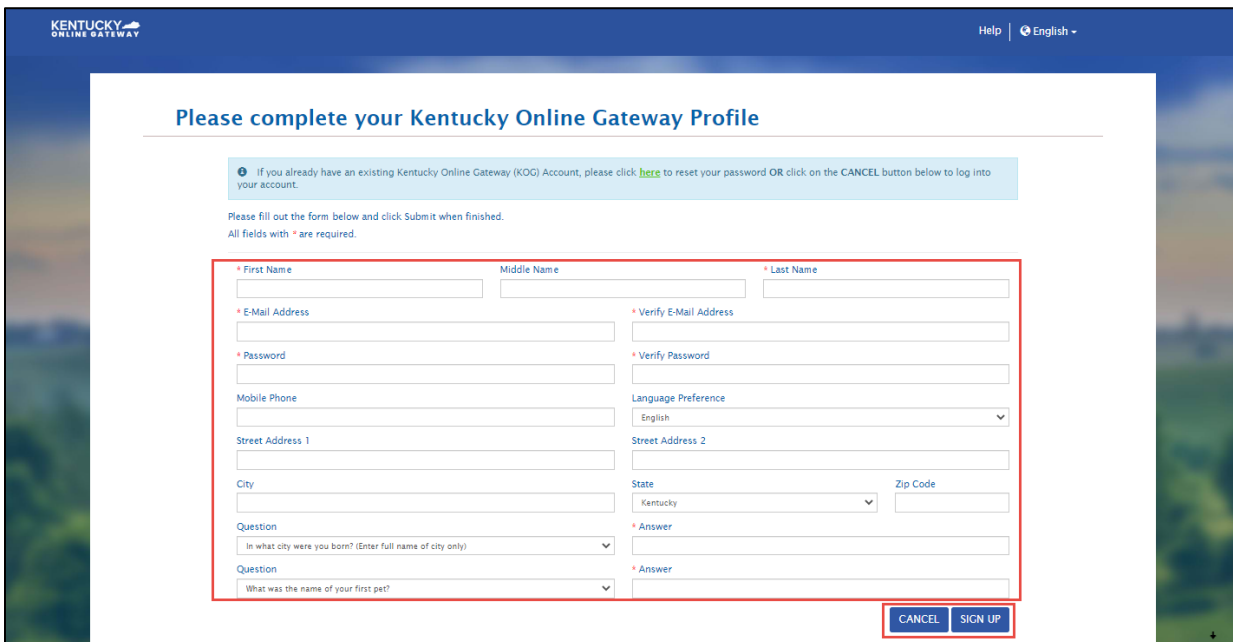
3. The KOG landing page displays. If the user does not have an existing KOG account, click **Create New Account**.

Please Note: If the user already has an existing KOG account with the same email address from which they received the invitation to enroll, then the user does not need to create a new account and may login to KOG using the existing credentials.

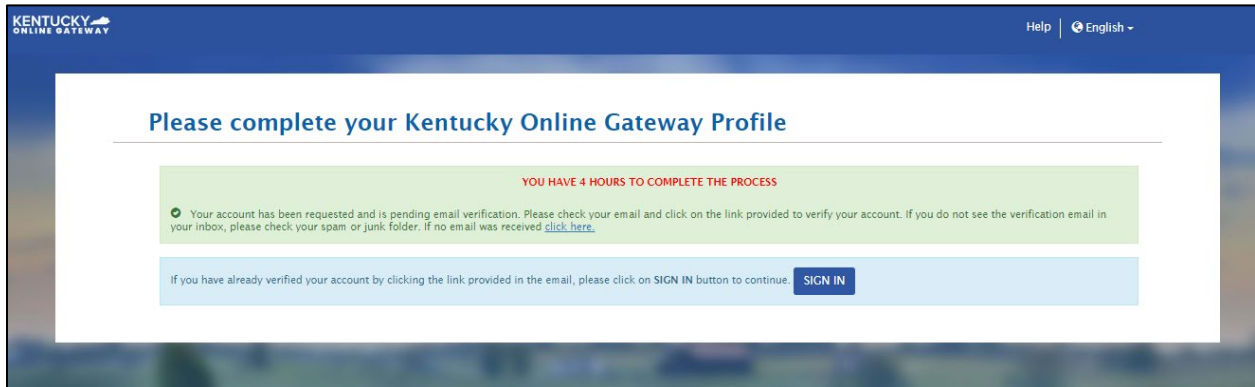


4. Fill out all required fields marked with an asterisk (*). Next, click **Sign Up**.

Please Note: The user MUST register using the same email address from which they received the invitation to enroll.



5. The pending email verification screen displays. The KOG account is pending until the user returns to their email account to verify their KOG account.

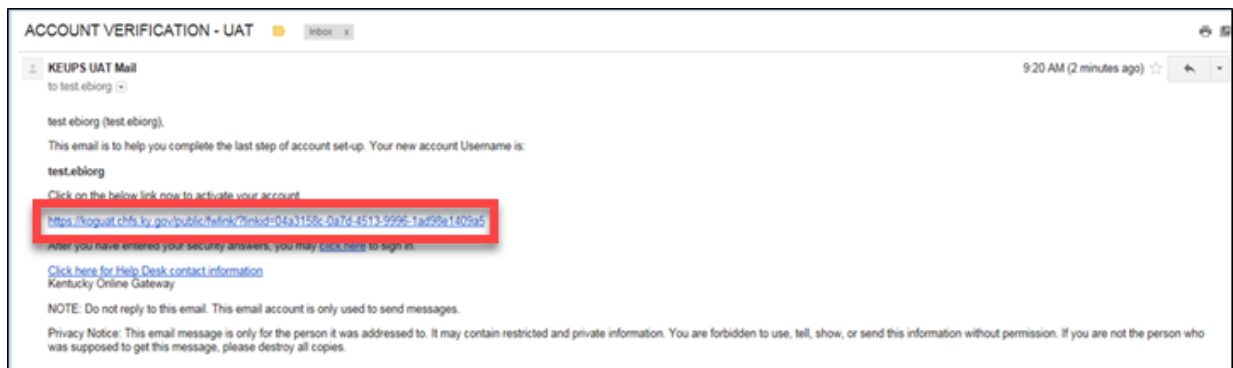


KOG Account Validation

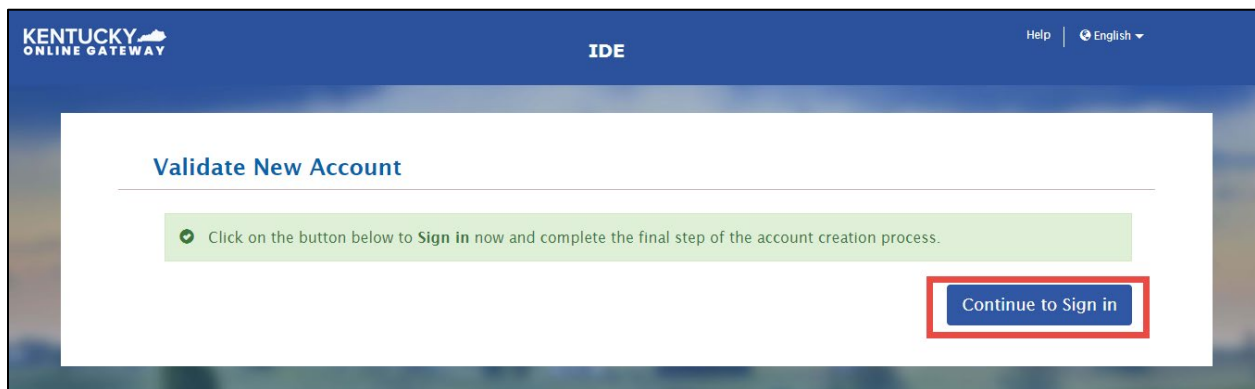
1. After filling out the profile information, the user receives an email to verify the account.

Please Note: If the verification email is not in the inbox, check the Junk and Spam folders.

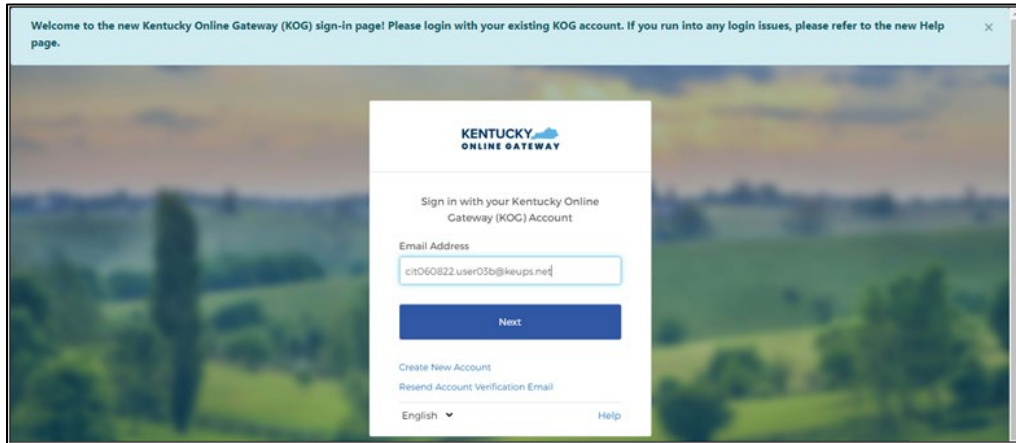
2. The user logs into their email inbox and clicks the account activation hyperlink.



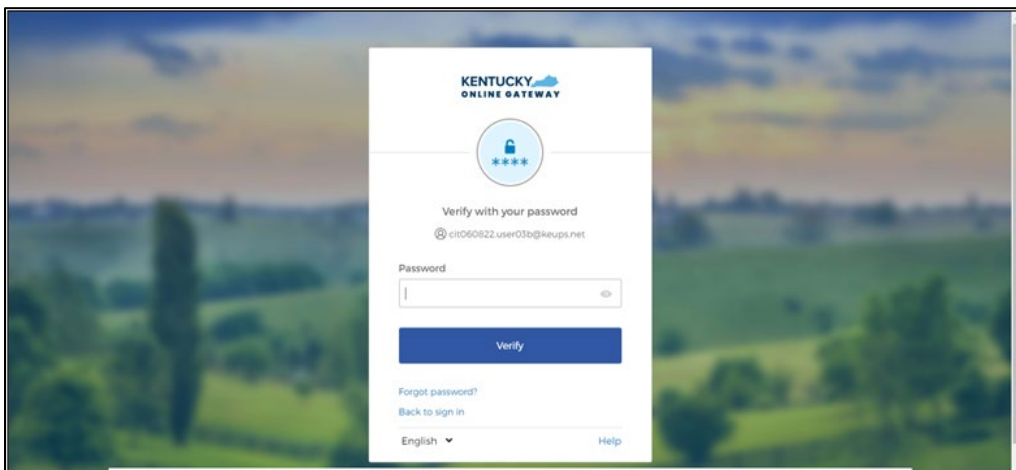
3. Select **Continue to Sign in** to complete the account creation process.



- When the user clicks **Continue to Sign in**, they are redirected to the KOG homepage. The account creation process is complete.
- Enter **Email Address** and click **Next**.

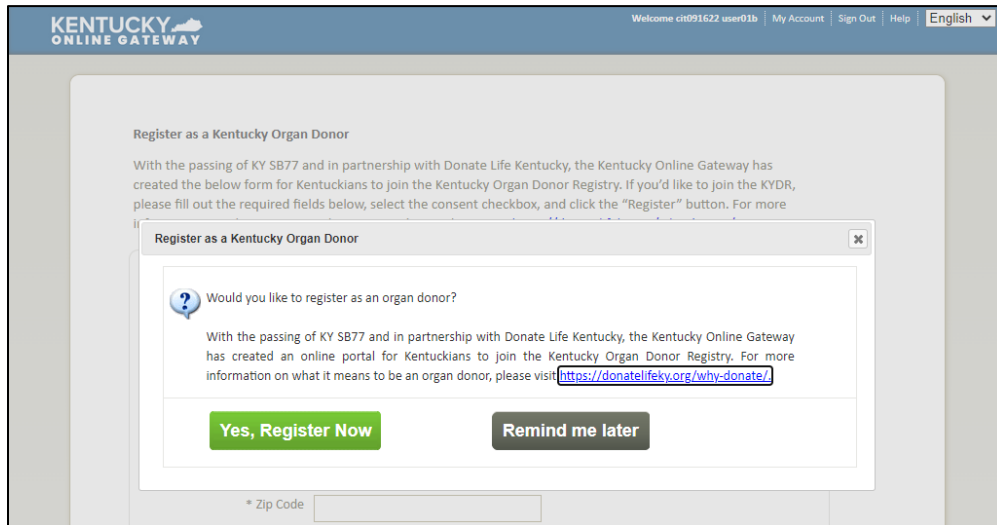


- Enter **Password** and click **Verify**.



Kentucky Organ Donor Registration

When the user first logs into KOG, they will be prompted to register as an organ donor. To register as an organ donor, click **Yes, Register Now** and follow the prompts. If the user selects **Remind Me Later**, the system redirects to the KOG Dashboard.



If the user clicks **Yes, Register Now** the system navigates to the **Organ Donor Registration** screen where the user enters their personal information. To complete registration, select the check box **I have read, understand, and agree to the above terms and conditions** and then click **Register**. The system redirects the user to the KOG Dashboard.

If at any point the user chooses to skip the organ donor registration process, click **Continue to the Application** to navigate to the KOG Dashboard.

A screenshot of the "Register as a Kentucky Organ Donor" form. The form contains several input fields: First Name (pre-filled with "00091622"), Middle Name, Last Name (pre-filled with "user01b"), Address 1, Address 2, City, County (dropdown), Zip Code, Birthdate, Driver's License or State ID, and Gender (dropdown). Below the form is a checkbox labeled "I have read, understand, and agree to the above terms and conditions". At the bottom left, there is a "Register" button (highlighted with a red box and a red arrow pointing to it) and at the bottom right, there is a "Continue to the Application" button (also highlighted with a red box).

User Verification – Identity Proofing

KOG uses Remote Identity Proofing (RIDP) to verify the user’s identity. This is a one-time effort. If a user is requesting electronic access to protected information or systems, the user must be identity proofed to gain access. KOG uses the Experian identity verification system to remotely perform identity proofing.


KOG uses this personal information only to verify the user’s identity. Experian verifies the information provided against their records and may present the user with questions based on their credit profile. KOG does not store this information. This type of inquiry, a soft inquiry, does not affect your credit score.

1. Provide answers to each required question marked with an asterisk (*). Click **Next**.

User Verification

i The Kentucky Online Gateway must verify your identity information by using public records and consumer credit information. Your information may also be verified by using information contained in your Commonwealth of Kentucky records. Please fill out the form below using your **Legal Name**. Fields with asterisk are required. Click Next when finished.

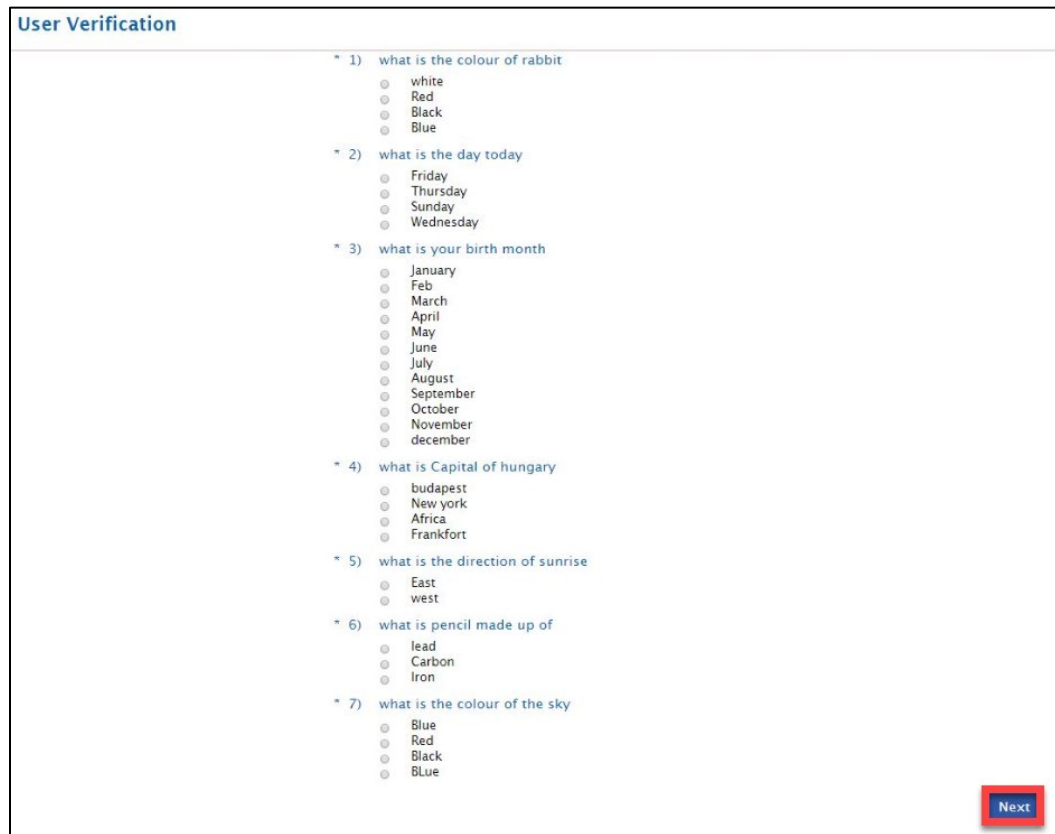
* Legal First Name assam	Middle Name	* Legal Last Name koraku
Name Suffix	Gender	Phone Number
Birth Date	Social Security Number	Email assam.koraku123@dispostable.com
* Home Address	* City	* State Kentucky
* Postal Code	Postal Extension Code	

Identity proofing is enabled by  Experian

By checking this box I am certifying that I understand the services being requested are regulated by the Fair Credit Reporting Act and that permissible purpose is required. Any special procedures established by my company ("Experian Subscriber") for obtaining the consumer's authorization to receive information from the consumer's personal credit profile from Experian have been met. I certify that the consumer named above has initiated a transaction with my company, and that the service being requested will be used solely to confirm the consumer's identity to avoid fraudulent transactions in the consumer's name.

Next

2. Experian verified the information provided and may present the user with questions based on their credit profile. Provide answers to each question. Click **Next**.



The screenshot shows a 'User Verification' screen with the following questions and options:

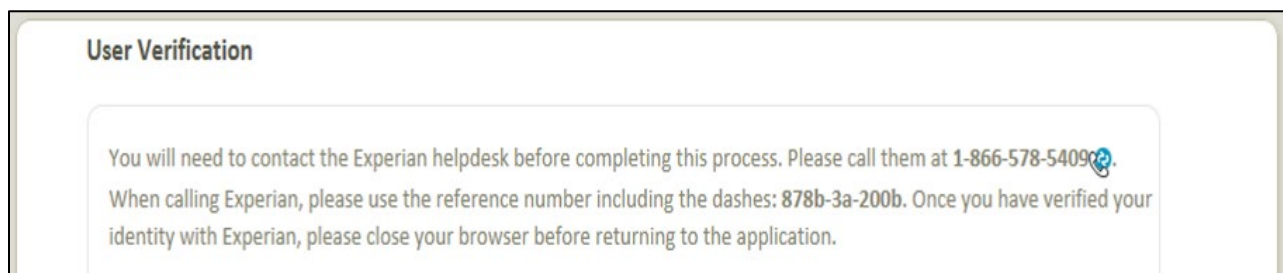
- * 1) what is the colour of rabbit
 - white
 - Red
 - Black
 - Blue
- * 2) what is the day today
 - Friday
 - Thursday
 - Sunday
 - Wednesday
- * 3) what is your birth month
 - January
 - Feb
 - March
 - April
 - May
 - June
 - July
 - August
 - September
 - October
 - November
 - december
- * 4) what is Capital of hungary
 - budapest
 - New york
 - Africa
 - Frankfort
- * 5) what is the direction of sunrise
 - East
 - west
- * 6) what is pencil made up of
 - lead
 - Carbon
 - Iron
- * 7) what is the colour of the sky
 - Blue
 - Red
 - Black
 - Blue

A red 'Next' button is located in the bottom right corner of the screen.

3. If the user provides the correct answers to all verification questions, the RIDP process is complete and the system prompts the user to register for Multi-Factor Authentication (MFA).

Refer To: The **Multi-Factor Authentication (MFA) Quick Reference Guide** if MFA has not already been set up. This is a one-time registration.

If the user does not have a credit history or Experian cannot perform identity proofing online, a screen similar to the one below displays. The user will be given a reference number and will need to call the Experian Help Desk.



The screenshot shows a 'User Verification' screen with the following message:

You will need to contact the Experian helpdesk before completing this process. Please call them at [1-866-578-5409](tel:1-866-578-5409).

When calling Experian, please use the reference number including the dashes: **878b-3a-200b**. Once you have verified your identity with Experian, please close your browser before returning to the application.

4. After completing MFA, the system redirects the user to the **My Apps** screen. Click the **Launch** button in the **KLOCS** tile to access the application.

