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

Quick Reference Guide

Setting up Multi-Factor Authentication (MFA)
All Users

Version 1.1

Last Updated: **September 19, 2022**

Contents

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.

Set Up Multi-Factor Authentication (MFA)

The Kentucky Level of Care System requires Multi Factor Authentication (MFA) to complete the login process and navigate to the Kentucky Level of Care System **Dashboard** screen. Follow the instructions below to set up MFA on your computer.

Please Note: This is a one-time registration.

Set up MFA: Okta Verify (Computer Browser)

KOG has added a new security method called Okta Verify. Okta Verify is a mobile/tablet-based application that users may use to complete MFA.

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to set up Okta Verify using a computer browser.

1. On the **Set up security methods** screen, click **Set Up** under Okta Verify.
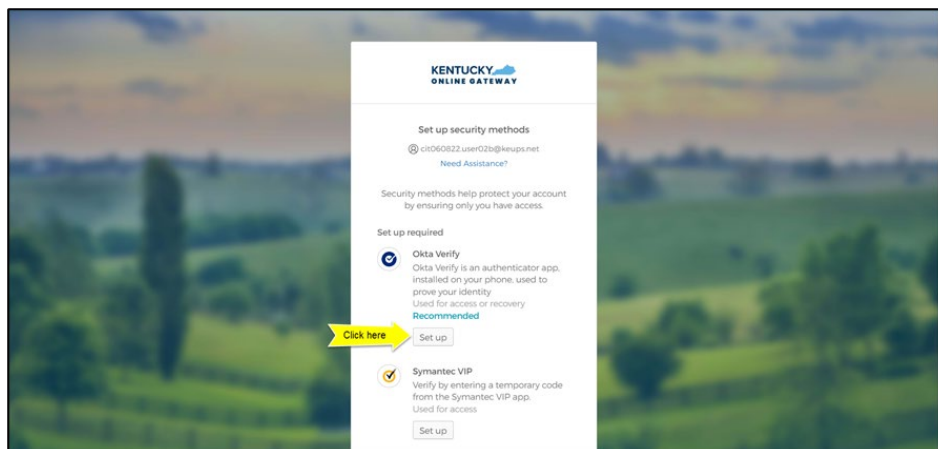

2. Once on the **Set up Okta Verify** screen, users should download the Okta Verify application to their mobile device or tablet/iPad from the App Store (iPhone and iPad) or Google Play (Android devices).

3. Users should follow the screenshots below to download, install and open the Okta Verify application on their mobile device or tablet/iPad.
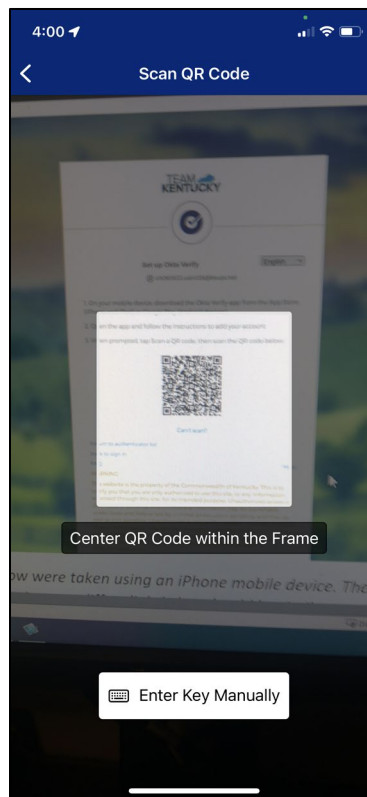
Please note: The app may prompt you to enable certain features on your device (camera, Face ID, or Touch ID, push notifications, etc.) that will assist in completing the MFA enrollment. Please allow these
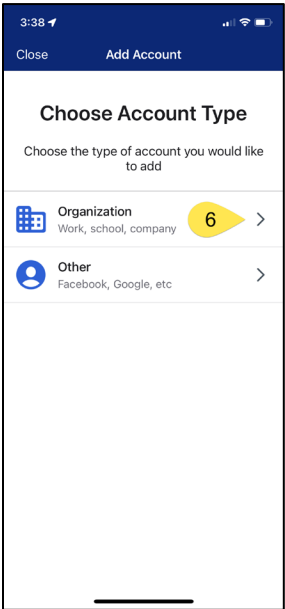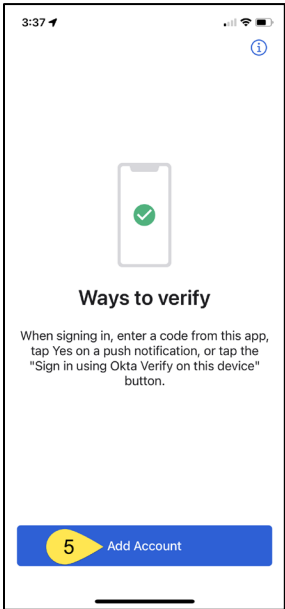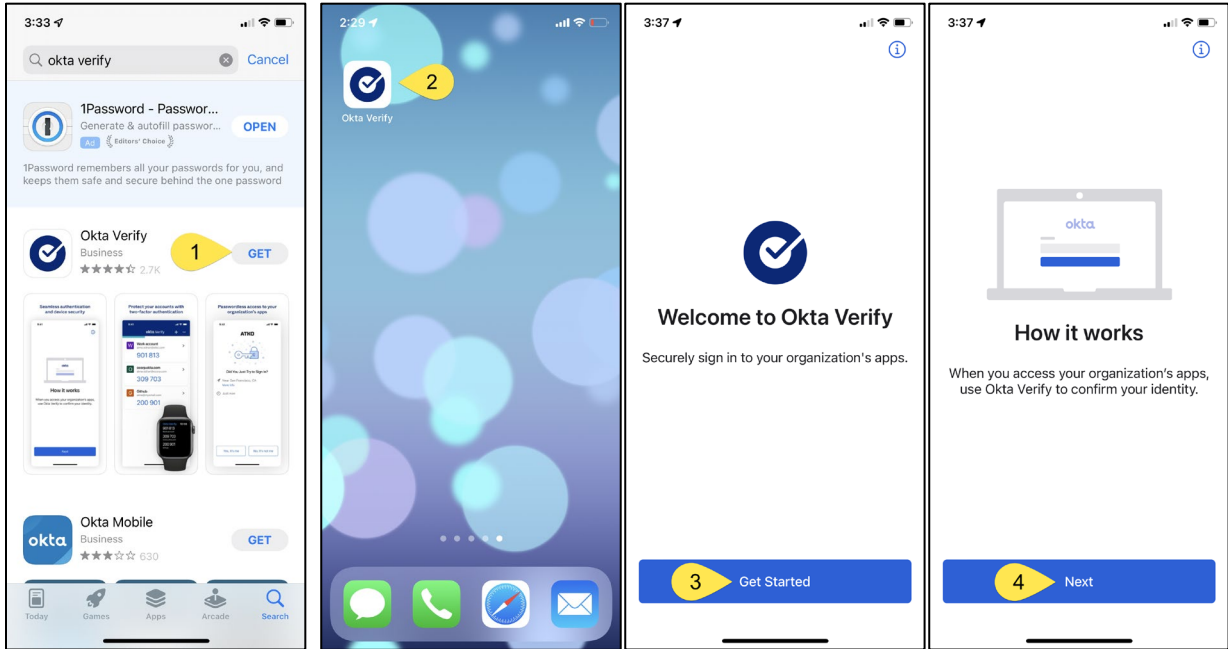
4. When prompted, select **Yes, Ready to Scan** to open the device camera.
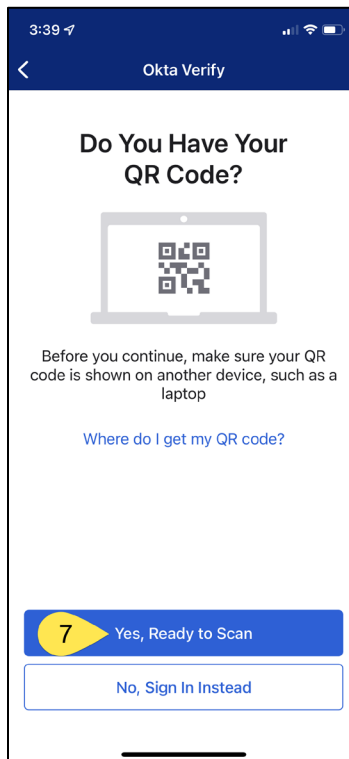
5. Use the camera feature to position the QR code within the highlighted box to be scanned.

6. If the user's device successfully scans the QR code, KOG will recognize that the Okta Verify MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Phone: SMS Text Message
- Phone: Voice Call
- Symantec VIP Access Token
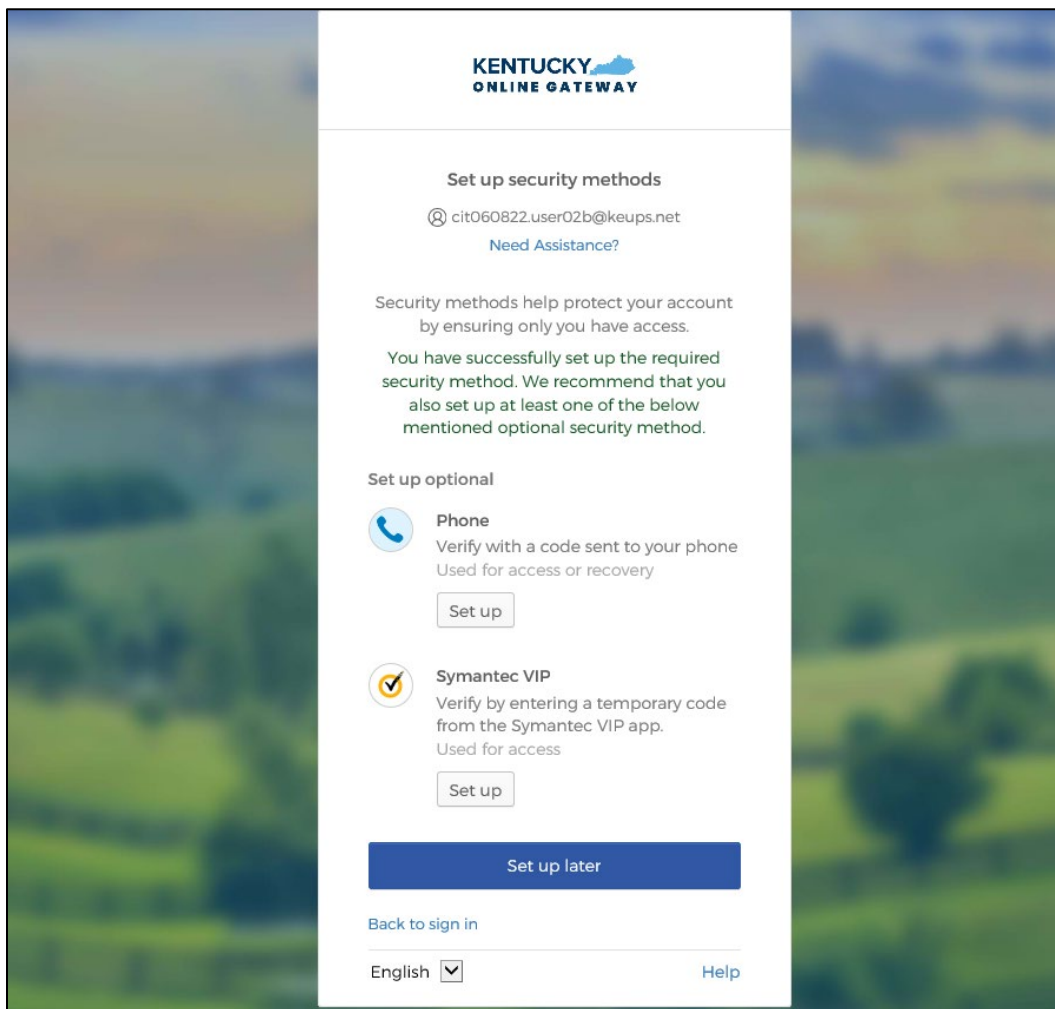
Set up MFA: Okta Verify (Mobile Device or Tablet/iPad Browser)

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to set up Okta Verify using a Mobile Device or Tablet/iPad browser.

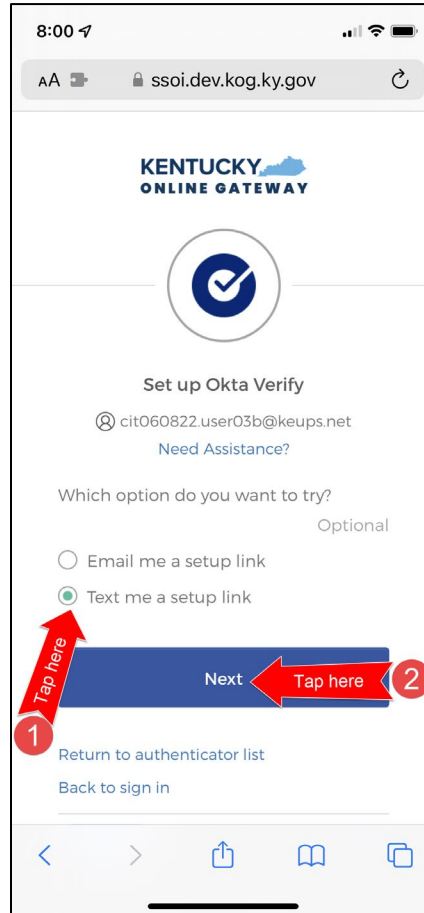1. On the **Set up security methods** screen, click **Set Up** under Okta Verify.
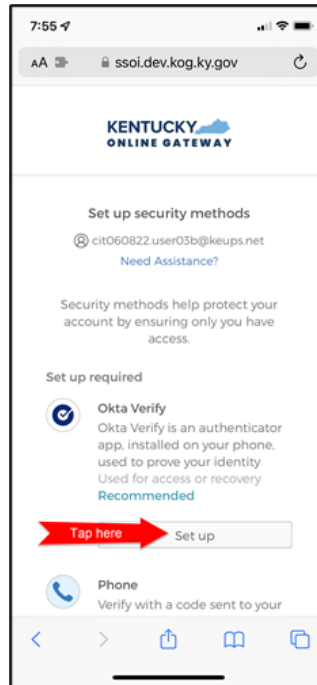
2. Select **Can't scan?**, located below the QR code.
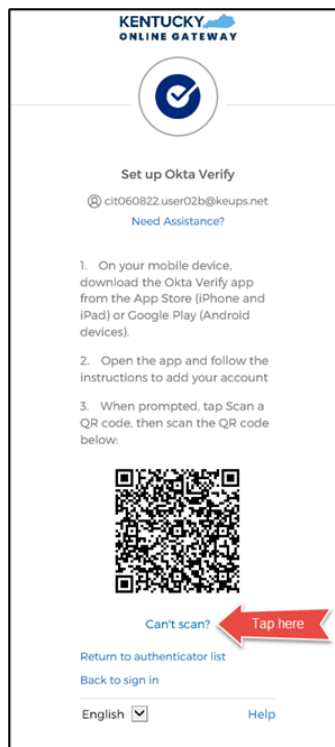
3. Select **Text me a setup link** if you prefer to have the setup link texted to you using SMS, then select **Next**.

Please note: Select **Email me a setup link** if you prefer to have the setup link emailed to you. Skip the steps below and proceed to Step 7.

4. After selecting **Text me a setup link**, users should enter the 10-digit phone number associated with their mobile device into the **Phone number** field and select **Send me the setup link**. *Standard mobile messaging rates may apply from your mobile carrier.*
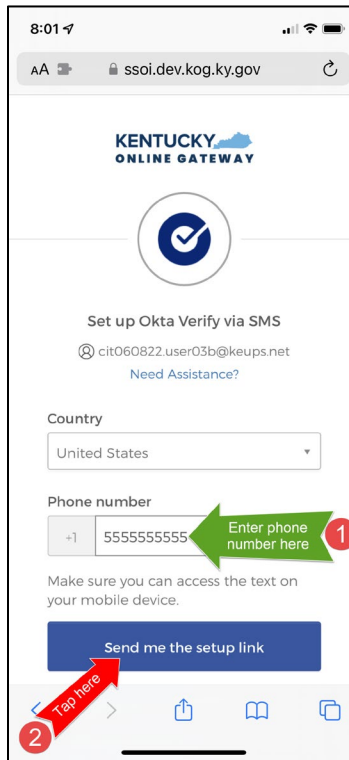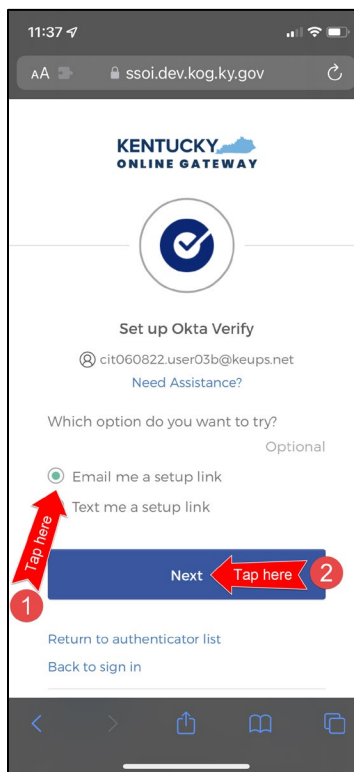

5. The onscreen message notifies users to Check their text messages.
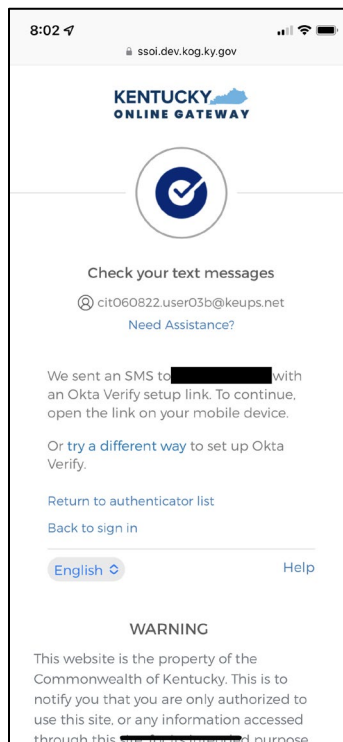
6. Users receive a SMS text message to their mobile device containing a link. Select the link and proceed to **Step 10.**
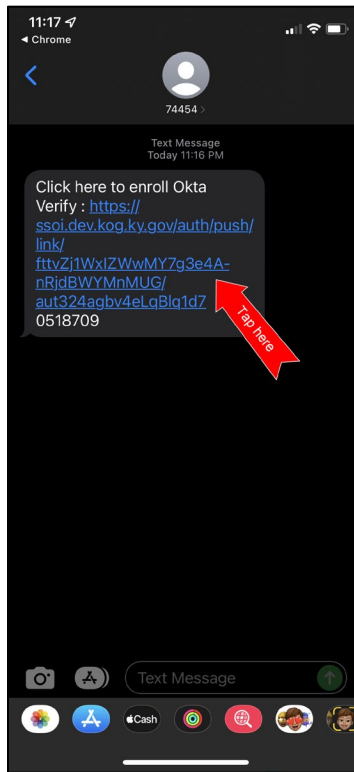
7. If users would prefer to have the setup link *emailed*, select **Email me a setup link** and click **Next**.

8. Users should enter their email address into the **Email** field and click **Send me the setup link**.
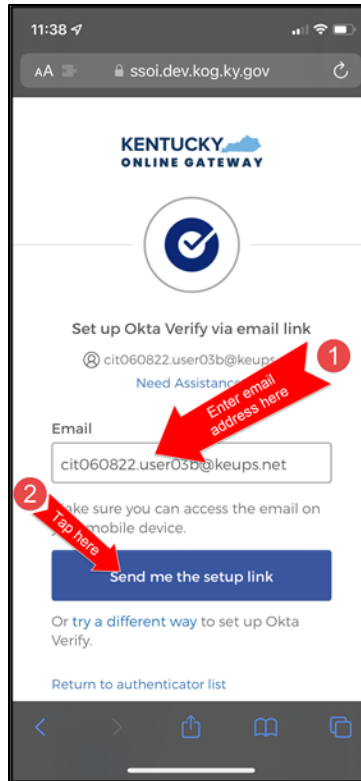

9. Users should log into their email account on their mobile device or tablet/iPad and retrieve an email titled as *"Push Verify Activation Email"*. Click **Activate Okta Verify Push**.

10. If users have not yet downloaded Okta Verify app to their mobile device or tablet/iPad, continue to the step below (**STEP 10A**). If users have already downloaded Okta Verify app to their mobile device or tablet/iPad, skip **STEP 10A**, go to **STEP 10B**.

    A. **STEP 10A:** To open the emailed or texted link, users will need to download Okta Verify to their mobile device or tablet/iPad. Select **OK** on the pop-up message and then select **Download OKTA Verify.** After users download the Okta Verify Application and see the "Welcome to Okta Verify" message, go back to the email or SMS Text message and re-select **Activate Okta Verify Push**.
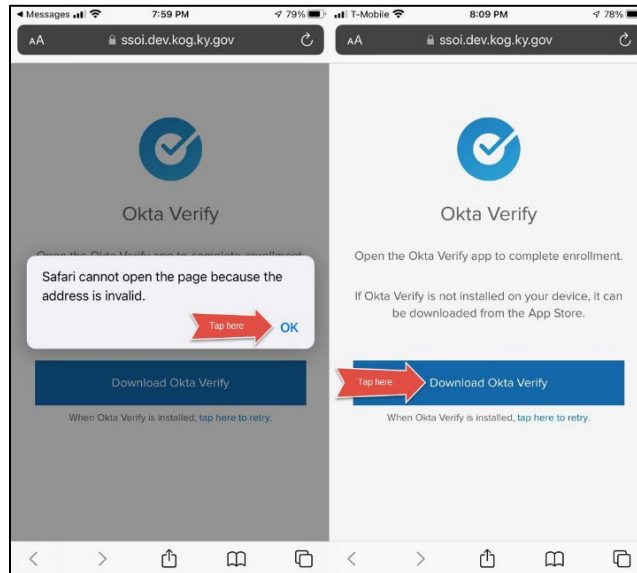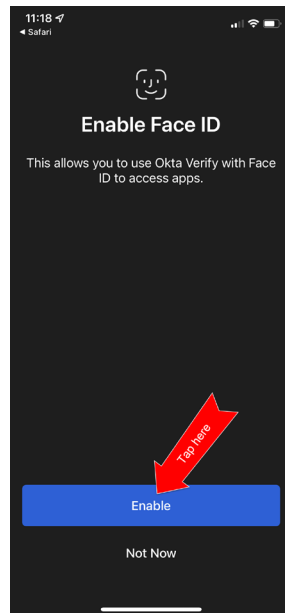

    B. **STEP 10B:** If users have previously downloaded Okta Verify to their mobile device or tablet/iPad, their device browser will ask if they would like to open the page in Okta Verify. Click **Open**.
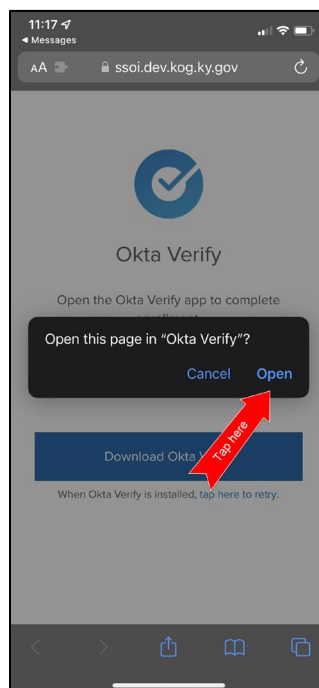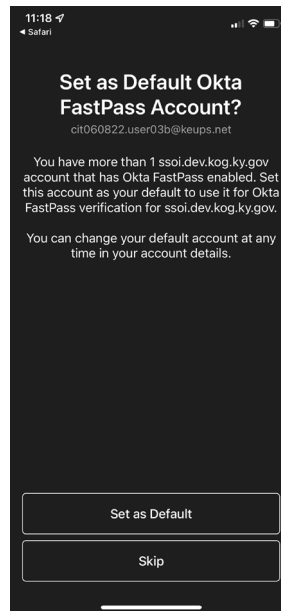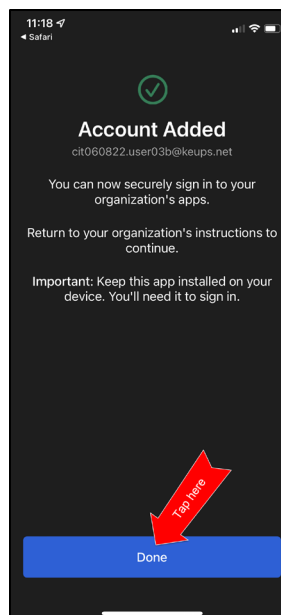
11. Click **Get Started**.
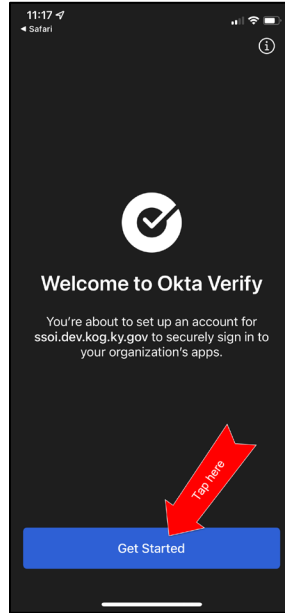
12. Choose **Enable** to enable Okta Verify to use Face ID or **Not Now** to move to the next step.

13. Click **Set as Default** to set this KOG account as the default account in Okta Verify or click **Skip**.


14. Click **Done.**

15. Navigate back to your KOG login browser where you initially began the setup process.

16. After completing this process, the Okta Verify MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

> **Please note:** KOG recommends that users also set up at least one of the other security methods:
>
> - Phone: SMS Text Message
>
> - Phone: Voice Call
>
> - Symantec VIP Access Token
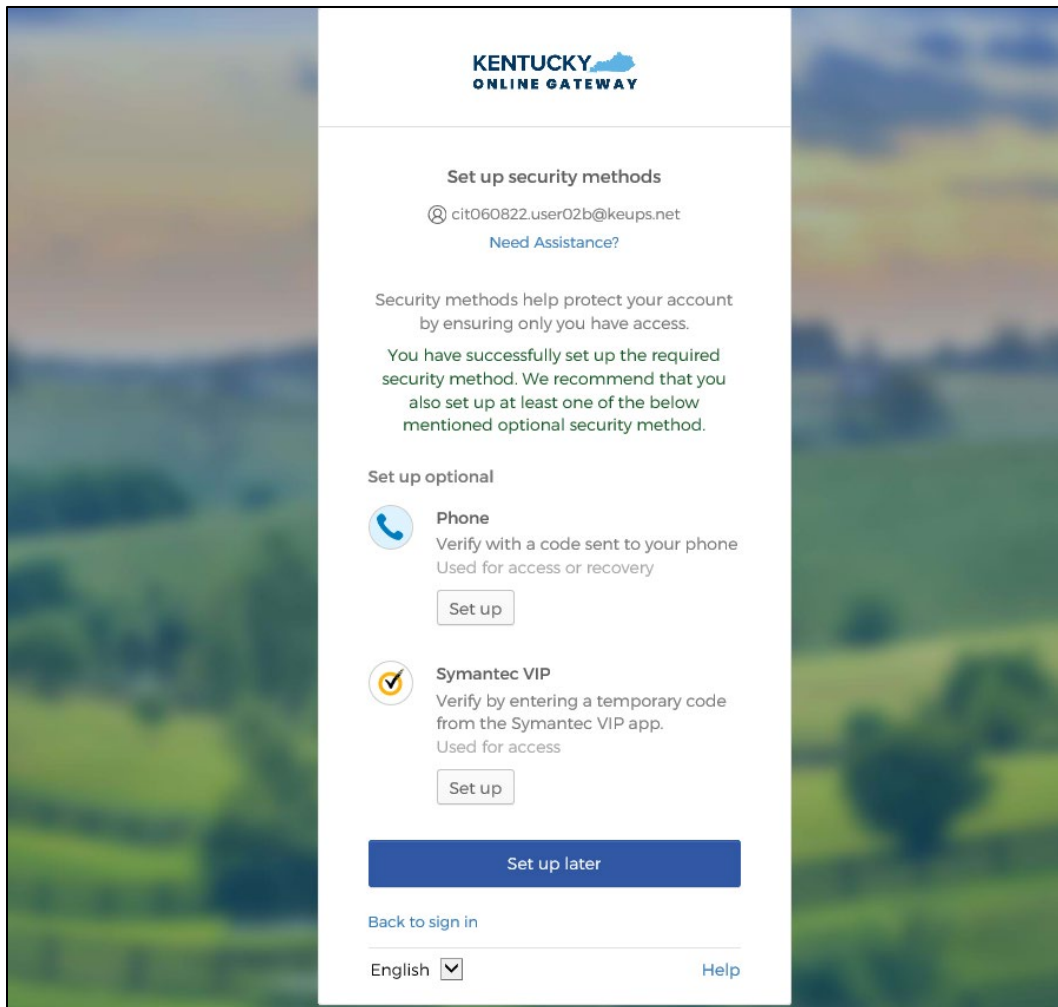
Set up MFA: SMS Text Message

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through SMS text message using a cell phone.

1. On the **Set up security methods** screen, click **Set Up** under Phone.
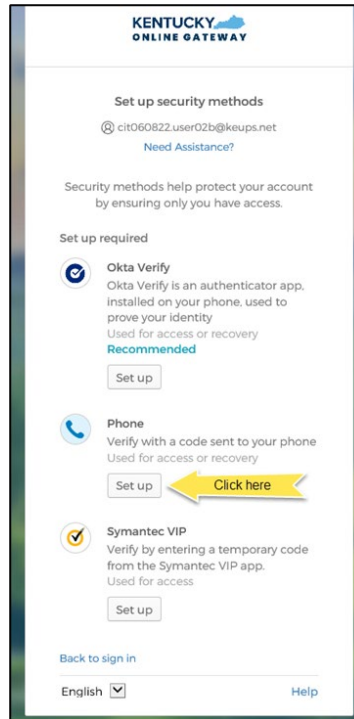
2. Users should click **SMS** and enter the 10-digit phone number for their mobile device into the **Phone number** field and click **Receive a code via SMS**.
*Standard mobile messaging rates may apply from your mobile carrier. *
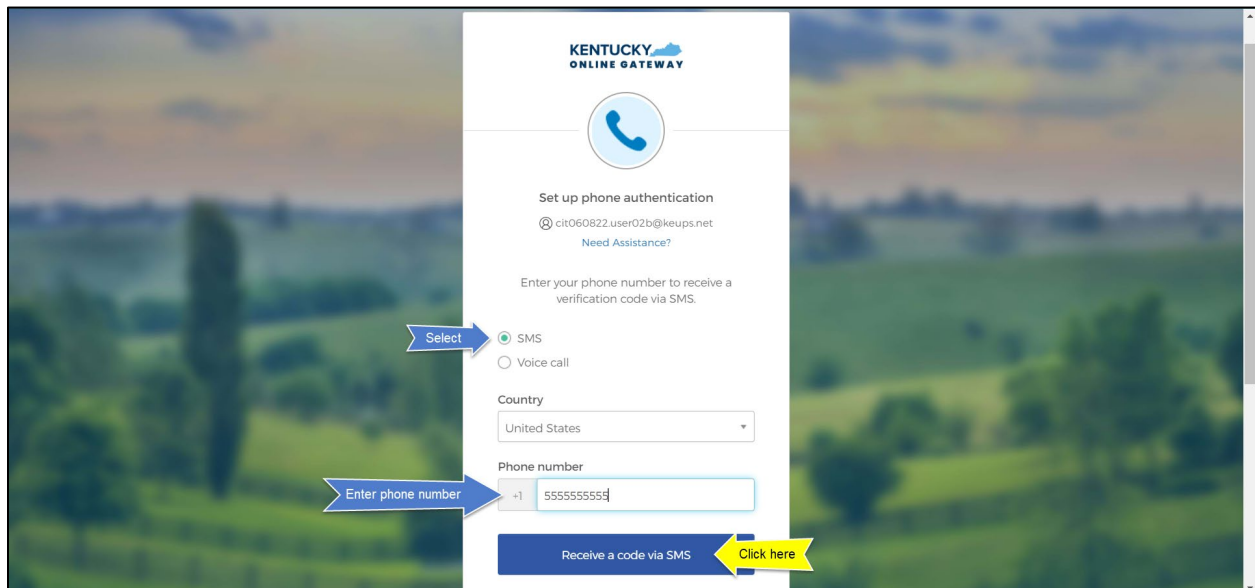
3. Users will receive a SMS text message to their mobile device containing a 6-digit code. Users should return to the KOG screen and enter the 6-digit code they received into the **Enter Code** field and click **Verify**.
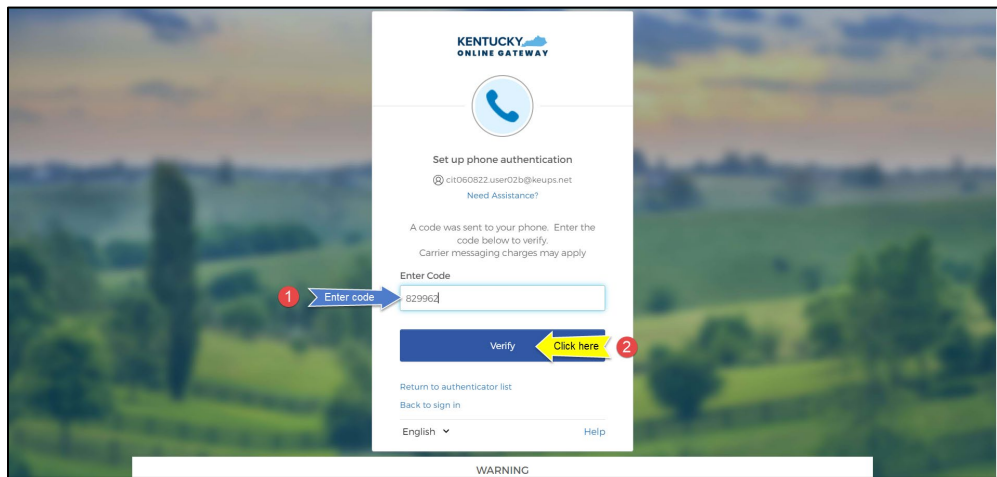
4. If the code was entered correctly, KOG will recognize that the SMS text message-based Phone MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

**Please note:** KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser
- Okta Verify: Mobile Device or Tablet/iPad Browser
- Symantec VIP Access Token
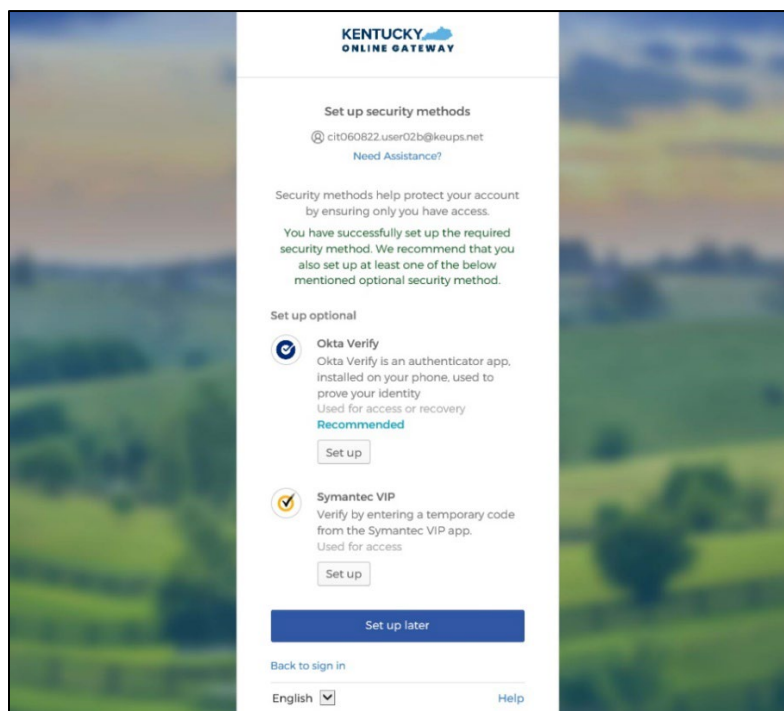
Set up MFA: Voice Call

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through Voice Call using a cell phone.

1. On the **Set up security methods** screen, click **Set Up** under Phone.
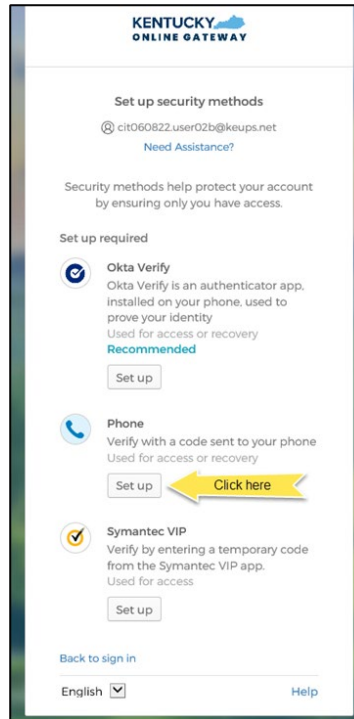
2. Users should click **Voice call** and enter their 10-digit phone number into the **Phone number** field (and extension into the **Extension** field if applicable) and click **Receive a code via voice call**.
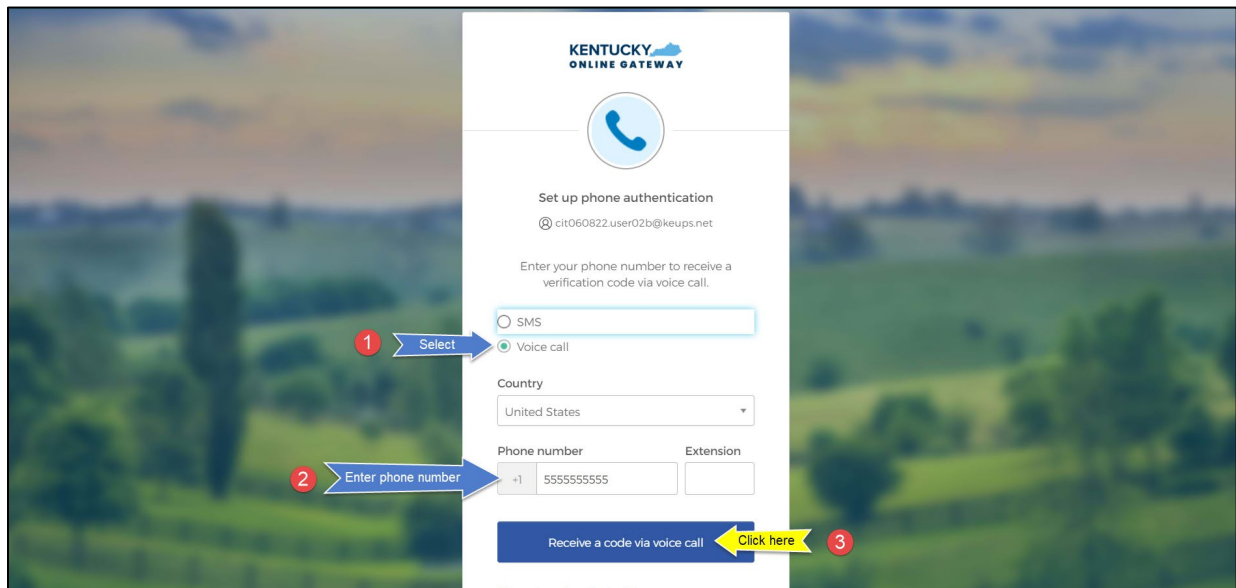
3. Users will receive a phone call and the voice on the line will read off a 5-digit code. Return to the KOG screen and enter the 5-digit code into the **Enter Code** field and click **Verify**.
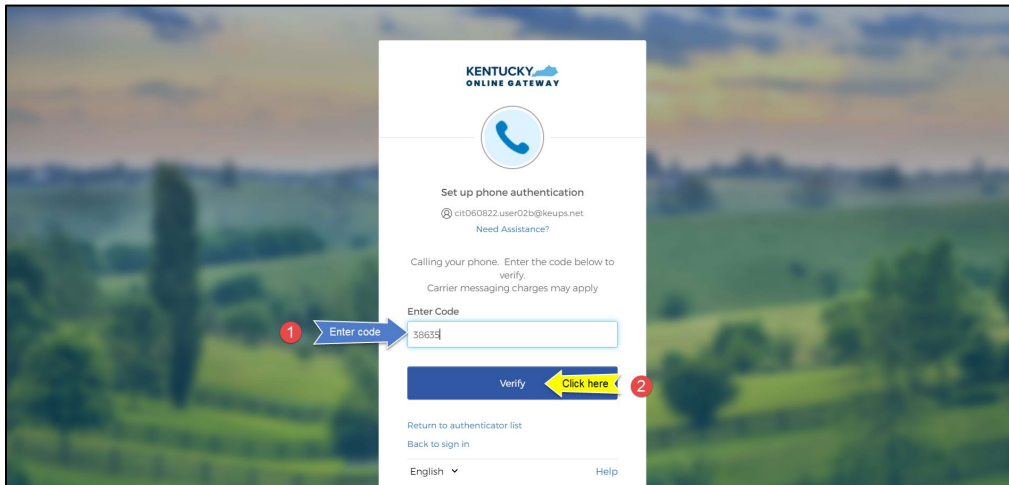
4. If the code was entered correctly, KOG will recognize that the Voice Call-based Phone MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser

- Okta Verify: Mobile Device or Tablet/iPad Browser
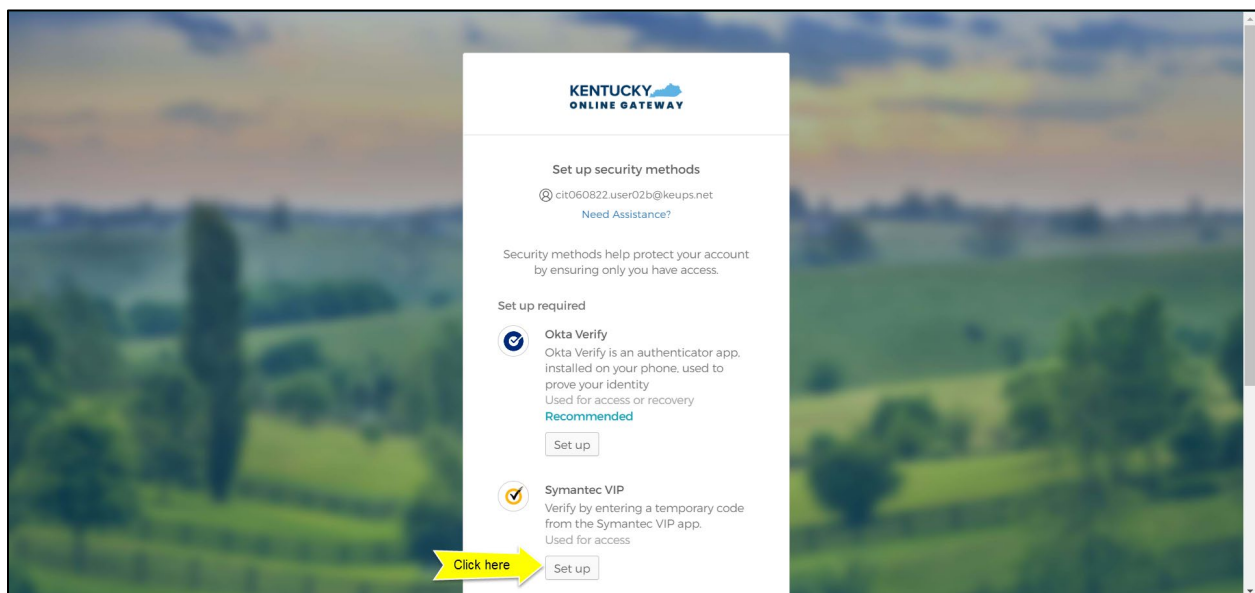
- Symantec VIP Access Token
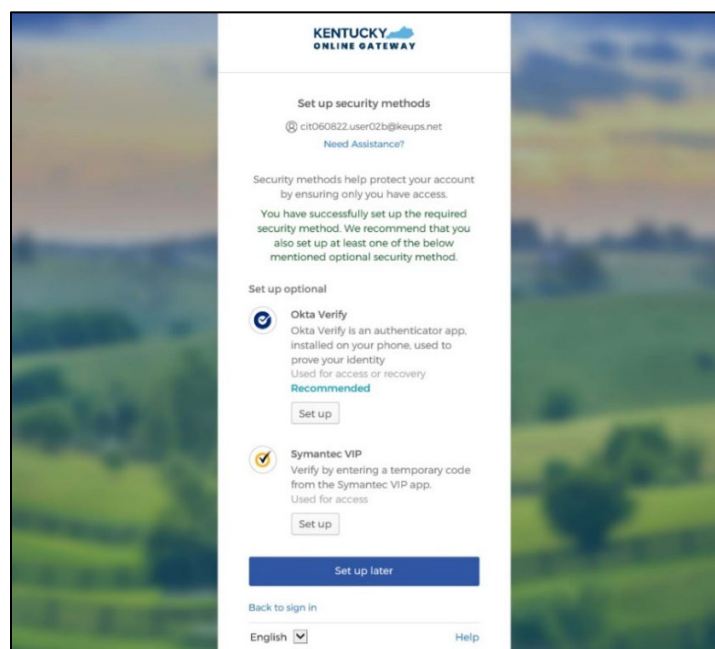
Set up MFA: Symantec VIP Access Token

KOG continues to offer Symantec VIP as a security method for MFA. If users previously used Symantec VIP to log into KOG supported applications, users will need to re-enroll into Symantec VIP as a one-time activity after September 30, 2022.

> **Please note:** If a user has already downloaded Symantec VIP, they DO NOT need to re-install the app.

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through Symantec VIP.

1. On the **Set up security methods** screen, click **Set Up** under Symantec VIP.

> **Please note:** If users have not installed the Symantec VIP Access Token on their machine or device, reference the Install Symantec VIP Access Token section.

2. After opening the Symantec VIP app on your device, you will see a Credential ID and a Security Code in a small black box. To copy the Credential ID from Symantec VIP app, click the button next to the Credential ID (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 12-digit Credential ID into the **Credential ID** field.
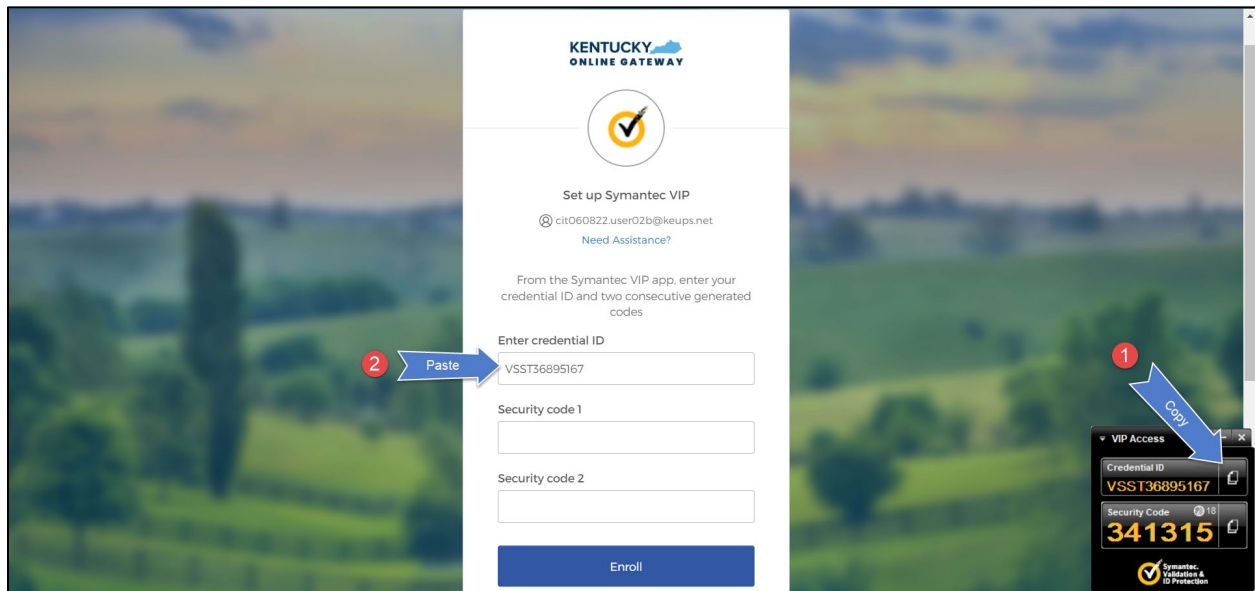

3. Copy the Security Code from the Symantec VIP app. To copy the Security Code, click the button next to the Security Code (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 6-digit Security Code into the **Security code 1** field.
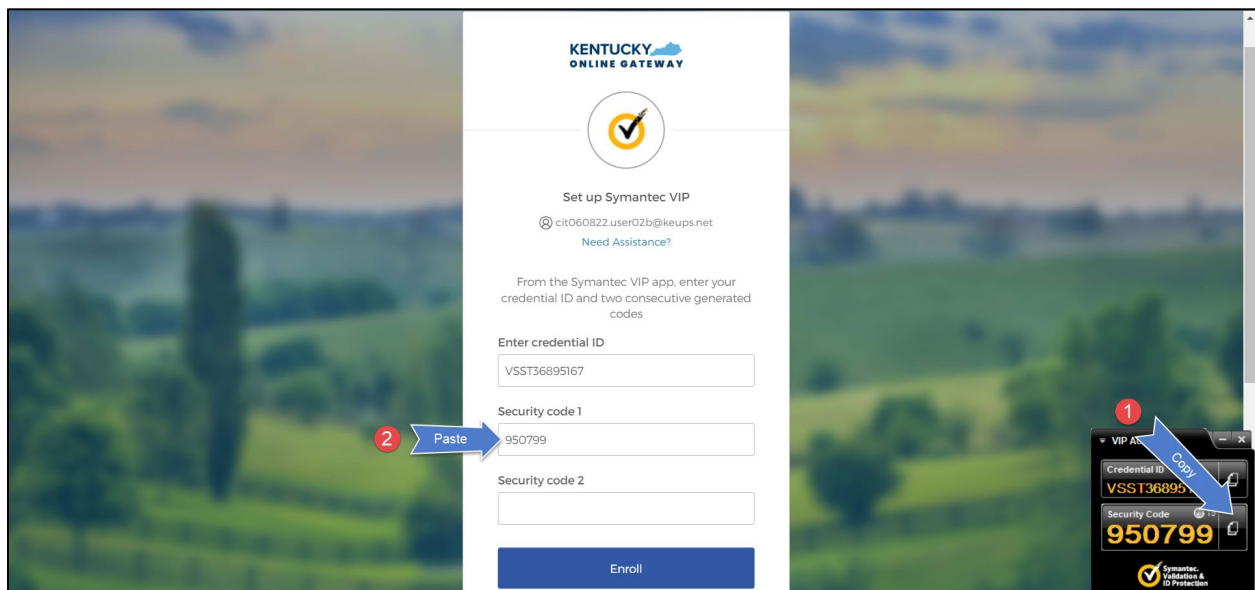
4. Wait until a new Security Code appears in Symantec VIP app and copy the newly generated Security Code. Return to the KOG screen and either paste or manually enter the newly generated 6-digit Security Code into the **Security code 2** field, then click **Enroll**.

Please note: The Security Code refreshes every thirty (30) seconds. If the 2nd code expires before users click the **Enroll** button, enrollment will fail, and users will need to return to the VIP Access application to receive two new valid Security Codes.
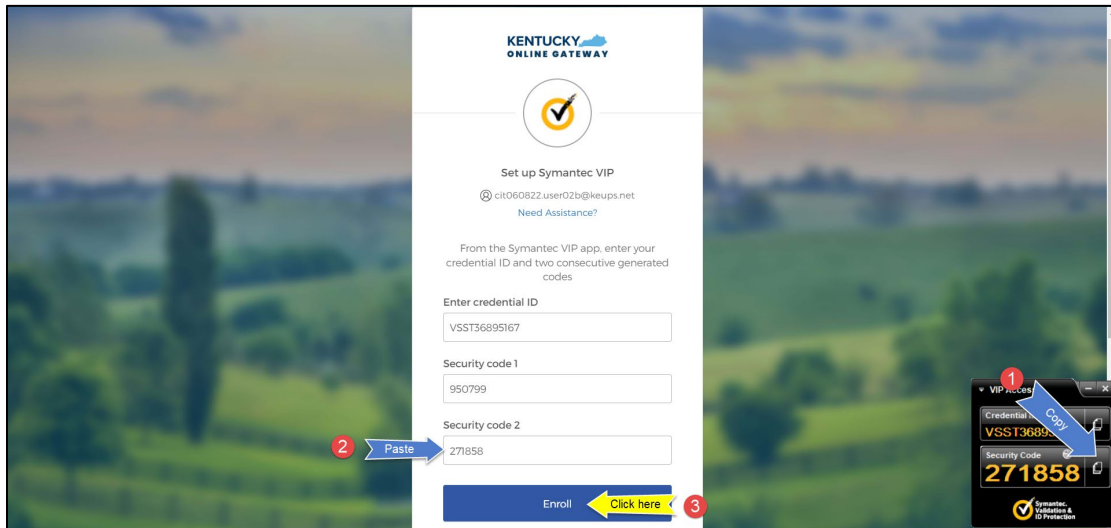
5. If the Credential ID and Security Codes we entered correctly, KOG will recognize that the Symantec VIP MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser

- Okta Verify: Mobile Device or Tablet/iPad Browser

- Phone: SMS Text Message

- Phone: Voice Call
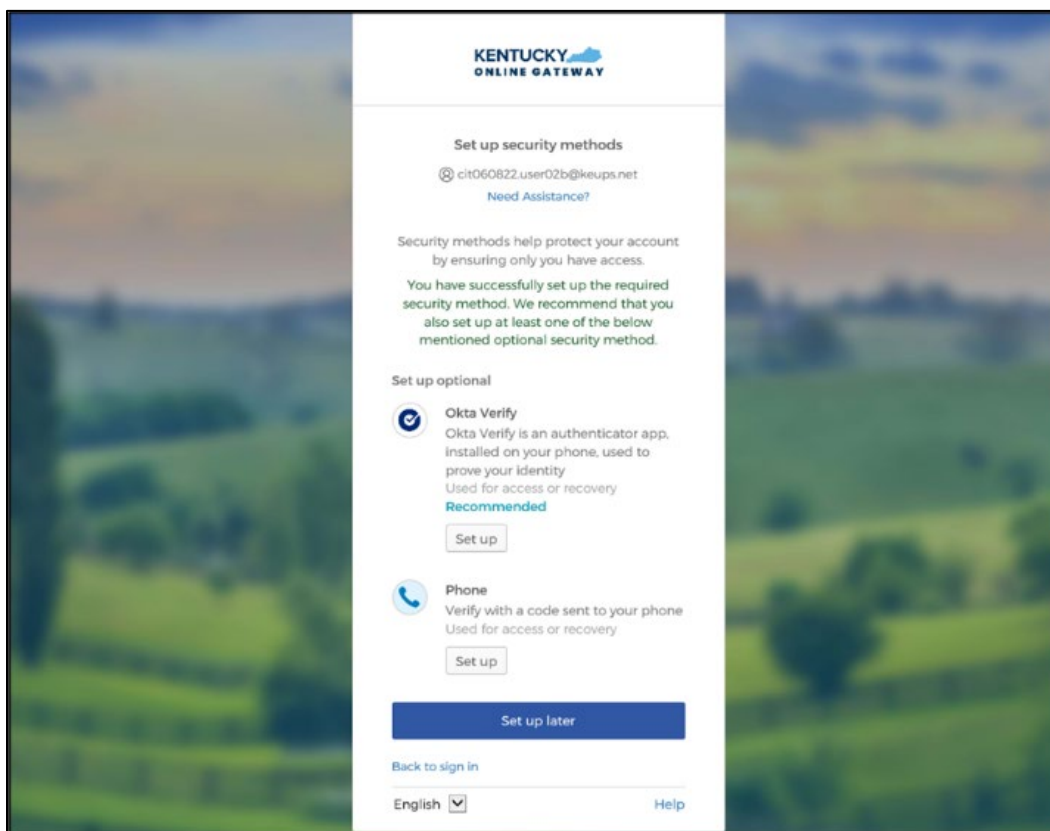
Install Symantec VIP Access Token

If users decide to use Symantec VIP Access Token to access KLOCS and does not have Symantec VIP on their machine or device, users should follow the steps below.

Please note: Users who previously used Symantec VIP to complete MFA will need to re-enroll into Symantec VIP as a one-time activity to continue using this MFA security method. However, users DO NOT need to re-install the app.

1. Go to https://idprotect.vip.symantec.com/mainmenu.v and click **Download**.

Please note: The software is available for desktop and mobile. Please download the required type. To download for a desktop, use the link above and follow the steps below. To download for mobile, download the app from the app store or Google Play on your mobile device.
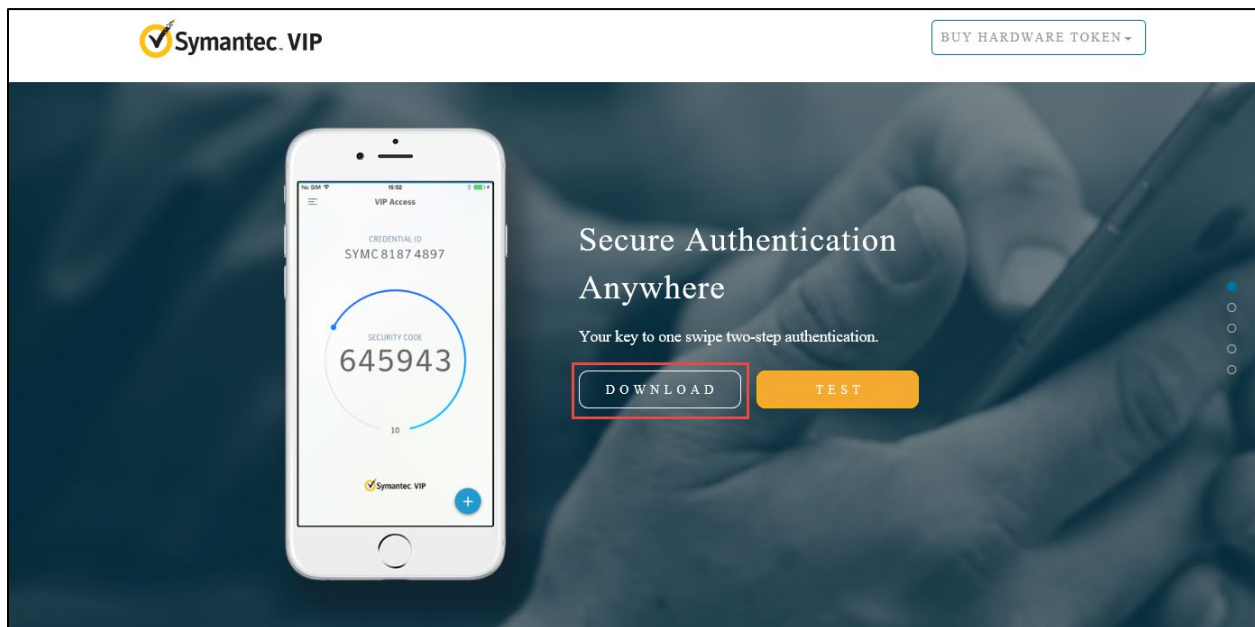
Please note: In some instances, a System Administrator from your Agency may be required to download this software on your behalf.

2. To download the Symantec VIP token, choose of the options:

- To download for Windows-based machine, click **Windows**.
- To download for Mac, click **Mac**.
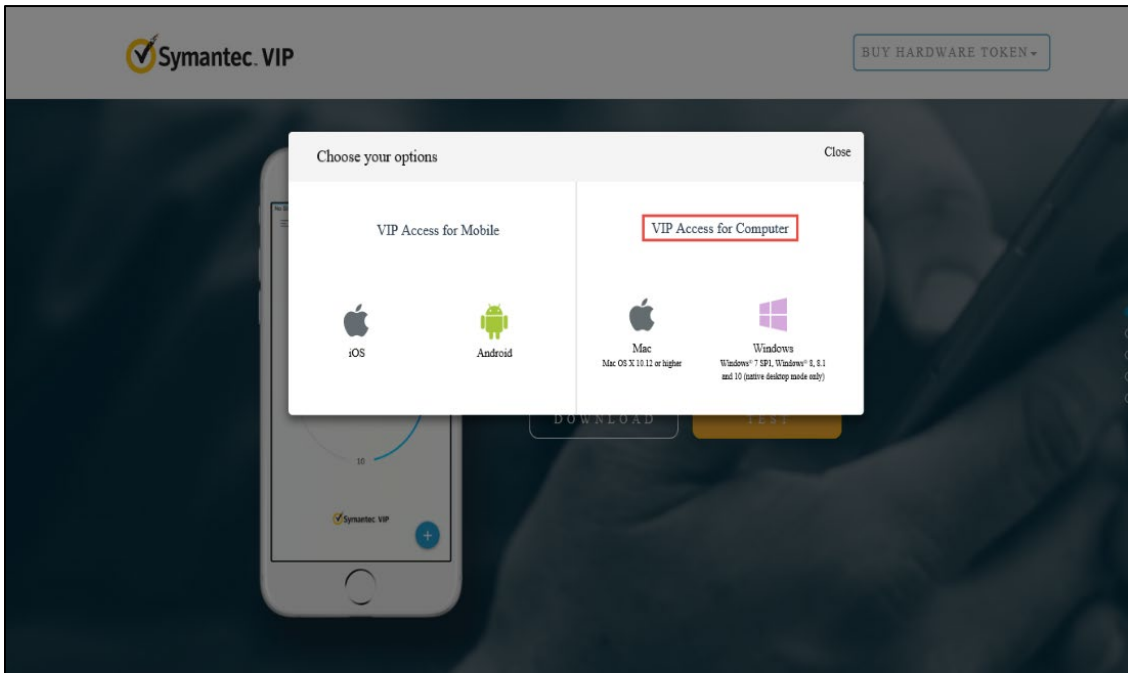
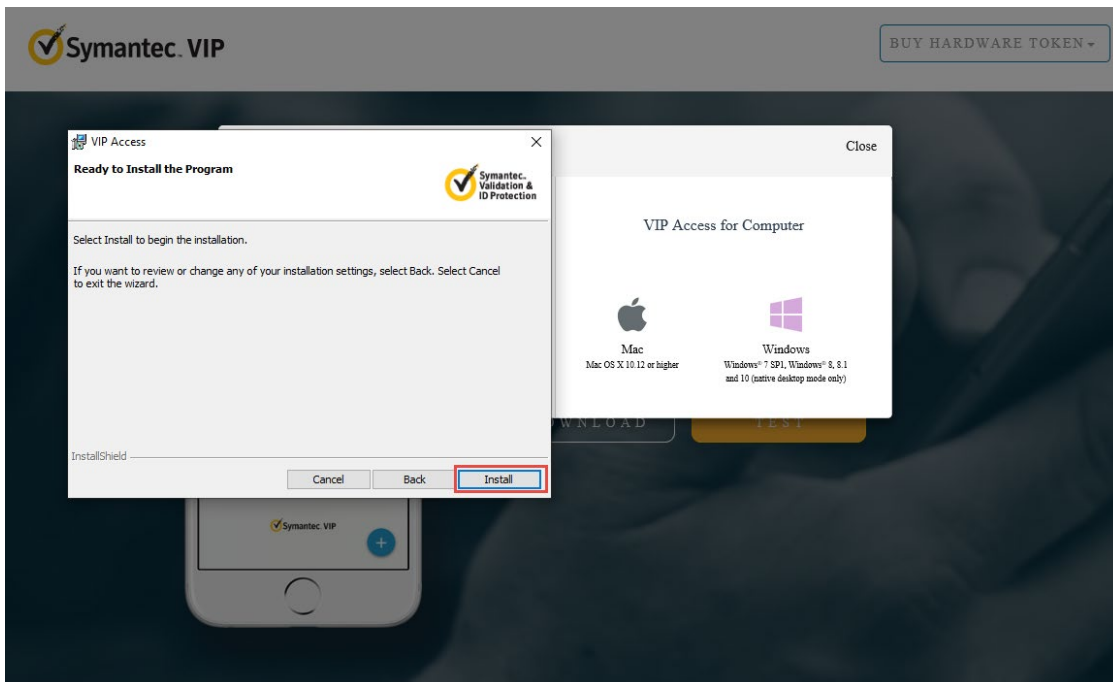3. Click **Run** to set up VIP Access.
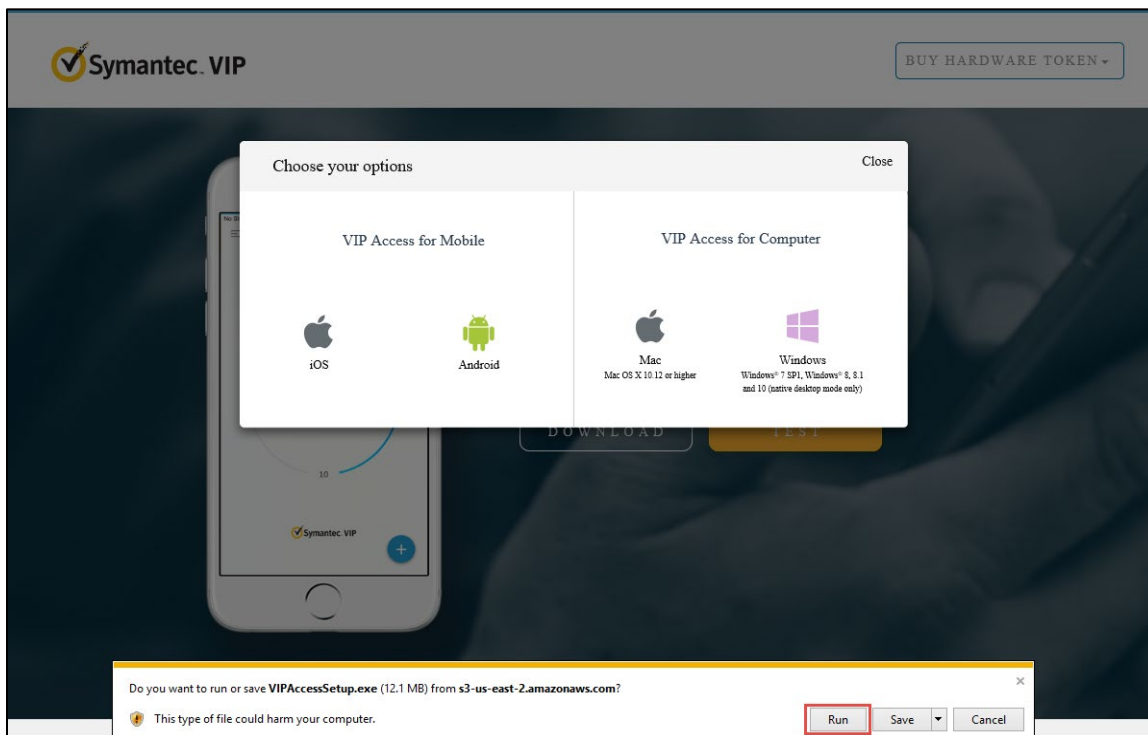
4. Click **Next**.
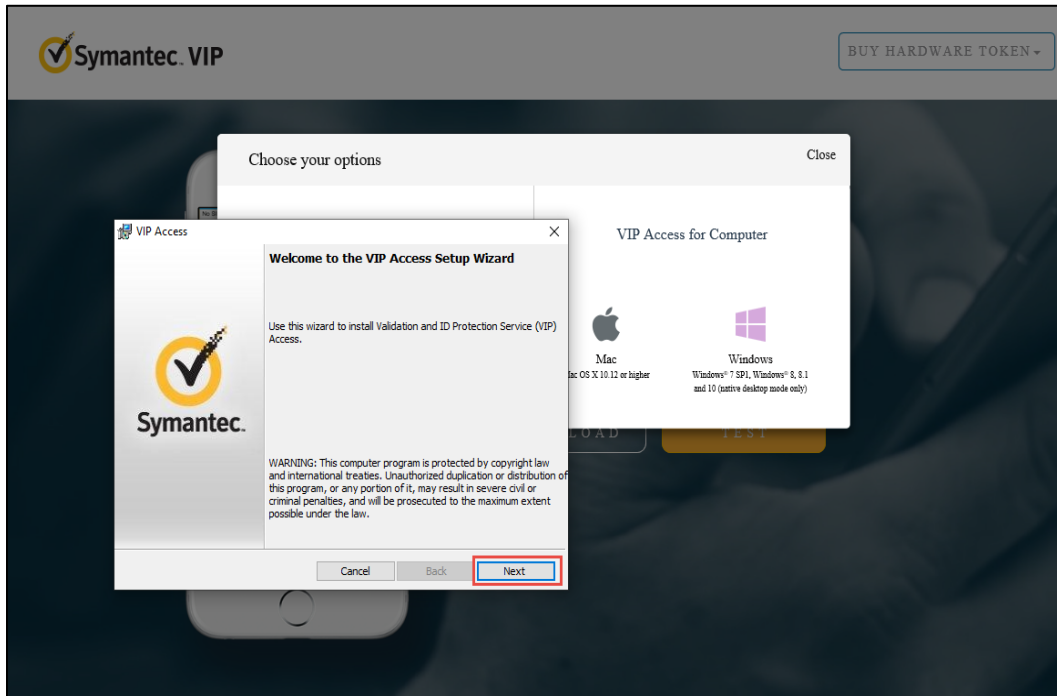
5. Check **I accept the terms in the license agreement** (if the terms are accepted) and click **Next**.
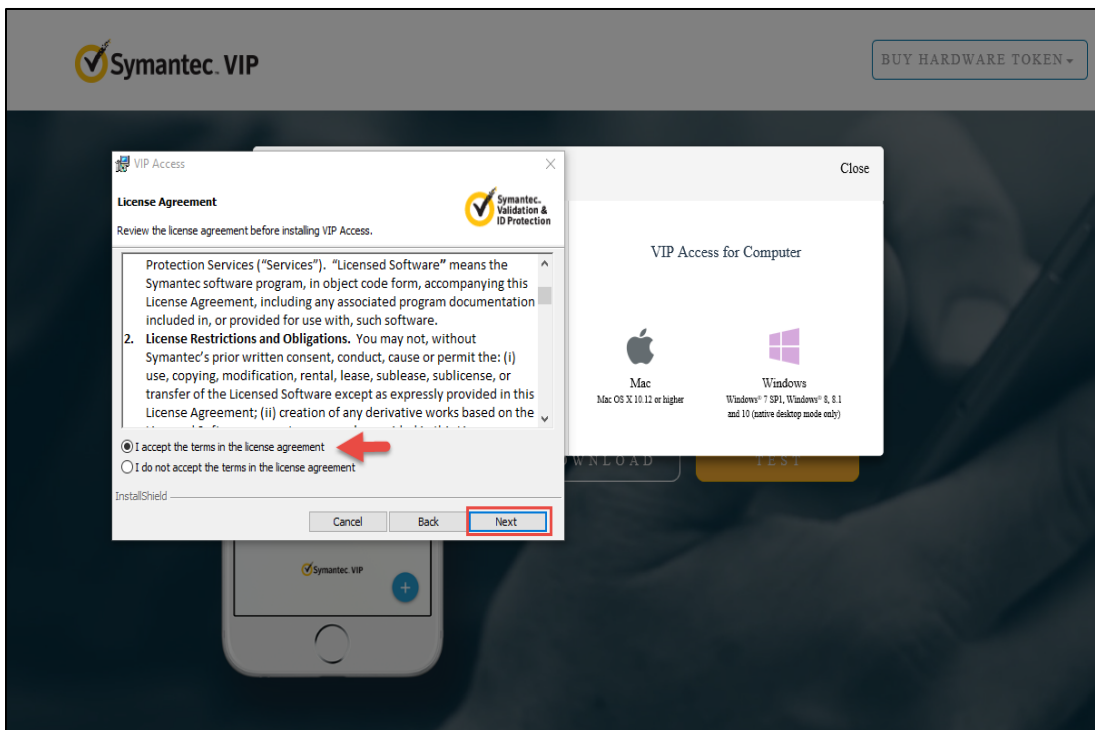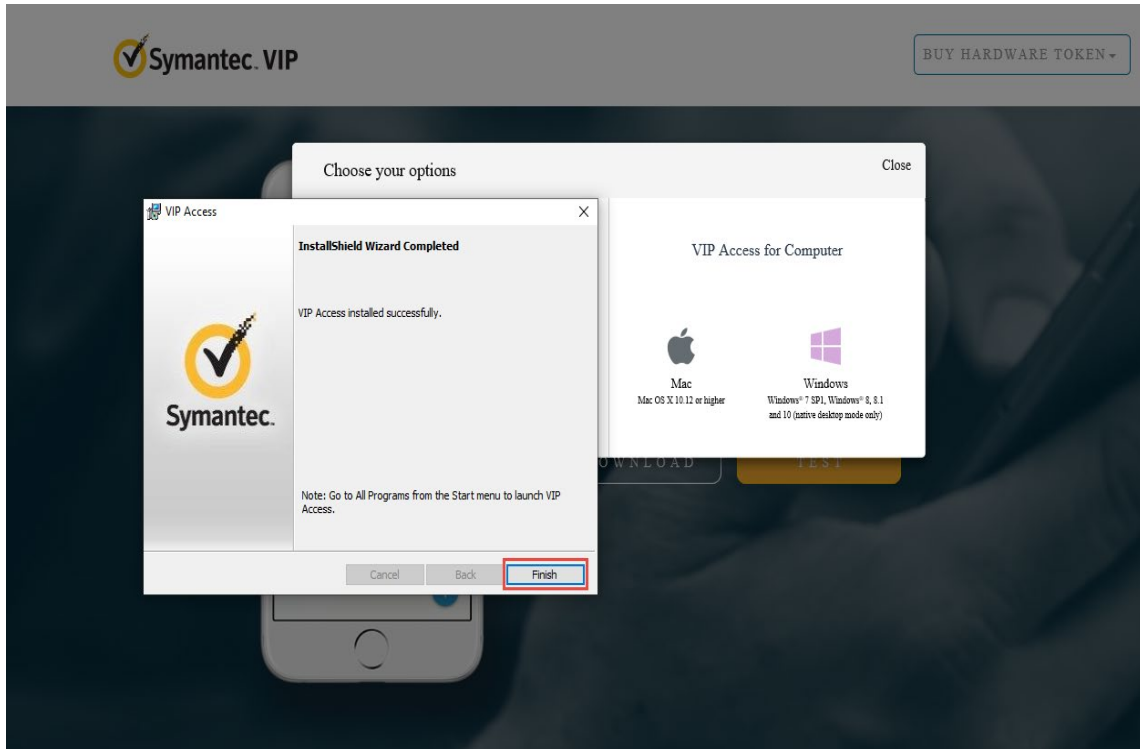
6. Select Install Location and click **Next**.
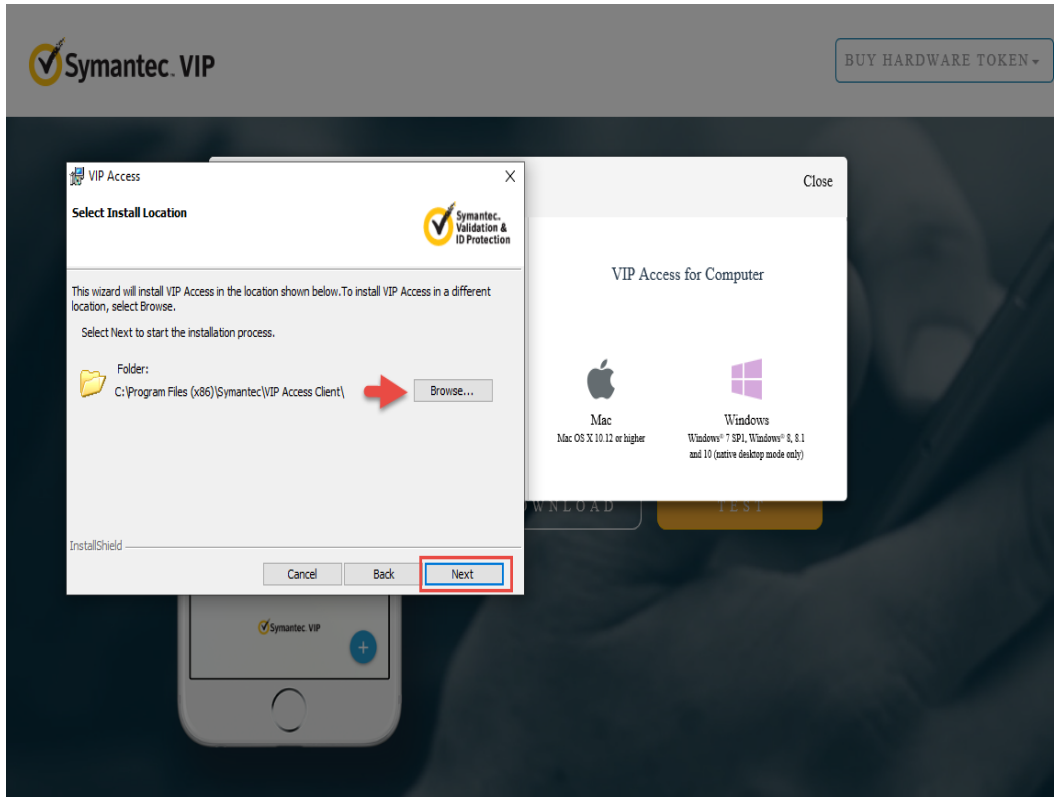
7. Click **Install** to begin the Installation.

8. Click **Finish**. The VIP Access is installed successfully.

9. The user has successfully registered MFA on their computer. Click on the **VIP Access icon.** In the bottom right on the screen, the VIP Access Credential ID, and Security Code display.

Add/Remove MFA Security Methods

Follow the steps below to add a new security method or remove an existing security method:

1. Log into the Kentucky Online Gateway and click on the name at the top of the screen to be redirected to **Account Settings**.
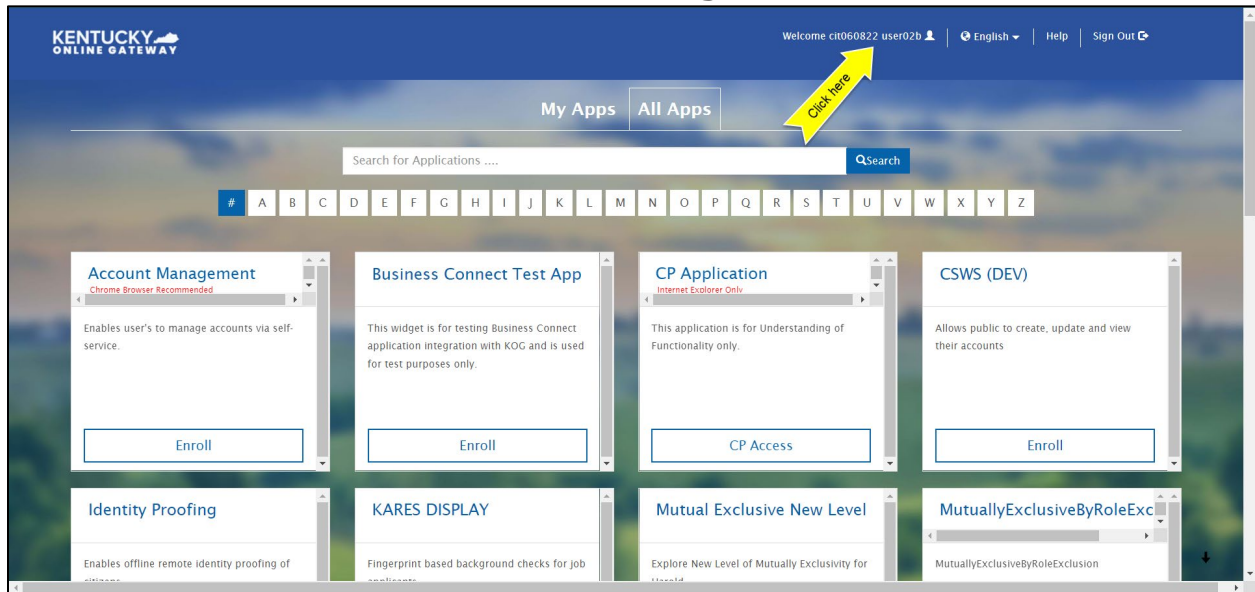
2. From the **Account Settings** screen, click on the **MFA Management** tab.
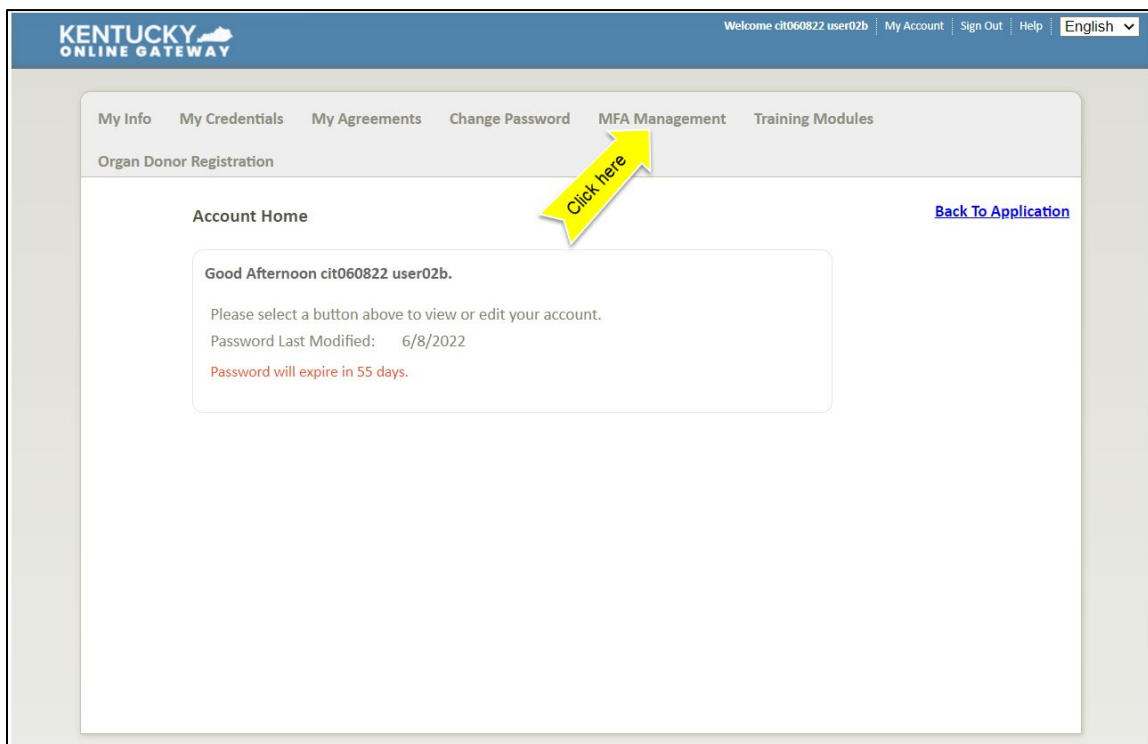
3. Scroll down the page to the **Security Methods** section to add or remove different security methods.

4. Follow the onscreen instructions to add or remove a security method.

Login Instructions

Users should proceed with the following steps to log into the system:

1. Navigate to https://kog.chfs.ky.gov.

2. Users should enter the **Email Address** associated to their existing KOG account and click **Next**.
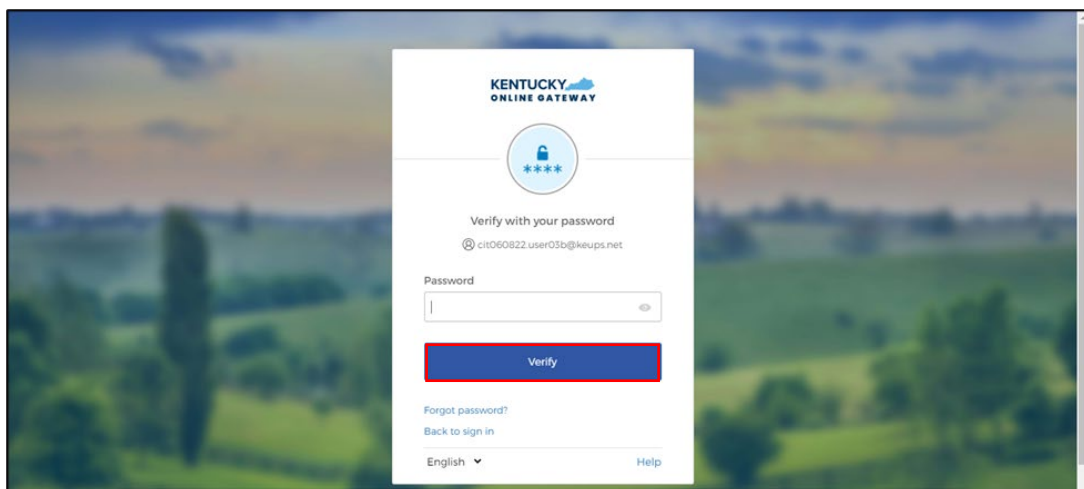
3. Enter their **Password** and click **Verify**.

4. The system redirects the user to the **MFA** screen. Follow the prompts for the respective MFA process selected during initial setup.

5. After completing the authentication prompts, the KOG **My Apps** screen displays. Click **Launch** on the Kentucky Level of Care System (KLOCS) tile to access the system.