

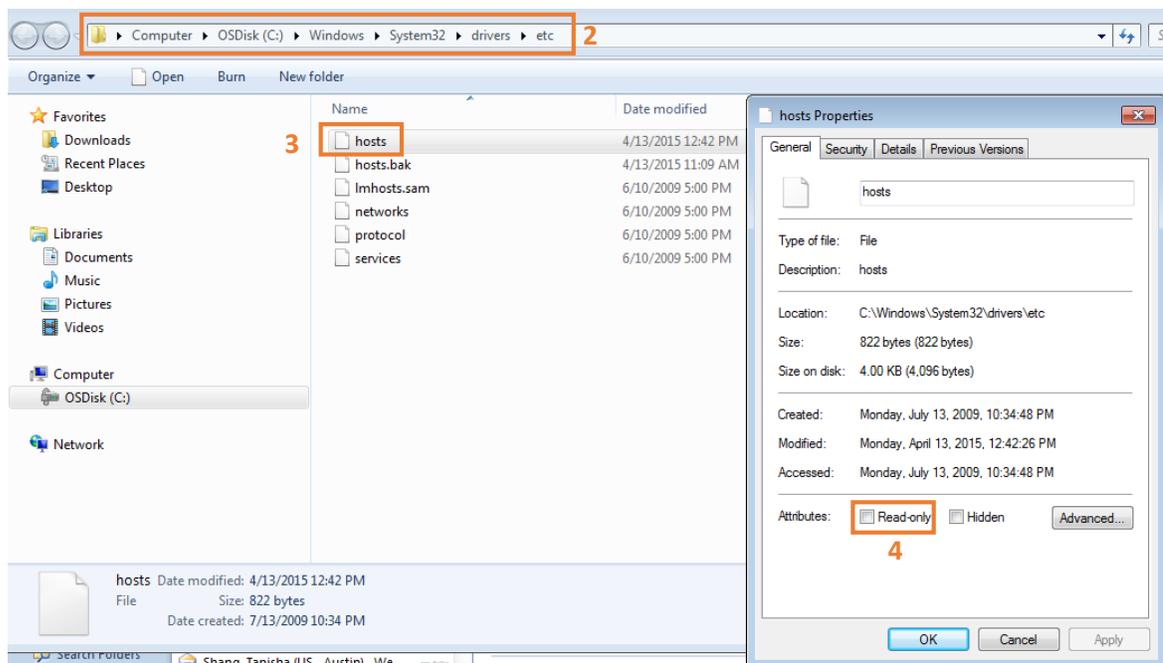
## What should I do if my agency uses a state network?

Case Management Agencies who are on the State Network may have experienced errors during the MWMA onboarding process. Please perform the following steps to be able to complete your onboarding process and get access to MWMA.

**Note:** These steps should **not** be followed by users who are kynectors and need to access kynect. Please use the 'What should I do if I am a Kynector and my agency uses a state network' guide for instructions.

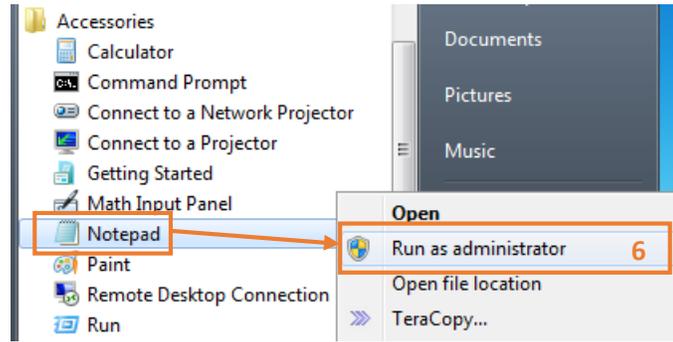
**Contact the person in your agency who has 'Administrator' access to your machine. Ask the person to do the following:**

1. Login to your machine with the credentials having Administrator access to the machine.
2. Navigate to My Computer > C > Windows > System32 > drivers > etc. as shown in Figure 1 below:



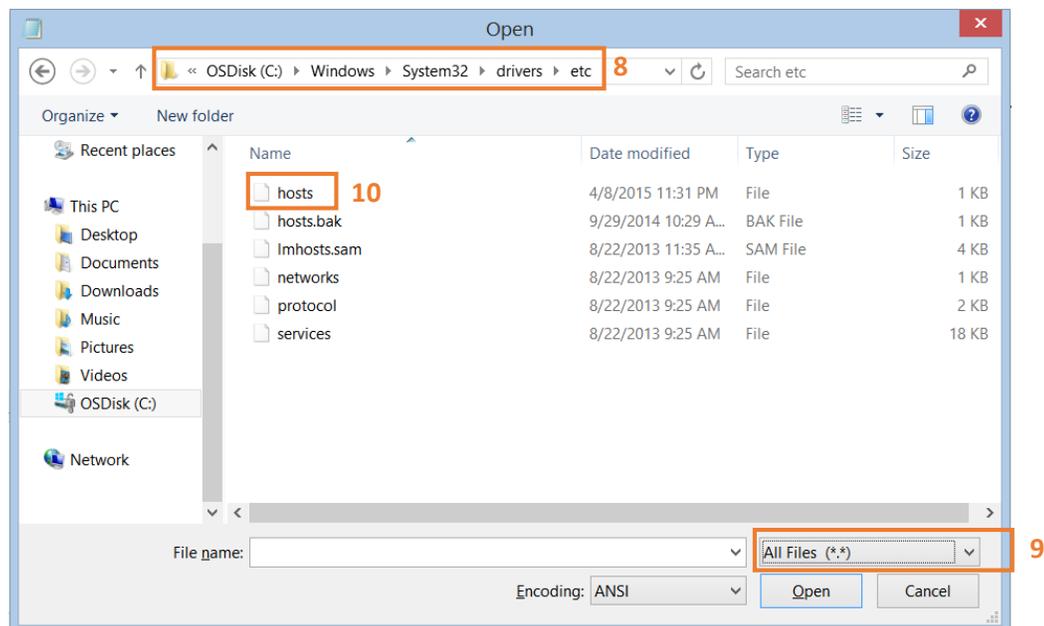
**Figure 1 Removing Read-Only Attribute for hosts file**

3. Right click on the **hosts** file and click on 'Properties'.
4. Under the General tab, ensure that 'Read-only' checkbox is unchecked.
5. Click 'OK'.
6. Next, navigate to Start>All Programs>Accessories>Notepad as shown in Figure 2.
7. Right click on the Notepad Icon under accessories and click on 'Run as Administrator'.



**Figure 2 Run Notepad as Administrator**

8. Once Notepad opens, click on File and Open.
9. Next, Navigate to the following path: My Computer > C > Windows > System32 > drivers > etc. as described in Figure 3.



**Figure 3 Open Hosts file**

10. Select 'All Files' in the dropdown.
11. Locate and select the file named "hosts" and click on Open.
12. In the file, scroll down to the bottom of the file and enter the following 3 entries at the bottom, as shown in Figure 4:
 

```
205.204.197.24      ssointernal.chfs.ky.gov
205.204.197.25      ssointernal.chfs.ky.gov
205.204.197.26      kog.chfs.ky.gov
```
13. Ensure that the 3 entries are added below the last line with the # (See figure 4 to locate).
14. Ensure that the 3 entries are added above any text at the bottom (See figure 4 to locate).

```

File Edit Format View Help
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
# 102.54.94.97 rhino.acme.com # source server
# 38.25.63.10 x.acme.com # x client host
#
# localhost name resolution is handled within DNS itself.
#
# 127.0.0.1 localhost
#
# 12 ::1 localhost
11 205.204.197.24 ssointernal.chfs.ky.gov
12 205.204.197.25 ssointernal.chfs.ky.gov
13 205.204.197.26 kog.chfs.ky.gov
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.

```

**Figure 4 Hosts file entries to be added**

15. Click on File and Save the changes
16. Close the Notepad file and logout from the Administrator's account.
17. Login with the credentials of the person that the desktop/laptop is assigned to.
18. Open the Email account to which the onboarding invite email was sent to and then complete the onboarding process.

If you are still facing any issues in completing the MWMA onboarding process, please send an email to [MedicaidPartnerPortal.info@ky.gov](mailto:MedicaidPartnerPortal.info@ky.gov) with subject "Issues in Onboarding while using State Network" and provide your Name, Role, Agency Name as well as a brief summary of the steps you completed and the issue you are facing.

19. Please refer to the **MWMA Onboarding Tip Sheet** and the **MWMA Onboarding Manual** for further instructions.