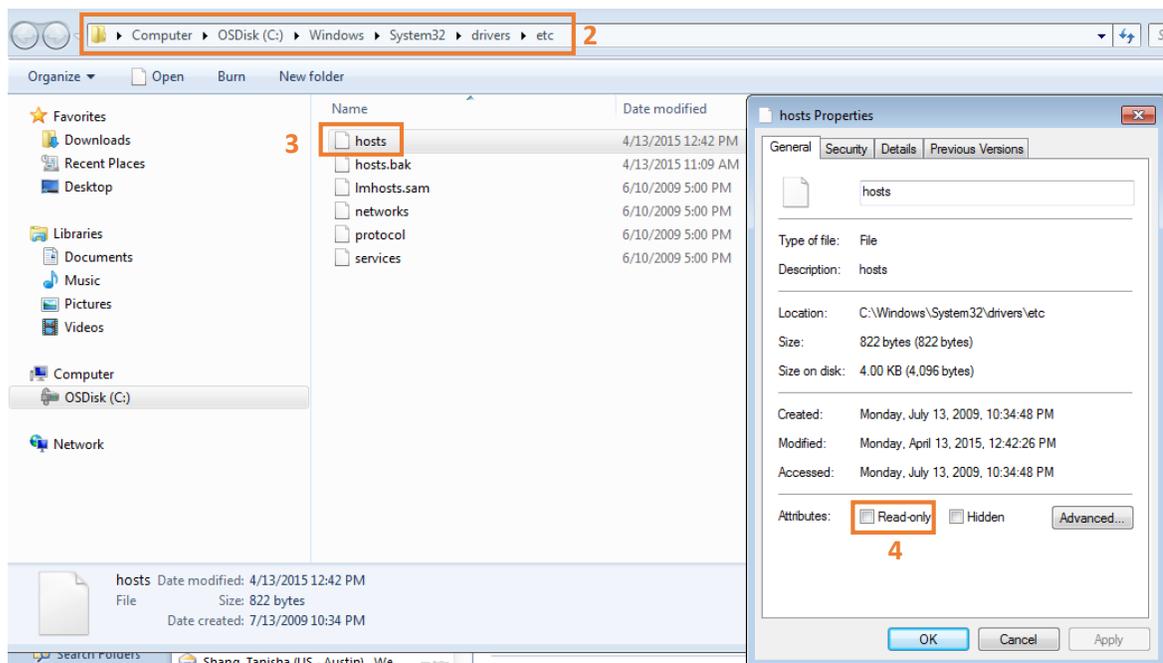


## What should I do if I am a Kynector and my agency uses a state network?

Case Management Agencies who are on the State Network and access Kynect as a Kynector 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.

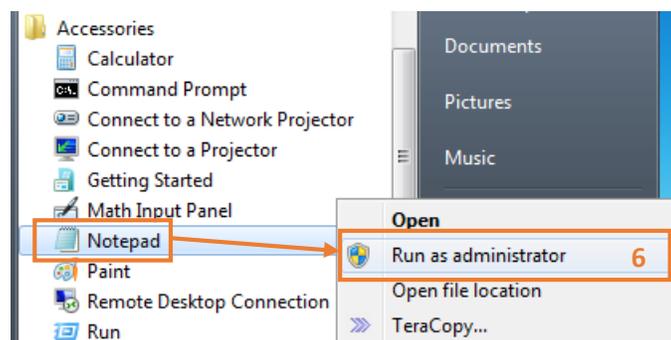
**Contact the person in your agency who has 'Administrator' access to your machine. Ask the person to do the following:**

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:



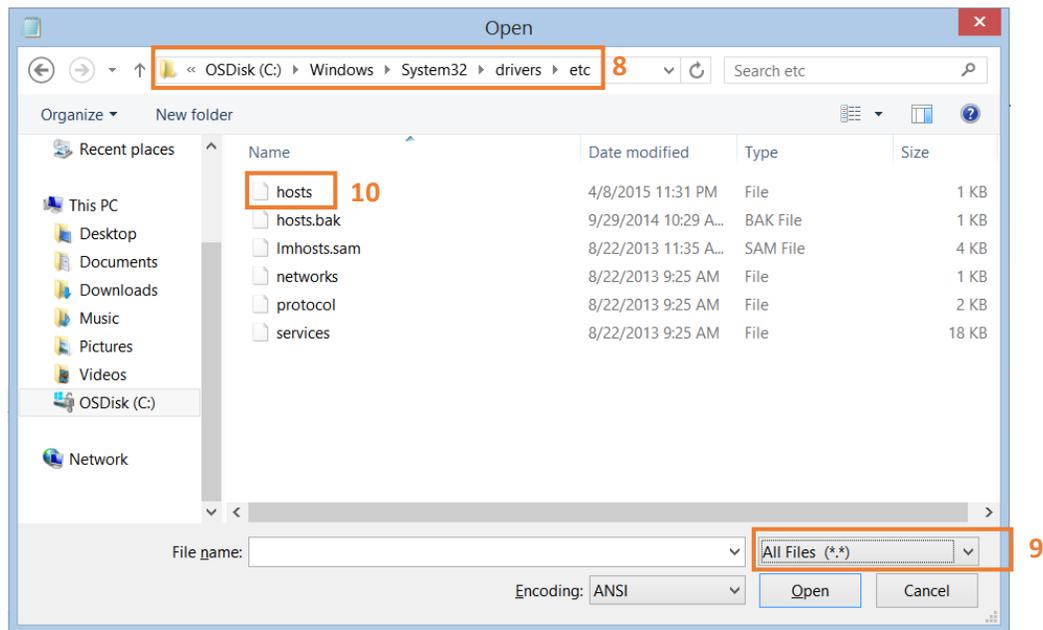
**Figure 1 Removing Read-Only Attribute for hosts file**

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**

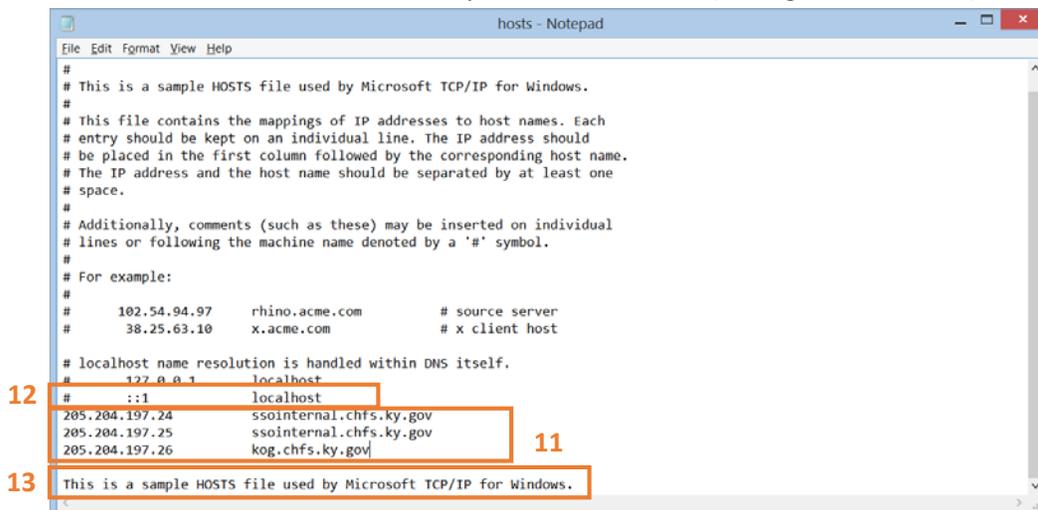
8. Once Notepad opens, click on File and Open.
9. Next, Navigate to the following path: My Computer > C > Windows > System32 > drivers > etc. as described in Figure 3.



**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).



**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.

**If you need to complete the MWMA onboarding:**

1. Open the Email account to which the onboarding invite email was sent to and then complete the onboarding process.
2. Please refer to the **MWMA Onboarding Tip Sheet** and the **MWMA Onboarding Manual** for further instructions.

**If you have already completed MWMA Onboarding and need to access MWMA:**

1. Access MWMA at the following URL and login with the credentials for the account created while onboarding for MWMA: <https://kywaiver.ky.gov>

**If you need to access Kynect as a Kynector:**

1. Open the following URL to access Kynect: <https://kog.chfs.ky.gov>
2. Login with the credentials that you use to login to your machine. However, use the full username provided to you when your CHFS KOG account was setup. Your full KOG username would look something like follows:

Full Username: [john.doe@kyfd01.ds.ky.gov](mailto:john.doe@kyfd01.ds.ky.gov)

3. Contact your IT Administrator/IT Department if you need the full username.

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