PUTATIVE FATHER REGISTRY & SEARCH

APPLICATION USER GUIDE

CITIZEN

VERSION 1.0

Prepared For:
Department for Community Based Service
Cabinet for Health & Family Services

Prepared By:
Health Services Systems Management Branch
Division of Social Support Services
Office of Application Technology Services
Cabinet for Health and Family Services
Contents

1. **PURPOSE OF THE DOCUMENT** ................................................................. 3
2. **USER ROLES, PRODUCTION SITE AND CREDENTIALS** ........................................... 3
   2.1. *NAVIGATING THE KOG SYSTEM* ......................................................................... 3
   2.2. *PASSWORD RESETS & ACCOUNT VERIFICATION* .................................................. 5
3. **PUBLIC FACING CITIZEN PORTAL** ........................................................................... 7
   3.1. *REGISTRATION* ..................................................................................................... 7
      3.1.1. New .................................................................................................................. 7
      3.1.2. Update ............................................................................................................. 9
      3.1.3. Amend ............................................................................................................ 9
      3.1.4. Revoke ........................................................................................................... 10
      3.1.5. Denied ......................................................................................................... 11
      3.1.6. Print ................................................................................................ ............. 11
      3.1.7. Select a Status ............................................................................................. 11
      3.1.8. Free Text Search ....................................................................................... 11
      3.1.9. Column Sort ............................................................................................... 11
   3.2. *SEARCH* ........................................................................................................... 12
      3.2.1. New ............................................................................................................. 12
      3.2.2. Update ........................................................................................................ 14
      3.2.3. Clone ............................................................................................................ 14
      3.2.4. Denied ........................................................................................................ 15
      3.2.5. Select a Status ........................................................................................... 15
      3.2.6. Free Text Search ....................................................................................... 15
      3.2.7. Column Sort ............................................................................................... 15
4. **ONLINE PAYMENT** ............................................................................................... 15
   4.1. *PAYMENT INSTRUCTIONS* ............................................................................. 15
1. PURPOSE OF THE DOCUMENT

This User Guide is intended as an aid for the Citizen users to log-in to the production environment of Putative Father Registry & Search Application using the Kentucky Online Gateway (KOG).

The KOG is the single sign on portal for the Commonwealth of Kentucky. Each user of the application will need to have a KOG account. When logged in, the control will take the user to launching and landing page.

2. USER ROLES, PRODUCTION SITE AND CREDENTIALS

Following internet browsers can be used to launch the application:

- Google Chrome
- Internet Explorer
- Microsoft Edge

Production URL: https://kog.chfs.ky.gov/home/

2.1. Navigating the KOG system

- **Step 1:**
  Copy and paste the URL on any of the browsers listed in Section 2 and press enter. Following screen will show up.

- **Step 2:**
  To access the KOG system for first time. Click on the “Create Account” tab as marked by arrow.
• **Step 3:**

  Create the KOG profile by filling out the details in the form displayed below and then click on the “Sign Up” tab when finished.

  **Please complete your Kentucky Online Gateway Profile**

  ![Form Image]

  - 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.
    - **First Name**
    - **Middle Name**
    - **Last Name**
    - **E-mail Address**
    - **Verify E-mail Address**
    - **Password**
    - **Verify Password**
    - **Mobile Phone**
    - **Language Preference**
    - **Street Address 1**
    - **Street Address 2**
    - **City**
    - **State**
    - **Zip Code**
    - **Question**
      - In what city were you born? (Enter full name of city only)
    - **Answer**
    - **Question**
      - What was the name of your first pet?
    - **Answer**

  ![Submit Button Image]

• **Step 4:**

  After creating the profile, you will be asked to complete the email verification process. You will receive an email from KOG_DoNotReply@ky.gov. Check your email and click the link given in the email to activate your KOG account.

  ![Email Verification Process Image]

  ![Submit Button Image]

• **Step 5:**

  After clicking on the “Sign In” button, you will be asked to enter the email address and password. You should enter your email address and password that you have provided in Step-3 above.

  ![Sign In Image]
• **Step 6:**
The control will reach “My Apps” screen. Click the “Launch” tab.

![My Apps screen](image)

• **Step 7:**
Here is the Landing Page of the application for citizen role.

![Landing Page](image)

### 2.2. Password Resets & Account Verification

KOG passwords will expire after ninety (90) days. There are two ways to reset the password.

- **Option 1:**
Click “Forgot/Reset Password” and provide Mobile or E-mail address. You will receive a notification with a link in your registered email address to reset the password.

  *Note:* If you have verified your mobile number with KOG, then only use “Reset Password via Mobile Option. If you do not recall, please proceed to option 2
Option 2:
You can send your email address to KOGHelpDesk@ky.gov to request for account verification and receive password reset link. This link will allow you to verify your account.

*Note: Ensure to verify your account within 4 hours of receiving the email link from KOG Helpdesk*

Once you, the citizen User, complete the verification, you should sign in again to reach the landing page.
3. **PUBLIC FACING CITIZEN PORTAL**

Public facing portal is for citizens who has created an account using their personal email address, by following the steps described Section 2.1 above. They can now get into the application for purpose of Registration and Search.

3.1. **Registration**

When Registration tab is selected, the grid below will display all the Registration requests that the logged user has saved or submitted till date. When logged in for the first time, grid will not display any entry.

![Registration Grid](image)

3.1.1. **New**

A citizen, to register as a Putative Father, should click the option “New” at the top left corner of the screen. A new screen “Putative Father Registration” Form will appear and user will be required to enter all relevant information in three sections of the registration form.

I. **Putative Father (Registrant) Information**
II. Birth Mother Information

![Birth Mother Information Form]

III. Child Information

![Child Information Form]

**Last section** of the Registration Form is acknowledgment from the registering father about the truthful nature of information. Citizen should electronically sign by typing his name in "Signature" field before submitting the application.

![Signature Field]

**Note** - Before clicking the “Submit” button, citizen should ensure to fill up all the fields marked with (*) since those are mandatory inputs and required to complete the registration.
Additional Guidelines:
1. Date Fields have date picker/calendar option.
2. Date of Birth for Father and Mother cannot be in future.
3. Date of Birth for Mother is optional. If not entered, user will be forced to select the check box “Unknown”.
4. State and Gender field can be selected from drop down.
5. Zip code should be numeric.
6. Email address should contain at least a ‘@’ sign.
7. All other fields will accept alphabets and numeric characters.
8. User can “Cancel” the data entry when they are on the form and do not want to continue.
9. User can enter part information, “Save” it and complete it later. The status will show the entry as “Saved” on display grid. No Registration # will be assigned when request is in “Saved” state.
10. When submitted, registrant will receive an email notification from putativefather@ky.gov with assigned Registration Number.
11. Requestor can then click “Update” to get into the request, make necessary changes and “Submit” the request.

3.1.2. Update

By clicking “Update” option against an existing entry, a Registrant/Putative Father can make further edits to the entries already made in Putative Father registration form. Updates can be made under following situation:

1. An incomplete entry, i.e. in “Saved” status, to submit an existing application.
2. “Amend” an already submitted registration.
3. Request to “Revoke” existing registration at any time after registration is submitted or when In-process or even after approved by office of DCBS.

**Update screen similar to “New” screen (section 3.1.1) except for the previously entered and saved value are displayed for any further edit.**

3.1.3. Amend

By clicking “Amend” option, a registrant can make further edits to an already submitted or approved application. Should provide reason for such action in the text box. When request is amended, the system will change the status to “Amended” and retain the same Registration number, however suffixed with an alphabet. So the Amendment will be have Reg# - A., 2nd one Reg# - B and so on.

Additional Guidelines:
1. Fields highlighted with grey are non-editable field and the values will be generated by the system.
2. When amended, registrant will receive an email notification from putativefather@ky.gov with Reg#.
3. The system will set the status to “In-Process”, when registration is being processed.
3.1.4. Revoke

Registrant can request to revoke an existing submitted or approved request by clicking the “Update” tab against appropriate request.

- User should follow steps below to complete the revoke request.
  1. Enter reason for such action in the “Reason for amendment/revocation” text box.
  2. Click “Revoke”, that will trigger the request to revoke the application.
  3. To submit revoke request, Citizen will have to select “Yes” on the system generated display message (pop-up) to proceed.
  4. When clicked “Yes”, control will go back to the grid and the status will change to “Revoke Request”.
  5. Registrant will receive an email notification from putativefather@ky.gov with a Registration Number, suffixed with a character such -A, -B, etc.
  6. Registrant will now have to print the duly filled form, by clicking print icon next to the entry on the grid, notarize it and mail it to the office of DCBS. When the print icon is clicked, the filled form will be downloaded into their “Download” folder.
  7. When the notarized document is received by office of DCBS, the staff will review the request to either approve or deny as case may be.
  8. When revocation request is approved, system will display status “Revoke Approved” and the entry on the grid will turn into view only. Fields highlighted with grey are non-editable field and
the values will be generated by the system.
9. When revocation request is denied, system will display status “Revoke Denied” and the entry on the grid will turn into Update Mode.

3.1.5. Denied

In case a request gets denied by DCBS Staff, registrant will receive an email notification. The status on the entry on the grid will turn to “Denied” and will be able to view the entry to see the “Reason for rejection” as entered by DCBS.

3.1.6. Print

By clicking the print icon, a registrant can print the form that has been Submitted or Amended or Revoked, either for future reference or to be mailed to the office of DCBS. The printed form will contain all the information that a registrant has filled and also the Registration Number, if submitted or amended or revoked. When print icon is clicked, printed form will be downloaded into “Download” folder of registrants’ computer. Result may vary with browser that the user is using.

3.1.7. Select a Status

If the requestor has too many records with different status, such as Submitted, Approved, Denied, In-Process etc., the option on the top will allow the requestor to filter the requests by Status. Statuses are available on “Select a Status“ drop down as shown in screenshot in Section 3.1.3.

3.1.8. Free Text Search

On each column on the grid, there will be text box, where one can enter text to search such as status, submission date, registration number, last/middle/first name etc. The system will isolate those records that meets the search criteria and display them. This functionality is useful when one has too many records on the grid and looking for a particular entry.

3.1.9. Column Sort

The up & down arrow on each column on the grid indicates that the values on those columns can be sorted in ascending or descending order. Not all the columns will have the functionality due to data type & content.
3.2. Search

When an individual who is party to an adoption court action or an attorney/court and/or adoption agency wants access to a Putative Father record, a search request form should be submitted. Clicking “Search” tab on the landing page, will display the grid below with all the Search requests that the logged user has saved or submitted to date. When logged in for the first time, grid will not display any entry. One can click the option “New” to enter search request.

3.2.1. New

When the option “New” at the top left corner of the screen is clicked, a blank for “Putative Father Search” will appear. User should now enter all relevant information in four sections of the search form.

I. Requester Information
II. Birth Mother Information

III. Child Information

IV. View/Upload Documents

View/Upload Documents section of the Search Form allows requestor to upload relevant & supporting documents. User should select the value from dropdown “Document Title” to identify the type of document they are uploading. Based on the selection, user has to fill up “Description” field in support of the document uploaded. All the fields of this section are mandatory entries. Once the document(s) is uploaded, it will be displayed on grid. User will have an option to View or Delete the document, if required.
Requestor should then electronically sign name by typing the name in “Signature” field on form before submitting the application.

*Note - Before clicking the “Submit” button, citizen should ensure to fill up all the fields marked with (*) since they are mandatory and required to proceed with registration.*

Additional Guidelines:

1. Agency Name is used for the attorney or adoption agency & State Bar Number is for the attorney or Law firm to fill in.
2. First, Last, Name, Address etc. are the contact information of the person who is initiating the Search.
3. Date Fields have date picker/calendar option.
4. Date of Birth for Mother cannot be in future.
5. Date of Birth for Mother is optional. If not entered, user will be forced to check the check box “Unknown”.
6. State and Gender field can be selected from drop down.
7. Zip code should be numeric.
8. Email address should be valid one and contain at least a ‘@’ sign.
9. All other fields will accept alphabets and numeric characters.
10. Fields highlighted with grey are non-editable and will be populated by the system.
11. Requestor can complete the search request by clicking the “Submit” tab.

### 3.2.1.1. Post submission

i. Once the request is submitted and system will assign a Search#. The assigned Search# will be displayed on the grid against the entry.

ii. A system will generate email notification from putativefather@ky.gov to requestor’s email address and DCBS Administrator.

iii. Requestor can now make payment by either of the following ways:-

   a. By clicking “online” button to pay by credit card. The “Online” button will be disabled once the online payment is processed. [*Please refer to Section 4.0 for online Payment steps*]

   b. By clicking “Print” next to the registration on display grid to print and mail the printed form along with the payment check of $25.00. Printed form will have Search# printed on top of the form for future reference.

### 3.2.2. Update

By clicking “Update” against an existing entry, a Requestor can update and submit an incomplete entry.

*Update screen similar to “New” screen except for the previously entered and saved value are displayed for any further edit.*

### 3.2.3. Clone

By clicking “Clone” option on display grid, requestor can replicate an existing entry and when clicked, a newly created entry will be displayed on the grid and will have the status as “Saved”.
3.2.4. Denied

In case a request gets denied by DCBS Staff, registrant will receive an email notification from putativefather@ky.gov and will be able to view the "Reason for rejection" as entered by DCBS.

3.2.5. Select a Status

If the requestor has too many records with different status, such as Submitted, Approved, Denied, In-Process etc., the option on the top will allow the requestor to filter the requests by Status. Statuses are available on "Select a Status" drop down as shown in screenshot in Section 3.2.

3.2.6. Free Text Search

On each column on the grid, there will be text box, where a user can enter text to search status, submission date, registration number, last/middle/first name etc. The system will isolate those records that meet the search criteria and display them. This functionality is useful when one has too many records on the grid and looking for a particular entry.

3.2.7. Column Sort

The up & down arrow on each column on the grid indicates that the values on those columns can be sorted in ascending or descending order. Not all the columns will have the functionality due to data type & content.

4. ONLINE PAYMENT

Requestor can take advantage of paying the Search fee of $25.00 online using their credit card.

4.1. Payment Instructions

* Note: There is a processing fee of 2.75% on the fee, which is $0.69 that will be added on top of Search fee. The processing fee is subject to change based on the agreement between the vendor and Commonwealth of Kentucky.
1. Requestor can click the “Online” tab as shown below to initiate the credit card payment.

![Image of credit card payment initiation]

2. By clicking the “Online” option, requestor will be guided to the vendor portal with payment summary details displayed in the right top corner of the screen.

3. To proceed with payment, requestor should enter the details about the select payment type.
   a. Card Details - Credit card number, Expiration date and Security code
   b. Cardholder Details – Name & Address

![Image of payment detail entry]

4. System will generate default email address from the submitted search request form. If requestor wants the credit card payment receipt to be sent on different email address, they can change the email address.

![Image of email address change option]
5. Requestor should ensure all the entries are correct before proceeding to next step.

6. Requestor should now click “Next” to move onto the verification screen, here the user will be required to click “Pay Now” to complete the payment process.

7. On clicking of “Pay Now” the vendor’s portal will process the credit card payment, generate a confirmation number as shown below & a receipt, which can be printed by clicking tab on top right corner.

8. By Clicking “Finish” option, system will close the vendor prorate and requester can go back to Landing page of Putative Father Registry and Search Application.