The Commonwealth of Kentucky

kynect resources

Together for a better Kentucky

kynect resource Onboarding Training

This Training Guide is designed to help Community Partners complete the steps required to onboard to kynect resources.

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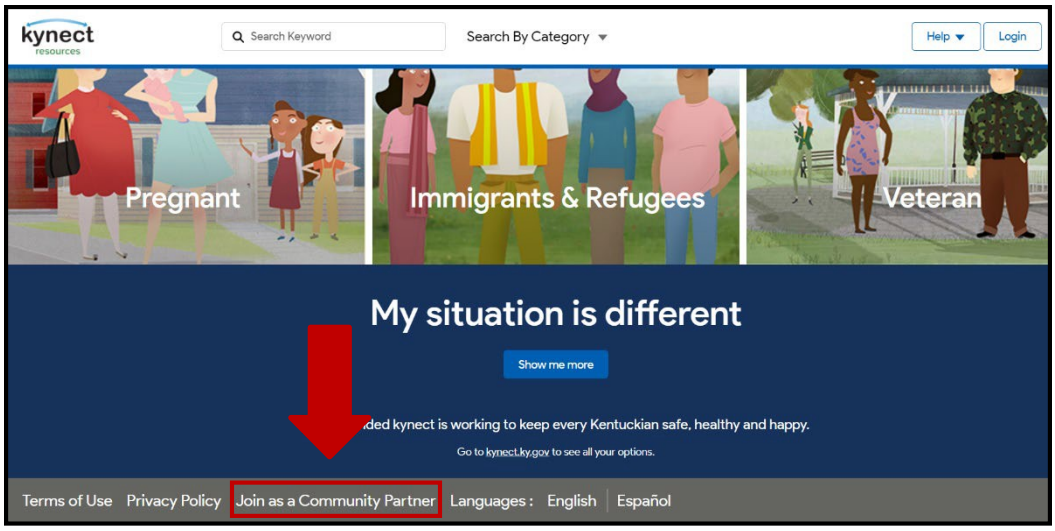
kynect resources Claim My Site

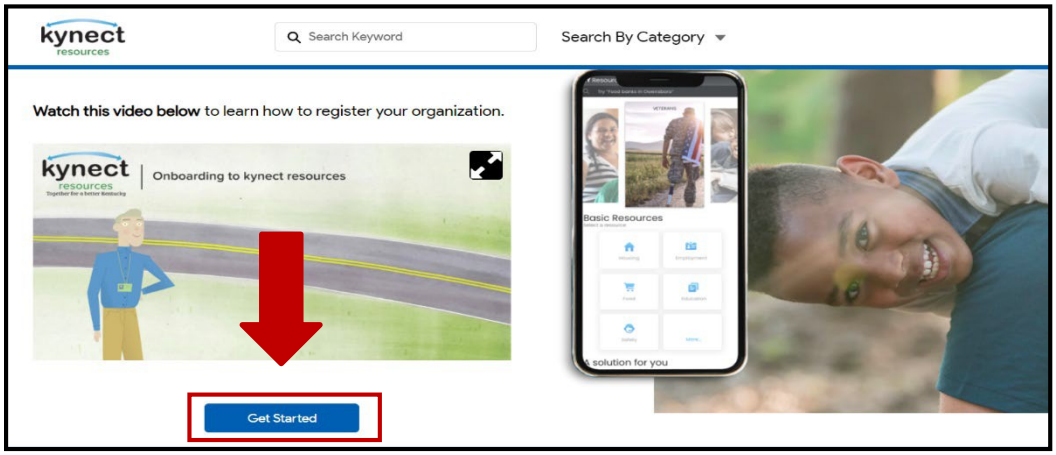
The first step in the onboarding process is to claim your site on kynect resources.

Steps to Claim My Site on kynect resources

1. **Using Google Chrome, Navigate to the Landing Page by clicking [kynect.ky.gov/resources.](kynect.ky.gov/resources)**
2. **Accept the cookies.**
3. **Scroll to the bottom of the kynect resources page and click, "Join as a Community Partner."**

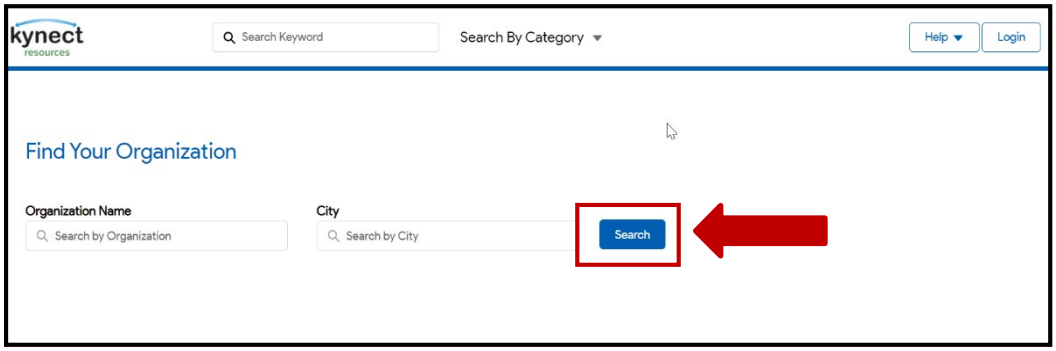


4. **On the next screen, click, "Get Started."**

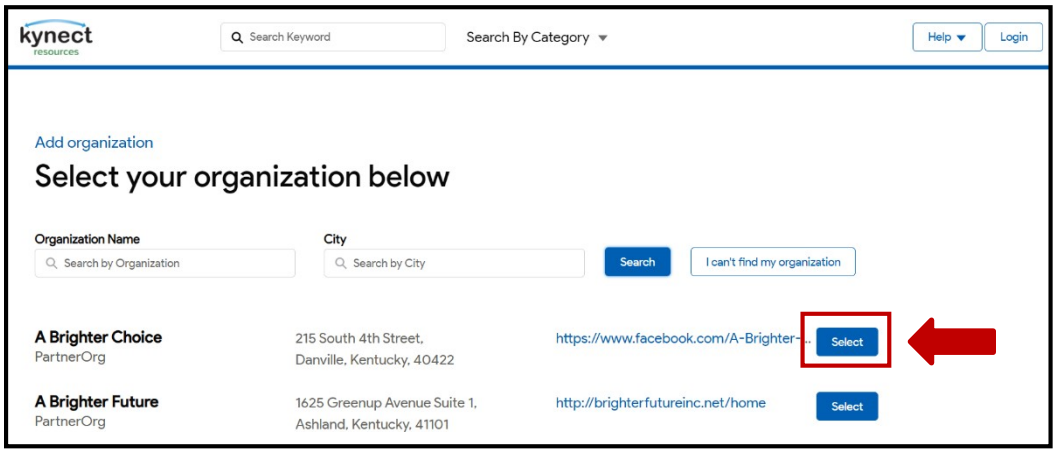


Please Note: The Onboarding Video on this page walks through the entire onboarding process if you need extra help.

5. **Find your organization by typing in your organization's name and searching by city.**

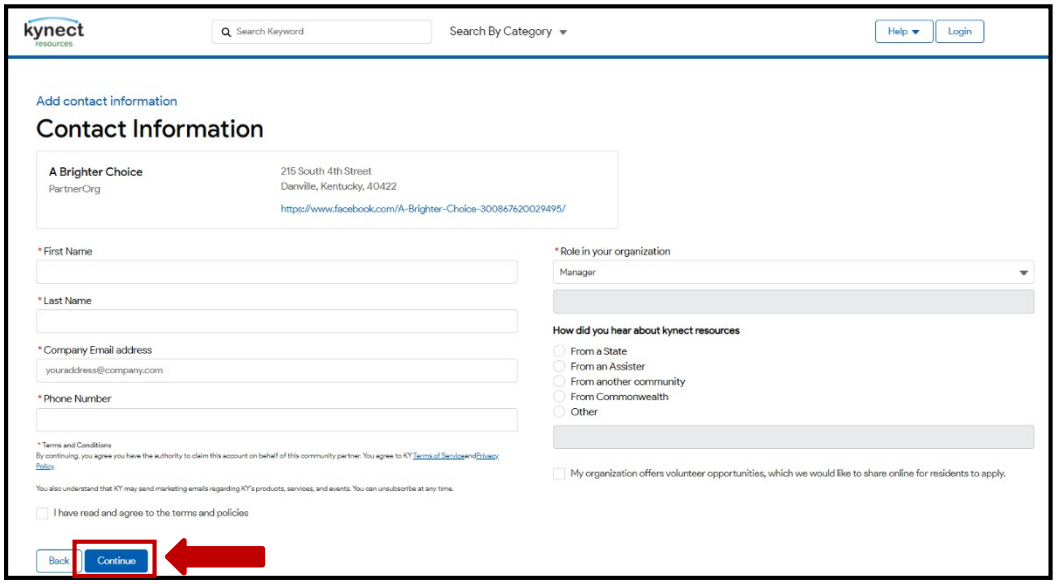


6. **Once you find your organization, click, "Select."**

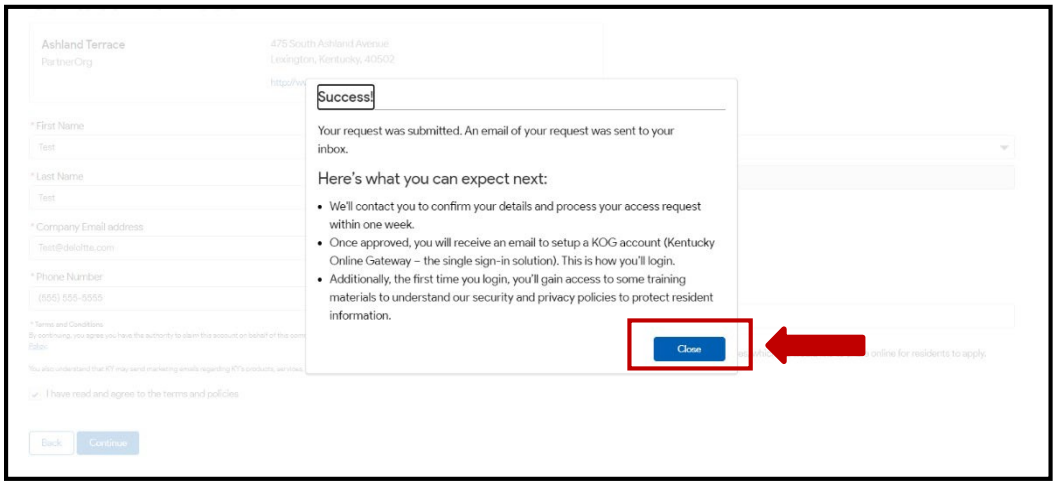


Please Note: If you cannot find your organization or if your organization has already been claimed, please call 2-1-1 or email kynectresources@ky.gov for help.

7. Fill in your contact information for all *required fields* and then click, "Continue."



8. Upon successful completion, you will see the screen below, click, "Close."



Please Note: You will receive an initial email from United Way stating they have received your request. After your request is approved, you will receive a second email with a link to set up your Kentucky Online Gateway (KOG) Account.

Onboarding Step 1: Claim My Site is Now Complete!

Kentucky Online Gateway (KOG) Account Creation

To access a variety of programs and systems including **kynect resources**, a user must complete a one-time registration as a KOG user. To complete the second step of the onboarding process, follow the steps below. Due to the security requirements of the site, steps in this process may time out if no action is taken.

Each user must have a unique email address to complete the verification process.

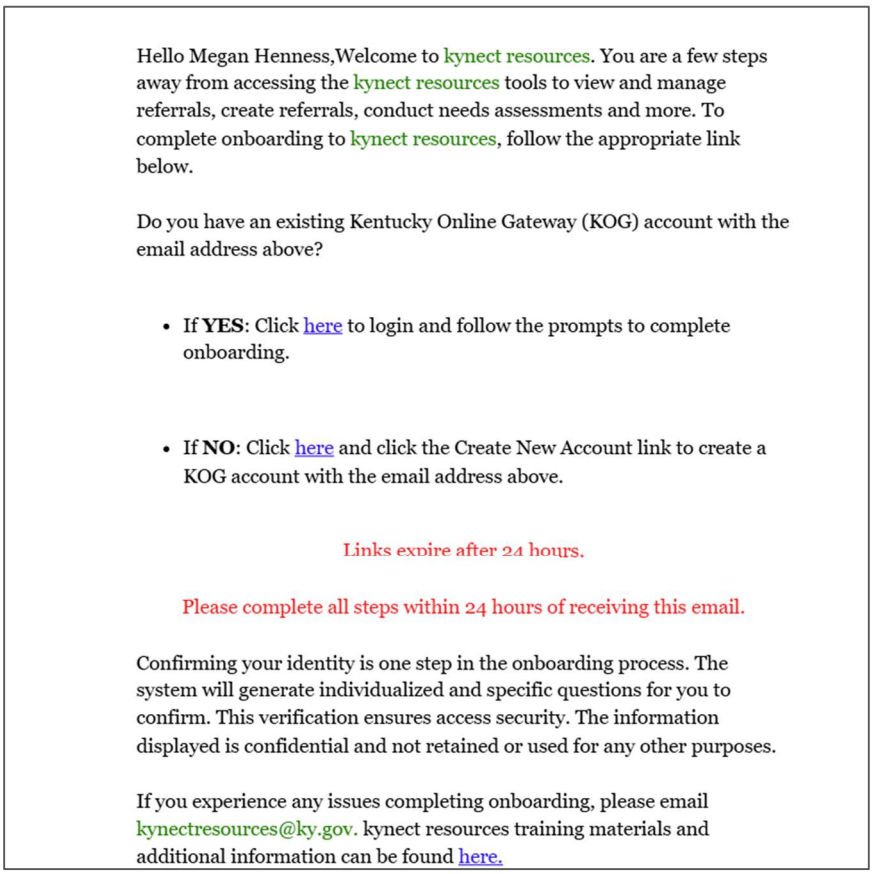
PLEASE NOTE: If you use your organizational/work email to access KOG applications for personal use, you will experience a disruption to your access if you make a Community Partner account. Personal KOG accounts should be accessed with a personal email account, not a work email account.

If you need to adjust your KOG emails before continuing, please contact the KOG Helpdesk via the methods below and explain that you will need to reset the email for your personal KOG account.

KOG Helpdesk Contact Information:
502-564-0104 Extension: 2
Monday - Friday
8:30 AM - 5:00 PM EST
KOGhelpdesk@ky.gov
KOG Frequently Asked Questions Link (Click Here)

1. **As stated above, you will receive a second email with the KOG registration link.**

   Existing KOG Account: If you have an existing KOG Account with your organization email address, you **MUST** use the link for those with an existing account in the email. You will be navigated to complete the **kynect resources** training and the Resources Community Portal Tile will be added to your KOG homepage. See page 26 of this guide for training and first-time login information.



Hello Megan Henness,Welcome to kynect resources. You are a few steps away from accessing the kynect resources tools to view and manage referrals, create referrals, conduct needs assessments and more. To complete onboarding to kynect resources, follow the appropriate link below.

Do you have an existing Kentucky Online Gateway (KOG) account with the email address above?

- If **YES**: Click here to login and follow the prompts to complete onboarding.
- If **NO**: Click here and click the Create New Account link to create a KOG account with the email address above.

Links expire after 24 hours.

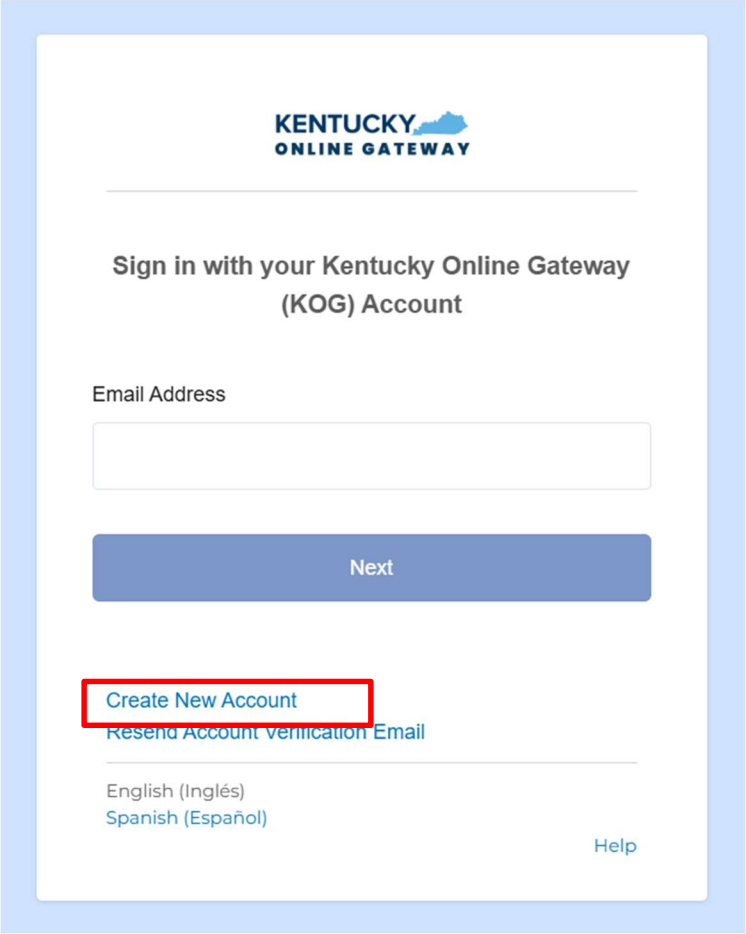
Please complete all steps within 24 hours of receiving this email.

Confirming your identity is one step in the onboarding process. The system will generate individualized and specific questions for you to confirm. This verification ensures access security. The information displayed is confidential and not retained or used for any other purposes.

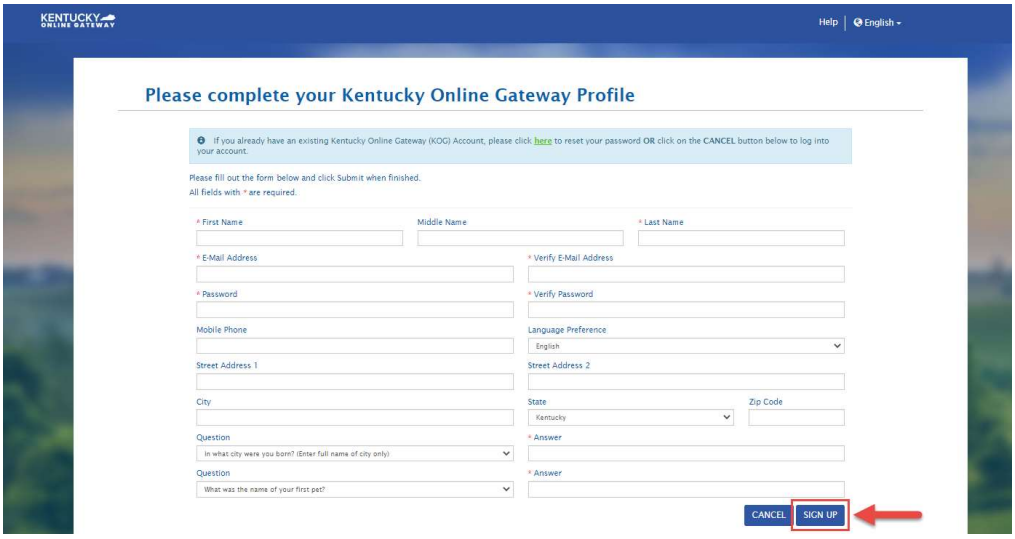
If you experience any issues completing onboarding, please email kynectresources@ky.gov. kynect resources training materials and additional information can be found here.

Please Note: The KOG link expires in 24 hours. If the link expires, you will have to request a new link to continue the process. If the link in the welcome email expires, email kynectresources@ky.gov to request a new email from kynect resources.
Due to different organizations' email security features, sometimes these emails do not show in the inbox or get blocked. Please double check all spam, junk, or other folders if you do not see this email.

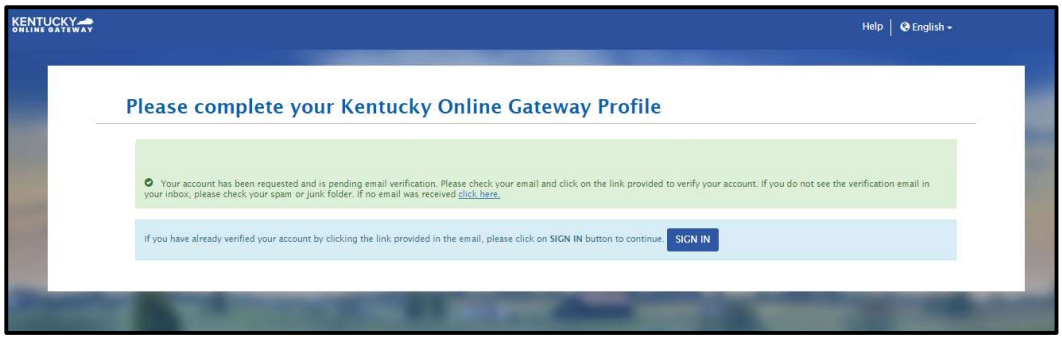
2. New users will click “Create New Account” to begin the KOG Account Creation Process. In the KOG Account Creation process, you should use your organization or **business email address** when creating your account for **kynect resources**. Do not use a personal email when creating a Community Partner account.



3. **Fill in the requested information for all *required fields* and click, "Sign-up."**



4. **A confirmation screen appears, and an email is sent to verify the KOG account.**



5. **You will receive a verification email, follow the link to complete account set up. Google Chrome is the preferred browser. Check your spam or junk folders if you do not receive the email within a few minutes.**

6. On the Validate New Account screen, click, "Continue to Sign-in."

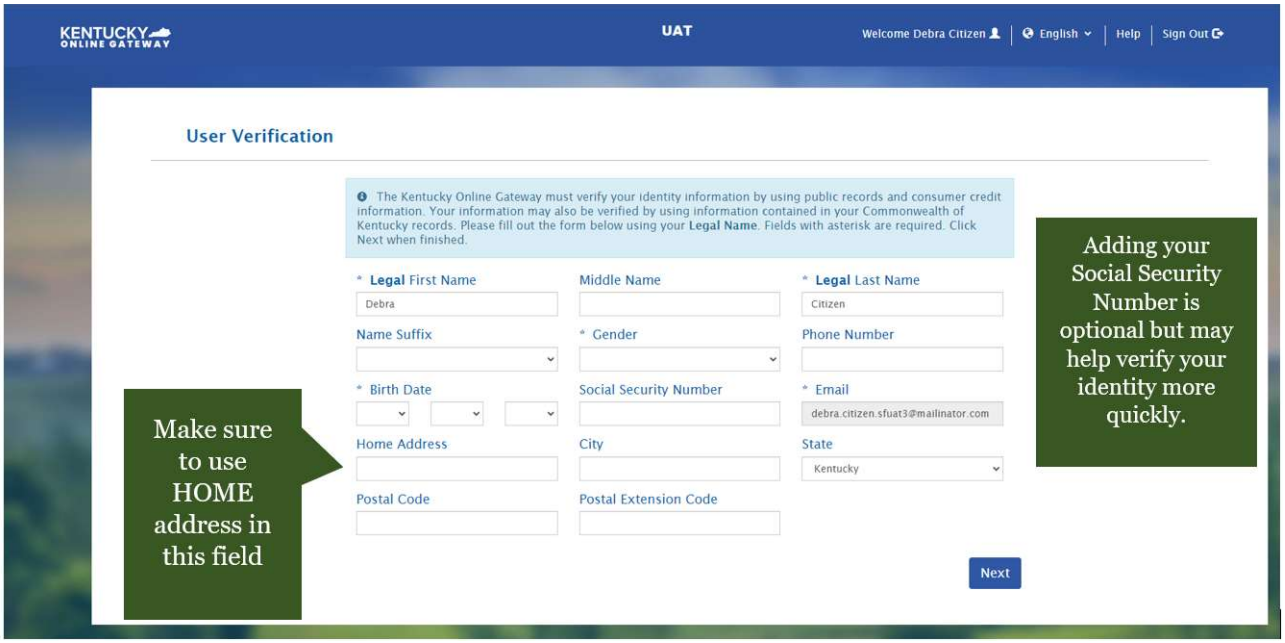
7. **Confirming Your Identity**

An important part of creating a KOG account is User Verification. This is a standard across state programs and satisfies the privacy and security standards the state programs must meet. It simply means, the state has verified your identity and there is a record of who has access to the system data.

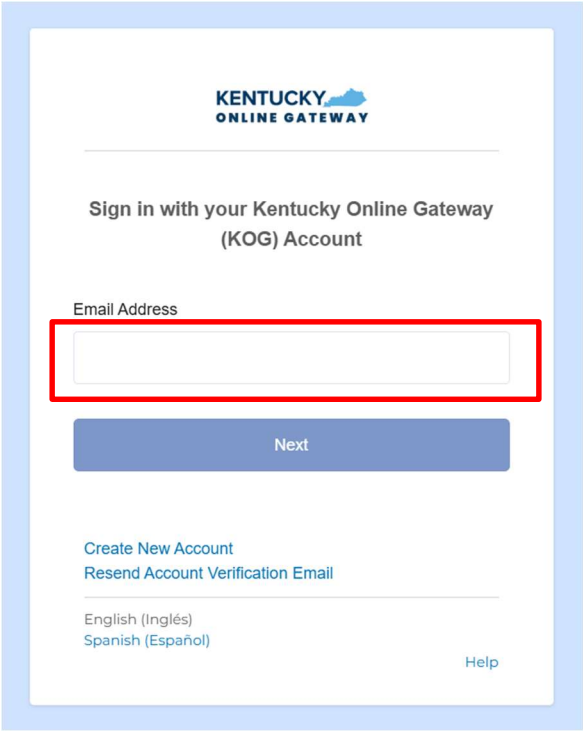
Experian is a third-party vendor who confirms identity in this process. No CHFS program has access to your personal information or details of your verification, and it is not used for any other purpose than verifying identity. Experian communicates the confirmation result to our system to allow access. Some users do not pass ID Verification and are provided the phone number to Experian along with a reference code. This call typically takes only a few moments, and the user can proceed with next steps.

To facilitate the success of ID Verification, it is important to use your home address on the user verification screen. While including a Social Security number is NOT required, adding this field may better help confirming identity. If a user is unable to complete ID Verification, they must be verified in person, providing proofs of Identity.

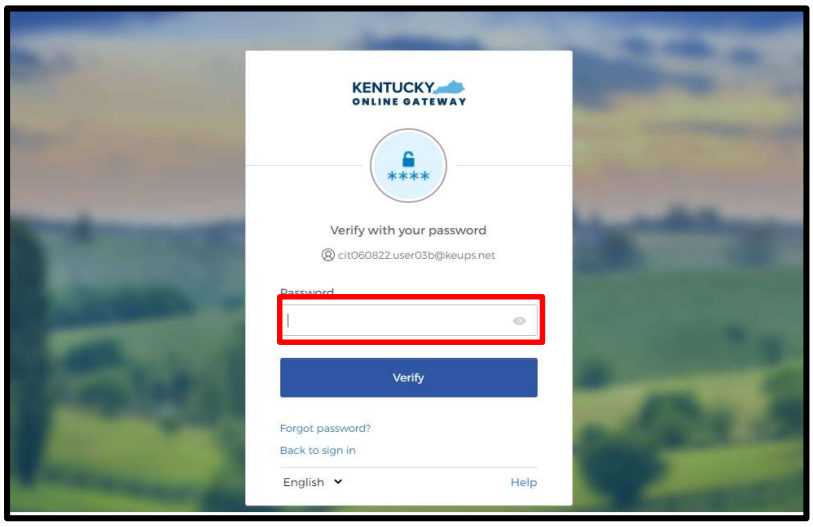
(Screenshot on next page)



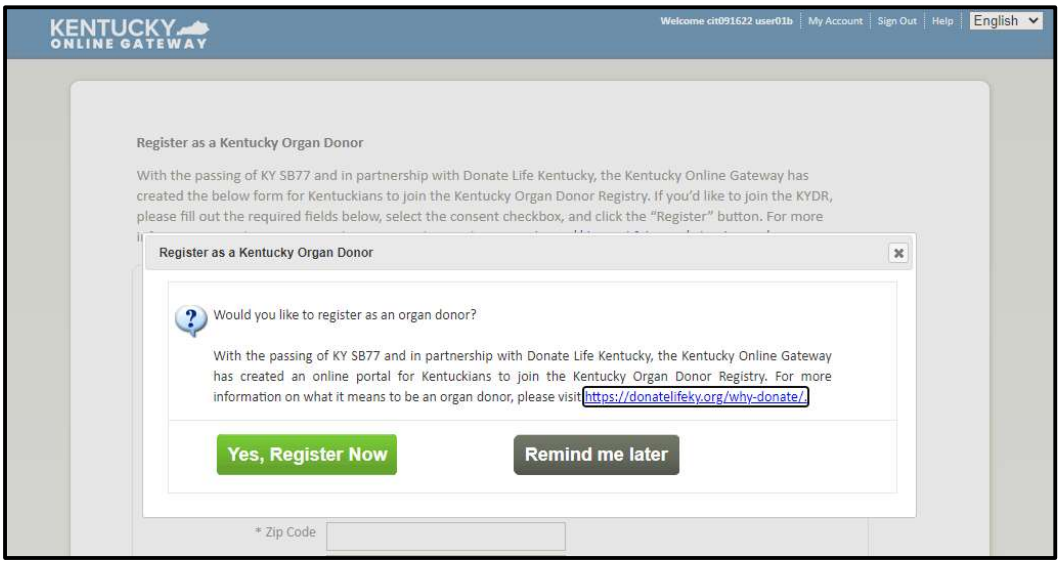
8. **Once you have successfully verified your account and identity, you will be taken to the KOG login screen where you will enter the email address associated with your new KOG account and click, "Next."**



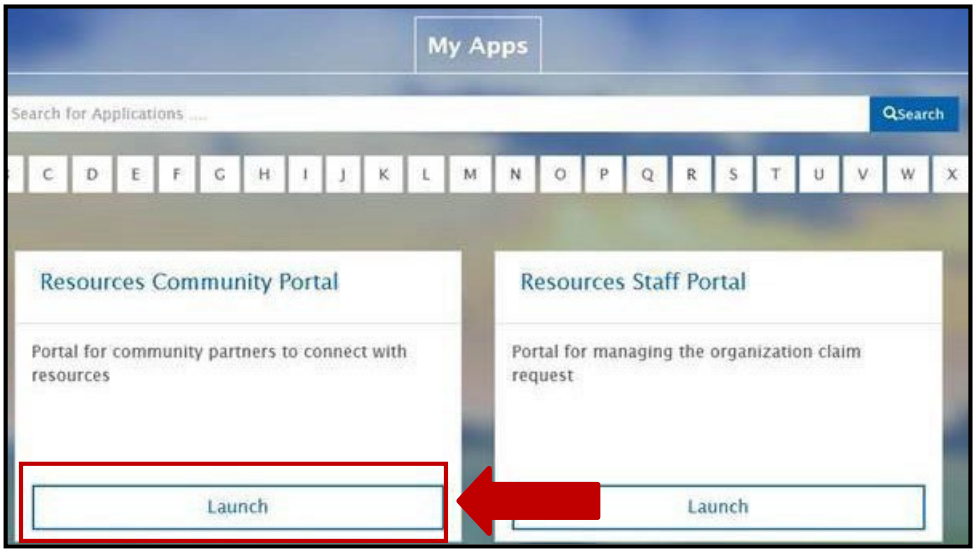
9. Enter your password into the Password field and click, "Verify."



10. After logging into **kynect resources**, you will be redirected to the Kentucky Organ Donor Registration screen. Here, you will be prompted to register as an organ donor. Click "Yes, Register Now" to register as an organ donor or "Remind me later" to be redirected to the KOG dashboard.



11. Upon successful completion of KOG registration, you will see the **kynect resources** app labeled, "Resources Community Portal", click, "Launch."



Onboarding Step 2: KOG Registration is Now Complete!

Multi-Factor Authentication Download

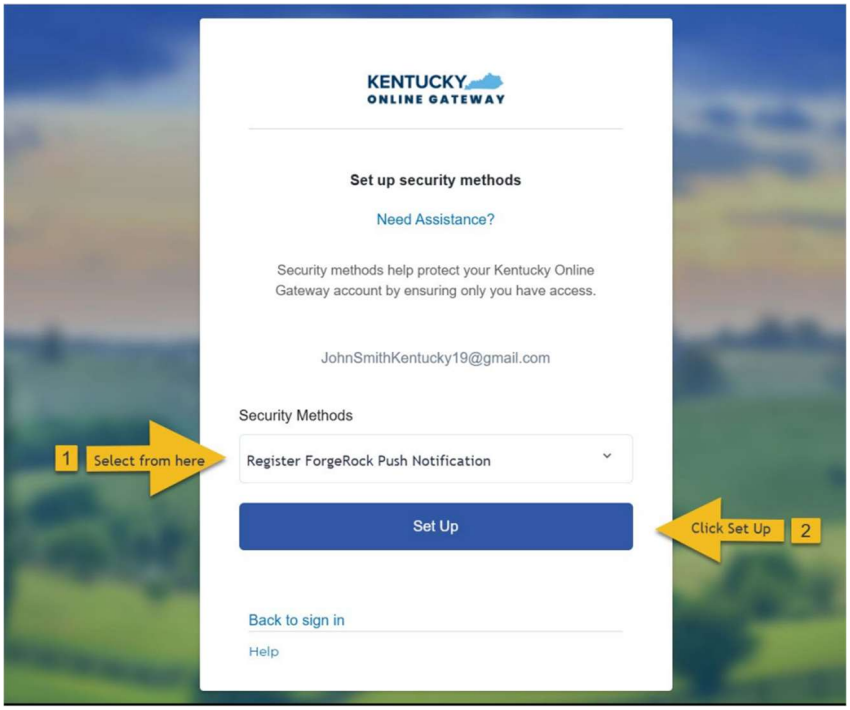
To maintain the highest level of security, the third step of the **kynect resources** onboarding requires a multi-factor authentication (MFA). Multi-factor Authentication (MFA) is a process that requires the user to provide two or more verification factors to gain access to an app or account.

Community Partners have the option to download either ForgeRock Authenticator or Symantec VIP. One of these MFAs will be used each time you login to **kynect resources**.

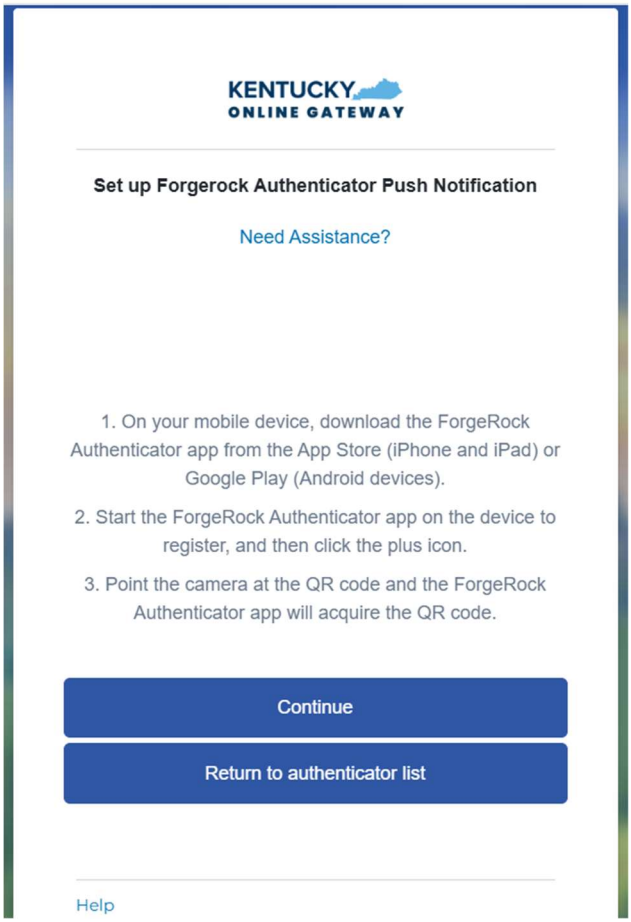
After clicking, "Launch" on the Community Resources Portal, the system redirects you to the Set-up security methods screen below where you will set up either the ForgeRock or Symantec VIP MFA.

ForgeRock Authenticator

1. ForgeRock offers users to receive push notifications or security codes via the app. It is suggested that users set up the push notification option displayed in the following screens. On the Set-up security methods screen, select "Register ForgeRock Push Notification" from the drop-down and click "Set Up."



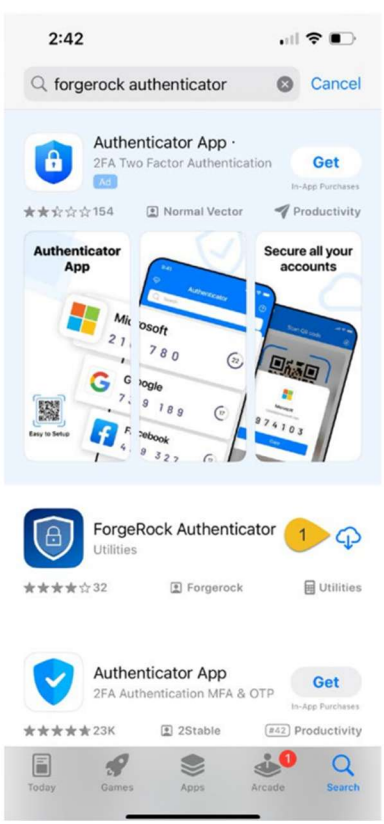
2. **The Set-up ForgeRock screen has three steps to enroll into ForgeRock. Follow the steps to downloading the app to your device before clicking continue.**

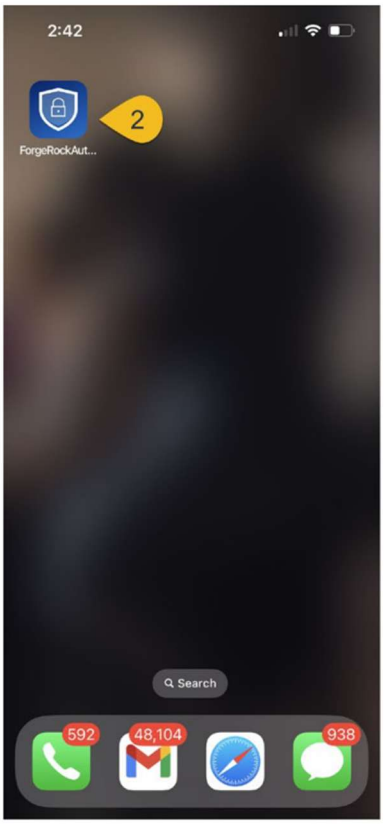


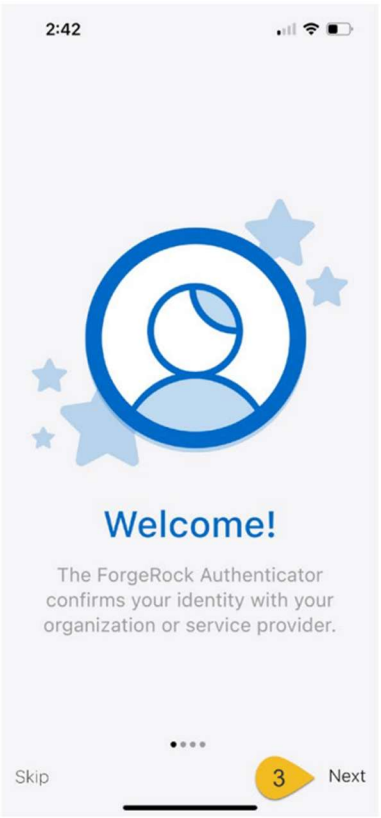
3. **Follow the screenshots* below to download, install, and open the ForgeRock app on your mobile device or tablet/iPad.**

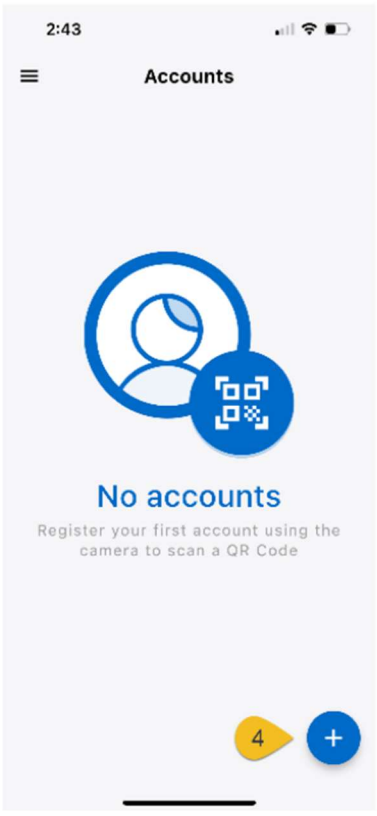
   The app may prompt you to enable certain features of your device (camera, Face ID or Touch ID, push notifications, etc.) that will assist in completing MFA enrollment. Please allow these features.

   ***The following screenshots were taken using an iPhone mobile device. Your experience using an Android mobile/tablet device or iPad will differ but should be similar.**


2:42
forgerock authenticator
Cancel
Authenticator App ·
2FA Two Factor Authentication
Get
Normal Vector
Productivity
Authenticator App
Secure all your accounts
ForgeRock Authenticator
Utilities
1
Forgerock
Utilities
Authenticator App
2FA Authentication MFA & OTP
Get
2Stable
Productivity
Today
Games
Apps
Arcade
Search

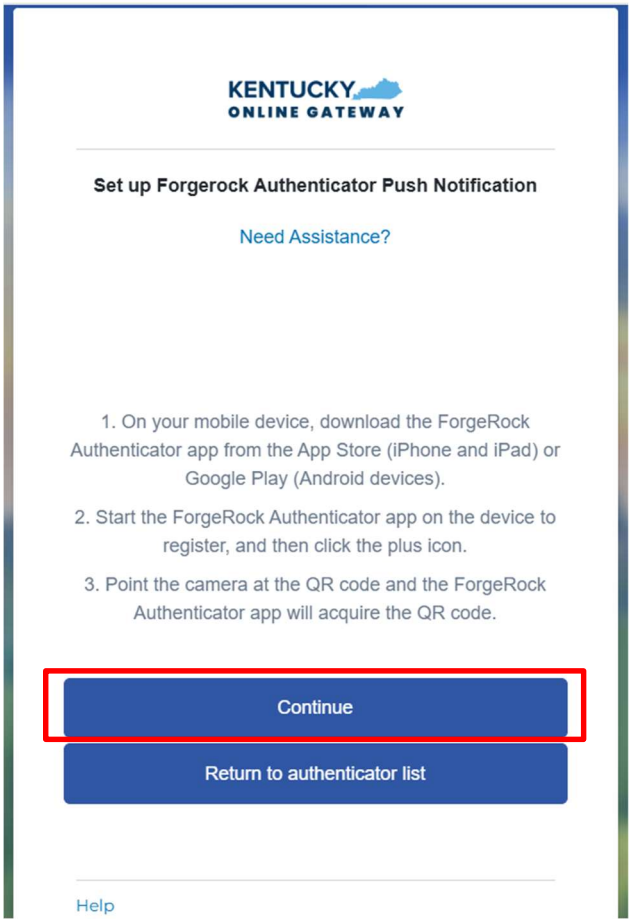

2:42
ForgeRockAut...
2
Search
592
48,104
938


2:42
Welcome!
The ForgeRock Authenticator confirms your identity with your organization or service provider.
Skip
3
Next

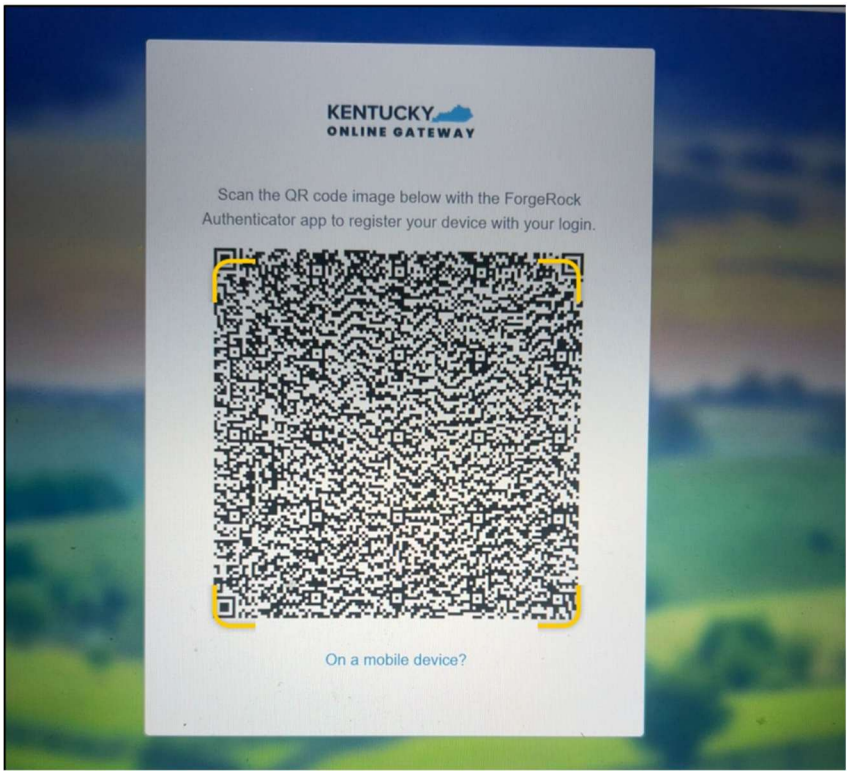

2:43
Accounts
No accounts
Register your first account using the camera to scan a QR Code
4

2:43
Accounts
No accounts
Register your first account using the camera to scan a QR Code
Add Account
Scan QR Code
5
Enter manually

4. **Click "Continue" on the computer now. The app on your device will prompt you to scan a QR code to register; when prompted, click, "Yes, Ready to Scan" to open your device's camera.**

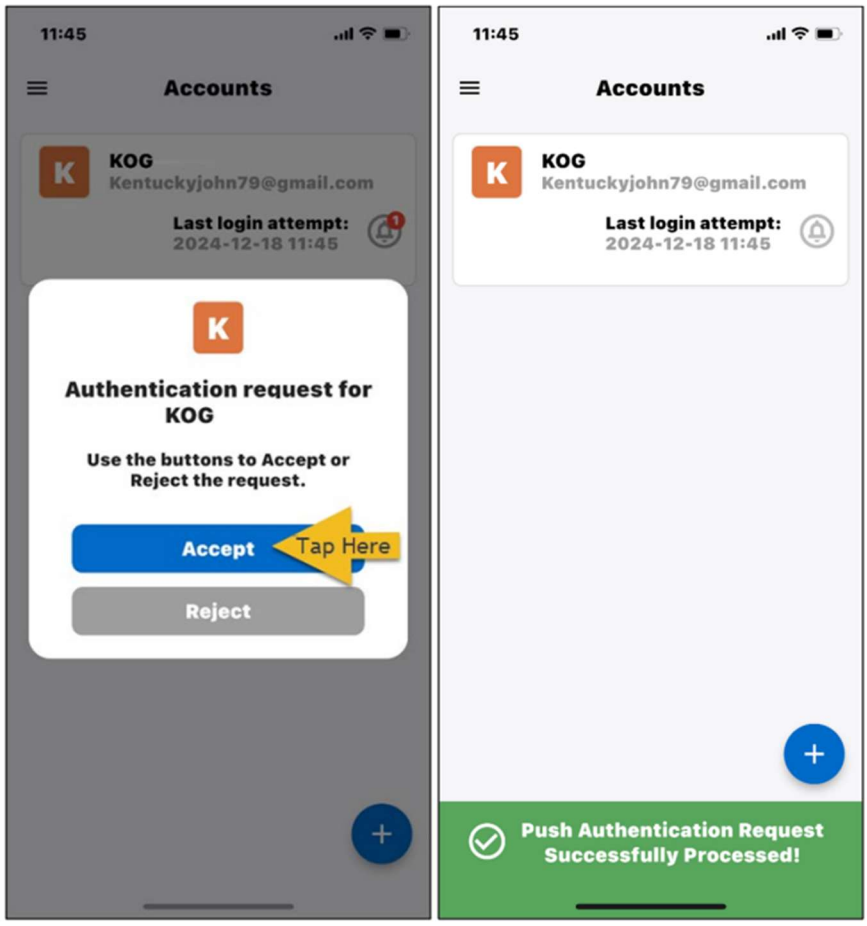


5. Use the camera feature to position the QR code within the highlighted box to be scanned.



6. If your device successfully scans the QR code, KOG will recognize that the ForgeRock MFA enrollment is complete. You may receive a Notification stating, "ForgeRock Authenticator would like to send you Notifications." Tap "Allow" to enable your device to receive push notifications.

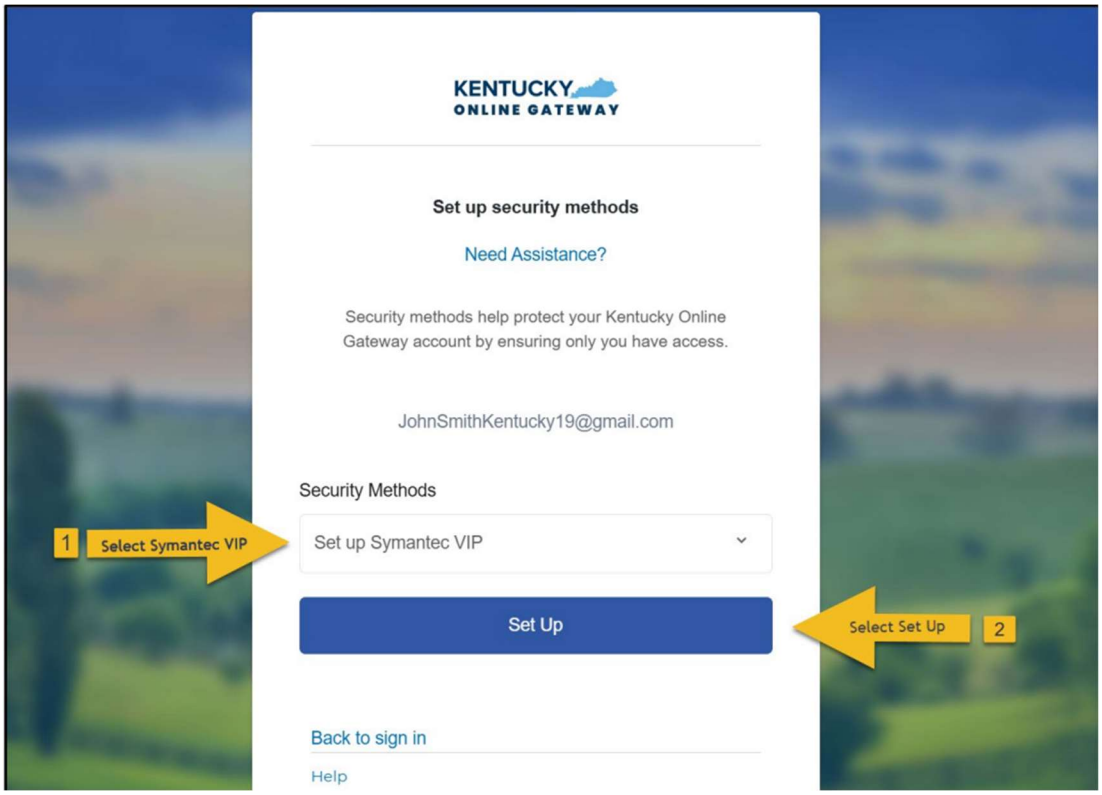
7. You have just received an Authentication request on the ForgeRock application. Tap "Accept." Once accepted, you will see a green banner message at the bottom of the ForgeRock application stating, "Push Authentication Request Successfully Processed."



8. This completes the Set-up for the ForgeRock MFA. The following pages will show the steps for Symantec. Use the Table of Contents to see the next screens and final step: Required Training and First-Time User Login.

Symantec VIP

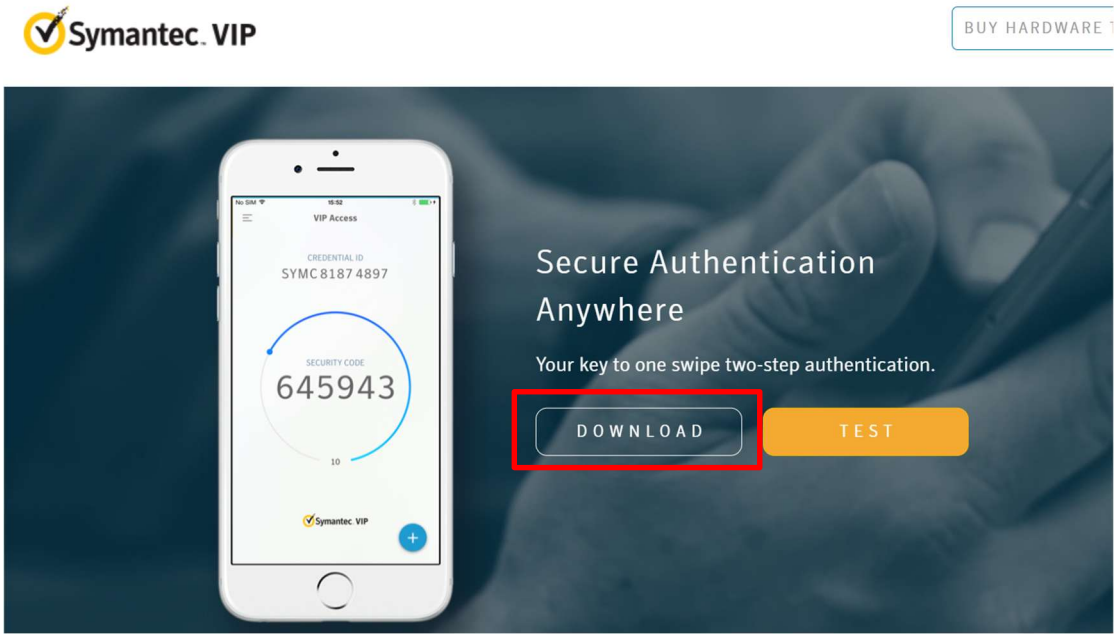
1. **To set up Symantec VIP as your MFA, select it from the list of options. Click Set Up.**



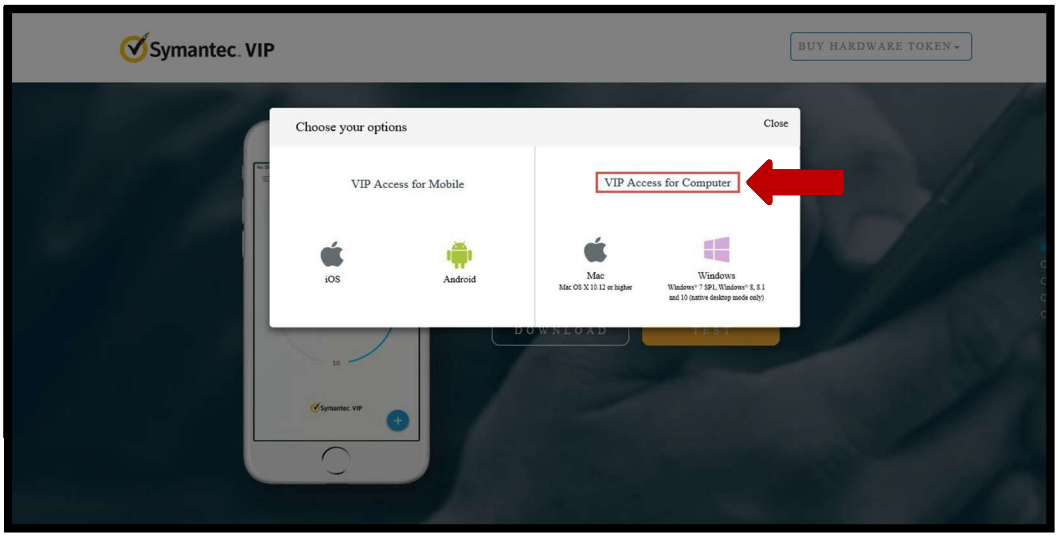
2. **You will be taken to the Set-up Symantec VIP screen to log into kynect resources using the Symantec VIP Access application. Skip to #11 in this list of steps to proceed if you already have the application on your computer.**

3. If you do not have the Symantec VIP Access Application, use this link to the Symantec Home screen: https://vip.symantec.com/.

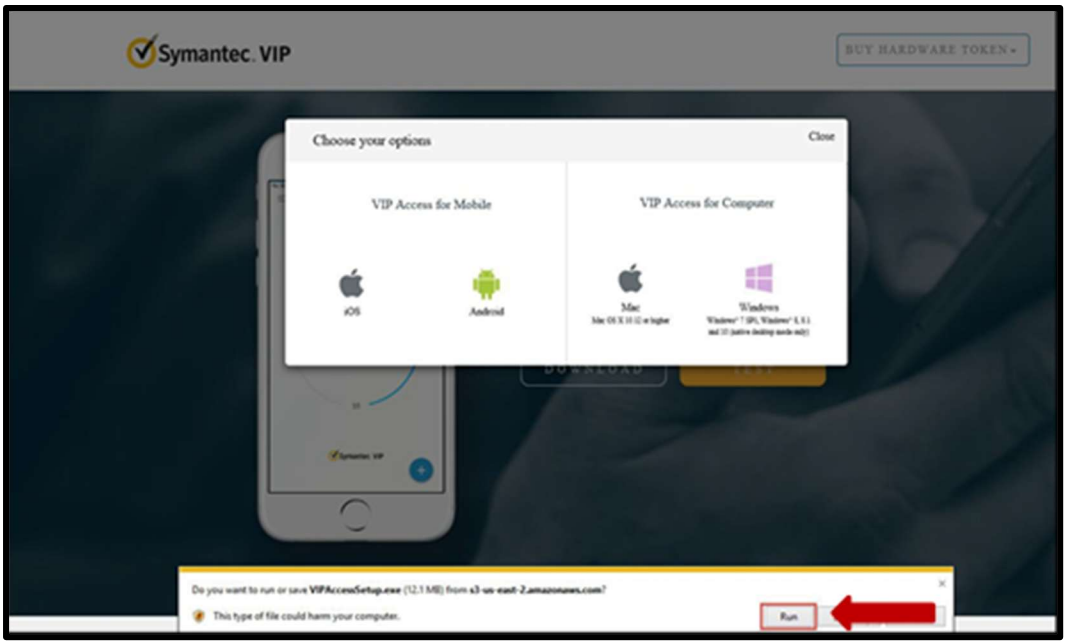
   You will be taken to a page with the option to download the application. Click, "Download."



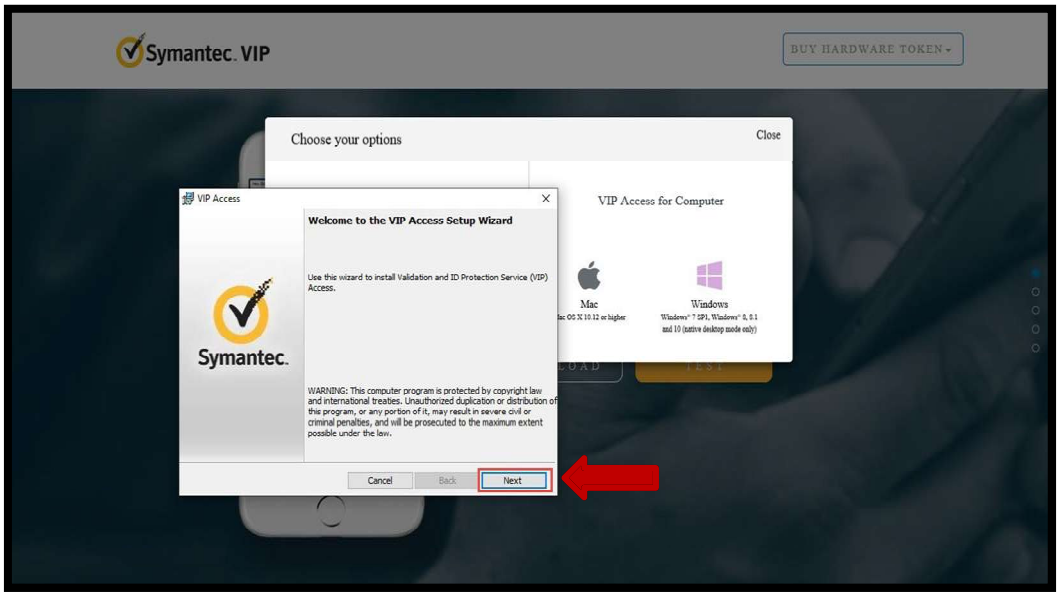
4. To download the Symantec VIP Token, choose one of the following options:
   - To download for Windows-based machine, click, "Windows"
   - To download for Mac, click, "Mac"



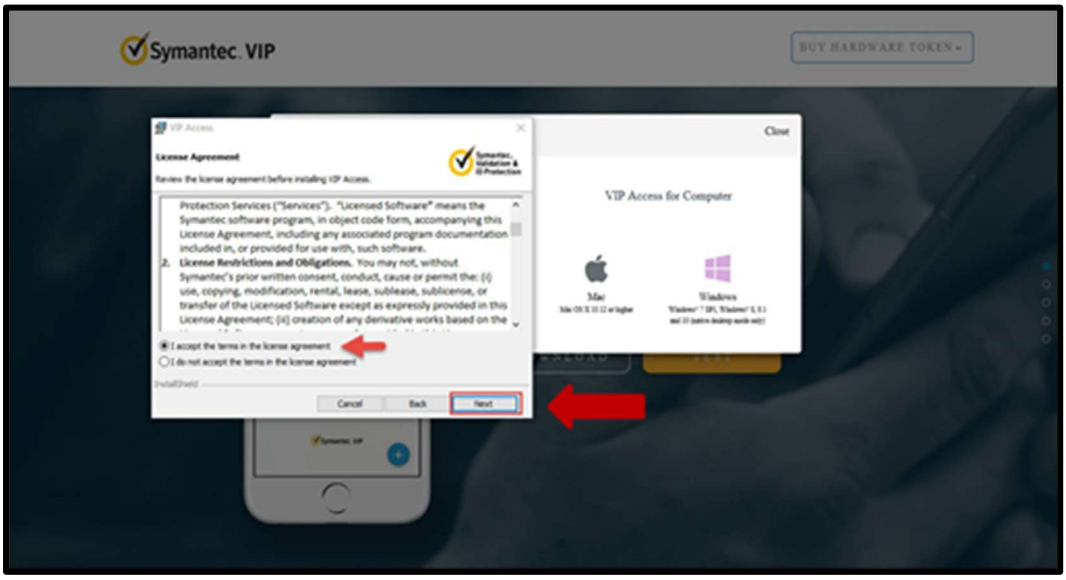
5. Click, “Run” to begin the install process of the VIP Token.



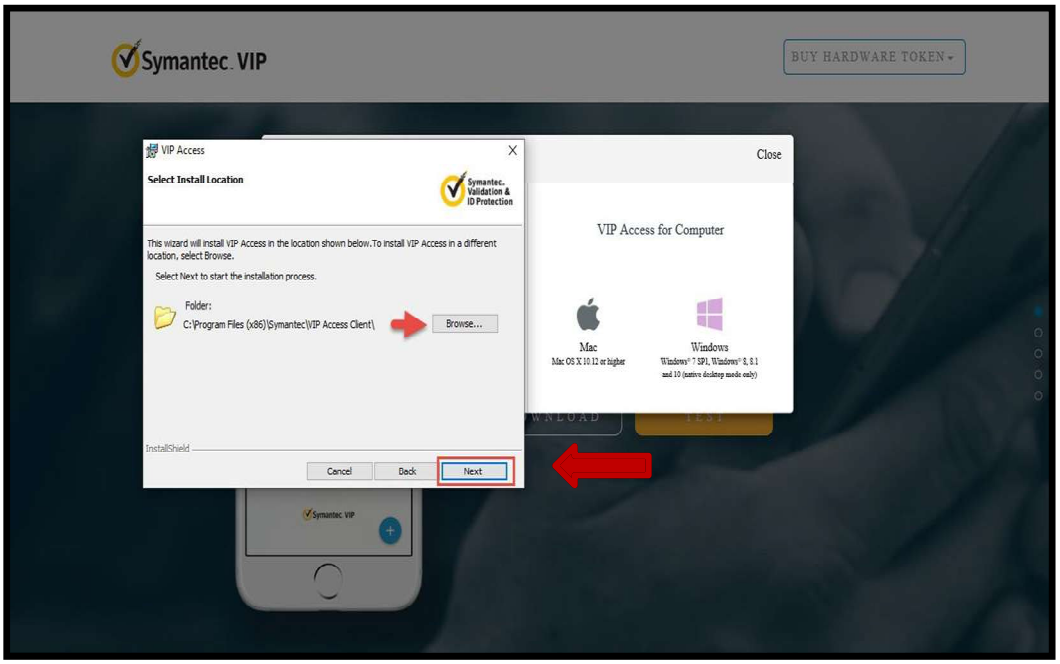
6. A Welcome to the VIP Access Setup Wizard box will appear, click, “Next.”



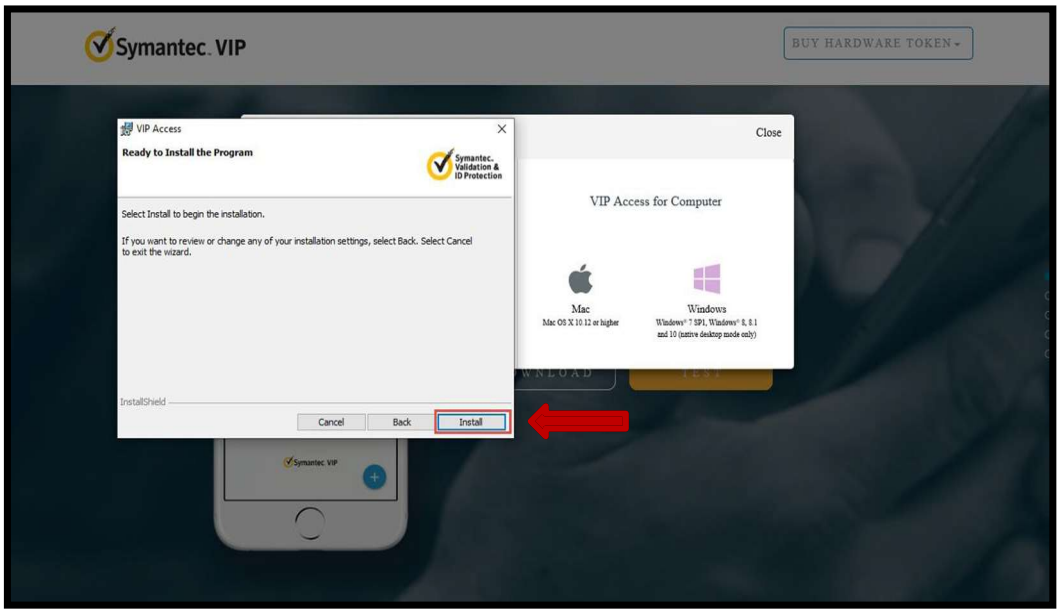
7. **On the License Agreement Screen, click, "I accept the terms in the license agreement" and click, "Next."**



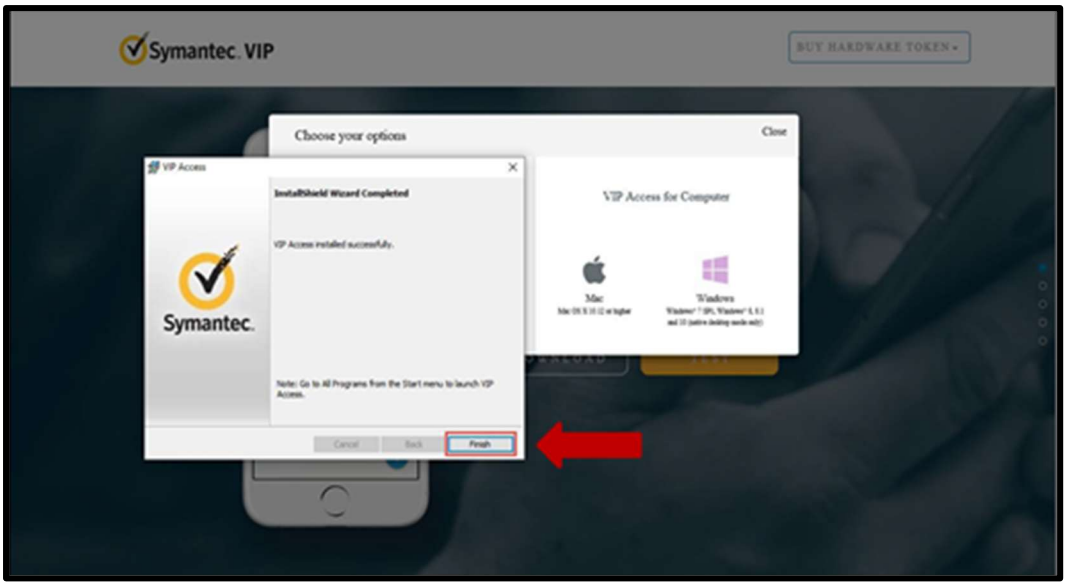
8. **On the location screen, select your install location and click, "Next."**



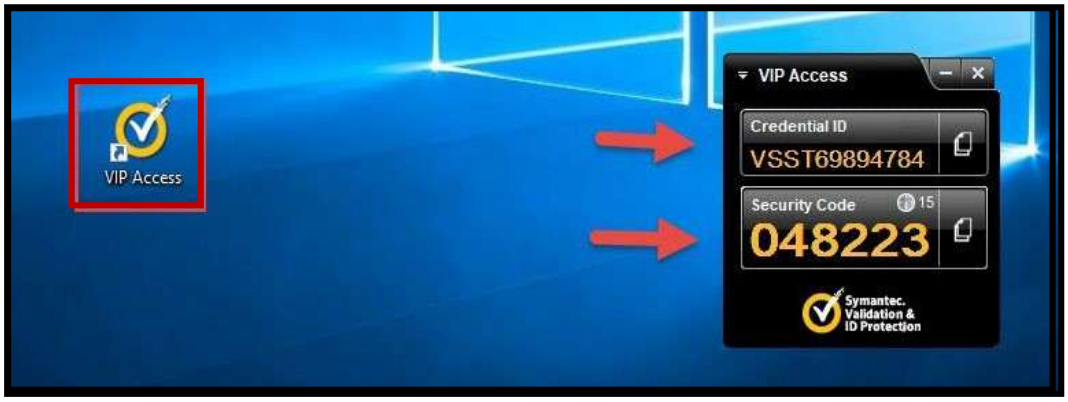
9. On the Ready to Install the Program screen, click, “Install.”



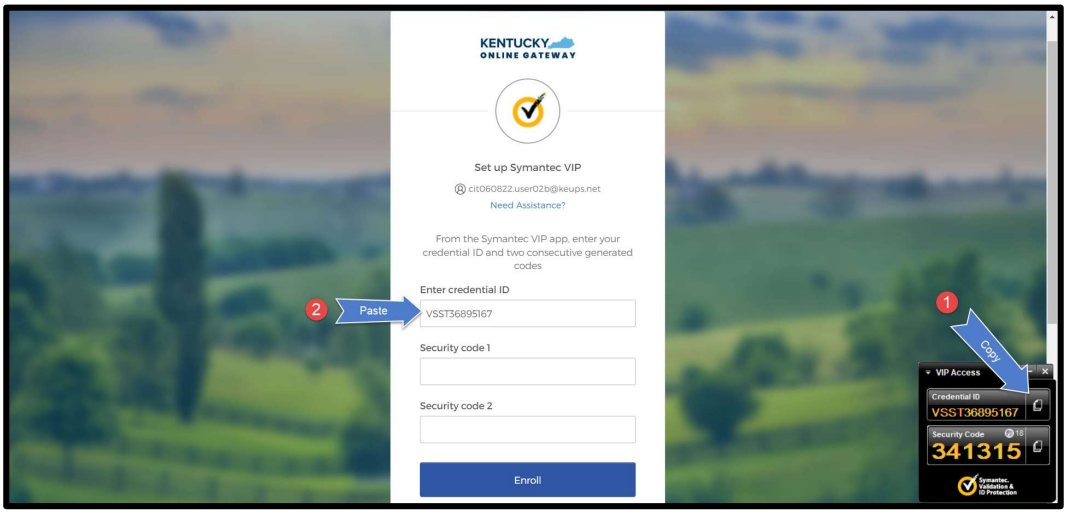
10. On the Install Shield Wizard Completed screen, click, “Finish.”



11. Upon successful download, you will see the VIP Access icon on your desktop. To open the token app, double click. You'll see a new code every 30 seconds.



12. Navigate back to the Symantec MFA in your browser.

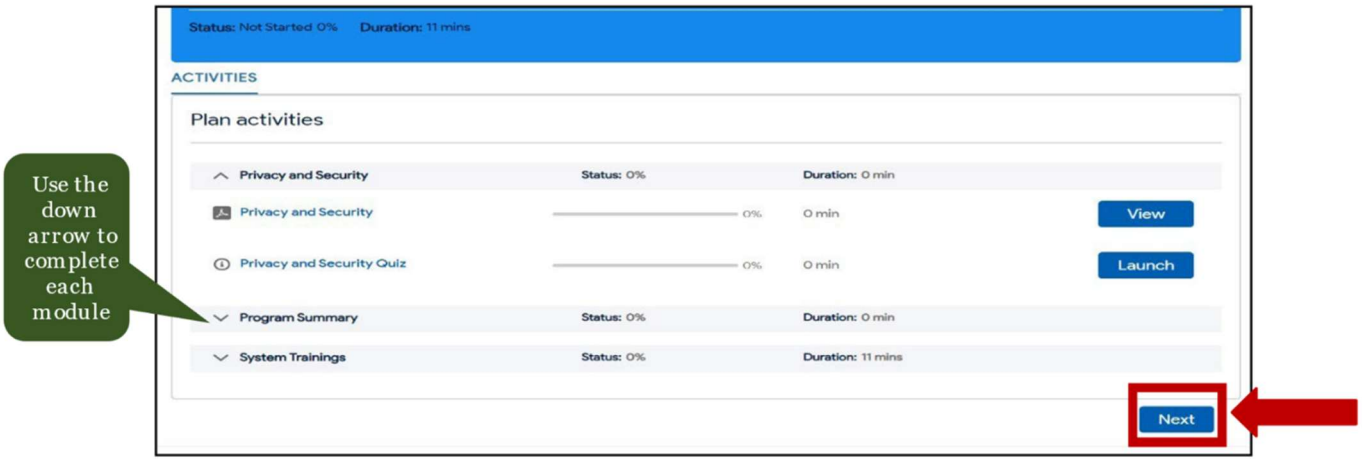


- Enter (or copy and paste) the Credential ID from the VIP access app on your computer.
- Enter (or copy and paste) the Security Code from the VIP access app on your computer into the Security code 1 box.
- Wait for a new code to generate after 30 seconds. and enter (or copy and paste) the new code into the security code 2 box. Click, "Enroll."

kynect resources Required Training and First-time User Login

The final step of the onboarding process is to complete the kynect resources required training and the first-time user login information.

1. **View the documents by clicking "View" and pass the 2 quizzes for Privacy and Security and Program Summary. These are launched by clicking "Launch." System Trainings are a series of videos. Click, "Next" when finished.**



2. **Complete the details on the First Time Login screen and click, "Save."**

Onboarding Step 4: kynect resources Required Training is Now Complete!

You are now successfully onboarded to kynect resources!

The starting point to launch the Resources Community Portal and login is KOG.CHFS.ky.gov