Quick Look at Claiming Your Site

Use this Quick Look Guide to learn how to Join as a Community Partner and Claim your organization’s site on kynect resources
Steps to Onboard

*kynect resources* provides organizations tools to manage referral activity.

To respond to referrals, access assessment and view residents' information, users must complete onboarding steps to access these tools.

**Step 1: Claim Site on kynect resources**

Reviewed and approved by local United Way chapters

**Step 2: KOG Account Set up**

A link inviting user to create a KOG account is sent upon approval of the site claim. Those with existing KOG account must also use this link to obtain the credentials to access kynect resources

**Step 3: Complete required training**

Complete brief system trainings

- Privacy and Security
- kynect programs Overview
- System Navigation

Complete First time log in
Step 1: Claim your site

Join as a Community Partner

Click the Join as a Community Partner link in the footer of kynect.ky.gov\resources
Welcome Community Partners


The Welcome page offers a six-minute video with step-by-step view of Claiming Your Site.

Click Get Started to find your Organization.
Search Organization


Enter the Organization name in the search field and click **Search**. Organizations can be searched by Name or by City.

**Please Note:** The Organization may be under a full name or abbreviated name. Example: Search CHFS if Cabinet for Health and Family Services is not found.
Click **Select** to Claim the Organization.

If the organization is not displayed, click **Load More** to display additional organizations.

If the organization is not found, click **I can’t find my organization**. This will prompt user to call 2-1-1 to request the organization be added.
Claim Site Request


Claim Site Request form must be completed by entering information into the required fields as indicated by a red asterisk *

Click Continue
Search Organization

If the organization is not listed. Dial 2-1-1

A United Way coordinator will gather the organization details and add the organization to kynect resources
Site already Claimed

If the organization has already been claimed, a grayed, inactive button is displayed in the search results. The person in the organization who claimed the site, may add staff. If the person who claimed the organization is unknown or no longer with the organization, please email kynectresources@ky.gov
Step 2: Onboarding Email

KOG Account

Upon approval of the Claim Site Request, **kynect resources** will send a Welcome email with next steps to complete Onboarding.

**Important Note:** Users with an existing Kentucky Online Gateway (KOG) account MUST use the link specified in the Welcome email message. This assigns the correct role in **kynect resources** and adds the kynect Staff Portal widget to the KOG homepage.

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Hello Pat Fernandez,

Welcome to **kynect resources**! You are now able to complete the remainder of the onboarding process.

Click [here](#) to start the Kentucky Online Gateway (KOG) registration for the first time. If you already have a KOG account, please log-in to that account [here](#).

*This is a time sensitive link, so please complete these steps within 24 hours of clicking the link.*

Please note that you will be asked to confirm your identity via individual specific questions generated by the system. This step ensures access security and is confidential. Verifying your identity is a required step to complete your onboarding to **kynect resources**. The information is secure and not used for any other purposes.
Step 3: Required kynect resources Training

Upon log in, three required training modules will be displayed. Click **Launch** to begin each training.

Upon completion of the Privacy and Security, Program Summary, and System Trainings, click **Next** to complete this step.
Onboarding is complete. The kynect Staff Portal is now a tile on the KOG homepage.

Click Launch to access kynect resources.
Adding Staff

One of the first steps organizations take after completing onboarding is to add other team members. From the log in screen, select the Staff link in My Workspace. Click Add User to add staff members.

Note: To manage added staff members, use the View drop down to open staff record. Here Admin users may change status to inactive for staff that is no longer employed or no longer require access to kynect resources.
Adding Staff

Enter the staff member’s information into the Team Members Details screen. Assign the Team Member either Admin or Staff Permissions and click Save. The added staff member will receive the onboarding email from kynect resources to complete their onboarding steps.

Admin Permission allows user to edit Organization details, add other staff, and add or remove resources.
Thank you

For additional support, please use the Help section in kynect resources or email kynectresources@ky.gov