The Commonwealth of Kentucky

kynect
benefits

Quick Reference Guide
Kentucky Online Gateway (KOG) Account
This Quick Reference Guide is designed to help users complete the steps required to create and manage their Kentucky Online Gateway account.

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**Please Note:** Residents who still need help after referencing this Quick Reference Guide can call *(855) 459-6328* for additional assistance.
Kentucky Online Gateway (KOG) Account Overview

The Kentucky Online Gateway is a common portal used to access a variety of Commonwealth of Kentucky programs. Consider creating a KOG account if the answer is “Yes” to any of the following questions:

- Are you a citizen or resident applying for or receiving benefits?
  - ✓ Health Coverage Assistance - Medicaid/Kentucky Children’s Health Insurance Program (KCHIP)
  - ✓ Premium Assistance - Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program
  - ✓ Qualified Health Plan – Qualified Health Plan (QHP) with or without Advance Premium Tax Credit (APTC) or other financial assistance
  - ✓ Food Assistance - Supplemental Nutrition Assistance Program (SNAP)
  - ✓ Financial Assistance - Kentucky Transitional Assistance Program (KTAP)
  - ✓ Child Care Assistance - Child Care Assistance Program (CCAP)

- Are you doing business in or with the Commonwealth of Kentucky?

- Are you seeking government services from the Commonwealth?

How does the KOG Account Work?

KOG is designed to keep data safe and to let individuals easily connect to the business applications that are frequently used.

Creating a KOG Account is easy and requires a minimal amount of information. The information provided is stored securely in a centralized location until it is needed by an application that Residents are wanting to access.
Do I need a KOG Account to Access kynect benefits?
Residents and other kynect benefits users must create a KOG account to apply for benefits in kynect benefits.

KOG accounts are not just for Residents. Authorized Representatives, kynectors, Cabinet for Health & Family Services (CHFS) Staff, community partners and organizations must have a registered KOG account to become associated to Resident cases in kynect benefits.

Go to Page 17 of this document to see a list of some of the Cabinet for Health and Family Services (CHFS) applications within the Kentucky Online Gateway.

Who do I Contact for Help with the KOG Account?
Users should visit the kynect benefits Help and FAQ’s page or email the KOG Helpdesk at KOGHelpdesk@ky.gov for assistance.
Creating a KOG Account

Residents, kynectors, Agents, and other kynect benefits users must create a Kentucky Online Gateway (KOG) account to apply for benefits. Follow the steps below to create a KOG account.

**Please Note:** Users must use a valid email to create a KOG account. Kynectors and Agents use their work email to log into their work account. A different email must be used for their citizen account.

Steps to Create a KOG Account

1. Using Google Chrome, navigate to the kynect benefits home page and click “Sign Up” to create a KOG Account.

**Please Note:** Do not create duplicate accounts. Residents should click “Sign In” in the top left and enter their email address and password if they already have a KOG account. Residents whose email has changed or do not remember their password should contact the KOG Helpdesk.
2. Select the type of account Residents would like to sign up for. The account options include:

- “Create an account to apply and manage benefits for yourself and your household.”
- “Create an account to apply and manage benefits on behalf of someone else as an Authorized Representative.”
  - Residents should not select this option if they are applying for themselves.
- “Create an account as an insurance agent to help citizens choose the best health insurance plan for their families. Use your official email address to Sign-up as an agent.”
  - Residents should not select this option if they are applying for themselves or their family.

3. Click “Sign Up.”
4. Click “Create Account” to be taken to the sign-up screen.

Please Note: All required fields are marked with the red asterisk.

5. Enter a name into the First Name, Middle Name, and Last Name.

6. Enter a valid email address into the Email Address field and the Verify Email Address field to verify the email address.

7. Enter a password into the Password field.

Please Note: Password must be at least 8 characters in length and contain at least one number, one lowercase letter, and one uppercase letter.

8. Enter the previously created password in the Verify Password field to verify the password.
9. Enter the mobile phone number into the Mobile Phone Number field.

10. Enter a street address into the Street Address 1 field.

11. Enter a street address into the Street Address 2 field.

12. Enter a City and a Zip Code.

13. Select a Preferred Language.


15. Below the previously selected security question, enter the response for the security question in the Answer field.

16. Select a question from the second Security Question drop-down box.

17. Below the previously selected security question, enter the response for the security question in the Answer field.

18. Select “Sign Up.”
19. A confirmation notification displays, and an email notification is sent to the email provided.

Please Note: Once the automated activation email has been received, select the activation link in the email. The activation link must be selected within four (4) hours to complete the verification process or the account request is deleted, and the registration process must be completed again.
20. If a mobile number was provided, the individual is prompted to register that number. Click “Skip and Continue” to navigate to the sign in page.

**Please Note:** Providing a mobile number allows Residents to easily retrieve their email and password.

- To register the mobile number, select “Send Passcode” next to the prepopulated phone number.
- The individual receives a text message on the mobile device containing an 8-digit code.
- Enter the code received in the Enter Passcode field.
- Select “Validate & Verify.”
- The individual receives a notification that the mobile device has been successfully validated and the account has been created.
21. Select “Continue to Logon” located in the bottom right corner of the screen.

22. Enter credentials and select “Sign In.”

23. Confirm that the First Name, Middle Name, and Last Name are correct.

24. Select Gender.

25. Enter Birthday Date.

26. Enter any remaining details that are available.

27. Click “Next.”
28. Read the terms and agreements. Click “Yes, I Accept” to log into kynect benefits.

Please Note: KOG registration is now complete!
After creating a KOG account, a user may reset their password if necessary. Users can reset their password via the computer or a mobile device.

**Steps to Resetting Password**

Follow the steps below to reset a KOG account password.

1. Navigate to the KOG home page using Google Chrome.
2. Select “Sign In.”
3. Select “Forgot/Reset Password?.”
4. The Reset Password screen appears. Select “Reset Password via Email Address” or “Reset Password via Mobile.”
Steps to Resetting Password via Mobile
1. Enter Email Address.
2. Enter a Mobile Number.
3. Select “Submit.”

Residents would need to have registered their Mobile Number with KOG to reset their password via mobile device.

4. A text is sent to the mobile phone number that was entered in the Mobile Number field on the Reset Password screen. Follow the directions in the text message to reset the password.

Steps to Resetting Password via Email Address
1. Enter Email Address associated with the account.
2. Select “Submit.”
3. After clicking Submit, an email titled PASSWORD RESET is sent. This email contains a link that users should click to continue the process of resetting the password.

4. Select the link in the email.

5. Enter the answers to the two security questions on the Reset Password screen.

6. The password has been successfully changed! Click Sign in to log in to the account.
Changing KOG Email Address

The steps a user takes to change their KOG Email depends on if the user remembers and has access to their email account.

Steps to Changing a Forgotten or Lost KOG Email Address
If a user has forgotten their email address or no longer has access to their email address, they should follow the steps below:

1. Users should email the KOG Helpdesk at: KOGHelpdesk@ky.gov

2. Alternatively, users can call the KOG Help Desk at: 502-564-0104 Ext. 2
Steps to Changing a Known KOG Email Address

If a user knows their email address and can access it, they should follow the steps below:

1. Log in to the KOG Account.
2. Click on the name in the top right of the KOG Dashboard.
3. Click on the “My Info” tab.
4. Locate the “Email Address” fields from the User Profile box.
5. Update the Email Address to the new Email Address.
6. Verify the new Email Address in the Verify Email Address field.
7. Click “Save” at the bottom of the screen.