

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 necessary steps to create and manage their Kentucky Online Gateway account

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Kentucky Online Gateway (KOG) Account Overview

The Kentucky Online Gateway is the Commonwealth of Kentucky's Enterprise Identity and Access Management (IAM) and web Single Sign-On (SSO) Platform. Consider creating a KOG account if the answer is "Yes" to any of the following questions:

- Are you doing business in or with the Commonwealth of Kentucky?
- Are you a citizen or resident applying for or receiving benefits?
 - ✓ Food Assistance - Supplemental Nutrition Assistance Program (SNAP)
 - ✓ Financial Assistance - Kentucky Transitional Assistance Program (KTAP)
 - ✓ Healthcare Coverage Assistance - Medicaid/Kentucky Children's Health Insurance Program (KCHIP)
 - ✓ Premium Assistance - Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program
 - ✓ Child Care Assistance - Child Care Assistance Program (CCAP)
- 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, kynectors, 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, community partners and organizations must have a registered KOG account to become associated to Resident cases in kynect benefits.



Go to **Page 15** 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

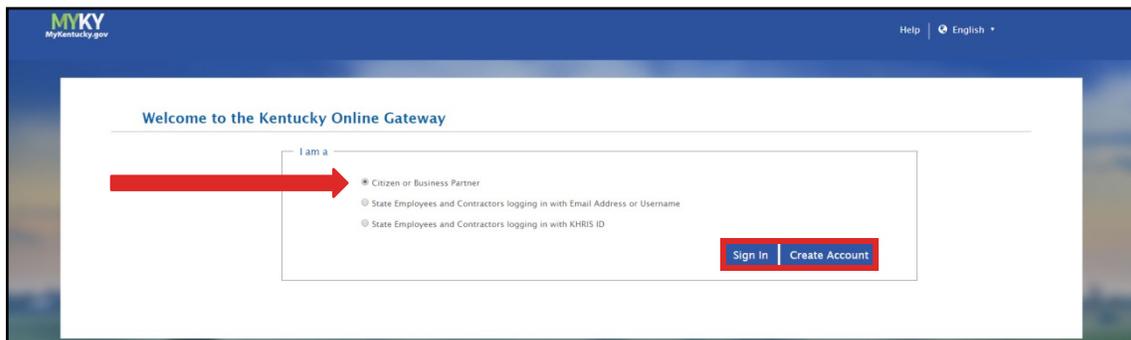
Residents, kynectors, and other kynect benefits users must create a Kentucky Online Gateway (KOG) account to apply for benefits. Follow the steps below to create a KOG account.



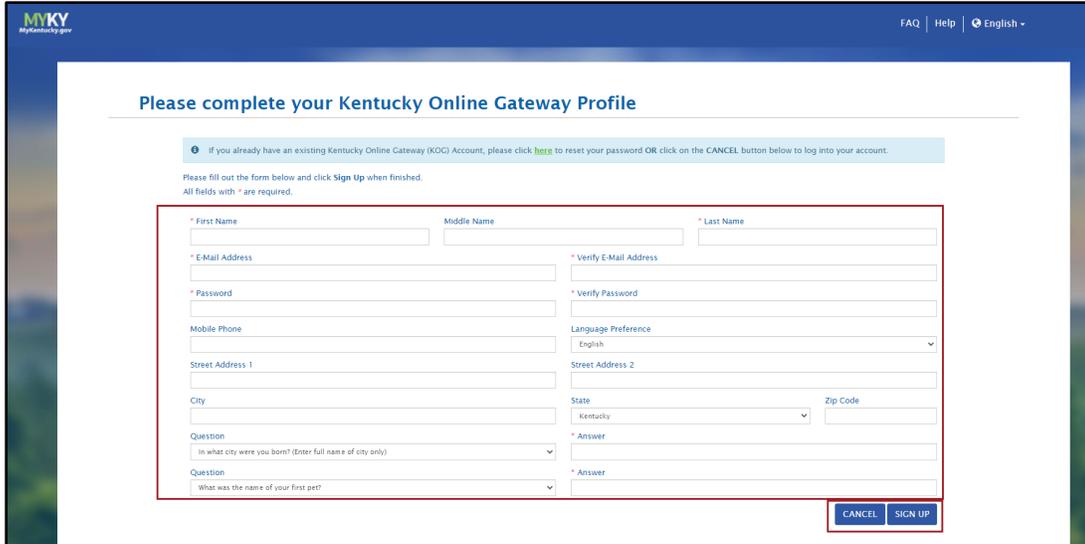
Please Note: Users must use a valid email to create a KOG account. kynectors will use their work email to log into their work account. A different email must be used for their citizen account.

Steps to Create a KOG Account

1. Navigate to the KOG home page using Google Chrome.
2. Select "Citizen or Business Partner".
3. Click "Create Account" located at the bottom of the screen.



Please Note: Do not create duplicate accounts. If the individual already has an existing account, click "Sign In" and use their existing KOG username and password.



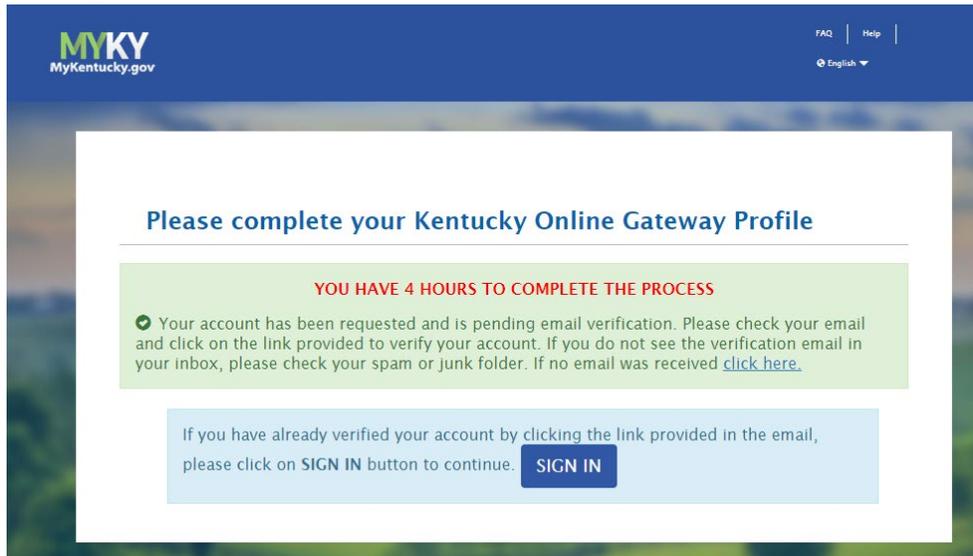
4. Enter a name into the First Name field.
5. Enter a name into the Last Name field.
6. Enter the mobile phone number into the Mobile Phone Number field.
7. Enter a password into the Password field.



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 a valid email address into the Email Address field.
10. Enter the previously selected email address in the Verify Email Address field to verify the email address.
11. Enter a street address into the Street Address 1 field.
12. Enter a street address into the Street Address 2 field.
13. Enter a City and a Zip Code.
14. Select a Preferred Language.
15. Select a question from the Security Question drop-down box.
16. Below the previously selected security question, enter the response for the security question in the Answer field.
17. Select a question from the second Security Question drop-down box.

18. Below the previously selected security question, enter the response for the security question in the Answer field.
19. Select “Sign Up”.
20. 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.

21. 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.

MYKY
MyKentucky.gov

UAT

FAQ | Help

English

Validate New Account

i Providing your mobile number will allow for easy retrieval of email and password. It will also allow participating applications to send critical communications about your account.

Register Your Mobile Number

Enter Mobile Phone

Send Passcode

Skip and Continue

Disclaimer :

- Standard Text Messaging and Data rates may apply. If you do not have an active plan with your cellular service provider, please click **Skip and Continue**.
- The Kentucky Online Gateway will never provide your information to outside entities or sell it to marketing organizations.

- 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.

22. Select “Continue to Logon” located in the bottom right corner of the screen.

MYKY
MyKentucky.gov

Help | English

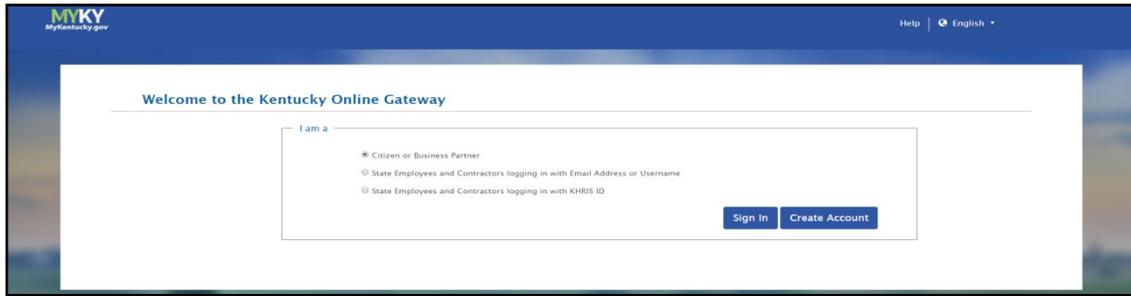
Validate New Account

i Your mobile number has been successfully verified!

i Your account has been successfully created.

Continue to Logon

23. Click "Sign In".



24. Enter credentials and select "Log In".



Please Note: KOG registration is now complete!

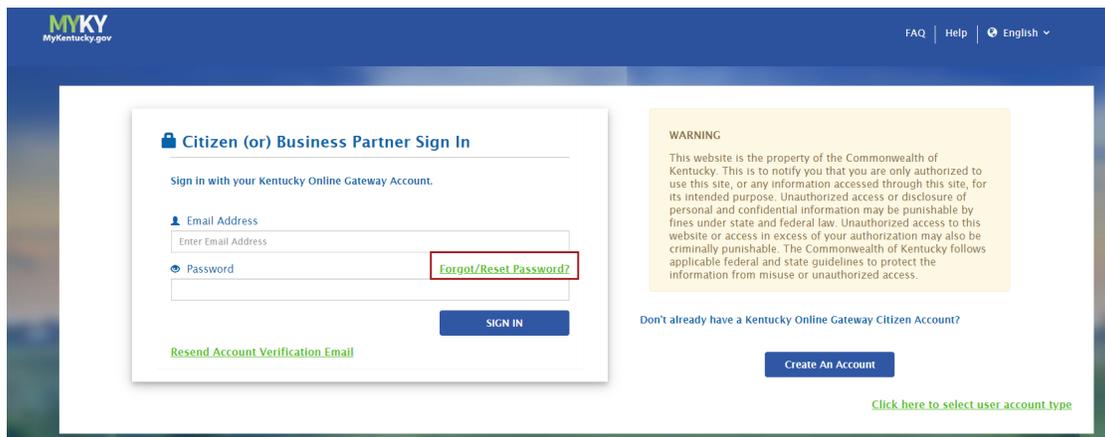
Resetting Password

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.

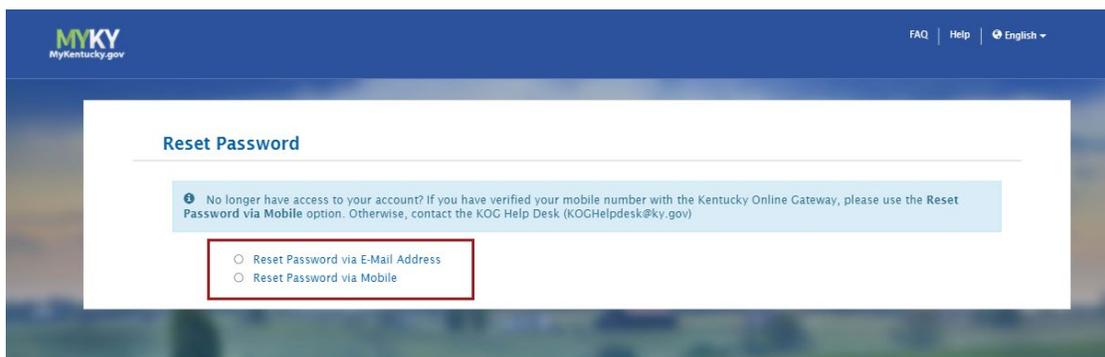
Steps to Resetting Password

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?”.

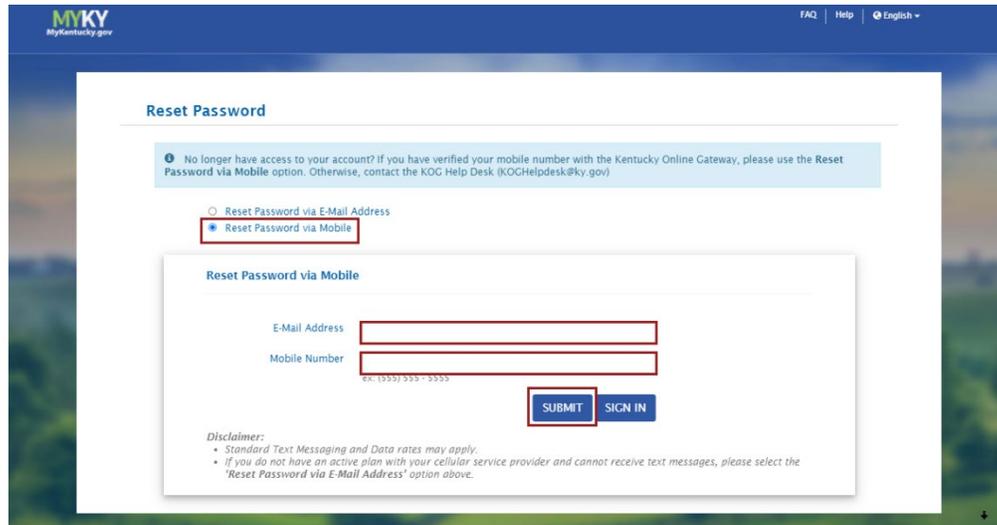


4. The Reset Password screen appears. Select “Reset Password via Email Address” or “Reset Password via Mobile”.



Steps to Resetting Password via Mobile

1. Enter Email Address.
2. Enter a Mobile Number.
3. Select "Submit".

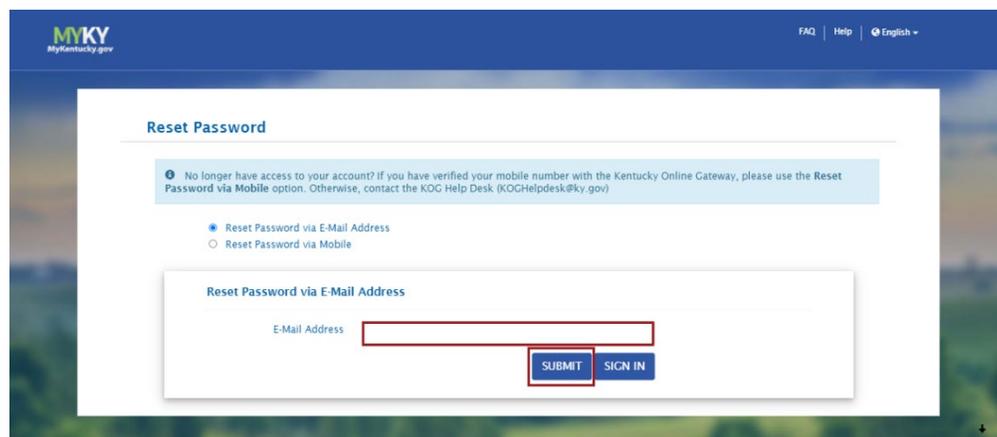


The screenshot shows the 'Reset Password' page on the MYKY website. At the top, there is a navigation bar with 'MYKY MyKentucky.gov', 'FAQ', 'Help', and 'English'. The main heading is 'Reset Password'. Below this, a blue box contains the text: 'No longer have access to your account? If you have verified your mobile number with the Kentucky Online Gateway, please use the Reset Password via Mobile option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)'. There are two radio button options: 'Reset Password via E-Mail Address' and 'Reset Password via Mobile'. The 'Reset Password via Mobile' option is selected and highlighted with a red box. Below this, the 'Reset Password via Mobile' form is shown, featuring an 'E-Mail Address' field and a 'Mobile Number' field (with an example 'ex. (555) 555-5555'). A 'SUBMIT' button and a 'SIGN IN' button are located at the bottom right of the form. A disclaimer at the bottom states: 'Disclaimer: • Standard Text Messaging and Data rates may apply. • If you do not have an active plan with your cellular service provider and cannot receive text messages, please select the "Reset Password via E-Mail Address" option above.'

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 to reset the password.

Steps to Resetting Password via Email Address

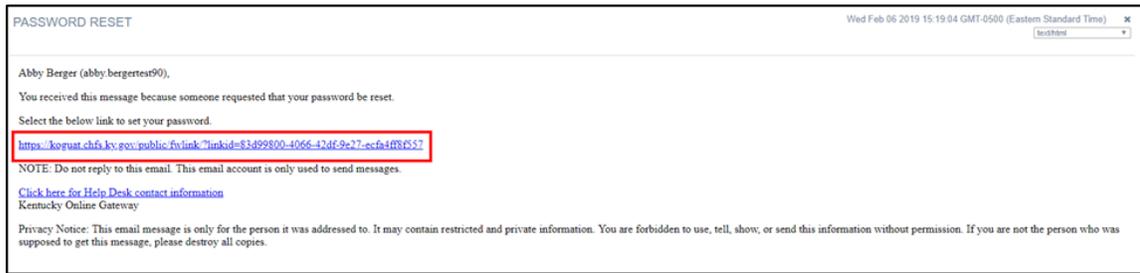
1. Enter Email Address associated to the account.
2. Select "Submit".



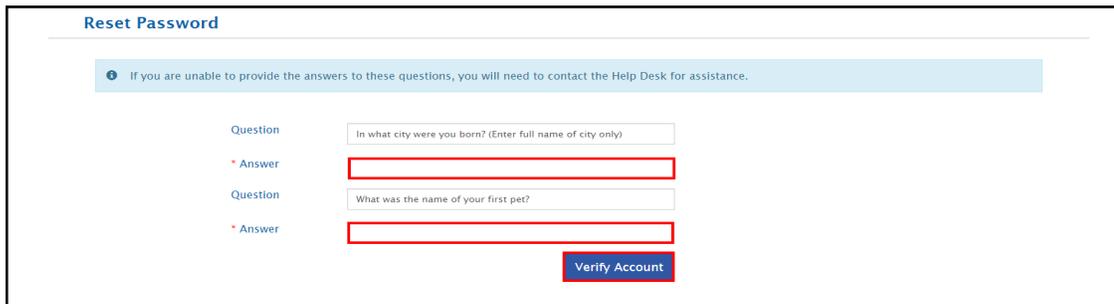
The screenshot shows the 'Reset Password' page on the MYKY website. At the top, there is a navigation bar with 'MYKY MyKentucky.gov', 'FAQ', 'Help', and 'English'. The main heading is 'Reset Password'. Below this, a blue box contains the text: 'No longer have access to your account? If you have verified your mobile number with the Kentucky Online Gateway, please use the Reset Password via Mobile option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)'. There are two radio button options: 'Reset Password via E-Mail Address' and 'Reset Password via Mobile'. The 'Reset Password via E-Mail Address' option is selected and highlighted with a red box. Below this, the 'Reset Password via E-Mail Address' form is shown, featuring an 'E-Mail Address' field. A 'SUBMIT' button and a 'SIGN IN' button are located at the bottom right of the form.

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.

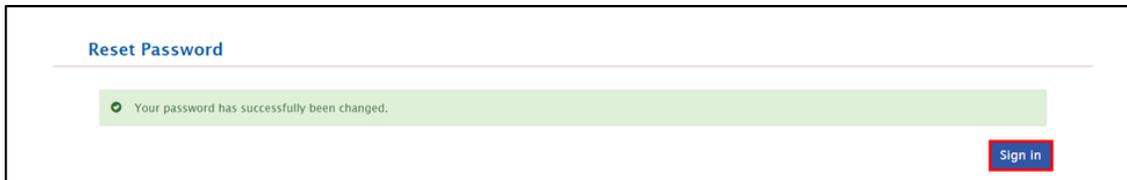
4. Select the link in the email.



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.



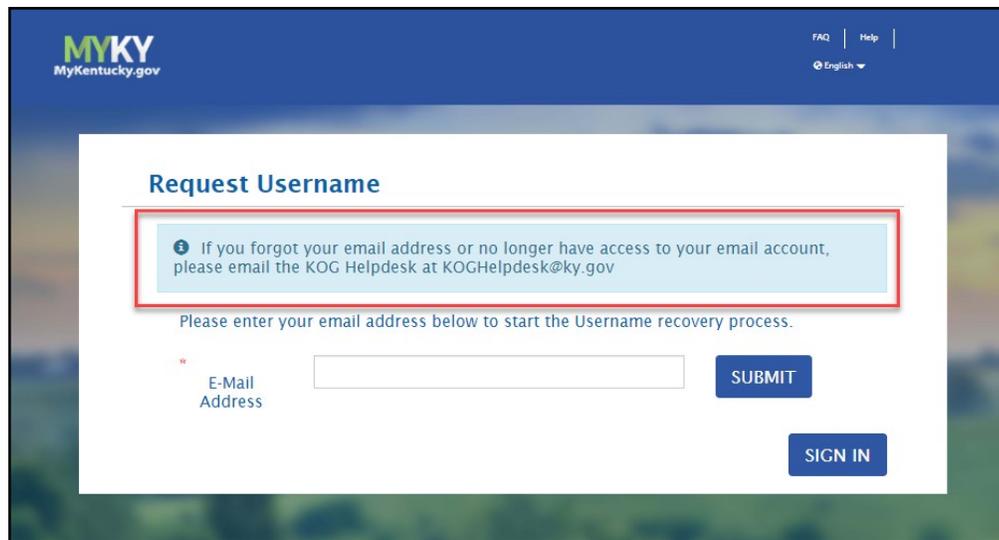
Changing KOG Email Address

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

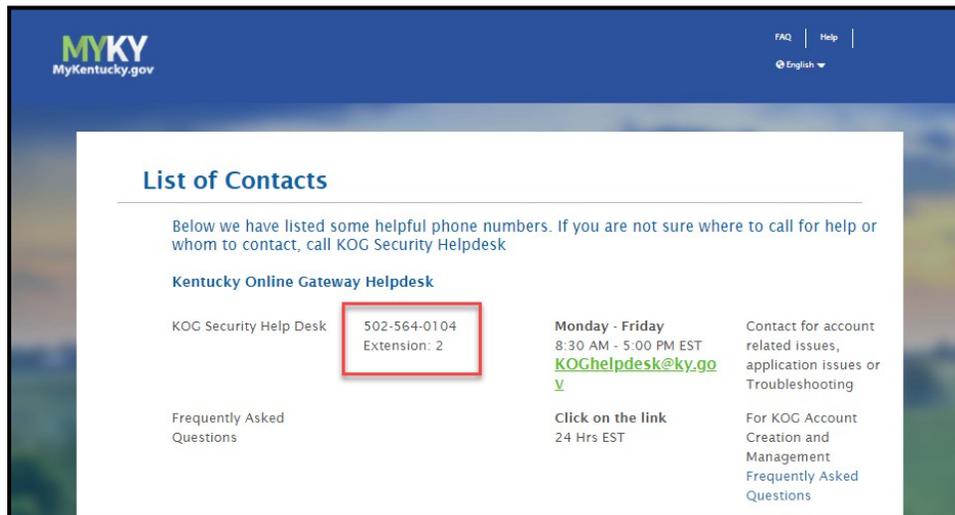
Steps to Changing a Forgotten or Lost KOG Email Address

If a user has forgotten their email address or no longer have access to their email address, they should follow the steps below:

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



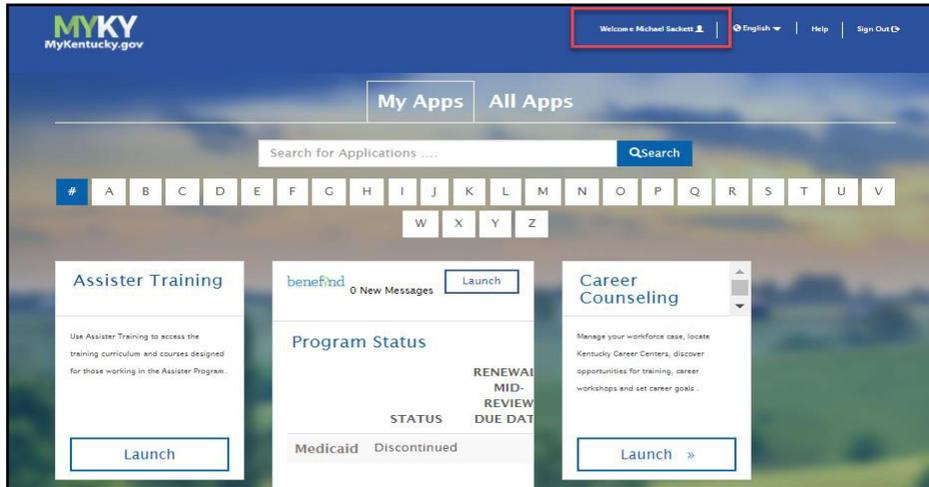
2. Alternatively, users can call the KOG Help Desk at: 502-564-0104 Ext. 2



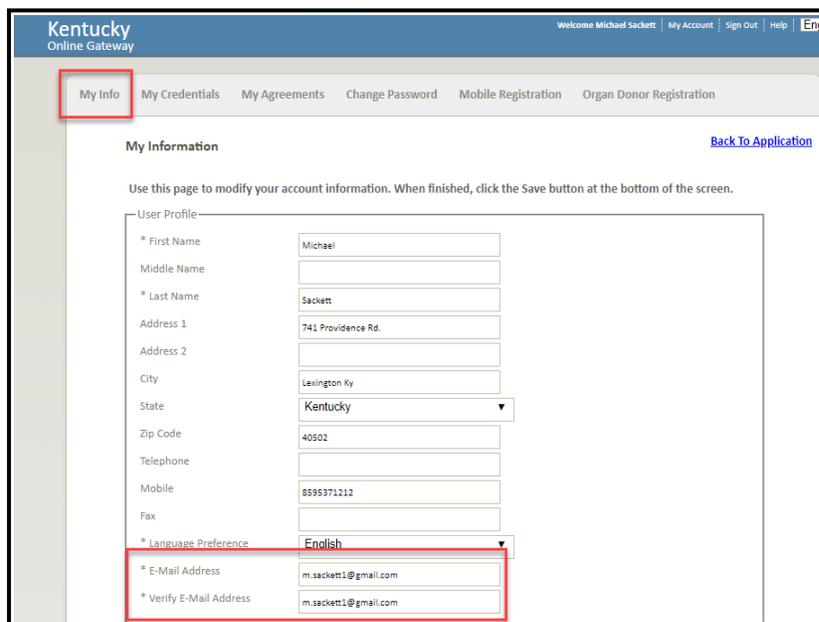
Steps to Changing a Known KOG Email Address

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.



Kentucky Online Gateway

Welcome Michael Sackett | My Account | Sign Out | Help | Eng

My Info | My Credentials | My Agreements | Change Password | Mobile Registration | Organ Donor Registration

[Back To Application](#)

My Information

Use this page to modify your account information. When finished, click the Save button at the bottom of the screen.

User Profile

* First Name	Michael
Middle Name	
* Last Name	Sackett
Address 1	741 Providence Rd.
Address 2	
City	Lexington Ky
State	Kentucky
Zip Code	40502
Telephone	
Mobile	6595371212
Fax	
* Language Preference	English
* E-Mail Address	m.sackett1@gmail.com
* Verify E-Mail Address	m.sackett1@gmail.com

7. Click “Save” at the bottom of the screen.



Kentucky Online Gateway Applications

The table below shows a list of **some** of the Cabinet for Health and Family Services (CHFS) applications found within the Kentucky Online Gateway.

List of CHFS Application Configured in Kentucky Online Gateway (KOG)		
Abortion Prescription Portal	Abortion_Reporting_Portal	Account Management
Audiology Portal	AuthRequest	Business Connect
CAN_Payment_and_Verification	CareerCounseling	CCAP KHBE Self Service Portal
CCAP KHBE Worker Portal	CHFS BI MSMB TEST	CHFS BI Partner Portal
CHFS BI Partner Portal Test	CHFS BO (POC)	CHFS CHFSITES
CHFS KDNCD Contact Access	CHFS KDNCD Resource	CHFS KY MILK
CHFS OHPS Hospital Survey Admin	CHFS Public SharePoint Sites	CHFS SP DCBS Work Support Strategy
CHFS_BI	CHFS_BI_HSSMB	CHFS_BI_HSSMB_EXT
CHFS_BI_KICCS	CHFS_BI_MSMB	CHFS_BI_TWIST
CHFS_BI_TWIST_EXT	CHFS_DCBS_EMP_RECORD	CHFS_Federal_BI
CHFS_KHIE_ADR	CHFS_MMIS_Interchange	Child Support ECF
Child Support Enforcement Modernization Program	CLPPPNet	Contact_Tracing_Tracking
Content Management KY FACES Website	CONV Kentucky Level Of Care System (KLOCS)	CONV KHBE Issuer Portal
CONV KHBE Self Service Portal	CONV KHBE Worker Portal	Critical Incident Response System (CIRS)
CSA	CSE Arrearage Audit	CSE BI
CSE CoBrowsing	CSE eForms	CSE External Search
CSE Federal States Service Portal	CSE ISEP	CSE Monthly Invoicing Portal
CSE New Hire	CSE Paternity	CSE Policy and Procedures
CSE URG Calculator	CSE Workspace	CSOD
CSOD (STAG)	CSWS	CTS
CTT_PureCloud	DAPS IDMS	DCBS External Agency Search
Death Index (677 report)	DEVOPS_EXT	directproviderregistration
DMS SharePoint MMIS RFP	DMSUtility	DPH-KVP Document Tracking
EDI Portal	EDRS	EEGeForms
EHRIncentives	Eligibility Advisor	EPO_DVO
ERS_OBSOLETE	FAD	FARS Test App



List of CHFS Application Configured in Kentucky Online Gateway (KOG)

FRYSC	GenTrack	HAL
HANDS	HBC	Help Desk
IDProof	IPC_ExploreData	iTwist
KAAAP ECF	KAAAP ECF DMS	KAAAP_OnLine_Manuals
KADAP	KAMES	KAMES KIMPRAC
KAMES Test Environments	KARES	KASES
KASES_Business_Intelligence	KASPER	KASPER Prescription Upload Program
KBSR	KCD	KDLS
Kentucky Food Inspection	Kentucky Interactive	Kentucky Level Of Care System (KLOCS)
Kentucky Medicaid Client Portal	KEUPS Home	KHBE BI (TEST)
KHBE Financial Management	KHBE Issuer Portal	KHBE Plan Management
KHBE Self Service Portal	KHBE Shop Worker Portal	KHBE Worker Portal
KHIE Coordinating Council and Committees	KHIE_ePartnerViewer	KHIE_Interim_Portal
KHIE_PartnerTesting	KHIE_PartnerTesting_UAT	KHIE_PORTAL_CONV
KHIE_PORTAL_UAT	KHIE_ProviderPortal_PMT	KHIE_ProviderPortal_TEST
KHIE_ProviderPortal_UAT	KHIE_Pulse	KHIE_WorkerPortal_PMT
KHIE_WorkerPortal_TEST	KHIE_WorkerPortal_UAT	KHRIS
KICCS	KICCSCONV	KICCSK2Utility
KICCSK2UtilityConversion	KICCSProv	KICCSPROVCONV
KOG MyKentucky	KOG Reports	KOG Test Application
KOGWebAPIApplication	KPC	KVETS_BIRTH_INDEX
KY Careers	KY CRP	KY FACES
KY Health Information Exchange	KY ICPC	Ky Medicaid Member Portal
KY_CHILD	KY_TWIST_Payments	KyBOS_Citizen
KYETS_Internal	KYETS_REPORTS	KYIMS
KYNET	KYRHB	KYTC
LHDCOS	MFAUnlock	Mulesoft
MyHelpDesk	National Electronic Disease Surveillance System	Network App
NewbornScreeningReports	NYTD	OATS BI (Test)
OATS Infrastructure	OrgManagement	OTIS Web
PACRocketDocket	PartnerPortal	PartnerPortalOrgUtility
PCCTracking	Personnel	PILOT Kentucky Level Of Care System (KLOCS)
PILOT KHBE Issuer Portal	PILOT KHBE Self Service Portal	PILOT KHBE Shop Worker Portal
PILOT KHBE Worker Portal	RDS	Resources Staff Portal
RMS	RSA Archer	SMSManagement



List of CHFS Application Configured in Kentucky Online Gateway (KOG)

SOLQ	Staff Connect	STAG Kentucky Level Of Care System (KLOCS)
STAG KHBE Issuer Portal	STAG KHBE Self Service Portal	STAG KHBE Shop Worker Portal
STAG KHBE Worker Portal	STAG_Contact_Tracing_Tracking	X - Call Services
XDRO	Xerox Contact Center	Xerox ININ