The Commonwealth of Kentucky

kynect resources
Together for a better Kentucky

kynect resources
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 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 or searching by city.

![Image of organization search interface]

**Please Note:** You can also complete a blank search. Without typing anything in the search box, click, “Search”, this will display every organization in alphabetical order.

6. Once you find your organization, click, “Select.”

![Image of organization search results]

**Please Note:** If you cannot find your organization or if your organization has already been claimed, please contact 2-1-1 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. Each user must have a unique email address to complete the verification process. To complete the second step of the onboarding process, follow the steps below.

1. As stated above, you will receive a second email with the KOG registration link. Copy and paste the link in a new Google Chrome tab for best results.

2. Fill in the requested information for all *required fields* and click, “Sign-up.”
3. A confirmation screen appears, and a third email is sent to verify your identity through KOG. You have **four hours** to complete this process.

![KOG Confirmation Screen]

**Please Note:** The KOG link expires after **7 days** if you do not click on it. If you click the link, the KOG link expires in **24 hours**. If the link expires, you will have to request a new link to continue the process.

4. Once you receive the third email with the account verification, copy and paste the link into a Google Chrome tab.

![Email Example]

**Please Note:** The third email contains a link that expires within **four hours**. Please check your **spam or junk folders** if you do not receive the email within a few minutes.
5. You will be brought to a screen asking if you would like to register your mobile phone, you may do so now, or click, “Skip and Continue.”

![Validate New Account](image1)


![Validate New Account](image2)

**Please Note:** You will be taken to a screen to verify your identity through Experian. You will be asked personal questions so the system can verify your identity and account.
7. Once you have successfully verified your account and identity, you will be taken to the sign-in screen. Enter the credentials which were created and click, “Sign-in.”

8. Upon successful completion of KOG, you will see the kynect resources app labeled, “Resources Community Portal”, click, “Launch.”

Onboarding Step 2: KOG Registration is Now Complete!
Symantec VIP Access Multi-Factor Authentication Download

In order to maintain the highest level of security, the third step of the kynect resources onboarding requires a multi-factor authentication credential identification and security code to verify your account. This ID and code will be used each time you login to kynect resources.

1. After clicking, “Launch” on the Community Resources Portal, the system redirects you to the MFA screen below where you will download, install, and register a security token. Click, “Get Desktop Token.”

2. You will be taken to a screen to begin downloading the VIP token, click, “Download.”
3. 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”

   ![Symantec VIP Token download interface]

   **Please Note:** If you would prefer to download the VIP app to your phone, go to your app store and search, “Symantec.” Choose the app with a yellow circle and a black check mark icon called, “VIP Access for iPhone or Android.” Follow the instructions on the app to finish the download.

4. Click, “Run” to begin the install process of the VIP Token.
5. A Welcome to the VIP Access Setup Wizard box will appear, click, “Next.”

6. On the License Agreement Screen, click, “I accept the terms in the license agreement” and click, “Next.”
7. On the location screen, select your install location and click, “Next.”

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

10. Upon successful download, you will see the VIP Access icon on your desktop. To open the token app, double click.

Please Note: The credential ID will remain the same each time. The security code changes every 30 seconds- be mindful of this when copying the code.
11. Navigate back to the MFA screen in your browser. Type in a Token Nickname (John’s Laptop, Mary’s iPhone, etc.). Enter (or copy and paste) the Credential ID from the VIP access app on your computer (or phone). Enter (or copy and paste) the Security Code from the VIP access app on your computer (or phone). Click, “Continue.”

Onboarding Step 3: VIP Access MFA Download is Now Complete!
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. Watch the three training videos and pass the three quizzes for Privacy and Security, Program Summary, and System Trainings. 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!