

# KENTUCKY ONLINE GATEWAY MFA MANAGEMENT UPDATE

CHFS has undertaken the task of modernizing the Kentucky Online Gateway (KOG), Identity and Access Management system to a new CHFS Digital Identity Platform that enhances user experience, improves performance and reliability, and strengthens security and privacy features.

## **KOG is removing OKTA Verify as an option for Multi-Factor Authentication (MFA) and instead implementing ForgeRock by PING Identity.**

Users have the option to continue using Symantec VIP but those with OKTA Verify currently registered will have to change to ForgeRock or Symantec VIP. A phone number can also be registered as an additional security option.

Effective **January 19th, 2025**, you will no longer see OKTA Verify as an option when logging into KOG to access the Kentucky Medicaid Partner Portal Application. Instead, you can select the ForgeRock, Symantec VIP and phone options.

- ForgeRock is a mobile device only authenticator that allows push notifications and security codes to be sent to your phone or accessed in the app.
- You will need to download the ForgeRock authenticator app from the Google Play or Apple Store.
- Once the app is installed click the + icon.
- A KOG Log In User Guide is available on the [KOG Help Page](#).

### **Ready to Register?**

Check out the quick steps below to get it done!  
Call our Technical Support Staff for further assistance.

877-838-5085 Extension 1 then Option 1

# FORGEROCK AUTHENTICATOR QUICK STEPS

- 1 Log in to your KOG (Kentucky Online Gateway) account.

The screenshot shows the 'Sign in with your Kentucky Online Gateway (KOG) Account' page. It features the Kentucky Online Gateway logo at the top. Below the logo, the text reads 'Sign in with your Kentucky Online Gateway (KOG) Account'. There is an 'Email Address' input field, followed by a blue 'Next' button. At the bottom, there are links for 'Create New Account', 'Resend Account Verification Email', and a language selector set to 'English'. A 'Help' link is also present.

The screenshot shows the 'Verify with your password' page. It features the Kentucky Online Gateway logo at the top. Below the logo, there is a circular icon with a lock and four asterisks. The text reads 'Verify with your password'. There is a 'Password' input field with an eye icon, followed by a blue 'Verify' button. At the bottom, there are links for 'Forgot password?', 'Back to sign in', and a language selector set to 'English'. A 'Help' link is also present.

- 2 Next, you will be directed to the 'Set Up Security Methods' screen. Choose from the option to receive push notifications or to use security codes provided by the app. Then click '**Set Up**'.

The screenshot shows the 'Set up security methods' screen. It features the Kentucky Online Gateway logo at the top. Below the logo, the text reads 'Set up security methods' and 'Need Assistance?'. A paragraph explains that security methods help protect the account. Below this, there is a placeholder email address '@gmail.com'. A 'Security Methods' dropdown menu is set to 'Register ForgeRock Push Notification'. A blue 'Set Up' button is prominently displayed. At the bottom, there are links for 'Back to sign in' and 'Help'.

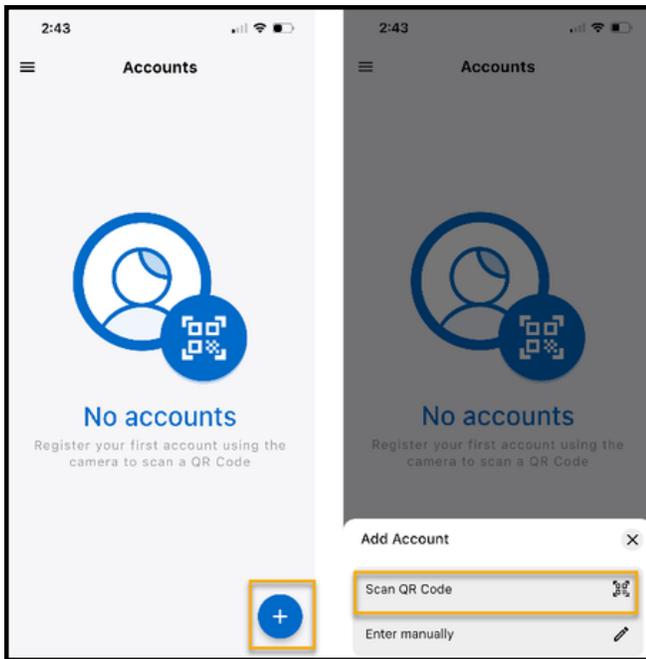
The screenshot shows the 'Set up security methods' screen. It features the Kentucky Online Gateway logo at the top. Below the logo, the text reads 'Set up security methods' and 'Need Assistance?'. A paragraph explains that security methods help protect the account. Below this, there is a placeholder email address '@gmail.com'. A 'Security Methods' dropdown menu is set to 'Register ForgeRock Authenticator app'. A blue 'Set Up' button is prominently displayed. At the bottom, there are links for 'Back to sign in' and 'Help'.

**Please Note:** You can set up both push notifications and security codes but both will need to be registered separately.

# FORGEROCK AUTHENTICATOR QUICK STEPS

3

Download and launch the ForgeRock app on your phone or tablet. Click the + icon.



4

Scan the QR code on the KOG website with your phone, click '**Next**'. Accept the notification or enter the security code and **You're Done!**



**Please Note:** For additional assistance is available in the **KOG Login User Guide** on the Kentucky Online Gateway [Help Page](#). Please see the user guide to learn more about setting up a tablet, password resets, email address changes or removing or changing your MFA method.

# SYMANTEC VIP QUICK STEPS

1 Log in to your KOG (Kentucky Online Gateway) account.

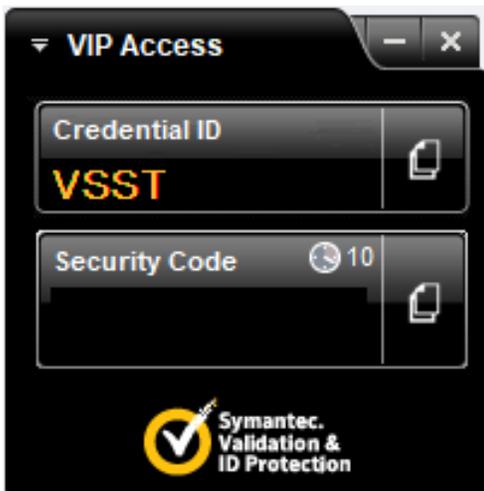
2 Next, you will be directed to the 'Set Up Security Methods' screen. Select Symantec VIP from the drop down list.

The screenshot shows the 'Sign in with your Kentucky Online Gateway (KOG) Account' page. It features a text input field for 'Email Address' and a blue 'Next' button. Below the button are links for 'Create New Account' and 'Resend Account Verification Email'. At the bottom, there is a language dropdown menu set to 'English' and a 'Help' link.

The screenshot shows the 'Verify with your password' page. It has a blue padlock icon with '\*\*\*\*' below it. A text input field for 'Password' is followed by a blue 'Verify' button. Links for 'Forgot password?' and 'Back to sign in' are at the bottom, along with a language dropdown set to 'English' and a 'Help' link.

The screenshot shows the 'Set up security methods' page. It includes a 'Need Assistance?' link, a paragraph explaining security methods, and an email address field containing '@gmail.com'. A dropdown menu for 'Security Methods' is set to 'Set up Symantec VIP', with a blue 'Set Up' button below it. At the bottom, there are links for 'Back to sign in' and 'Help'.

3 Enter the Credential ID and 2 consecutive security codes then click 'Enroll' and **you're done!**



The screenshot shows the 'Set up Symantec VIP' page. It features a checkmark icon, a 'Need Assistance?' link, and instructions to download the app. Below are three text input fields for 'Enter credential ID', 'Security code 1', and 'Security code 2', followed by a blue 'Enroll' button. At the bottom, there are links for 'Return to authenticator list', 'Back to sign in', a language dropdown set to 'English', and a 'Help' link.

# CALL OR TEXT

## QUICK STEPS TO REGISTER YOUR PHONE

1 Log in to your KOG (Kentucky Online Gateway) account.

The screenshot shows the 'Sign in with your Kentucky Online Gateway (KOG) Account' page. It features an 'Email Address' input field, a blue 'Next' button, and links for 'Create New Account' and 'Resend Account Verification Email'. At the bottom, there is a language selector set to 'English' and a 'Help' link.

2 After you launch KOG you will be directed to the 'Set Up Security Methods' screen. Select the phone option from the drop down list.

The screenshot shows the 'Verify with your password' page. It includes a password input field with a visibility toggle, a blue 'Verify' button, and links for 'Forgot password?' and 'Back to sign in'. The language is set to 'English' and a 'Help' link is at the bottom.

The screenshot shows the 'Set up security methods' page. It has a 'Need Assistance?' link, a security notice, an email address field (e.g., @gmail.com), and a 'Security Methods' dropdown menu. The dropdown is set to 'Verify with a code sent to your phone'. A blue 'Set Up' button is prominent, with 'Back to sign in' and 'Help' links at the bottom.

3 Choose 'SMS' to receive a code via text message. Choose 'Voice' to receive an automated voice call with a code.

The screenshot shows the 'Set up phone authentication' page. It offers two options: 'SMS' (selected) and 'Voice call'. Below are fields for 'Country/region' (set to 'United States') and 'Phone number' (with a '+1' prefix). A blue button says 'Receive a code via SMS'. Links for 'Return to authenticator list', 'English', and 'Help' are at the bottom.

4 Enter the code on the KOG website, click 'Verify'. You're done!

The screenshot shows the 'Set up phone authentication' page for code verification. It includes a 'Need Assistance?' link, a notice that a code was sent to the phone, and an 'Enter Code' input field. A blue button contains 'United States' and 'Verify'. Links for 'Return to authenticator list', 'English', and 'Help' are at the bottom.