Kentucky Online Gateway (KOG) Overview

Kentucky Level of Care System (KLOCS) utilizes the Kentucky Online Gateway (KOG) to authenticate an individual is part of an organization which either electronically submits, reviews, or makes level of care (LOC) determinations. To access KLOCS, the Organization Administrator (Org Admin) and Authorized Users must establish a KOG account.

KOG Reference Guide

Each organization has an individual designated as the KLOCS Org Admin. The KLOCS Org Admin is responsible for granting their organization’s authorized users access to KLOCS by sending an email invitation to create a KOG account. Every authorized user of KLOCS is required to create an individual KOG account.

This Reference Guide provides instructions on setting up a KOG account for Authorized Users. Authorized Users include CMHC Staff, Provider Staff, PRO Staff, and PRO Super Users.

- If the Role Name is Read Only (e.g., CMHC Read Only), the user will be able to view the information in KLOCS but unable to edit the data
- If the Role Name is Staff or Super User (e.g., Provider Staff, PRO Staff, or PRO Super User), the user will be able to view and edit the data in KLOCS

Create a KOG Account

1. The user receives an email invitation to create a KOG Account from their facility’s KLOCS Org Admin.
2. In the email, select Click here to complete the process.

Please Note: This link is valid for 7 days and the user may re-click the link anytime within the 7 day period to continue the onboarding process. The link will not be valid after the 7 day period or after the user completes the onboarding process. If the link expires, the KLOCS Org Admin must send the user another invitation to continue the onboarding process.
3. The KOG landing page displays. If the user does not have an existing KOG account, click **Create An Account**.

**Please Note:** If the user already has an existing KOG account with the same email address from which they received the invitation to enroll, then the user does not need to create a new account and may login to KOG using the existing credentials.
4. Fill out all required fields marked with an asterisk (*). Next, click **Sign Up**.

**Please Note:** The user MUST register using the same email address from which they received the invitation to enroll.

5. The pending email verification screen displays. The KOG account is pending until the user returns to their email account to verify their KOG account.
KOG Account Validation

1. After filling out the profile information, the user receives an email to verify the account.

   Please Note: If the verification email is not in the inbox, check the Junk and Spam folders.

2. The user logs into their email inbox and clicks the account activation hyperlink.

3. Select Click Here to complete the account creation process.

4. When the user selects Click Here, they are redirected to the KOG homepage. The account creation process is complete.

5. On the KOG homepage, enter the user credentials and click Sign In.
**Mobile Phone Registration**

When the user first logs into KOG, they will be prompted to register their mobile phone number to make the password recovery process easier to complete in the future.

To register the mobile phone number, click **Yes, Register Now** and follow the prompts. Data rates may apply.

If they select **Remind Me Later**, go to My Account on the KOG landing page to complete the mobile phone registration process.
User Verification – Identity Proofing

KOG uses Remote Identity Proofing (RIDP) to verify the user’s identity. This is a one-time effort. If a user is requesting electronic access to protected information or systems, the user must be identity proofed to gain access. KOG uses the Experian identity verification system to remotely perform identity proofing.

KOG uses this personal information only to verify the user’s identity. Experian verifies the information provided against their records and may present the user with questions based on their credit profile. KOG does not store this information. This type of inquiry, a soft inquiry, does not affect your credit score.

1. Provide answers to each required question marked with an asterisk (*). Click Next.
2. Experian verified the information provided and may present the user with questions based on their credit profile. Provide answers to each question. Click **Next**.

![User Verification](image1)

3. If the user provides the correct answers to all verification questions, the RIDP process is complete and the system navigates to the **My Apps** screen. Click the **Launch** button in the **KLOCS** tile to access the system.

![My Apps](image2)
If the user does not have a credit history or Experian cannot perform identity proofing online, a screen similar to the one below displays. The user will be given a reference number and will need to call the Experian Help Desk.

![User Verification]

You will need to contact the Experian helpdesk before completing this process. Please call them at 1-866-578-5409. When calling Experian, please use the reference number including the dashes: 878b-3a-200b. Once you have verified your identity with Experian, please close your browser before returning to the application.