

The Commonwealth of Kentucky  
**Kentucky Level of Care System  
(KLOCS)**

**Quick Reference Guide**

**Setting up Multi-Factor  
Authentication (MFA)  
All Users**

**Version 1.0**

**Last Updated: July 16, 2020**

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# Kentucky Online Gateway (KOG) Overview

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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.

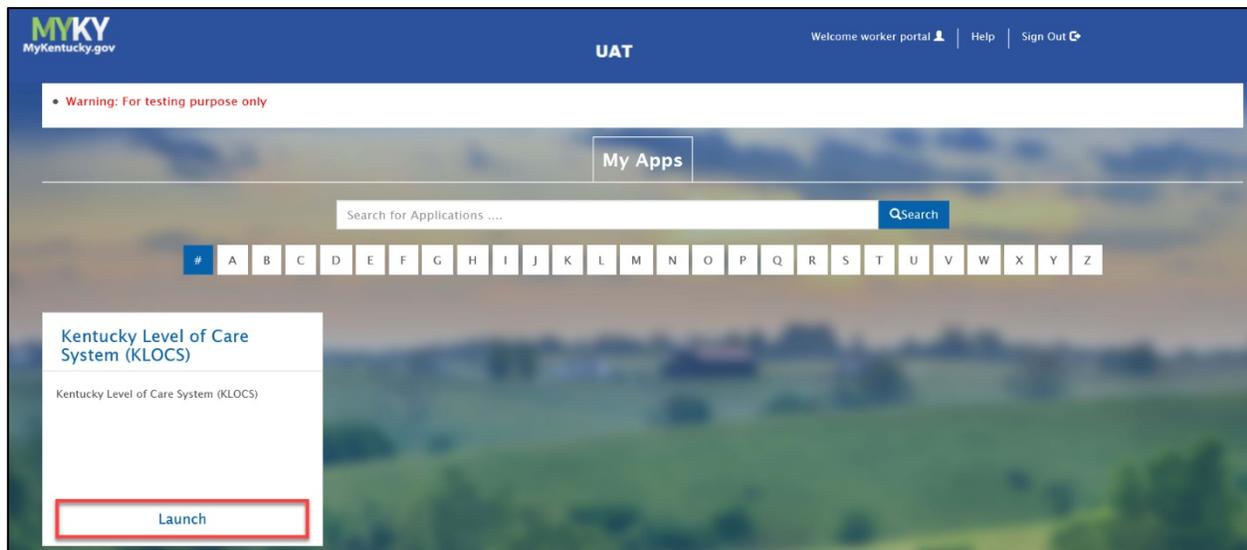
## Set Up MFA

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The Kentucky Level of Care System requires Multi Factor Authentication (MFA) to complete the login process and navigate to the Kentucky Level of Care System **Dashboard** screen. Follow the instructions below to set up MFA on your computer.

**Please Note:** This is a one-time registration.

1. From the **My Apps** screen, you will see the widget for Kentucky Level of Care System. Click **Launch**.



- The system redirects you to the **MFA** screen below, where you are required to download, install, and register a new Security Token.
- Click **Get Desktop Token**.

### Multi-Factor Authentication

#### Security Token Registration

This activity requires a Security Token

To install a security token on your desktop or mobile phone, click one of the links below.

[Get Mobile Token](#)

**[Get Desktop Token](#)**

For more information, please click the link below to view the VIP Access software installation guide.

[Symantec VIP Access Software Installation Guide](#)

#### Register New Security Token

- 1 Enter Token Nickname
  - \* Token Nickname
  - (Example: John's Laptop, Mary's iPhone)
- 2 Enter your credential ID. The credential ID has 12 alphanumeric characters.
  - \* Credential ID

Desktop Token



Credential ID

Mobile Token



Credential ID

Note: Your credential may appear differently from these samples
- 3 Enter the six-digit security code from your VIP credential
  - \* Security Code

Desktop Token



Security Code

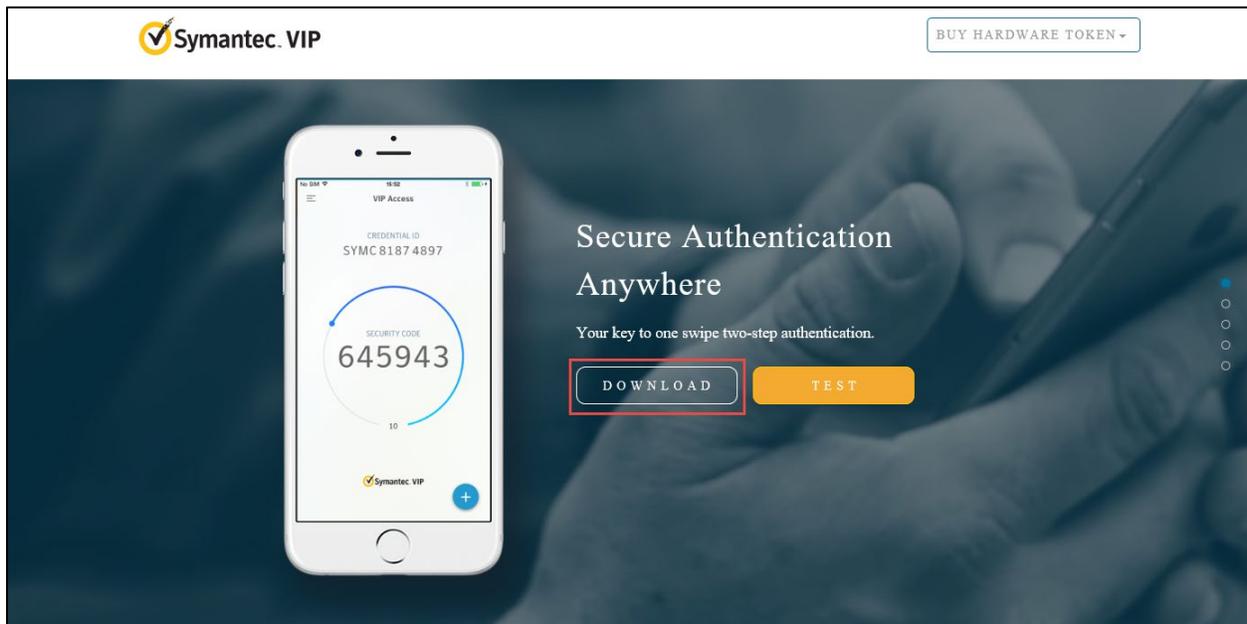
Mobile Token



Security Code

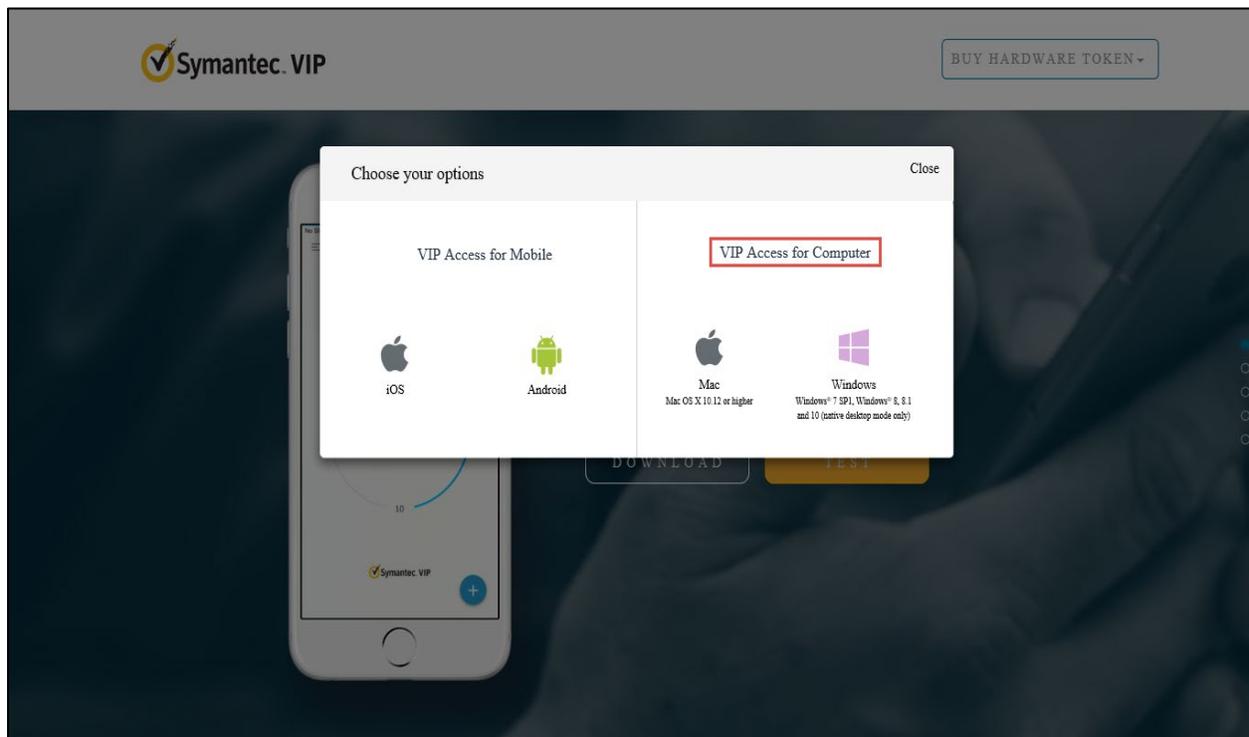
[Continue](#)

4. Click **Download**.

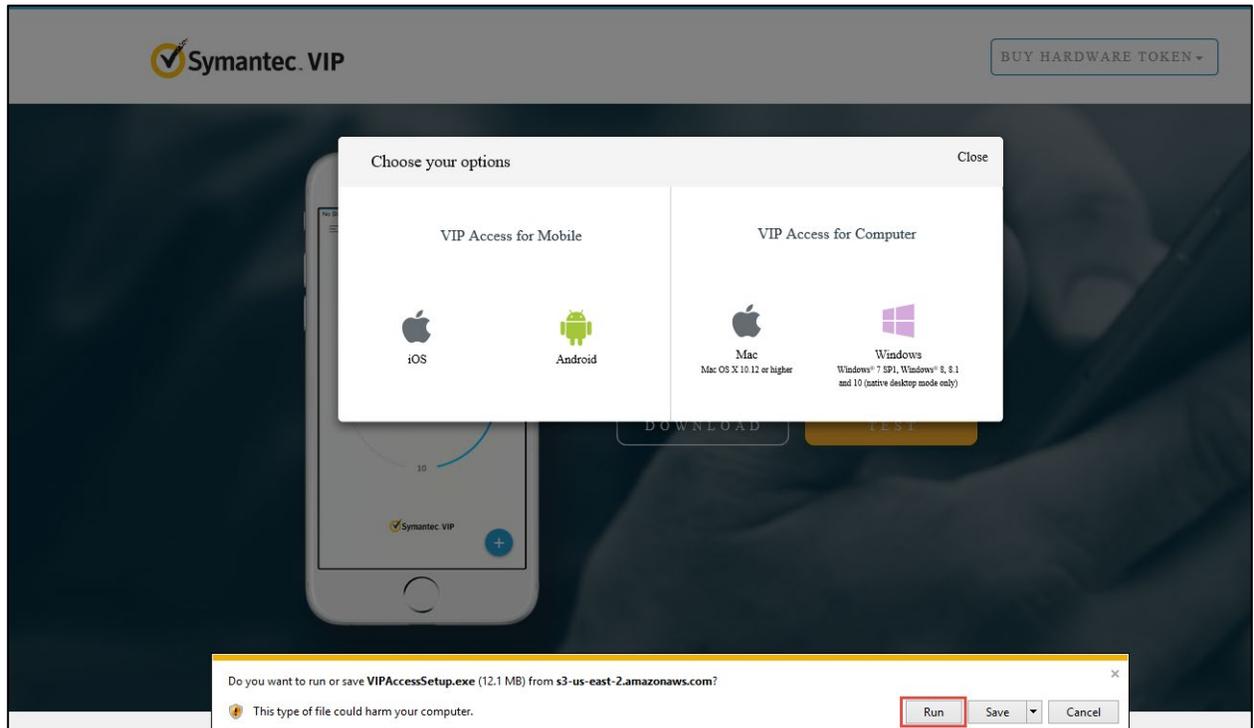


5. To download the Symantec VIP token, choose of the options:

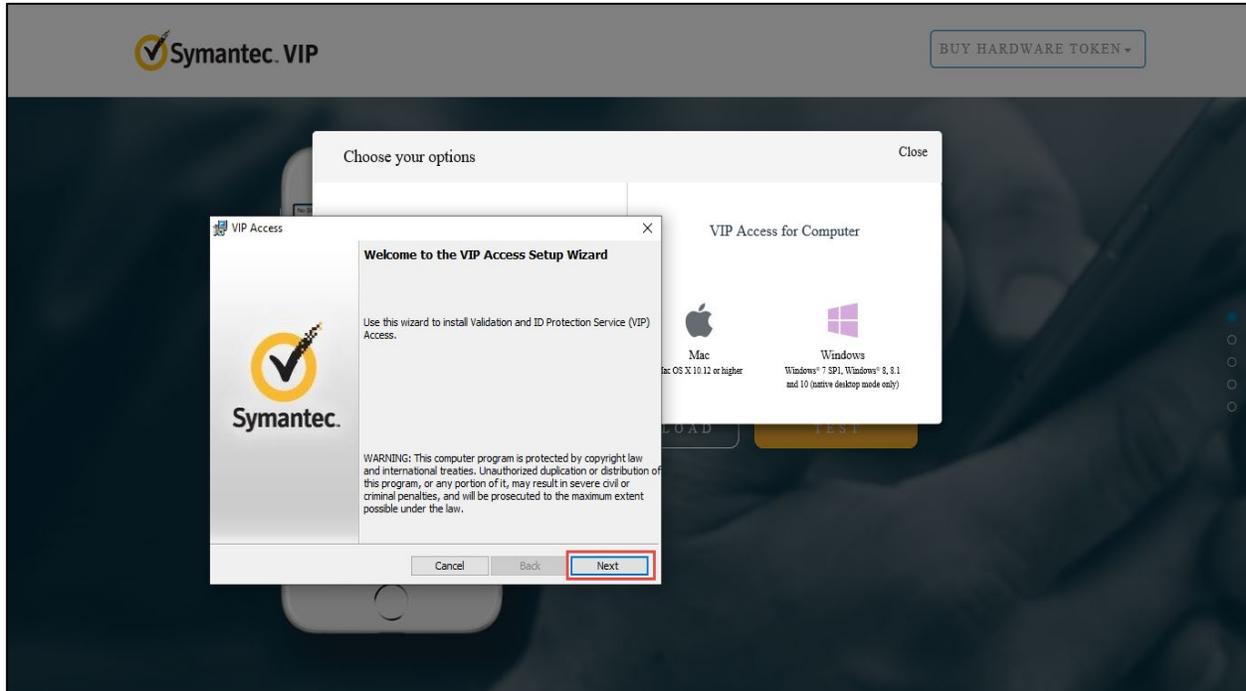
- To download for Windows-based machine, click **Windows**.
- To download for Mac, click **Mac**.



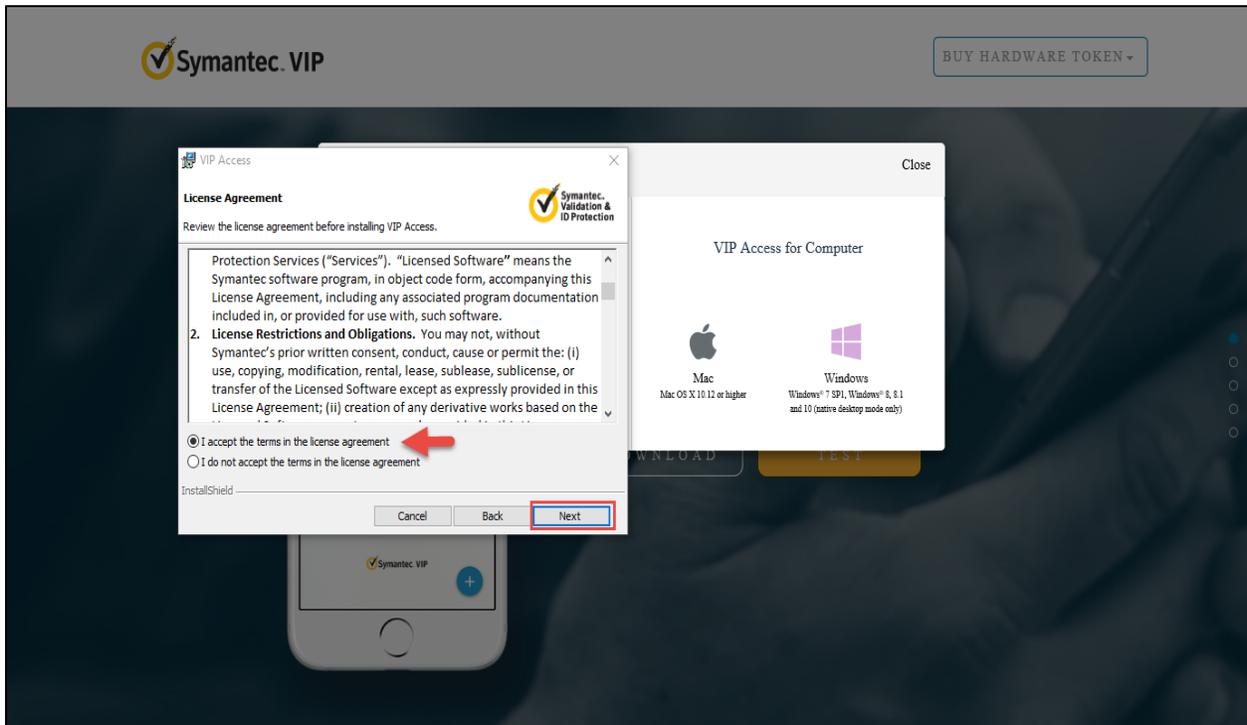
6. Click **Run** to set up VIP Access.



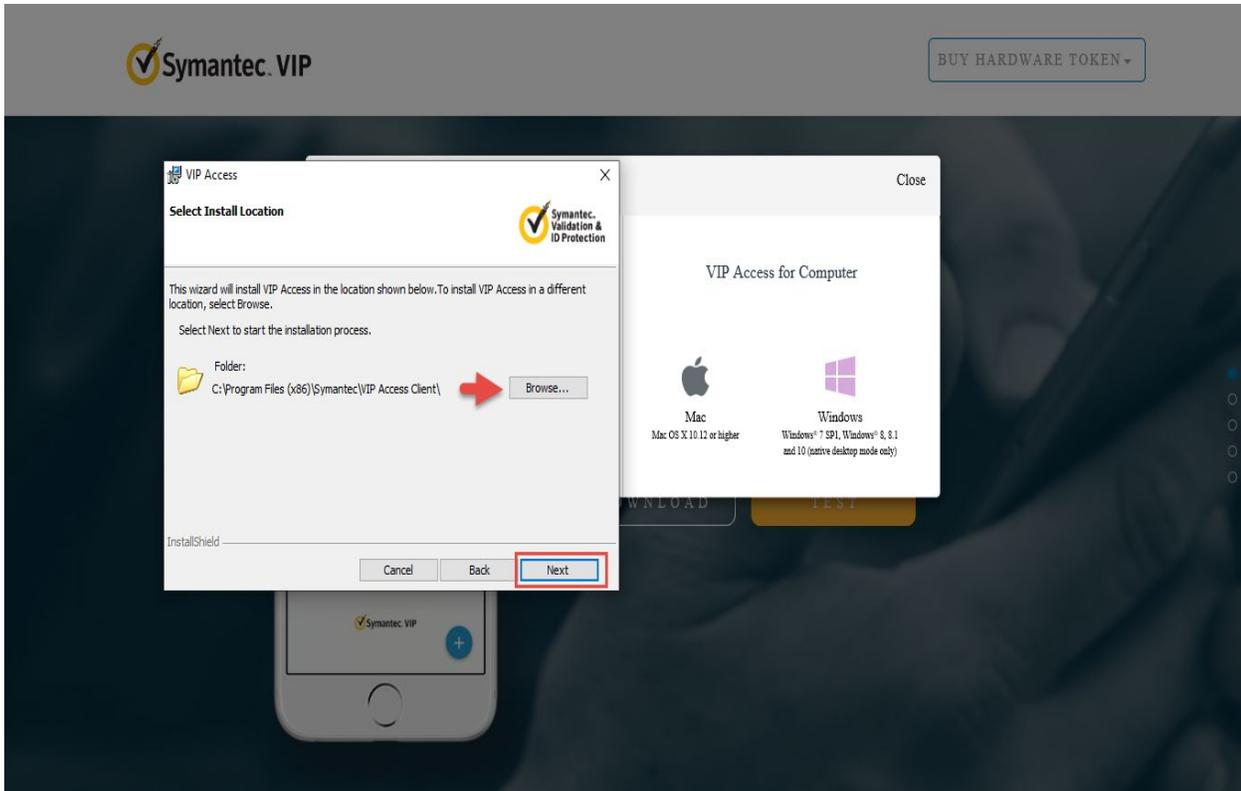
7. Click **Next**.



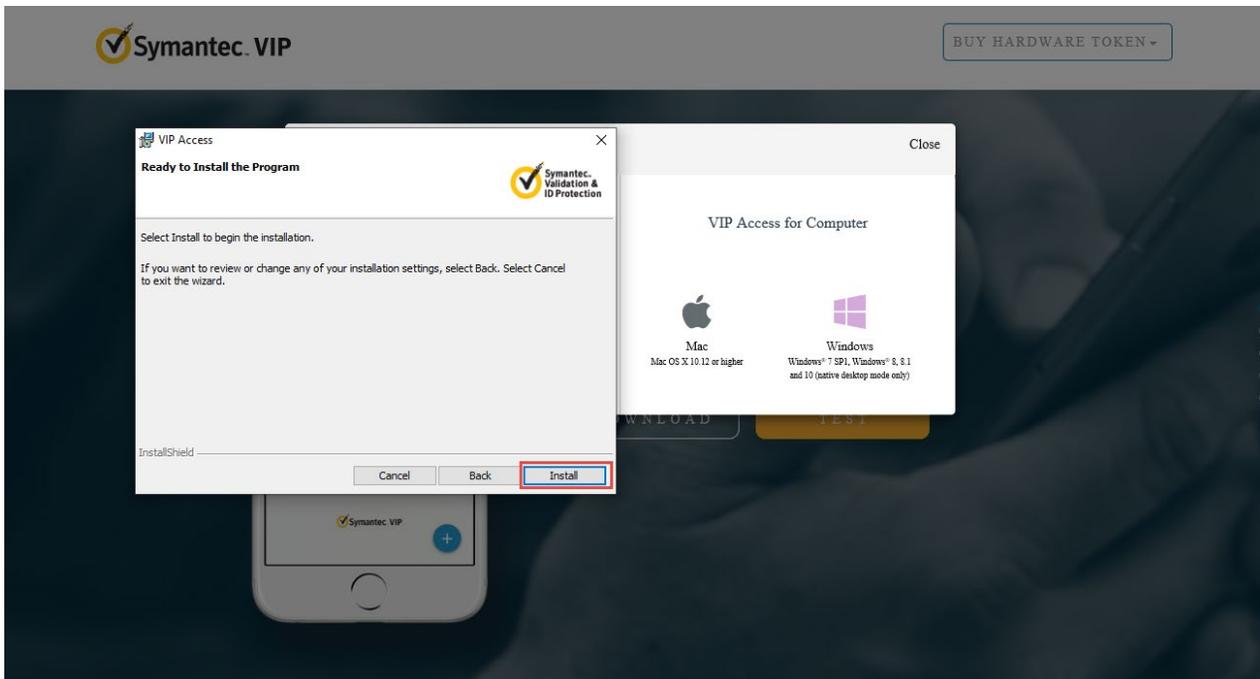
8. Check **I accept the terms in the license agreement** (if you accept the terms) and click **Next**.



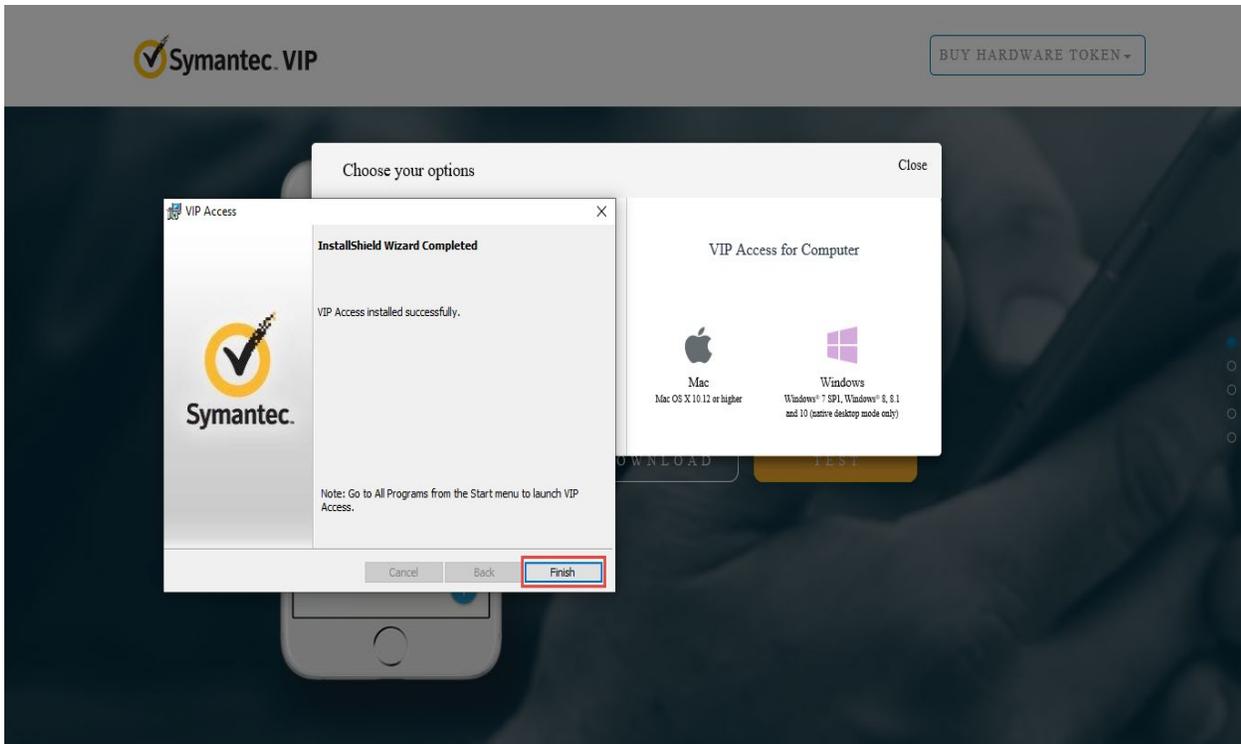
9. Select Install Location and click **Next**.



10. Click **Install** to begin the Installation.



11. Click **Finish**. The VIP Access is installed successfully.



12. You have successfully registered MFA on your computer. Click on the **VIP Access Icon**. In the bottom right on your screen, you will see the VIP Access Credential ID and Security Code.



13. Navigate back to the **MFA** screen on the browser. Type a **Token Nickname** (e.g., John's Laptop, etc.).
- Enter (or copy and paste) the **Credential ID** from the VIP Access icon on your computer.
  - Enter (or copy and paste) the **Security Code** from the VIP Access icon on your computer.
  - Click **Continue**.

The screenshot shows a web form titled "Register New Security Token" with three numbered steps:

- Step 1:** "Enter Token Nickname". The form has a field for "Token Nickname" with the value "Softtoken". A callout box points to this field with the text "Token Nickname".
- Step 2:** "Enter your credential ID. The credential ID has 12 alphanumeric characters." The form has a field for "Credential ID" with the value "V55T69894784". A callout box points to this field with the text "Copy and paste the **Credential ID** from the VIP Access icon on your computer." Below this are two images: "Desktop Token" and "Mobile Token". Both images show a "VIP Access" icon with a yellow callout box pointing to the "Credential ID" field.
- Step 3:** "Enter the six-digit security code from your VIP credential". The form has a field for "Security Code" with the value "429147". A callout box points to this field with the text "copy and paste the **Security Code** from the VIP Access icon on your computer." Below this are two images: "Desktop Token" and "Mobile Token". Both images show a "VIP Access" icon with a yellow callout box pointing to the "Security Code" field.

A "Continue" button is located at the bottom left of the form.

14. The system navigates to the Kentucky Level of Care System **Dashboard** screen.

**benefind**  
Assessment & Support Programs for Services Users

Home Quick Search

Welcome OATS RDOOnly1 Sign Out Help

Agency: DMS Office

### Dashboard

**Quick Links**

- [Message Center](#)
- [Quick Search](#)
- LOC Management**
- [View Reports](#)
- Other Links**
- [FAQ](#)
- [MAP Forms](#)
- [Policy Documents](#)
- [CHFS Website](#)
- [Page Help](#)

**Tasks**

	My Tasks	Group Tasks
Tasks Assigned	0	0
Due	0	0

Task Type	My Tasks	Group Tasks
PASRR LEVEL I	0	0
Lack Of Information	0	0

**Search Tasks**

Select Queue: My Tasks Filter Columns: 12: Selected **Filter**

Task Name	App #	Action	Individual Name	Program Code
No tasks available for this queue				

**View History** **Mark As New** **Mark As Closed**

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