

KENTUCKY ONLINE GATEWAY (KOG)

USER REFERENCE GUIDE

PART I: INTRODUCTION TO KOG, EXTERNAL ACCOUNT CREATION AND LOGIN/LOGOUT, USERNAME RETRIEVAL AND PASSWORD RESET

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1. INTRODUCTION TO THE KENTUCKY ONLINE GATEWAY

What is KOG?

The Kentucky Online Gateway is the Commonwealth of Kentucky's Enterprise Identity and Access Management (IAM) and web Single Sign-On (SSO) Platform. That is just a fancy description for the software system designed to keep your data safe and to let you easily connect to the business applications that you frequently use.

Creating a Kentucky Online Gateway (KOG) Account is easy and requires a minimal amount of information. The provided information is then stored securely in a centralized location until it is needed by an application that you are wanting to access.

Why was KOG created?

The Kentucky Online Gateway was created to enable citizens and business partners to easily access multiple applications while using a single account. This prevents users from having to manage multiple sets of credentials (usernames and passwords) in addition to different sets of account profile information across multiple applications.

What are some of the benefits of KOG?

Single Sign-On (SSO) – Access to Multiple Applications using a Single Account.

Improved Security – Enhanced security controls keep your account safe and your information securely stored.

Easy Account Creation – Create an account in less than 5 minutes with a minimal amount of information required.

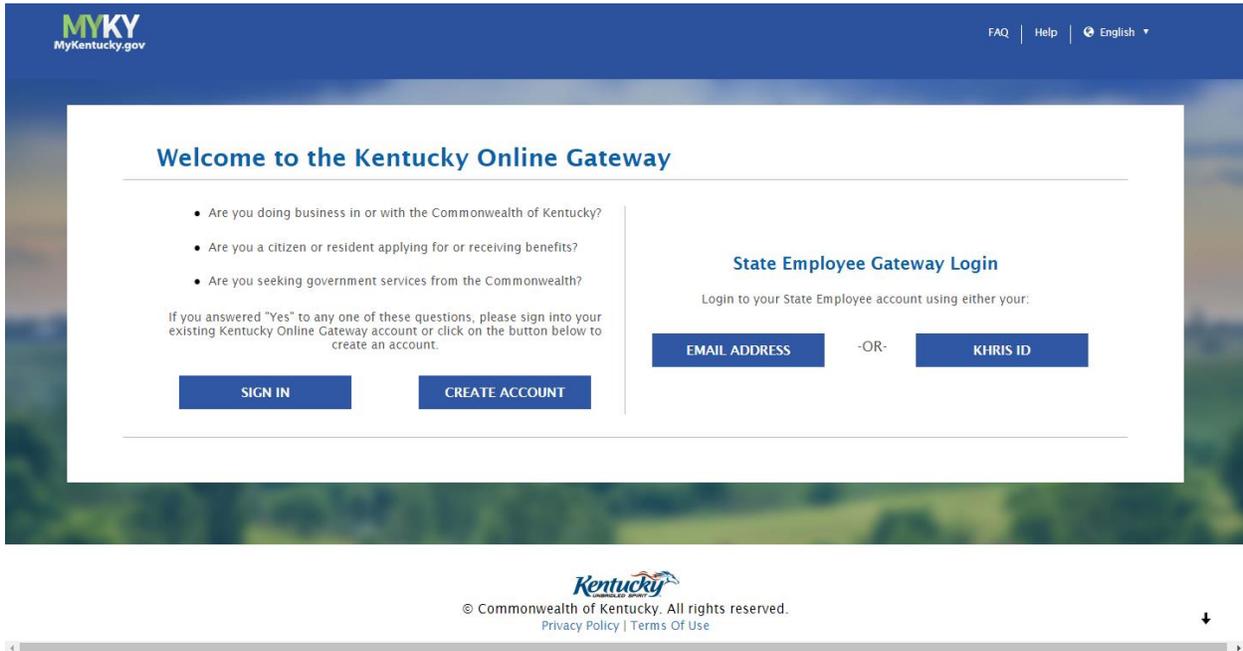
Password Management and Recovery – Easily reset or retrieve your password using your email address or mobile phone.

Keeps Systems in Sync – Your account profile information is stored in a central location, so updates made within the Kentucky Online Gateway (KOG) can be synced to all other applications that you access using your account.

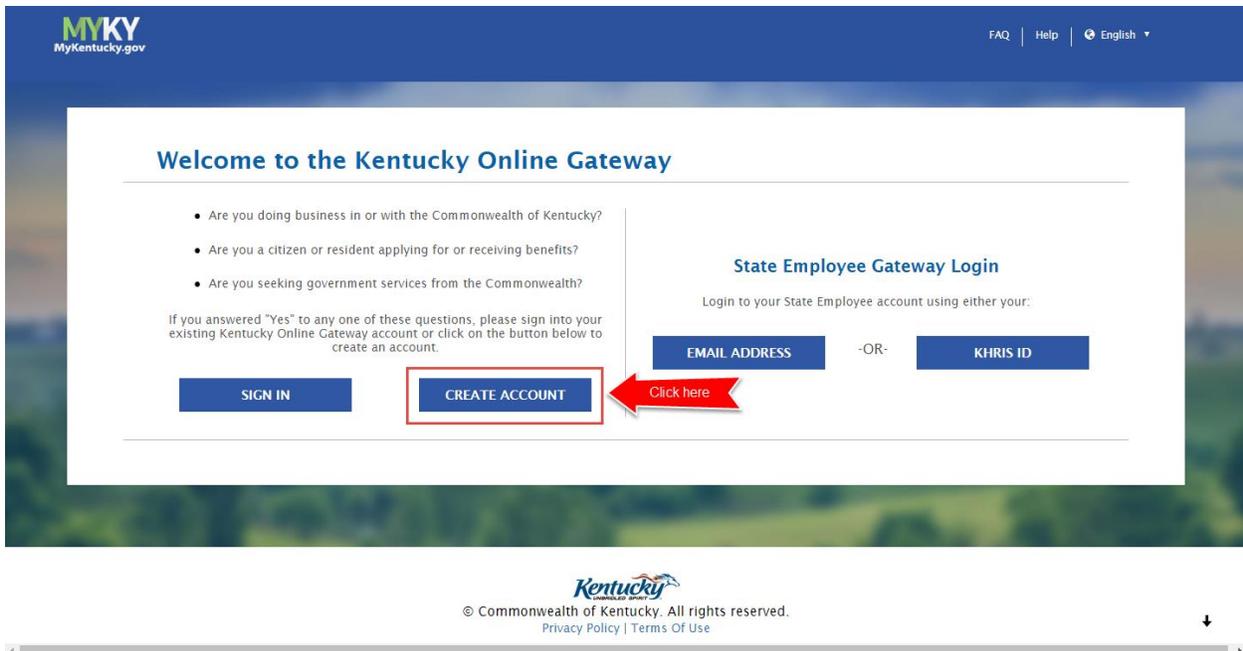
2. KOG ACCOUNT CREATION

PATH A: KOG account creation with mobile verification performed during account validation (User enters a value in the mobile phone field of user details screen)

Step 1: New external user navigates to the Kentucky Online Gateway login page on their web browser at <https://kog.chfs.ky.gov/home/>.



Step 2: From the KOG User Discovery page, user clicks the [Create Account] button.



Step 3: User enters their personal information in the required fields INCLUDING mobile phone, selects two security questions and provides answers, and clicks the [Sign Up] button.

MYKY
MyKentucky.gov

FAQ | Help | English -

Please complete your Kentucky Online Gateway Profile

• If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password OR click on the CANCEL button below to log into your account.

Please fill out the form below and click **Sign Up** when finished.
All fields with * are required.

* First Name Middle Name * Last Name

* E-Mail Address * Verify E-Mail Address

* Password * Verify Password

Mobile Phone Language Preference
English

Street Address 1 Street Address 2

City State: Kentucky Zip Code

Question: In what city were you born? (Enter full name of city only)

* Answer

Question: What was the name of your first pet?

* Answer

CANCEL **SIGN UP** ← Click here

Step 4: User will receive a message showing that the account is pending email verification.

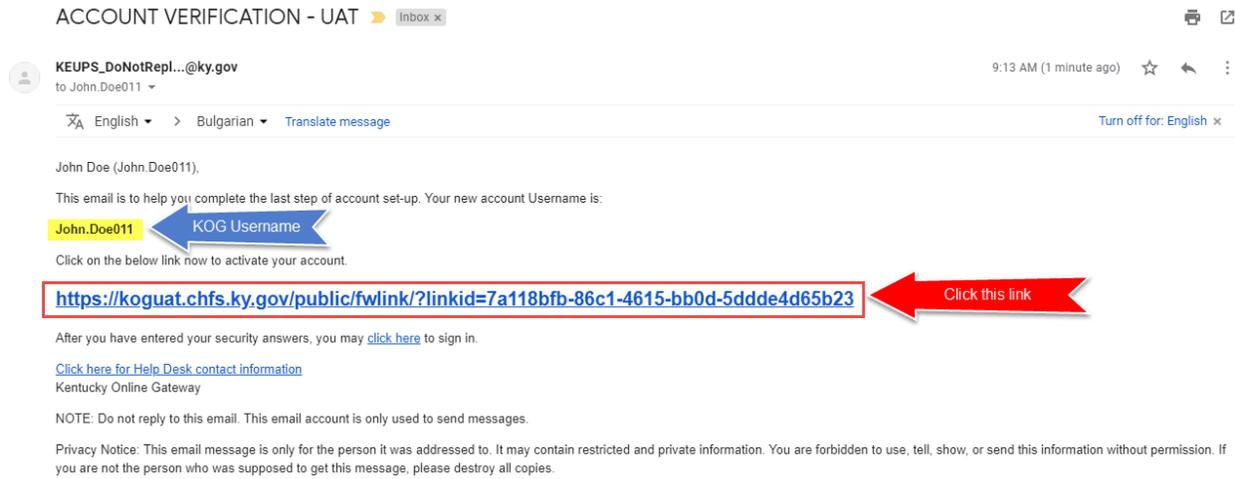
MYKY
MyKentucky.gov

UAT Help | English -

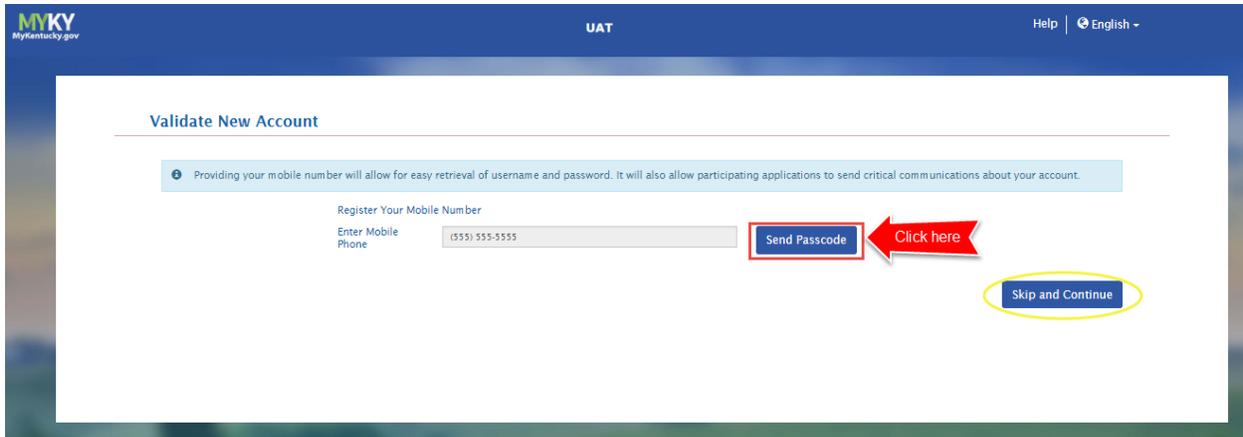
Please complete your Kentucky Online Gateway Profile

• Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account.
[If no email was received click here.](#)

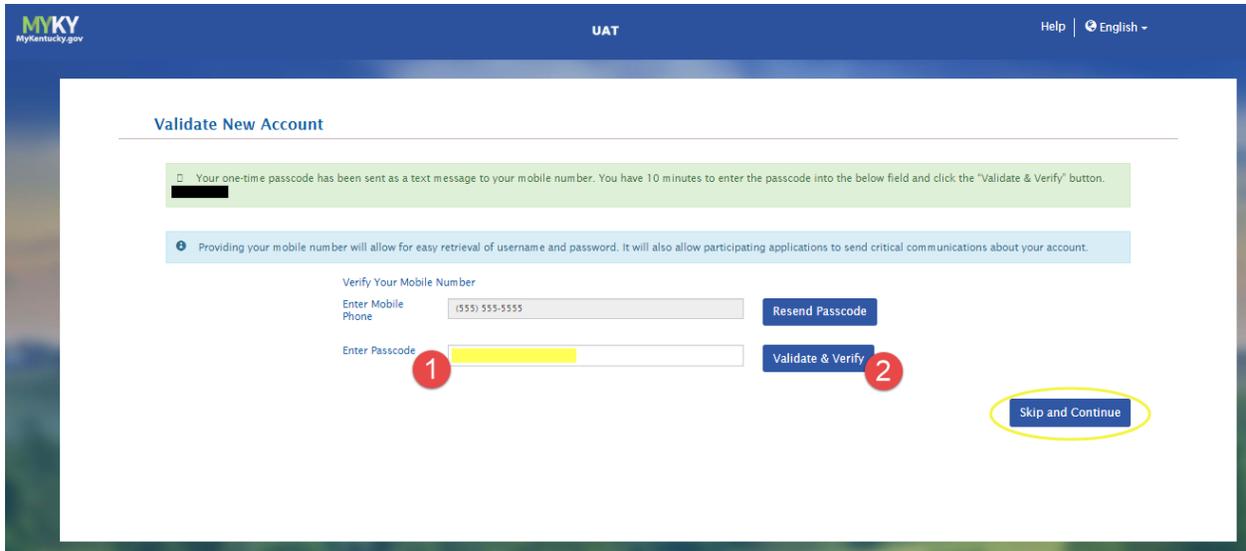
Step 5: User will check email inbox where there will be a message from KOGDoNotReply@ky.gov. User will open the email and click on the link directly below “Click on the below link now, to activate your account.” *User will have 4 business hours (8:00am-4:30pm M-F) after clicking on the link to complete verification.*



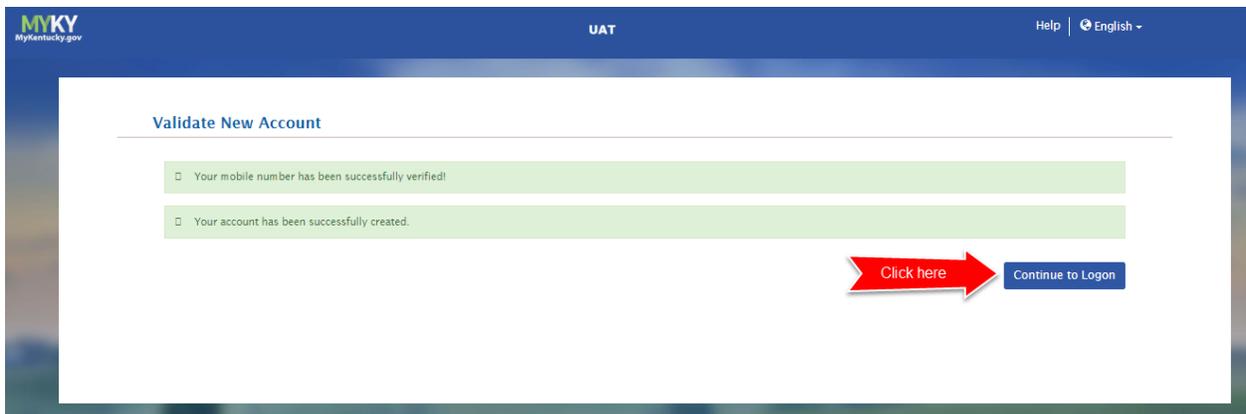
Step 6: A new tab will open in the web browser to a mobile phone number validation screen, where the user’s mobile number will be displayed. If the number is correct, the user will click the [Send Passcode] button.



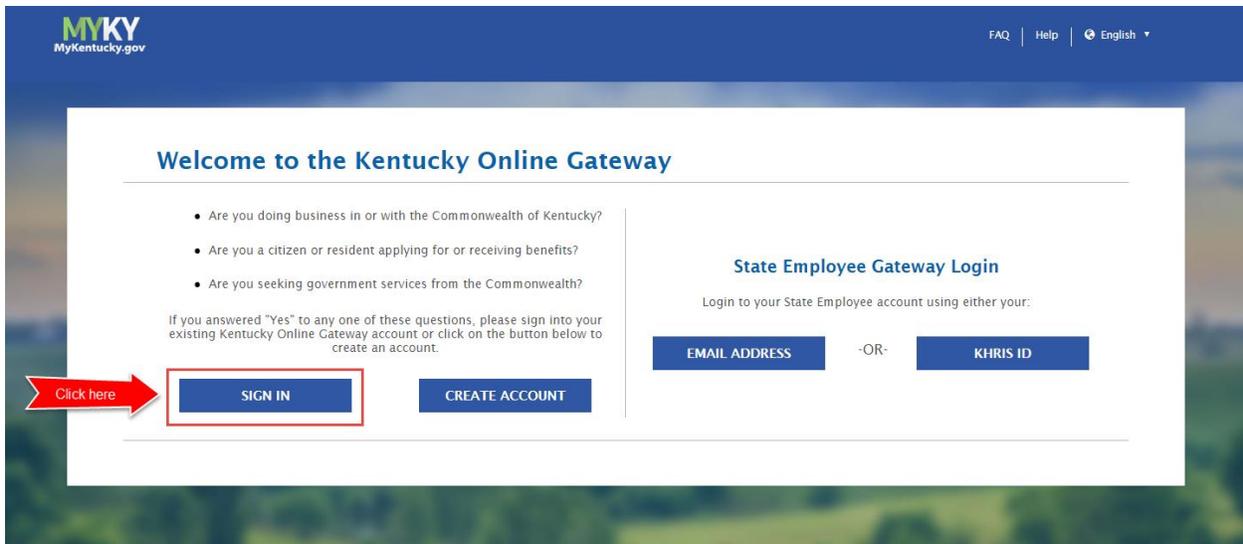
Step 7: User will receive an SMS text message at the mobile number they have designated that includes an eight (8)-digit code. User will enter the code into the “Enter Passcode” field and click the [Validate & Verify] button. User can skip mobile registration by clicking the [Skip and Continue] button.



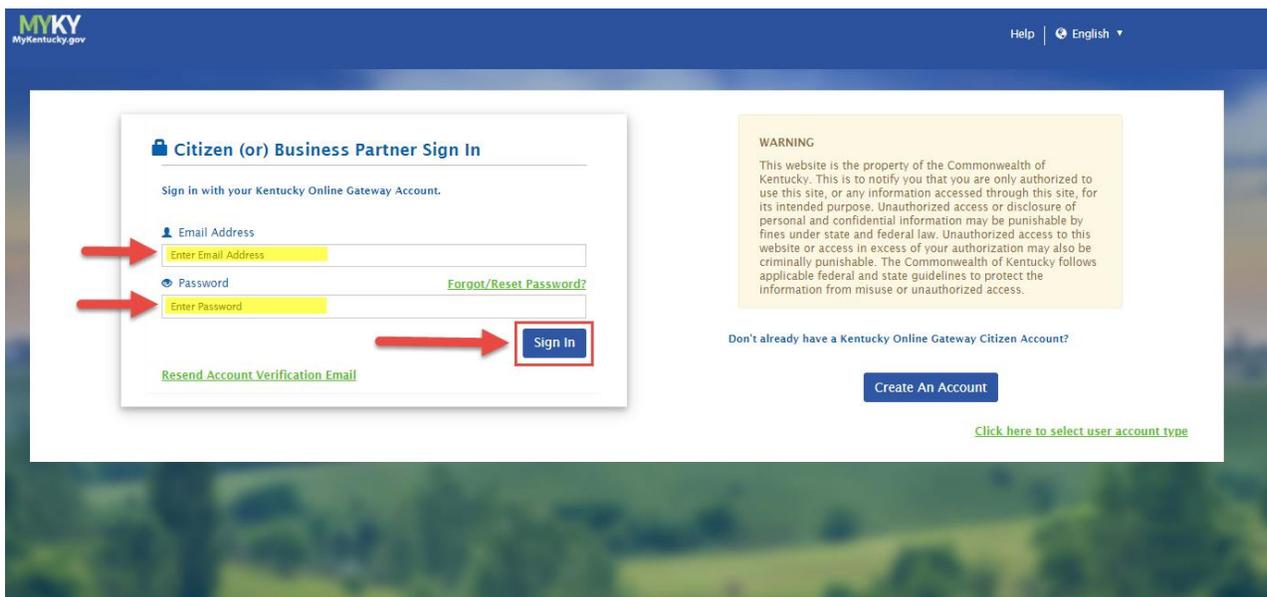
Step 8: User will receive a success message stating the mobile number has been validated and the account has been created. User will then click the [Continue to Logon] button.



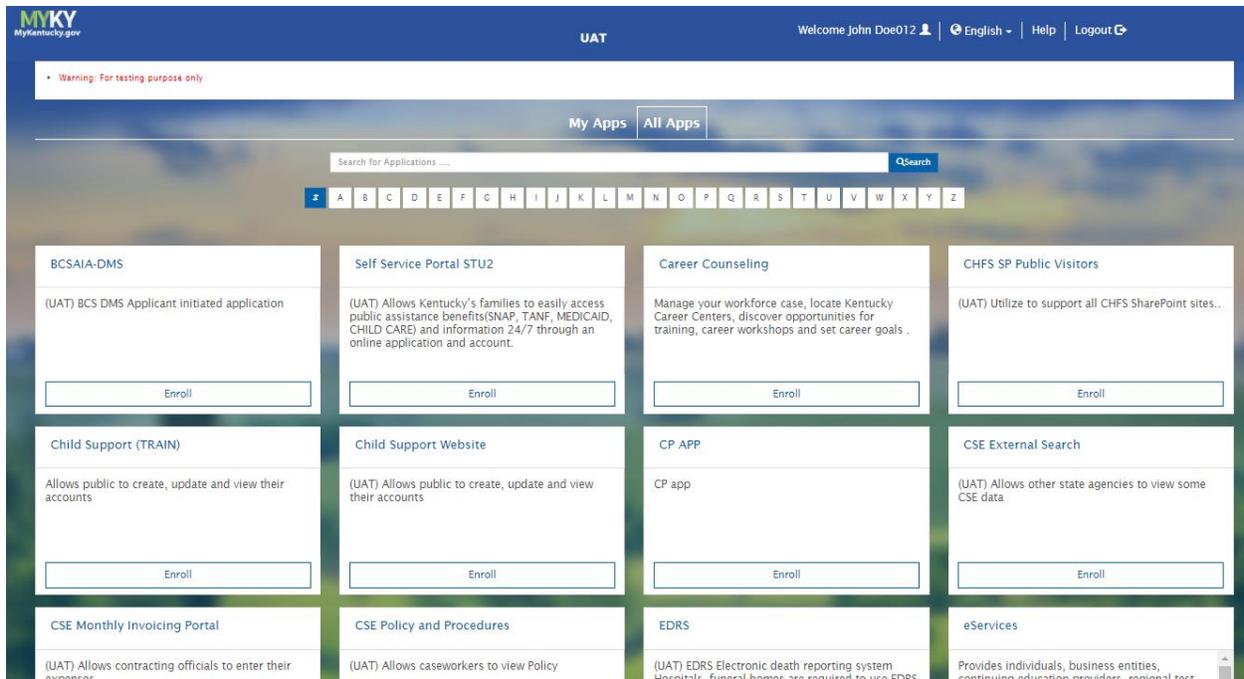
Step 9: User will again be redirected to the KOG User Discovery page where they will click the [Sign In] button.



Step 10: User will enter their Email Address and Password, then click the [Sign In] button.

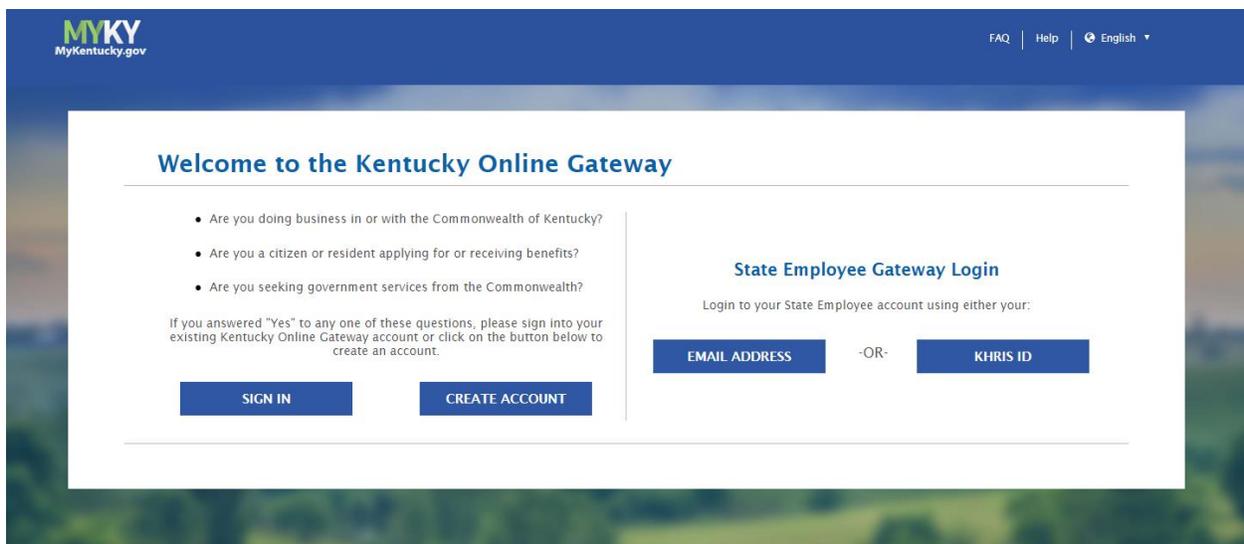


Step 11: User will arrive at the KOG dashboard.

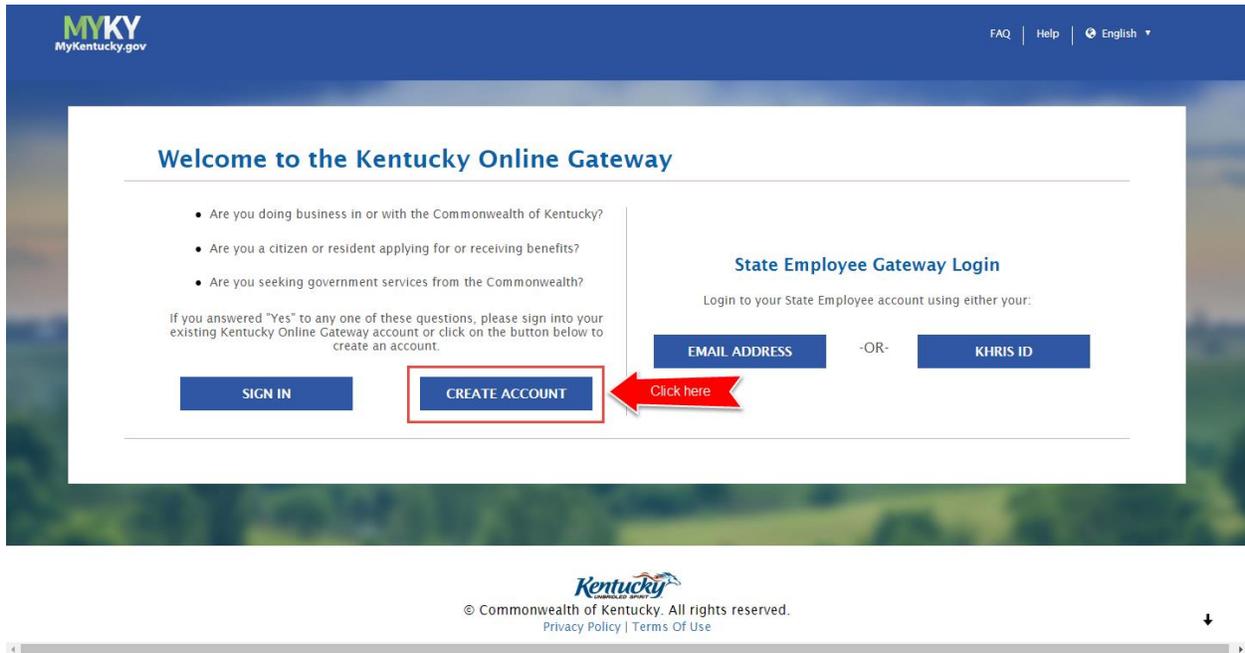


PATH B: KOG account creation with mobile verification performed after account logon (User does not enter a value in the mobile phone field of user details screen)

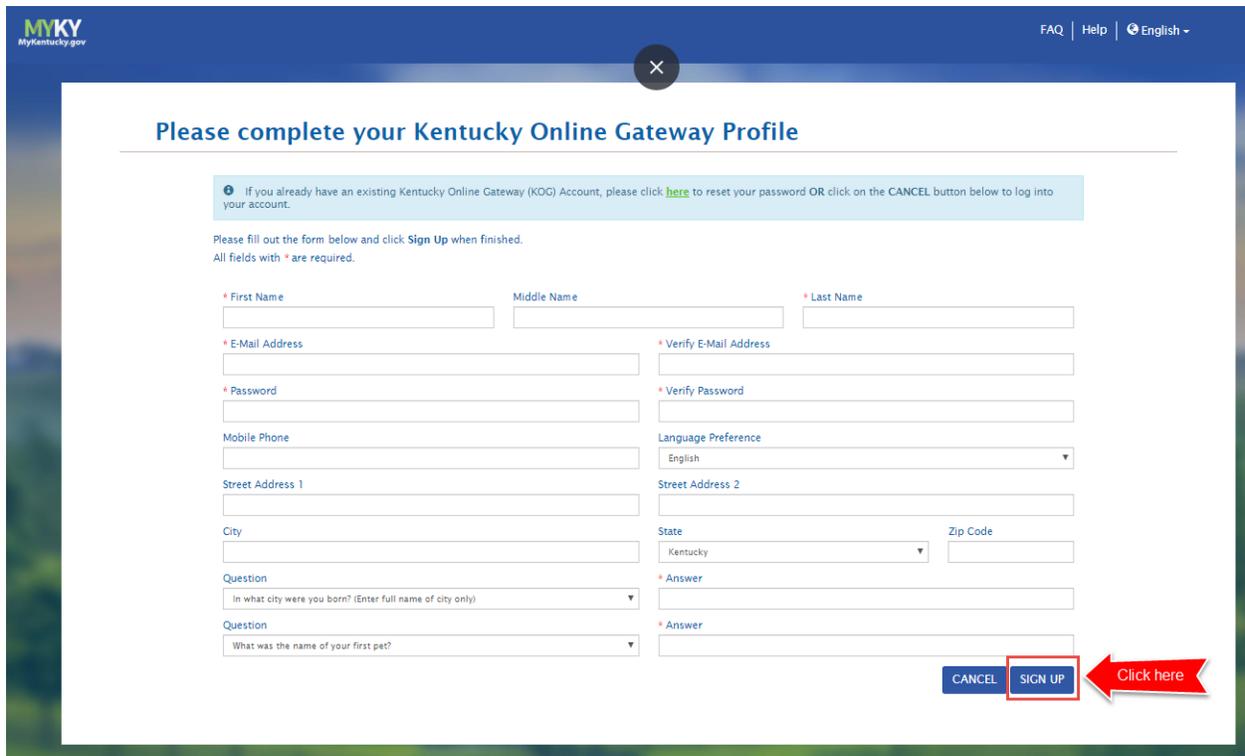
Step 1: New external user navigates to the Kentucky Online Gateway login page on their web browser at <https://kog.chfs.ky.gov/home/>



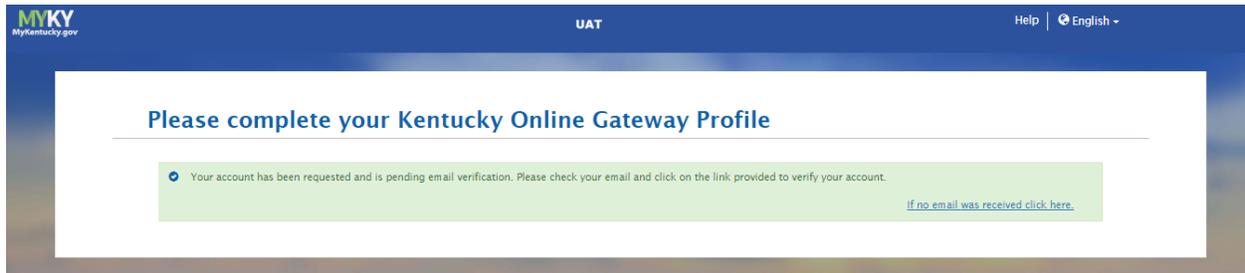
Step 2: From the KOG User Discovery page, user clicks the [Create Account] button.



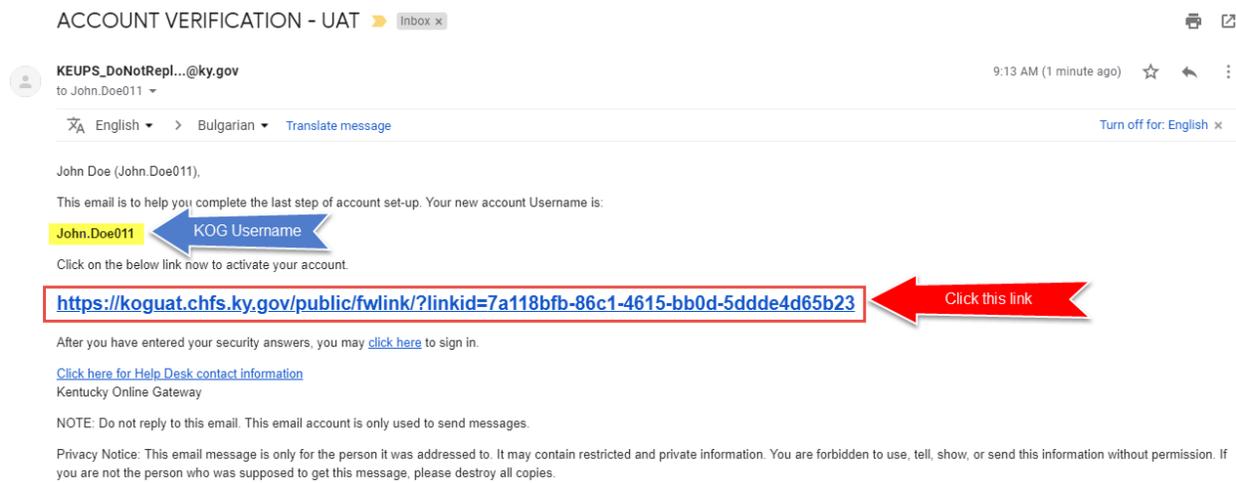
Step 3: User enters their personal information in the required fields WITHOUT entering their mobile phone number, selects two security questions and provides answers, and clicks the [Sign Up] button.



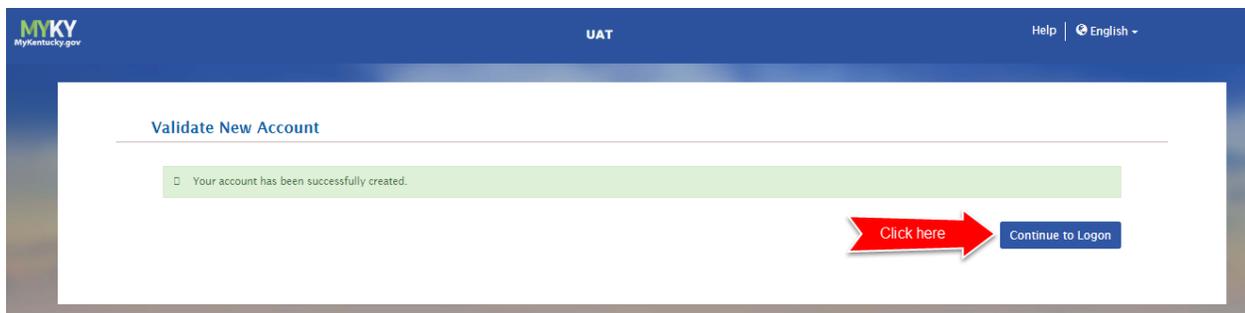
Step 4: User will receive a message showing that the account is pending email verification.



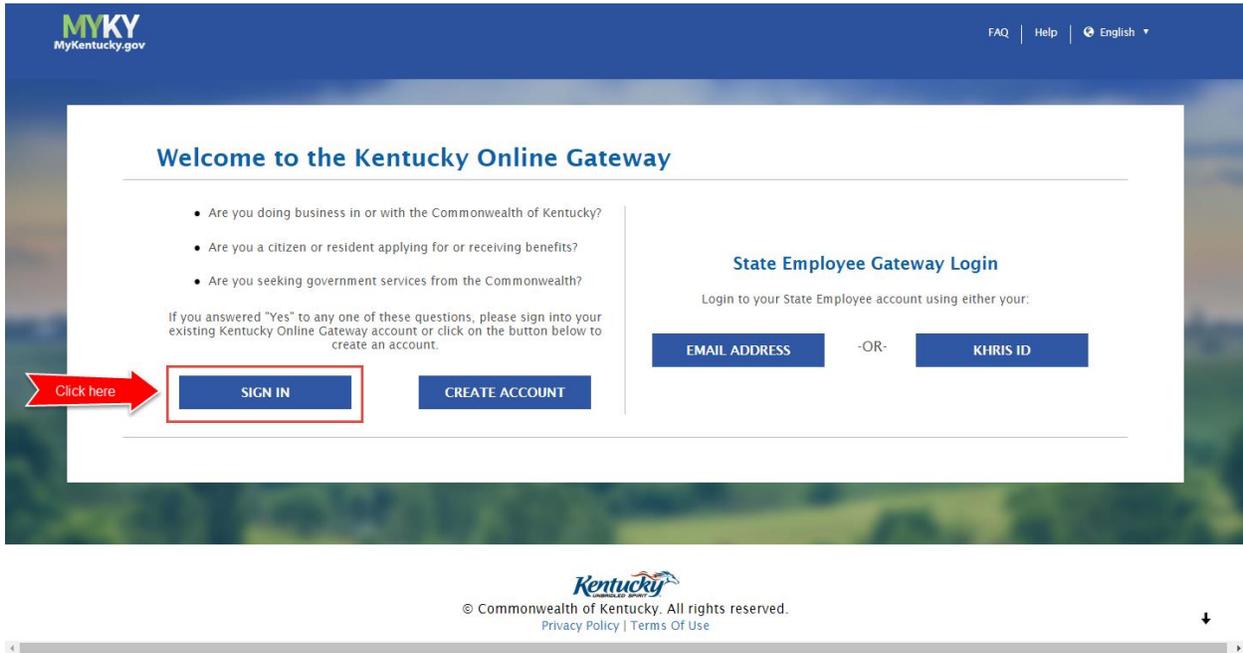
Step 5: User will check email inbox where there will be a message from KOGDoNotReply@ky.gov. User will open the email and click on the link directly below "Click on the below link now, to activate your account." *User will have 4 business hours (8:00am-4:30pm M-F) after clicking on the link to complete verification.*



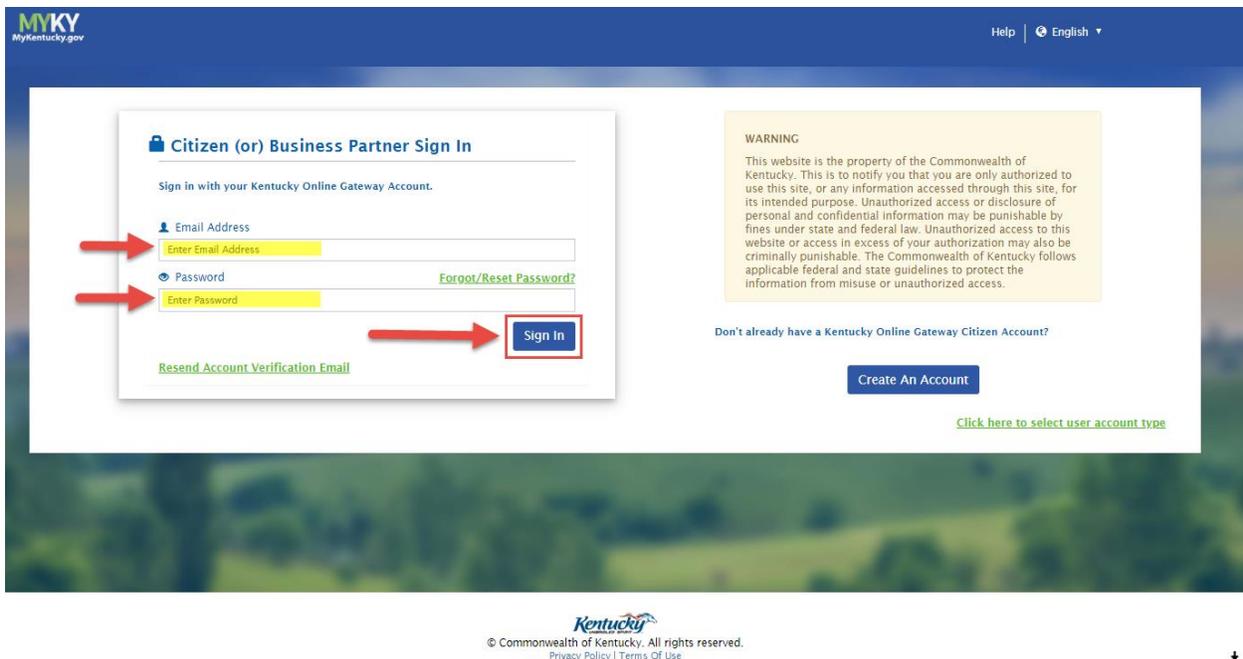
Step 6: User will receive a success message stating the account has been created. User will then click the [Continue to Logon] button.



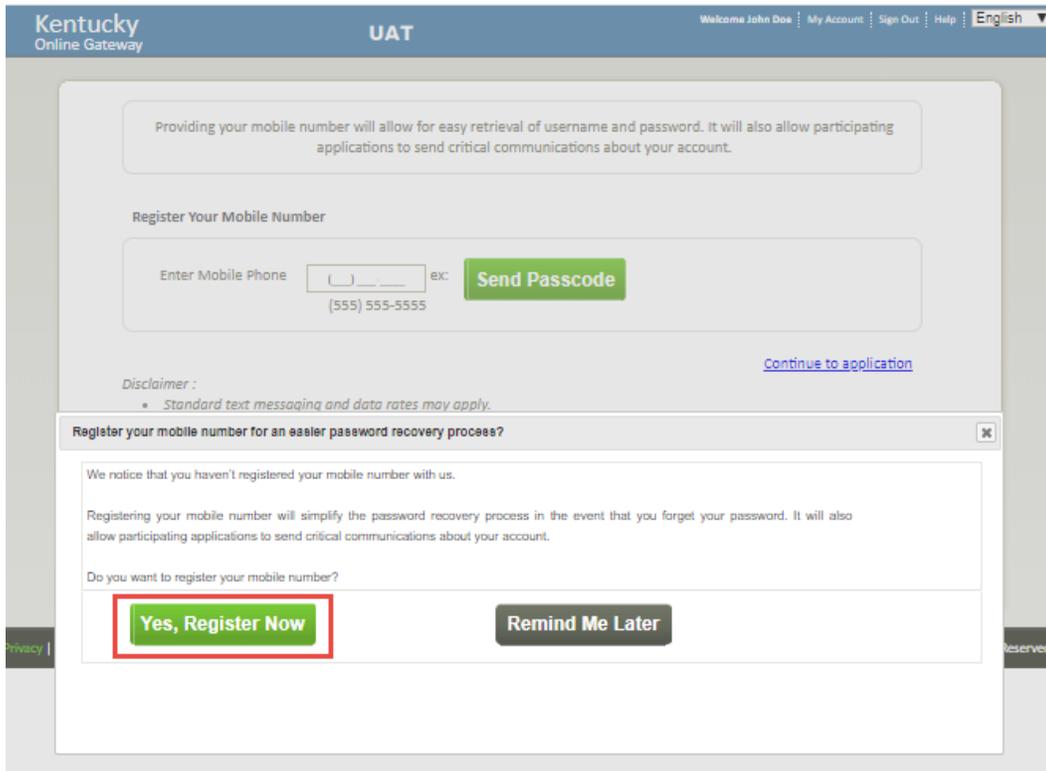
Step 7: User will again be redirected to the KOG User Discovery page where they will click the [Sign In] button.



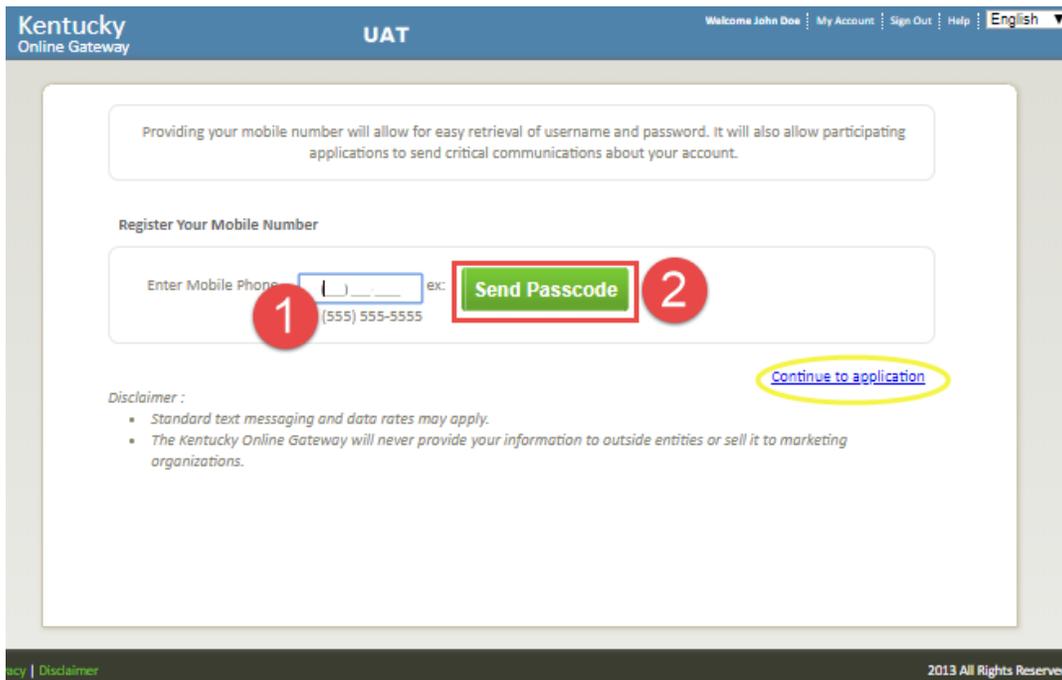
Step 8: User will enter their Email Address and Password, then click the [Sign In] button.



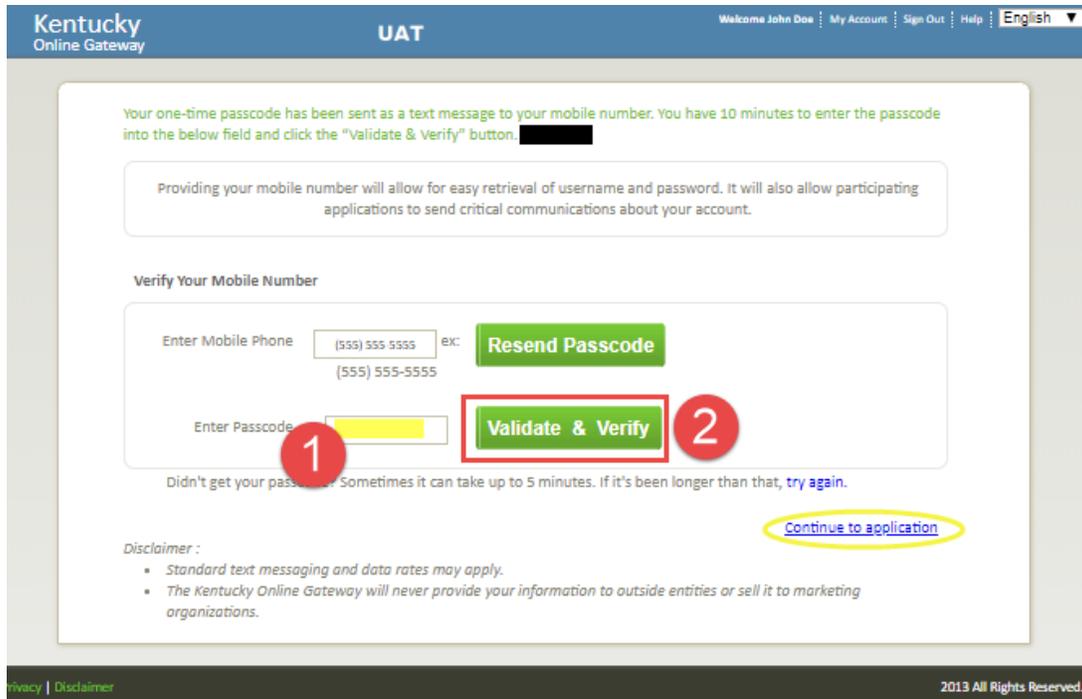
Step 9: User will click the [Yes, Register Now] button when prompted if they would like to register their mobile number. *User can skip mobile registration by clicking the [Remind Me Later] button.*



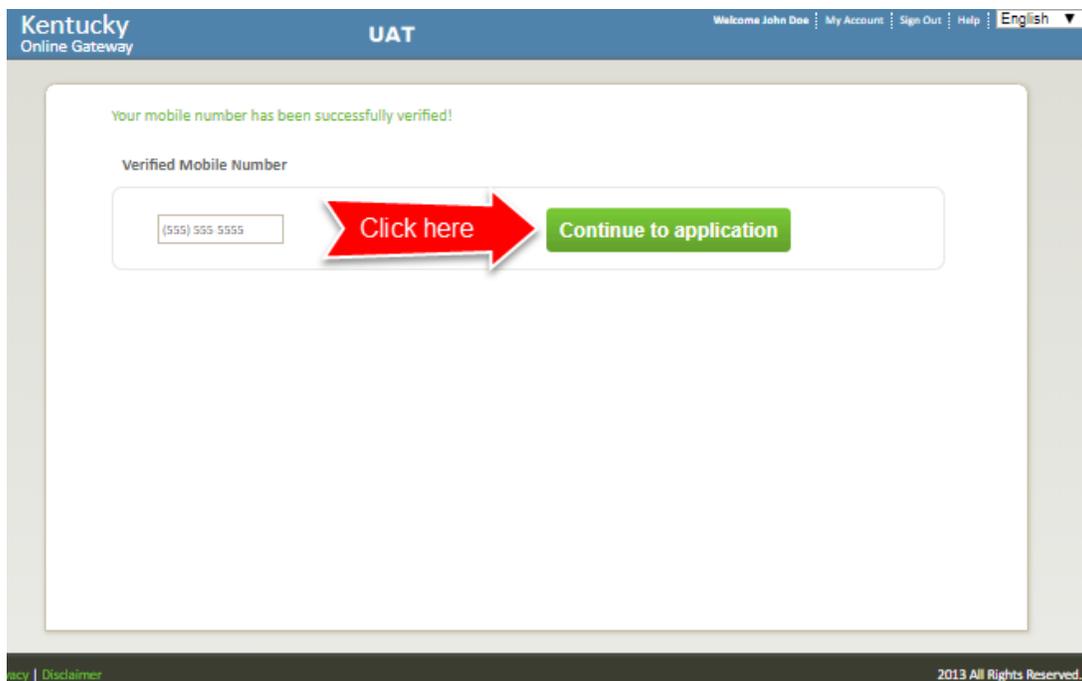
Step 10: User will enter their mobile phone number into the “Enter Mobile Phone” field and click the [Send Passcode] button. *User can skip mobile registration by clicking the “Continue to application” link.*



Step 11: User will receive an SMS text message at the mobile number they entered that includes an eight (8) digit code. User will enter the code into the “Enter Passcode” field and click the [Validate & Verify] button. *User can skip mobile registration by clicking the “Continue to application” link.*

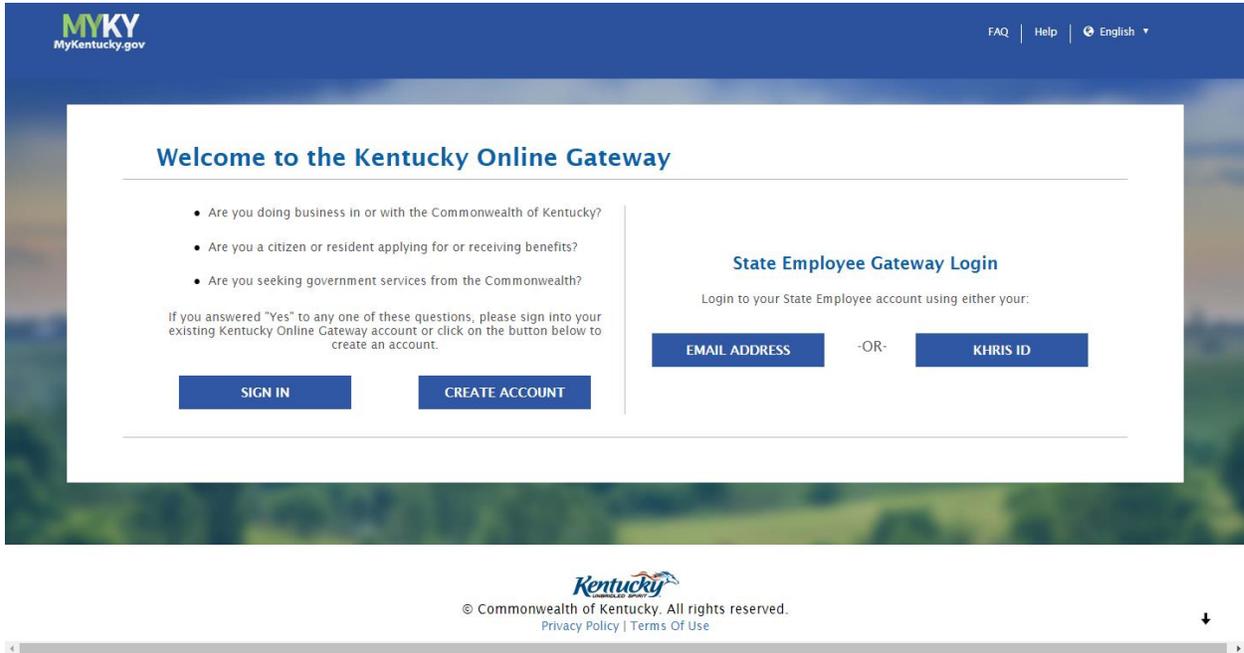


Step 12: User will receive a success message stating their mobile number has been verified, and will click the [Continue to application] button.

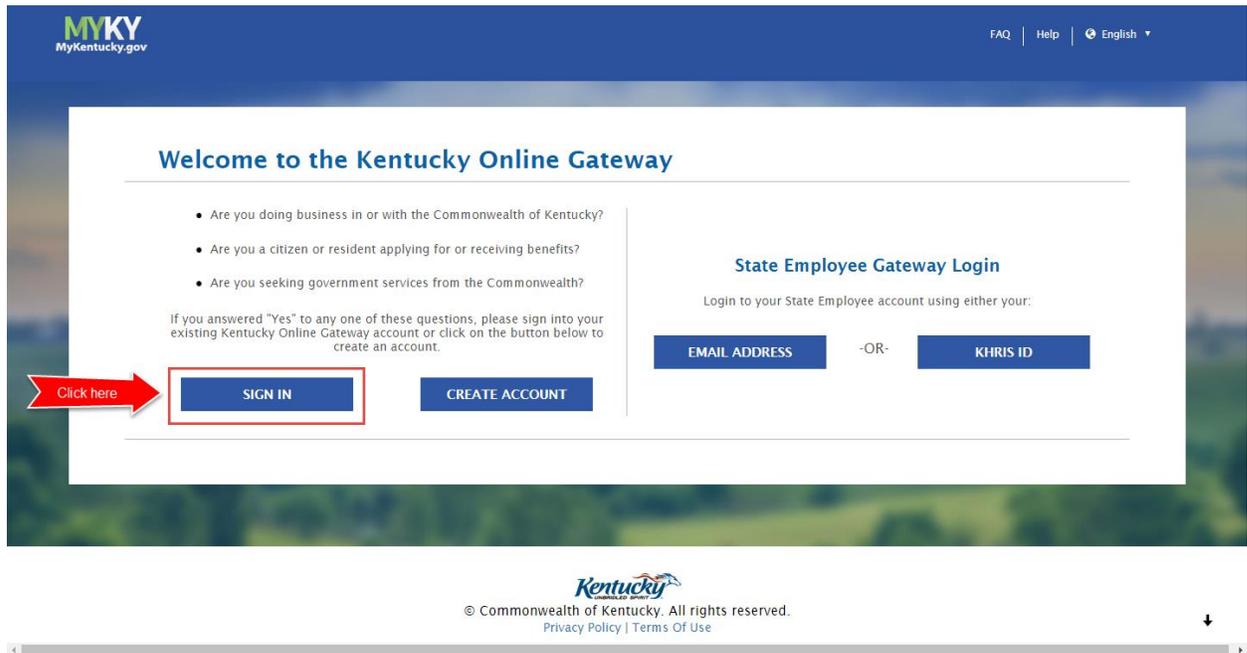


3. KOG ACCOUNT LOGIN

Step 1: External user navigates to the Kentucky Online Gateway login page on their web browser at <https://kog.chfs.ky.gov/home/>.



Step 2: User clicks the [Sign In] button.

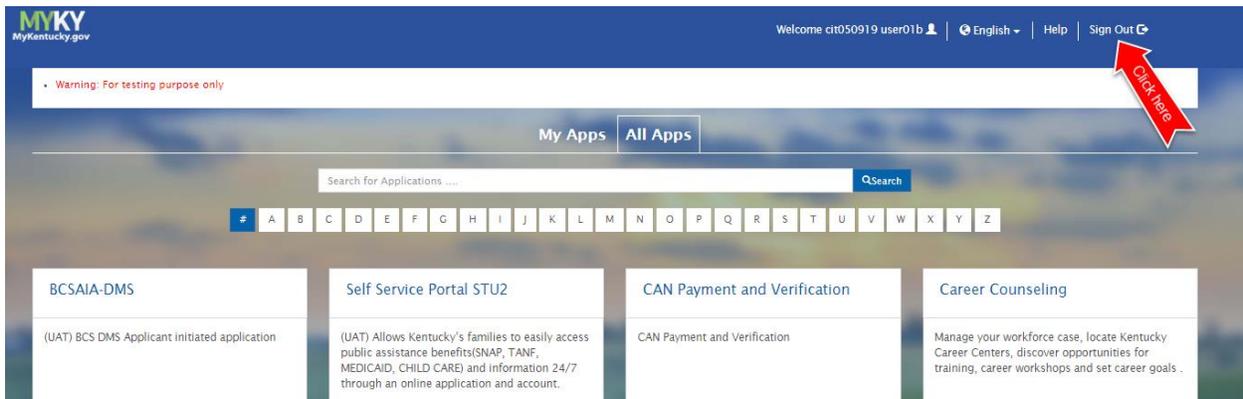


Step 3: User will enter their Email Address and Password, then click the [Sign In] button.

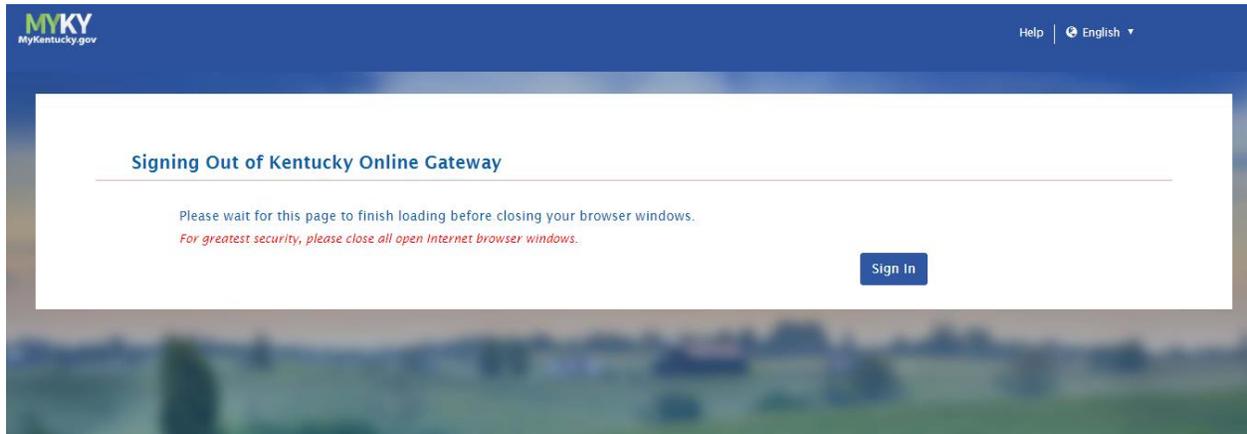


4. KOG ACCOUNT LOGOUT

Step 1: User clicks the [Sign Out] button located at the top right-hand corner of their browser screen.

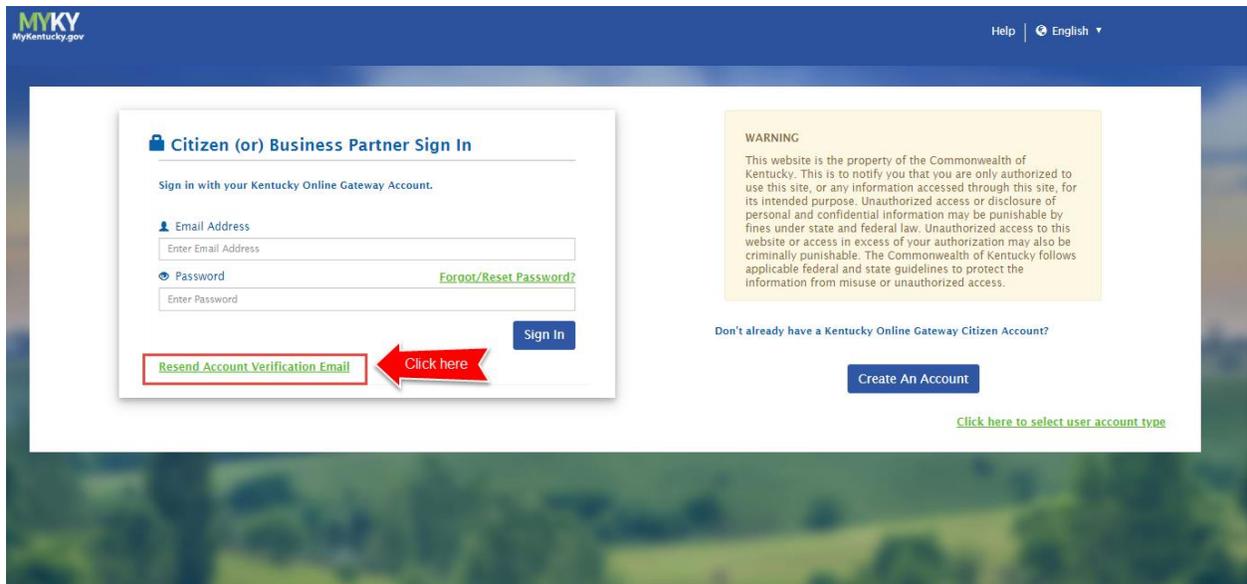


Step 2: User receives notification they are signing out of the Kentucky Online Gateway and to allow the page to finish loading before closing browser windows. At this point, they should close their browser.

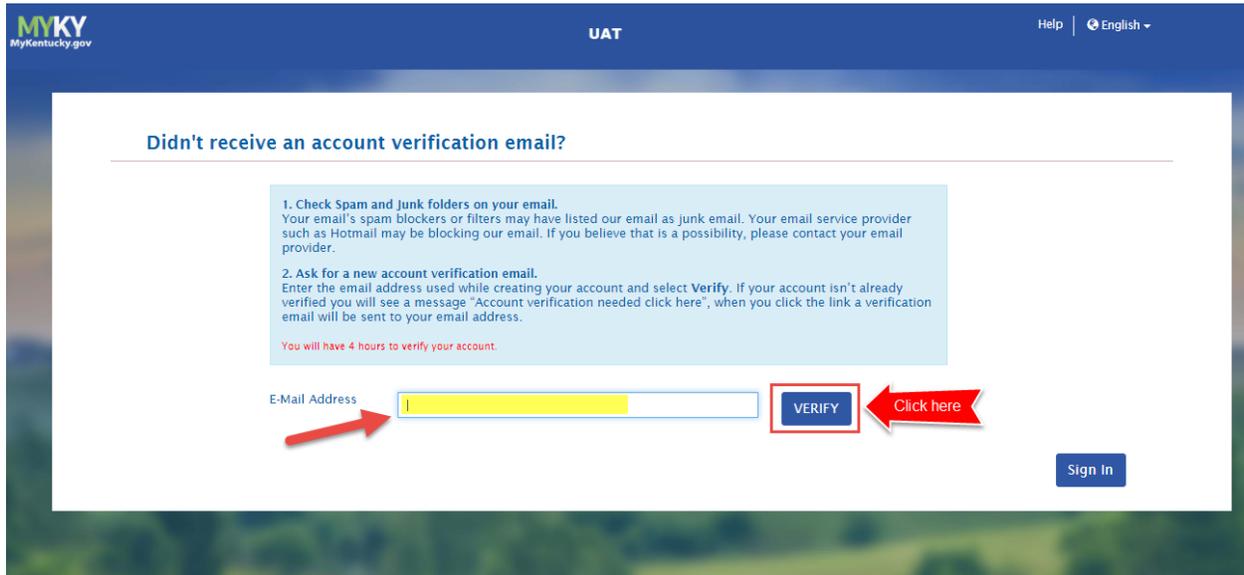


5. RESEND VERIFICATION EMAIL

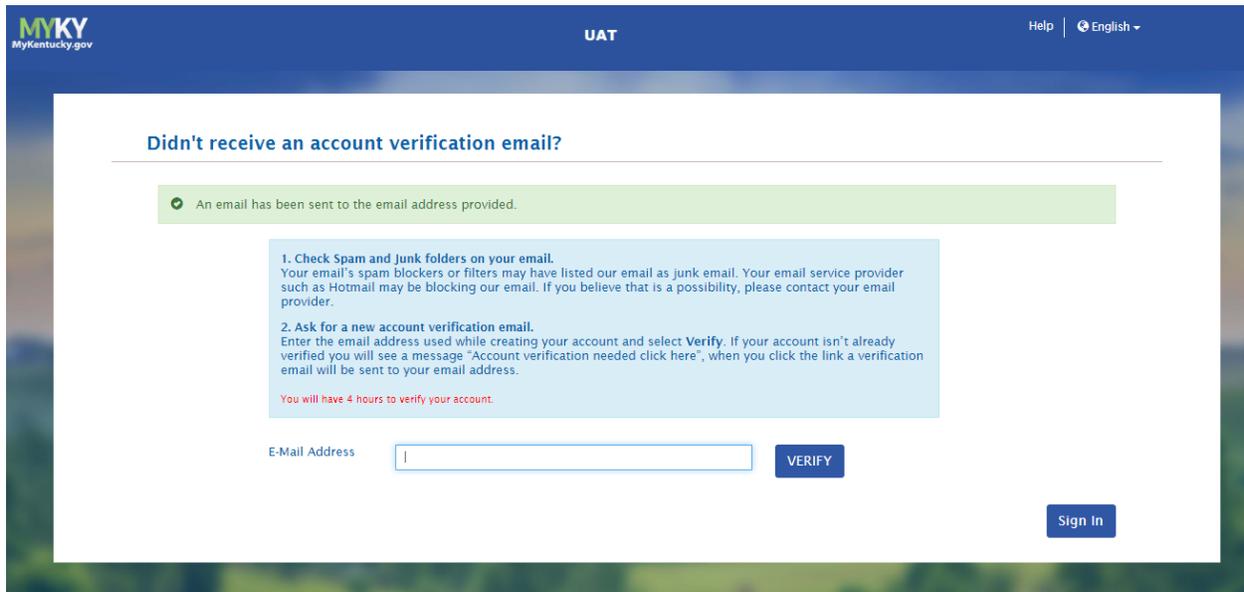
Step 1: From the KOG login screen, user will click the “Resend Account Verification Email” link.



Step 2: User will enter the Email Address they entered into the account details form during account creation and click the [Verify] button.



Step 3: User will receive a success message stating an email has been sent to the email address provided.



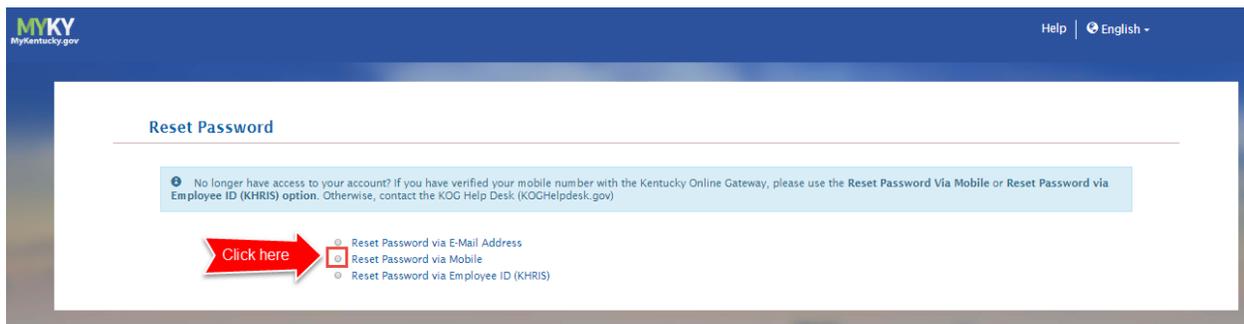
6. SELF-SERVICE PASSWORD RESET

PATH A: Reset Password via Email Address

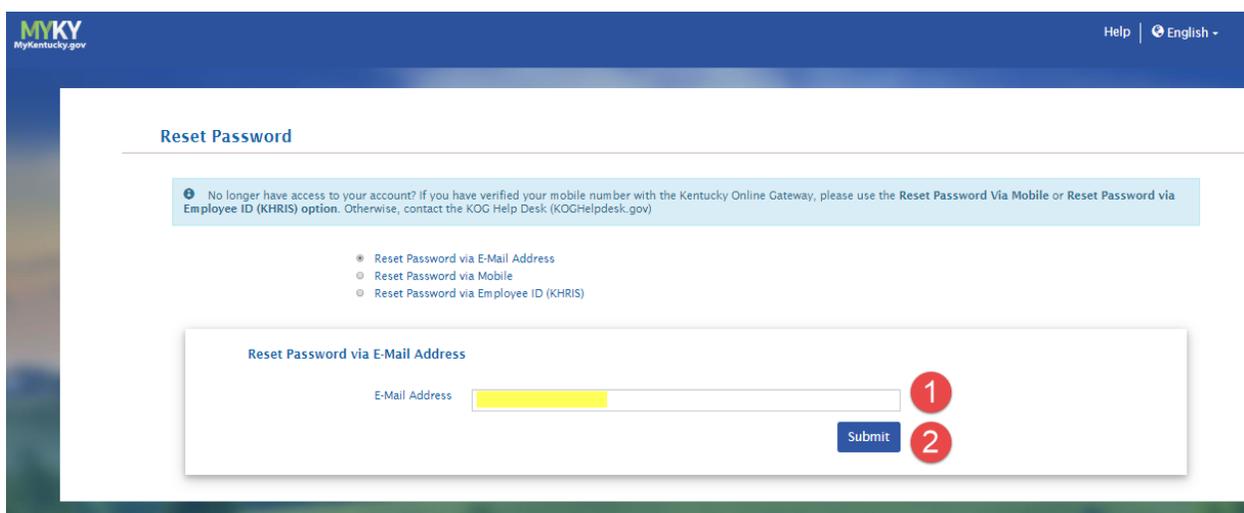
Step 1: From the KOG login screen, user clicks the [Forgot/Reset Password?] link.



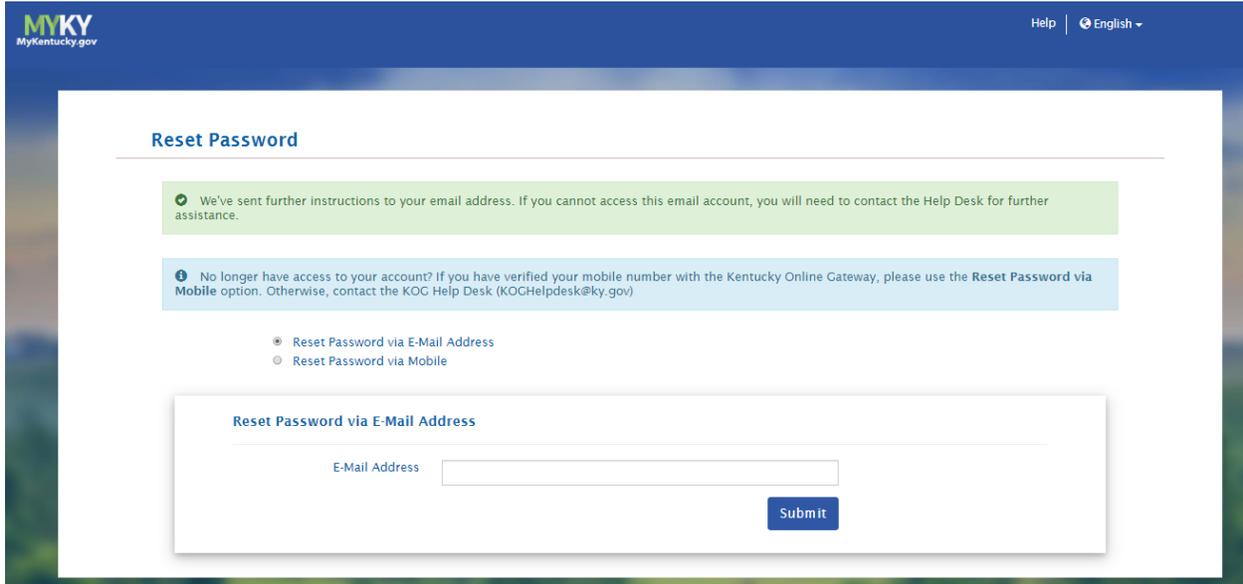
Step 2: User clicks the radio button labeled "Reset Password via E-Mail Address".



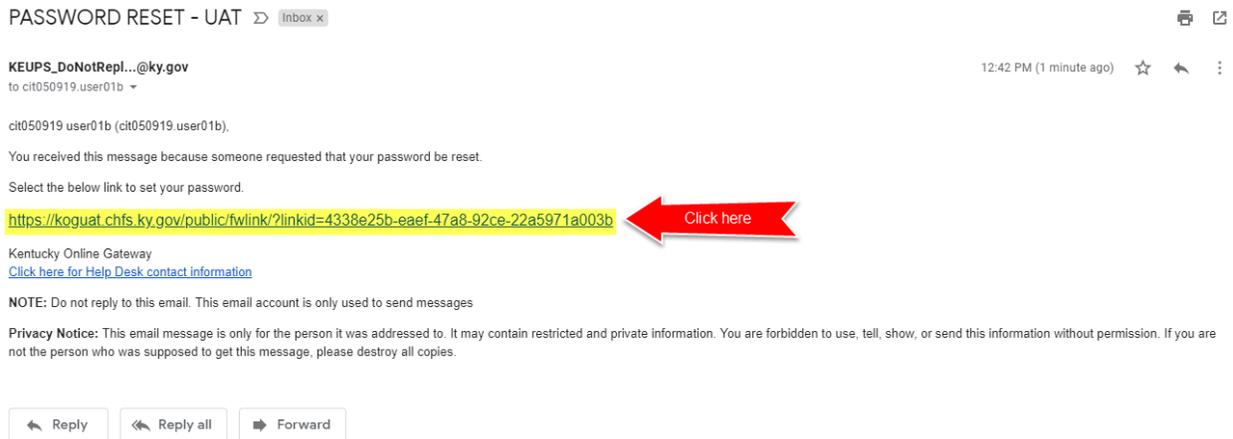
Step 3: A box will appear below the radio buttons where the user will enter the E-Mail Address associated with their KOG account and click the [Submit] button.



Step 4: User will receive an on-screen prompt stating that KOG has sent further instructions to the user’s email address.



Step 5: User will check email inbox where there will be a message from KOGDoNotReply@ky.gov. User will open the email message and click on the link directly below “Select the below link to set your password.”



Step 6: Clicking the link in the Password Reset email will take the user back into KOG, where they will be asked to verify the answers to the security questions they assigned when they created their account, and click the [Verify Account] button.

Reset Password

ⓘ If you are unable to provide the answers to these questions, you will need to contact the Help Desk for assistance.

Question	<input type="text" value="In what city were you born? (Enter full name of city only)"/>
* Answer	<input type="text" value=""/>
Question	<input type="text" value="What was the name of your first pet?"/>
* Answer	<input type="text" value=""/>



Step 7: User will choose and enter a new password into the New Password and Confirm Password fields that match and meet the password complexity criteria.

Reset Password

Fill out the form below to reset your password. Your new password must:

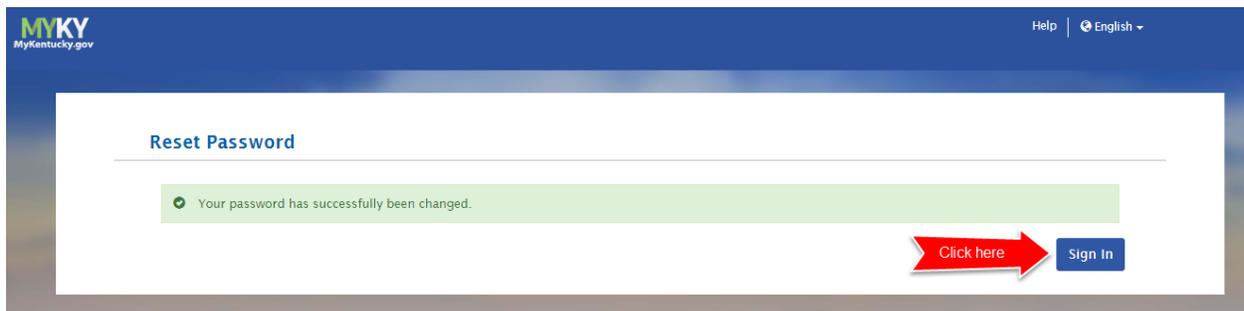
- Have a length of at least 8 characters
- Contain at least one number
- Contain both lower and uppercase letters

New Password

Confirm Password



Step 8: User will receive an on-screen message stating the password has been successfully changed and will click the [Sign In] button. [Fig 8.1.10] *The user will also receive email notification of password change.*



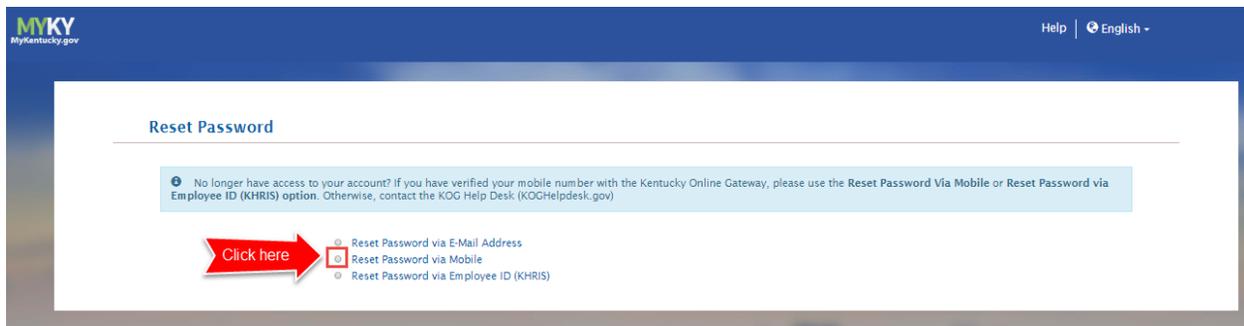
Step 9: User will use their Email Address and Password to log in to their account

PATH B: *Reset Password via Mobile*

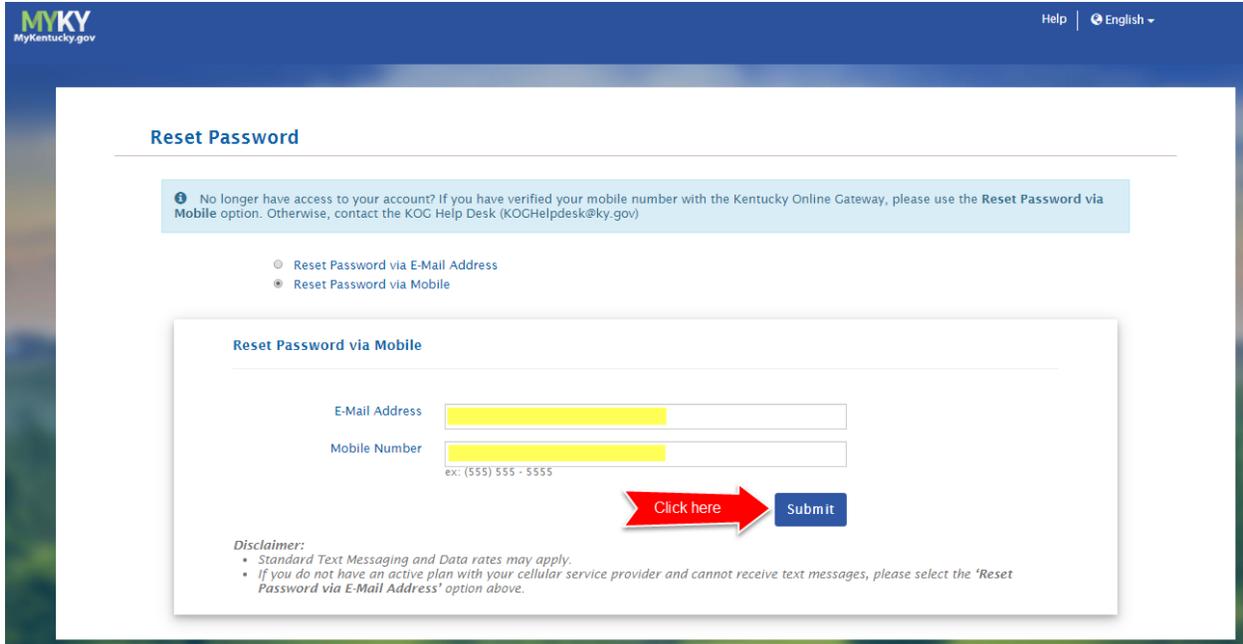
Step 1: From the KOG login screen, user clicks the [Forgot/Reset Password?] link.



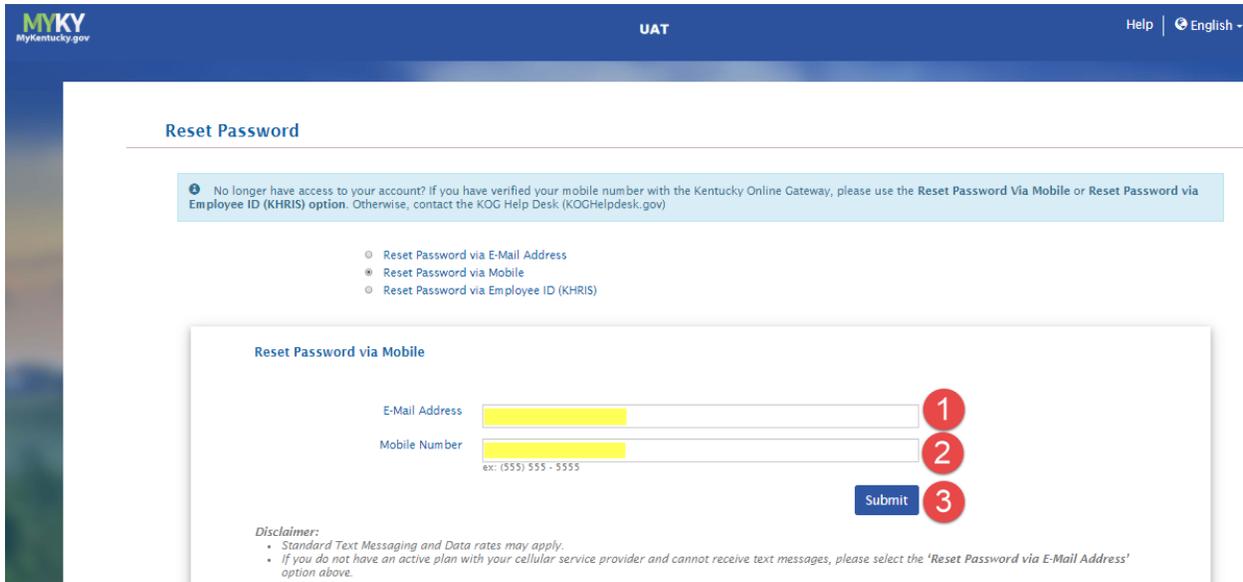
Step 2: User clicks the radio button labeled “Reset Password via Mobile”.



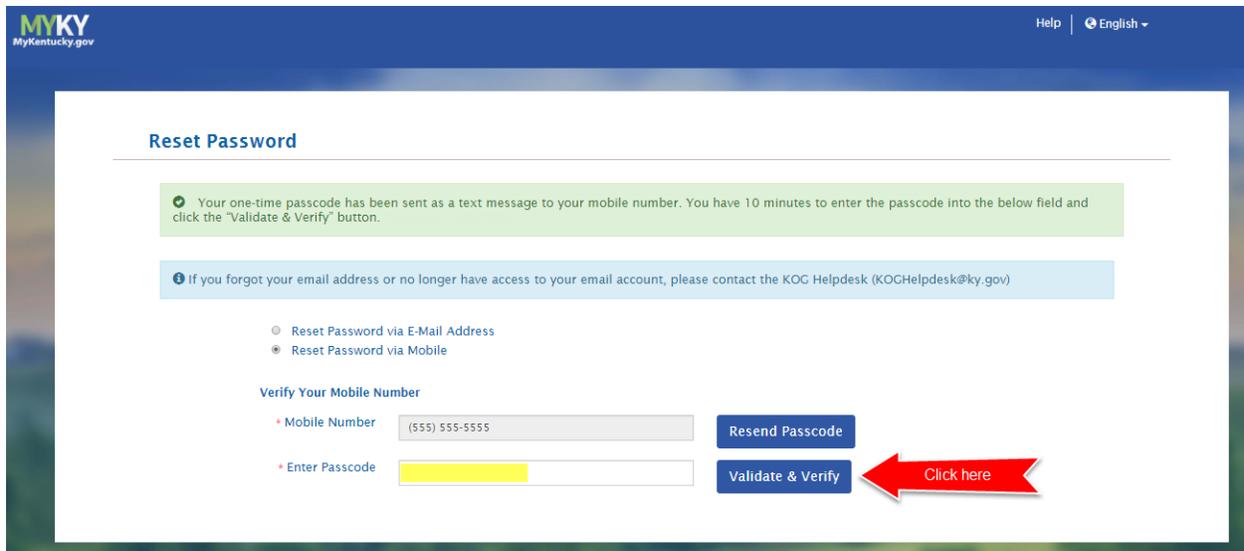
Step 3: A box will appear below the radio buttons where the user will enter the Email and Mobile Number associated with their KOG account and click the [Submit] button.



Step 4: An on-screen prompt will notify the user that a one-time passcode has been sent as a text message to the verified mobile phone number. The user will receive the SMS text message to the validated mobile phone number that includes an eight (8)-digit passcode.

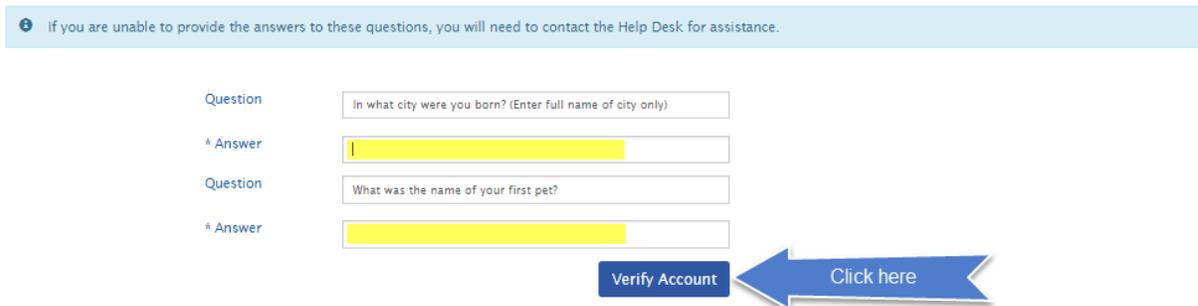


Step 5: The user will return to KOG where they will enter the passcode that was received to their mobile device into the "Enter Passcode" field and click the [Validate & Verify] button.



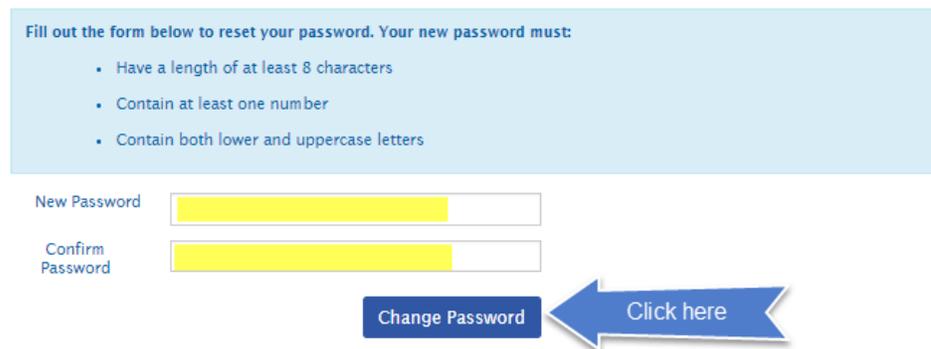
Step 6: User will be asked to verify the answers to the security questions they assigned when they created their account, and click the [Verify Account] button.

Reset Password

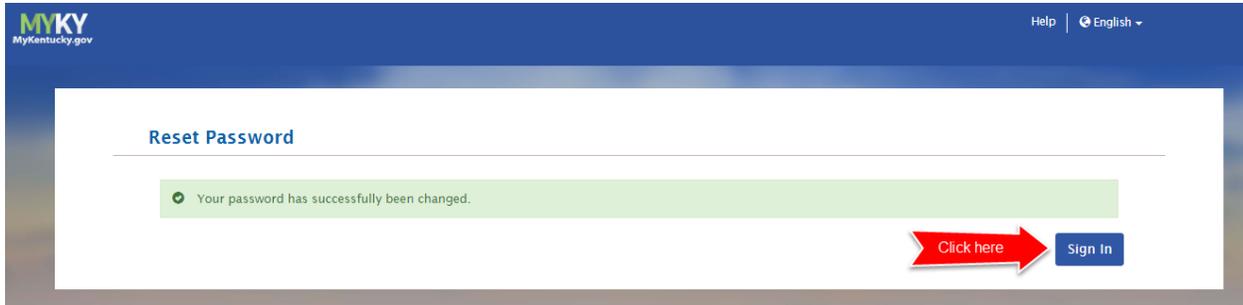


Step 7: User will choose and enter a new password into the New Password and Confirm Password fields that match and meet the password complexity criteria.

Reset Password



Step 8: User will receive an on-screen message stating the password has been successfully changed and will click the [Sign In] button. [Fig 8.1.10] *The user will also receive email notification of password change.*



Step 9: User will use their Email Address and Password to log in to their account.