

KENTUCKY ONLINE GATEWAY

MFA MANAGEMENT

The Kentucky Online Gateway (KOG) is upgrading their system to include OKTA Verify. This will improve the user's experience and provide a more secure way of accessing KOG applications. Users have the option to continue using Symantec VIP or switch to OKTA Verify. A phone number can also be registered as an additional security option.

Effective October 1, 2022, you will notice changes when logging into KOG, such as:

1. The KOG Log In screen is upgraded.
2. You will be prompted to register for a Multi Factor Authentication (MFA) method, even if you have done so prior to October 1st.
3. Two primary MFA methods are available:
 - a. OKTA Verify (recommended)
 - b. Symantec VIP

After selecting your primary MFA, it is recommended that you register an additional security option (phone).

WHICH MFA OPTION IS BEST FOR ME?

****For all mobile options please note that standard mobile rates may apply.**

Okta Verify

vs

Symantec VIP

- KOG-recommended MFA option.
- Application based and can only be used on mobile device or tablet.
- Ability to send push notifications for log in.
- If you choose to use Okta Verify, you must use your mobile phone each time you log in.

- This is the current KOG MFA method.
- Option for desktop or mobile token.
- Use this option if you do not wish to download Okta Verify on your smart phone or tablet.

Ready to Register?

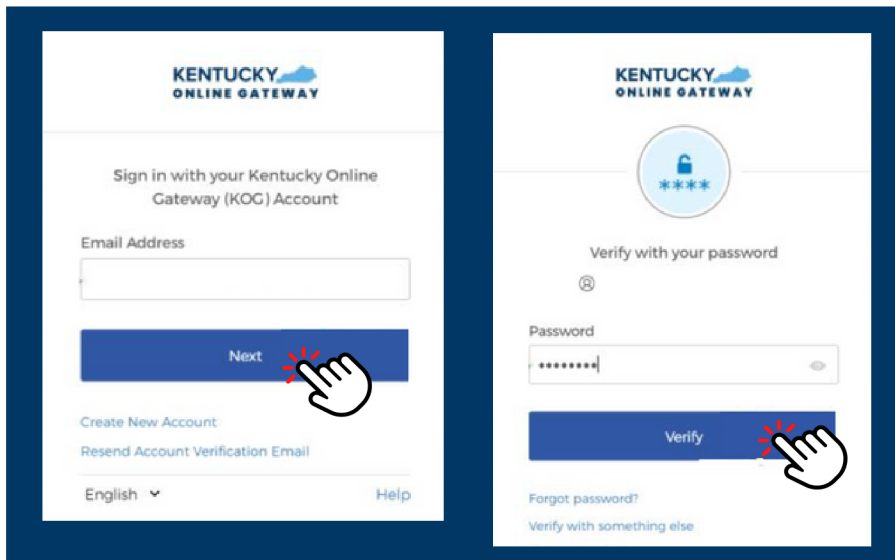
Check out the quick steps below to get it done!

OKTA VERIFY

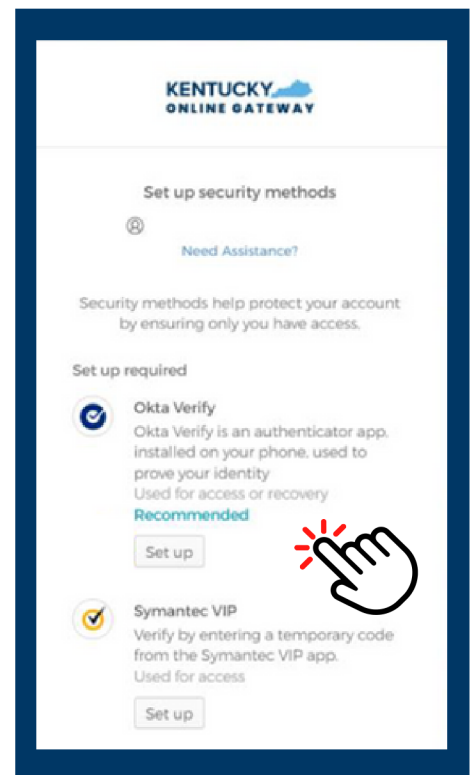
QUICK STEPS FOR SET UP

The Kentucky Online Gateway (KOG) is upgrading their system to include OKTA Verify. This will improve the user's experience and provide a more secure way of accessing KOG applications. Users have the option to continue using Symantec VIP or switch to OKTA Verify. A phone number can also be registered as an additional security option.

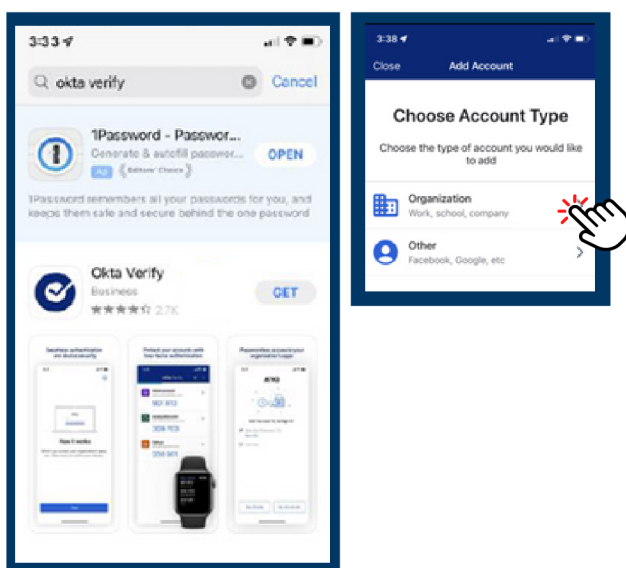
1 Log in to your KOG (Kentucky Online Gateway) account.



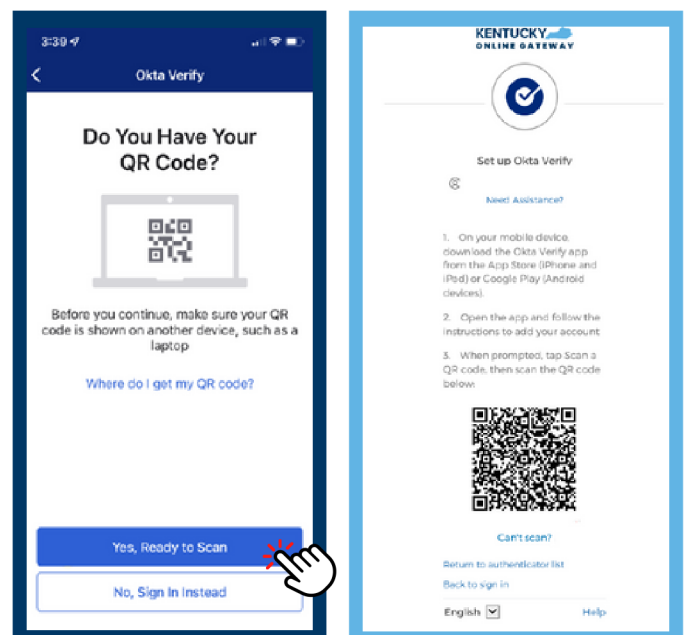
2 After you launch KOG you will be directed to the 'Set Up Security Methods' screen. Click '**Set Up**' under OKTA Verify.



3 Download and launch the OKTA Verify app on your phone or tablet. Choose '**Organization**' as the account type in the app.



4 Scan the QR code on the KOG website with your phone. **You're Done!** 👍



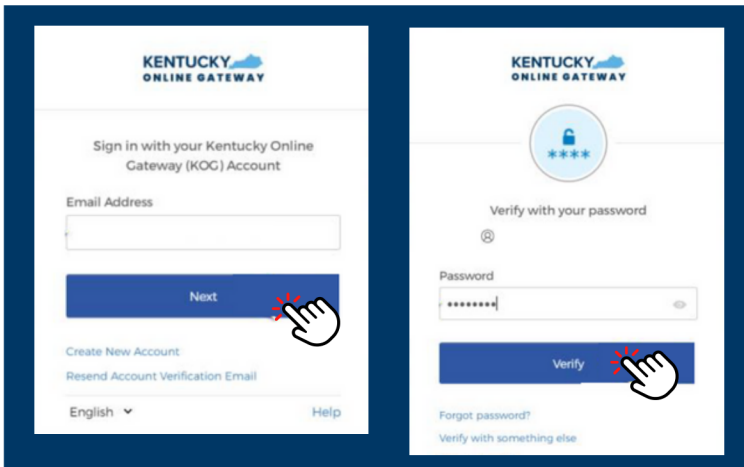
Now, each time you log into KOG you will receive a push notification or use a security code from the OKTA Verify app.

SYMANTEC VIP

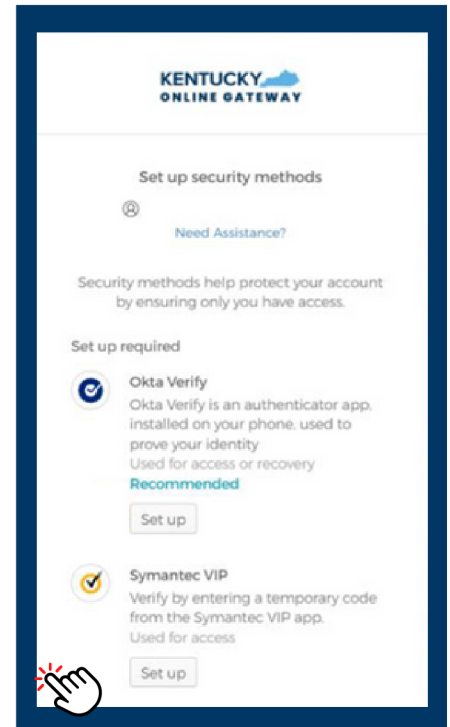
QUICK STEPS TO REGISTER

The Kentucky Online Gateway (KOG) is upgrading their system to include OKTA Verify. This will improve the user's experience and provide a more secure way of accessing KOG applications. Users have the option to continue using Symantec VIP or switch to OKTA Verify. A phone number can also be registered as an additional security option.

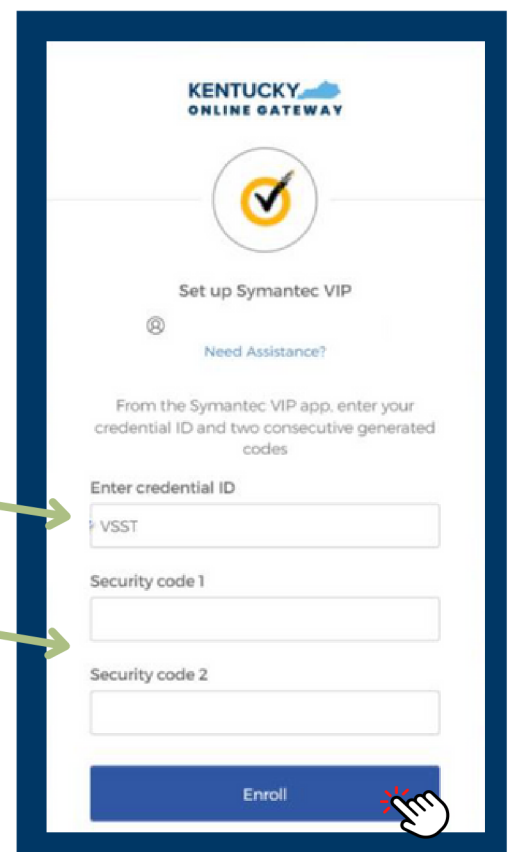
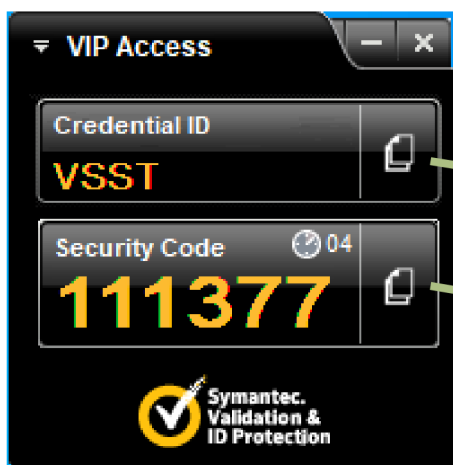
1 Log in to your KOG (Kentucky Online Gateway) account.



2 After you launch KOG you will be directed to the 'Set up Security Methods' screen. Click **'Set Up'** under Symantec VIP.



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



Now, each time you launch KOG you will enter a security code from Symantec VIP. If you get an error message stating that *the code does not match* wait until a new code appears and try again.

TEXT OR CALL

QUICK STEPS TO REGISTER YOUR PHONE

The Kentucky Online Gateway (KOG) is upgrading their system to include OKTA Verify. This will improve the user's experience and provide a more secure way of accessing KOG applications. Users have the option to continue using Symantec VIP or switch to OKTA Verify. A phone number can also be registered as an additional security option.

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

The first screenshot shows the 'KENTUCKY ONLINE GATEWAY' login page. It has a header with the logo, a sub-header 'Sign in with your Kentucky Online Gateway (KOG) Account', an 'Email Address' input field, and a blue 'Next' button. Below are links for 'Create New Account', 'Resend Account Verification Email', and a language dropdown set to 'English'. The second screenshot shows the password verification page. It has a header with the logo, a sub-header 'Verify with your password', a password input field with a masked password '*****', and a blue 'Verify' button. Below are links for 'Forgot password?' and 'Verify with something else'.

2 After you launch KOG you will be directed to the 'Set Up Security Methods' screen. Click **'Set Up'** under Phone.

The screenshot shows the 'KENTUCKY ONLINE GATEWAY' 'Set up security methods' page. It has a header with the logo, a sub-header 'Set up security methods', and a link for 'Need Assistance?'. Below is a paragraph: 'Security methods help protect your account by ensuring only you have access.' Under 'Set up required', the 'Phone' option is selected with a radio button. The text says 'Verify with a code sent to your phone Used for access or recovery'. A blue 'Set up' button is highlighted. At the bottom, there is a 'Back to sign in' link, a language dropdown set to 'English', and a 'Help' link.

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

The first screenshot shows the 'KENTUCKY ONLINE GATEWAY' 'Set up phone authentication' page. It has a header with the logo, a sub-header 'Set up phone authentication', and a link for 'Need Assistance?'. Below is a paragraph: 'Enter your phone number to receive a verification code via SMS.' There are two radio buttons: 'SMS' (selected) and 'Voice call'. Below are a 'Country' dropdown set to 'United States' and a 'Phone number' input field with '+1 5555555555'. A blue button at the bottom says 'Receive a code via SMS'. The second screenshot shows the same page but with the 'Voice call' radio button selected. The paragraph says 'Enter your phone number to receive a verification code via voice call.' The 'Phone number' input field has '+1 5555555555' and an empty 'Extension' field. A blue button at the bottom says 'Receive a code via voice call'.

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

The screenshot shows the 'KENTUCKY ONLINE GATEWAY' 'Set up phone authentication' page. It has a header with the logo, a sub-header 'Set up phone authentication', and a link for 'Need Assistance?'. Below is a paragraph: 'Calling your phone. Enter the code below to verify. Carrier messaging charges may apply.' There is an 'Enter Code' input field with '3863'. A blue 'Verify' button is highlighted. At the bottom, there is a 'Return to authenticator list' link, a 'Back to sign in' link, a language dropdown set to 'English', and a 'Help' link.