

The Commonwealth of Kentucky



Together for a better Kentucky

kynect resource
Onboarding Training





This Training Guide is designed to help Community Partners complete the steps required to onboard to **kynect resources**.

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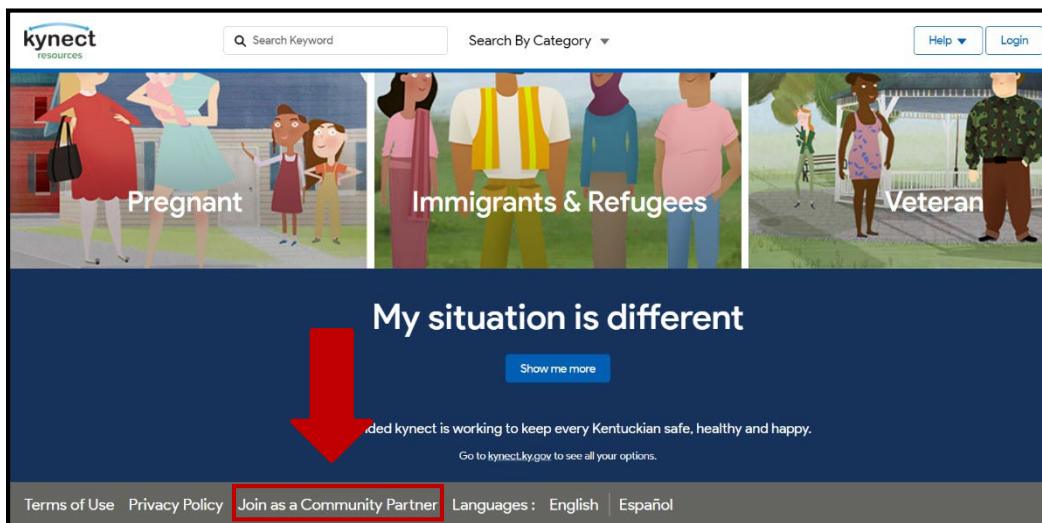
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kynect resources Claim My Site

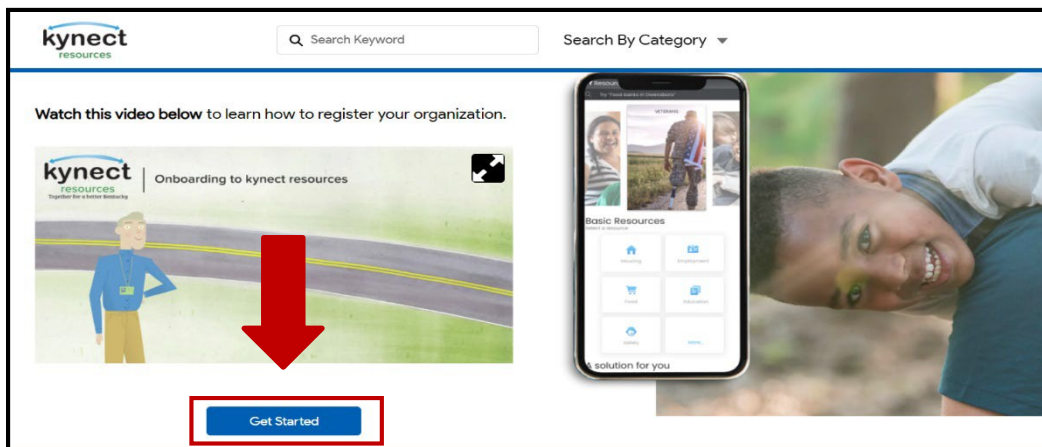
The first step in the onboarding process is to claim your site on **kynect resources**.

Steps to Claim My Site on kynect resources

1. Using Google Chrome, Navigate to kynect.ky.gov/resources.
2. Accept the cookies.
3. Scroll to the bottom of the **kynect resources** page and click, "Join as a Community Partner."

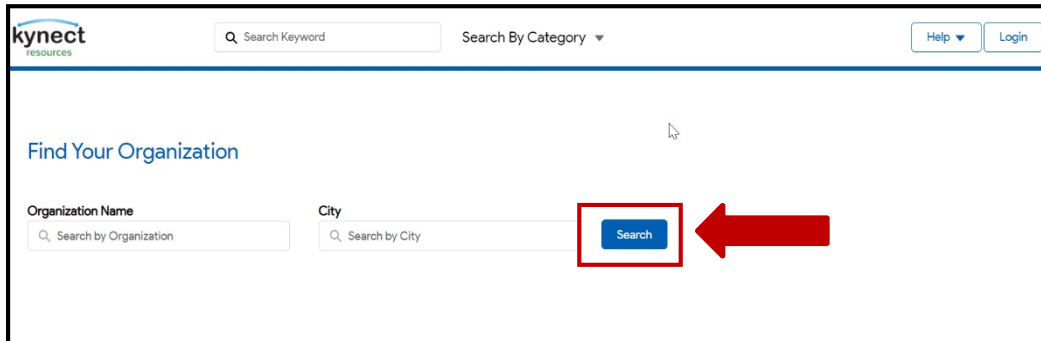


4. On the next screen, click, "Get Started."



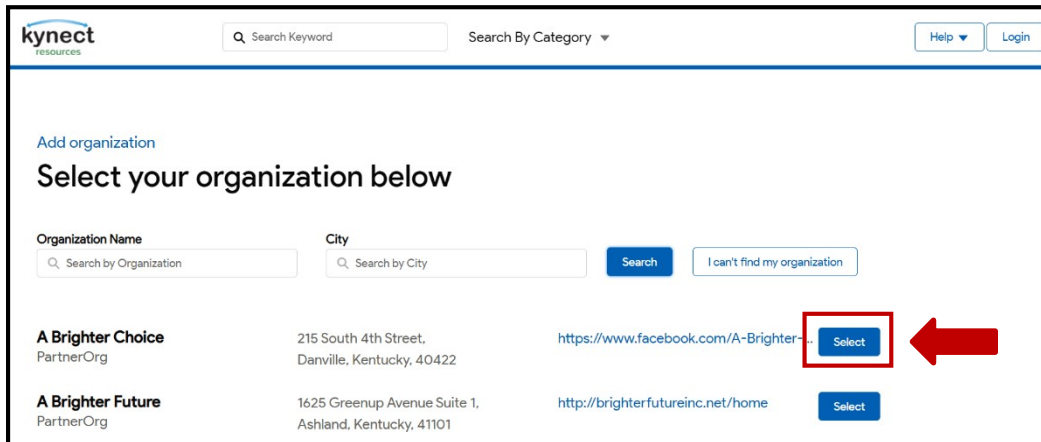
Please Note: The Onboarding Video on this page walks through the entire onboarding process if you need extra help.

5. Find your organization by typing in your organization's name or searching by city.



The screenshot shows the 'Find Your Organization' page. At the top, there is a search bar with 'Search Keyword' and a dropdown for 'Search By Category'. Below this, the page title is 'Find Your Organization'. There are two search input fields: 'Organization Name' (with a sub-label 'Search by Organization') and 'City' (with a sub-label 'Search by City'). A blue 'Search' button is located to the right of the 'City' field, highlighted with a red box and a red arrow pointing to it from the right.

6. Once you find your organization, click, "Select."



The screenshot shows the 'Select your organization below' page. It features search fields for 'Organization Name' and 'City', a 'Search' button, and a link 'I can't find my organization'. Below the search fields, there is a table of organizations:

Organization Name	Address	Website	Action
A Brighter Choice PartnerOrg	215 South 4th Street, Danville, Kentucky, 40422	https://www.facebook.com/A-Brighter-...	Select
A Brighter Future PartnerOrg	1625 Greenup Avenue Suite 1, Ashland, Kentucky, 41101	http://brighterfutureinc.net/home	Select

The 'Select' button for 'A Brighter Choice' is highlighted with a red box and a red arrow pointing to it from the right.

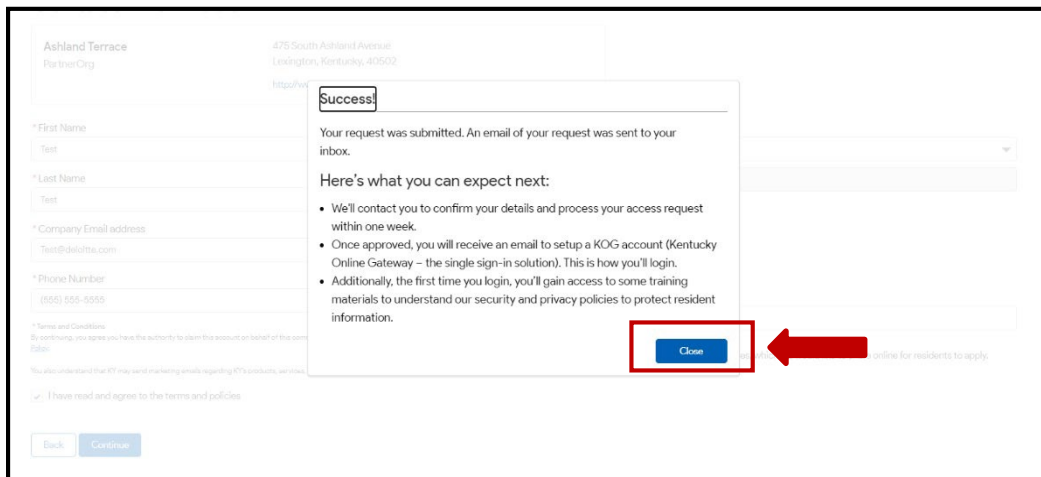


Please Note: If you cannot find your organization or if your organization has already been claimed, please contact 2-1-1 for help.

7. Fill in your contact information for all ***required fields*** and then click, "Continue."



8. Upon successful completion, you will see the screen below, click, "Close."




Please Note: You will receive an **initial email** from United Way stating they have received your request. After your request is approved, you will receive a **second email** with a link to set up your Kentucky Online Gateway (KOG) Account.

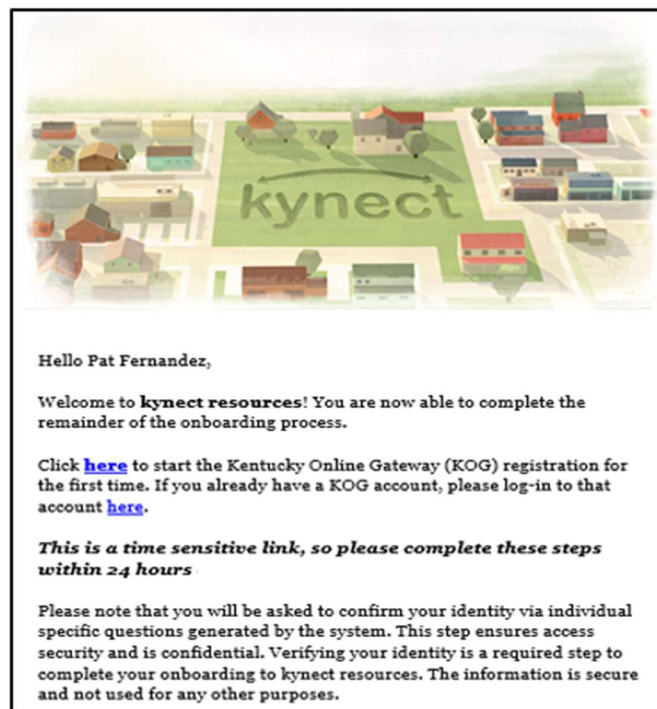
Onboarding Step 1: Claim My Site is Now Complete!

Kentucky Online Gateway (KOG) Account Creation

To access a variety of programs and systems including **kynect resources**, a user must complete a one-time registration as a KOG user. Each user must have a unique email address to complete the verification process. To complete the second step of the onboarding process, follow the steps below. Due to the security requirements of the site, steps in this process may **time out** if no action is taken.

1. As stated above, you will receive a second email with the KOG registration link.

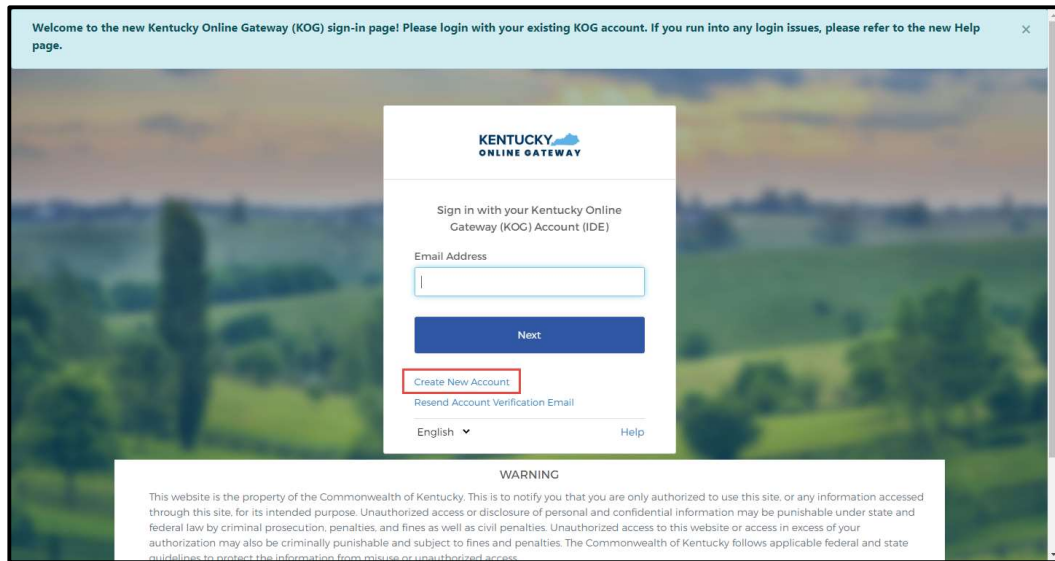
Existing KOG Account: If you have an existing KOG Account with your organization email address, you **MUST** use the link for those with an existing account in the email. You will be navigated to complete the **kynect resources** training and the Resources Community Portal Tile will be added to your KOG homepage. See page 23 of this guide for training and first-time login information.



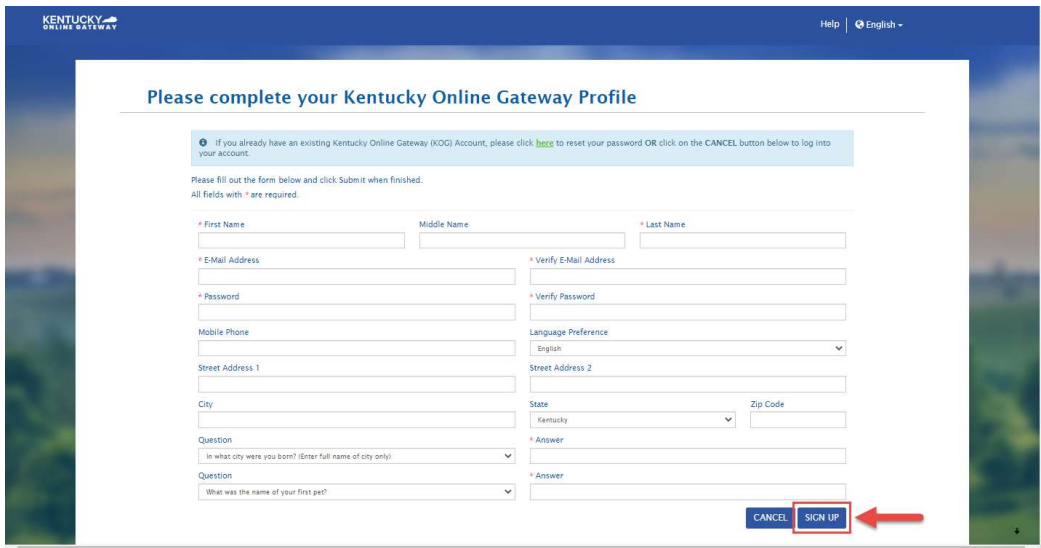
Please Note: The KOG link expires in **24 hours**. If the link expires, you will have to request a new link to continue the process. If the link in the welcome email expires, email kynectresources@ky.gov to request a new email from **kynect resources**.

One of the most frequent issues occurs at this step. Due to organizations' email security features, sometimes these emails do not show in the inbox. Please double check all spam, junk, or other folders if you do not see this email.

2. New users will click “Create New Account” to begin the KOG Account Creation Process. In the KOG Account Creation process, you should use your organization or business email address when creating your account for **kynect resources**.



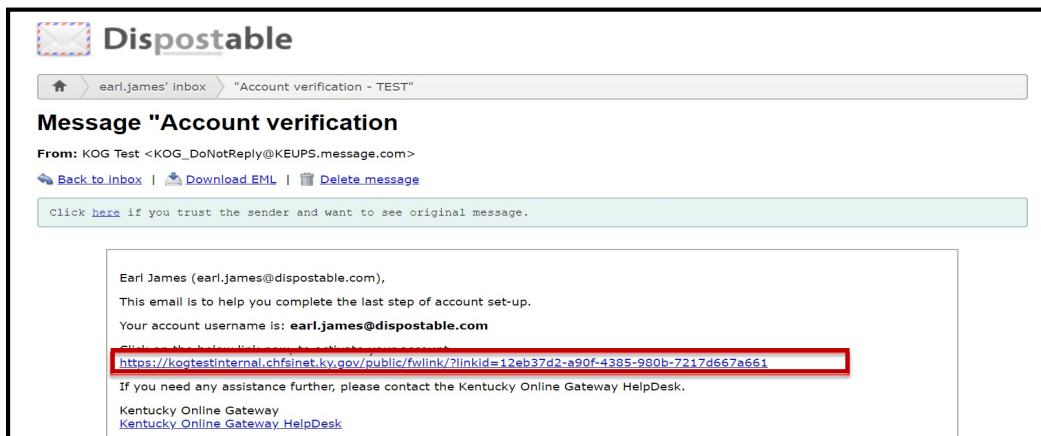
3. Fill in the requested information for all ***required fields*** and click, “Sign-up.”



4. A confirmation screen appears, and an email is sent to verify the KOG account.

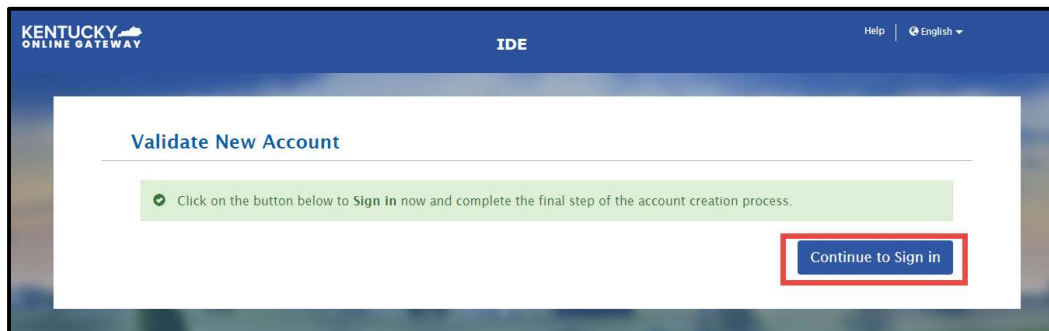


5. You will receive a verification email, follow the link to complete account set up. Google Chrome is the preferred browser.



Again, we ask you check your **spam or junk folders** if you do not receive the email within a few minutes.

6. On the Validate New Account screen, click, "Continue to Sign-in."

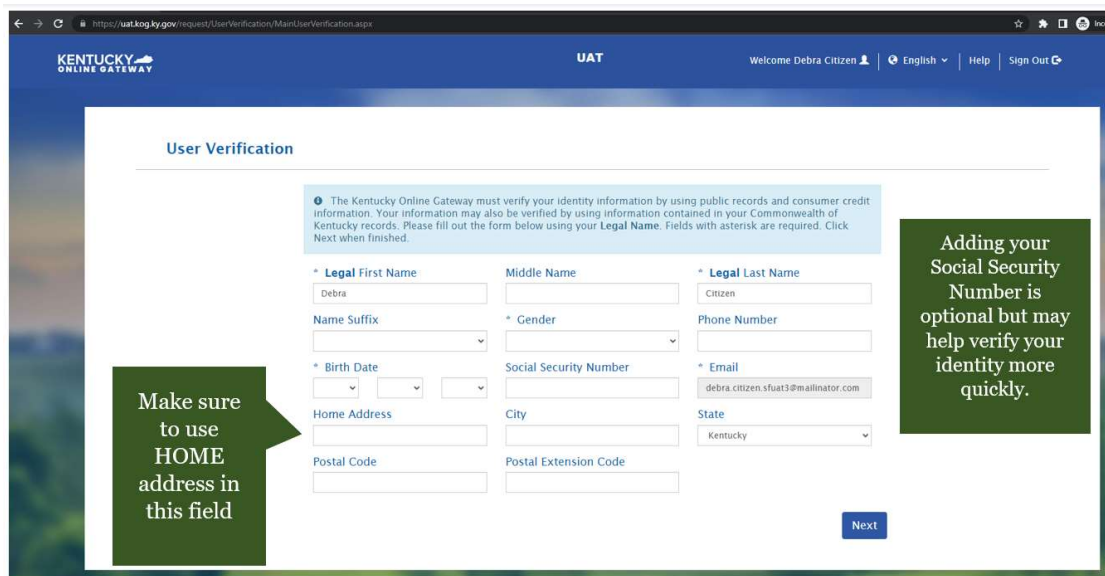


7. Confirming Your Identity

An important part of creating a KOG account is User Verification. This is a standard across state programs and satisfies the privacy and security standards the state programs must meet. It simply means, the state has verified you are who you say you are and there is a record of who has access to the system.

Experian is a third-party vendor who confirms identity in this process. No CHFS program has access to your personal information or details of your verification, and it is not used for any other purpose than verifying identity. Experian communicates the confirmation result to our system to allow access. Some users do not pass ID Verification and are provided the phone number to Experian along with a reference code. This call typically takes only a few moments, and the user can proceed with next steps.

To facilitate the success of ID Verification, it is important to use your home address on the user verification screen. While including a Social Security number is not required, adding this field may better help confirming identity. If a user is unable to complete ID Verification, they must be verified in person, providing proof of Identity and citizenship status.



The screenshot shows the 'User Verification' page on the Kentucky Online Gateway. The page includes a header with the logo and navigation links. The main content area contains a form with the following fields:

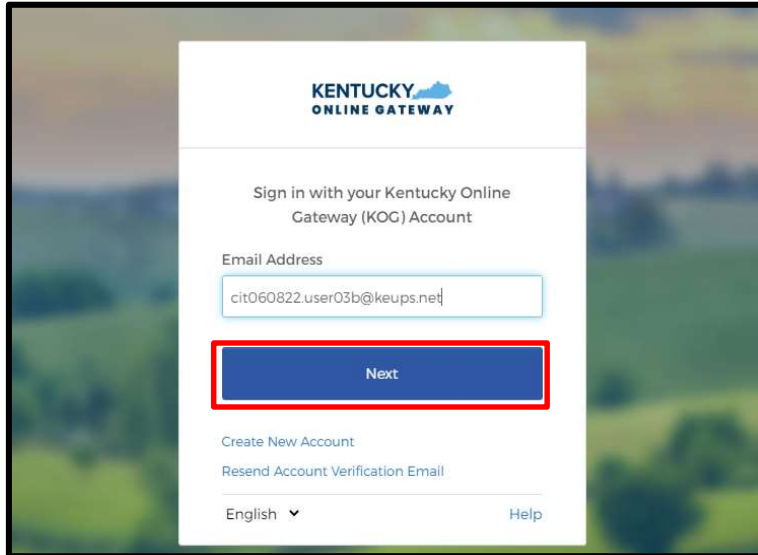
- Legal First Name:** Debra
- Middle Name:** (empty)
- Legal Last Name:** Citizen
- Name Suffix:** (dropdown menu)
- Gender:** (dropdown menu)
- Phone Number:** (text input)
- Birth Date:** (dropdown menus for month, day, year)
- Social Security Number:** (text input)
- Email:** debra.citizen.sfuat3@mailinator.com
- Home Address:** (text input)
- City:** (text input)
- State:** Kentucky (dropdown menu)
- Postal Code:** (text input)
- Postal Extension Code:** (text input)

Callout boxes provide additional instructions:

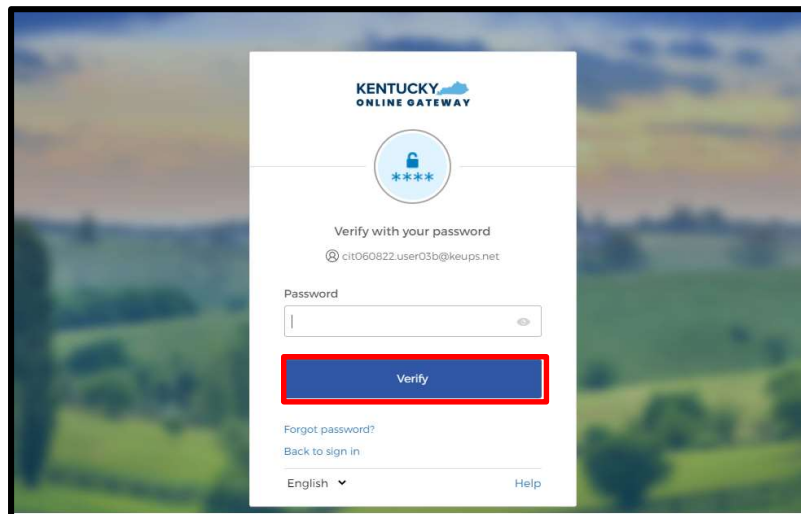
- A blue box at the top explains that the gateway uses public records and consumer credit information for verification.
- A green box on the left points to the Home Address field, stating: "Make sure to use HOME address in this field".
- A green box on the right points to the Social Security Number field, stating: "Adding your Social Security Number is optional but may help verify your identity more quickly."

A "Next" button is located at the bottom right of the form.

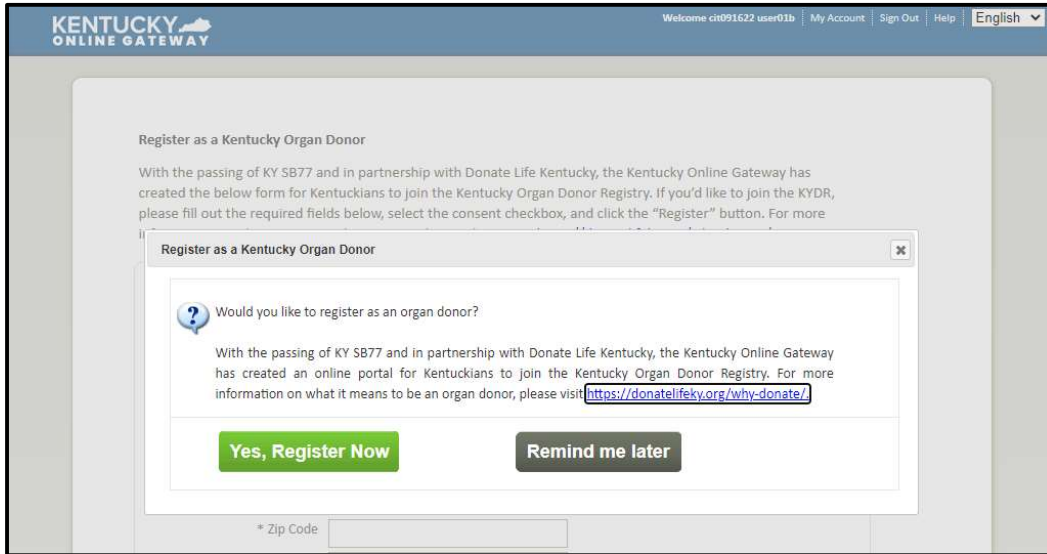
8. Once you have successfully verified your account and identity, you will be taken to the KOG login screen where you will enter the email address associated with your new KOG account and click, "Next."



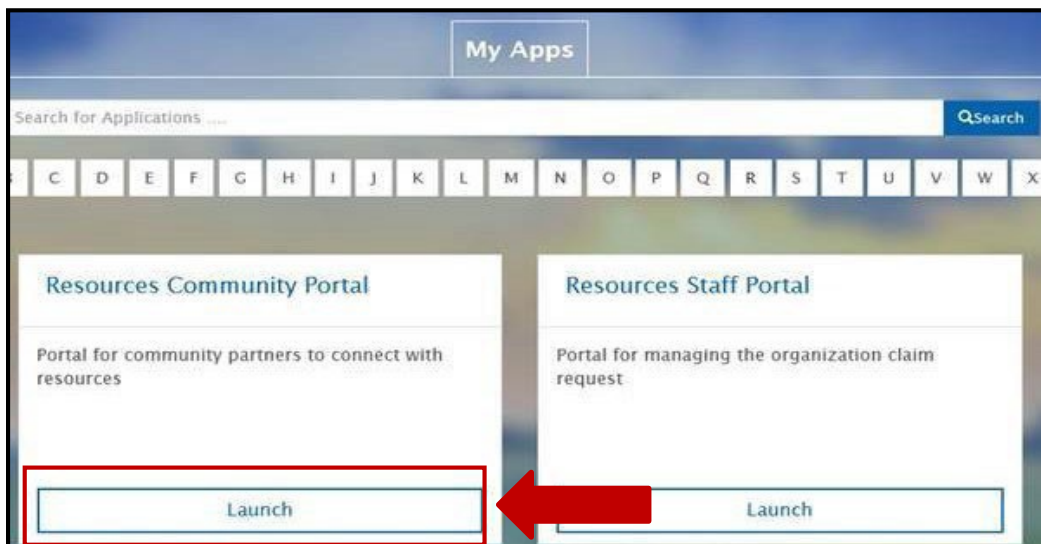
9. Enter your password into the Password field and click, "Verify."



10. After logging into **kynect resources**, you will be redirected to the Kentucky Organ Donor Registration screen. Here, you will be prompted to register as an organ donor. Click “Yes, Register Now” to register as an organ donor or “Remind me later” to be redirected to the KOG dashboard.



11. Upon successful completion of KOG registration, you will see the **kynect resources** app labeled, “Resources Community Portal”, click, “Launch.”



Onboarding Step 2: KOG Registration is Now Complete!

Multi-Factor Authentication Download

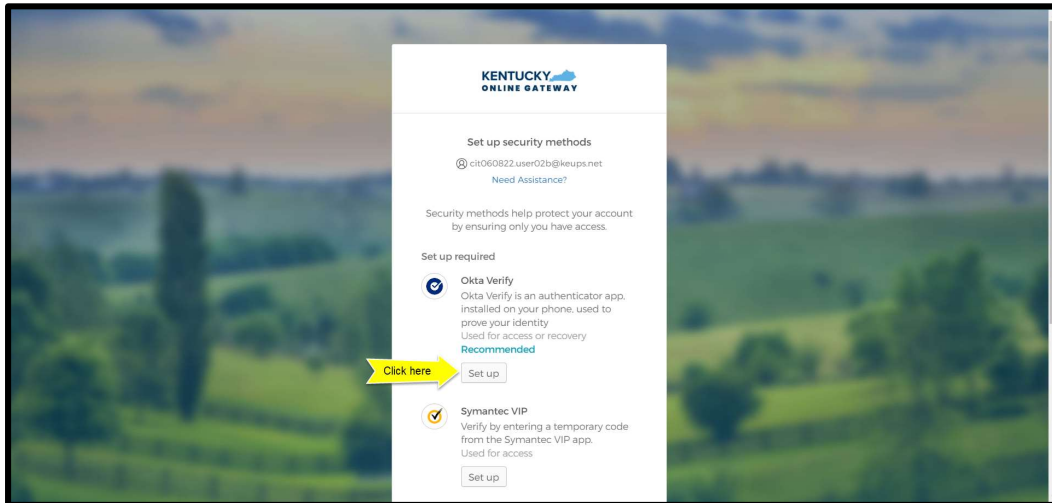
To maintain the highest level of security, the third step of the **kynect resources** onboarding requires a multi-factor authentication (MFA) credential identification and account verification. Community Partners have the option to download either Okta Verify or Symantec VIP. One of these MFAs will be used each time you login to **kynect resources**.



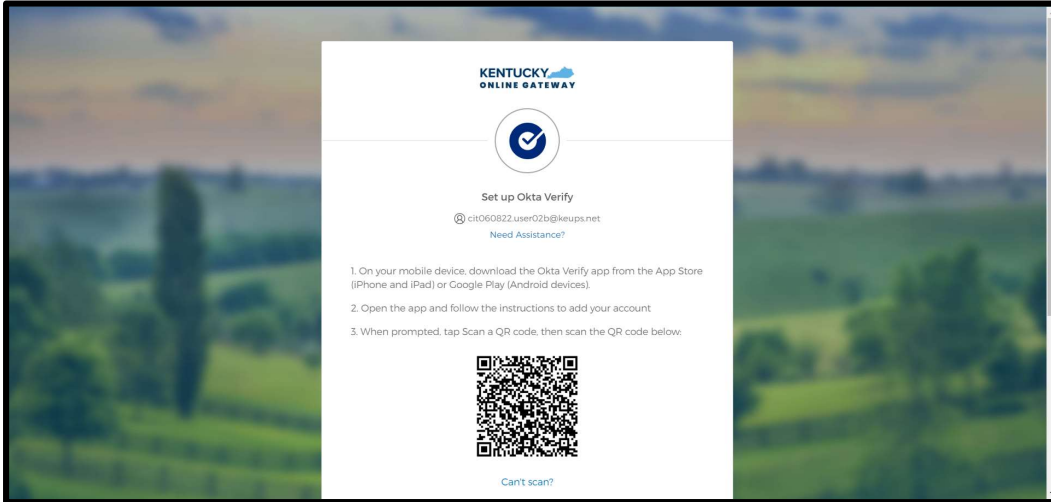
MFAs are a common security measure used in government, collegiate, and other general work settings to access secure databases or even one's email. All KOG users are required to use one of these MFAs.

OKTA Verify

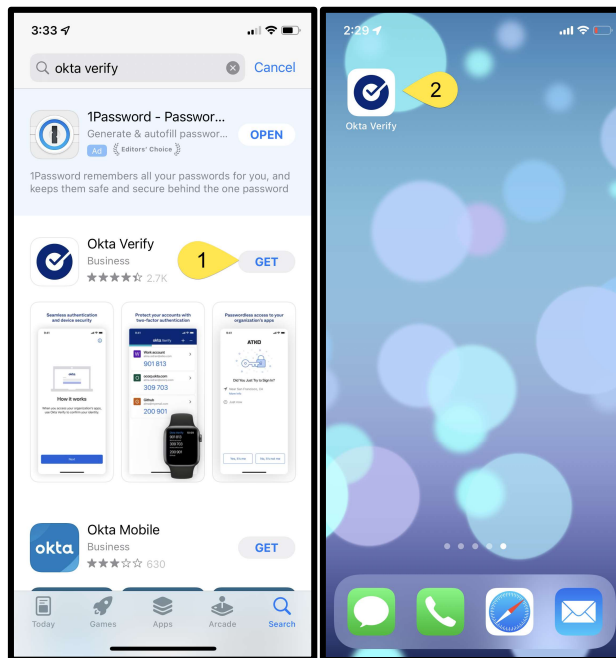
1. After clicking, "Launch" on the Community Resources Portal, the system redirects you to the Set-up security methods screen below where you will set up either the Okta Verify or Symantec VIP MFA. To set up the Okta Verify authenticator app, click, "Set up."



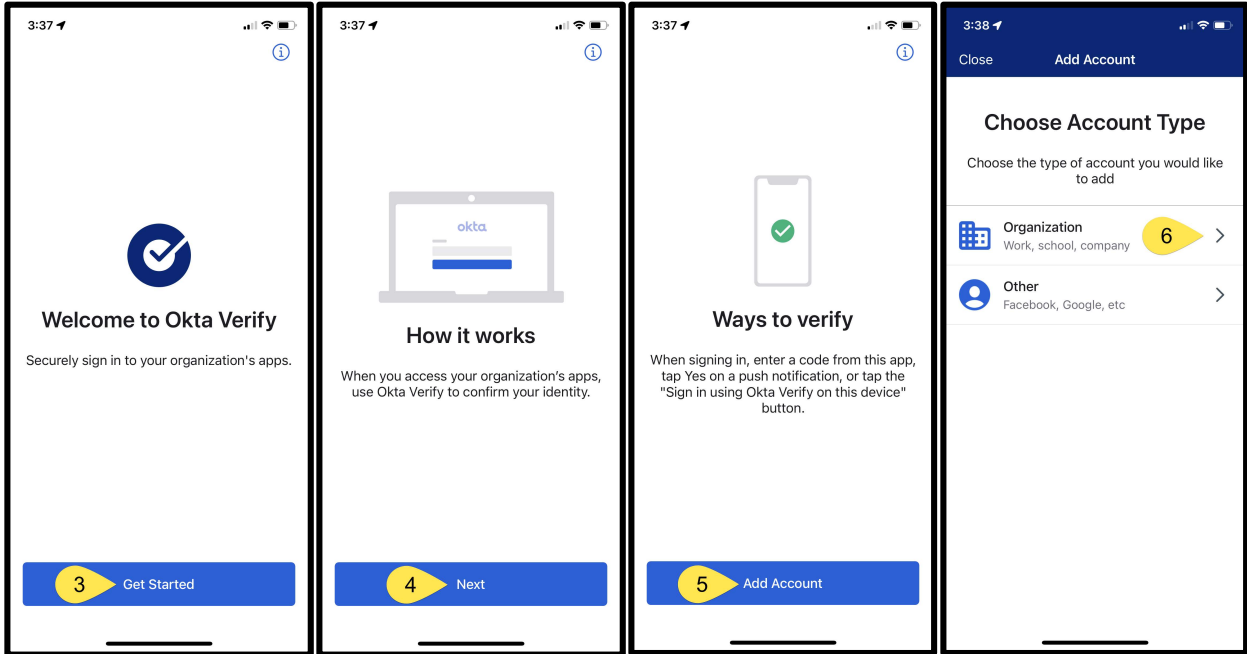
2. The Set-up Okta Verify screen has three steps to enroll into Okta Verify.



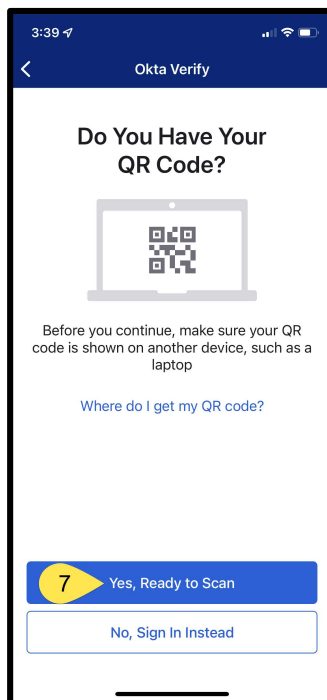
3. First, download the Okta Verify app to your mobile device or tablet from the App Store or Google Play.



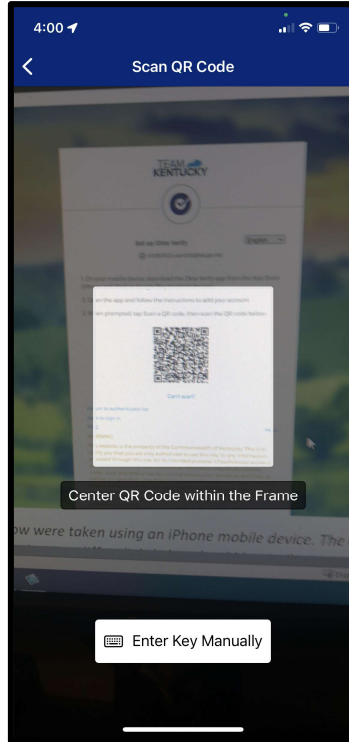
4. Next, open the Okta Verify app and follow the instructions shown in the screenshots below to add your account.



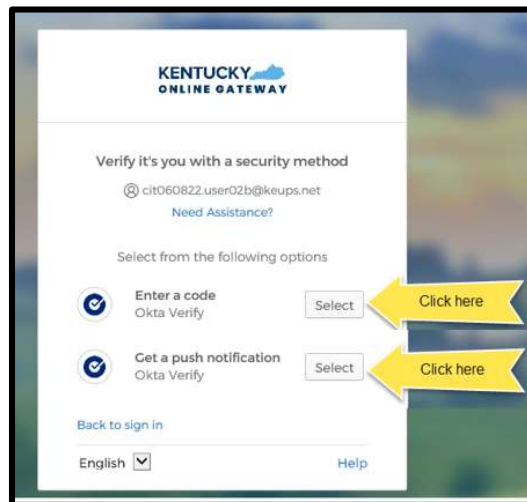
5. Your device will prompt you to scan a QR code to register; when prompted, click, "Yes, Ready to Scan" to open your device's camera.



6. Use the camera feature to position the QR code within the highlighted box to be scanned.

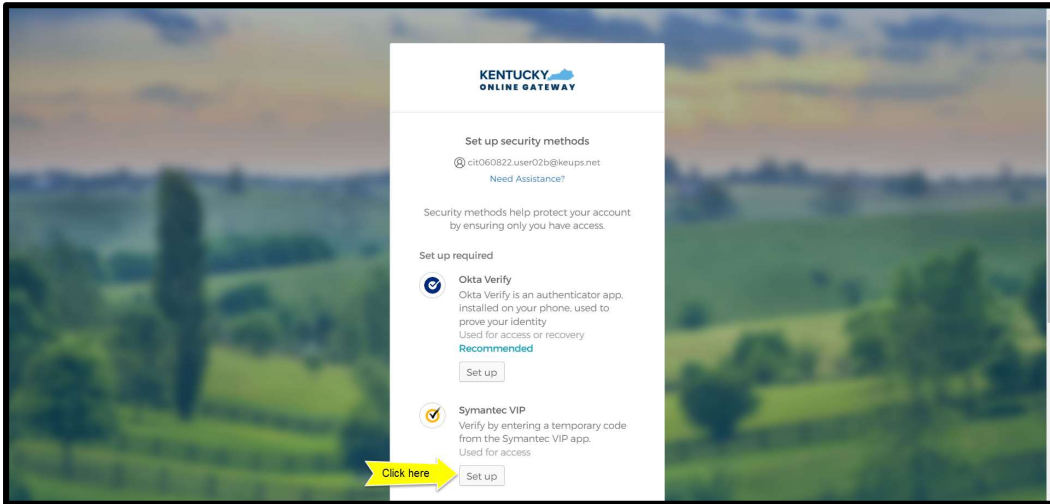


7. If your device successfully scans the QR code, KOG will recognize that the Okta Verify MFA enrollment is complete. To login to **kynect resources**, click "Select" next to either "Enter a code" or "Get a push notification" and follow the prompts on your device to complete the login process.

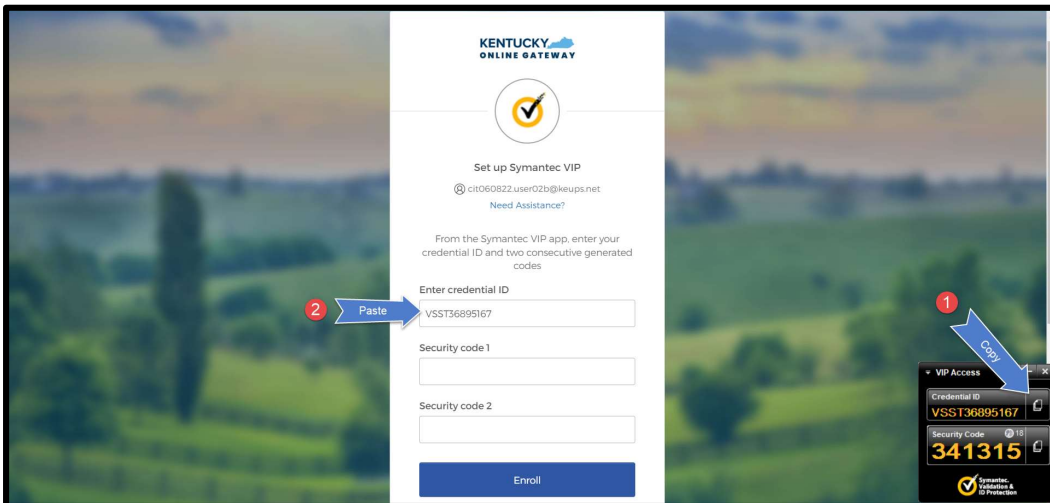


Symantec VIP

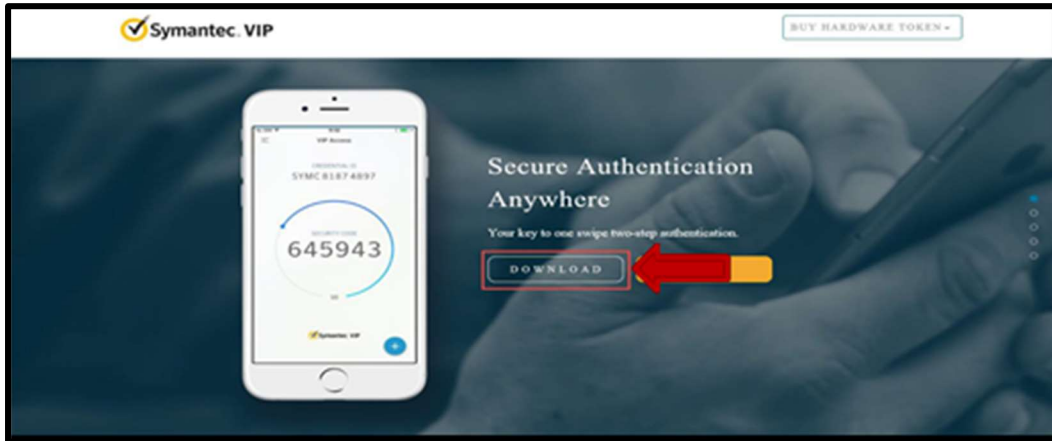
1. To set up Symantec VIP as your MFA, click, "Set up."



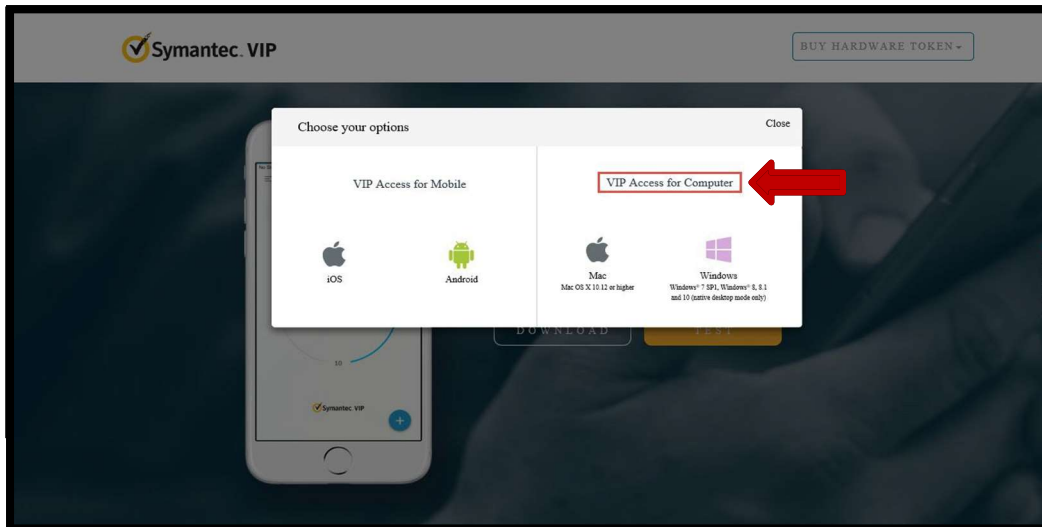
2. You will be taken to the Set-up Symantec VIP screen to log into **kynect resources** using the Symantec VIP Access application. Enter (or copy and paste) the Credential ID from the VIP access app on your computer (or phone). Enter (or copy and paste) the Security Code from the VIP access app on your computer (or phone) into the Security code 1 box. Wait for a new code to generate and enter (or copy and paste) the new code into the security code 2 box. Click, "Enroll."



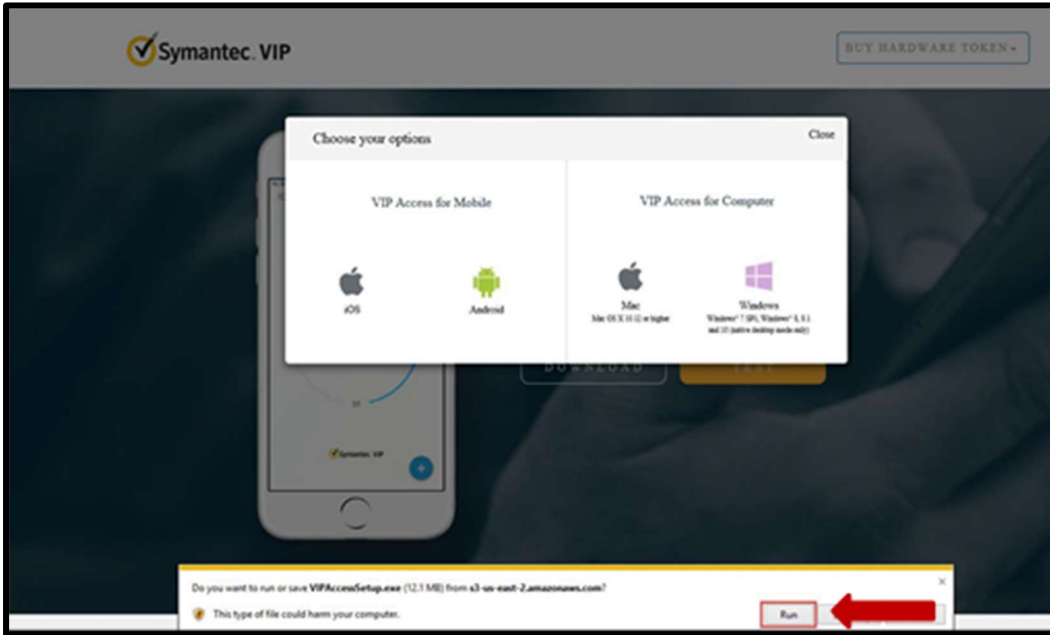
3. If you do not have the Symantec VIP Access Application, navigate to <https://vip.symantec.com/>. You will be taken to a screen to begin downloading the VIP token, click, "Download."



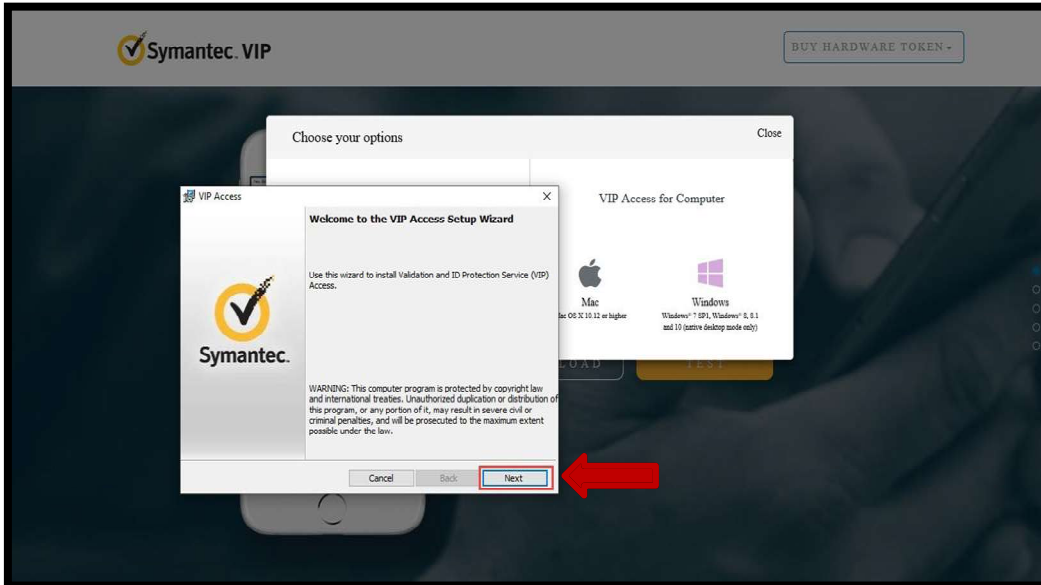
4. To download the Symantec VIP Token, choose one of the following options:
- To download for Windows-based machine, click, "Windows"
 - To download for Mac, click, "Mac"



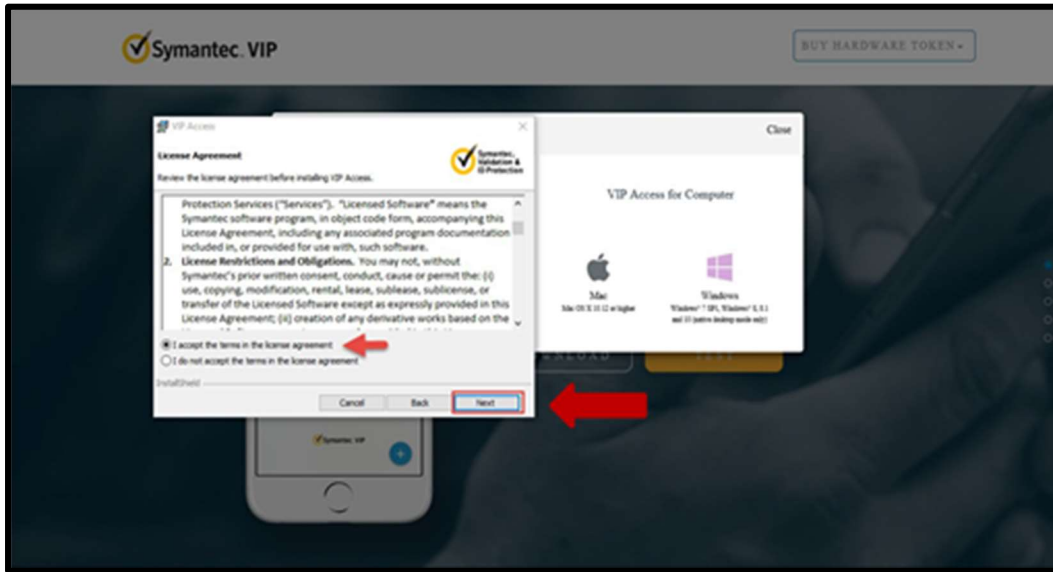
5. Click, "Run" to begin the install process of the VIP Token.



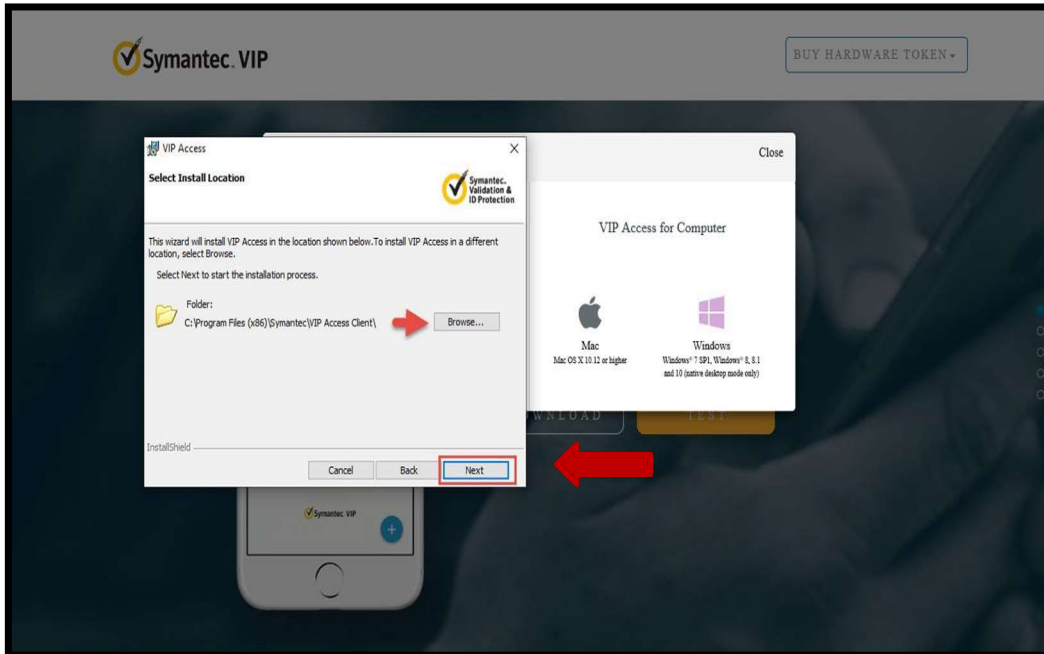
6. A Welcome to the VIP Access Setup Wizard box will appear, click, "Next."



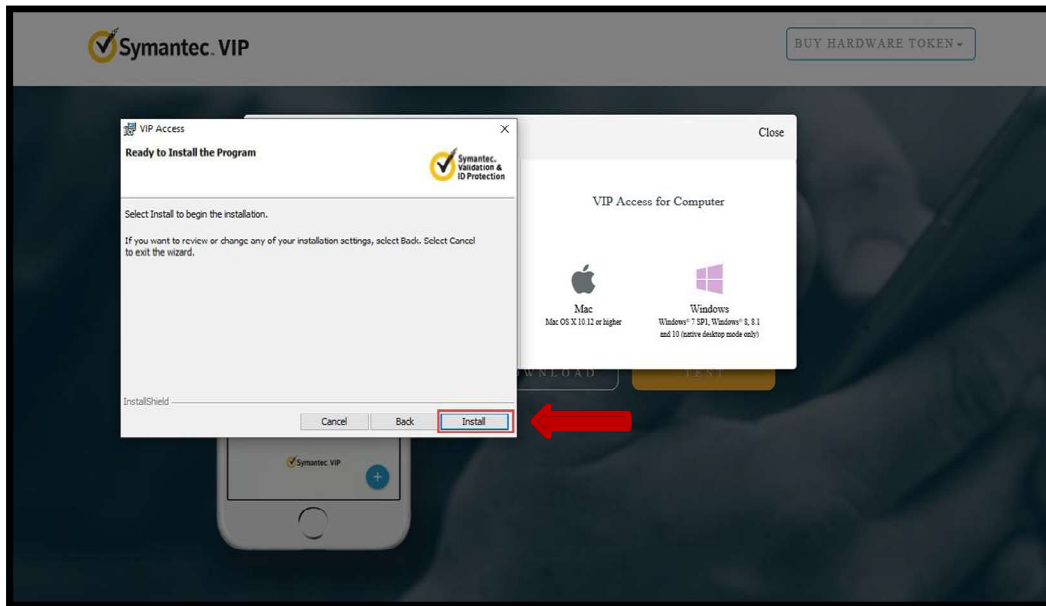
7. On the License Agreement Screen, click, "I accept the terms in the license agreement" and click, "Next."



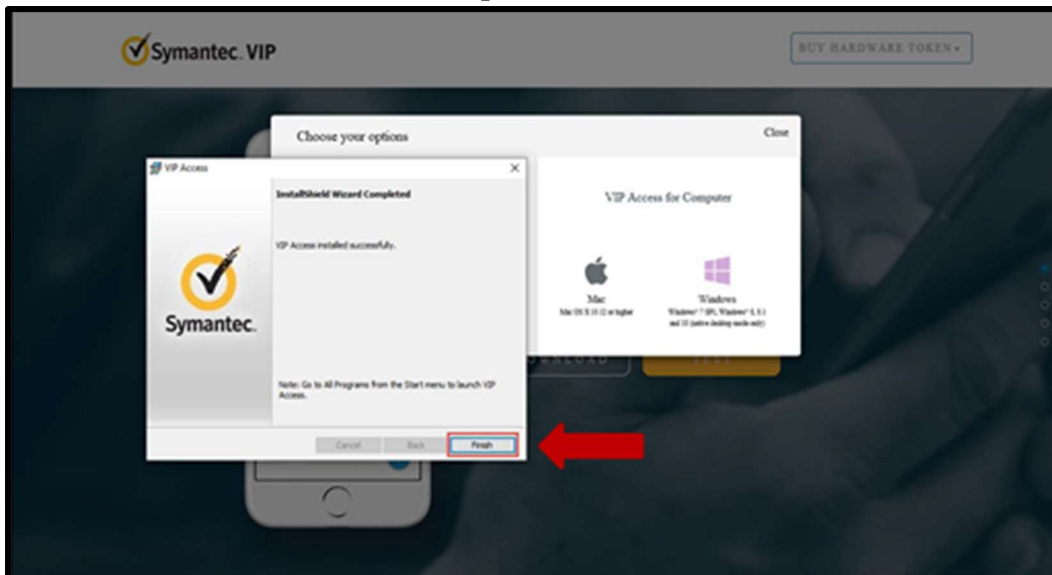
8. On the location screen, select your install location and click, "Next."



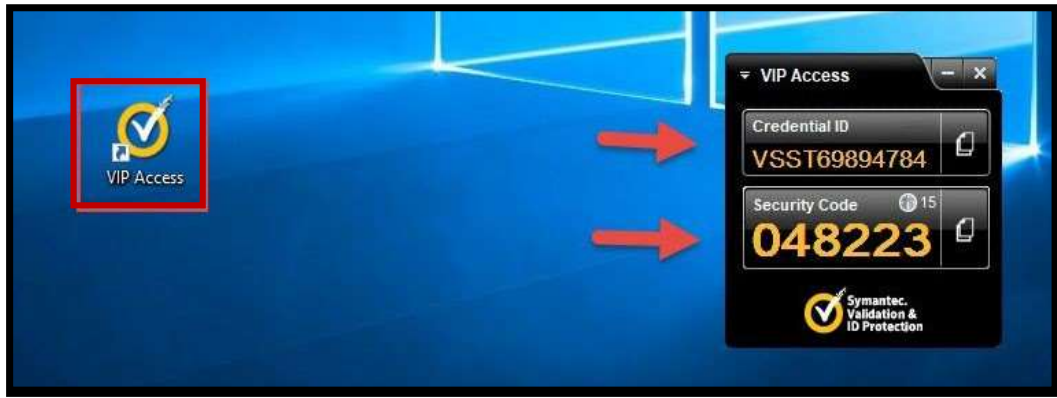
9. On the Ready to Install the Program screen, click, "Install."



10. On the Install Shield Wizard Completed screen, click, "Finish."



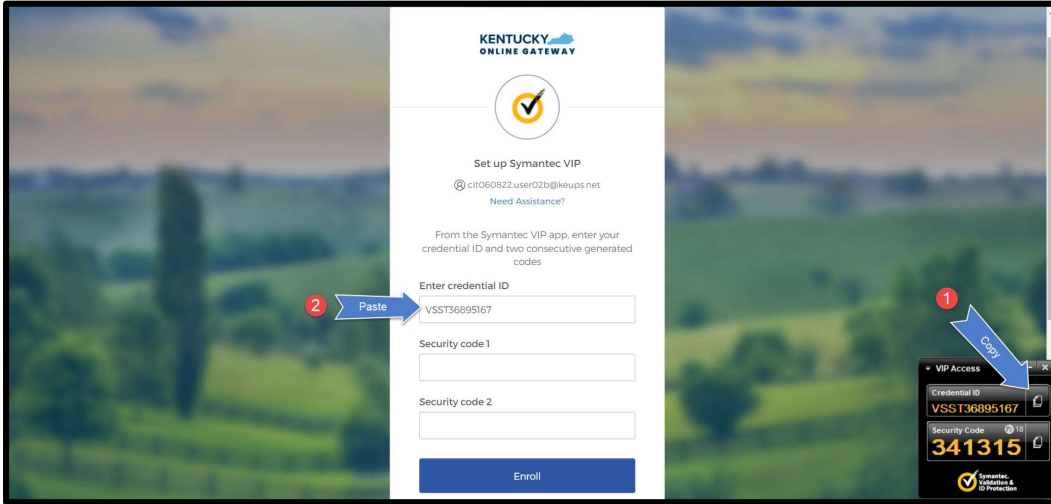
11. Upon successful download, you will see the VIP Access icon on your desktop. To open the token app, double click.



Please Note: The credential ID will remain the same each time. The security code changes **every 30 seconds**- be mindful of this when copying the code.

12. Navigate back to the MFA screen in your browser.

- Enter (or copy and paste) the Credential ID from the VIP access app on your computer (or phone).
- Enter (or copy and paste) the Security Code from the VIP access app on your computer (or phone) into the Security code 1 box.
- Wait for a new code to generate and enter (or copy and paste) the new code into the security code 2 box. Click, "Enroll."
- (Picture on next page)

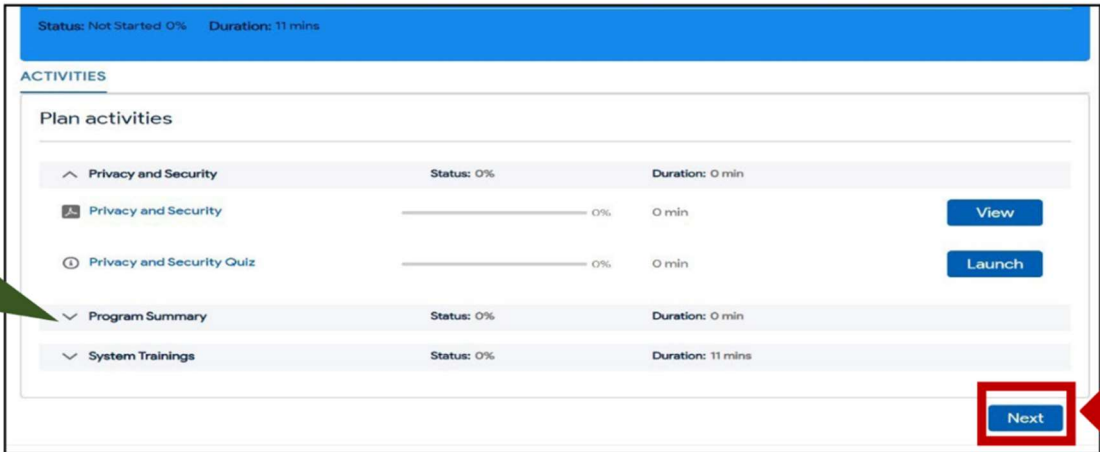


Onboarding Step 3: VIP Access MFA Download is Now Complete!

kynect resources Required Training and First-time User Login

The final step of the onboarding process is to complete the **kynect resources** required training and the first-time user login information.

1. Watch the three training videos and pass the three quizzes for Privacy and Security, Program Summary, and System Trainings. Click, "Next" when finished.



Use the down arrow to complete each module

2. Complete the details on the First Time Login screen and click, "Save."



Onboarding Step 4: kynect resources Required Training is Now Complete!

You are now successfully onboarded to kynect resources!

The starting point to launch the Resources Community Portal and login is: KOG.CHFS.ky.gov

You may bookmark this site on your computer. It is a best practice to use the Chrome browser for **kynect resources** and clear cache frequently. Try using an Incognito window if your unable to clear cache or browsing history often.