KASPER and the Kentucky Online Gateway (KOG)
Frequently Asked Questions

What is KOG?
Answer: All secure applications utilize a security portal to restrict access to authorized users. Users authorized to access an application typically must access the security portal to establish an account. Security portals also serve as the access control or application login method.

The Cabinet for Health and Family Services utilizes a security portal called the Kentucky Online Gateway (KOG) to control access to KASPER.

Who needs to register for a KOG account?
Answer: All KASPER users, regardless of whether they are a master account holder or delegate account holder, must register with KOG in order to continue to access KASPER.

How do I access KOG to set up a KASPER account?
Answer: Go to https://ekasper.chfs.ky.gov. This web site will direct you to the KOG home page where you can create a citizen or business partner account. Once you have completed the KOG registration process, KOG will direct you to the KASPER – KOG Onboarding web page, where you should select Request a KASPER Account at the bottom of the screen. **If you previously had a KASPER account you should not create a new account!** Instead, you should enter your old KASPER user name and password to onboard your existing KASPER account to KOG. If you don't remember your old KASPER user name or password, you can call the Help Desk at 502-564-2703 for assistance.

What is a unique email address and why do I need one?
Can I use the same email address as other staff where I work?

Answer: A unique email address means you are the only one who uses that email address and the email address is not shared among office personnel. KOG uses the unique email address as your KOG login id therefore; a unique email address is required for each KOG account (KASPER user). You may use the same email address for KOG and KASPER as long as the email address is unique to you.

What type of KOG account should I select, where KOG says "I am a"?
If I am not a U.S. citizen, business partner or state employee, what should I select on the KOG "I am a" section as I try to set up my KOG account?

Answer: Unless you are a Kentucky state employee, you should select "Citizen or Business Partner" to continue.

Why is KOG telling me my email address is already in use?
Answer: If you already use a state application (such as the Electronic Death Registration System (EDRS) or the KASPER Prescription Upload Program (KPUP) or if you access state programs such as Benefind or Child Support, you may already have a KOG account. If so, you may use your existing KOG account to access KASPER. Please verify whether you have an existing KOG account with the KOG Help Desk at 502-564-0104 extension 2 or KOGhelpdesk@ky.gov.

What address should I use when I register for KOG?
Answer: Please use your home address for your KOG registration.

I have finished registering for KOG, so why is KASPER not showing up in My Apps?
Answer: If you log into KOG and do not see the KASPER launch button, log out of KOG and go to https://ekasper.chfs.ky.gov. This will notify KOG that your are trying to onboard to KASPER.

I am a KASPER master account holder. Do my delegates need to have KOG accounts as well?
Answer: All KASPER users including master account holders and delegate account holders are required to have a KOG account for continued access to KASPER. You can use KOG to issue invitations to those you would like to have as delegates under your master account. You can access the delegate function in KOG by clicking on the "Welcome" button at the top of the KOG home page, the selecting My Delegations. You may also access the KOG delegate function from KASPER, by going to Account Maintenance, then Manage Delegates.

Why am I unable to click on the link in the mobile notification I received after registering for KOG?
Answer: For assistance, you will need to contact the KOG Help Desk at 502-564-0104 extension 2 or KOGhelpdesk@ky.gov.