The Commonwealth of Kentucky
kynect State-Based Marketplace

**Role Management in the
Kentucky Online Gateway (KOG)
Quick Reference Guide**

Introduction

This document is intended to provide reference information related to Organization Administrator roles and responsibilities within KOG, including assigning Individuals the Assister Training Role for them to complete their required trainings.

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Last Updated: July 16, 2021

Glossary of KOG User Roles

Below is a glossary of user roles assigned by Organization Administers in KOG.

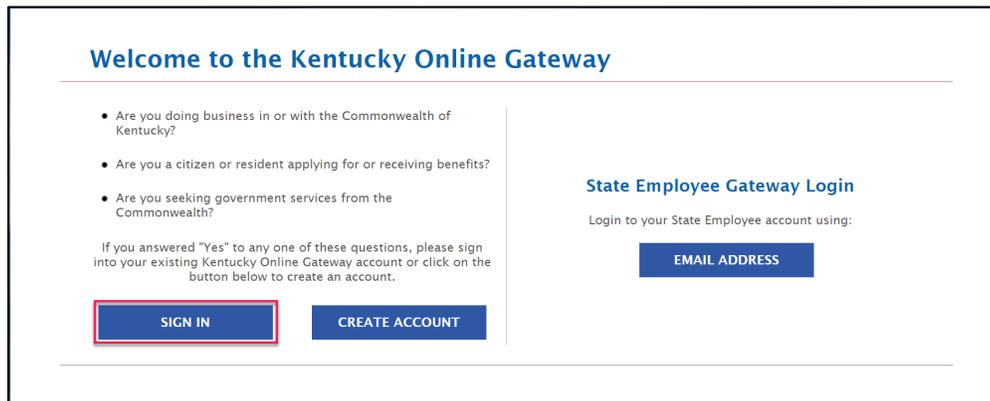| Role	Application	Description
Agency Admin	Self-Service Portal	Agency Administrator is a kynect benefits role that grants the user a manager's level of access. This role should be given to a few users within the organization who know and understand the role capabilities/responsibilities and who need the ability to see all the cases associated with the organization. This allows the user to monitor and adjust caseloads and kynector assignments and evaluate the program at an organizational level.
Assister	Self-Service Portal	Assister is a kynect benefits role given to Navigators (contracted kynectors) and Certified Application Counselors (non-contracted kynectors) who have successfully onboarded to KOG, taken all required trainings in MyPurpose, and passed the assessments corresponding to all required trainings in MyPurpose.
Assister Training	MyPurpose	Assister Training is a role in MyPurpose given to Navigators (contracted kynectors) and Certified Application Counselors (non-contracted kynectors) who have onboarded to KOG and still need to take the required trainings in MyPurpose.
CHFS SP External Visitors	CHFS External SharePoint Sites	CHFS SP External Visitor is a role that grants a user access to the CHFS external SharePoint sites. **Please note:** The CHFS SP External Visitors role is currently no longer active. This role should not be assigned.
Qualified Entity Hospital	Self-Service Portal	Qualified Entity (QE) Hospital is a kynect benefits role. The QE Hospital role allows users to complete the Presumptive Eligibility (PE) or the Breast and Cervical Cancer Treatment Program (BCCTP) application on behalf of a Kentucky Resident. If the Resident is approved, they are granted time-limited Medicaid benefits. **Please note:** kynectors should NOT access the BCCTP application.

Inviting kynectors to the Assister Training Role in MyPurpose

Inviting Navigators (contracted kynectors) and Certified Application Counselors (CACs), also known as non-contracted kynectors, to the Assister Training Role must be completed by an Organization Administrator. Organization Administrators complete the invitation process through the *Organization Management* tile from the KOG dashboard.
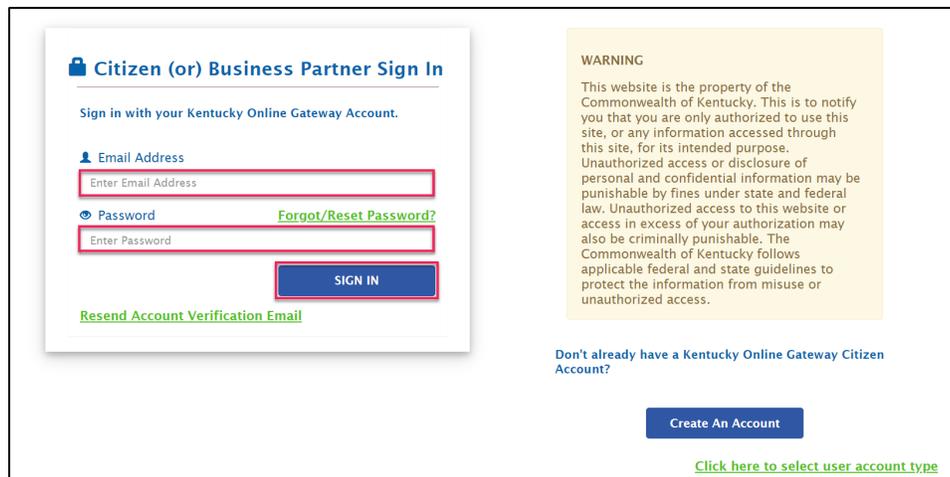
Once the kynector has been invited to the Assister Training Role, they can access MyPurpose Learning Management System (LMS). Organization Administrators should follow the steps below to invite a kynector to the Assister Training Role.

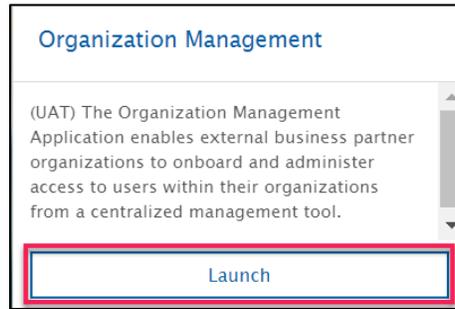## Steps for Organization Administrators to send the Assister Training Role Invitation

1. Obtain the kynector's email address that they used when creating their KOG account.

2. Navigate to the KOG home page using Google Chrome. https://KOG.chfs.ky.gov/home

3. The KOG landing page displays. Click **Sign In**.

Welcome to the Kentucky Online Gateway

- Are you doing business in or with the Commonwealth of Kentucky?
- Are you a citizen or resident applying for or receiving benefits?
- Are you seeking government services from the Commonwealth?

If you answered "Yes" to any one of these questions, please sign into your existing Kentucky Online Gateway account or click on the button below to create an account.

SIGN IN   **CREATE ACCOUNT**

State Employee Gateway Login

Login to your State Employee account using:

EMAIL ADDRESS

4. Enter credentials and click **Sign In**.

🔒 Citizen (or) Business Partner Sign In

Sign in with your Kentucky Online Gateway Account.

👤 Email Address

Enter Email Address

👁 Password   **Forgot/Reset Password?**

Enter Password

SIGN IN

Resend Account Verification Email

WARNING

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Don't already have a Kentucky Online Gateway Citizen Account?
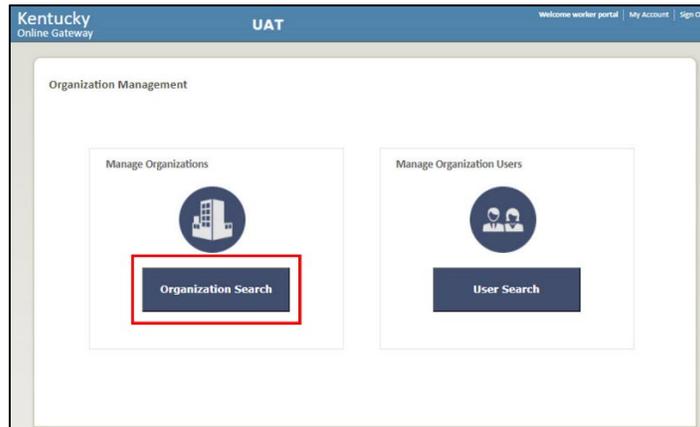
Create An Account

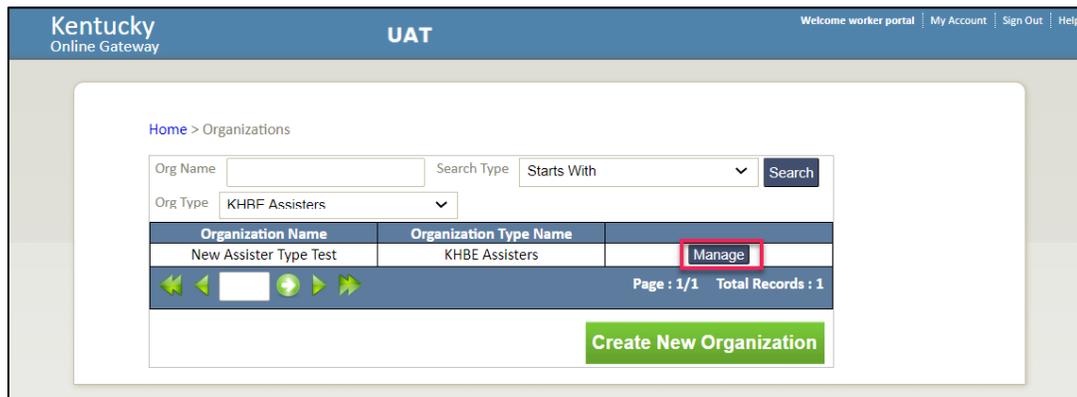**Click here to select user account type**

5. Click **Launch** on the *Organization Management* tile from the KOG Dashboard.


6. Select **Organization Search**.

7. The Organization Administrator sees a table with the organization(s) they manage. To send an invitation to the kynector, click the **Manage** button next to the correct organization.

8. Select the **Invite Users** tab and search for the kynector's name in the "User to Invite" search field or enter the kynector's **First Name**, **Last Name**, or **Email Address**. Click **Search.**
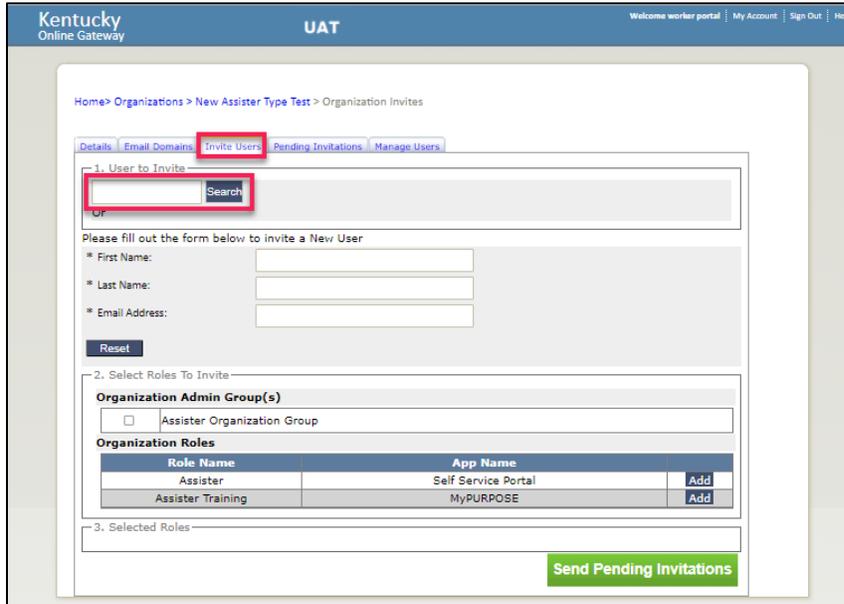
9. A pop-up displays the existing KOG users that match the search criteria. Click **Select** next to the appropriate user. Then, click **OK**.
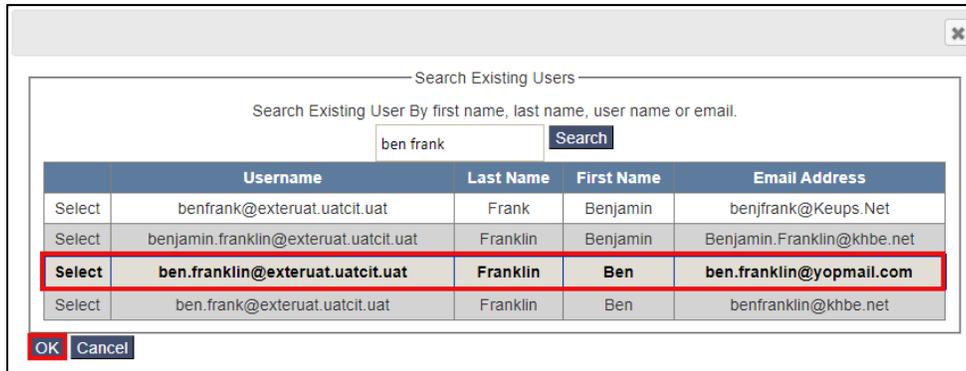
> **Please note**: If the kynector also has a citizen KOG account, it may display in the search results. DO NOT assign the Assister Training role to the kynector's citizen account.
> The Assister Training role must be assigned to the dedicated work email provided by the kynector.

10. The pop-up closes and the selected information populates in the *First Name*, *Last Name*, and *Email Address* fields.

11. Under the *Select Roles To Invite* section, click **Add** next to the Assister Training role.
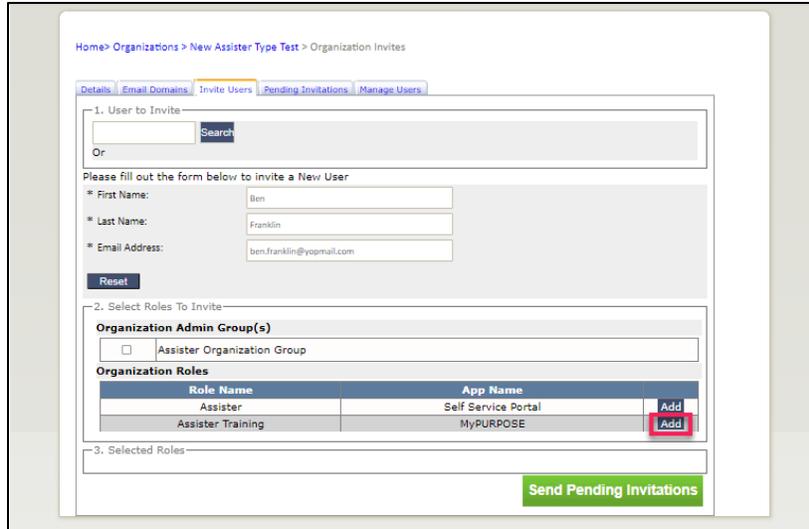
12. Click **Send Pending Invitations**.
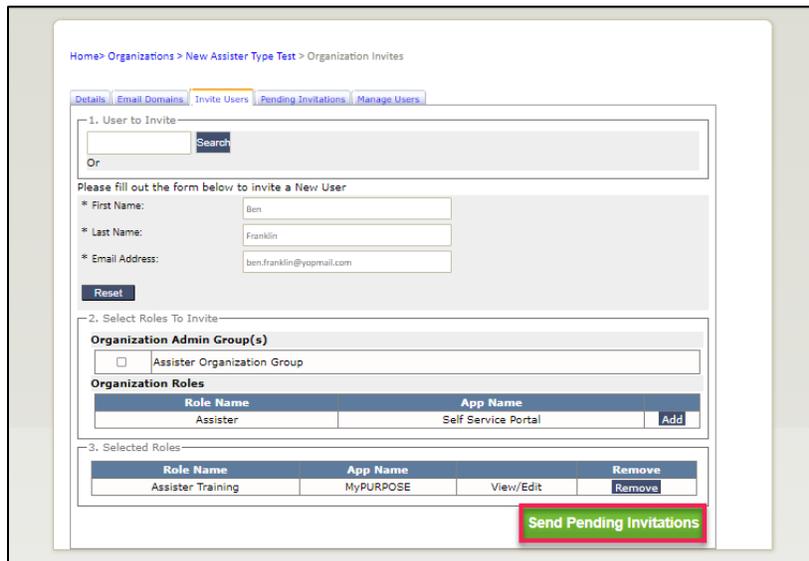
13. An email will be received from KOG with a link to complete assignment of the Assister Training role. The kynector will be able to log in to KOG and access the Assister Training tile which will navigate them to My Purpose.
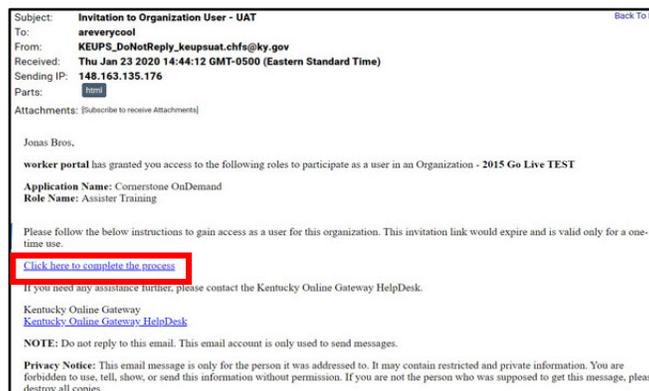
Inviting kynectors to the appropriate role(s) in KOG

Once the kynector has completed the State-Based Marketplace (SBM) Certification/Registration Training and the other required Kentucky Health Benefit Exchange (KHBE) Trainings, the Organization Administrator then invites the kynector to the appropriate role(s) in KOG. See the steps below for how Organization Administrator should invite kynectors to the Assister KOG role.

Steps for Organization Administrators to Invite kynectors to the Assister Role in KOG

1. Navigate to the KOG home page using Google Chrome. https://KOG.chfs.ky.gov/home

2. The KOG landing page displays. Click **Sign In** located at the bottom of the screen.

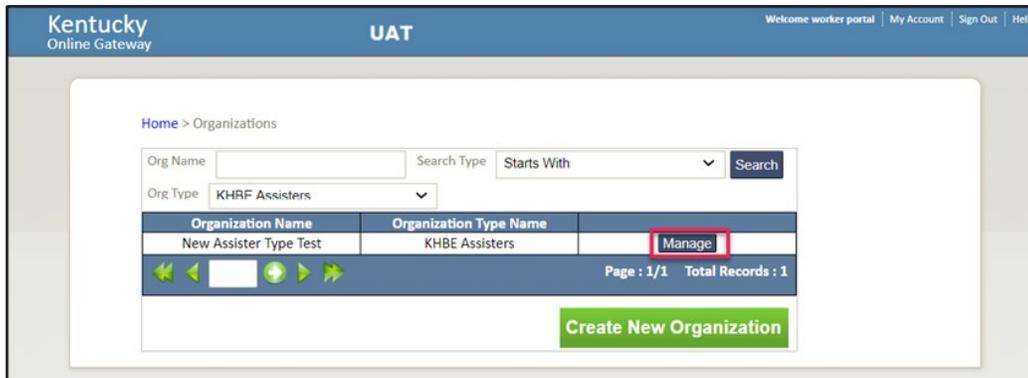3. Enter credentials and click **Sign In**.

4. Click **Launch** on the *Organization Management* tile from the KOG Dashboard.

5. Select **Organization Search**.

6. The Organization Administrator sees a table with the organization(s) that they manage. To send an invitation to the kynector, click the **Manage** button next to the correct organization.

7. Select the **Invite Users** tab and search for the kynector's name in the "User to Invite" search field or enter the kynector's **First Name**, **Last Name**, or **Email Address**. Click **Search.**

Please note: The CHFS SP External Visitors role is currently no longer active. This role should not be assigned.

8. A pop-up displays the existing KOG users that match the search criteria. Click **Select** next to the appropriate user. Then, click **OK**.

Please note: If the kynector also has a citizen KOG account, it may display in the search results. DO NOT assign the Assister role to the kynector's citizen account. The Assister role must be assigned to the dedicated work email provided by the kynector.

9. The pop-up closes and the selected information populates in the *First Name*, *Last Name*, and *Email Address* fields.

10. Under the *Select Roles To Invite* section, click **Add** next to the Assister role.

11. Click **Add** next to the Assister role.

12. Click **Send Pending Invitations**.
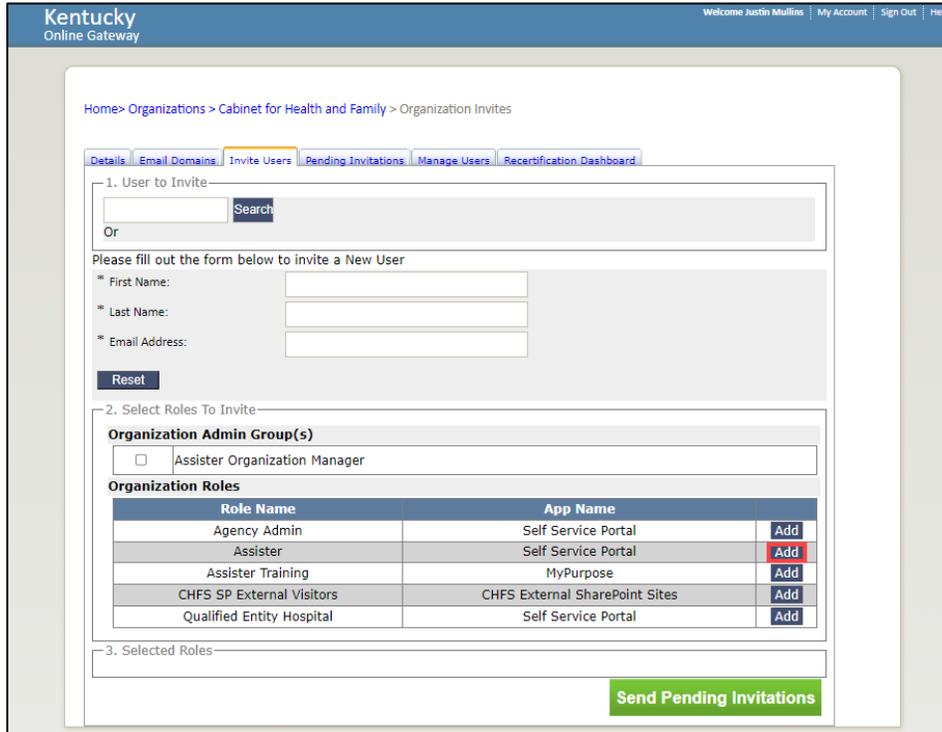
Kentucky Online Gateway — Organization Invites screen showing the "Invite Users" tab with "1. User to Invite" search, "Please fill out the form below to invite a New User" (First Name, Last Name, Email Address), and "2. Select Roles To Invite" section with Organization Admin Group(s) and Organization Roles table. A "Send Pending Invitations" button is highlighted.

> **Please note**: An approval email is sent to KHBE to approve the assignment of the kynector role. KHBE has a 48-hour window to approve the kynector's KOG role.

13. Once the Organization Administrator assigns the Assister role a KOG system-generated email is sent informing the kynector that they have been assigned the Assister role.

Email: Lola Bennett, worker portal has granted you access to the following roles to participate as a user in an Organization - Demo Assister. Application Name: Self Service Portal, Role Name: Assister. "Click here to complete the process" link highlighted.

> **Please note**: Once the Organization Administrator sends the Assister Role invitation, an approval email is sent to KHBE to approve the assignment of the Assister Role. KHBE verifies that the kynector has completed their KHBE trainings. Once KHBE verifies training completion, they will approve the kynector for the Assister Role resulting in access to the Self-Service Portal (SSP) on the kynector's KOG dashboard.

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Steps for Organization Administrators to offboard kynectors in KOG

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3. Enter credentials and click **Sign In**.

🔒 **Citizen (or) Business Partner Sign In**

Sign in with your Kentucky Online Gateway Account.

👤 Email Address

Enter Email Address

👁 Password   Forgot/Reset Password?

Enter Password

SIGN IN

Resend Account Verification Email

WARNING

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Don't already have a Kentucky Online Gateway Citizen Account?

Create An Account

Click here to select user account type

4. Click **Launch** on the *Organization Management* tile from the KOG Dashboard.

Organization Management

(UAT) The Organization Management Application enables external business partner organizations to onboard and administer access to users within their organizations from a centralized management tool.

Launch

5. Select **Organization Search**.
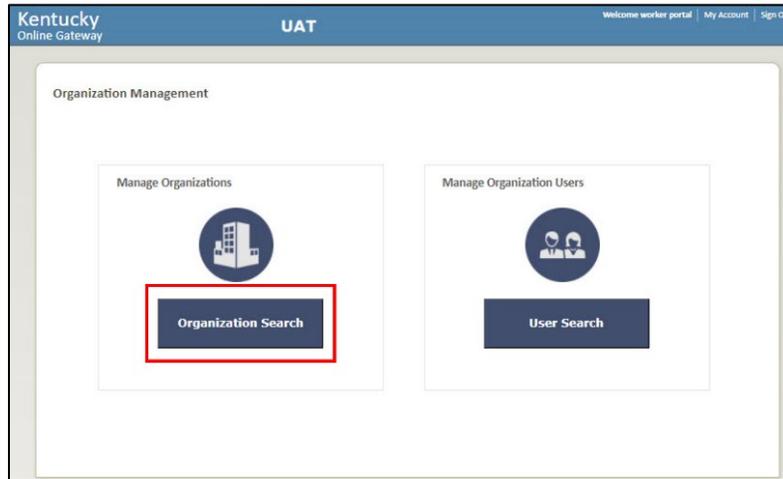
6. The system navigates to the Organization Management screen. Identify the desired organization name under the *Organization Name* column. Click **Manage**.
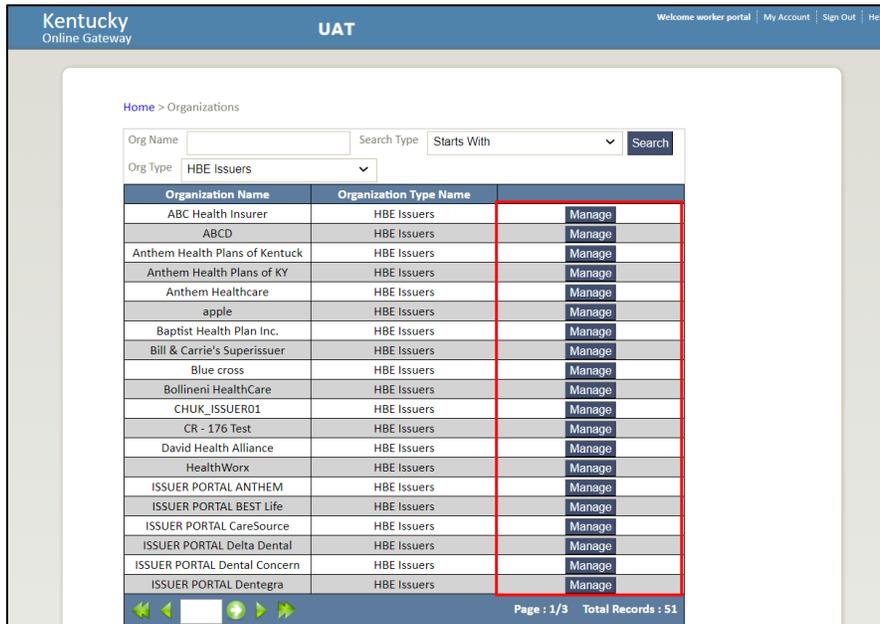
7. Navigate to the *Manage Users* tab. On this tab, the Organization Administer may remove or manage users.

- Click **Remove** to remove a user from the organization.

- Click **Manage** to manage the relationship between the user and the organization (Group/Entity) and update a user's roles.

Home> Organizations > ABCD > Organization Users

| | | | | | Details | Email Domains | Invite Users | Pending Invitations | **Manage Users** |

Organization Users

Search Users

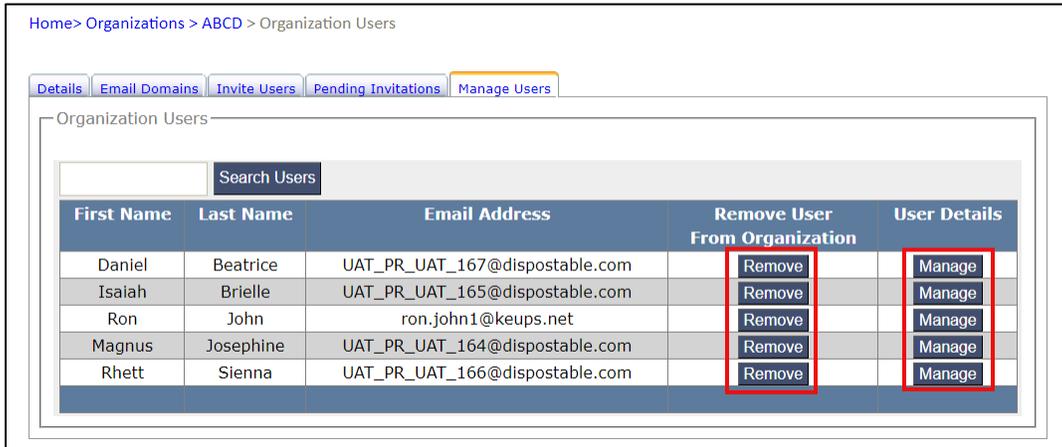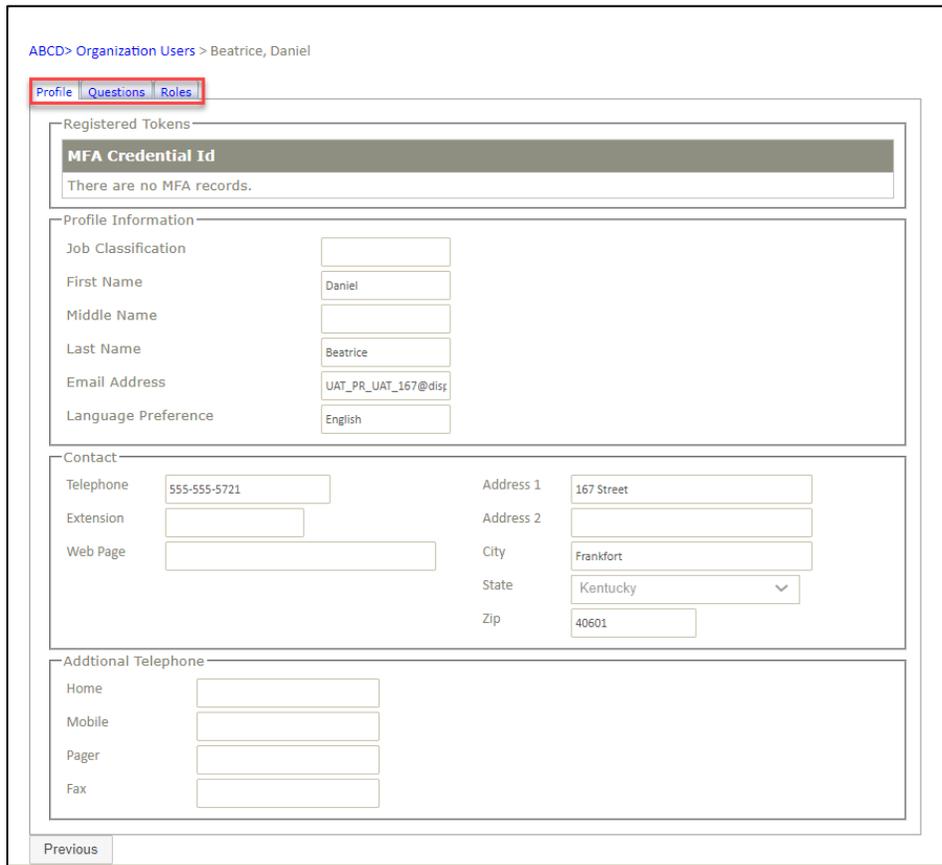| First Name	Last Name	Email Address	Remove User From Organization	User Details
Daniel	Beatrice	UAT_PR_UAT_167@dispostable.com	Remove	Manage
Isaiah	Brielle	UAT_PR_UAT_165@dispostable.com	Remove	Manage
Ron	John	ron.john1@keups.net	Remove	Manage
Magnus	Josephine	UAT_PR_UAT_164@dispostable.com	Remove	Manage
Rhett	Sienna	UAT_PR_UAT_166@dispostable.com	Remove	Manage

- Use the tabs at the top of the page to navigate between *Profile, Questions,* and *Roles.*

ABCD> Organization Users > Beatrice, Daniel

Profile | Questions | Roles

Registered Tokens

MFA Credential Id

There are no MFA records.

Profile Information

Job Classification	
First Name	Daniel
Middle Name	
Last Name	Beatrice
Email Address	UAT_PR_UAT_167@disp
Language Preference	English

Contact

Telephone	555-555-5721	Address 1	167 Street
Extension		Address 2	
Web Page		City	Frankfort
		State	Kentucky
		Zip	40601

Addtional Telephone

Home	
Mobile	
Pager	
Fax	

Previous

- On the *Roles* tab, click **Remove** to remove the user's assigned role.

ABCD> Organization Users > User Roles

Profile | Questions | Roles

Assigned Roles

Role Name	Application Name	Key Value	
Org Manager	Organization Management		Remove

Previous