The Commonwealth of Kentucky kynect State-Based Marketplace



Agent Welcome Packet

December 13, 2022

Introduction

This Welcome Packet is designed to onboard and introduce new Agents to the Kentucky Health Benefit Exchange's systems and programs. This document provides an overview of the onboarding process and detailed onboarding steps. Additional Agent training materials can be found on KHBE's website at KHBE.ky.gov.

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1 Welcome Letter

Getting Started with the Kentucky Health Benefit Exchange

Welcome to the Kentucky Health Benefit Exchange (KHBE) Program! KHBE oversees and manages the program, the certification/registration process, education and outreach, and program information for the State-Based Marketplace (SBM).

Agents use the SBM to enroll individuals and businesses in healthcare through the kynect Self-Service Portal (SSP). Agents use the SSP and Agent Portal to intake new clients, browse plans, generate reports, create proposals, and view all incoming notifications and announcements from Worker Portal.

KHBE coordinates and monitors the training requirements for Agents to access the SSP and Agent Portal. This packet outlines the necessary steps and requirements Agents must complete before they can access any KHBE trainings. As public health emergencies arise, these steps and requirements may be modified. If this does occur, the Agent will receive communications with specific updates and details. Agents must read the instructions carefully as they navigate through the process and follow the steps in the order they are listed. Do not skip any steps.

KHBE Team

2 Agent Onboarding Glossary of Terms

KHBE has put together a glossary of terms for Agents to review to help through the onboarding process.

Term	Definition
Advance Premium Tax Credit (APTC)	A tax credit Individuals can take in advance to lower their monthly health insurance payment (or "premium"). The advanced payment is reconciled on the year's tax return. Based on the payment assistance the Individual qualifies for, their tax credit may change. This is also referred to as "Payment Assistance".
Agent Training Role	A role assigned to Agents in the Kentucky Online Gateway (KOG) that grants them access to training and QHP enrollment.
kynect	A Commonwealth of Kentucky website where individuals apply for benefit programs and resources including: Medicaid, Qualified Health Plan (QHP), Advance Premium Tax Credit (APTC), Kentucky Children's Health Insurance Program (KCHIP), Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program, Supplemental Nutrition Assistance Program (SNAP), Kentucky Transitional Assistance Program (KTAP), and Child Care Assistance Program (CCAP). There are three systems that make up kynect: • kynect benefits • kynect resources • kynect nealth coverage
State-Based Marketplace (SBM)	State-owned marketplace through which consumers and small businesses can obtain health and/or dental insurance coverage.
Kentucky Children's Health Insurance Program (KCHIP)	A program that provides health coverage to children facing barriers such as high cost and lack of access to coverage. This applies to children under the age of 19.

Kentucky Online Gateway (KOG)	A website, <u>KOG.CHFS.ky.gov</u> , that Agents visit to access the Self-Service Portal.
Medicaid	A federal and state program that provides health coverage to low-income adults, pregnant women, children, and individuals with disabilities.
MyPurpose	The Commonwealth of Kentucky's Learning Management System (LMS) where Agents complete training. MyPurpose is accessed through KOG.
Qualified Health Plan (QHP)	An insurance plan certified by the State-Based Marketplace that provides essential health benefits, follows established limits on cost- sharing (like deductibles, copayments, and out-of-pocket maximum amounts), and meets other requirements under the Affordable Care Act.

Please note: For an extended version of this glossary, go to the <u>KHBE Glossary for Agents and</u> <u>kynectors</u> on KHBE.ky.gov.

For more information on the benefit programs mentioned above, go to kynect.ky.gov.

3 Creating a New Kentucky Online Gateway (KOG) Account for Agents

To access the Agent training on MyPurpose and kynect, Agents must create a Kentucky Online Gateway (KOG) account. Follow the steps below to create a KOG account.

Please note: Individuals who already have a KOG account should NOT create a new account and should use their existing KOG account to access the trainings in MyPurpose. If an Agent already has a KOG account, skip to <u>Section 3</u> of this document.

Please note: Once an Agent has completed onboarding in KOG, it may take up to 24-hours to gain access to Agent training in MyPurpose.

Please note: When creating a KOG account, Agents must enter their own information and create the account on behalf of themselves. For example, an Agent's assistant may not create a KOG account for them.

3.1 Steps to Create a New Agent KOG Account

- 1. Navigate to the KHBE Insurance Agents page.
- 2. Select Create New Account located at the bottom of the screen.

Welcome to the new Kentucky Online Gateway (KOG) sign-in p page.	age! Please login with your existing KOG account. If you	run into any login issues, please refer to the new Help $\qquad imes$
	KENTUCKY	
	Sign in with your Kentucky Online Gateway (KOG) Account Ernail Address cit060822 user03b@keups.net	
	Next Create New Account Resend Account Venfication Email English 👻 Help	

3. Enter a name into the First Name, Middle Name, and Last Name.

Please note: Agents must use their full legal first and last name matching their Insurance License when creating a KOG account. Do NOT use an assistant's name or a nickname when creating a KOG account.

4. Enter a valid email address into the **Email Address** field and the **Verify Email Address** field.

Please note: To create a KOG account, Agents must use a valid work email that has not been used for a citizen KOG account.

5. Enter a password into the **Password** field.

Please note: Password must be at least 8 characters in length and contain at least one number, one lowercase letter, and one uppercase letter.

6. Enter the previously created password in the **Verify Password** field.

se complete your K	entucky Online Gate	way Profile	
• If you already have an existing Ken	tucky Online Gateway (KOG) Account, please clici	k <u>here</u> to reset your password OR click	on the CANCEL button below to log into your account.
Please fill out the form below and click Sh All fields with ⁴ are required.	jn Up when finished.		
* First Name	Middle Name		* Last Name
* First Name * E-Mail Address		* Verify E-Mail Address	* Last Name
First Name E-Mail Address Password	Middle Name	* Verify E-Mail Address * Verify Password	* Last Name

- 7. Enter the mobile phone number into the **Mobile Phone Number** field.
- 8. Enter a street address into the **Street Address 1** field.
- 9. Enter a street address into the Street Address 2 field.
- 10. Enter a City and a Zip Code.
- 11. Select a Preferred Language.
- 12. Select a question from the **Security Question** drop-down box.
- 13. Below the previously selected security question, enter the response for the security question in the **Answer** field.
- 14. Select a question from the second Security Question drop-down box.
- 15. Below the previously selected security question, enter the response for the security question in the **Answer** field.

Please note: These security questions are used in case an agent forgets their password.

Please note: Mandatory fields are marked with a red asterisk. All mandatory fields must be filled out in order to successfully create a KOG account.

Т

- 16. Select the box next to I'm not a robot.
- 17. Review all fields to confirm accuracy. Then, select Sign Up.

10001 N. 10 1000	N DATI BRATILES BOOTTAT	1000 0210		
Please complete your K	entucky Online Gateway	Profile		
If you already have an existing Kentuc	ky Online Gateway (KOC) Account, please click <u>here</u> to re	set your password OR click on the C	ANCEL button below to log into your account.	
Please fill out the form below and click Subm All fields with # are required.	hit when finished.			
* 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	Zin Code	
city		Kentucky	 Lip code V 	
Question		* Answer		
In what city were you born? (Enter full name of	f city only)	v		
Question		* Answer		
What was the name of your first pet?		~		

18. A confirmation notification displays, and an email notification is sent to the email provided.

	Help 🛛 English -
Please complete your Kentucky Online G	ateway Profile
YOU HAVE 4 HOUR Your account has been requested and is pending email verification. Please check your e your inbox, please check your spam or junk folder. If no email was received <u>click here</u> .	S TO COMPLETE THE PROCESS mail and click on the link provided to verify your account. If you do not see the verification email in
If you have already verified your account by clicking the link provided in the email, please cl	ick on SIGN IN button to continue. SICN IN

Please note: Once the automated activation email has been received, select the activation link in the email. The activation link must be selected within four (4) hours to complete the verification process or the account request is deleted, and the registration process must be completed again.

19. Select **Continue to Sign in**, located in the bottom right corner of the screen.

KENTUCKY	IDE	Help 🤩 English 👻
	Validate New Account	
-	• Click on the button below to Sign in now and complete the final step of the account creation process.	
-		Continue to Sign in

20. Enter Email Address and click Next.



21. Enter **Password** and click **Verify**.

	-	A REAL PROPERTY.
and the second sec		States and States

of Taxable Spinster, and	Verify with your password	the second se
and the second se	cit060822.user03b@keups.net	
		and the second se
	Password	the second se
	0	the second s
1000 Aug 201	Verify	A 100 - 10
Contraction of the second second	Transfer and the second se	A Day March 199
	Porgot password?	and the second se
and the second se	pack to startin	the second se
Conception of the second se	English ¥ Help	and the second se
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22. Users are redirected to the **Register as a Kentucky Organ Donor** screen.

KENTUCH	Welcome cit091622 user01b My Account	Sign Out	Help	English 🗸
Re	gister as a Kentucky Organ Donor Ith the passing of KY SB77 and in partnership with Donate Life Kentucky, the Kentucky Online Gateway has eated the below form for Kentuckians to join the Kentucky Organ Donor Registry. If you'd like to join the KYDR,			
pla	ease fill out the required fields below, select the consent checkbox, and click the "Register" button. For more Register as a Kentucky Organ Donor	×		
	Would you like to register as an organ donor? With the passing of KY SB77 and in partnership with Donate Life Kentucky, the Kentucky Online Gateway has created an online portal for Kentuckians to join the Kentucky Organ Donor Registry. For more information on what it means to be an organ donor, please visit[https://donatelifeky.org/why-donate/]			
	Yes, Register Now Remind me later			
	* Zip Code			

- If **Remind me later** is selected, Users will be redirected to the **KOG Dashboard** screen.
- If **Yes**, **Register Now** is selected, Users will be redirected to the **Organ Donor Registration** screen. On the Organ Donor Registration screen, Users should complete the following:
 - 1. Enter all applicable personal information.
 - 2. Select the I have read, understand, and agree to the above terms and conditions checkbox.

3. Click Register.

Please note: If at any point the user chooses to skip the organ donor registration process, they can click the **Continue to the Application** link.

Agent Welcome Packet

Register as a Kentucky Organ	Donor		
With the passing of KY SB77 a created the below form for Ke please fill out the required fie information on what it means	nd in partnership with Donate Life Ker ntuckians to join the Kentucky Organ I ds below, select the consent checkbox to be an organ donor, please visit http	tucky, the Kentucky Online Gateway has Jonor Registry. If you'd like to join the KYDR, , and click the "Register" button. For more s://donatelifeky.org/why-donate/.	
* First Name	kit091622		
Middle Name]	
* Last Name	user01b]	
* Address 1]	
Address 2			
* City			
* County		~	
* Zip Code			
* Birthdate			
* Driver's License or State ID			
* Gender		~	
By submitting this registration information entered herein is document of gift as outlined i before death, is considered le under 18 years of age, I under time of donation.	I affirm that I am the applicant descrift true and correct to the best of my kno h the Uniform Anatomical Gift Act. A d gal authorization for donation and doe stand that consent must be obtained f	bed on this application and that the wiedge. This form will serve as donor ocument of gift, not revoked by the donor s not require the consent of another. If I am rom my parents or legal guardian at the	
Libave read understand and	agree to the above terms and conditions		

- 23. At this point, some users may be prompted to verify their identities. In this case, the Agent must provide answers to each required question to complete the Remote Identity Proofing (RIDP) process. Experian verifies the information provided and may present the user with questions based on their credit profile. Provide answers to each question.
- 24. Confirm that the **First Name**, **Middle Name**, and **Last Name** are correct. This name must match what is listed on the Agent's DOI insurance license.
- 25. Click Next.

			User Verification
ing public records and consumer credit tained in your Commonwealth of ds with asterisk are required. Click	ust verify your identity information by also be verified by using information o form below using your Legal Name .	The Kentucky Online Gateway minformation. Your information may a Kentucky records. Please fill out the Next when finished.	
* Legal Last Name	Middle Name	* Legal First Name	
koraku		assam	
Phone Number	Gender	Name Suffix	
Email	Social Security Number	Birth Date	
assam.koraku123@dispostable.com		• • •	
* State	* City	* Home Address	
Kentucky 🔻			
	Postal Extension Code	* Postal Code	
ing requested are regulated by d. Any special procedures consumer's authorization to Experian have been met. I certify company, and that the service ty to avoid fraudulent transactions	erian ying that I understand the service: d that permissible purpose is requ cperian Subscriber") for obtaining nsumer's personal credit profile fi e has initiated a transaction with r lely to confirm the consumer's ide	By checking this box I am certify the Fair Credit Reporting Act and established by my company ("Ex receive information from the con that the consumer named above being requested will be used sol in the consumer's name.	
company, and that ty to avoid fraudul	enas initiated a transaction with n lely to confirm the consumer's ide	that the consumer named above being requested will be used sol in the consumer's name.	

User Verification	
- 1	what is the colour of rabbit white Red Black Blue
* 2	what is the day today Friday Thursday Sunday Wednesday
* 3	what is your birth month January Feb March April May June July August September October November
* 4,	what is Capital of hungary budapest New york Africa Frankfort
- 5	what is the direction of sunrise East west
- 6	what is pencil made up of Fead Carbon Iron
* 7,	what is the colour of the sky Blue Red Black Blue

- If you do not encounter the RIDP screen please proceed to Step 25.
- If you encounter this screen, please enter information in all fieds on this screen and enter your personal information (home address, personal phone number, etc.).
 - Do not enter your business address and phone number.
 - Enter your name exactly as it appears on your Kentucky DOI license including hyphens and extensions (Jr., Sr., III, etc.). Any name changes that may have occurred should be matched with the information provided to Kentucky DOI.
- Completed the subsequent screens and follow the onscreen instructions to confirm your identity.

Please note: This information is being used to identify you as an individual and will not be shared or displayed in the system. If you are unsure of how DOI has your information listed you may search for it <u>here</u>.

Please note: If the user does not have a credit history or Experian cannot perform identity proofing online, a screen similar to the one below displays. The user will be given a reference number and will need to call the Experian Help Desk.

Please note: When completing the ID proofing process, the Agent should use their personal information and not their business information.

User Verification
You will need to contact the Experian helpdesk before completing this process. Please call them at 1-866-578-5409.
When calling Experian, please use the reference number including the dashes: 878b-3a-200b. Once you have verified your identity with Experian, please close your browser before returning to the application.

If Experian is unable to complete identity proofing, there is a manual ID proofing process available. If manual ID proofing is required, send an email to <u>DMS.IDProofing@ky.gov</u>.

- 26. After the user's identify is verified, enter in **Agent ID**. Enter any remaining details that are available on the Access Request screen. Then, Click **Next**.
 - Your Agent ID is your Kentucky DOI number.
 - Do not enter your National Producer Number (NPN).
 - If you are unsure of your DOI number you may search for it here.

Please note: Only one KOG account can be associated with an Agent ID.

Access Request	
The roles you have requested require th when finished.	ne following credential details to complete the request. Click Next
Required Credentials	
DOI Agent Credential	
Enter Agent ID	
Enter Date of Birth:	

27. Now, the Agent is prompted to download and set-up their multi-factor authentication (MFA). Follow the instructions in <u>Section 4</u> of this document to complete this process.

Please note: For more KOG information and troubleshooting please refer to the KOG Quick Reference Guide on the KHBE Website: <u>KHBE.ky.gov</u>

4 Agents who Already Have KOG Accounts

Individuals who already have a KOG account should NOT create a new account and should use their existing KOG account to access the trainings in MyPurpose. The high-level process an Agent with an existing KOG account must complete is as follows:

- 1. Day #1: Obtaining the Agent Training Role in KOG Navigate to <u>KHBE Insurance</u> <u>Agents page</u> and select Let's Get Started, and log into existing KOG account. Enter Agent information, navigate to KOG homepage, and click Launch next to Agent *Training* tile in KOG.
- 2. Day #2: Accessing MyPurpose and Completing Trainings It may take up to 24 hours for the Agent to access training after clicking Launch next to the Agent Training tile in KOG. After 24 hours have passed, log into KOG and launch MyPurpose. Then, search for and complete the training.
- 3. **Day #3: Accessing AgentPortal -** After the Agent completes the State-Based Marketplace Training on MyPurpose and passes the assessment, it may take up to 24 hours for the Agent to gain access to kynect health coverage and AgentPortal.

4.1 Obtaining the Agent Training Role in KOG

- 1. Navigate to <u>KHBE Insurance Agents page</u> and click Let's Get Started.
- 2. Log into existing KOG account.
- At this point, some users may be prompted to verify their identities. In this case, the Agent must provide answers to each required question to complete the Remote Identity Proofing (RIDP) process.

User Verification			
	The Kentucky Online Gateway mu information. Your information may al Kentucky records. Please fill out the Next when finished.	st verify your identity information by us lso be verified by using information cont form below using your Legal Name. Fiel	ing public records and consumer credit tained in your Commonwealth of ds with asterisk are required. Click
	* Legal First Name	Middle Name	* Legal Last Name
	assam		koraku
	Name Suffix	Gender	Phone Number
	,		
	Birth Date	Social Security Number	Email
	Y Y		assam.koraku123@dispostable.com
	* Home Address	* City	* State
			Kentucky •
	* Postal Code	Postal Extension Code	
	Identity proofing is enabled by Expe By checking this box I am certifyi the Fair Credit Reporting Act and established by my company ("Exp receive information from the con that the consumer named above being requested will be used sold in the consumer fame."	rian ing that I understand the services be that permissible purpose is require berian Subscriber") for obtaining the sumer's personal credit profile from has initiated a transaction with my o ely to confirm the consumer's identi	ing requested are regulated by d. Any special procedures consumer's authorization to Experian have been met. I certify company, and that the service ty to avoid fraudulent transactions

- If you do not encounter the RIDP screen please proceed to Step 4.
- If you encounter this screen, please enter information in all fieds on this screen and enter your personal information (home address, personal phone number, etc.).
 - Do not enter your business address and phone number.
 - Enter your name exactly as it appears on your Kentucky DOI license including hyphens and extensions (Jr., Sr., III, etc.). Any name changes that may have occurred should be matched with the information provided to Kentucky DOI.
- Completed the subsequent screens and follow the onscreen instructions to confirm your identity.

Please note: This information is being used to identify you as an individual and will not be shared or displayed in the system. If you are unsure of how DOI has your information listed you may search for it <u>here</u>.

- 4. Enter in **Agent ID**. Enter any remaining details that are available and make sure all information is accurately entered on the Access Request screen. Then, click **Next**.
 - Your Agent ID is your Kentucky DOI number.
 - Do not enter your National Producer Number (NPN).
 - If you are unsure of your DOI number you may search for it here.

The roles you have requested require the fol when finished.	lowing credential details to complete the request. Click Nex
Required Credentials	
DOI Agent Credential	
Enter Agent ID	
Enter Date of Birth:	

5. Now, the Agent is prompted to download and set-up their multi-factor authentication (MFA). Follow the instructions in <u>Section 4</u> of this document to complete this process.

Please note: Only one KOG account can be associated with an Agent ID.

- 6. After completing the MFA download steps in <u>Section 4.1</u> of this document, navigate to the <u>KOG Homepage</u>.
- 7. Log into KOG using Agent KOG credentials.
- 8. Navigate to the *Agent Training* tile from the KOG dashboard.
- 9. Click Launch from the Agent Training tile.

	Му	Apps
	Search for Applications	Qsearch
# A B C D	EFGHIJKL1	4 N O P Q R S T U V W X Y Z
Organization Management	Agent Training	Self Service Portal
The Organization Management Application enables external business partner organizations to onboard and administer access to users within their organizations from a centralized management tool.	MyPurpose Learning Management system for kynectors	Allows Kentucky's families to easily access public assistance benefits/SNAP, TANF, MEDICAUD, CHILD CARE) and information 24/7 through an online application and account:
Launch	Launch	Launch

Please note: It may take up to 24 hours for MyPurpose to establish the user's profile. Once the profile is established the agent is able to access and complete the training.

4.2 Accessing MyPurpose and Completing Trainings

- 1. 24 hours after the Agent completes the steps in <u>Section 3.1</u>, navigate to the <u>KOG</u> <u>Homepage</u>.
- 2. Log into KOG using Agent KOG credentials.
- 3. Navigate to the *Agent Training* tile from the KOG dashboard.

4. Click Launch from the Agent Training tile.



Please note: You may be prompted to sign in again but should not have to re-enter your credentials.

5. Navigate to the MyPurpose homepage.



6. Follow the steps in <u>Section 5.1</u> of this document to complete the required trainings in MyPurpose.

Please note: Allow 24 hours to gain access to Agent Portal after completing the required trainings and passing the Assessment in MyPurpose.

5 Multi-Factor Authentication

Multi-Factor Authentication (MFA) is an authentication method that requires Agents to provide two or more verification factors to gain access to MyPurpose and kynect. Users may be presented with different security methods to complete MFA.

Please note: If users are presented with multiple security methods set up options, KOG highly recommends that users choose to set up Okta Verify as their security method to complete MFA.

5.1 Set up MFA: Okta Verify (Computer Browser)

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to set up Okta Verify using a computer browser.

1. On the Set up security methods screen, click Set Up under Okta Verify.



2. Once on the **Set up Okta Verify** screen, users should download the Okta Verify application to their mobile device or tablet/iPad from the App Store (iPhone and iPad) or Google Play (Android devices).

Please note: There are two different Okta applications in the App Store (iPhone and iPad) or Google Play (Android devices). **Users should only download Okta Verify**.





3. Users should follow the screenshots below to download, install and open the Okta Verify application on their mobile device or tablet/iPad.

Please note: The app may prompt you to enable certain features on your device (camera, Face ID, or Touch ID, push notifications, etc.) that will assist in completing the MFA enrollment. Please allow these features.



4. When prompted, select **Yes, Ready to Scan** to open the device camera.



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



6. If the user's device successfully scans the QR code, KOG will recognize that the Okta Verify MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Phone: SMS Text Message
- Phone: Voice Call
- Symantec VIP Access Token



5.2 Set up MFA: Okta Verify (Mobile Device or Tablet/iPad Browser)

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to set up Okta Verify using a Mobile Device or Tablet/iPad browser.

1. On the Set up security methods screen, click Set Up under Okta Verify.



2. Select Can't scan?, located below the QR code.



3. Select **Text me a setup link** if you prefer to have the setup link texted to you using SMS, then select **Next**.

Please note: Select **Email me a setup link** if you prefer to have the setup link emailed to you. Skip the steps below and proceed to <u>Step 7</u>.



4. After selecting **Text me a setup link**, users should enter the 10-digit phone number associated with their mobile device into the **Phone number** field and select **Send me the setup link**. **Standard mobile messaging rates may apply from your mobile carrier.**



5. The onscreen message notifies users to Check their text messages.



6. Users receive a SMS text message to their mobile device containing a link. Select the link and proceed to <u>Step 10</u>.



7. If users would prefer to have the setup link <u>emailed</u>, select **Email me a setup link** and click **Next**.



8. Users should enter their email address into the **Email** field and click **Send me the setup link**.



9. Users should log into their email account on their mobile device or tablet/iPad and retrieve an email titled as *"Push Verify Activation Email"*. Click **Activate Okta Verify Push**.



- 10. If users have not yet downloaded Okta Verify app to their mobile device or tablet/iPad, continue to the step below (**STEP 10A**). If users have already downloaded Okta Verify app to their mobile device or tablet/iPad, skip **STEP 10A**, go to **STEP 10B**.
 - A. **STEP 10A:** To open the emailed or texted link, users will need to download Okta Verify to their mobile device or tablet/iPad. Select **OK** on the pop-up message and then select **Download OKTA Verify.** After users download the Okta Verify Application and see the "Welcome to Okta Verify" message, go back to the email or SMS Text message and re-select **Activate Okta Verify Push**.

Messages "II ?	7:59 PM	I 79% 🔳	📶 T-Mobile 🗢	8:09 PM	178% 🔳
AA	🔒 ssoi.dev.kog.ky.g	ov Voi	AA	🔒 ssoi.dev.kog.ky.gov	ى ر. ر
	Ø			Ø	
	Okta Verify			Okta Verify	
Safari canr address is	not open the page brinvalid.	ecause the	Open the G If Okta Ver be	Okta Verify app to complet ify is not installed on your downloaded from the App	te enrollment. device, it can Store.
When O	Download Okta Veri	fy here to retry.	Tap here When	Download Okta Verify	e to retry.
< >	Ć (ш С	<	> 🗘 (n G

B. **STEP 10B:** If users have previously downloaded Okta Verify to their mobile device or tablet/iPad, their device browser will ask if they would like to open the page in Okta Verify. Click **Open**.



11. Click Get Started.



12. Choose **Enable** to enable Okta Verify to use Face ID or **Not Now** to move to the next step.



13. Click **Set as Default** to set this KOG account as the default account in Okta Verify or click **Skip**.



14. Click Done.



- 15. Navigate back to your KOG login browser where you initially began the setup process.
- 16. After completing this process, the Okta Verify MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Phone: SMS Text Message
- Phone: Voice Call
- Symantec VIP Access Token



5.3 Set up MFA: SMS Text Message

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through SMS text message using a cell phone.

1. On the Set up security methods screen, click Set Up under Phone.

	KENTUCKY
	Set up security methods
	(2) cit060822.user02b@keups.net
	Need Assistance?
Secur	ity methods help protect your account by ensuring only you have access.
Set up	required
C	Okta Verify Okta Verify is an authenticator app. installed on your phone, used to prove your identity Used for access or recovery Recommended Set up
C	Phone Verify with a code sent to your phone Used for access or recovery Set up
0	Symantec VIP Verify by entering a temporary code from the Symantec VIP app. Used for access Set up
Back to	o sign in

2. Users should click **SMS** and enter the 10-digit phone number for their mobile device into the **Phone number** field and click **Receive a code via SMS**. **Standard mobile messaging rates may apply from your mobile carrier.* *



3. Users will receive a SMS text message to their mobile device containing a 6-digit code. Users should return to the KOG screen and enter the 6-digit code they received into the **Enter Code** field and click **Verify**.



4. If the code was entered correctly, KOG will recognize that the SMS text message-based Phone MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser
- Okta Verify: Mobile Device or Tablet/iPad Browser
- <u>Symantec VIP Access Token</u>



5.4 Set up MFA: Voice Call

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through Voice Call using a cell phone.

1. On the Set up security methods screen, click Set Up under Phone.

	KENTUCKY
	Set up security methods
	(2) cit060822.user02b@keups.net
	Need Assistance?
Secur	ity methods help protect your account by ensuring only you have access.
Set up	required
C	Okta Verify Okta Verify is an authenticator app, installed on your phone, used to prove your identity Used for access or recovery Recommended Set up
C	Phone Verify with a code sent to your phone Used for access or recovery Set up
3	Symantec VIP Verify by entering a temporary code from the Symantec VIP app. Used for access Set up
Back to	sign in
Englis	h 🗹 Help

2. Users should click **Voice call** and enter their 10-digit phone number into the **Phone number** field (and extension into the **Extension** field if applicable) and click **Receive a code via voice call**.



3. Users will receive a phone call and the voice on the line will read off a 5-digit code. Return to the KOG screen and enter the 5-digit code into the **Enter Code** field and click **Verify**.



4. If the code was entered correctly, KOG will recognize that the Voice Call-based Phone MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser
- Okta Verify: Mobile Device or Tablet/iPad Browser
- Symantec VIP Access Token



5.5 Re-Register MFA: Symantec VIP Access Token

KOG continues to offer Symantec VIP as a security method for MFA. If users previously used Symantec VIP to log into KOG supported applications, users will need to re-enroll into Symantec VIP as a one-time activity.

Please note: Users who downloaded the Symantec VIP application previously, DO NOT need to re-install the app.

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through Symantec VIP.

1. On the Set up security methods screen, click Set Up under Symantec VIP.



Please note: If users have not installed the Symantec VIP Access Token on their machine or device, reference the Install Symantec VIP Access Token section.

2. After opening the Symantec VIP app on your device, you will see a Credential ID and a Security Code in a small black box. To copy the Credential ID from Symantec VIP app, click the button next to the Credential ID (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 12-digit Credential ID into the **Credential ID** field.

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	From the Symantec VIP app, enter your credential ID and two consecutive generated codes	an action
2 Paste	VSST36895167 Security code 1	
	Security code 2	VIP Access Credential ID VSST39895167 G Security Code O1 Security Code O1
Color Difference	Enroll	Synamics Distance Distance

3. Copy the Security Code from the Symantec VIP app. To copy the Security Code, click the button next to the Security Code (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 6-digit Security Code into the **Security code 1** field.

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4. Wait until a new Security Code appears in Symantec VIP app and copy the newly generated Security Code. Return to the KOG screen and either paste or manually enter the newly generated 6-digit Security Code into the **Security code 2** field, then click **Enroll**.

Please note: The Security Code refreshes every thirty (30) seconds. If the 2nd code expires before users click the **Enroll** button, enrollment will fail, and users will need to return to the VIP Access application to receive two new valid Security Codes.



5. If the Credential ID and Security Codes were entered correctly, KOG will recognize that the Symantec VIP MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser
- Okta Verify: Mobile Device or Tablet/iPad Browser
- Phone: SMS Text Message
- Phone: Voice Call



5.6 Install Symantec VIP Access Token

If Agents decide to use Symantec VIP Access Token to access MyPurpose or kynect and do not have Symantec VIP on their machine or device, Agents should follow the steps below.

Please note: Users who previously used Symantec VIP to complete MFA will need to reenroll into Symantec VIP as a one-time activity to continue using this MFA security method. However, users DO NOT need to re-install the app.

1. Go to <u>https://idprotect.vip.symantec.com/mainmenu.v</u> and click **Download**.

Please note: The software is available for desktop and mobile. Please download the required type. To download for a desktop, use the link above and follow the steps below. To download for mobile, download the app from the app store or Google Play on your mobile device.



Please note: In some instances, a System Administrator from your Agency may be required to download this software on your behalf.

- 2. To download the Symantec VIP token, choose of the options:
 - To download for Windows-based machine, click Windows.
 - To download for Mac, click **Mac**.



3. Click **Run** to set up VIP Access.

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	Choose your options			Clos	e
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	20 Symantec VIP		WNLOAD	TEST	
Do you want to run or sa	ve VIPAccessSetup.exe (12.1 MB) froi Id harm your computer.	m s3-us-east-2.amazona	aws.com?	Run	Save V Cancel

4. Click Next.



5. Check I accept the terms in the license agreement (if the terms are accepted) and click Next.



6. Select Install Location and click Next.



7. Click Install to begin the Installation.

Symantec. VIP	BUY HARDWARE TOKEN +
授 VIP Access × Ready to Install the Program	Close
Visidation & Select Install to begin the installation. If you want to review or change any of your installation settings, select Back. Select Cancel to exit the wizard.	VIP Access for Computer
InstallShieldCancel Back	Mac OS X 10 12 or higher Windows * 2, 8 1 and 10 (partive disaktorp mode ently) W N L O A D
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8. Click Finish. The VIP Access is installed successfully.

9. The user has successfully registered MFA on their computer. Click on the **VIP Access icon.** In the bottom right on the screen, the VIP Access Credential ID, and Security Code display.



5.7 Add/Remove MFA Security Methods

Users should follow the steps below to add a new security method or remove an existing security method.

1. After logging into KOG, click on the **Account Name** at the top of the screen.



2. On the Account Settings screen, click on the MFA Management tab.

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My Info Organ Dor	My Credentials	My Agreements	Change Password	MFA Management	Training Modules	
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3. Scroll down the page to the **Security Methods** section to add or remove different security methods.

KENTUCKY	Q Search your apps		cit060822 Kentucky Online Gate	~
My AppsNotifications	First name Last name	ск060822 user03b	An uppercase letter A number Does not include your first name Does not include your last name Does not include your last name Your password cannot be any of your last 24 passwords	
	Okta username	cit060822.user03b@keups.net		
	Primary email	cit060822.user03b@keups.net	Current password	
	Mobile phone		New password	
	Display name	user03b, cit060822	Confirm new password	
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		eur ana save your desired aisplay language.	Okta Verify Click "Set up" or "Set up another" to Add Set up	
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			-1 3006-2008 Click to REMOVE Remove	
			Symantec VIP Set up	
Last sign in: a few seconds ago				
Privacy				

4. Follow the onscreen instructions to add or remove a security method.

6 Login Instructions

Agents should proceed with the following steps to log into the system:

- 1. Navigate to <u>https://kog.chfs.ky.gov</u>.
- 2. Enter Email Address and click Next.



3. Enter **Password** and click **Verify**.

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Please note: If any application within KOG requires Multi-Factor Authentication (MFA), users are prompted to complete MFA when logging into KOG, rather than when accessing the specific application.

4. The system redirects the user to complete Multi-Factor Authentication, through Okta Verify, Symantec VIP, or phone, depending on the MFA the user has enrolled in. Complete the required steps for MFA.

7 Complete the SBM Registration Training and KHBE Trainings

Once the Agent has the MyPurpose tile on their Kentucky Online Gateway home page, they should complete the required trainings. All trainings required for Agents are provided through KHBE's Learning Management System, MyPurpose. Agents should follow the steps below to complete the trainings.

Please note: Agents who previously participated on the Federally Facilitated Marketplace (FFM) can still expect to receive communications from the FFM regarding PY2022 Training and Registration. Agents should complete the trainings required for certification in the states in which they are licensed. If a Kentucky licensed Agent plans to operate only in Kentucky, they only need to complete the State-Based Marketplace (SBM) Certification/Registration Training.

7.1 Steps to Complete KHBE's Trainings

- 1. Navigate to the KOG Homepage.
- 2. Log into KOG using Agent KOG credentials.
- 3. Navigate to the Agent Training tile from the KOG dashboard.
- 4. Click Launch from the Agent Training tile.



Please note: You may be prompted to sign in again but should not have to re-enter your credentials.

5. Navigate to the MyPurpose homepage.



6. Type **KHBE** in the search bar at the top right of the MyPurpose screen.



- 7. Look for the training **Plan Year 2022 State-Based Marketplace Registration Training for Agents** in the Global search results.
- 8. Click the title for the training to enter the **Training** Details screen.

MyPURPOSE Grow. Learn. Lead	. Serve.	L MINITURIY MIRSONNEL CABINET	Search	
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9. Click **Request** to register for the training.

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Home Need Assistance? Profile	Connect Learning Performance Open Opportunities		
	Search Training Details		
	Training Details		
	KHBE State Based Exchange Training for Agents Curriculum - Cabinet for Health & Family Services - 1 hour Request		
	Available Languages English (US) Version 1.0 Subjects Employee Development		
	Curriculum		

- 10. Navigate back to the MyPurpose homepage.
- 11. Scroll down and locate the **My Training** box.
- 12. Click on **My Training** at the top of the **My Training** box to go to the **Transcript** screen.

My Inbox	My Training		
View transcript		Due Date	Action
(0 approved training selection(s)) (Registered for 4 training selection(s))	KHBE State Based Exchange Training for Agents	October 2021	Launch
FAQs			
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Click here if you have questions or need assistance.	Accessibility Focus Group - Elizabeth Cra Lloved seeing this good news regarding a 3/26/2020 8:56 AM - 7 Comments - Connect	m has received a reply to th ccessibility in Kentucky.	ne discussion: Tha
	Accessibility Focus Group - Neil Popplew Future Accessibility Guidelines—for Peop 3/5/2020 5:17 PM - 1 Comments - Connect	ell has received a reply to the Who Can't Wait to Read	he discussion: 1 Them

Please note: Completed trainings may take up to 24 hours to appear on the Agent's MyLearning page.

13. Click **Open Curriculum** next to the relevant training.

Justin Mullins	Bio ▼ Feedback Transcript Actions ▼ Snapshot			the pop up blocker turned off. If you do not have Internet Explorer 11 you will need to
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14. Click **Activate** from the training details screen and the **Activate** button will switch to **Launch**.

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15. Click Launch next to launch the training.

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16. Click **Accept** from the Training Agreement page.



- 17. Begin and complete the training.
- 18. Complete all modules of the **Plan Year 2022 State-Based Marketplace Registration Training for Agents**.
- 19. After completing all modules of the training, take the corresponding Assessment.

Please note: Agents are allowed 3 attempts to complete the assessment and must obtain a passing score of 80% or greater. It is recommended that any Agent who has been unsuccessful in their 2nd attempt of training assessment contact the KHBE Program Inbox at KHBE.ky.gov prior to beginning their third attempt. This permits KHBE to provide some additional support to the Agent. If a passing score is not achieved within the 3 attempts, registration as an Agent will be deferred for 1 year, as he or she will be considered out of compliance with KHBE policy and state regulation.

8 After Completing the KHBE Training

After completing the trainings, the Agent has access to the Agent Portal in KOG. To access Agent Portal, click the SSP tile on the Agent's KOG dashboard.

Please note: The KHBE Program may require Agents to complete additional training to continue to improve the service provided for Kentuckians. For further questions, please contact the KHBE Program email inbox at KHBE.Program@ky.gov.

Please note: Allow 24 hours to gain access to Agent Portal after completing the required trainings and passing the Assessment in MyPurpose. Agents must complete required trainings in MyPurpose before gaining access to Agent Portal.