



## ***KOG Multi-Factor Authentication (MFA) Frequently Asked Questions (FAQ)***

### **What is Multi-Factor Authentication (MFA)?**

Multi-Factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to an app. MFA is a core component of a strong Identity and Access Management (IAM) policy.

### **What are the differences between the types of authenticators that I can connect to my KOG Account?**

There are five (5) types of authenticators you may connect to your KOG account. Please note that these options are role-based and automatically assigned by KOG, meaning that you may not see every MFA listed below when setting up MFA on your KOG account:

- **The ForgeRock Push Notification** sends you a push notification to your mobile device and/or smart watch to accept/reject the authentication. This is the recommended MFA.
- **The ForgeRock Authenticator Security Code** requires you to access the ForgeRock Authenticator application on your smart device and enter the verification code on your browser.
- **The Symantec VIP** requires you to access the Symantec VIP application on your desktop or smart device and enter the verification code on your browser.
- **The Phone** requires you to enter a code sent to your mobile device via SMS text or voice call. Standard messaging rates may apply.
- **Email Based MFA** requires you to enter a code sent to your email address.

### **What is ForgeRock Authenticator?**

ForgeRock Authenticator provides you with secure access to your KOG account. You can register the ForgeRock Authenticator application on your phone, using a QR code, to receive notifications or generate One-Time Codes which can be used to securely log in.

### **Which mobile platforms is the ForgeRock Authenticator available on?**



You may download the ForgeRock Authenticator app from the [Apple App Store](#) or the [Google Play Store](#).

### **Do I have to pick a certain type of authenticator method?**

You may use one or more of the MFA options previously listed and available to you. KOG recommends the ForgeRock Push Notification.

### **Can I keep my old Okta Verify application authenticator?**

No. As of January 17, 2025, KOG is moving away from the Okta Verify application authenticator. You are required to setup a new MFA.

### **Can I continue to use Symantec, Phone SMS/Voice Call, or email MFA?**

Yes. You may continue to use Symantec, Phone SMS/Voice Call, or email for MFA.

### **Will my existing security questions and answers be affected by the switch to ForgeRock MFA?**

No. Your existing security questions and answers will not be affected by the switch to ForgeRock MFA.

### **I am a new KOG user and I need to setup MFA for my account, how do I set up the ForgeRock Authenticator application?**

1. On your mobile device, download the ForgeRock Authenticator app from the App store (iPhone and iPad) or Google Play (Android devices).
2. Login to your KOG account. You may be prompted to setup an initial MFA upon login. If you are not prompted to setup an MFA, refer to the *How do I self-enroll in ForgeRock MFA?* Question.
3. When prompted, choose between the two different ForgeRock options:
  - a. **ForgeRock Push Notification:** ForgeRock sends you a push notification.
  - b. **ForgeRock Security Code:** You access the ForgeRock application on your mobile device and copy the code that is displayed on the application.
4. Click Set Up.
5. Open the ForgeRock Authenticator app on the device to register, and then click the Plus icon.
6. Point the camera at the QR code and the ForgeRock Authenticator app will acquire the QR code.
  - a. If you are using the **ForgeRock Push Notification**, click Accept on the pop-up received in the ForgeRock application on your mobile device.
  - b. If you are using the **ForgeRock Security Code**, enter the code into the "Enter the Verification Code" box back on the browser. Click Submit.
7. You have successfully set up the ForgeRock MFA to your KOG account.

A detailed guide may be found on the [KOG Help page](#).

## How do I self-enroll into MFA?

1. Log into your KOG account.
2. Navigate to your Account Homepage by clicking your Name in the top right-hand corner.
3. Click the My Info tab.
4. Select the Enroll to MFA checkbox.
5. Select the “I understand that updating...” checkbox.
6. Click Save.
7. Click Register new security method.
8. Complete the steps for your desired MFA method.

A detailed guide may be found on the [KOG Help page](#).

## Can I setup both ForgeRock Push Notifications and ForgeRock Security Code for my account?

Yes. You may setup both ForgeRock Push Notifications and ForgeRock Security code to your account by completing the MFA registration process for each.

## Why do I only see certain MFA options and not all five (5) that are listed in this document?

Depending on your level of access within the KOG supported app, you will be presented with different security methods to complete MFA.

## Why do my bookmarks not direct me to the previously bookmarked page?

As part of the migration, URLs might have changed. Please remove all previously bookmarked KOG pages from your browser. Moving forward, please do not bookmark pages as URLs are subject to change at any given time.

## How do I add or remove an MFA option after logging into KOG?

1. Log in to the KOG dashboard.
2. Navigate to your Account Homepage by clicking your Name in the top right-hand corner after logging into KOG.
3. Click on the MFA Management tab.
4. Choose one of your available MFA options from the drop-down menu.
5. Click Select.
6. Complete your MFA verification process and navigate to the **Manage your security methods** screen.
7. On this screen you may either register for a new or additional MFA, or you may remove an already registered security method.

A detailed guide may be found on the [KOG Help page](#).

## How do I register MFA on a new mobile device?

If you have a new mobile device, you will need to remove your previous MFA options and re-register to your mobile device.

1. Navigate to the KOG login screen.
2. Enter your email address.
3. Enter your password.
4. Click Reset Security methods.
5. Select Send a code to email from the drop-down.
6. Click Select. KOG will send you an email.
7. Click Send me an email. KOG will send you an email with the title "Email OTP." The code sent to your email is valid for five (5) minutes.
8. Copy the code.
9. Enter the code into your browser.
10. Click Verify.
11. Click Remove registered security method.
12. Select the previously used MFA method you want removed.
13. Click Confirm.
14. Select the Click here to Register/Remove additional Security Methods.
15. Click Register new security method and follow the necessary steps to register your new mobile device.

A detailed guide may be found on the [KOG Help page](#).