



## KOG Login User Guide

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Version 1: Last Updated January 2025

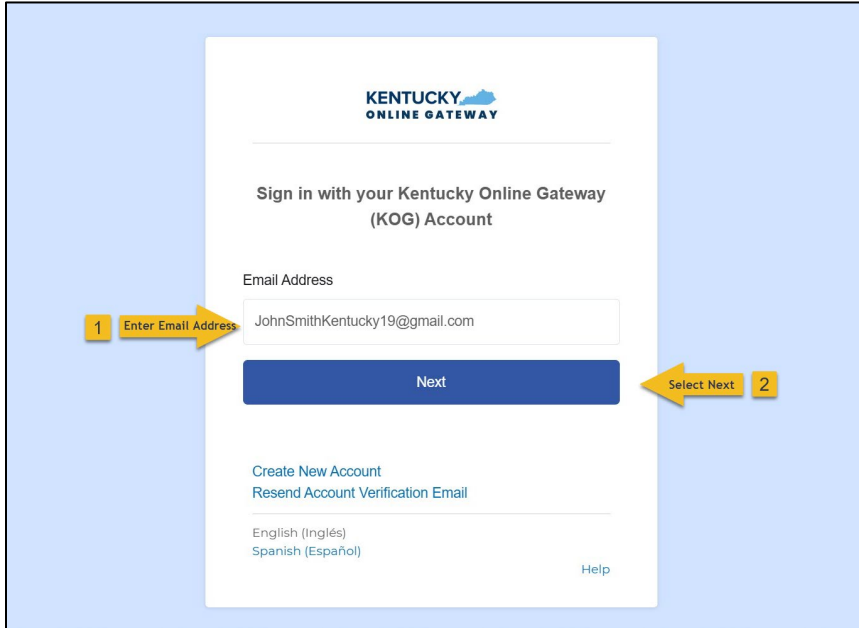
## Introduction

The Kentucky Online Gateway (KOG) has upgraded the system to improve the user experience and provide a more secure way of accessing multiple applications secured with KOG using single sign-on. You will be seeing new screens as part of this system upgrade.

Below are the instructions to walk you through the new processes for login, multi-factor authentication (MFA), and password reset.

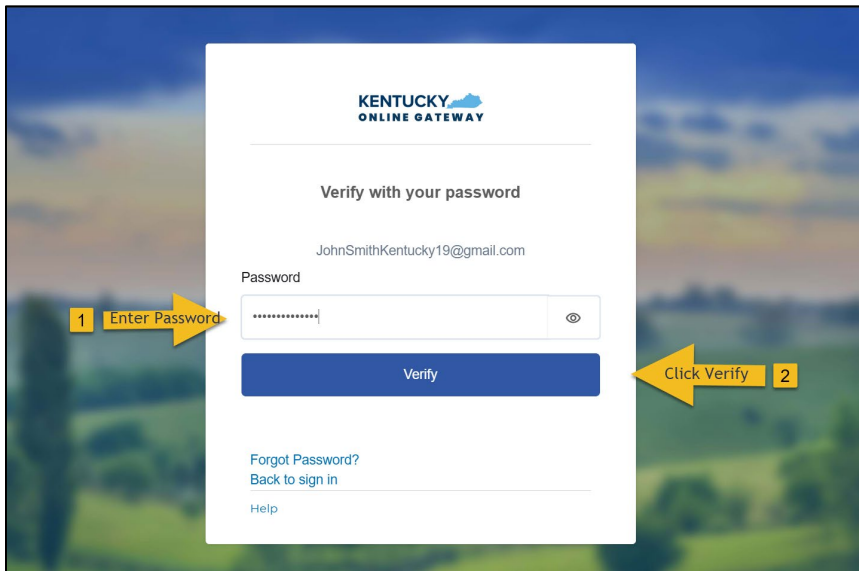
## Login

1. When attempting to access any KOG-supported application, you will be redirected to the KOG login screen where you will enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.



The screenshot shows the 'KENTUCKY ONLINE GATEWAY' login page. The title is 'Sign in with your Kentucky Online Gateway (KOG) Account'. There is an 'Email Address' field containing 'JohnSmithKentucky19@gmail.com'. A blue 'Next' button is below the field. Below the button are links for 'Create New Account', 'Resend Account Verification Email', and language options 'English (Inglés)' and 'Spanish (Español)'. A 'Help' link is at the bottom right. Two yellow callout boxes with arrows point to the email field (labeled '1 Enter Email Address') and the 'Next' button (labeled 'Select Next 2').

2. Enter your password into the **Password** field and click the **Verify** button.



The screenshot shows the 'KENTUCKY ONLINE GATEWAY' password verification page. The title is 'Verify with your password'. The email address 'JohnSmithKentucky19@gmail.com' is displayed above the 'Password' field. The password field contains masked characters '.....' and has an eye icon to toggle visibility. A blue 'Verify' button is below the field. Below the button are links for 'Forgot Password?' and 'Back to sign in'. A 'Help' link is at the bottom. Two yellow callout boxes with arrows point to the password field (labeled '1 Enter Password') and the 'Verify' button (labeled 'Click Verify 2').

At this point, if KOG determines that **no** other verification steps are needed then authentication is considered complete, and you will be automatically redirected to your application.

## Multi – Factor Authentication

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.

If KOG determines that a higher level of security is needed, you will be prompted to complete additional verification steps / MFA. If you have access to at least one of the apps that needs a higher level of security, you will be prompted for MFA on each login attempt regardless of the app you are trying to access at that time.

Depending on your level of access within the KOG supported app, you will be presented with different security methods to complete MFA. As part of the new system upgrade, we have added a new security method called ForgeRock. ForgeRock is a mobile/tablet-based app that you can use to complete MFA. If you are presented with multiple security methods set up options, KOG highly recommends that you choose to set up ForgeRock as your security method to complete MFA.

# 1. ForgeRock Push Notification

One of the options KOG offers to complete MFA is ForgeRock Push Notifications. ForgeRock Push Notifications are mobile/tablet-based app.

If you are logging in for the first time and need to enroll into ForgeRock Push Notifications, please reference [section 1.1.](#)

If you are logging in for a subsequent time, and need to complete MFA using ForgeRock Push Notifications, please reference [section 1.2.](#)

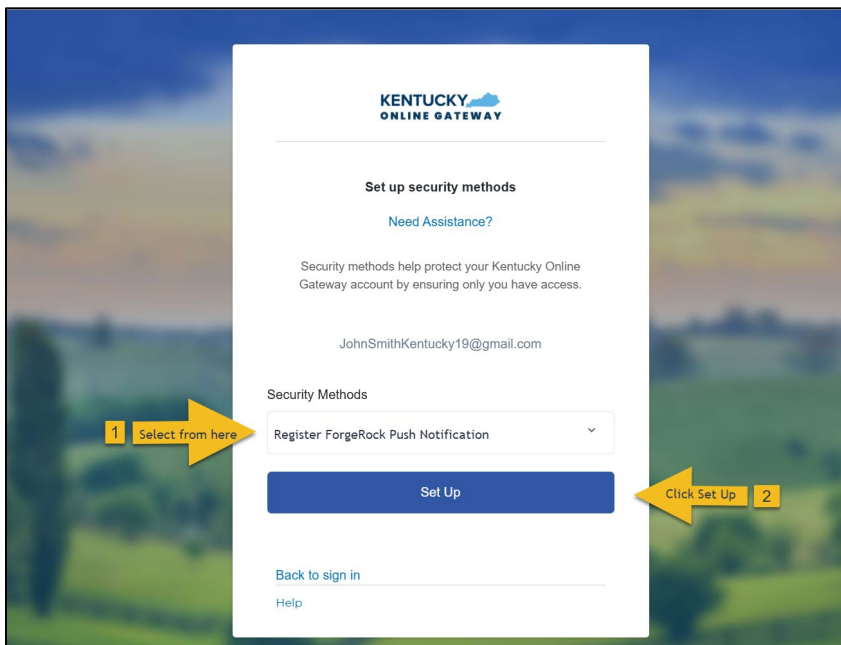
## 1.1 Enrollment (First time login)

If the email address and password you have entered on the new KOG login screen are correct, you will be shown the **Set up security methods** screen.

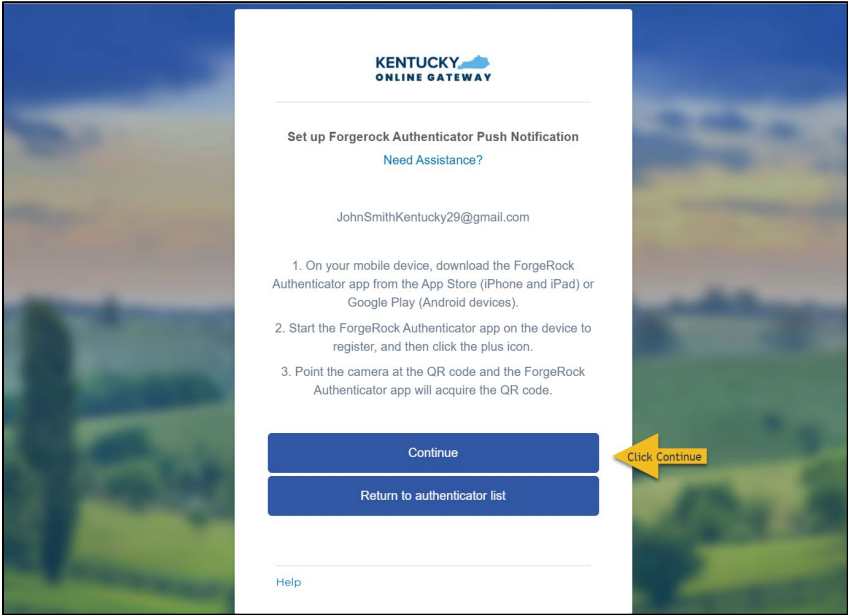
If you are using your mobile device or tablet/iPad browser to login, please reference [section 1.1.b](#) to set up ForgeRock Push Notifications, otherwise please follow the steps below ([section 1.1.a](#)) to set up ForgeRock Push Notifications using your computer browser.

### 1.1.a. Computer Based Enrollment

1. On the **Set up security methods** screen, select **Register ForgeRock Push Notification** security method for registration from the drop-down and click the **Set Up** button.



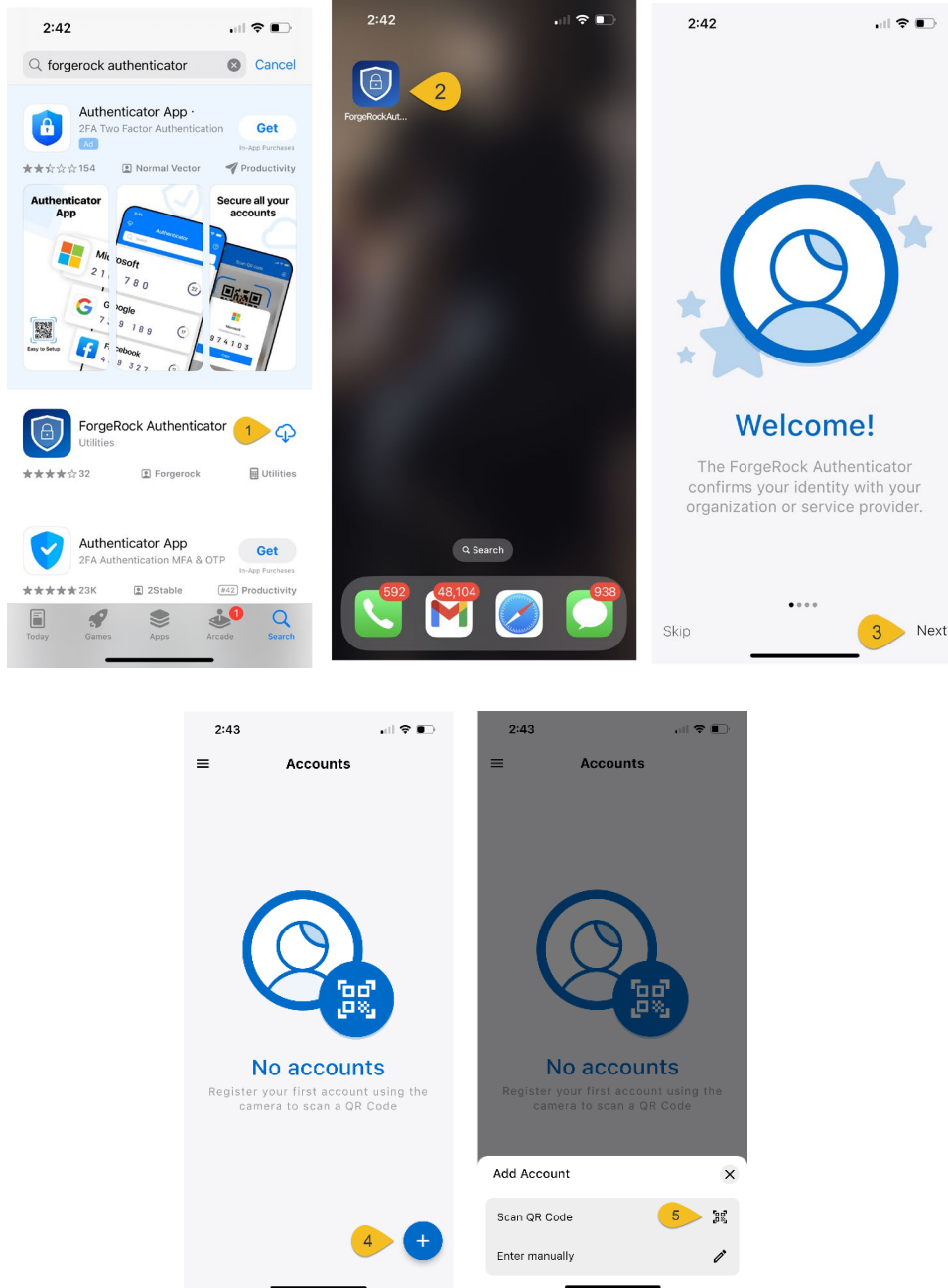
- 2. You will be presented a screen that will instruct you to complete three steps to enroll into ForgeRock Push Notifications, the first being to download the ForgeRock Authenticator app to your mobile device or tablet/iPad from the App Store (iPhone and iPad) or Google Play (Android devices).



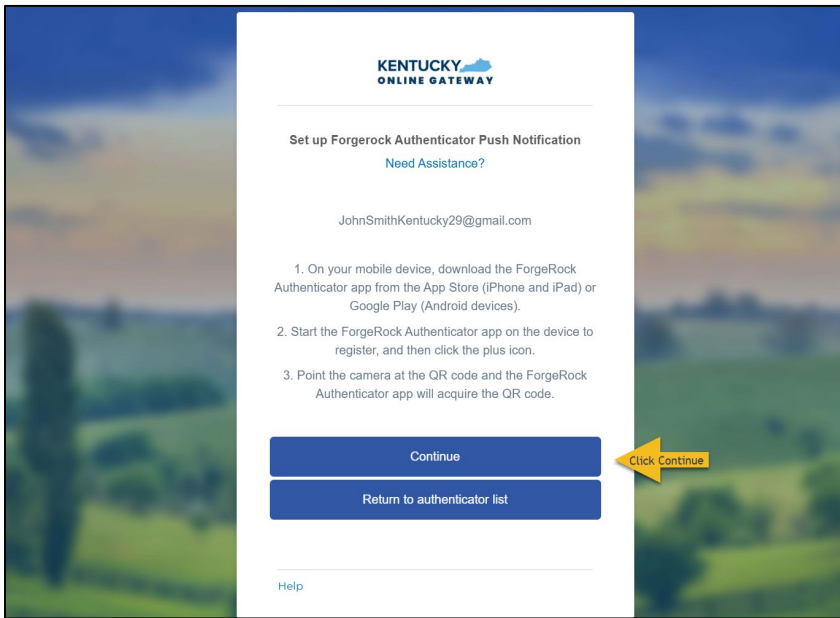
3. Follow the screenshots\* below to download, install, and open the ForgeRock app on your mobile device or tablet/iPad.

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

*\*The following screenshots were taken using an iPhone mobile device. Your experience using an Android mobile/tablet device or iPad will differ but should be similar.*



4. Back on the KOG screen, click the **Continue** button. You will then be directed to the Scan the QR code to register your mobile device for MFA.

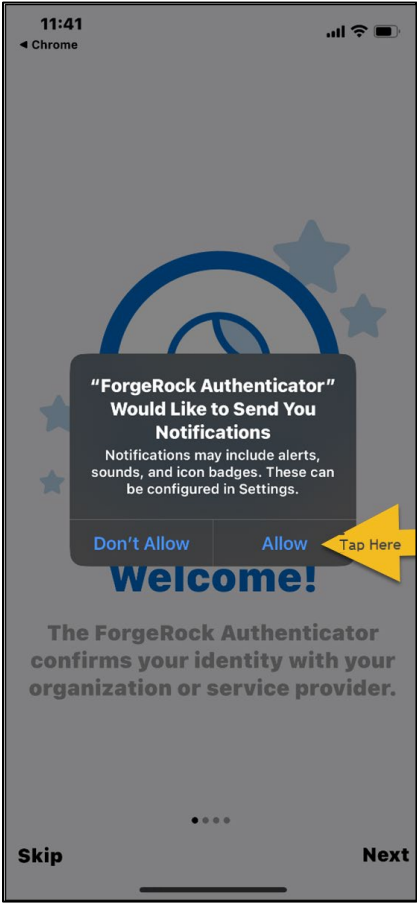


5. Scan the QR code using the ForgeRock QR scanner by positioning the QR code within the highlighted box. *Note: You may have to allow ForgeRock access to your camera in your mobile device settings. Alternatively, you may use your mobile device's camera to scan the QR code.*

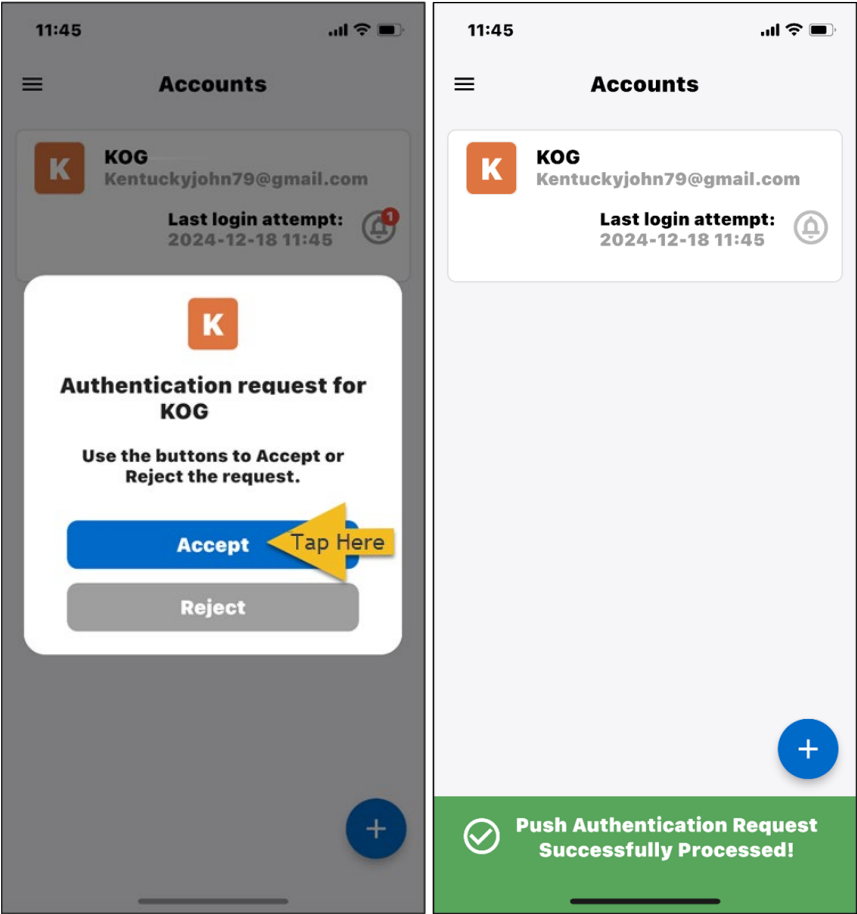




- 6. After scanning the QR code, you will be automatically taken to the ForgeRock application. You may receive a Notification stating, "ForgeRock Authenticator" Would Like to send You Notifications." Tap **Allow** to enable your device to receive push notifications.



- 7. You have just received an Authentication request on the ForgeRock application. Tap the **Accept** button. Once accepted, you will see a green banner message at the bottom of the ForgeRock application stating “Push Authentication Request Successfully Processed.”



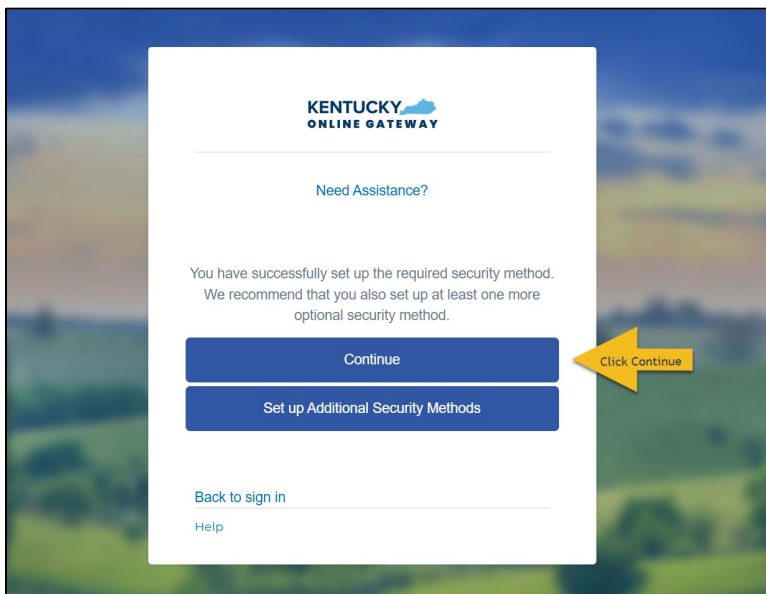
8. You have successfully set up the ForgeRock Push Notification MFA. Click **Continue** to navigate to your application. *If no other authentication factors are available to enroll*, you will be redirected to your application. *If there are other factors available to enroll*, KOG recommends that you also set up at least one of the optional security methods as well, which will help you in the future to add or remove additional security methods.

If you need help setting up ForgeRock Authenticator security code method, please reference [section 2.1](#).

If you need help setting up Phone security method using SMS text message, please reference [section 3.1](#).

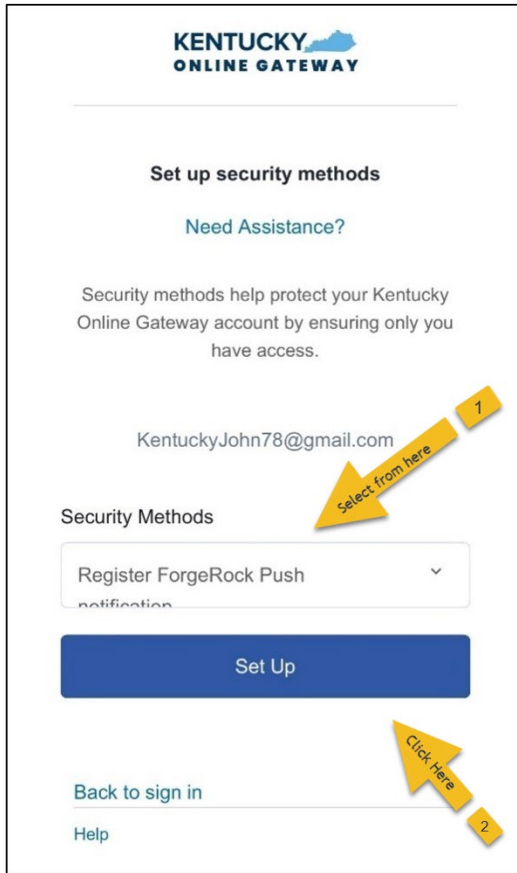
If you need help setting up Phone security method using Voice Call, please reference [section 4.1](#).

If you need help setting up Symantec VIP security method, please reference [section 5.1](#).

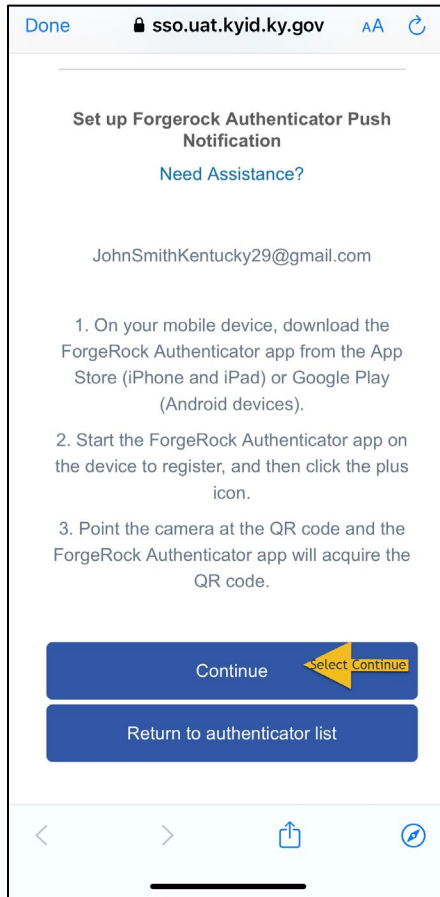


1.1.b Mobile device or tablet / iPad Browser Based Enrollment

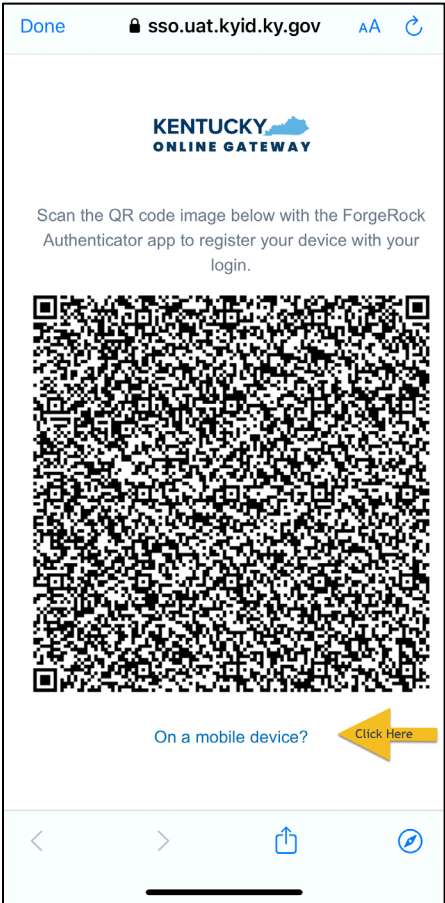
1. On the **Set Up Security Methods** screen, select **Register ForgeRock Push notification** from the drop-down and click the **Set Up** button.



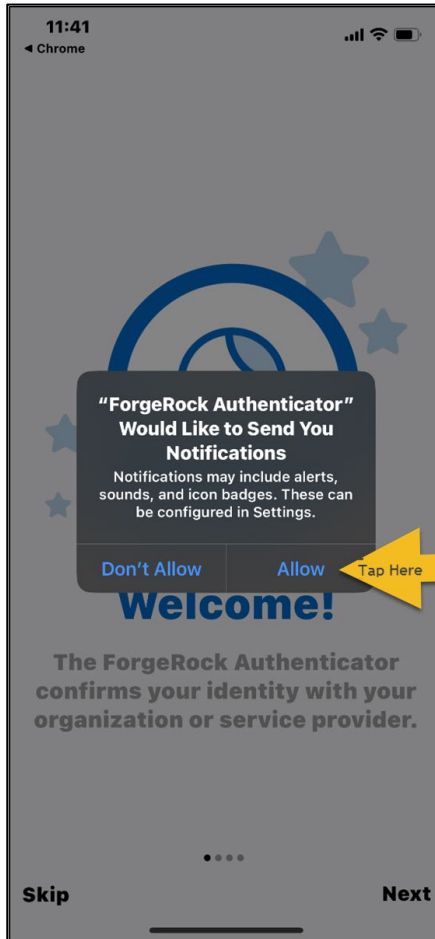
2. On the **Set up ForgeRock Push Notification** screen, tap the **Continue** button.



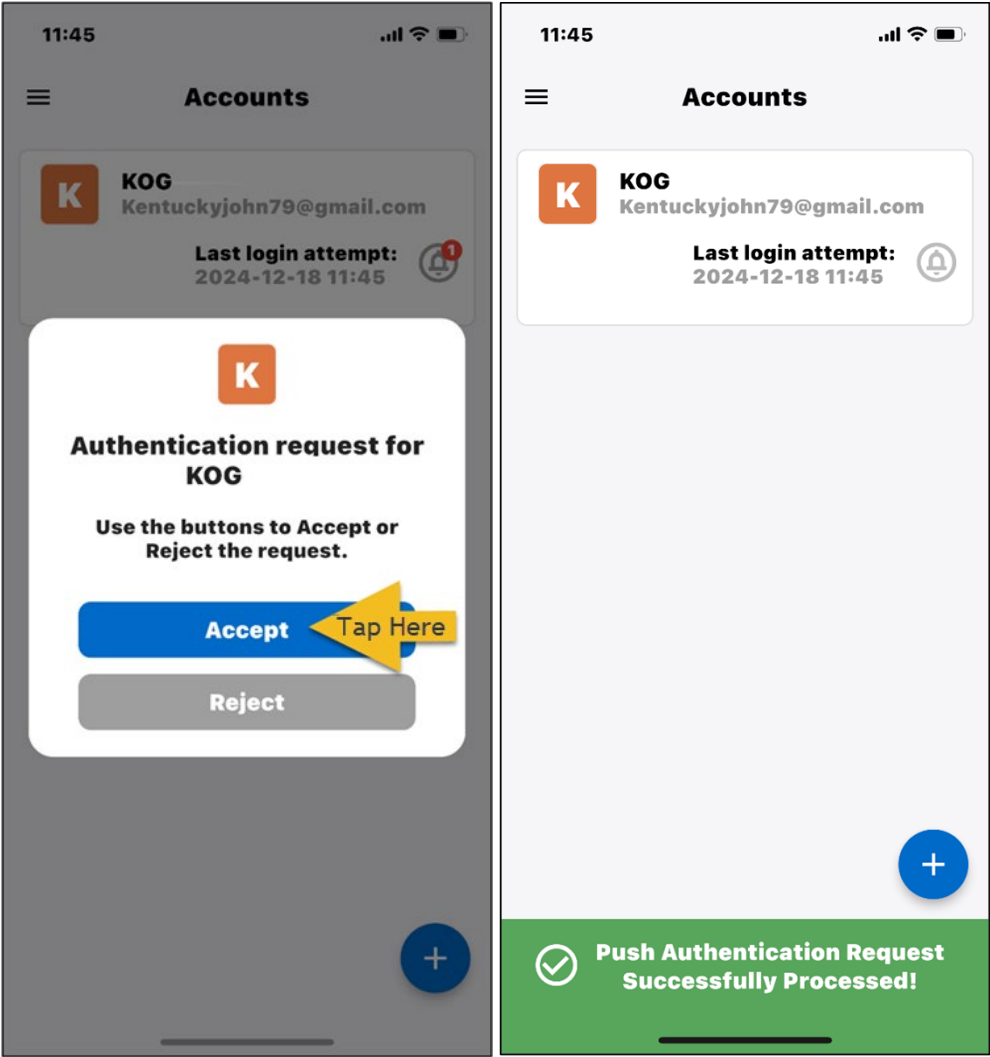
- 3. Tap **On a mobile device?** link. *Note: You must have ForgeRock Authenticator application downloaded. You will be prompted to open the ForgeRock application.*



4. You will be automatically taken to the ForgeRock application. You may receive a Notification stating, "ForgeRock Authenticator" Would Like to Send You Notification." Tap **Allow** to enable your device to receive push notifications.



- 5. You have just received an Authentication request on the ForgeRock application. Tap the **Accept** button. Once accepted, you will see a green banner message at the bottom of the ForgeRock application stating, "Push Authentication Request Successfully Processed".



- 6. Once you tap accept, you will be automatically logged into KOG on your mobile device. Navigate back to your browser on your mobile device to access your application.



## 1.2 MFA on Subsequent Login: ForgeRock Push Notifications

1. On the KOG login screen, enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

KENTUCKY  
ONLINE GATEWAY

Sign in with your Kentucky Online Gateway  
(KOG) Account

Email Address

JohnSmithKentucky19@gmail.com

Next

Create New Account  
Resend Account Verification Email

English (Inglés)  
Spanish (Español)

Help

2. Enter your password into the **Password** field and click the **Verify** button.

KENTUCKY  
ONLINE GATEWAY

Verify with your password

JohnSmithKentucky19@gmail.com

Password

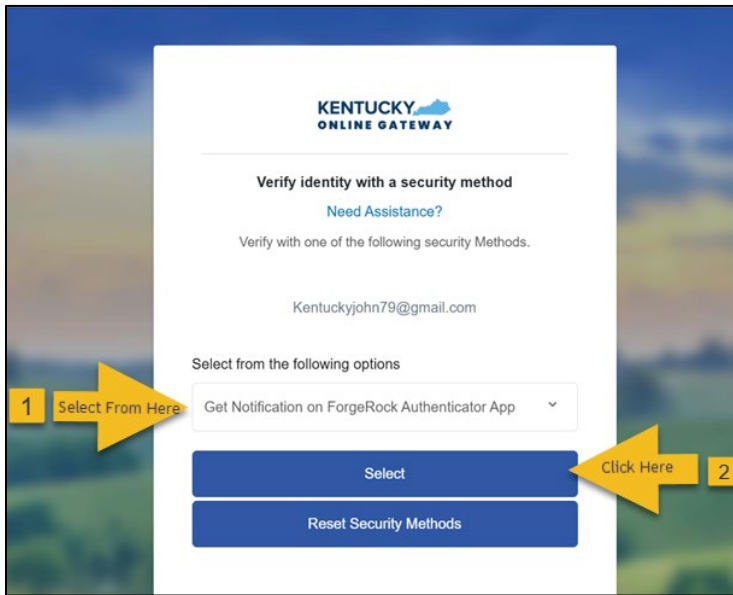
\*\*\*\*\*

Verify

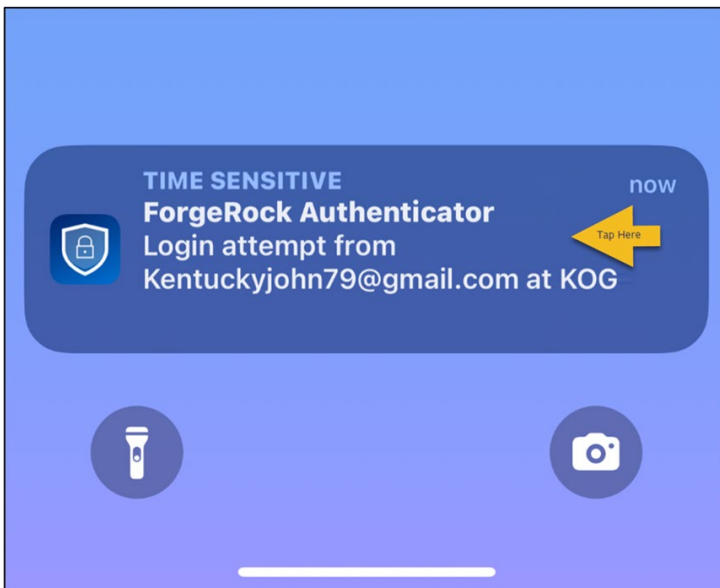
Forgot Password?  
Back to sign in

Help

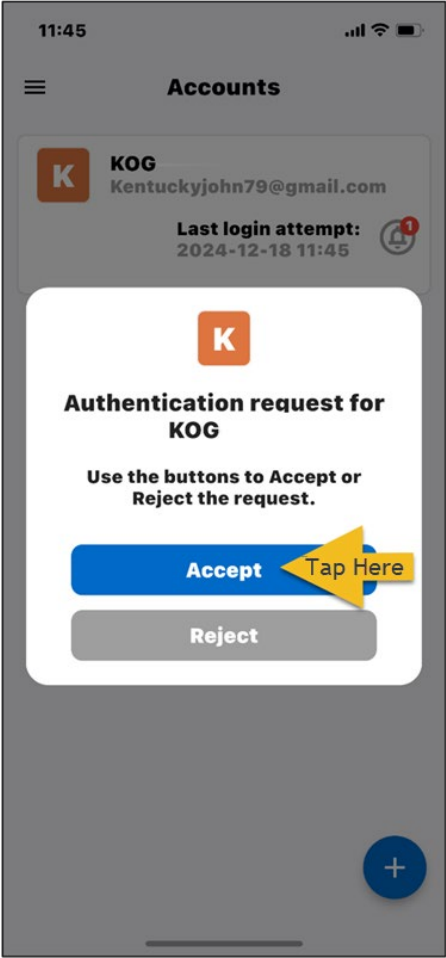
3. Select **Get Notification on ForgeRock Authenticator App** from the drop-down and click the **Select** button.



4. You have just received an Authentication request from ForgeRock. Tap the **Push Notification** and access your device. You will be automatically taken to the ForgeRock application.



- 5. On mobile device, tap **Accept** after receiving the push notification. You may now return to the KOG screen where you will be automatically redirected to your application.



## 2. ForgeRock Authenticator Security Code Based MFA

One of the options KOG offers to complete MFA is ForgeRock Security Code Based MFA. ForgeRock Security Code based MFA is mobile/tablet-based app.

If you are logging in for the first time and need to enroll into ForgeRock Security Code based MFA, please reference [section 2.1](#).

If you are logging in for a subsequent time and need to complete MFA using ForgeRock Security Code based MFA, please reference [section 2.2](#).

### 2.1 Enrollment (First time login)

1. On the KOG login screen, please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

KENTUCKY  
ONLINE GATEWAY

Sign in with your Kentucky Online Gateway  
(KOG) Account

Email Address  
JohnSmithKentucky19@gmail.com

Next

Create New Account  
Resend Account Verification Email

English (Inglés)  
Spanish (Español)

Help

2. Enter your password into the **Password** field and click the **Verify** button.

KENTUCKY  
ONLINE GATEWAY

Verify with your password

JohnSmithKentucky19@gmail.com

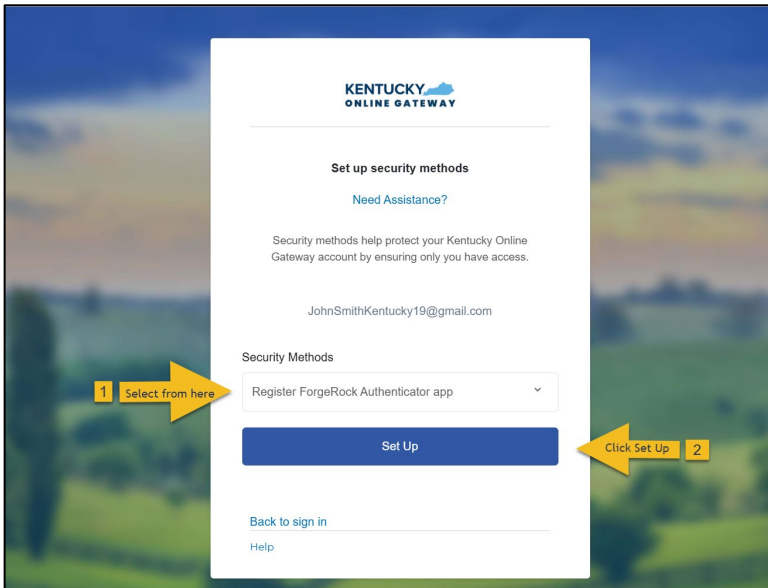
Password  
.....

Verify

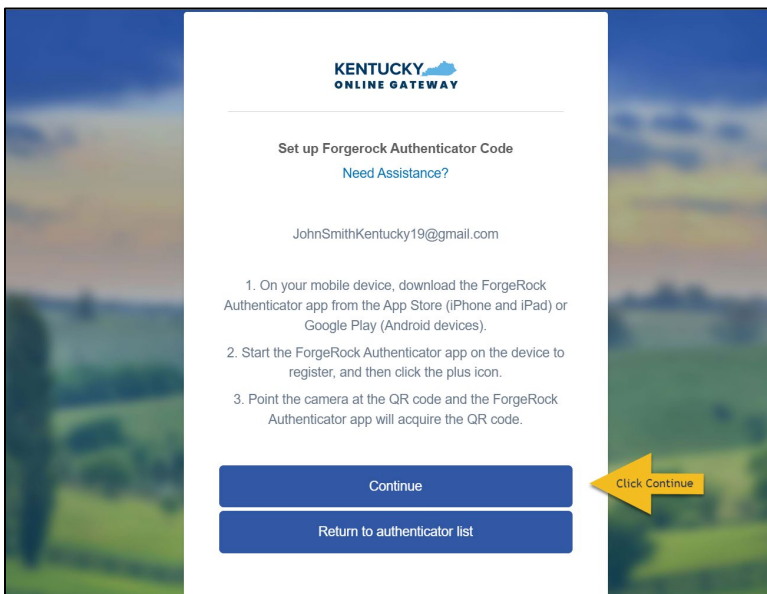
Forgot Password?  
Back to sign in

Help

3. Select **Register ForgeRock Authenticator app** from the drop-down and click the **Set Up** button.



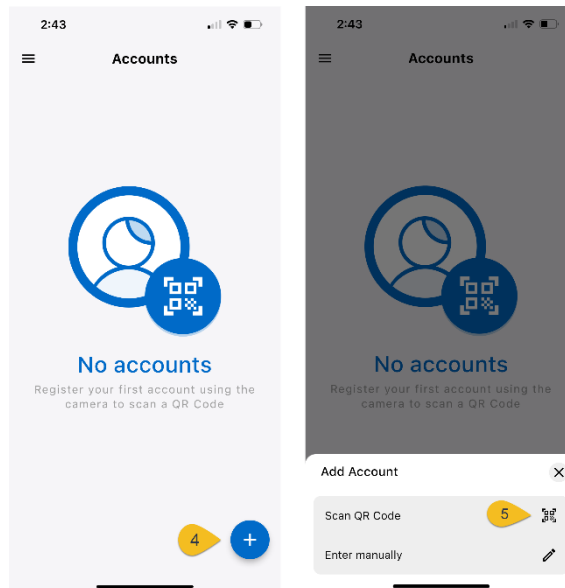
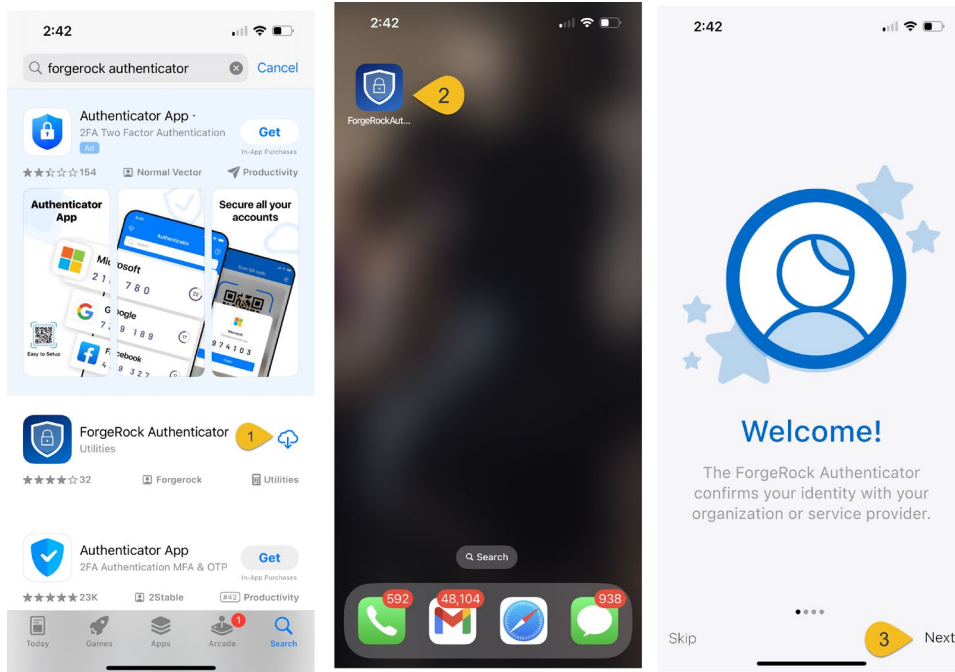
4. You will be presented a screen that will instruct you to complete three steps to enroll into ForgeRock, the first being to download the ForgeRock Authenticator app to your mobile device or tablet/iPad from the App Store (iPhone and iPad) or Google Play (Android devices). After completing the steps, you will receive a pop-up on your mobile device. Click the **Continue** button.



5. Follow the screenshots\* below to download, install, and open ForgeRock Authenticator app on your mobile device or tablet/iPad.

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

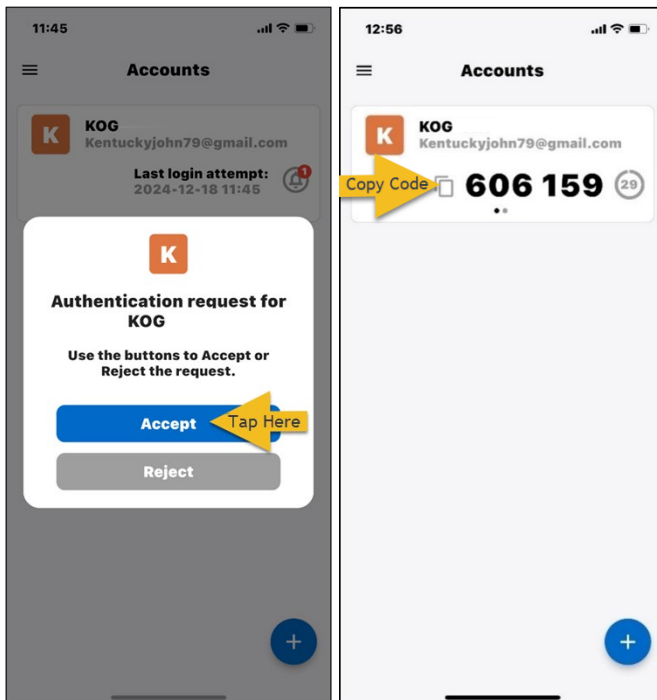
*\*The following screenshots were taken using an iPhone mobile device. Your experience using an Android mobile/tablet device or iPad will differ but should be similar.*



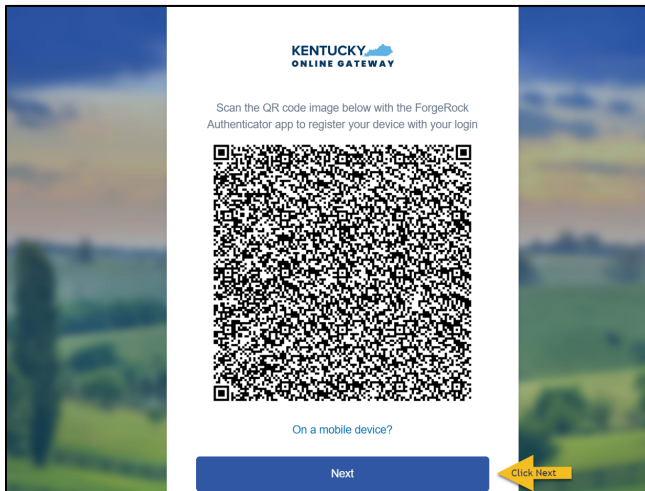
6. Scan the QR code using the ForgeRock QR scanner by positioning the QR code within the highlighted box. *Note: You may have to allow ForgeRock access to your camera in your mobile device settings. Alternatively, you may use your mobile device's camera to scan the QR code.*



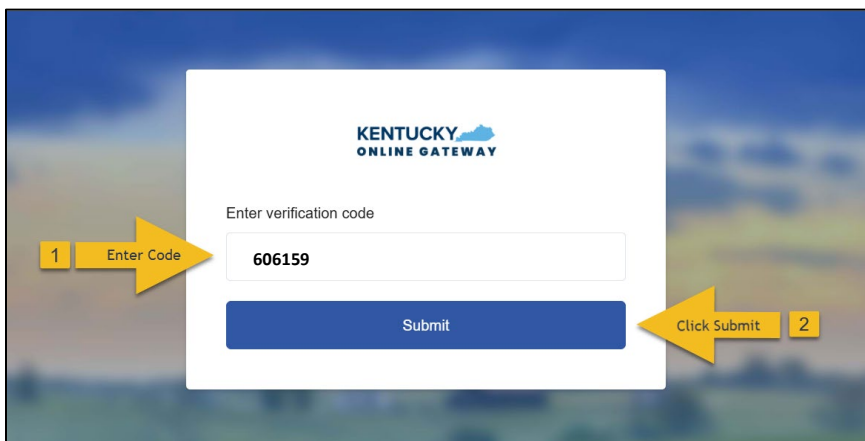
7. After scanning the QR code from the ForgeRock Authenticator application, you will receive a pop-up on your mobile device that confirms you want to link your KOG account to the ForgeRock authenticator application. Tap **Accept**. Copy the code shown on from the ForgeRock authenticator app.



- Once you have copied the code from the ForgeRock application, click the **Next** button on the KOG screen.



- Enter the ForgeRock Authenticator security code you copied in Step 7 into the **Enter verification code** field. Click the **Submit** button. *Note: You will have up to 30 seconds to copy the ForgeRock Authenticator security code into the field. After the timer expires, you will have to copy the new code shown in the ForgeRock Authenticator application.*



- You have successfully set up the ForgeRock Authenticator MFA. *If no other authentication factors are available to enroll, you will be redirected to your application. If there are other factors available to enroll, KOG recommends that you also set up at least one of the optional security methods as well, which will help you in the future to add or remove additional security methods.*



## 2.2 MFA on Subsequent Login: ForgeRock Security Code

1. On the KOG login screen, enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

KENTUCKY  
ONLINE GATEWAY

Sign in with your Kentucky Online Gateway  
(KOG) Account

Email Address

JohnSmithKentucky19@gmail.com

Next

Create New Account  
Resend Account Verification Email

English (Inglés)  
Spanish (Español)

Help

2. Enter your **Password** and click **Verify** the verify button.

KENTUCKY  
ONLINE GATEWAY

Verify with your password

JohnSmithKentucky19@gmail.com

Password

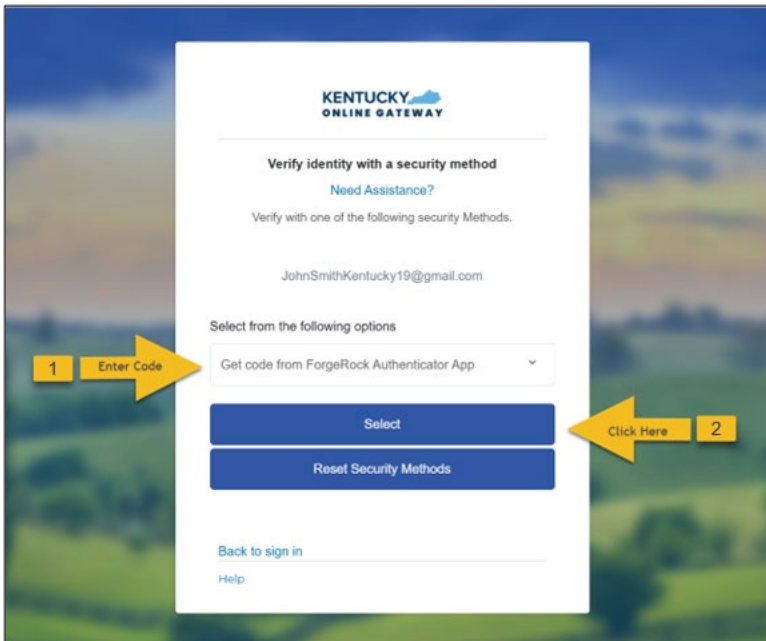
\*\*\*\*\*

Verify

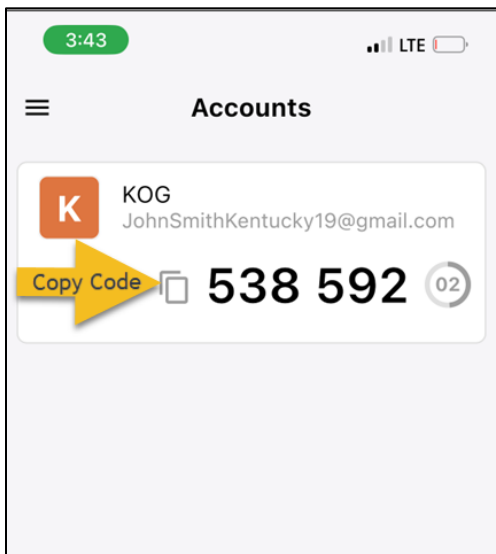
Forgot Password?  
Back to sign in

Help

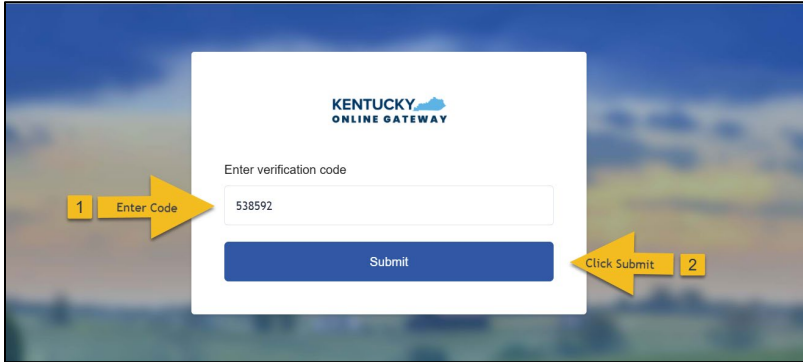
3. Select **Get code from ForgeRock Authenticator App** and click the **Select** button.



4. Open the ForgeRock Authenticator app on your mobile device or tablet/iPad. Locate your email address associated with your KOG account that you used to log in. Copy your code from the ForgeRock Authenticator app and navigate back to the KOG screen.



5. Enter your **Verification Code** and click the **Submit** button. If you have entered the code correctly, you will be redirected to your application. *Note: You will have up to 30 seconds to copy the ForgeRock Security code into the field. After the timer expires, you will have to copy the new code shown in the ForgeRock application.*



The screenshot shows a white rectangular form centered on a blurred background. At the top of the form is the logo for "KENTUCKY ONLINE GATEWAY". Below the logo is the text "Enter verification code". Underneath this text is a white input field containing the number "538592". Below the input field is a blue button with the word "Submit" in white text. Two yellow arrows with black outlines point towards the form: one on the left labeled "1 Enter Code" points to the input field, and one on the right labeled "Click Submit 2" points to the "Submit" button.

### 3. Phone (SMS Text Message)

One of the options KOG offers to complete MFA is SMS text message using phone.

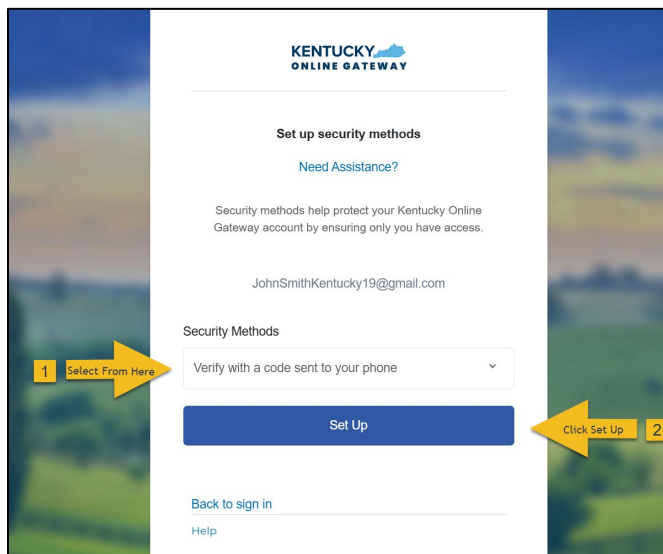
If you are logging in for the first time and need to enroll into Phone using SMS text message, please reference [section 3.1](#).

If you are logging in for a subsequent time, and need to complete MFA using SMS text message, please reference [section 3.2](#).

#### 3.1 Enrollment (First time login)

If the email address and password you have entered on the new KOG login screen are correct, you will be shown the **Set up security methods** screen.

1. Select **Verify with a code sent to your phone** from the *Security Methods* drop-down and click **Set Up**.



2. Enter the 10-digit phone number for your mobile device into the **Phone Number** field and click the **SMS** button. *NOTE: Standard mobile messaging rates may apply from your mobile carrier.*

KENTUCKY  
ONLINE GATEWAY

Set up phone authentication

[Need Assistance?](#)

Enter your phone number to receive a verification code via SMS or Voice. Carrier messaging charges may apply.

JohnSmithKentucky19@gmail.com

(Code) Country  
(+1) United States

Phone number (Without country code)  
1111111111

SMS

Voice

Return to authenticator list

[Back to sign in](#)

[Help](#)

3. You will receive a SMS text message to your mobile device containing a 6-digit code. Return to the KOG screen and enter the 6-digit code you received into the **Enter Code** field and click the **Verify** button.

KENTUCKY  
ONLINE GATEWAY

Set up phone authentication

[Need Assistance?](#)

JohnSmithKentucky19@gmail.com

A code was sent to +1 XXX-XXX-3905. Enter the code below to verify.

Carrier messaging charges may apply.

Enter Code  
863887

Verify

Resend code

Return to authenticator list

[Back to sign in](#)

[Help](#)

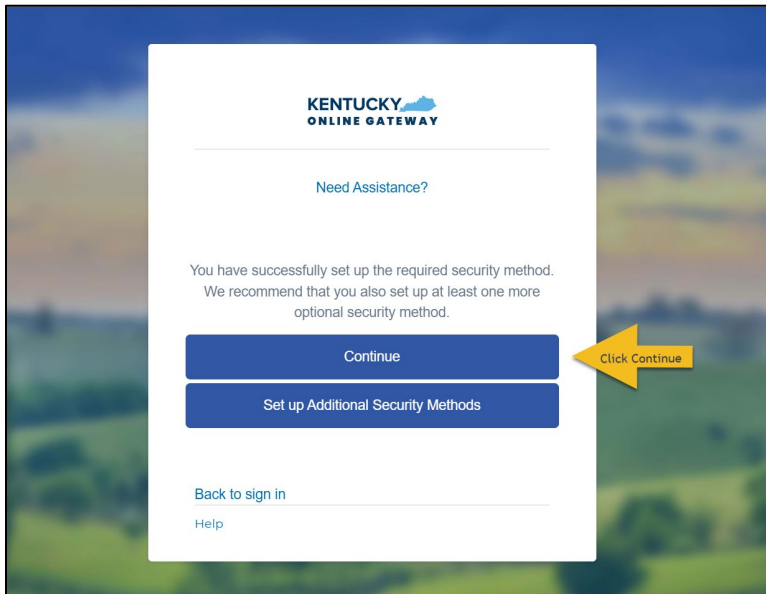
4. If the code was entered correctly, KOG will recognize that the SMS text message-based Phone MFA enrollment is complete, and you may click **Continue**. *If no other authentication factors are available to enroll, you will be redirected to your application. If there are other factors available to enroll, KOG recommends that you also set up at least one of the optional security methods as well, which will help you in the future to add or remove additional security methods.*

If you need help setting up ForgeRock Push Notifications security method, please reference [section 1.1](#).

If you need help setting up the ForgeRock Authenticator security code based MFA method, please reference [section 2.1](#).

If you need help setting up the Phone (Voice Call) security method, please reference [section 4.1](#).

If you need help setting up the Symantec VIP security method, please reference [section 5.1](#).



### 3.2 MFA on Subsequent Login: Phone SMS

1. On the KOG login screen, please enter the **Email Address** associated with your KOG account and click the **Next** button.

KENTUCKY  
ONLINE GATEWAY

Sign in with your Kentucky Online Gateway  
(KOG) Account

Email Address

JohnSmithKentucky19@gmail.com

Next

Create New Account  
Resend Account Verification Email

English (Inglés)  
Spanish (Español)

Help

2. Enter your password in the **Password** field and click the **Verify** button.

KENTUCKY  
ONLINE GATEWAY

Verify with your password

JohnSmithKentucky19@gmail.com

Password

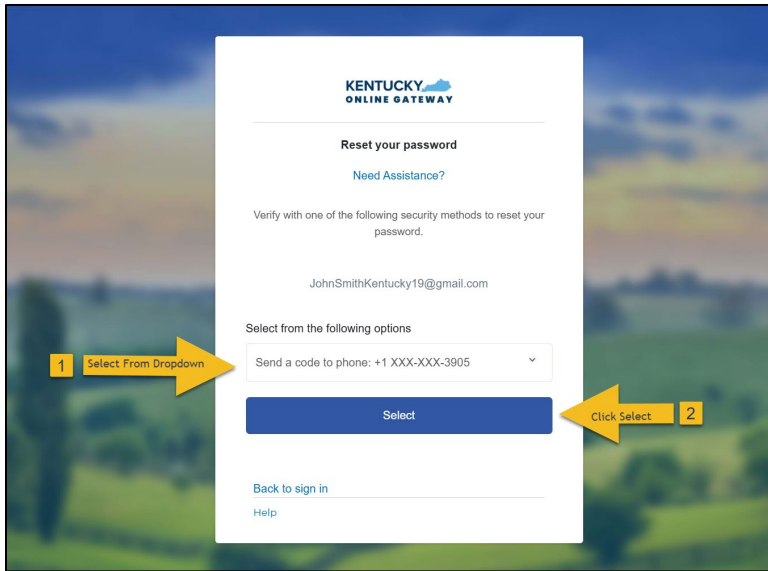
.....|

Verify

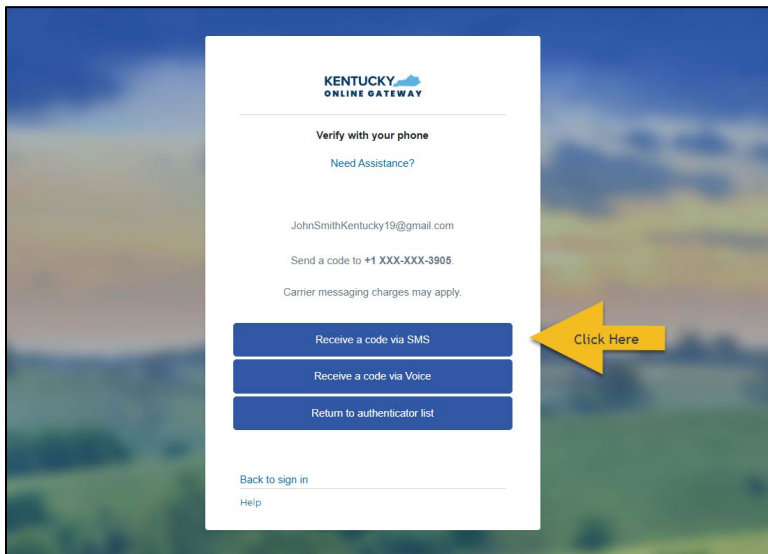
Forgot Password?  
Back to sign in

Help

3. Select **Send a code to phone:** from the drop-down menu and click the **Select** button.

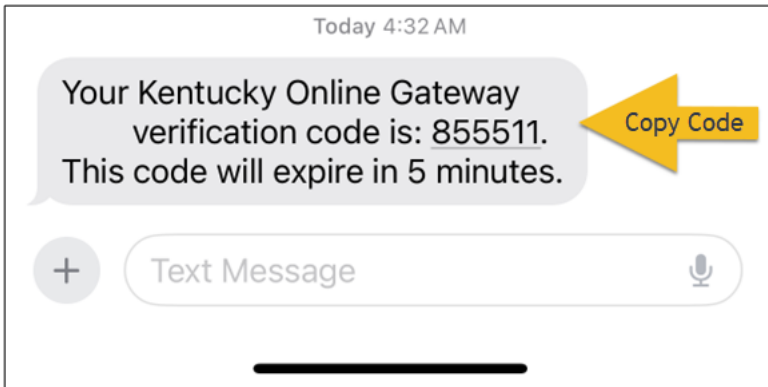


4. Click the **Receive a code via SMS** button.

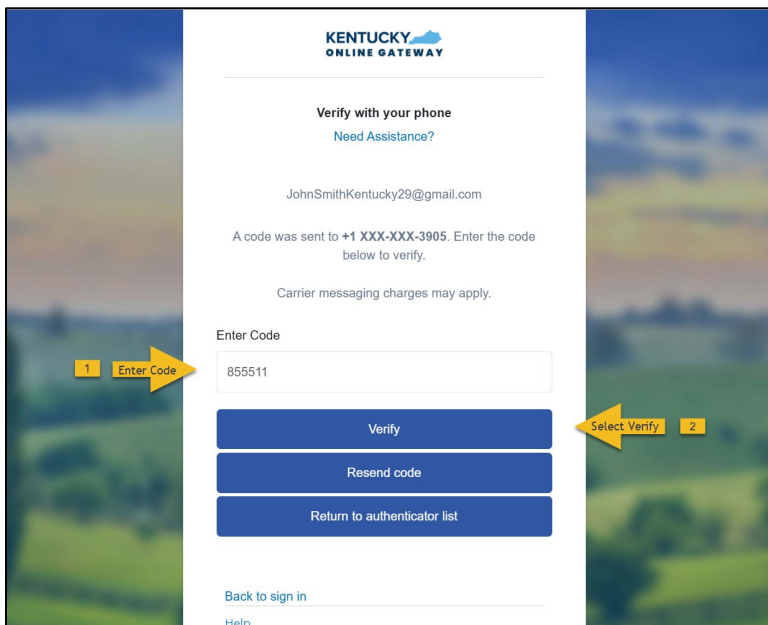




5. You will receive a SMS text message to your mobile device containing a 6-digit code. Copy the verification code.



6. Return to the KOG screen and enter the 6-digit code you received into the **Enter Code** field and click the **Verify** button. If you have entered the code correctly, you will be redirected to your application.



## 4. Phone (Voice Call)

One of the option KOG offers to complete MFA is Voice Call using phone.

If you are logging in for the first time and need to enroll into Phone using Voice Call, please reference [section 4.1](#).

If you are logging in for a subsequent time, and need to complete MFA using Voice Call, please reference [section 4.2](#).

### 4.1 Enrollment (First time login)

If the email address and password you have entered on the KOG login screen are correct, you will be shown the **Set up security methods** screen.

1. Select **Verify with a code sent to your phone** from the *Security Methods* drop-down and click **Set Up**.

The screenshot displays the 'Set up security methods' interface. At the top, it features the 'KENTUCKY ONLINE GATEWAY' logo. Below the logo, the heading 'Set up security methods' is followed by a link for 'Need Assistance?'. A message states: 'Security methods help protect your Kentucky Online Gateway account by ensuring only you have access.' The user's email address, 'JohnSmithKentucky19@gmail.com', is displayed. Under the 'Security Methods' section, a dropdown menu is open, showing 'Verify with a code sent to your phone' as the selected option. A blue 'Set Up' button is positioned below the dropdown. At the bottom, there are links for 'Back to sign in' and 'Help'. Two yellow callout boxes with arrows indicate the steps: '1 Select From Here' points to the dropdown menu, and '2 Click Set Up' points to the 'Set Up' button.

2. Enter your 10-digit phone number into the **Phone Number** field and click the **Voice** button.

KENTUCKY  
ONLINE GATEWAY

Set up phone authentication

[Need Assistance?](#)

Enter your phone number to receive a verification code via SMS or Voice. Carrier messaging charges may apply.

JohnSmithKentucky19@gmail.com

(Code) Country  
(+1) United States

Phone number (Without country code)  
1111111111

SMS

Voice

Return to authenticator list

[Back to sign in](#)

[Help](#)

3. You will receive a phone call and the voice on the line will read off a 6-digit code. Return to the KOG screen and enter the 6-digit code you received into the **Enter Code** field and click the **Verify** button.

KENTUCKY  
ONLINE GATEWAY

Verify with your phone

[Need Assistance?](#)

JohnSmithKentucky19@gmail.com

Calling +1 XXX-XXX-3905. Enter the code below to verify.  
Carrier messaging charges may apply.

Enter Code  
529198

Verify

Resend code

Return to authenticator list

[Back to sign in](#)

[Help](#)

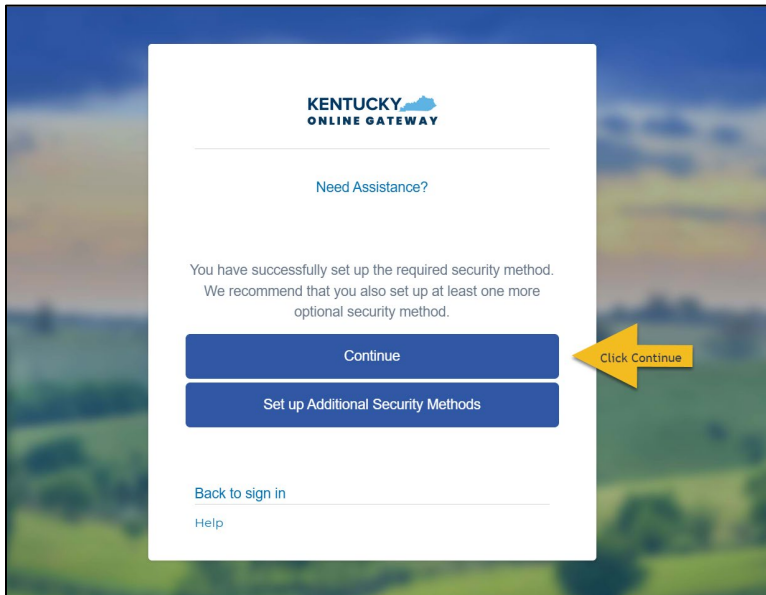
4. If the code was entered correctly, KOG will recognize that the Voice Call based Phone MFA enrollment is complete. *If no other authentication factors are available to enroll, you will be redirected to your application. If there are other factors available to enroll, KOG recommends that you also set up at least one of the optional security methods as well, which will help you in the future to add or remove additional security methods.*

If you need help setting up the ForgeRock Push Notifications security method, please reference [section 1.1](#)

If you need help setting up the ForgeRock Authenticator security code method, please reference [section 2.1](#).

If you need help setting up the SMS Phone Registration security method, please reference [section 3.1](#).

If you need help setting up the Symantec VIP security method, please reference [section 5.1](#).



#### 4.2 MFA on Subsequent Login: Phone Voice Call

1. On the KOG login screen, enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

KENTUCKY  
ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address

JohnSmithKentucky19@gmail.com

Next

Create New Account  
Resend Account Verification Email

English (Inglés)  
Spanish (Español)

Help

2. Enter your password into the **Password** field and click the **Verify** button.

KENTUCKY  
ONLINE GATEWAY

Verify with your password

JohnSmithKentucky19@gmail.com

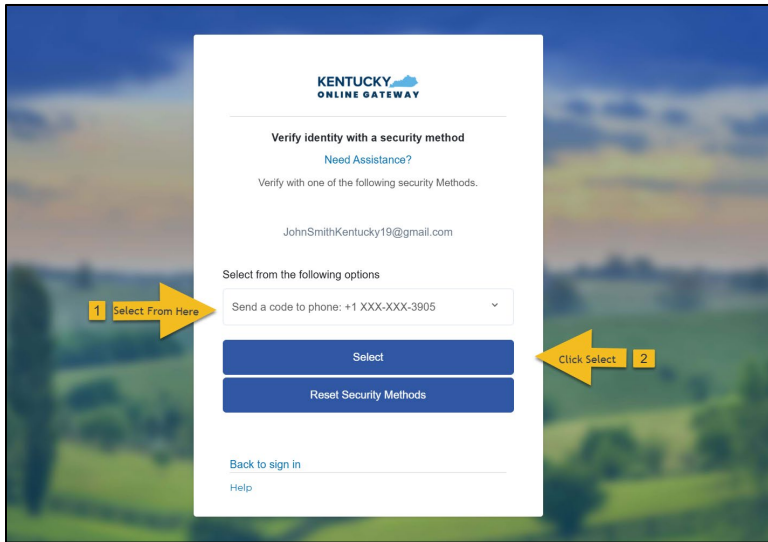
Password

Verify

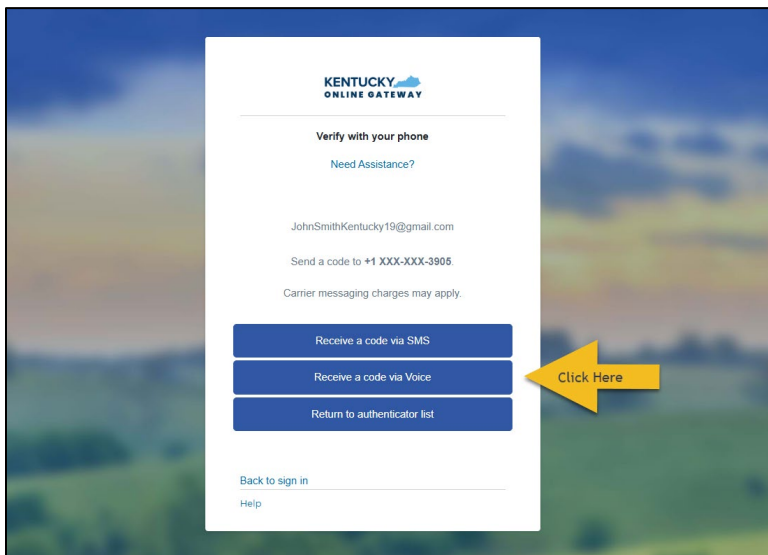
Forgot Password?  
Back to sign in

Help

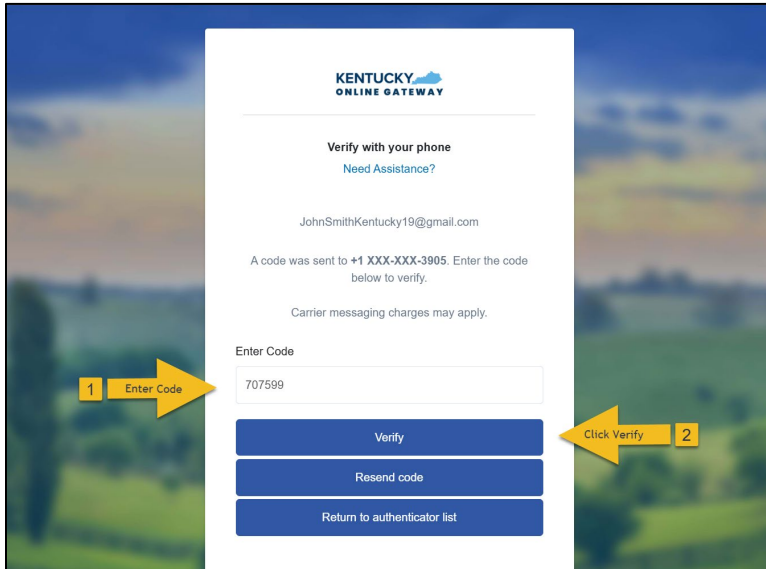
3. Select **Send a code to phone** from the drop-down menu and click the **Select** button.



4. Click **Receive a code via Voice**.



5. You will receive a phone call to your mobile device and the voice on the line will read off a 6-digit code. Return to the KOG screen and enter the 6-digit code you received into the **Enter Code** field and click the **Verify** button. If you have entered the code correctly, you will be redirected to your application.



## 5. Symantec VIP

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

*NOTE: If you have Symantec VIP already installed on any device, you **DO NOT** need to re-install the app.*

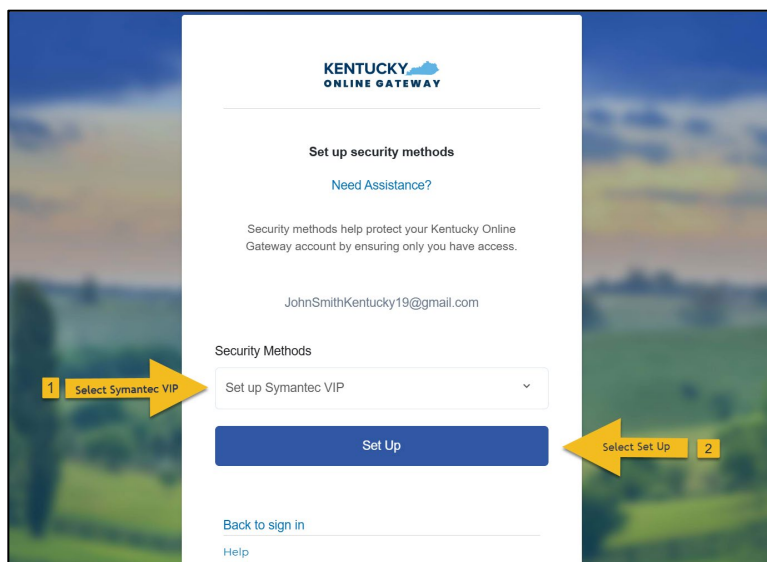
If you are logging in for the first time and need to enroll into Symantec VIP, please reference [section 5.1](#).

If you are logging in for a subsequent time, and need to complete MFA using Symantec VIP, please reference [section 5.2](#).

### 5.1 Enrollment (First time login)

If the email address and password you have entered on the new KOG login screen are correct, you will be shown the **Set up security methods** screen.

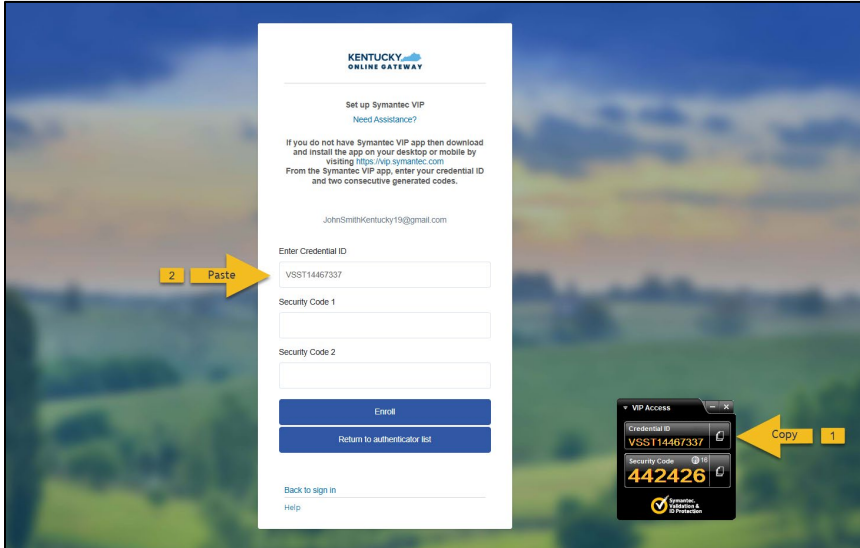
1. Select **Set up Symantec VIP** from the drop-down and click the **Set Up** button.



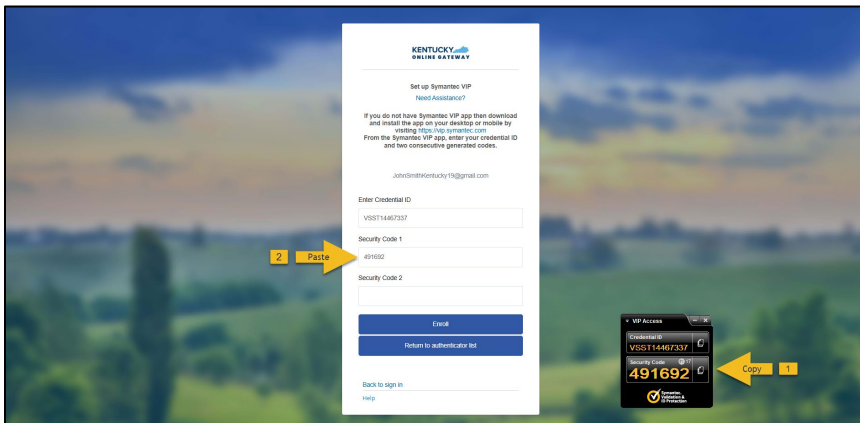
**PLEASE NOTE: If you have not yet installed the VIP Access app onto your machine or device, you will first need to download and install it by visiting the Symantec website at <https://vip.symantec.com/> for the desktop version, the App Store for iPhone and iPad devices, or the Google Play for Android devices.**



2. After opening 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.

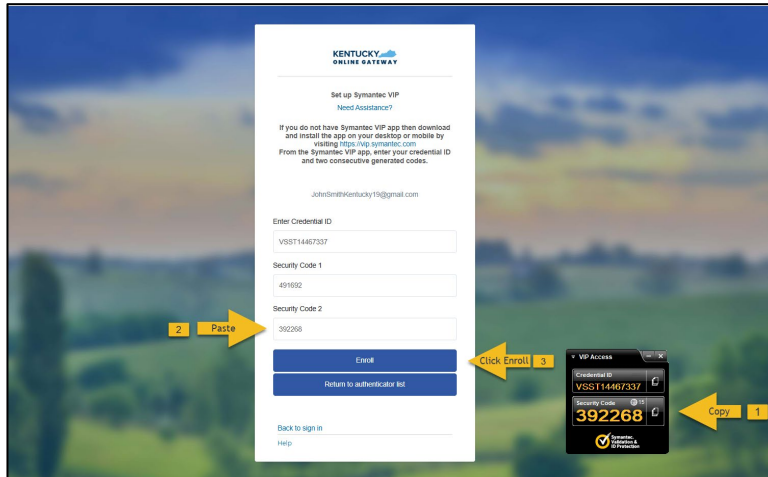


3. Copy the Security Code from the Symantec VIP app. To copy the Security Code, click the button next to the Security Code (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 6-digit Security Code into the **Security code 1** field.



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 the **Enroll** button.

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



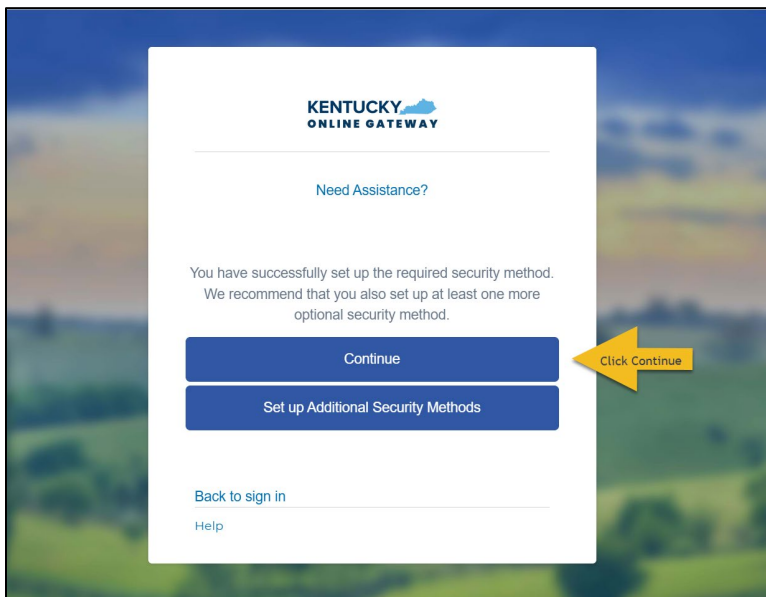
5. If the Credential ID and Security Codes were entered correctly, KOG will recognize that the Symantec VIP MFA enrollment is complete. You may click the **Continue** button. *If no other authentication factors are available to enroll*, you will be redirected to your application. *If there are other factors available to enroll*, KOG recommends that you also set up at least one of the optional security methods as well, which will help you in the future to add or remove additional security methods.

If you need help setting up ForgeRock Push Notification security method, please reference [section 1.1](#)

If you need help setting up ForgeRock Authenticator security code method, please reference [section 2.1](#)

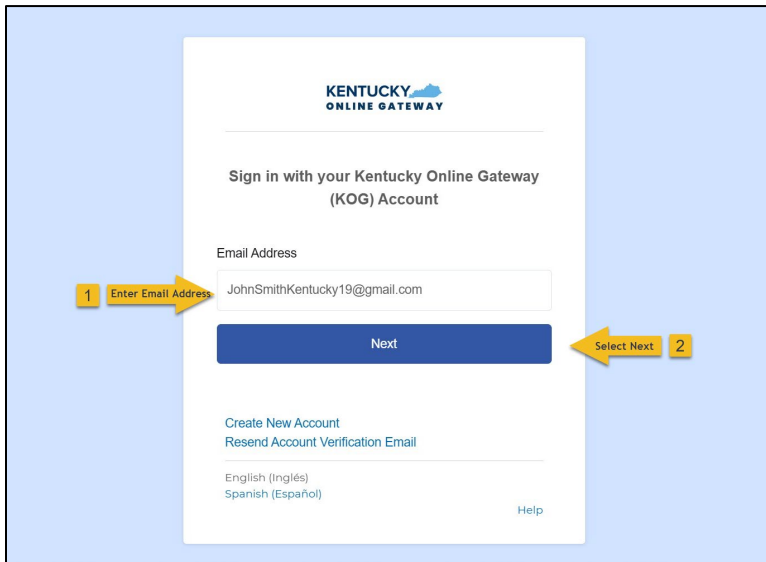
If you need help setting up Phone security method using SMS text message method, please reference [section 3.1](#)

If you need help setting up Phone security method using Voice Call method, please reference [section 4.1](#)



## 5.2 MFA on Subsequent Login: Symantec VIP

1. On the KOG login screen, enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.



KENTUCKY  
ONLINE GATEWAY

Sign in with your Kentucky Online Gateway  
(KOG) Account

Email Address

JohnSmithKentucky19@gmail.com

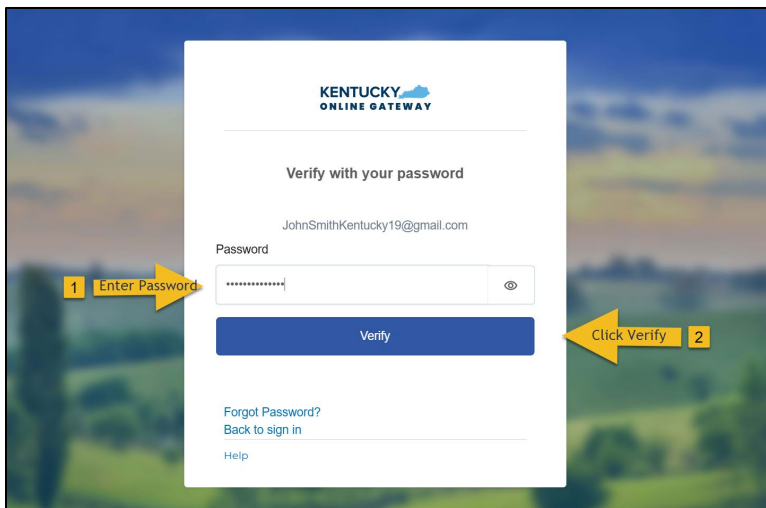
Next

Create New Account  
Resend Account Verification Email

English (Inglés)  
Spanish (Español)

Help

2. Enter your **Password** and click the **Verify** button.



KENTUCKY  
ONLINE GATEWAY

Verify with your password

JohnSmithKentucky19@gmail.com

Password

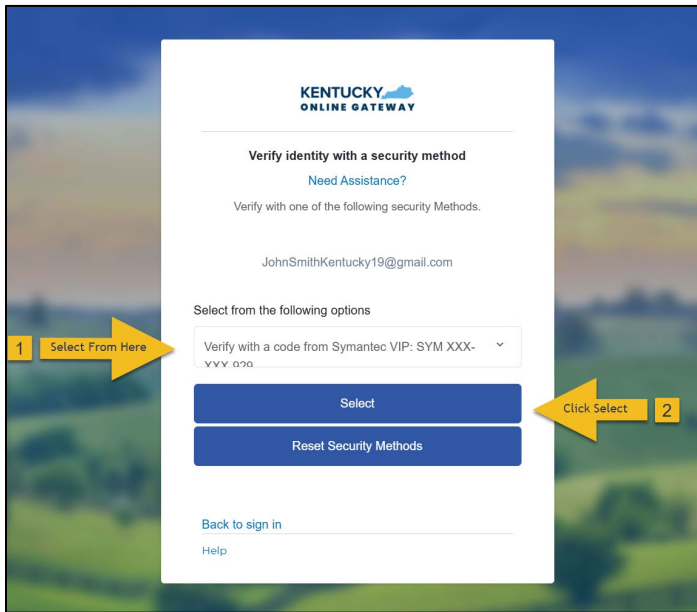
.....

Verify

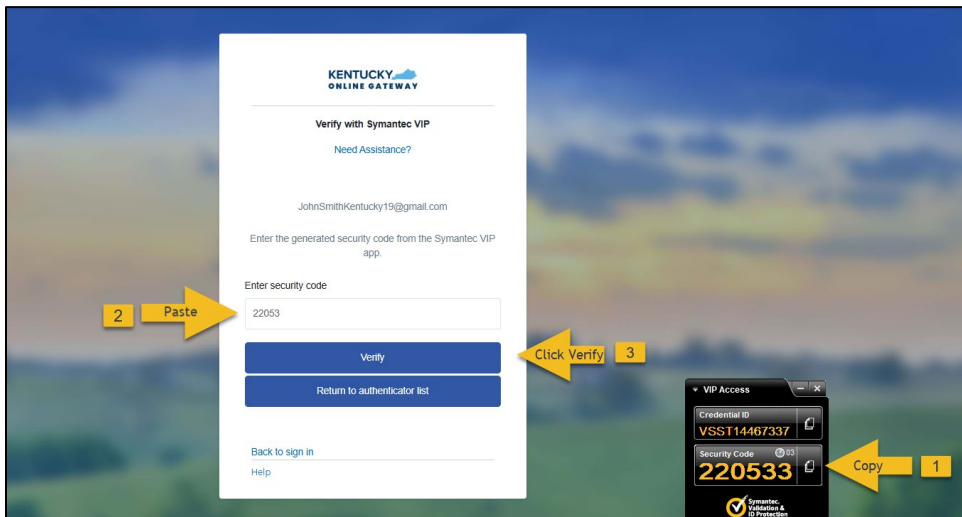
Forgot Password?  
Back to sign in

Help

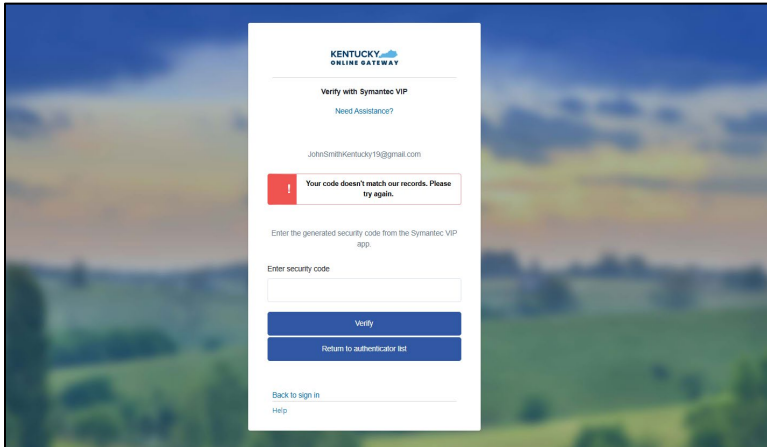
3. Select **'Verify with a Code from Symantec VIP'** from the MFA method drop-down and click the **Select** button.



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 the **Verify** button.



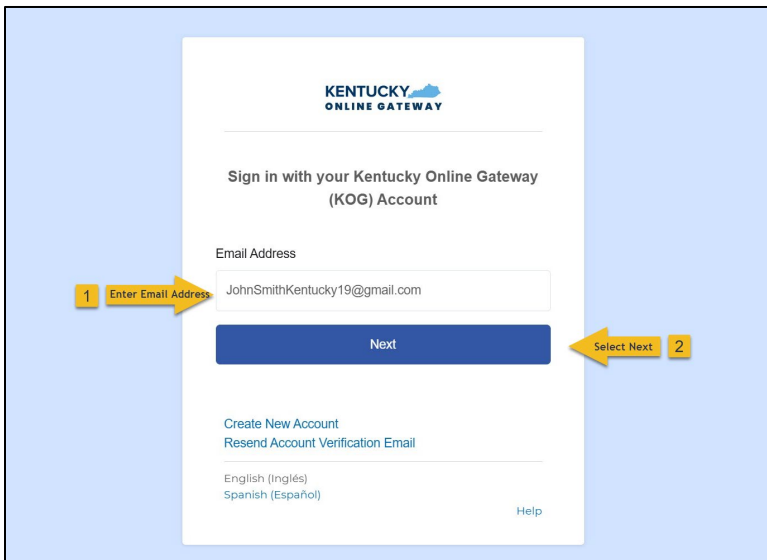
5. If the Security Code was entered correctly, KOG will recognize that the Symantec VIP MFA verification is complete, and you will be redirected to your application. In case you get the error message that, “Your code doesn’t match our records, please try again”, then wait until a new Security Code appears in Symantec VIP app and copy the newly generated Security Code. Return to the KOG screen to either paste or manually enter the newly generated 6-digit Security Code into the **Enter security code** field, then click the **Verify** button to be redirected to your application.



## 6. Email Verification

One of the options KOG offers to complete MFA is Email Based MFA.

1. On the KOG login screen, enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.



2. Enter your **Password** and click the **Verify** button.

KENTUCKY  
ONLINE GATEWAY

Verify with your password

JohnSmithKentucky19@gmail.com

Password

\*\*\*\*\*

Verify

[Forgot Password?](#)  
[Back to sign in](#)  
[Help](#)

3. Select **Send a code to email** from the drop-down and click the **Select** button.

KENTUCKY  
ONLINE GATEWAY

Verify identity with a security method

[Need Assistance?](#)

Verify with one of the following security methods to manage the registered methods.

JohnSmithKentucky19@gmail.com

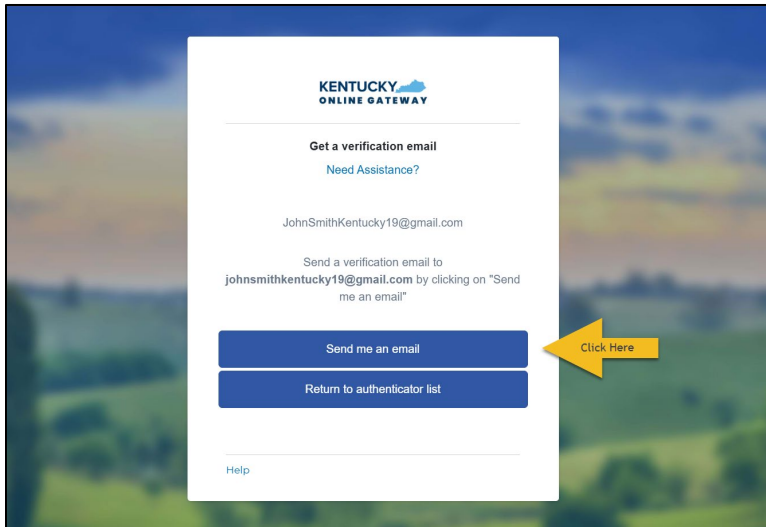
Select from the following options

Send a code to email: j\*\*@gmail.com

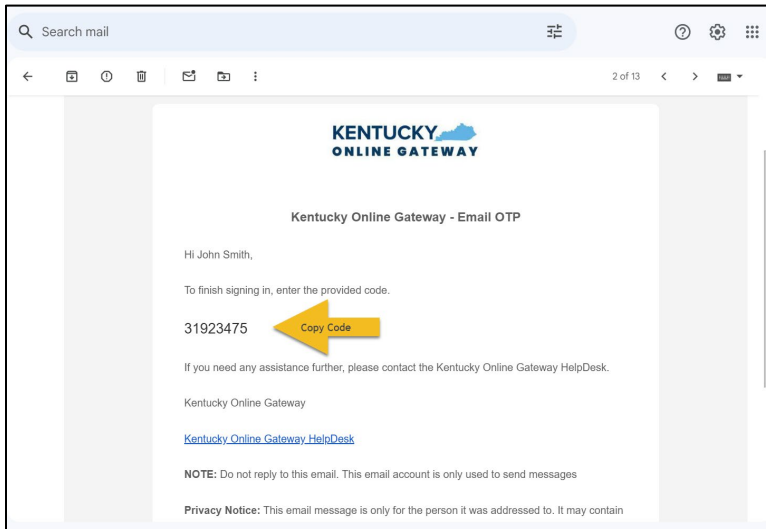
Select

[Back to Application](#)  
[Help](#)

4. Click the **Send me an email** button to send a unique code to your email address.

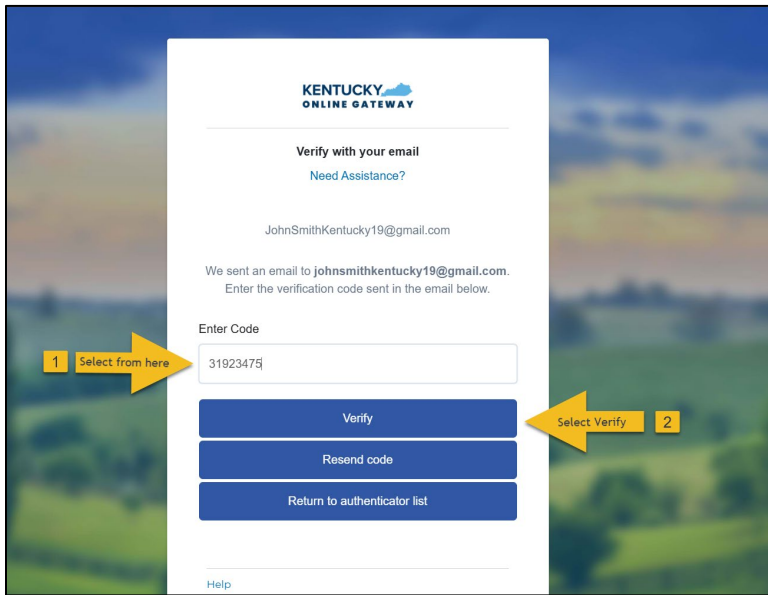


5. Open your email associated with your KOG account and open the email titled "EMAIL OTP". Copy the provided **code**. This code will be valid for five (5) minutes.





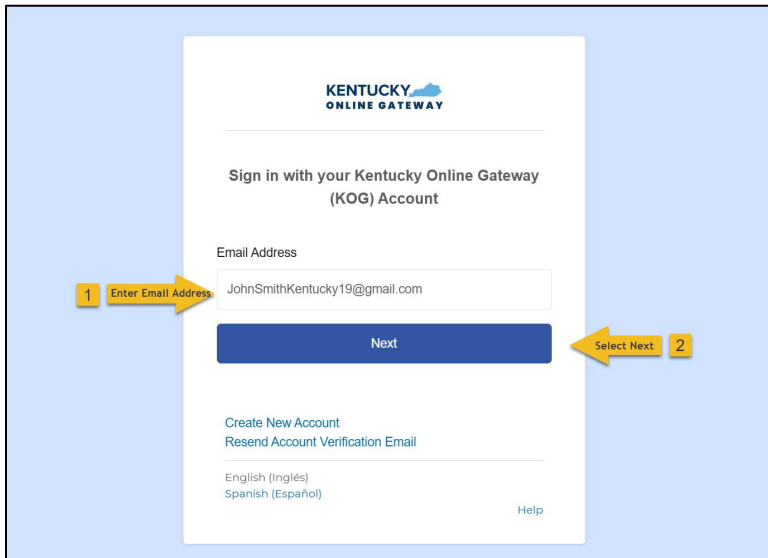
6. Enter the code you received from KOG in the **Enter Code** field and click the **Verify** button. You will be redirected to your application.



## 7. Remove MFA Security Methods

If you no longer have access to your registered MFA method due to obtaining a new mobile device, phone number, or laptop/computer, and need to remove your MFA, please follow these steps.

1. On the KOG login screen, enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.



2. Enter your **Password** and click the **Verify** button.

KENTUCKY  
ONLINE GATEWAY

Verify with your password

JohnSmithKentucky19@gmail.com

Password

.....

Verify

[Forgot Password?](#)  
[Back to sign in](#)  
[Help](#)

3. Click **Reset Security Methods** button.

To remove your previous MFA by verifying your account with a code sent to your KOG email address go to [section 7.1](#).

To remove your previous MFA by verifying your account with a code to you by Voice or SMS, please go to [section 7.2](#)

KENTUCKY  
ONLINE GATEWAY

Verify identity with a security method

[Need Assistance?](#)

Verify with one of the following security Methods.

JohnSmithKentucky19@gmail.com

Select from the following options

Send a code to phone: +1 XXX-XXX-3905

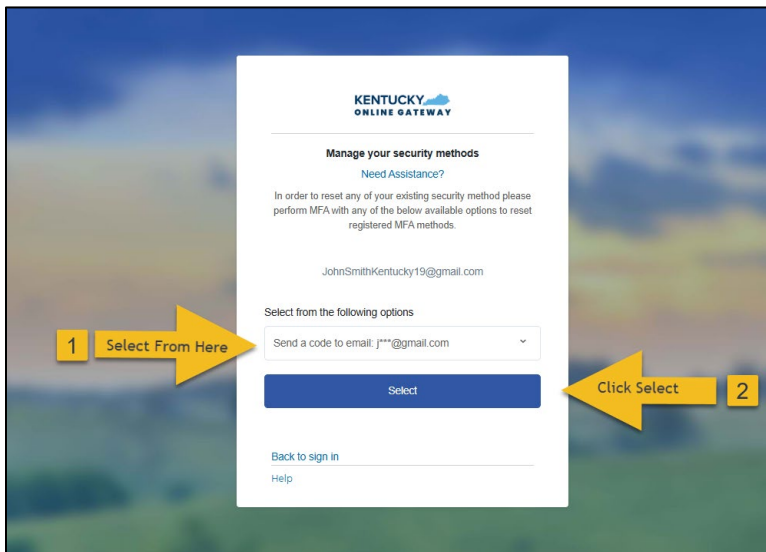
Select

Reset Security Methods

[Back to sign in](#)  
[Help](#)

## 7.1 Removing MFA Method by Verifying User with Email

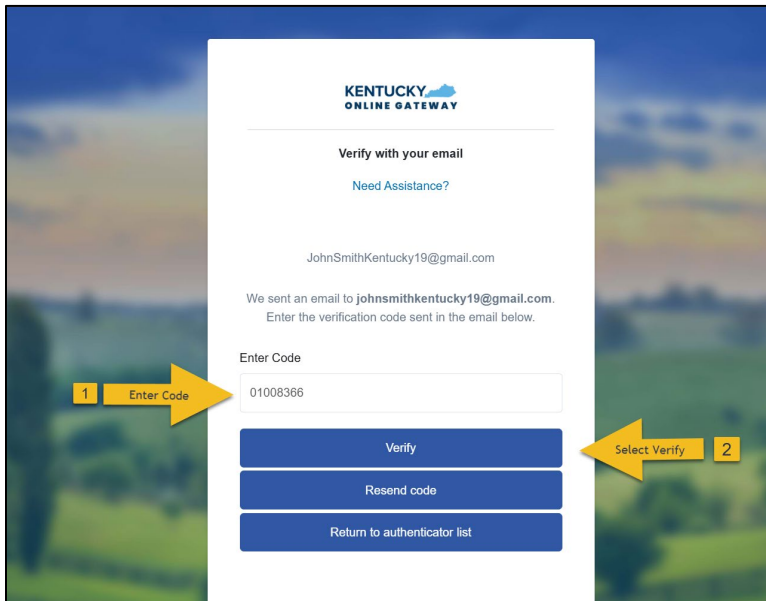
1. Select **Send a code to email** from the drop-down and click the **Select** button.



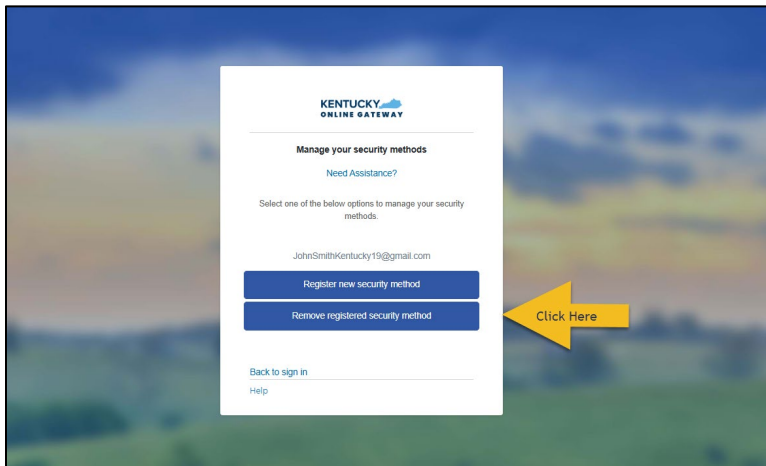
2. Open your email associated with your KOG account and open the email titled "EMAIL OTP". Copy the provided **code**. This code will be valid for five (5) minutes.



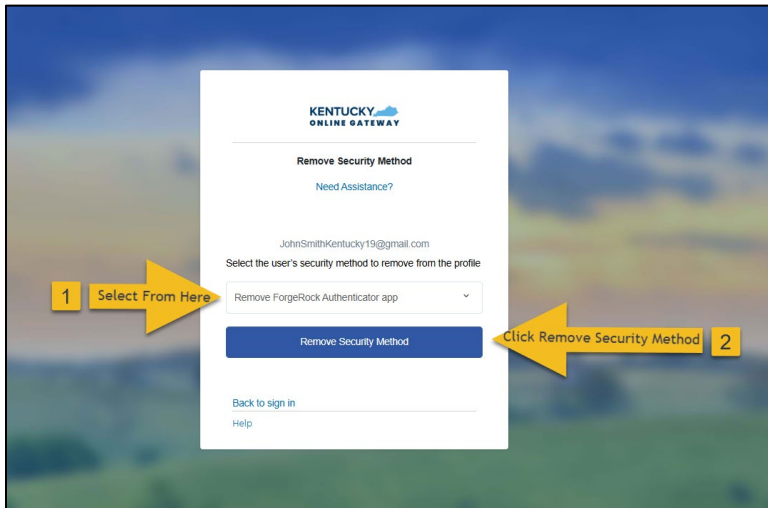
3. On the KOG screen, copy the code sent to your email address into the **Enter Code** field. Click the **Verify** button.



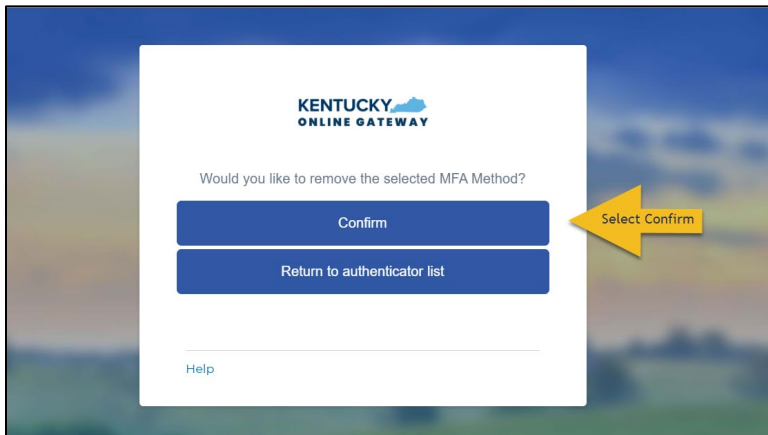
4. Click the **Remove registered security method** button.



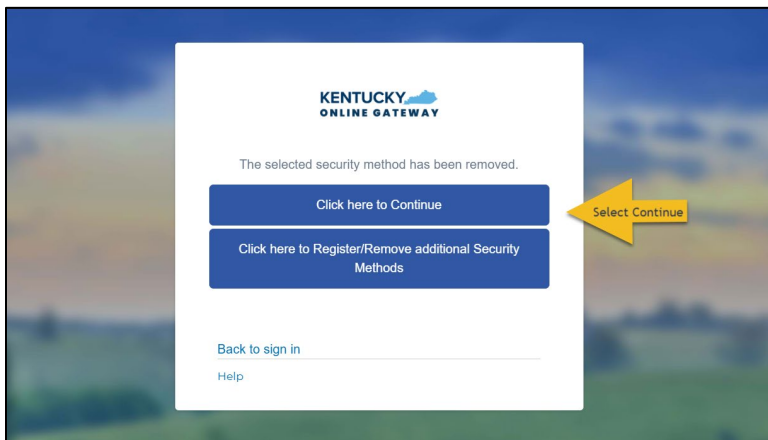
5. Select the **MFA method** you want removed from the drop-down and click the **Remove Security Method** button.



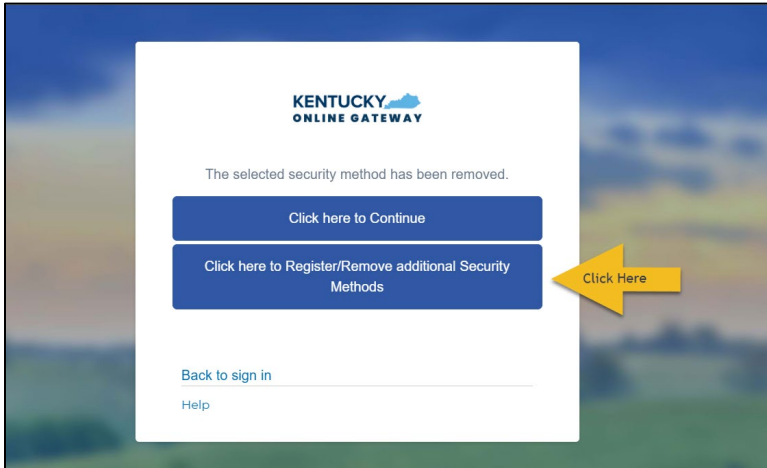
6. Click the **Confirm** button.



- 7a. Select **Click here to Continue** to navigate to your application.



7b. You may also select **Click here to Register/Remove additional Security Methods**. If selecting **Click here to Register/Remove additional Security Methods**, continue to step 8.



8. If you would like to remove an additional MFA method, click the **Remove registered security method** button.

If you need help setting up ForgeRock Push Notification security method, please reference [section 1.1](#)

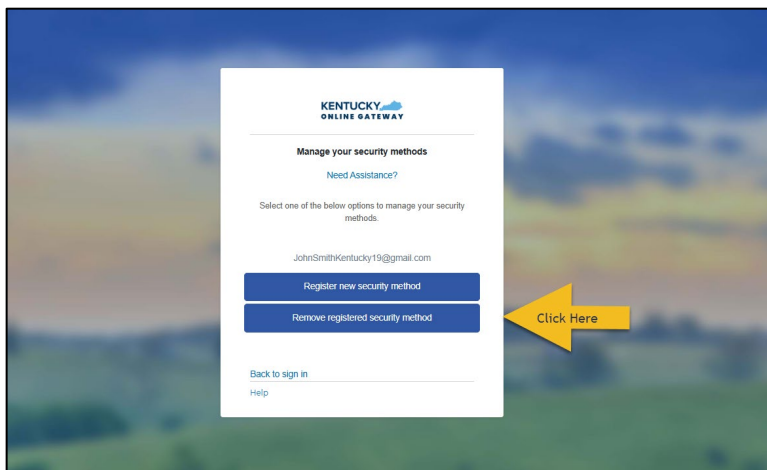
If you need help setting up ForgeRock Authenticator security code method, please reference [section 2.1](#)

If you need help setting up Phone security method using SMS text message, please reference [section 3.1](#)

If you need help setting up Phone security method using Voice Call, please reference [section 4.1](#)

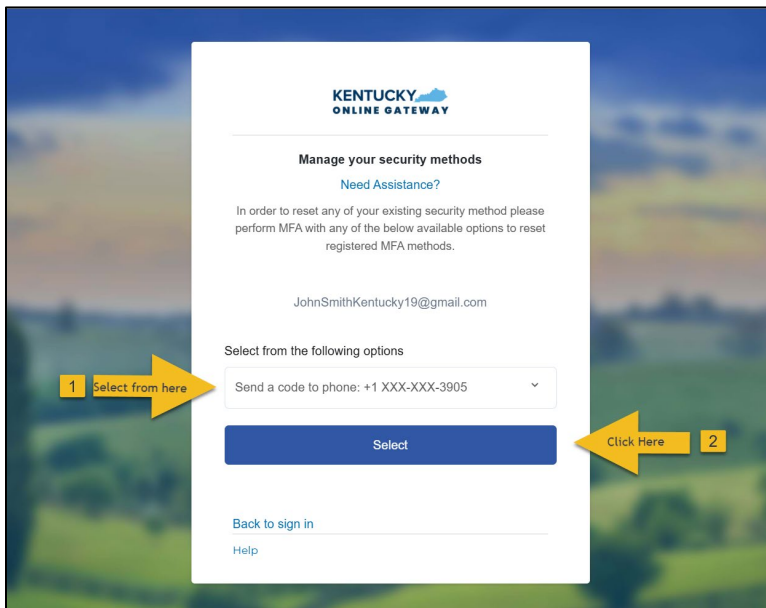
If you need help setting up the Symantec VIP security method, please reference [section 5.1](#).

If you need help removing an additional registered security method, please reference [section 7](#).

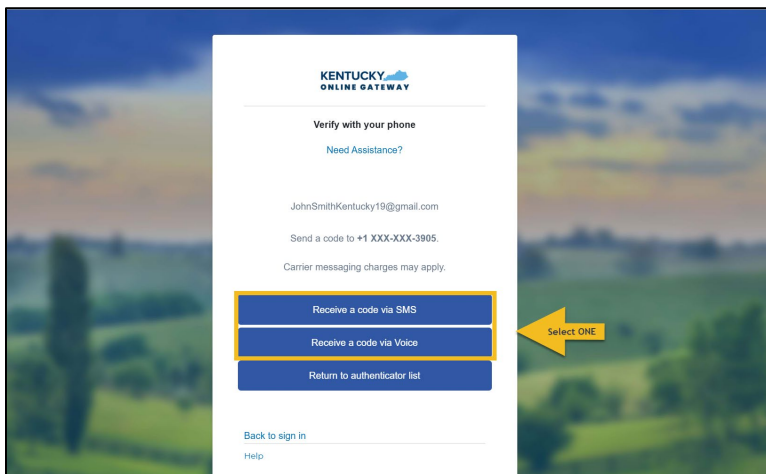


## 7.2 Removing MFA Method by Verifying User with Phone Voice or SMS

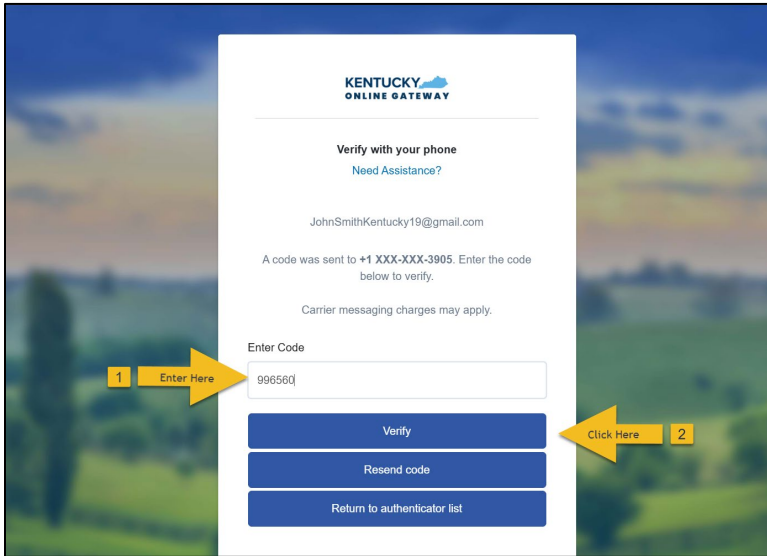
1. Select **Send a code to phone** from the drop-down and click the **Select** button.



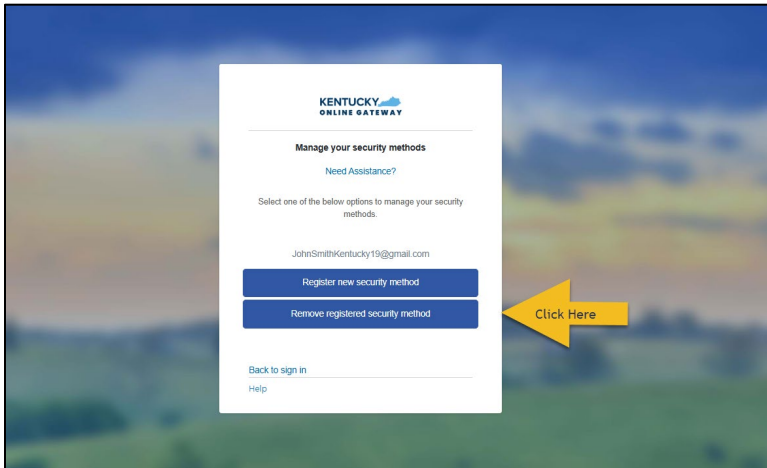
2. Select either **Receive a code via SMS** or **Receive a code via Voice**.



3. After receiving the code via SMS or Voice Call enter the code into the **Enter Code** field and click the **Verify** button.

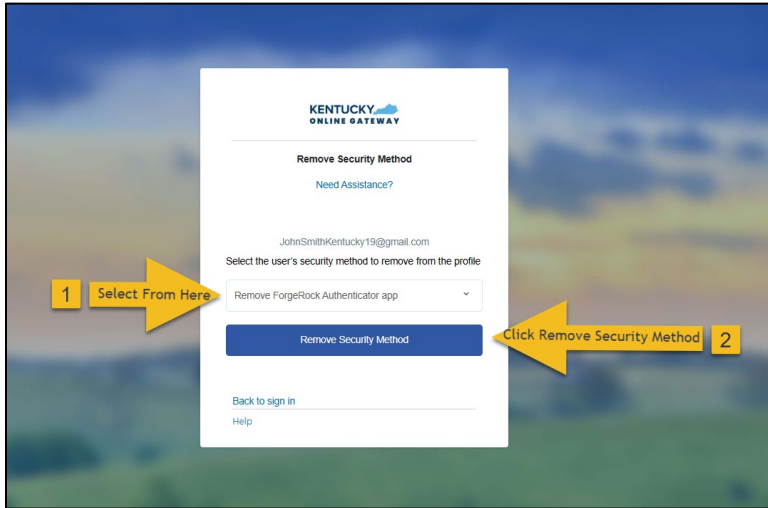


4. Click the **Remove registered security method** button.

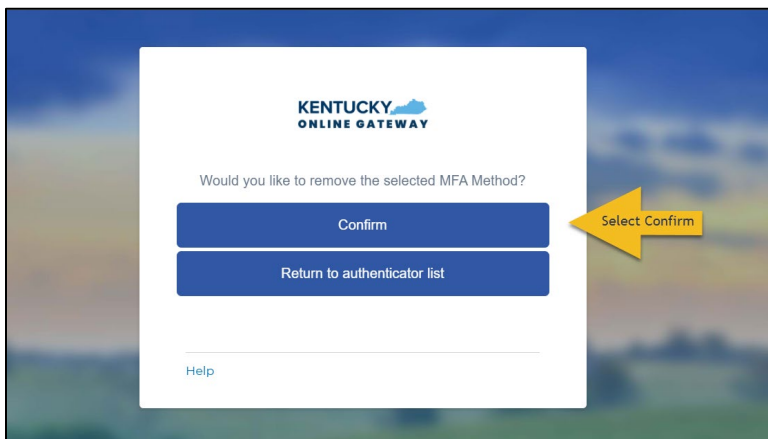




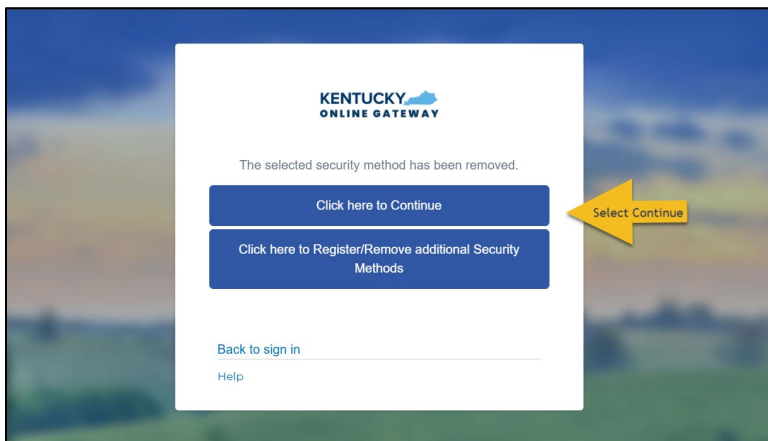
5. Select the **MFA method** you want removed from the drop-down and click the **Remove Security Method** button.



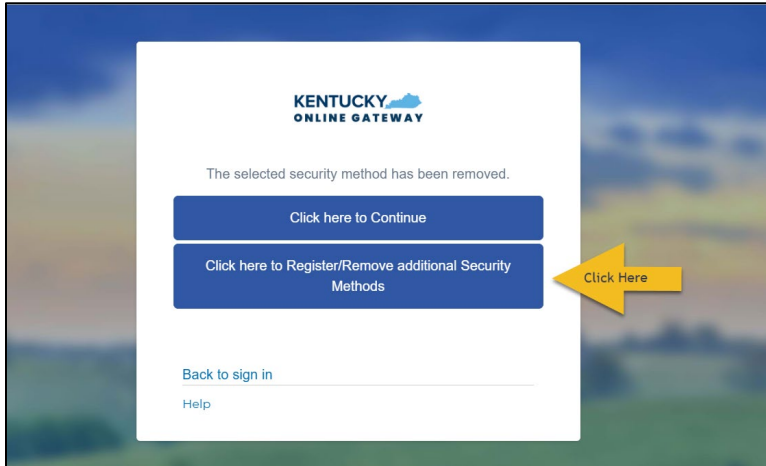
6. Select **Confirm** to remove your MFA method.



- 7a. Select **Click here to Continue** to navigate to your application.



7b. You may also select **Click here to Register/Remove additional Security Methods**. If selecting **Click here to Register/Remove additional Security Methods**, continue to step 8.



8. If you would like to add a new security method, select **Register new security method** and use the links below. If you would like to remove an additional MFA method, click the **Remove registered security method** button.

If you need help setting up ForgeRock Push Notification security method, please reference [section 1.1](#)

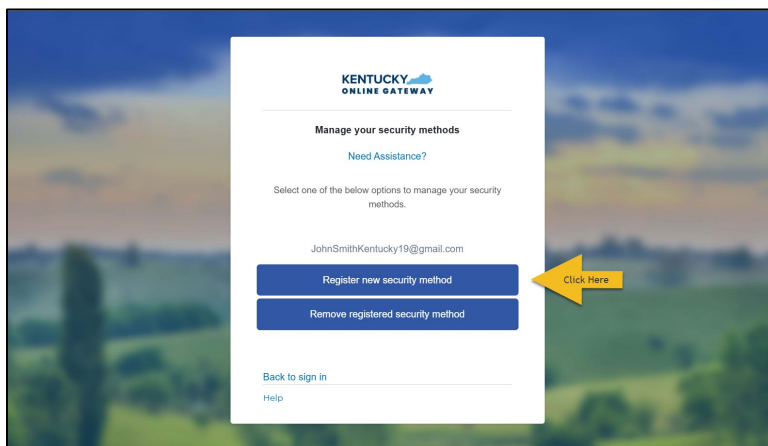
If you need help setting up ForgeRock Authenticator security code method, please reference [section 2.1](#)

If you need help setting up Phone security method using SMS text message, please reference [section 3.1](#)

If you need help setting up Phone security method using Voice Call, please reference [section 4.1](#)

If you need help setting up the Symantec VIP security method, please reference [section 5.1](#).

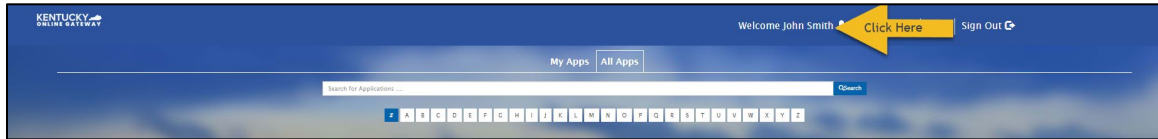
If you need help removing an additional registered security method, please reference [section 7](#).



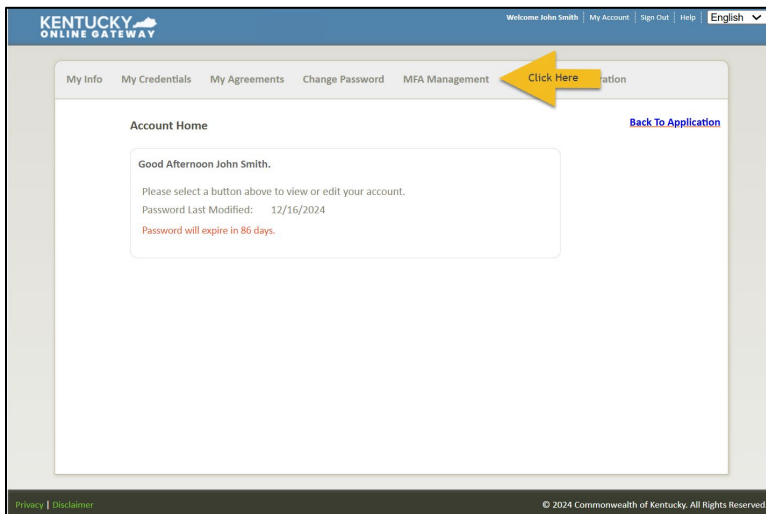
## 8. MFA Management

If you are already logged into your KOG account and would like to make updates to your MFA security methods by either adding or removing an MFA option, use the following steps.

1. Click **your name** in the upper right-hand corner to be taken to your **Account Home** page.



2. Click the **MFA Management** tab.



3. Select one of your available **MFA security** options from the drop-down menu, click the **Select** button, and complete your MFA steps.

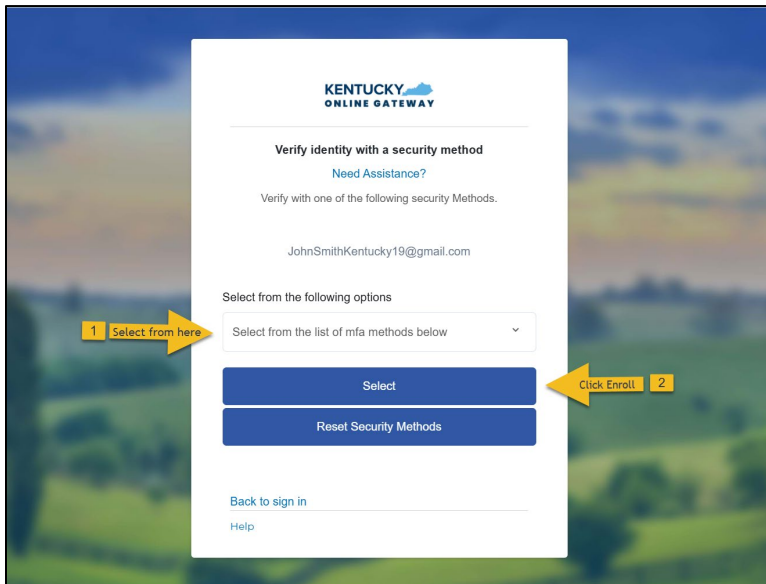
If you need help setting up ForgeRock Push Notifications security method please reference [section 1.2](#).

If you need help setting up the ForgeRock Authenticator security code based MFA method please reference [section 2.2](#).

If you need help setting up the Phone SMS security method, please reference [section 3.2](#).

If you need help setting up the Phone (Voice Call) security method please reference [section 4.2](#).

If you need help setting up the Symantec VIP security method please reference [section 5.2](#).



- Once you have completed your MFA sign-on, you will be navigated to the **Manage your security methods** screen. From this screen, you may either register for a new security method by click the **Register new security method** button or you may remove a registered security method by clicking the **Remove registered security method** button.

If you need help setting up ForgeRock Push Notifications security method, please reference [section 1.1](#).

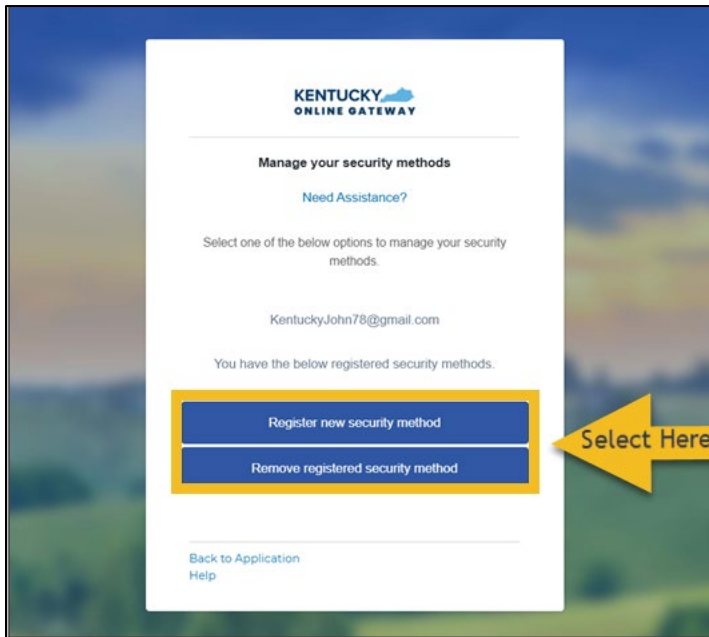
If you need help setting up the ForgeRock Authenticator security code based MFA method, please reference [section 2.1](#).

If you need help setting up the Phone SMS security method, please reference [section 3.1](#).

If you need help setting up the Phone (Voice Call) security method, please reference [section 4.1](#).

If you need help setting up the Symantec VIP security method, please reference [section 5.1](#).

If you need help removing your MFA Security methods, please reference [section 7](#).



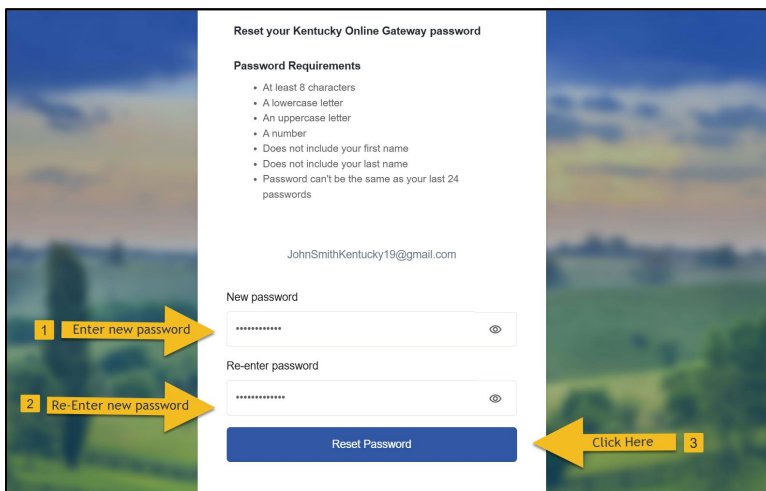
## Password Reset

There may be times when it is necessary to reset your password, such as if your password has expired, if you forgot your password, etc.

### 1 Reset an Expired Password

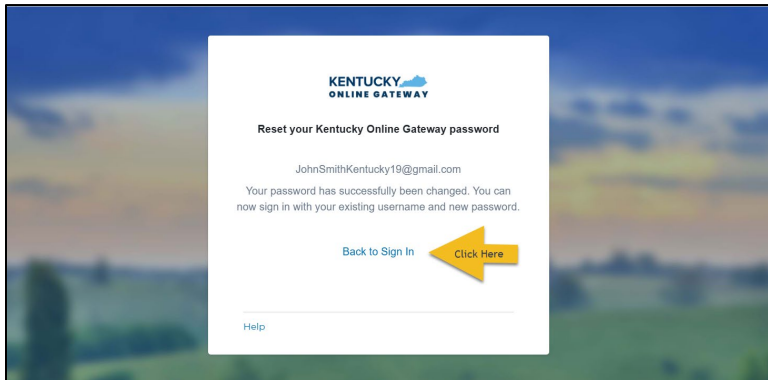
To reset your expired password please follow the steps below.

1. If you have correctly entered your email address and password on the KOG login screen **BUT** the password has expired, then you will be prompted to set a new password. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click the **Click Reset Password** button.



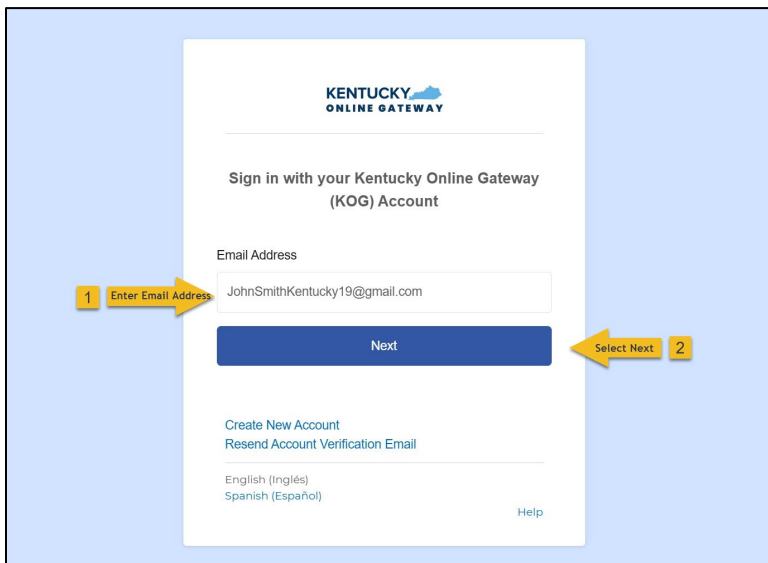
The screenshot shows a web form titled "Reset your Kentucky Online Gateway password". It includes a "Password Requirements" section with a bulleted list: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "Does not include your first name", "Does not include your last name", and "Password can't be the same as your last 24 passwords". Below this is the email address "JohnSmithKentucky19@gmail.com". There are two password input fields: "New password" and "Re-enter password", both containing masked characters. A blue "Reset Password" button is at the bottom. Three yellow callout boxes with arrows point to the form: "1 Enter new password" points to the first password field, "2 Re-Enter new password" points to the second password field, and "3 Click Here" points to the "Reset Password" button.

2. If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) will be needed, you can select **Back to Sign In** to be redirected to the KOG login page.

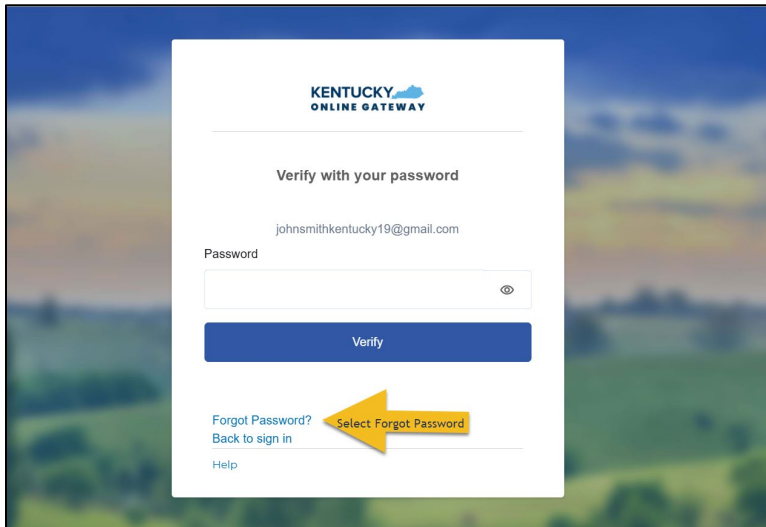


## 2 Reset a Forgotten Password by Email

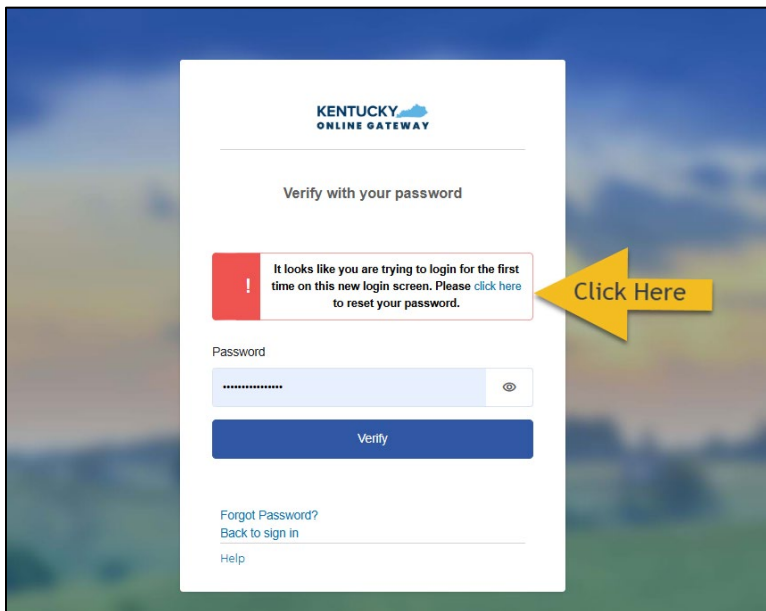
1. On the KOG login screen, please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.



2. Click the **Forgot Password?** link.

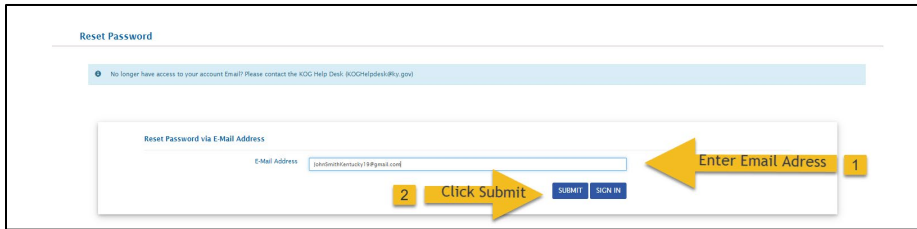


3. If you see an error “**It looks like you are trying to login for the first time on this new login screen. Please click here to reset your password.**” then please click on the “**click here to reset your password**” link. If you do not see this error, then skip the steps below, go to Step 9 and continue from there.

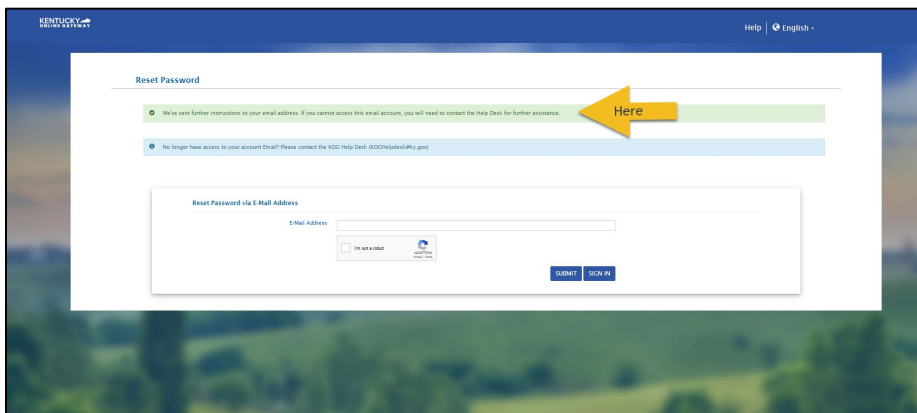




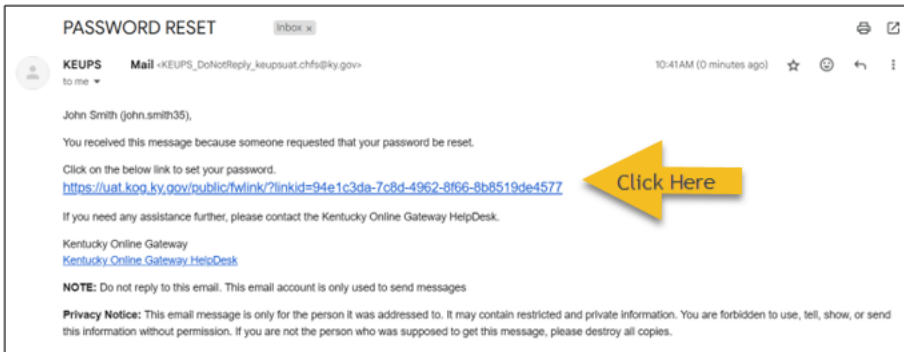
4. Enter your email address into the **E-Mail Address** field and click the **Submit** button.



5. You will receive a notification on the screen that says “We’ve sent further instructions to your email address. If you cannot access this email account, you will need to contact the Help Desk for further assistance.” Navigate to the email address associated with your KOG account.



6. Log into your email account and find an email titled as “Password Reset.” Click the **link** in the email message as shown in screenshot below.



7. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields. You may be asked to verify that you are not a robot. Check the **"I am not a robot"** checkbox and click the **Change Password** button.

The screenshot shows a 'Reset Password' form. At the top, a blue box contains instructions: 'Fill out the form below to reset your password. Your new password must:' followed by a bulleted list of requirements: 'Have a length of at least 8 characters', 'Contain at least one number', 'Contain both lower and uppercase letters', 'Not contain your first or last name', and 'Not be any of your last 24 passwords'. Below this are two input fields: 'New Password' and 'Confirm Password'. A yellow arrow labeled '1 Enter Password' points to the 'New Password' field. Another yellow arrow labeled '2 Confirm Password' points to the 'Confirm Password' field. Below the input fields is a CAPTCHA area with a green checkmark and the text 'I'm not a robot'. A yellow arrow labeled '3 Check Here' points to the CAPTCHA area. At the bottom right is a blue 'Change Password' button. A yellow arrow labeled '4 Click Here' points to the button.

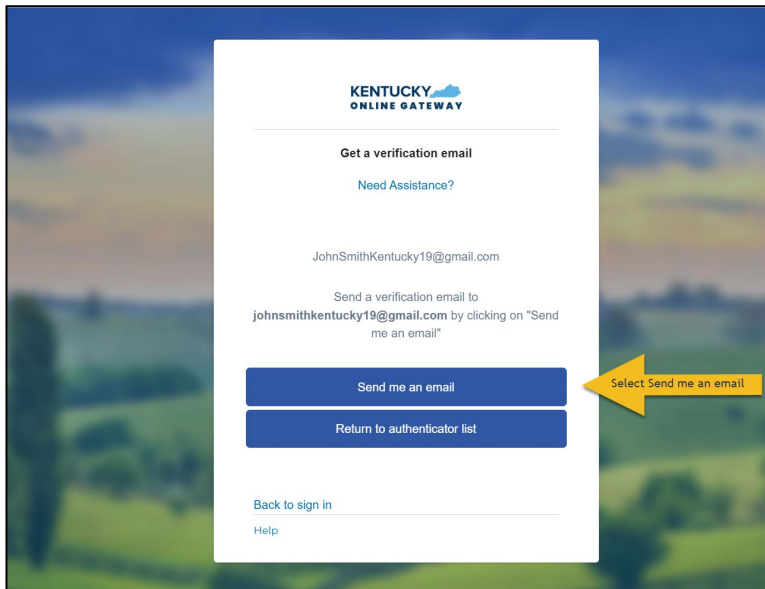
8. If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) will be needed, you may click the **Sign In** button to be redirected to your application.

The screenshot shows the 'Reset Password' form after successful completion. A green message bar at the top says 'Your password has successfully been changed.' At the bottom right, there is a blue 'SIGN IN' button. A yellow arrow labeled 'Click Here' points to the 'SIGN IN' button.

9. Select **Send a code to email** from the drop-down and click the **Select** button.

The screenshot shows the 'Manage your security methods' page on the 'KENTUCKY ONLINE GATEWAY'. The page title is 'Manage your security methods' with a sub-heading 'Need Assistance?'. Below this is a paragraph: 'In order to reset any of your existing security method please perform MFA with any of the below available options to reset registered MFA methods.' The user's email address 'JohnSmithKentucky19@gmail.com' is displayed. Below the email is a section 'Select from the following options' with a dropdown menu. The dropdown menu is open, showing 'Send a code to email: j\*\*@gmail.com'. A yellow arrow labeled '1 Select From Here' points to the dropdown menu. Below the dropdown is a blue 'Select' button. A yellow arrow labeled '2 Click Select' points to the 'Select' button. At the bottom, there are links for 'Back to sign in' and 'Help'.

10. Click the **Send me an email** button.



11. Open your email associated with your KOG account and open the email titled "EMAIL OTP". Copy the provided **code**. This code will be valid for five (5) minutes.



12. On the KOG screen, enter the code you received via email in the **Enter Code** field. Click the **Verify** button to create a new password.

KENTUCKY  
ONLINE GATEWAY

Verify with your email

[Need Assistance?](#)

JohnSmithKentucky19@gmail.com

We sent an email to johnsmithkentucky19@gmail.com.  
Enter the verification code sent in the email below.

Enter Code

01008366

Verify

Resend code

Return to authenticator list

1 Enter Code

Select Verify 2

13. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click the **Reset Password** button.

Reset your Kentucky Online Gateway password

**Password Requirements**

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 24 passwords

JohnSmithKentucky19@gmail.com

New password

\*\*\*\*\*

Re-enter password

\*\*\*\*\*

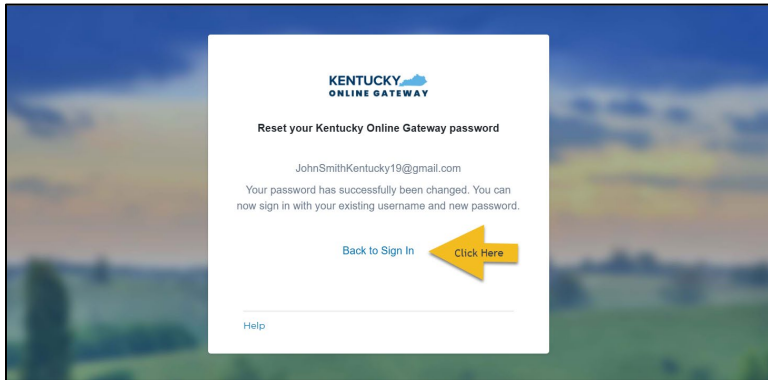
Reset Password

1 Enter new password

2 Re-Enter new password

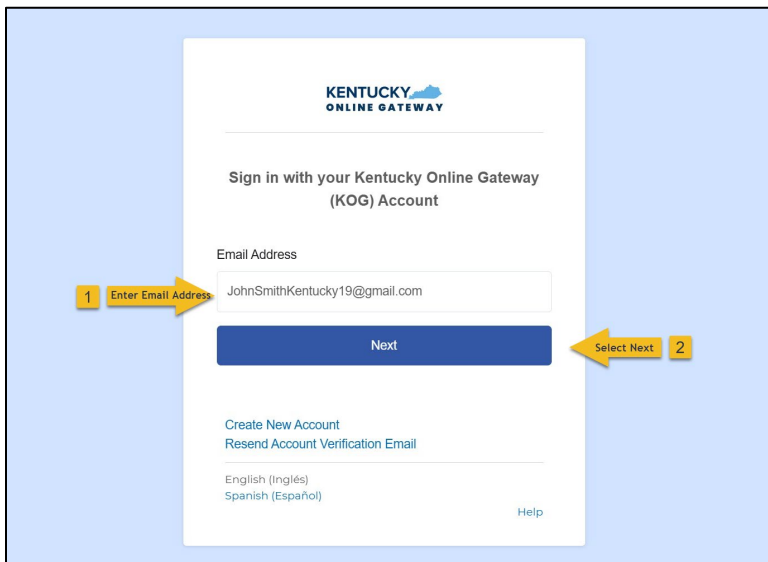
Click Here 3

14. If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) will be needed, you can select **Back to Sign In** to be redirected to the KOG login page.

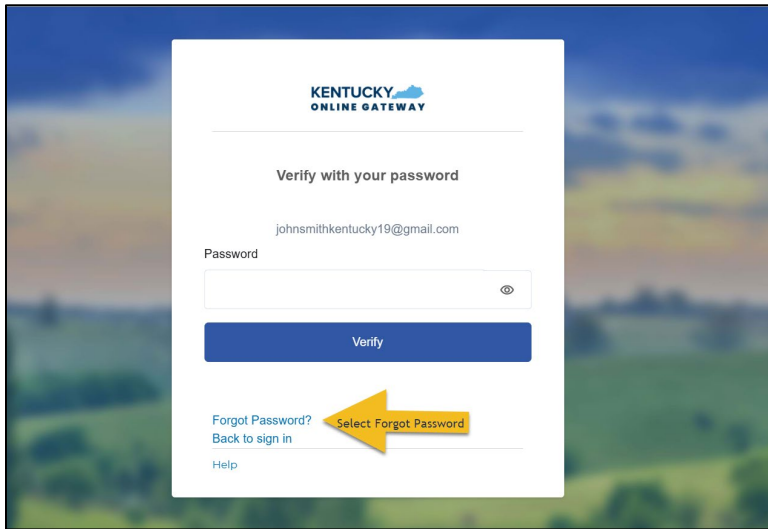


### 3 Reset a Forgotten Password by ForgeRock Push Notification

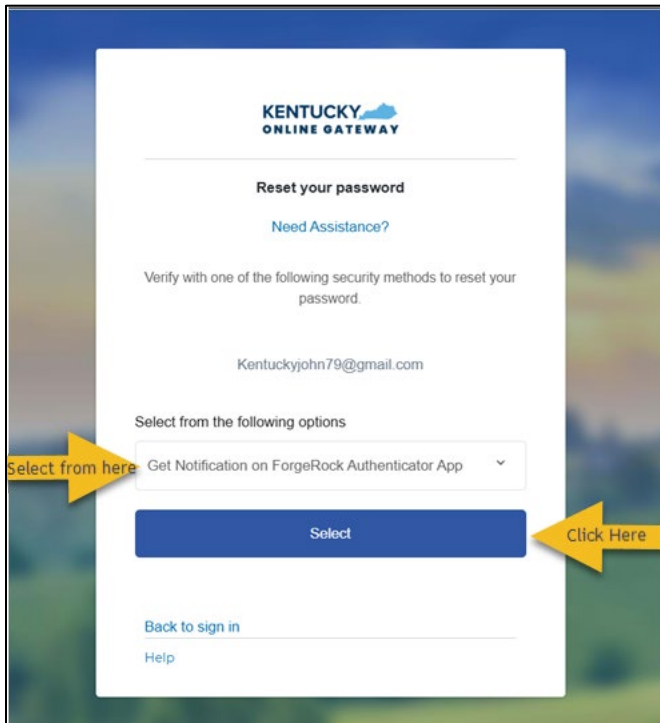
1. On the KOG login screen please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.



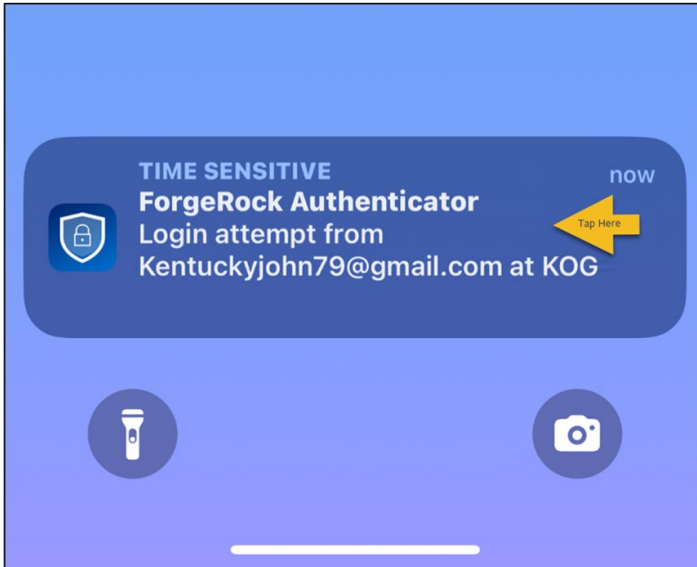
2. Click the **Forgot password?**



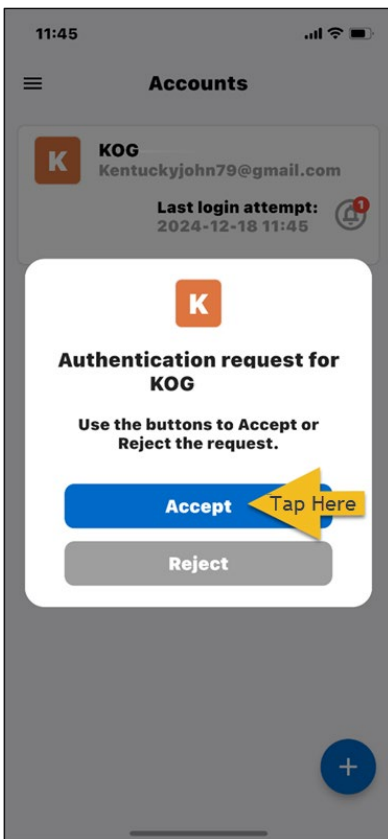
3. Select **Get Notification on the ForgeRock Authenticator App** from the drop-down menu and click the **Select** button.



4. On your mobile device, tap the **Push Notifications** to automatically be taken to the ForgeRock application.



5. In the ForgeRock app, click **Accept** after receiving the push notification. You can now return to the KOG screen where you may enter your new password.



6. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click **Reset Password**.

Reset your Kentucky Online Gateway password

**Password Requirements**

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 24 passwords

JohnSmithKentucky19@gmail.com

New password

Re-enter password

Reset Password

1 Enter new password

2 Re-Enter new password

Click Here 3

7. If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) will be needed, you can select **Back to Sign In** to be redirected to the KOG login page.

**KENTUCKY**  
ONLINE GATEWAY

Reset your Kentucky Online Gateway password

JohnSmithKentucky19@gmail.com

Your password has successfully been changed. You can now sign in with your existing username and new password.

Back to Sign In

Click Here

Help



## 4 Reset a Forgotten Password by ForgeRock Security Code

1. On the KOG login screen please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

KENTUCKY  
ONLINE GATEWAY

Sign in with your Kentucky Online Gateway  
(KOG) Account

Email Address

JohnSmithKentucky19@gmail.com

Next

Create New Account  
Resend Account Verification Email

English (Inglés)  
Spanish (Español)

Help

2. Select **Forgot password?**

KENTUCKY  
ONLINE GATEWAY

Verify with your password

johnsmithkentucky19@gmail.com

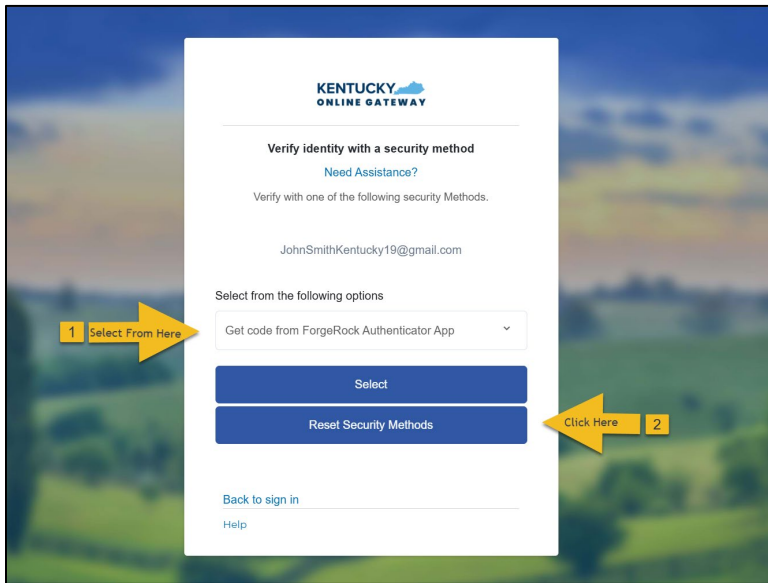
Password

Verify

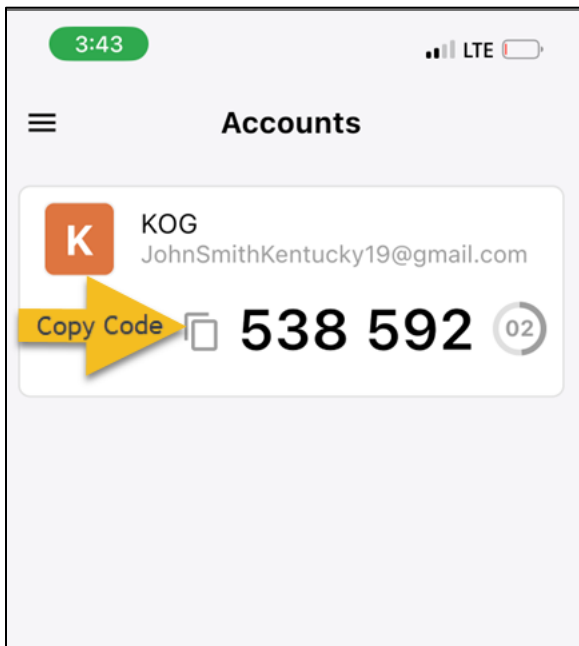
Forgot Password?  
Back to sign in

Help

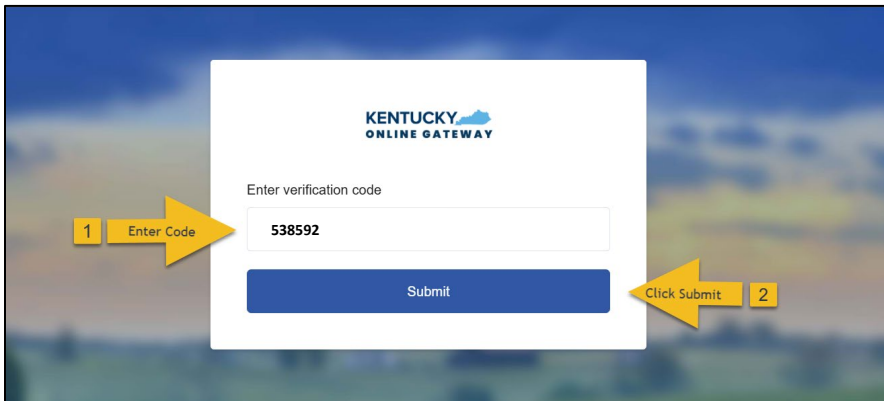
3. Select **Get code from ForgeRock Authenticator App** from the drop-down menu and click **Reset Security Methods** button.



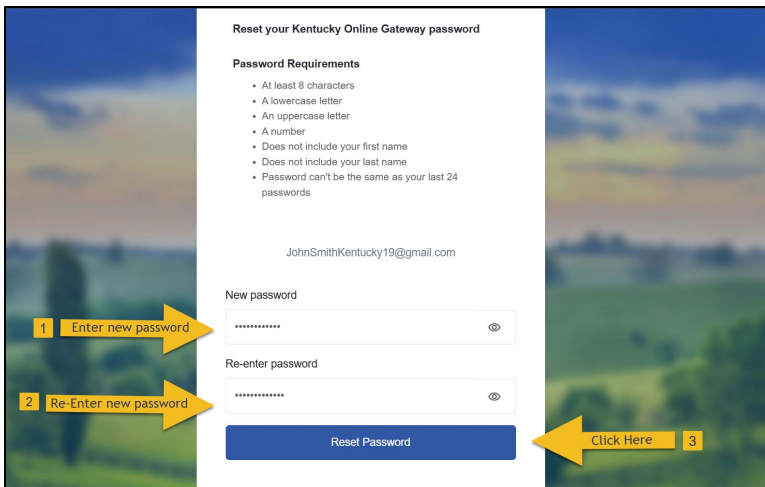
4. Open the ForgeRock application on your mobile device and copy the **code** shown.



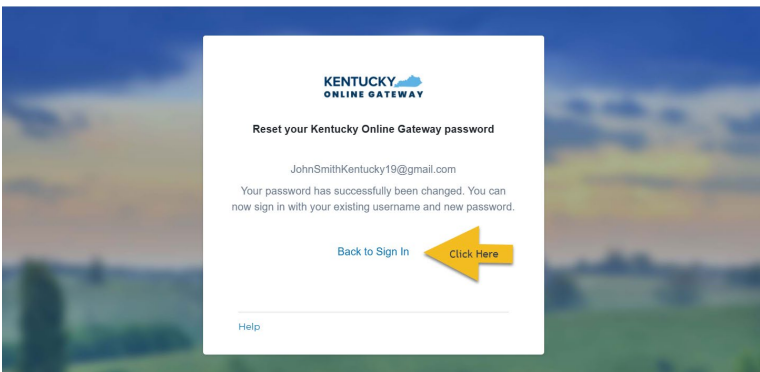
5. Enter your code in the **Enter verification code** field provided from the ForgeRock application. Click **Submit**.



6. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click the **Reset Password** button.



7. If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) will be needed, you can select **Back to Sign In** to be redirected to the KOG login page.



## 5 Reset a Forgotten Password by Phone (SMS)

1. On the KOG login screen please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

KENTUCKY  
ONLINE GATEWAY

Sign in with your Kentucky Online Gateway  
(KOG) Account

Email Address

JohnSmithKentucky19@gmail.com

Next

Create New Account  
Resend Account Verification Email

English (Inglés)  
Spanish (Español)

Help

2. Select **Forgot Password?**

KENTUCKY  
ONLINE GATEWAY

Verify with your password

johnsmithkentucky19@gmail.com

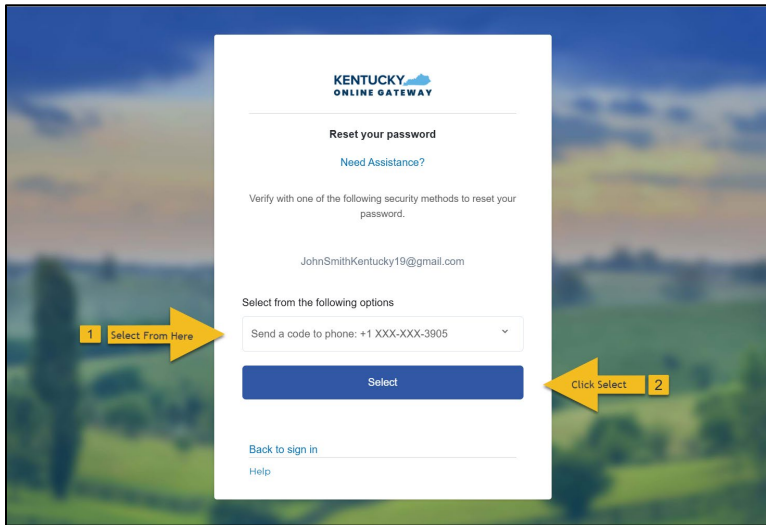
Password

Verify

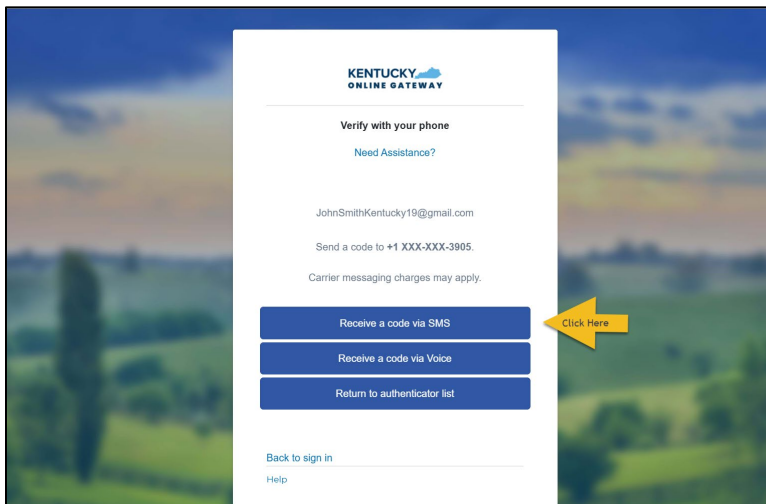
Forgot Password? Select Forgot Password  
Back to sign in

Help

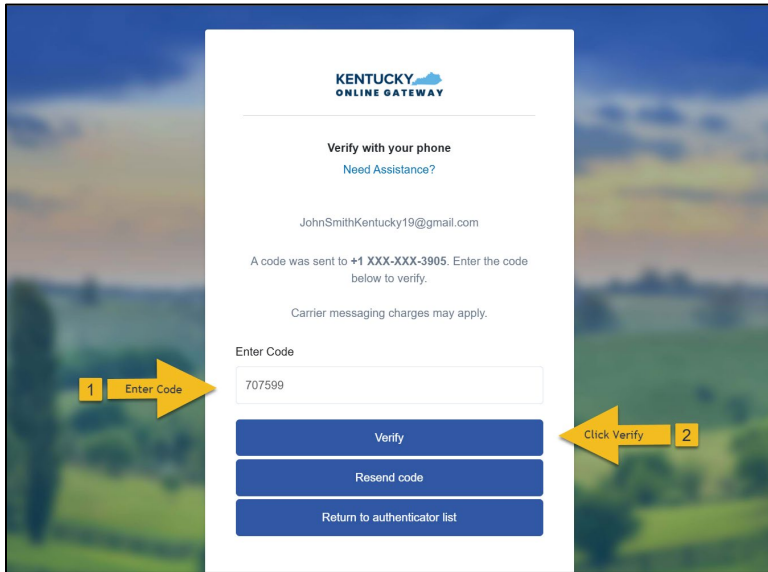
3. Select **Send a code to phone** and click the **Select** button.



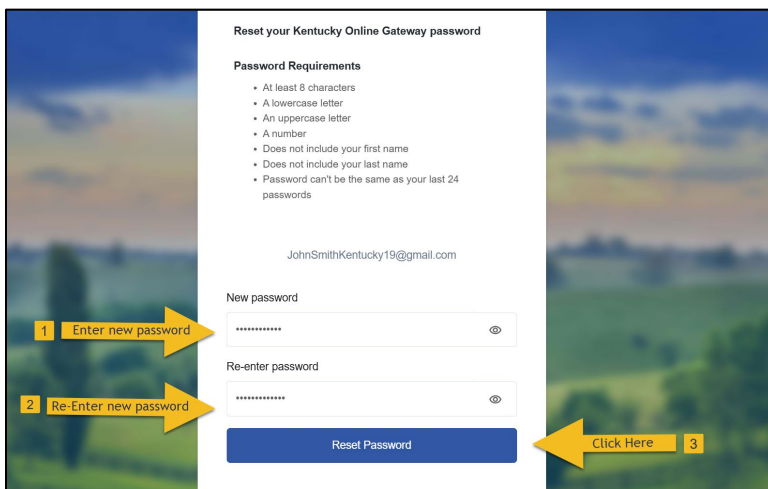
4. Click the **Receive a code via SMS** button. *NOTE: Standard mobile messaging rates may apply from your mobile carrier.*



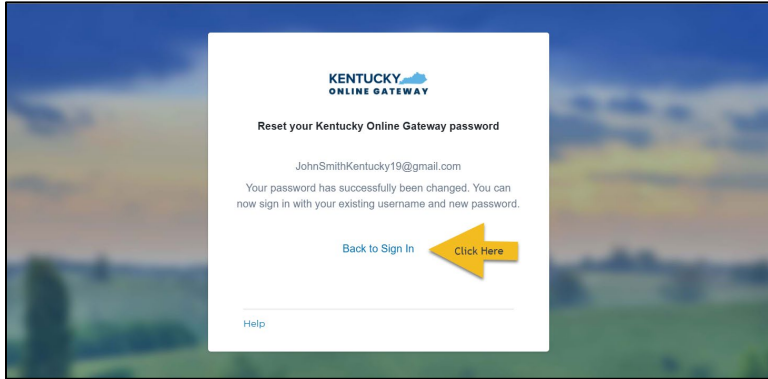
5. You will receive a SMS text message to your mobile device containing a 6-digit code. Return to the KOG screen and enter the 6-digit code you received into the **Enter Code** field and click the **Verify** button.



6. Enter your **new password** (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click the **Reset Password** button.

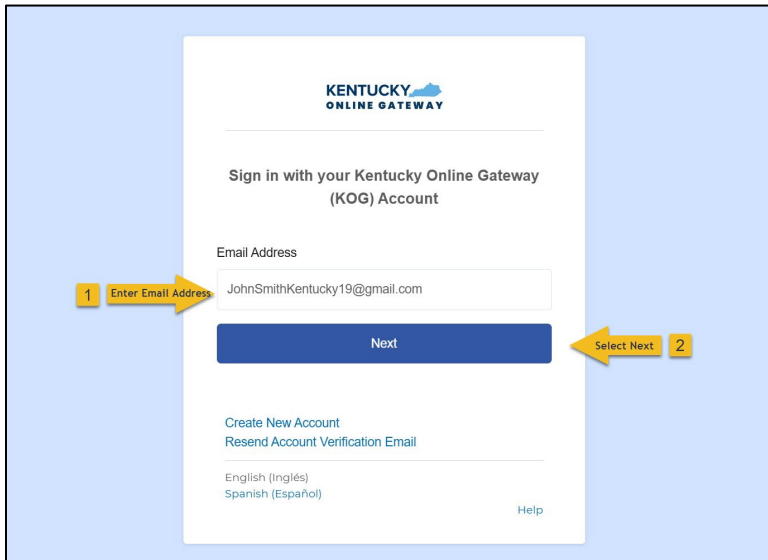


7. If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) will be needed, you can select **Back to Sign In** to be redirected to the KOG login page.

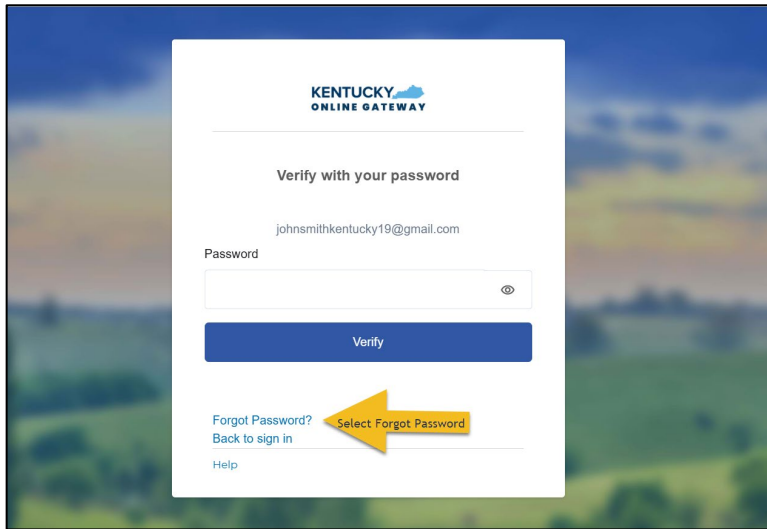


## 6 Reset a Forgotten Password by Phone (Voice Call)

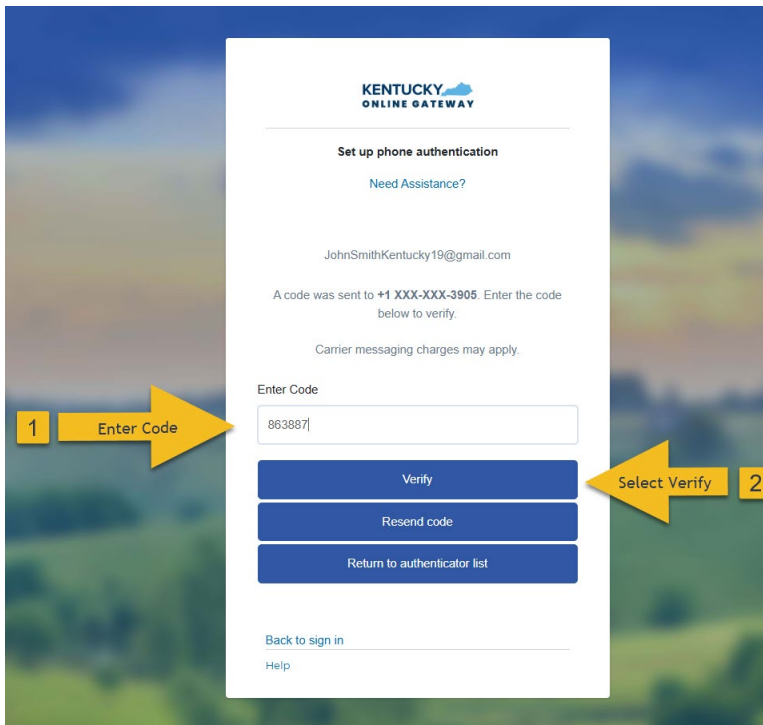
1. On the KOG login screen please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.



2. Click the **Forgot Password?** button.

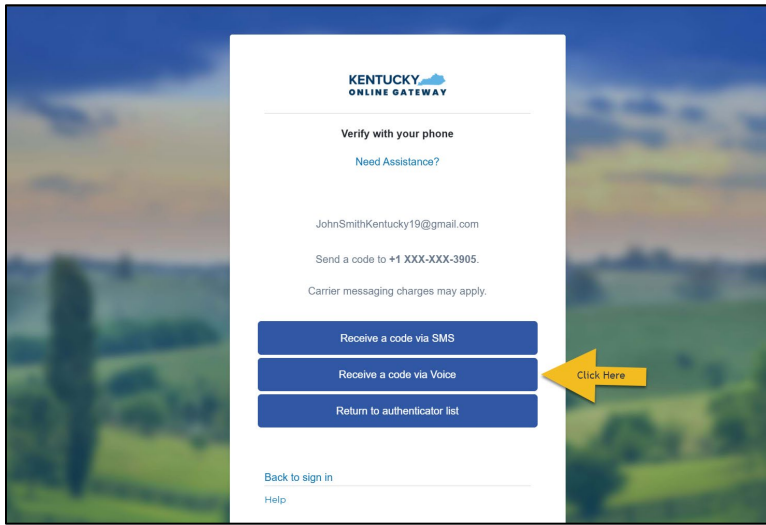


3. Select **Send a code to phone** and click the **Select** button.

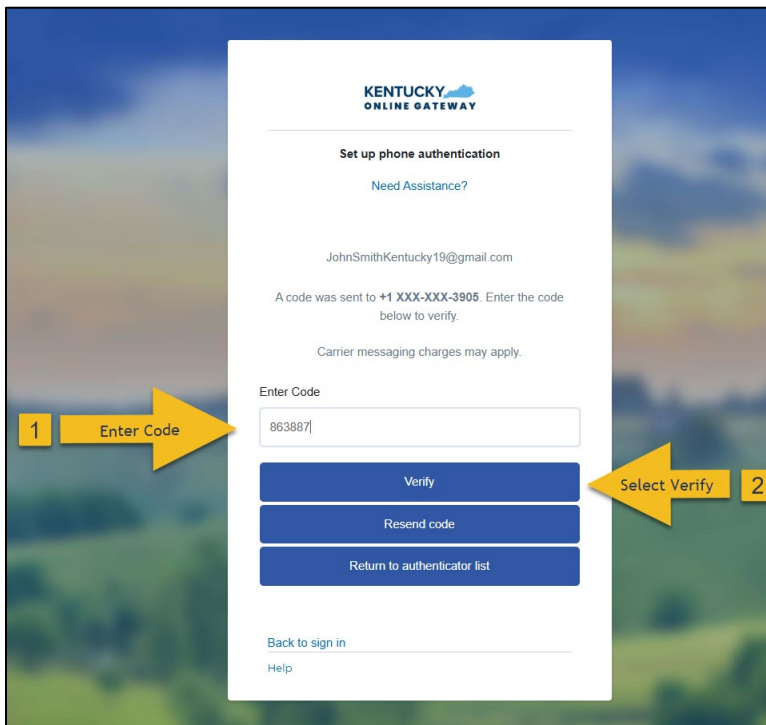




4. Click the **Receive a code via Voice** button.



5. You will receive a phone call to your mobile device and the voice on the line will read off a 6-digit code. Return to KOG screen and enter the 6-digit code you received into the **Enter Code** field and click the **Verify** button.



- If the code was entered correctly, you will be prompted to set a new password. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click the **Reset Password** button.

Reset your Kentucky Online Gateway password

**Password Requirements**

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 24 passwords

JohnSmithKentucky19@gmail.com

New password

Re-enter password

Reset Password

1 Enter new password

2 Re-Enter new password

3 Click Here

- If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) will be needed, you can select **Back to Sign In** to be redirected to the KOG login page.

KENTUCKY ONLINE GATEWAY

Reset your Kentucky Online Gateway password

JohnSmithKentucky19@gmail.com

Your password has successfully been changed. You can now sign in with your existing username and new password.

Back to Sign In

Click Here

Help