Kentucky Health Benefit Exchange

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Kentucky Online Gateway
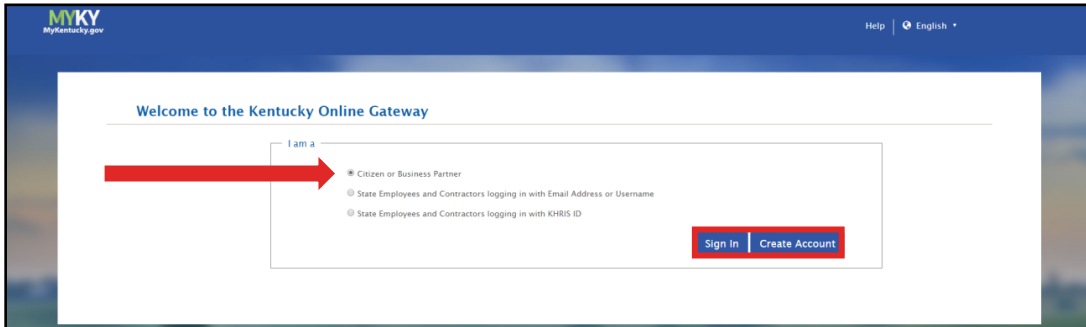
Quick Reference Guide

Contents

Creating a Kentucky Online Gateway (KOG) Account

To access important Application Assister programs such as Benefind SSP and KHBE's Learning Management System (LMS), Application Assisters must create a Kentucky Online Gateway (KOG) Account. Follow the steps below to create a KOG Account.

Please note: To create a KOG account, Application Assisters must use a valid work email that has not been used for a Citizen KOG Account

Steps to Create a KOG Account

1. Navigate to the KOG home page using Google Chrome
   - https://KOG.chfs.ky.gov/home
2. Select **Citizen or Business Partner**
3. Click **Create Account** located at the bottom of the screen

4. Enter a name into the **First Name** field
5. Enter a name into the **Last Name** field
6. Enter a **Username** field
   - The Username chosen is the name that is displayed in the CHFS Public SharePoint Site's history once a record is created, edited, or submitted

- Username example: FirstName.LastName—**William.Smith**
- Username example: FirstNameMiddleInitial.Last Name—**WilliamJ.Smith**

7. Enter the user's mobile phone number into the **Mobile Phone Number** field
8. Enter a password into the **Password** field
   - Password must be at least 8 characters in length and contain at least one number, one lowercase letter, and one uppercase letter
9. Enter the previously created password in the **Verify Password** field to verify the password
10. Enter a valid work email address into the **Email Address** field
11. Enter the previously selected email address in the **Verify E-mail Address** field to verify the email address
12. Enter a street address into the **Street Address 1** field
13. Enter a street address into the **Street Address 2** field
14. Enter a city for the street address provided in the **City** field
15. Enter a zip code for the street address provided in the **Zip Code** field
16. Select a preferred language from the **Language Preference** drop-down box
17. Select a question from the **Security Question** drop-down box
18. Below the previously selected security question, enter the response for the security question in the **Answer** field
19. Select a question from the second **Security Question** drop-down box
20. Below the previously selected security question, enter the response for the security question in the **Answer** field
21. Select **Sign Up**
22. A confirmation notification displays, and an email notification is sent to the email provided within the profile screen by the user
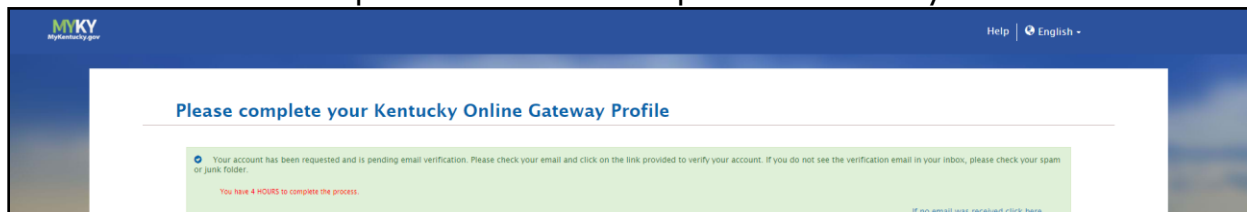
23. Once the automated activation email has been received, select the **activation link** in the email
   - The activation link **must be selected within four hours** to complete the verification process or the account request is deleted, and the registration process must be completed again
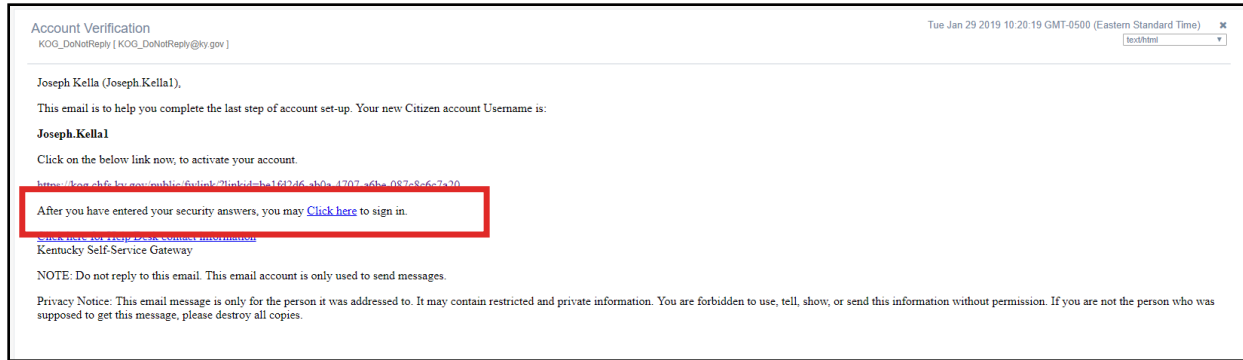
24. Select **Continue to Logon** located in the bottom right corner of the screen
25. If an Application Assister provided a mobile number, the Application Assister is prompted to register that mobile number. An Application Assister may skip mobile registration at this time by clicking **Skip and Continue** button in the bottom right corner of the screen. However, to register a mobile number follow the steps below:
    - To register the mobile number, select **Send Passcode** next to the prepopulated phone number
    - The User receives a text message on the mobile device containing an 8-digit code
    - Enter the code received in the Enter Passcode field
    - Select **Validate & Verify**

    - The user receives a notification that the mobile device has been successfully validated and the account has been created

- Select **Continue to Logon** in the bottom right corner of the screen
- The User is navigated to the KOG Home Page

26. Select **Citizen or Business Partner**
27. Select **Sign In**

28. Enter the credentials and select **Log In**

KOG Registration is Now Complete!

For more KOG information and troubleshooting please refer to the KOG Quick Reference Guide on the KHBE Website: **KHBE.ky.gov**
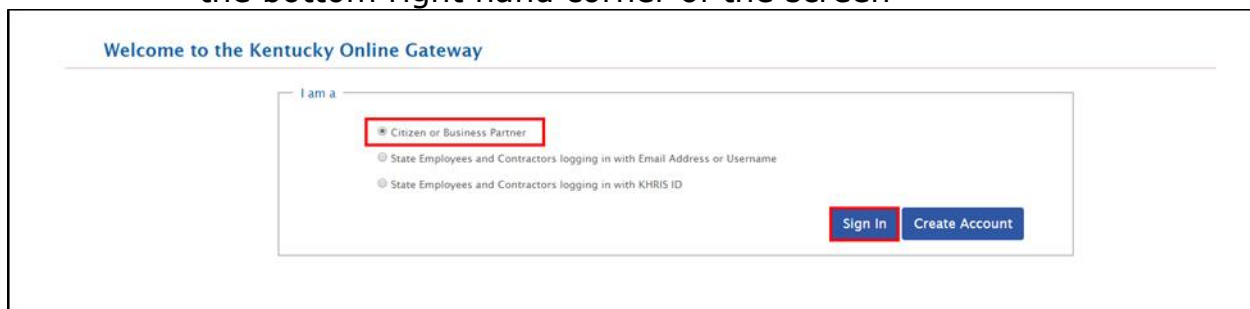
Resetting KOG Username and Password

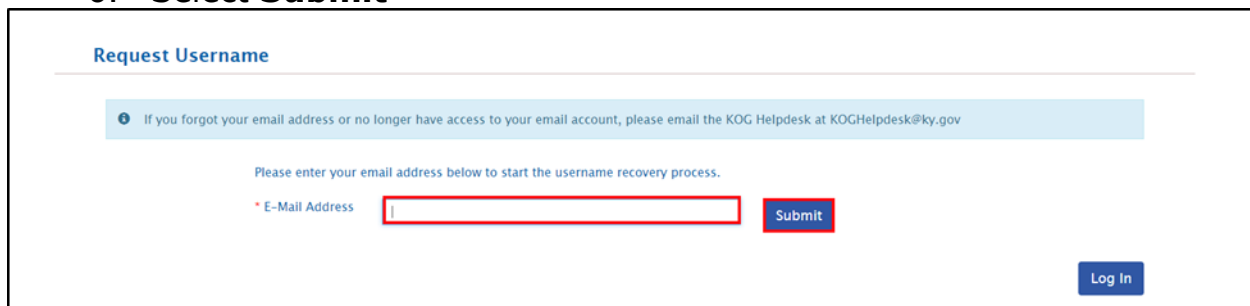After creating a KOG account, a user may reset their username and password if necessary.

Steps Resetting a KOG Username

If users want to sign in to their Kentucky Online Gateway (KOG) account and have forgotten their KOG Username, follow the steps below:

1. Navigate to the KOG home page using Google Chrome
   - https://KOG.chfs.ky.gov/home
2. Select **Citizen or Business Partner**
   - The **Sign In** button and the **Create Account** button appear in the bottom right hand corner of the screen

3. Select **Sign In**
4. Select the **Forgot Username?** link
5. Enter the **E-Mail Address** used to create an account
6. Select **Submit**

7. After clicking **Submit**, an email titled "USERNAME REQUESTED" is sent to the user's inbox. This email contains the username for the account

USERNAME REQUESTED   Wed Feb 06 2019 14:56:17 GMT-0500 (Eastern Standard Time) ✕
                                                                                          text/html   ▾

Abby

You have been sent this message because you requested your Kentucky Online Gateway user name.

Your Kentucky Online Gateway username is abby.bergertest90

Please contact the Security Help Desk at https://koguat.chfs.ky.gov/public/contact/ should you have questions regarding this notification.

Kentucky Online Gateway

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

Steps Resetting a KOG Password

If users want to sign in to their Kentucky Online Gateway (KOG) account but cannot remember their KOG Password, follow the steps below:

1. Navigate to the KOG home page using Google Chrome
   - https://KOG.chfs.ky.gov/home
2. Select **Citizen or Business Partner**
   - The **Sign In** button and the **Create Account** button appear in the bottom right hand corner of the screen

Welcome to the Kentucky Online Gateway

I am a
- ◉ Citizen or Business Partner
- ○ State Employees and Contractors logging in with Email Address or Username
- ○ State Employees and Contractors logging in with KHRIS ID

[Sign In] [Create Account]

3. Select **Sign In**
4. Select the **Forgot Password?** link

🔒 **Citizen (or) Business Partner Gateway Log In**

Login with your Kentucky Online Gateway Account.

👤 Username or Email Address   Forgot Username?
[Enter Username or Email Address]

👁 Password   Forgot/Reset Password?
[Enter Password]

[Log In]

Resend Account Verification Email

WARNING

This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

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

[Create An Account]

Click here to select user account type

5. The user comes to the **Reset Password** screen and is given two options:
   - Reset Password via E-Mail Address
   - Reset Password via Mobile

If "Reset Password via Mobile" is selected, follow the steps below:

1. Enter **Username** and **Mobile Number**, then select **Submit**.

Reset Password

> ℹ Forgot your e-mail address or no longer have access to your e-mail account? If you have verified your mobile number with the Kentucky Online Gateway, please use the **Reset Password via Mobile** option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)

○ Reset Password via E-Mail Address
◉ Reset Password via Mobile

Reset Password via Mobile

Username [   ]

Mobile Number [   ]
ex: (555) 555 – 5555

[Submit]

Disclaimer:
- *Standard Text Messaging and Data rates may apply.*
- *If you do not have an active plan with your cellular service provider and cannot receive text messages, please select the 'Reset Password via E-Mail Address' option above.*

2. A text is sent to the mobile phone number that was entered in the **Mobile Number** field on the **Reset Password** screen
3. Follow the directions in the text to reset the password

If the Citizen selects "Reset Password via E-Mail Address", follow the steps below:

1. Type **Username** and **E-Mail Address** then click the **Submit** button.

Reset Password

> ℹ Forgot your e-mail address or no longer have access to your e-mail account? If you have verified your mobile number with the Kentucky Online Gateway, please use the **Reset Password via Mobile** option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)

◉ Reset Password via E-Mail Address
○ Reset Password via Mobile

Reset Password via E-Mail Address

Username [   ]

E-Mail Address [   ]

[Submit]

2. After clicking **Submit**, an email titled *PASSWORD RESET* is sent. This email contains a link that users should click to continue the process of resetting the password.

3. Select the **link** in the email

4. Enter the answers to the two security questions on the **Reset Password** screen.
   - **Note:** If users cannot answer the two security questions, please contact the Help Desk at **1-855-459-6328**. This number can also be found in the *Calendar* tab in Citizen Connect.

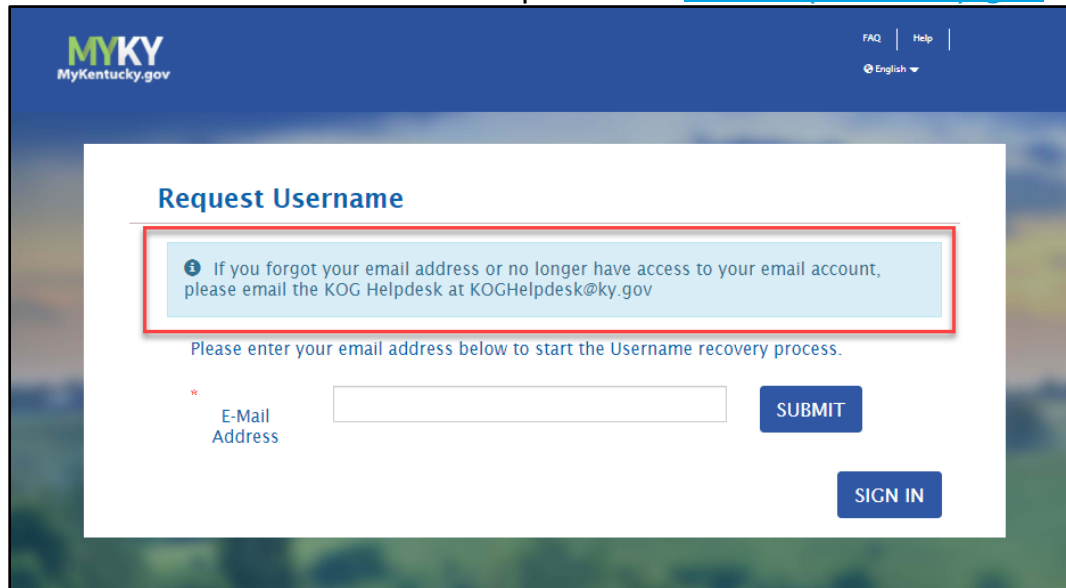5. The password has been successfully changed! Click **Sign in** to log in to the account.

Changing KOG Email Address

The steps a user takes to change their KOG Email depends if the user remembers and has access to their email account.

Steps to Changing a Forgotten or Lost KOG Email Address
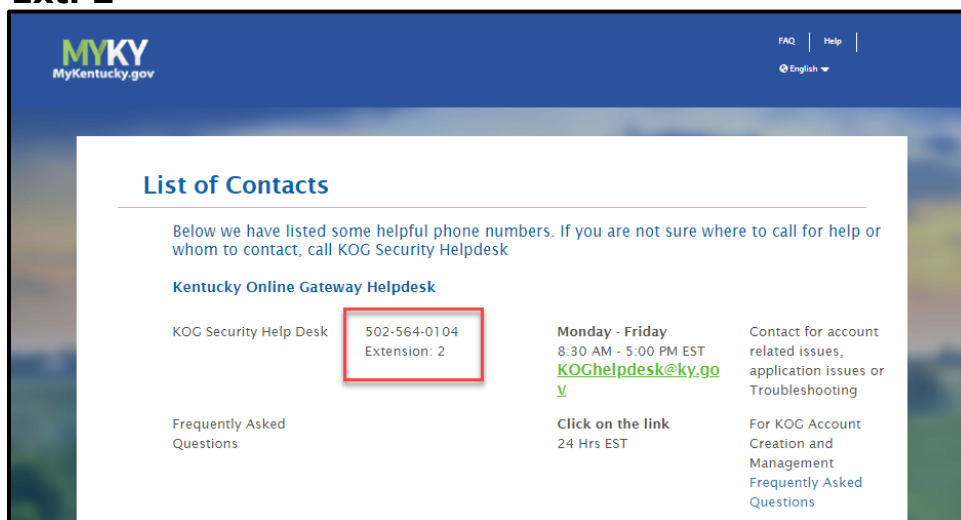
If a user has forgotten their email address or no longer have access to their email address, they should follow the steps below:

1. Users should email the KOG Helpdesk at: KOGHelpdesk@ky.gov

2. Alternatively, users can call the KOG Help Desk at: **502-564-0104 Ext. 2**
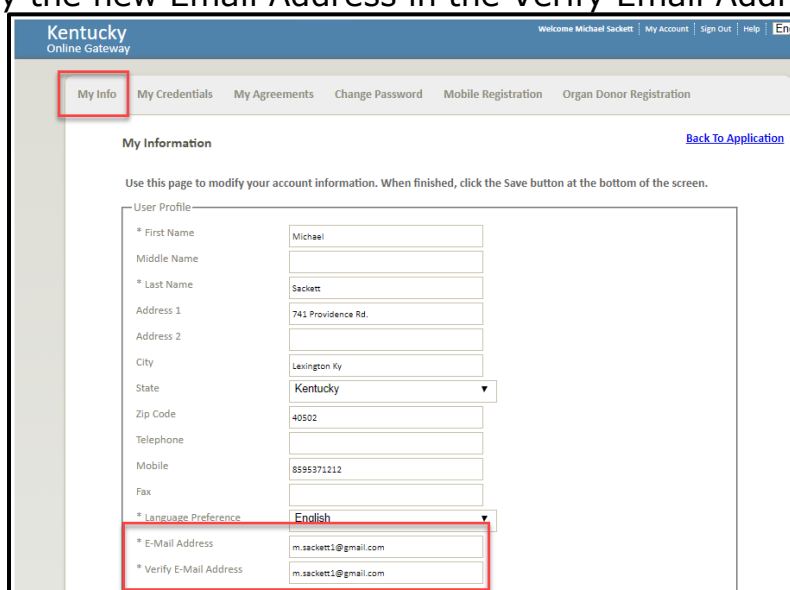
Steps to changing a Known KOG Email Address

If a user knows their email address and can access it, they should follow the steps below:

1. Log in to the user's KOG Account
2. Click on their name in the top right of the KOG Dashboard
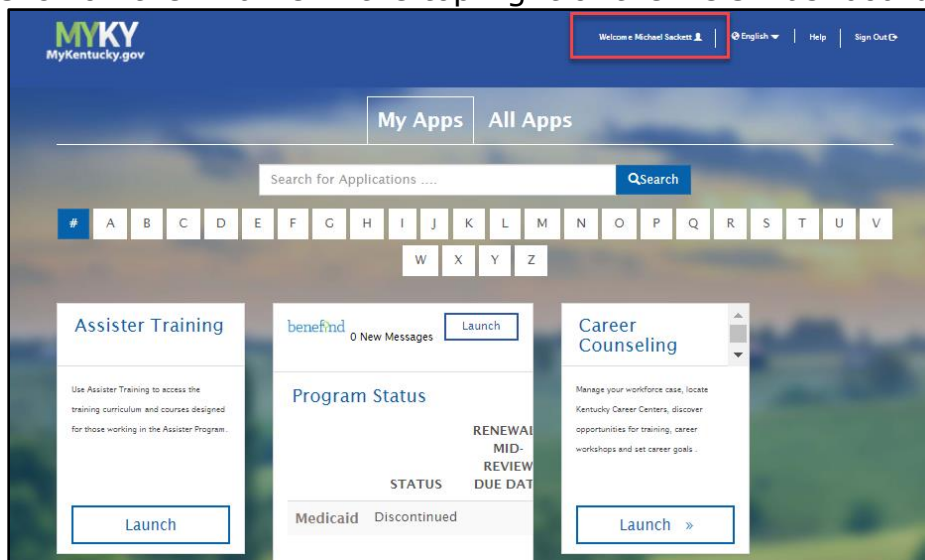
3. Click on the **My Info** tab
4. Locate the **Email Address** fields from the **User Profile** box
5. Update the Email Address to the new Email Address
6. Verfiy the new Email Address in the Verify Email Address Field

7. Click **Save** at the bottom of the screen

Locating the Assister ID Number in KOG

Application Assisters and Certified Application Counselors are provided with a four-digit Assister ID number once they are assigned the Assister Role in Benefind. This ID number is for privacy protection when Assisters call the Profession Services Line.
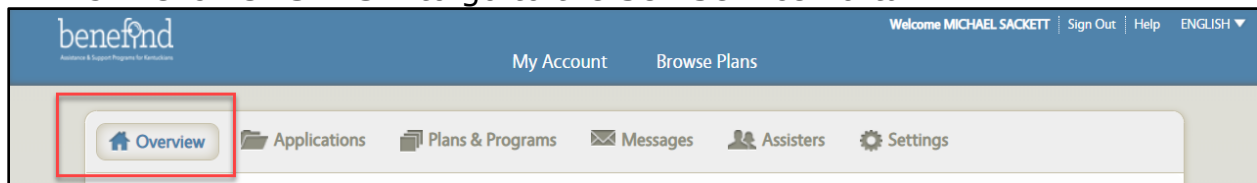
Steps to Locate the Assister ID Number

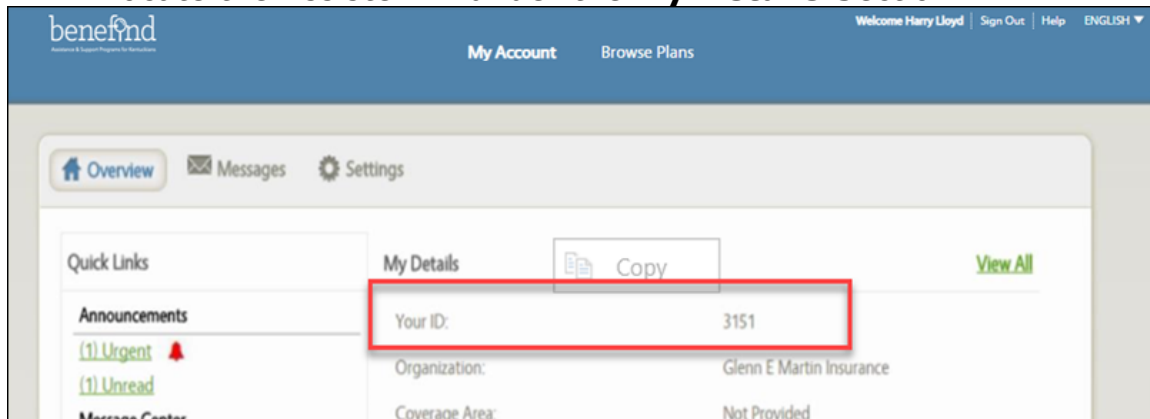To locate the Assister ID Number in KOG, a user should follow the steps below:

1. Log in to their KOG Account
2. Click **Launch** on the Self Service Portal Tile
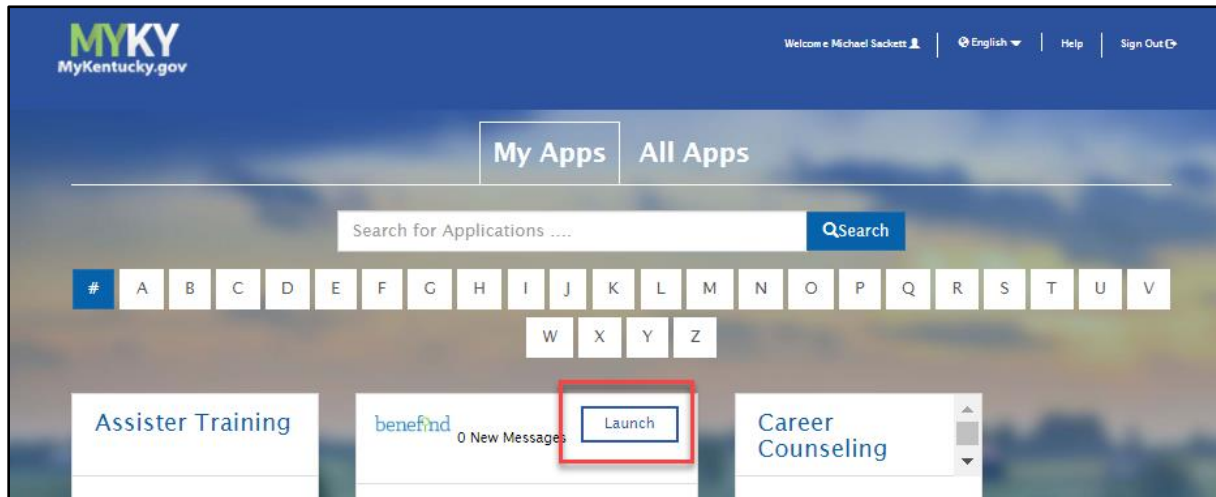
3. Click **Overview** to go to the Self Service Portal

4. Locate the Assister ID under the **My Details** Section

Manual ID Proofing

Personally Identifiable Information (PII) is extremely important. It is critical for Assisters to verify the identity of individuals they are assisting. Individuals typically verify their identity by completing the Experian Identity Proofing process during the User Verification steps in KOG. Experian has additional offline checks they run to verify an individual's identity if they fail the online test.

If an individual is unable to verify their identity offline through Experian then they must go through the Manual ID Proofing process. This is different than reviewing a photo ID in person, which is for RIDP and is only done by DCBS. Assisters may use the following Manual ID proofing process to assist the consumer. These individuals may be manually identity proofed by sending a copy of a photo ID, contact information, and a signed written statement by a supervisor to 502-564-0039 "Request manual identity proofing" in the subject line.

The Department of Medicaid Services (DMS) office staff may contact the individual and/or supervisor for additional information before approval. This process is only available to Assisters and Certified Application Counselor agencies only. Please allow 2-3 business days for the process to be completed.

After completing the manual Identity proofing Assisters may continue with the individual's application. Individuals that forget their KOG username and password may use the **Forgot Username?** and **Forgot Password?** links on the **KOG Login screen**.

Fax Cover Sheet

Manual ID Request

Date:_____

Pages (including cover):_____

Attention: Shelley Brewer,
DMS_____

Assister name:_____

Assister Phone Number:_____

Assister Email:_____

Individual ID Proof Information

Individual Name as it appears on KOG:_____

Individual User name as it appears on KOG:_____

Individual email address as it appears on KOG:_____

Documentation attached:

☐ School issued photo ID card

☐ Birth Certificate

☐ Canadian Driver's license

☐ Foreign Passport

☐ Government issued photo ID card

☐ Identification Card for Use of Resident Citizen in the United States (Form I-179)

☐ Military dependent's ID card

☐ Native American tribal document

☐ Permanent Resident Card (Form I-551)

☐ Social Security Card

☐ State issued photo ID card (i.e. Driver's license)

☐ U.S. Citizen ID card (Form I-197)

☐ U.S. Military card or draft record

☐ U.S. Passport or U.S. Passport Card

☐ Voter's registration card

☐ Other

Signature of Assister: _____