The Commonwealth of Kentucky
kynect State-Based Marketplace

kynect
Together for a better Kentucky

Kentucky Online Gateway Account Creation for kynectors
Quick Reference Guide
Introduction
This Quick Reference Guide is designed to help kynectors complete the necessary steps to access Kentucky Online Gateway (KOG) and their kynector ID. This document also provides key information regarding Manual Identity Proofing for individuals unable to verify their identity through Experian.

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Create a Kentucky Online Gateway (KOG) Account

To access a variety of Commonwealth of Kentucky systems including kynect and MyPurpose, kynectors must create a Kentucky Online Gateway (KOG) account. Follow the steps below to create a KOG account.

Please note: If you have an existing KOG account for business, you should use that account instead of creating a new one.

How to Create a KOG Account

2. Click Create Account.

Please note: If you are brought to the State Employee Sign In page, select “Click here to select account type” to be brought to the KOG home page.

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

Please note: kynectors must use their full legal first and last name 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, kynectors must use a valid work email address 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.
7. Enter the mobile number into the **Mobile Phone** field (optional).
8. Enter a street address into the **Street Address 1** field (optional).
9. Enter a street address into the **Street Address 2** field (optional).
10. Enter a **City** and a **Zip Code** (optional).
11. Select a **Preferred Language** (optional).
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 a kynector 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.

16. Review all fields to confirm accuracy. Then, select **Sign Up**.

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**Please complete your Kentucky Online Gateway Profile**

- If you already have an existing Kentucky Online Gateway (KOG) Account, please click here to reset your password OR click on the CANCEL button below to log into your account.
- Please fill out the form below and click log in when finished.
- All fields with (*) are required.

- **First Name**
- **Mobile Name**
- **Last Name**
- **E Mail Address**
- **Verify E Mail Address**
- **Password**
- **Verify Password**
- **Mobile Phone**
- **Language Preference**
- **Street Address 1**
- **Street Address 2**
- **City**
- **State**
- **Zip Code**
- **Question**
- **Answer**

[CANCEL] [SIGN UP]
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.

18. When the activation link in the email is clicked, the user is redirected back to KOG. Select **Continue to Logon**, located in the bottom right corner of the screen.
19. Enter credentials and click **Sign In**. The KOG account creation process is complete.

20. Once you sign in, you’ll be directed to a **Validate New Account** screen. If a mobile number was provided, the kynector is prompted to register that number. This step is optional. Click **Skip and Continue** to navigate to the sign-in page or follow the below steps to register the mobile number.

   - To register the mobile number, select **Send Passcode** next to the prepopulated phone number.
   - The kynector 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 kynector receives a notification that the mobile device has been successfully validated and the account has been created.
Please note: Once a kynector completes creating their KOG account, they must inform their Organization Administrator that the account is setup and share the email address assigned to the KOG account with the Organization Administrator. Then, the Organization Administrator grants the kynector access to trainings in MyPurpose Learning Management System (LMS).

21. An email will be received from KOG with a link to complete assignment of the Assister Training role. The kynector will be able to log in to KOG and access the Assister Training tile which will navigate them to My Purpose.

22. Select Click here to complete the process.
23. A pop-up window displays the Citizen (or) Business Partner Sign In page.
24. Enter the user credentials. Click Sign In.
25. The kynector should now have the Assister Training tile on their KOG home screen. Click Launch to access MyPurpose LMS and take all required trainings as shown in the order they are listed in the KHBE Welcome Packet and Instructions.

![Assister Training](image)

26. Once the kynector completes the SBM Certification/Registration Training and the other required KHBE Trainings, the kynector must notify their Organization Administrator. Then, the Organization Administrator invites the kynector to the Assister role in KOG pending KHBE approval.

**Please note:** KHBE has a 48-hour window to approve the kynector’s KOG role.

27. Once the Organization Administrator assigns the Assister role and it is approved by KHBE, a KOG system-generated email is sent informing the kynector that they have been assigned the Assister role.

28. Select Click here to complete the process.

29. A pop-up window displays the Citizen (or) Business Partner Sign In page.
30. Enter the user credentials. Click **Sign In**.

31. After signing in, the kynector is taken to the Remote Identity Proofing (RIDP) page and later to the Experian page.
Experian Identity Proofing Process

kynectors verify their identity by completing the Experian Identity Proofing Process during the User Verification process in KOG. Below are the steps to complete this verification.

1. Enter credentials and select **Sign In**.

2. Confirm that the **First Name**, **Middle Name**, and **Last Name** are correct.

3. Provide answers to each required question marked with an asterisk (*) to complete the Remote Identity Proofing (RIDP) process. **Select the checkbox** that states “Identify proofing is enabled by Experian”.

   **Please note:** kynectors should use their personal information for phone number, home address, city, state, and postal code and not use their business information for these fields.

4. Then, click **Next**.
5. Experian verifies the information provided and may present the kynector with questions based on their credit profile. Provide answers to each question. Then, click Next.

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

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 KHBE.Program@ky.gov.
Organization Questions

After kynectors complete the IDProofing process, they must answer questions about their organizations before accessing kynect. See below the questions the kynector must answer about their organization then click Save:

1. Enter the kynector’s **Legal First Name**.
2. Enter the kynector’s **Legal Last Name**.
3. Check only the counties to which the kynector is willing to travel in order to assist Individuals in the **Please select the Counties you Cover** section.
4. Check whether the kynector assists with **Individual, Small Market**, or both to indicate if the kynector may assist with the individual market application, the SHOP application, or both.
   - **Individual Market Type** – Agents and kynectors can help consumers to determine their eligibility for insurance affordability program, including advance payments of the premium tax credit and cost-sharing reductions, and enroll them in qualified health plans (QHPs).
   - **Small Market** – Agents and kynectors can help employers understand their options for enrolling in SHOP (Small Business Health Options Program) coverage and assist them and their employees through the SHOP application and enrollment process on the Insurer’s website.

Please note: Contracted kynectors (Navigators) are expected to assist with both the Individual and Small Market.

5. Enter the kynector’s **Primary Phone Number**.
6. Select whether your **Primary Phone Type** is **Cell, Home, Work or Other**.
7. Enter the kynector’s **Secondary Phone Number** (optional).
8. Select whether your **Secondary Phone Type** is **Cell, Home, Work, or Other** (optional).
9. Enter the kynector’s mailing address in the corresponding fields: **Mailing Address-Line 1**, **Mailing Address-Line 2**, **Mailing Address-City**, **Mailing Address-State**, and **Mailing Address-ZIP**.
10. Select **Preferred Method of Contact**.
11. Select **Preferred Time of Contact**.
12. Select whether you are a **public or private kynector** in the **Do you only assist patients in your medical facility/clinic/office** field.
13. Enter the kynector’s **Primary Email**.
## Organization User Information

| Legal First Name: | Christopher |
|------------------|--|---|
| Legal Last Name: | Nolan |

Please select the Counties you Cover:*
- Adair
- Allen
- Anderson
- Ballard
- Barren
- Bath
- Bell
- Boone
- Bourbon
- Boyd
- Boyle
- Bracken
- Breathitt
- Breckinridge
- Bullitt
- Butler
- Caldwell
- Calloway
- Campbell
- Carlisle
- Carroll
- Carter
- Casey
- Christian
- Clark
- Clay
- Crittenden
- Cumberland
- Daviess
- Edmonson
- Elliott
- Estill
- Fayette
- Fleming
- Floyd
- Franklin
- Fulton
- Gallatin
- Garrard
- Grant
- Graves
- Grayson
- Green
- Greenup
- Hancock
- Hardin
- Harlan
- Hart
- Henderson
- Henry
- Hopkins
- Jackson
- Jefferson
- Johnson
- Johnson
- Jessamine
- Kentucky
- Knott
- Knox
- Larue
- Lawrence
- Lee
- Leslie
- Letcher
- Lewis
- Lincoln
- Livingston
- Logan
- Lyon
- McCracken
- McCreary
- McLean
- Madison
- Magoffin
- Marion
- Magoffin
- Martin
- Mason
- Marshall
- Martin
- Mason
- Mason
- Marshall
- Martin
- Marshall
- Martin
- Marshall
- Martin
- Martin

Please select your Market Type:*
- Individual
- Small Market

Primary Phone Number

Primary Phone Type:*
- Cell
- Home
- Work
- Other

Secondary Phone Number

Secondary Phone Type:
- Cell
- Home
**KOG Password Reset**
After creating a KOG account, a kynector may reset their password if necessary.

**Resetting a KOG Password**
If kynectors want to sign into their Kentucky Online Gateway (KOG) account but cannot remember their KOG Password, follow the steps below:

2. Select Sign In.

4. The kynector 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 **E-Mail Address** and **Mobile Number**, then select **Submit**.

2. A text message is sent to the mobile phone number that was entered in the **Mobile Number** field on the **Reset Password** screen.

   **Please note**: The text messaging option will only work if the kynector has registered their cell phone number.

3. Follow the directions in the text to reset the password.

If “Reset Password via E-Mail Address” is selected, follow the steps below:

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

2. After clicking Submit, an email titled **PASSWORD RESET** is sent. This email contains a link that kynectors 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.

5. Follow the directions to reset the password once the account is verified.

6. The password has been successfully changed! Click Sign in to login to the account.

Please note: If the kynector cannot answer the two security questions, please contact the KOG Help Desk at KOGHelpdesk@ky.gov.
Change KOG Email Address
The steps a kynector takes to change their KOG Email depends if they remember and have access to their email account.

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

1. Email the KOG Helpdesk at KOGHelpdesk@ky.gov

2. Alternatively, call the KOG Help Desk at: 502-564-0104 Ext. 2
Changing a Known KOG Email Address
If a kynector knows their email address and can access it but wants to change it, they should follow the steps below:

1. Log in to their 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. Verify the new Email Address in the Verify Email Address Field.
7. Click **Save** at the bottom of the screen.

**Please note:** This screen can also be used to update first name, last name, address, etc.
**kynector ID in kynect**

The kynector Dashboard in kynect helps kynectors to search and find cases for their associated Residents. kynectors must have an active Kentucky Online Gateway (KOG) account to access their dashboard.

**Locating the kynector Dashboard**

1. Log into their KOG Account.
2. Click *Launch* in the kynect benefits tile.
3. Once the kynector logs into kynect benefits, click the **Dashboard** link to be brought to the kynector dashboard.
**kynector Dashboard Details**
The top of the kynector dashboard includes the details below:

- ID Number
- Organization
- Coverage Area
- Public or Private Status
- Number of associated Resident cases

**Please note:** The screenshot above displays the kynector ID number. Kynectors use the kynector ID when they call the Professional Services Line.
Manual ID Proofing

Personally Identifiable Information (PII) is extremely important. kynectors must 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. If an individual cannot verify their identity offline through Experian, they must go through the Manual ID Proofing Process.

Please note: This is different than Remote Identity Proofing (RIDP) for phone applications. RIDP is only done by the Department for Community Based Services (DCBS).

kynectors may use the following Manual ID Proofing steps to assist the Resident with the process.

Manual ID Proofing Request Process

1. Obtain a copy of a photo ID or one of the acceptable forms of ID.

2. Gather Contact Information, including the email address.

3. Email documents to DMS and attach the ID Proofing Cover Letter. The DMS email address for ID Proofing is DMS.IDProofing@ky.gov.

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 kynectors, Certified Application Counselor agencies, and DCBS Staff. Please allow 2-3 business days for the process to be completed.

After completing the Manual Identity Proofing, kynectors 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.

kynectors should complete and submit the form below to complete a Manual ID Proofing Request.

For more information, please reference the Manual ID Proofing and Next Steps QRG.
Cover Sheet

Manual ID Request

Date:_____________________________________________________

Pages (including cover):___________________________________________

Email: DMS.IDProofing@ky.gov

Attention: Rebecca Hayden

kynector/DCBS Staff Name:________________________________________

kynector/DCBS Staff Phone Number:______________________________

kynector/DCBS Staff Email:_______________________________________

Individual ID Proof Information

Individual Name as it appears in KOG:_______________________________

Individual Username as it appears in KOG:___________________________

Individual Email as it appears in KOG:_______________________________

Documentation attached:

☐ State School Issued 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-79)
☐ Military dependent’s ID Card
☐ Native American Tribal Document
☐ Permanent Resident Card (Form I-55)
☐ 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 kynector/DCBS Staff:

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