

Kentucky Health Benefit Exchange



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Application Assister Role Management Quick Reference Guide



KHBE Application Assister Welcome Packet

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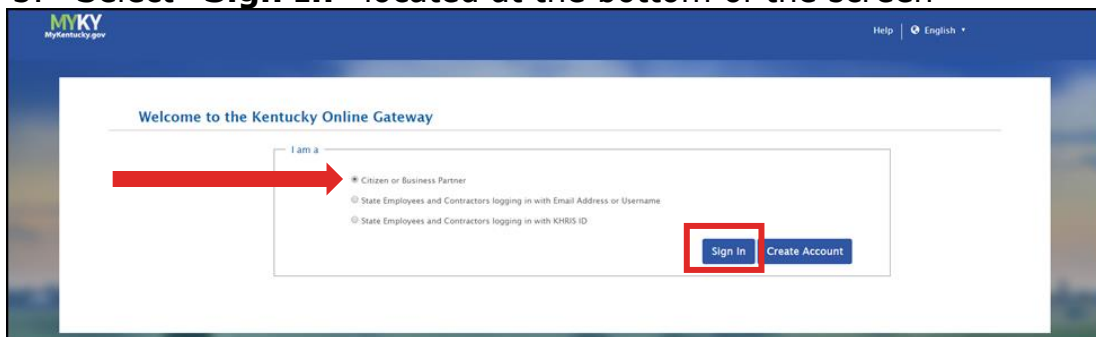
KHBE Application Assister Welcome Packet

Inviting Application Assistors to the Assister Training Role

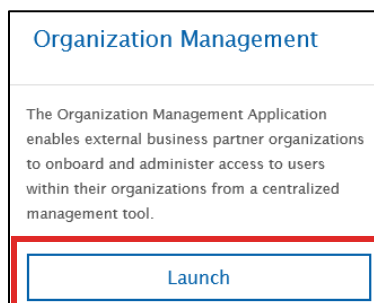
Inviting Application Assistors and CACs to the Assister Training Role must be completed by an Organization Administrator. Organization Administrators complete the invitation through the Organization Management tile from the KOG dashboard. Once an Application Assister / CAC has been invited to the Assister Training role, they will be able to access KHBE's Learning Management System. Organization Administrators should follow the steps below to invite an Application Assister to the LMS Training Role.

Steps for Organization Administrators to send the Assister Training Role Invitation

1. Navigate to the KOG home page using Google Chrome
 - <https://KOG.chfs.ky.gov/home>
2. Select **"Citizen or Business Partner"**
3. Select **"Sign In"** located at the bottom of the screen



4. Sign into your KOG account using your user name and password
5. Click **"Launch"** on the Organization Management Tile from the KOG Dashboard



6. Click **"Manage"** next to the organization you need to manage

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Kentucky Online Gateway

Welcome Justin Mullins | My Account | Sign Out | Help

Org Name

Search

Organization Name	Organization Type Name	
Accent Therapeutic Services	OKHBE Assisters	Manage

7. Select the **"Invite Users"** tab and search for the Application Assister's name in the **"User to Invite"** search field
8. Click **"Add"** next to Assister Training and Cornerstone OnDemand
9. Click **"Send Pending Invitations"**

Kentucky Online Gateway

Welcome Justin Mullins | My Account | Sign Out | Help

Organizations > Community Action Kentucky > Organization Invites

Details | Email Domains | **Invite Users** | Pending Invitations | Manage Users | Recertification Dashboard

1. User to Invite

Search

Or

Please fill out the form below to invite a New User

* First Name:

* Last Name:

* Email Address:

Reset

2. Select Roles To Invite

Organization Admin Group(s)

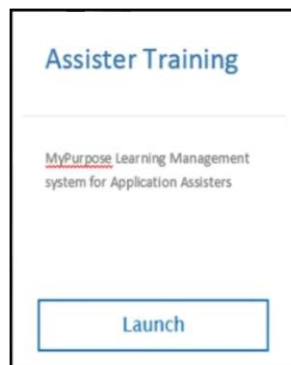
OKHBE Assister Organization Group

Organization Roles

Role Name	App Name	
Assister	Self Service Portal	Add
Assister Training	Cornerstone OnDemand	Add
CHFS SP External Visitors	CHFS External SharePoint Sites	Add

3. Selected Roles

Send Pending Invitations



The Application Assister should now have the Assister Training Tile on the KOG home screen

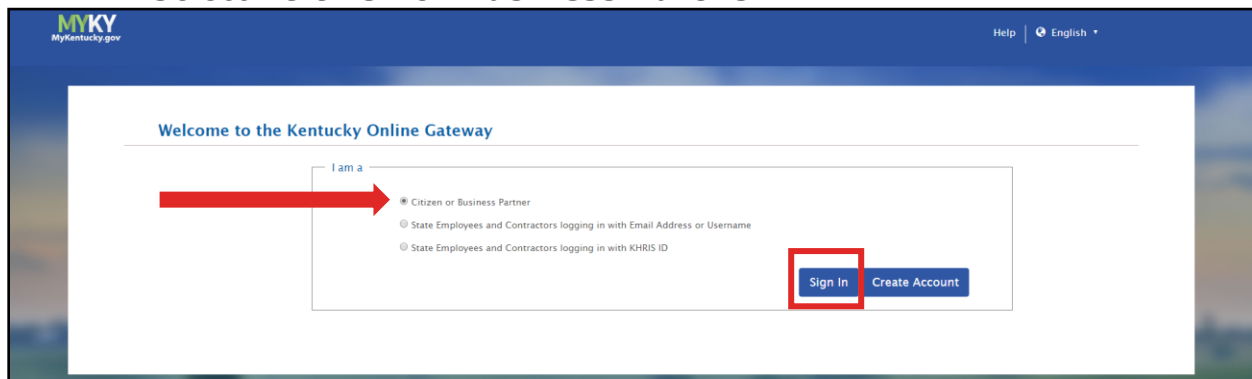
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Inviting the Application Assister to the Assister Role

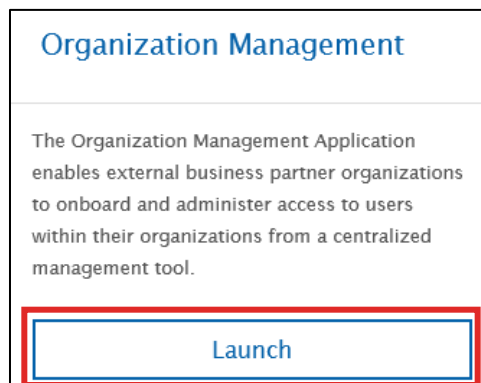
Once the Application Assister has completed the FFM Training and the KHBE Trainings the Organization Administrator should then invite the Application Assister to the Assister Role in the Kentucky Online Gateway (KOG). This process is similar to inviting Application Assistants to the Assister Training Role and will send an approval email to KHBE. See the steps below for how Organization Administrators should invite Application Assistants to the Assister role.

Steps for Organization Administrators to invite Application Assistants to the Assister Role

1. Navigate to the KOG home page using Google Chrome
 - <https://KOG.chfs.ky.gov/home>
2. Select **"Citizen or Business Partner"**



3. Select **"Sign In"** located at the bottom of the screen
4. Sign into your KOG account using your user name and password
5. Click **"Launch"** on the Organization Management Tile from the KOG Dashboard



6. Click **"Manage"** next to the organization you need to manage

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The screenshot shows the 'Kentucky Online Gateway' header with a user login 'Welcome Justin Mullins' and links for 'My Account', 'Sign Out', and 'Help'. Below the header is a search area with an 'Org Name' input field, a dropdown menu, and a 'Search' button. A table below the search area displays the following data:

Organization Name	Organization Type Name	
Accent Therapeutic Services	OKHBE Assisters	Manage

7. Select the **"Invite Users"** tab and search for the Application Assister's name in the **"User to Invite"** search field
8. Click **"Add"** next to Assister Role and Self Service Portal
9. Click **"Send Pending Invitations"**

The screenshot shows the 'Kentucky Online Gateway' header and a breadcrumb trail: 'Organizations > Community Action Kentucky > Organization Invites'. The 'Invite Users' tab is selected and highlighted with a red box. Below the tabs is a search field labeled '1. User to Invite' with a 'Search' button, also highlighted with a red box. Below the search field is a form to 'Please fill out the form below to invite a New User' with fields for 'First Name', 'Last Name', and 'Email Address', and a 'Reset' button. Below this is a section '2. Select Roles To Invite' with a checkbox for 'OKHBE Assister Organization Group'. Underneath is a table of 'Organization Roles' with columns 'Role Name' and 'App Name'. The 'Add' button for the 'Assister' role is highlighted with a red box. Below the table is a section '3. Selected Roles' and a green 'Send Pending Invitations' button highlighted with a red box.

Role Name	App Name	
Assister	Self Service Portal	Add
Assister Training	Cornerstone OnDemand	Add
CHFS SP External Visitors	CHFS External SharePoint Sites	Add

An approval email is sent to KHBE to approve the Assister Role.

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Confirming Completing of KHBE Training

Once the Organization Administrator sends the Assister Role invitation an approval email is sent to KHBE to approve the Assister Role. KHBE verifies that the Application Assister has completed their KHBE trainings and that they have sent their FFM Training Completion Certificate to KHBE. Once KHBE has verified training completion, they will approve the Application Assister for the Assister role resulting in access to Benefind Self-Service Portal and the Benefind SSP tile appearing on the Application Assister's KOG dashboard. See the SSP tile below.

Self Service Portal

Allows Kentucky's families to easily access public assistance benefits(SNAP, TANF, MEDICAID, CHILD CARE) and information 24/7 through an online application and account.

[Launch](#)