The Commonwealth of Kentucky kynect State-Based Marketplace



kynector Welcome Packet

December 13, 2022

### Introduction

This Welcome Packet is designed to onboard and introduce new contracted kynectors (Navigators) and non-contracted kynectors (Certified Application Counselors (CACs) to the Kentucky Health Benefit Exchange's kynector Program. This document provides an overview of the onboarding process and detailed onboarding steps. Additional kynector training materials can be found on KHBE's website at KHBE.ky.gov.

### **Table of Contents**

1	We	Icome Letter	3
	Gettir	ng Started with the Kentucky Health Benefit Exchange	3
2	kyn	ector Onboarding Glossary of Terms	4
	2.1	kynector Roles Diagram	7
3	kyn	nector Onboarding Overview	8
	3.1	New kynector Onboarding Process Flow	8
4	Cre	eating a Kentucky Online Gateway (KOG) Account	9
	4.1	How to Create a KOG Account	9
5	Mu	Iti-Factor Authentication	17
	5.1	Set up MFA: Okta Verify (Computer Browser)	17
	5.2	Set up MFA: Okta Verify (Mobile Device or Tablet/iPad Browser)	22
	5.3	Set up MFA: SMS Text Message	33
	5.4	Set up MFA: Voice Call	36
	5.5	Re-register MFA: Symantec VIP Access Token	38
	5.6	Install Symantec VIP Access Token	42
	5.7	Add/Remove MFA Security Methods	47
6	Log	gin Instructions	49
7	Cor	mplete the SBM Certification/Registration Training	50
	7.1	Steps to Complete the SBM Certification/Registration Training	50
	7.2	Remote Identity Proofing Process through Experian	58
	7.3	Organization Questions	61
8	KH	BE's kynector Training Curriculum	64

### **1 Welcome Letter**

### Getting Started with the Kentucky Health Benefit Exchange

Welcome to the Kentucky Health Benefit Exchange (KHBE) kynector Program! KHBE oversees and manages the program, the certification process, education and outreach, and program information.

As a kynector, you work with Individuals to complete applications and facilitate their enrollment in health coverage. You will help Residents navigate through the full range of health plans for which they may apply including Medicaid, Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), Cost-Sharing Reductions (CSRs), Kentucky Children's Health Insurance Program (KCHIP), Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program, Small Business Health Options Program (SHOP), and other programs as directed by KHBE.

KHBE is obligated under federal requirements to track training completions for all kynectors and Organization Administrators. KHBE coordinates and monitors these training requirements. This packet outlines the curriculum for the required trainings that you will need to complete before you become certified as a kynector. Please read the instructions carefully as you navigate through the certification process and follow the steps in the order they are listed. Do not skip any steps.

If you have been designated the Organization Administrator, you will be required to complete additional trainings. Organization Administrators manage their organization and its users in the Kentucky Online Gateway (KOG). KOG is the platform from which kynectors access kynect and their required trainings on MyPurpose. The information in this packet helps you differentiate your role as an Organization Administrator from the role of a kynector.

Thank you for assuming the role of a kynector. It is the dedicated efforts of the kynectors like you, which allow Kentucky to lower its uninsured rate and provide access to quality health coverage for all Kentuckians.

KHBE Team

# 2 kynector Onboarding Glossary of Terms

KHBE has put together a glossary of terms for kynectors to review to help them through the onboarding process. Following the glossary of terms is a graphical explanation of base roles, add-on roles, and who grants access to each role.

Term	Definition
Agency Administrator	Agency Administrator is a kynect benefits role that grants the user a manger's level of access. This role should be given to a few users within the organization who know and understand the role capabilities/responsibilities and who need the ability to see all the cases associated with the organization. This allows the user to monitor and adjust caseloads and kynector assignments and evaluate the programs at an organizational level.
Assister Medicaid Role	A role in Self-Service Portal given to kynectors, Agency Administrators, or other approved individuals <b>in addition to</b> the kynector or Agency Administrator roles. The Assister Medicaid role allows users to complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident.
Assister Other Programs Role	A role in Self-Service Portal given to kynectors, Agency Administrators, or other approved individuals <b>in addition to</b> the kynector or Agency Administrator roles. The Assister Other Programs role allows users to submit Supplemental Nutrition Assistance Program (SNAP) and Child Care Assistance Program (CCAP) applications to the Department for Community Based Services (DCBS) on behalf of a Kentucky Resident.
Assister Role	A role assigned to kynectors in the Kentucky Online Gateway that grants them access to training, Medicaid enrollment, and SNAP/CCAP applications. The Assister role is given to kynectors, Agency Administrators, or other approved individuals after completion of all required trainings in MyPurpose.
Assister Training Role	Assister Training is a role in the MyPurpose Learning Management System (LMS) which allows kynectors to access and complete required trainings of the kynector program.
Advance Premium Tax Credit (APTC)	A tax credit Individuals can take in advance to lower their monthly health insurance payment (or "premium"). The advanced payment is reconciled on the year's tax return. Based on the payment assistance the Individual qualifies for, their tax credit may change. This is also referred to as "Payment Assistance".

Child Care Assistance Program (CCAP)	A program which provides support to help families pay for child care.
kynect	A Commonwealth of Kentucky program where Individuals apply for benefit programs and resources including: Medicaid, Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), Cost-Sharing Reductions (CSRs), Kentucky Children's Health Insurance Program (KCHIP), Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program, and Small Business Health Options Program (SHOP). kynect may be visited online at <u>kynect.ky.gov</u> . There are three systems that make up kynect: • kynect benefits • kynect resources • kynect health coverage
Kentucky Children's Health Insurance Program (KCHIP)	A program that provides health coverage to children facing barriers such as high cost and lack of access to coverage. This applies to children under the age of 19.
Kentucky Online Gateway (KOG)	KOG is a single sign-on (SSO) solution for kynectors and Residents which allows users to access to state systems they need for interactions with multiple state agencies. KOG functions similarly to a cell phone App Store. Business partners should maintain a separate KOG account for business related accounts and Resident level accounts to avoid blocked access within certain state systems.
Medicaid	A federal and state program that provides health coverage to low-income adults, pregnant women, children, and Individuals with disabilities.
MyPurpose	The Commonwealth of Kentucky's Learning Management System (LMS) where kynectors and Agents complete training. MyPurpose is accessed through KOG.
Organization Manager	Organization Manager is a role within the KOG system which permits Manager to add, remove, and update user profiles and assigned roles. Maintaining user accounts is a critical part of ensuring that an organization is in compliance, that search results found in the kynect system are accurate, and that organizations maintain their users in a manner that prevents security incidents. Organization Managers act as the primary liaison between their contracted organization and KHBE and act

	as the main point of contact for KHBE regarding contractual requirements.
Organization Administrator	This title is used to distinguish users who hold either the Organization Manager role, the Agency Administrator role, or in some cases both roles.
Qualified Health Plan (QHP)	An insurance plan certified by the State-Based Marketplace (SBM) that provides essential health benefits, follows established limits on cost-sharing (like deductibles, copayments, and out-of-pocket maximum amounts), and meets other requirements under the Affordable Care Act.
Supplemental Nutrition Assistance Program (SNAP)	A federal and state program that helps low-income individuals purchase food for healthy meals at participating stores. SNAP was formerly known as food stamps. SNAP benefits increase household food buying power when added to the household's income.
State-Based Marketplace (SBM)	A marketplace where states are responsible for performing all marketplace functions for the individual market. Residents in these states apply for and enroll in coverage through marketplace websites established and maintained by the states.

**Please note:** For additional comments, please go to the <u>KHBE Glossary</u> on KHBE.ky.gov.

# 2.1 kynector Roles Diagram

The following is a graphical explanation of base roles, add-on roles, and who grants access to each role.

		Add-On Roles				
		Assister Medicaid	Assister Other Programs	Assister Medicaid + Assister Other Programs		
	vssister	This role combination allows users to complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI- HIPP applications on behalf of a Kentucky Resident.	This role combination allows users to submit SNAP and CCAP applications to DCBS on behalf of a Kentucky Resident.	This role combination allows users to submit SNAP and CCAP applications, as well as complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident.		
	7	Organization Managers after Agency Admins request the role be added for the kynector.	Organization Managers after Agency Admins request the role be added for the kynector.	This role combination is provided by Organization Managers after Agency Admins request both roles be added for the kynector.		
Base Roles	Agency Administrator	This role combination allows users to complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI- HIPP applications on behalf of a Kentucky Resident. The role also grants managerial level access to see all cases associated with the organization, adjust kynector caseloads, and evaluate the program at an organizational level. This role is provided by	This role combination allows users to submit SNAP and CCAP applications to DCBS on behalf of a Kentucky Resident. The role also grants managerial level access to see all cases associated with the organization, adjust kynector caseloads, and evaluate the program at an organizational level.	This role combination allows users to submit SNAP and CCAP applications, as well as complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident. The role also grants managerial level access to see all cases associated with the organization, adjust kynector caseloads, and evaluate the program at an organizational level.		
		Organization Managers.	Organization Managers.	Organization Managers.		

# 3 kynector Onboarding Overview

### 3.1 New kynector Onboarding Process Flow

New kynectors and their Organization Administrators (must have Organization Administrator role in KOG) should follow the high-level process flow below when onboarding. The below process flow is divided by responsibility. See the following sections for detailed steps for each stage of the process flow.



**Please note:** Once a kynector has completed onboarding, they gain access to MyPurpose. For questions and more information please see the detailed process flow on the KHBE website at <u>KHBE.ky.gov</u>.

# 4 Creating 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.

#### 4.1 How to Create a KOG Account

- 1. Navigate to the KOG home screen at <u>https://kog.chfs.ky.gov/home</u>.
- 2. Click **Create New Account**.

Welcome to the new Kentucky Online Gateway (KOG) sign-in pa page.	ige! Please login with your existing KOG account. If you	${\bf u}$ run into any login issues, please refer to the new Help $\qquad \times$
	Sign in with your Kentucky Online Gateway (KOC) Account Email Address cit060822.user03b@keups.net	and the second second
	Next Create New Account Resend Account Venfication Email English V Help	Sea alles

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 <u>valid work email address</u> that has not been used for a citizen KOG account.

5. Enter a **yes** into the *Password* field.

**Please note:** Password must be at least eight (8) characters in length and contain at least one number, one lowercase letter, and one uppercase letter.

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- 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).

**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.

- 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. Select the box next to I'm not a robot.
- 17. Review all fields to confirm accuracy. Then, select Sign Up.

				Help   🥹 Englis
Please complete your Kent	ucky Online Gateway Pi	rofile		
If you already have an existing Kentucky Onl	ine Gateway (KOG) Account, please click <u>here</u> to reset y	our password OR click on the CANG	CEL button below to log into your acc	ount.
Please fill out the form below and click Submit wher All fields with * are required.	n finished.			
* First Name	Middle 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	Ma v	* Answer	Ŷ	
Question What was the name of your first per?	197 · · ·	* Answer		
I'm not a robot	<u> </u>			
HEAD FLAM. Privage Theme				CANCEL SIGN UP

\_1

18. A confirmation notification displays, and an email notification is sent to the email provided.

	Help   🛛 English
Please complete your Kentucky Online Gateway Profile	
VOU HAVE 4 HOURS TO COMPLETE THE PROCESS  Vour account has been requested and is pending email verification. Please check your email and click on the link provided your inbox, please check your spam or junk folder. If no email was received <u>click here</u> .	d to verify your account. If you do not see the verification email in
If you have already verified your account by clicking the link provided in the email, please click on SIGN IN button to continue	2 SIGN IN
A REAL PROPERTY AND ADDRESS OF TAXABLE PARTY.	-

**Please note**: Once the automated activation email has been received, select the activation link in the email. The activation link <u>must</u> 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.

Т

19. When the activation link in the email is clicked, the user is redirected back to KOG. Select **Continue to Sign in**, located in the bottom right corner of the screen.

	IDE	Help   🛛 🖓 English 👻
V	alidate New Account	
	• Click on the button below to <b>Sign in</b> now and complete the final step of the account creation process.	
	[	Continue to Sign in



### 20. Enter Email Address and click Next.

21. Enter **Password** and click **Verify**.



22. kynectors are redirected to the Register as a Kentucky Organ Donor screen.

UCKY Welcome cit091622 user01b E GATEWAY			English	`
Register as a Kentucky Organ Donor				
With the passing of KY SB77 and in partnership with Donate Life Kentucky, the Kentucky Online Gateway ha	15			
created the below form for Kentuckians to join the Kentucky Organ Donor Registry. If you'd like to join the H please fill out the required fields below, select the consent checkbox, and click the "Register" button. For m	(YDR, nore			
Register as a Kentucky Organ Donor		×		
Would you like to register as an organ donor?				
With the passing of KY SB77 and in partnership with Donate Life Kentucky, the Kentucky Online Gat has created an online portal for Kentuckians to join the Kentucky Organ Donor Registry. For information on what it means to be an organ donor, please visit	more			
Yes, Register Now Remind me later				
* Zip Code				

- If **Remind me later** is selected, Users will be redirected to the **KOG Dashboard** screen.
- If **Yes**, **Register Now** is selected, Users will be redirected to the **Organ Donor Registration** screen. On the Organ Donor Registration screen, Users should complete the following:

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- 1. Enter all applicable **personal information**.
- 2. Select the I have read, understand, and agree to the above terms and conditions checkbox.

\_ \_ \_ \_ \_ \_ \_ \_ \_

3. Click **Register**.

**Please note:** If at any point the user chooses to skip the organ donor registration process, they can click the **Continue to the Application** link.

Register as a Kentucky Organ	Donor			
With the passing of KY SB77 i created the below form for K please fill out the required fie information on what it mean	nd in partnership with Donate Life Kentucky, t entuckians to join the Kentucky Organ Donor R Ids below, select the consent checkbox, and cl to be an organ donor, please visit https://don	he Kentucky Online Gateway ha egistry. If you'd like to join the k ick the "Register" button. For m atelifeky.org/why-donate/.	rs CYDR, Iore	
* First Name	pt091622			
Middle Name				
* Last Name	user01b			
* Address 1				
Address 2				
* City				
* County	~			
* Zip Code				
* Birthdate				
* Driver's License or State ID				
* Gender	~			
By submitting this registration information entered herein is document of gift as outlined before death, is considered le under 18 years of age, i unde time of donation.	I affirm that I am the applicant described on t true and correct to the best of my knowledge n the Uniform Anatomical Gift Act. A documer gal authorization for donation and does not re stand that consent must be obtained from my	this application and that the This form will serve as donor at of gift, not revoked by the doi quire the consent of another. If parents or legal guardian at the	nor 11 am e	
0				

**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).

- 23. After the kynector provides their Organization Administrator the email address used to create the KOG account, the Organization Administrator assigns the kynector the *Assister Training* role. Once completed, this action generates an email to the kynector from KOG.
- 24. Select Click here to complete the process.

**Please note:** If a kynector will be submitting applications for SNAP/CCAP to DCBS on behalf of Residents, the Organization Administrator assigns the *Assister Other Programs* role, Assister Training role, and kynector role once **all** required trainings have been completed. These roles can and **should be added simultaneously**.

Subject:	Invitation to Organization User - UAT Back To In
To:	areverycool
From:	KEUPS_DoNotReply_keupsuat.chfs@ky.gov
Received:	Thu Jan 23 2020 14:44:12 GMT-0500 (Eastern Standard Time)
Sending IP:	148.163.135.176
Parts:	html
Attachment	s: [Subscribe to receive Attachments]
Jonas Bros	
worker po	rtal has granted you access to the following roles to participate as a user in an Organization - 2015 Go Live TEST
Applicatio Role Name	n Name: Cornerstone OnDemand e: Assister Training
Please follo time use.	w the below instructions to gain access as a user for this organization. This invitation link would expire and is valid only for a one-
Click here	to complete the process
If you need	any assistance further, please contact the Kentucky Online Gateway HelpDesk.
Kentucky (	Dnline Gateway
Kentucky (	Online Gateway HelpDesk
NOTE: Do	not reply to this email. This email account is only used to send messages.
Privacy No forbidden t destroy all	cotice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are o use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please copies.



### 25. Enter Email Address and click Next.

26. Enter Password and click Verify.



### 5 Multi-Factor Authentication

Multi-Factor Authentication (MFA) is an authentication method that requires kynectors to provide two or more verification factors to gain access to MyPurpose and kynect. Users may be presented with different security methods to complete MFA.

**Please note:** If users are presented with multiple security method set up options, KOG highly recommends that users choose to set up Okta Verify as their security method to complete MFA.

### 5.1 Set up MFA: Okta Verify (Computer Browser)

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to set up Okta Verify using a computer browser.

1. On the Set up security methods screen, click Set Up under Okta Verify.



2. Once on the **Set up Okta Verify** screen, users should download the Okta Verify application to their mobile device or tablet/iPad from the App Store (iPhone and iPad) or Google Play (Android devices).

**Please note:** There are two different Okta applications in the App Store (iPhone and iPad) or Google Play (Android devices). **Users should only download Okta Verify**.





3. Users should follow the screenshots below to download, install and open the Okta Verify application on their mobile device or tablet/iPad.

**Please note:** The app may prompt users to enable certain features on their device (camera, Face ID, or Touch ID, push notifications, etc.) that will assist in completing the MFA enrollment. Please allow these features.



4. When prompted, select **Yes, Ready to Scan** to open the device camera.



5. Use the camera feature to position the QR code within the highlighted box to be scanned.



6. If the user's device successfully scans the QR code, KOG will recognize that the Okta Verify MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:	i
<u>Phone: SMS Text Message</u>	
<u>Phone: Voice Call</u>	
<u>Symantec VIP Access Token</u>	

-		1000
	Set up security methods (2) cit060822.user02b@keups.net Need Assistance?	_
-	Security methods help protect your account by ensuring only you have access. You have successfully set up the required security method. We recommend that you also set up at least one of the below mentioned optional security method.	the state
	Set up optional Phone Verify with a code sent to your phone Used for access or recovery Set up	
	Symantec VIP Verify by entering a temporary code from the Symantec VIP app. Used for access Set up	-
	Set up later Back to sign in English 🔽 Help	

### 5.2 Set up MFA: Okta Verify (Mobile Device or Tablet/iPad Browser)

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to set up Okta Verify using a Mobile Device or Tablet/iPad browser.

1. On the Set up security methods screen, click Set Up under Okta Verify.



2. Select **Can't scan?**, located below the QR code.



3. If users prefer a text message, select **Text me a setup link** to have the setup link sent through SMS, then select **Next**.

**Please note:** If users prefer an email, select **Email me a setup link** to have the setup link sent through email. Skip the steps below and proceed to <u>Step 7</u>.

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4. After selecting **Text me a setup link**, users should enter the 10-digit phone number associated with their mobile device into the **Phone number** field and select **Send me the setup link**. \**Standard mobile messaging rates may apply.*\*

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AA 🛥	🔒 ssoi.dev.kog.ky.gov	S				
	KENTUCKY					
	- 📀 -					
5	Set up Okta Verify via SM	15				
8	) cit060822.user03b@keups.	net				
Count	ry					
Unite	ed States	Ŧ				
Phone	number					
+1	55555555555555555555555555555555555555	er here				
Make s your m	sure you can access the tex nobile device.	kt on				
	Send me the setup link					
2 120 110	> û m					

5. The onscreen message notifies users to check their text messages.



6. Users receive a SMS text message to their mobile device containing a link. Select the link and proceed to <u>Step 10</u>.



7. If users would prefer to have the setup link *emailed*, select **Email me a setup link** and click **Next**.



8. Users should enter their email address into the **Email** field and click **Send me the setup link**.



9. Users should log into their email account on their mobile device or tablet/iPad and retrieve an email titled as *"Push Verify Activation Email"*. Click **Activate Okta Verify Push**.



- If users have not yet downloaded Okta Verify app to their mobile device or tablet/iPad, continue to the step below (STEP 10A). If users have already downloaded Okta Verify app to their mobile device or tablet/iPad, skip STEP 10A, go to STEP 10B.
  - A. STEP 10A: To open the emailed or texted link, users will need to download Okta Verify to their mobile device or tablet/iPad. Select OK on the pop-up message and then select Download OKTA Verify. After users download the Okta Verify Application and see the "Welcome to Okta Verify" message, go back to the email or SMS Text message and re-select Activate Okta Verify Push.



B. **STEP 10B:** If users have previously downloaded Okta Verify to their mobile device or tablet/iPad, their device browser will ask if they would like to open the page in Okta Verify. Click **Open**.

11:17 √ ∢ Messages
🗚 📑 🔒 ssoi.dev.kog.ky.gov 🖒
Okta Verify Open the Okta Verify app to complete
Open this page in "Okta Verify"?
Cancel <b>Open</b>
Cancel Open
Cancel Open Cancel Open Download Oktay 188 When Okta Verify is installed, tap here to retry.

11. Click Get Started.



12. Choose **Enable** to enable Okta Verify to use Face ID or **Not Now** to move to the next step.



13. Click **Set as Default** to set this KOG account as the default account in Okta Verify or click **Skip**.



14. Click Done.



- 15. Users should navigate back to the KOG login browser where they initially began the setup process.
- 16. After completing this process, the Okta Verify MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Phone: SMS Text Message
- Phone: Voice Call
- Symantec VIP Access Token



## 5.3 Set up MFA: SMS Text Message

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through SMS text message using a cell phone.

1. On the Set up security methods screen, click Set Up under Phone.

	CONTINE GATEWAY
	Set up security methods
	@ cit060822.user02b@keups.net
	Need Assistance?
Securi	ty methods help protect your accour by ensuring only you have access.
Set up	required
0	Okta Verify Okta Verify is an authenticator app, installed on your phone, used to prove your identity Used for access or recovery Recommended Set up
C	Phone Verify with a code sent to your phot Used for access or recovery Set up
3	Symantec VIP Verify by entering a temporary code from the Symantec VIP app. Used for access Set up
Back to	sign in
English	H

2. Users should click **SMS** and enter the 10-digit phone number for their mobile device into the **Phone number** field and click **Receive a code via SMS**. \**Standard mobile messaging rates may apply.* \*



3. Users will receive a SMS text message to their mobile device containing a 6-digit code. Users should return to the KOG screen and enter the 6-digit code they received into the **Enter Code** field and click **Verify**.

-		and the second second
	<b>C</b>	And and the second
States in the second in	Set up phone authentication (இ) cit060822.user02b@keups.net Need Assistance?	a statement and a
	A code was sent to your phone. Enter the code below to verify. Carrier messaging charges may apply Enter Code	and a state of
1 Enter code	829962	
	Return to authenticator list Back to sign in	
Contract of the local division in which the	English Y Help	and the second se

4. If the code was entered correctly, KOG will recognize that the SMS text messagebased Phone MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser
- Okta Verify: Mobile Device or Tablet/iPad Browser
- Symantec VIP Access Token



### 5.4 Set up MFA: Voice Call

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through Voice Call using a cell phone.

1. On the Set up security methods screen, click Set Up under Phone.

	ONLINE GATEWAY
	Set up security methods
(	8 cit060822.user02b@keups.net
	Need Assistance?
Securit; bj	y methods help protect your account y ensuring only you have access.
Set up n	equired
0	Okta Verify Okta Verify is an authenticator app. installed on your phone, used to prove your identity Used for access or recovery Recommended
C	Phone Verify with a code sent to your phone Used for access or recovery
	Set up
3	Symantec VIP Verify by entering a temporary code from the Symantec VIP app. Used for access
	Set up
Back to s	Set up

2. Users should click **Voice call** and enter their 10-digit phone number into the **Phone number** field (and extension into the **Extension** field if applicable) and click **Receive a code via voice call**.



3. Users will receive a phone call and the voice on the line will read off a 5-digit code. Return to the KOG screen and enter the 5-digit code into the **Enter Code** field and click **Verify**.



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, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser
- Okta Verify: Mobile Device or Tablet/iPad Browser
- Symantec VIP Access Token



### 5.5 Re-register MFA: Symantec VIP Access Token

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

**Please note:** Users who downloaded the Symantec VIP application previously, DO NOT need to re-install the app.

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through Symantec VIP.

- 1. On the **Set up security methods** screen, click **Set Up** under Symantec VIP.

**Please note:** If users have not installed the Symantec VIP Access Token on their machine or device, reference the <u>Install Symantec VIP Access Token section</u>.

2. After opening the Symantec VIP app, users 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.

		State of Sta
		and the second
State Street	Set up Symantec VIP (2) cit060822.user02b@keups.net Need Assistance?	A statement and a
	From the Symantec VIP app. enter your credential ID and two consecutive generated codes Enter credential ID	the states
	VSST36895167 Security code 1	
2) <u>Past</u>	e 950799 Security code 2	VIP AX
And	Enroll	Symmetry Constraints Constraints

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 **Enroll**.

**Please note:** The Security Code refreshes every thirty (30) seconds. If the 2<sup>nd</sup> code expires before users click the **Enroll** button, enrollment will fail, and users will need to return to the VIP Access application to receive two new valid Security Codes.

	KENTUCKY	State of the local division of the local div
the second second	<b>I</b>	
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Summer Property in	cit060822.user02b@keups.net     Need Assistance?	and the second
A DESCRIPTION OF	From the Symantec VIP app, enter your credential ID and two consecutive generated codes	and the second second
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	VSST36895167	A DECEMBER OF A
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COLUMN DESIGN	950799	= vip.ces - ×
	Security code 2	Credential Construction Credential Construction Construct
2 > Past	271858	Security Code 271858 C
Contraction of the local division of the loc	Enroll Click here	

5. If the Credential ID and Security Codes were entered correctly, KOG will recognize that the Symantec VIP MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

**Please note:** KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser
- <u>Okta Verify: Mobile Device or Tablet/iPad Browser</u>
- <u>Phone: SMS Text Message</u>
- <u>Phone: Voice Call</u>



### 5.6 Install Symantec VIP Access Token

If kynectors decide to use Symantec VIP Access Token to access MyPurpose or kynect and does not have Symantec VIP on their machine or device, kynectors should follow the steps below.

**Please note:** Users who previously used Symantec VIP to complete MFA will need to reenroll into Symantec VIP as a one-time activity to continue using this MFA security method. However, users DO NOT need to re-install the app.

1. Go to <u>https://idprotect.vip.symantec.com/mainmenu.v</u> and click **Download**.

**Please note:** The software is available for desktop and mobile. Please download the required type. To download for a desktop, users should use the link above and follow the steps below. To download for mobile, users should download the app from the app store or Google Play on their mobile devices.

Symantec. VIP	BUY HARDWARE TOKEN -   Secure Authentication   Anywhere   Your key to one swipe two-step authentication.     DOWNLOAD     TEST
	All and a second se

**Please note:** In some instances, a System Administrator from the users Agency may be required to download this software on their behalf.

- 2. To download the Symantec VIP token, choose of the options:
  - To download for Windows-based machine, click **Windows**.
  - To download for Mac, click **Mac**.



3. Click **Run** to set up VIP Access.

Symantec. VIP					BUY HARDWARE TOKE	1N <b>~</b>
	Choose your options			Clos	e	
±	VIP Access for M	fobile	VIP Acces	ss for Computer		
	ios	Android	Mac Mac OS X 10.12 or higher	Windows Windows* 5.8.1 and 10 (native desizop mode only)		
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<ul> <li>For you want to run or say</li> <li>This type of file could</li> </ul>	Id harm your computer.	n so-us-eas(-2.amazona	ws.com	Run	Save   Cancel	

#### 4. Click Next.

Symantec. VIP			BUY HARDWARE TOKEN +
	Choose your options	Close	
WIP Access	X Welcome to the VIP Access Setup Wizard	VIP Access for Computer	
<b>S</b>	Use the wizard to install Validation and ID Protection Service (VIP) Access.	Mac Mac Windows kc 05 X10.11 or higher Windows <sup>2</sup> 3.91, Windows <sup>2</sup> 8, 8.1 md 10 (unive dealogy mode coby)	
Symantee.	WARNING: This computer program is protected by copyright law and international treates. Unauthorized duplication or distribution this program, or any portion of it, may result in severe civil or criminal penalities, and will be prosecuted to the maximum extent possible under the law.	f rest	
	Cancel Back Next		

5. Check I accept the terms in the license agreement (if the terms are accepted) and click Next.

Symantec. VIP				BUY HARDWARE TOKEN -
WP Access	×		Close	
License Agreement Review the license agreement before installing VIP Access. Protection Services ("Services"), "Licensed Software" Comparison of the protection of the protect	Ymeans the	VIP Acces	ss for Computer	
<ul> <li>Symantee sortware program, in object code rom, acc License Agreement, including any associated program included in, or provided for use with, such software.</li> <li>License Restrictions and Obligations. You may not, wi Symantee's prior written consent, conduct, cause or p use, copying, modification, rental, lease, sublease, su transfer of the Licensed Software except as expressly License Agreement; (ii) creation of any derivative woo</li> </ul>	in documentation ithout iermit the: (i) iblicense, or provided in this rks based on the	Mac Mac Nac N 10 12 or higher	Windows Windows* 5.81 md 10 (nitre statop mode enty)	
I accept the terms in the license agreement     InstallShield     Cancel Back	Next	WNLOAD	TEST	1
Synantee VP				

6. Select Install Location and click Next.



7. Click Install to begin the Installation.

DWARE TOKEN <del>-</del>

Symantec. VIF	,		BUY HARDWARE TOKEN +
	Choose your options	Close	
Ø VIP Access Symantec.	X InstallShield Wizard Completed VIP Access installed successfully.	VIP Access for Computer	
	Note: Go to Al Programs from the Start menu to launch VIP Access.	SWNLOAD	

8. Click Finish. The VIP Access is installed successfully.

9. The user has successfully registered MFA on their computer. Click on the **VIP Access icon.** In the bottom right on the screen, the VIP Access Credential ID, and Security Code display.



### 5.7 Add/Remove MFA Security Methods

Users should follow the steps below to add a new security method or remove an existing security method.

1. After logging into KOG, click on the **Account Name** at the top of the screen.



2. On the Account Settings screen, click on the MFA Management tab.

My Info Organ Doi	My Credentials	My Agreements	Change Password	MFA Management	Training Modules	
	Account Hom	ie	< d	et nei		Back To Applicatio
	Good Afterno Please select Password La Password will	oon cit060822 user0. t a button above to v st Modified: 6/8/ expire in 55 days.	2 <b>b.</b> iew or edit your accou 2022	nt.		

3. Scroll down the page to the **Security Methods** section to add or remove different security methods.

	Q Şearch your apps	cit060822 Kentucky Online Gate ~
<ul> <li>My Apps</li> <li>Notifications</li> </ul>	First name ctt060822 Last name user03b	An uppercase letter     A number     Does not include your first name     Does not include your first name     Does not include your list name     Your password cannot be any of your last 24 passwords
	Okta username     ctt060822.user03bBkeups.net       Primary email     ctt060822.user03bBkeups.net       Mobile phone	Current password New password Confirm new password
	Display name     user030, cr0000522	Change Password
	Your default language has been automatically set Your verset. To change your language please edit and save your desired display language.	Security methods help your account security when signing in to Okta and other applications. Okta Verify Click "Set up" or "Set up another" to Add
		Phone Set up another -1 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Last sign in: a few seconds ago Privacy		Symantec VIP Set up

4. Follow the onscreen instructions to add or remove a security method.

#### **6** Login Instructions

kynectors should proceed with the following steps to log into the system:

- 1. Navigate to <u>https://kog.chfs.ky.gov</u>.
- 2. Enter Email Address and click Next.



3. Enter **Password** and click **Verify**.

	-	-	
	KENTUC	KY	
	Verify with yo	ur password	
	(8) cit060822.use	03b@keups.net	
	Password		
	1	0	
134E) 2507	Ver	ify	
Contractor in the second	Forgot password?		
and the second s	Back to sign in		
the second s	English 👻	Help	

**Please note**: If any application within KOG requires Multi-Factor Authentication (MFA), users will be prompted to complete MFA when logging into KOG, rather than when accessing the specific application.

4. The system redirects the user to complete Multi-Factor Authentication, through Okta Verify, Symantec VIP, or phone, depending on the MFA the user has enrolled in. Complete the required steps for MFA.

# 7 Complete the SBM Certification/Registration Training

Once the kynector has the *Assister Training* tile, they should complete the State-Based Marketplace (SBM) Certification/Registration Training and all other required trainings through MyPurpose. kynectors should follow the steps below to complete the SBM Certification/Registration Training and all other trainings.

### 7.1 Steps to Complete the SBM Certification/Registration Training

- 1. Navigate to the KOG home screen.
  - https://kog.chfs.ky.gov/home
- 2. Log into KOG using KOG credentials.
- 3. Navigate to the Assister Training tile from the KOG dashboard.
- 4. Click Launch from the Assister Training tile.

Assister Training
MyPurpose Learning Management System for Application Assisters
Launch

**Please note:** It may take 24 hours for KHBE's trainings to appear on My Purpose after selecting launch.

5. Once navigated to the MyPurpose home screen, type **KHBE** in the *search bar* at the top right of the MyPurpose screen.



6. Look for the SBM Certification/Registration Training and New kynector Training in the global search results.

MyPURPOSE Grow. Learn. Lead	. Serve.	E RENTUCKY CABINET	Search	
Home Need Assistance? Profile Connect Learning Performance Open Opportunities				
Taking Correct Learning Performance Open Opportunities	Website Search         Search           Integration of the search search of the search of the search of the search of the sear			

7. Click the **training title** for the selected training to navigate to the **Training Details** screen.

MyPURPOSE Grow. Learn. Lead	. Serve.	KENTUCKY PESONNE CABINET	Search	
torow. Learn. Lead Home Need Assistance? Profile Connect Learning Performance Open Opportunities Training Cour Image: Source Connect People Connect	Global Search      Global Search      Global Search      Training results (7)      Training results (7)      Training results (7)      Training trade of teach & teany Service      Metric tean (1)      Metric tean (		Search	
	KHEE Application Acsister (H-HIPP Policy Training)           Constant         Constant <th>ion</th> <th></th> <th></th>	ion		



8. Click for Request each required training to register for each training.

9. Navigate to the MyPurpose home screen.

MyP	URPOSE Grow.	Learn. Lead. Serve.		
Home Need A	ssistance? Profile Connect Learning (	Certification Content ILT Open Opportunities R	aports Admin	
		KNOWLEDGE	exper	NENCE
		COMPETENCE	Skills Abi	LITY
		TRAINING	GROWT	
		Be the BEST Vers	ion of Yourself!	
	LOBS			ALCOMMUNITY

10. Scroll down and locate the *My Training* box.

My Inbox	My Training		
View transprint		Due Date	Action
(0 approved training selection(s)) (Registered for 3 training selection(s))	Active Shooter	3/31/2020	Launch
	KHBE Assister KI-HIPP Policy Training	None	Launch
	iSTEP for Non-Personnel Cabinet Use	's None	Launch
FAQs	New Employee Orientation	None	None
	OCR Access to Health and Human Ser	vices None	None
Jobs FAQs	CHFS New Employee Orientation	None	None
Learning FAQs	Understanding and Abiding by Title V Civil Rights Act 1964	of the None	None
Performance FAQs			
MyPROFILE FAQs			
MyCOMMUNITY FAQs	blocker turned off. If you do not have	Internet Explorer 11 you w	ill need to use Goog
Accessibility Assistance FAQs	Chrome with the pop up blocker turn	ed off and the flash player e	enabled.
System Requirements & Miscellaneous	Social Feed		
Click here if you have questions or need assistance.	KY Training and Developme discussion: The Energy and Environme SZ20209 4:12 EM-0 Comm	nt Professionals - Mark Kenner It Cabinet has had a very succe ents - Connect	dy has created the essful leadershi
	KY Training and Developme discussion: A message from ODET's Ex 9/25/2019 3:41 FM - 0 Comm	nt Professionals - Jessica Wolt coutive Director Tiffany Yeast: ents - Connect	fe has created the What an amazin
	KY Training and Developme discussion: Just want everyone to know 9/4/2019 8:27 AN - 0 Commo	nt Professionals - Alan Meister that due to the small size of or nts - Connect	r has created the ur classroom
	KY Training and Developme	nt Professionals - Alan Meister	has created the
	Good Afternoon To all of yo 9/3/2019 1:06 PM - 0 Comme	u, My name is Alan Meister and nts - Connect	l I am the Mic

11. Click on the **My Training** hyperlink at the top of the *My Training* box to navigate to the Transcript screen.

ty Inbox	My Training		
View transcript		Due Date	Action
0 approved training selection(s)) Registered for 4 training selection(s))	KHBE New Application Assister Training V1	3/2/2020	Open Curriculur
· - g · · · g(-)/	Learning Your Way @ Commonwealth U 4.0	6/6/2020	Launch
	NAT Remediation Training	None	Open Curriculun
FAQs	New Employee Orientation	None	None
	OCR Access to Health and Human Services	None	None
MyCAREER FAQs	CHFS New Employee Orientation	None	None
MyLEARNING FAQs	Understanding and Abiding by Title VI of the Civil Rights Act 1964	None	None
MyPERFORMANCE FAQs			
MyPROFILE FAQs	For Training, Diagon make ours you are using integr	act Explorer 44 with 1	ha nan un blaakar tur
MyCOMMUNITY FAQs	off. If you do not have internet Explorer 11 you will	need to use Google (	Chrome with the pop i
Accessibility Assistance FAQs	blocker turned off and the flash player enabled.		
System Requirements & Miscellaneous	Social Feed		
Click here if you have questions or need assistance.	Accessibility Focus Group - Elizabeth Cran Lloved seeing this good news regarding ac 3/26/2020 8:56 AM - 7 Comments - Connect	has received a reply to cessibility in Kentucky	the discussion: /. Tha
	Accessibility Focus Group - Neil Popplewel Future Accessibility Guidelines—for People 3/5/2020 5:17 PM - 1 Comments - Connect	I has received a reply to Who Can't Wait to Re	the discussion: ad Them

Justin Mullins	Bio 🔻 Feedback Transcript Actions 🔻 Snapshot
	Austin Mullins      Transcript: Justin Mullins     Transcript: Justin Mullins  Use the transcript to manage all active training. ***Please make sure you are using Internet Explorer 11 with the pop up blocker turned off. If you do not have Internet Explorer 11 you will need to use Google Chrome with the pop up blocker turned off and the flash player enabled. ***
	0 HRS Aggregate trauning completed
	Active *     By Date Added *     All Types *     Search for training     Q.       Search Results (2)     VIUES Analization Arcisters // UUBB Palicy Tableion
	Successform     Open Curriculum       Successform     Open Curriculum       Successform     Open Curriculum

12. Click **Open Curriculum** next to the selected training.

13. Click **Activate** from the training details screen and the *Activate* button changes to a Launch button.

MyPURPOSE Grow. Learn. Le	ad. Serve.	Search a
Home Need Assistance? Profile Connect Learning Performan	nce Open Opportunities	
0% CURICULUM PROGRESS	Autor Malin: Tensençe Lutin Malin: EHE Applatation Assister 18-1479 Poley Training      HERE Application Assister KI-HIPP Poley Training      The based training is intended for Application Assisters. This training provides a review of the program as well as insights on the upcoming changes to the program beginning on November 4.      Distribution: The Application December 2010     D	Options   corrent KI-HEP 2019:
¢⇒rnerstone		Powered by Cornerstone OnDemand, Inc. ©2000-2020 All Rights Reserved. Terms - Privacy - Cookies

14. Click Launch to begin the training.

MyPURPOSE Grow. Learn. Lead. Ser	ve.
Home Need Assistance? Profile Connect Learning Performance Open Opportunities	
Itone Need Assistance? Profile Connect Learning Performance Open Opportunities	Modula Satestin       Textremediation Training         Modula Satestin       Options**         Final Attempt - Assessment for KHEE's New Assister Training. This training consists of 30 questions and test Application Counseles's knowledge of the New Assister Training. Assisters have 1 attempt to create a core of 600 or higher.         Image: MDAKHEE NAT Remediation Mod 1         Satest: Registered       Date No Due Date         Image: MDAKHEE NAT Remediation Mod 2         Satest: Rending Prior Training       Date No Due Date         Image: MDAKHEE NAT Remediation Mod 2         Satest: Rending Prior Training       Date No Due Date         Image: MDAKHEE NAT Remediation Mod 2         Satest: Rending Prior Training       Date No Due Date         Image: MDAKHEE NAT Remediation Mod Assessment         Satest: Rending Prior Training       Date No Due Date         Image: MDAKHEE NAT Remediation Mod Assessment         Satest: Rending Prior Training       Date No Due Date

15. Click Agree from the Training Agreement.



16. Click the training **play button** once the training pop-up appears to start the training.



17. Repeat the above steps to complete all the required KHBE trainings.

**Please note**: A full list of KHBE's trainings can be found in the <u>kynector training curriculum</u> <u>section</u> at the end of this Welcome Packet. For more information on accessing KHBE's trainings, see the kynector LMS Quick Reference Guide on KHBE's website: <u>KHBE.ky.gov</u>.

**Please note**: kynectors should complete all required trainings as shown **in the order they are listed** in the <u>kynector training curriculum section</u> at the end of this Welcome Packet.

- 18. 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.
- 19. 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.

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

20. Select Click here to complete the process.

\_\_\_\_\_

Lola Bennett,
worker portal has granted you access to the following roles to participate as a user in an Organization - Demo Assister
Application Name: Self Service Portal Role Name: Assister
Please follow the below instructions to gain access as a user for this organization. This invitation link would expire and is valid only for a one-time use. <u>Click here to complete the process</u> If you need any assistance further, please contact the Kentucky Online Gateway HelpDesk.
Kentucky Online Gateway Kentucky Online Gateway HelpDesk
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.

- 21. Enter Email Address and click Next.

22. Enter **Password** and click Verify.

	-	-	
and the second	KENTUCKY.	WAY	
	****	)	
a local division of the second s	Verify with your p	assword	
And a second	@ cit060822.user03b(	@keups.net	
CARL BRIDGE	Password		
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COLUMN DESIGN	Forgot password?		
CONTRACTOR OF THE OWNER	Back to sign in		
of the local division of the local divisiono	English 👻	Help	

**Please note**: If any application within KOG requires Multi-Factor Authentication (MFA), users are prompted to complete MFA when logging into KOG, rather than when accessing the specific application. At this point, if KOG determines that **no** other verification steps are needed then authentication is considered complete.

23. After signing in, the kynector is taken to the **Remote Identity Proofing (RIDP)** screen and later to the **Experian** screen.

\_\_\_\_\_

### 7.2 Remote Identity Proofing Process through Experian

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

1. Enter Email Address and click Next.

-	and the second s
	And and a state of the state of
Sign in with your Kentucky Online Gateway (KOG) Account	And Street or other
Email Address cit060822 user03b@keups net	
Next	
Create New Account Resend Account Verification Email	A24. 3. C. W.
English 💙 Help	and the second se

2. Enter **Password** and click **Verify**.

and the second se	-	-		
	KENTUCH ONLINE GA			
	***			
	Verify with you	ar password		
CONTRACTOR OF TAXABLE PARTY.	@ cit060822.user0	03b@keups.net		
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	1	•		
San Carl	Verif	v∑		
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And a state of the	Back to sign in			
States of the second	English 👻	Help	a second second	C. Competition

**Please note**: If any application within KOG requires Multi-Factor Authentication (MFA), users will be prompted to complete MFA when logging into KOG, rather than when accessing the specific application. At this point, if KOG determines that **no** other verification steps are needed then authentication is considered complete.

- 3. Confirm that the First Name, Middle Name, and Last Name are correct.
- 4. Provide answers to each required question marked with an asterisk (\*) to complete the Remote Identity Proofing (RIDP) process through Experian. **Select** the *checkbox* that states *Identify proofing is enabled by Experian*.
- 5. Click Next.

<ul> <li>The Kentucky Online Cateway must information. Your information may all Kentucky records. Please fill out the for Next when finished.</li> </ul>	st verify your identity information by us so be verified by using information cont orm below using your Legal Name. Fiel	ng public records and consumer credit ained in your Commonwealth of ds with asterisk are required. Click
* Legal First Name	Middle Name	* Legal Last Name
assam		koraku
Name Suffix	Gender	Phone Number
*		
Birth Date	Social Security Number	Email
Y Y		assam.koraku123@dispostable.com
* Home Address	* City	* State
		Kentucky •
* Postal Code	Postal Extension Code	
Identity proofing is enabled by Exper By checking his box I am certifyin the Fair Credit Reporting Act and established by my company ("Exp receive information from the cons that the consumer named above to being requested will be used sole in the consumer's name.	ian ng that l understand the services be that permissible purpose is require erian Subscriber") for obtaining the sumer's personal credit profile from has initiated a transaction with my of ly to confirm the consumer's identi	ing requested are regulated by d. Any special procedures consumer's authorization to Experian have been met. I certify company, and that the service y to avoid fraudulent transactions

- **User Verification** \* 1) what is the colour of rabbit white Red Black Blue 0000 \* 2) what is the day today Friday
   Thursday
   Sunday
   Wednesday \* 3) what is your birth month January Feb March March April May June July August Septembe October November Novemb 4) what is Capital of hungary budapest New york Africa Frankfort \* 5) what is the direction of sunrise East \* 6) what is pencil made up of lead Carbon \* 7) what is the colour of the sky 0000 Blue Red Black BLue
- 6. 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**.

#### **User Verification**

You will need to contact the Experian helpdesk before completing this process. Please call them at **1-866-578-5409**. When calling Experian, please use the reference number including the dashes: **878b-3a-200b**. Once you have verified your identity with Experian, please close your browser before returning to the application.

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 <u>KHBE.Program@ky.gov</u>.

### 7.3 Organization Questions

After kynectors complete the ID Proofing 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 to assist Individuals in the *Please select the Counties you Cover* section.
- 4. Check whether you assist with Individual, Small Market, or both.
  - Individual Market Type –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 –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 Markets.

- 5. Enter the kynector's **Primary Phone Number**.
- 6. Select whether the **Primary Phone Type** is **Cell**, **Home**, **Work** or **Other**.
- 7. Enter the kynector's Secondary Phone Number (optional).
- 8. Select whether the Secondary Phone Type is Cell, Home, Work, or Other (optional).
- 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 consumers within your medical facility/clinic/office/organization?* field.
- 13. Enter the kynector's **Primary Email**.

Organization User Information				
Logal First Name		Christer	shar	
Legal First Name:		Nolan	oner	<sup>™</sup>
Please select the C	ounties you Cover	:*		
OUT OF STATE	Clark	Hart	McCreary	Pike
Adair	Clay	Henderson	McLean	Powell
Allen	Clinton	Henry	Madison	Pulaski
Anderson	Crittenden	Hickman	Magoffin	Robertson
Ballard	Cumberland	Hopkins	Marion	Rockcastle
Barren	Daviess	Jackson	Marshall	Rowan
Bath	Edmonson	efferson	Martin	Russell
Bell	Elliott	Jessamine	Mason	Scott
Boone	Estill	Johnson	Meade	Shelby
Bourbon	Fayette	Kenton	Menifee	Simpson
Boyd	Fleming	Knott	Mercer	Spencer
Boyle	Floyd	Knox	Metcalfe	Taylor
Bracken	Franklin	Larue	Monroe	DboT
Breathitt	Fulton	Laurel	Montgomery	□Trigg
Breckinridge	Gallatin	Lawrence	Morgan	Trimble
Bullitt	Garrard	Lee	Muhlenberg	
Butler	Grant	Leslie	Nelson	Warren
Caldwell	Graves	Letcher	Nicholas	Washington
Calloway	Grayson	Lewis	Ohio	Wayne
Campbell	Green	Lincoln	Oldham	Webster
Carlisle	Greenup	Livingston	Owen	Whitley
Carroll	Hancock	Logan	Owsley	Wolfe
Carter	Hardin	Lyon	Pendleton	Woodford
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# 8 KHBE's kynector Training Curriculum

Navigators and Certified Application Counselors (CACs) are required by KHBE to complete trainings to become a kynector. Additionally, KHBE requires annual trainings to maintain the kynector status. Below is the KHBE kynector curriculum. It is broken into initial trainings for new kynectors and annual trainings. **kynectors should complete all required trainings as shown in the order they are listed below.** 



**Please note:** The KHBE Program may require kynectors to complete additional training to continue to maintain and improve the kynector Program. Organization Administrators have additional trainings that are required as well. For further questions please contact the KHBE Program email inbox at KHBE.Program@ky.gov.

**Please note:** Organization Administrators and kynectors who have been approved by DCBS to submit SNAP and CCAP applications must complete the required trainings prior to being granted the *Assister Other Programs* role.