

The Commonwealth of Kentucky  
**kynect State-Based Marketplace**



**Kentucky Online Gateway  
Account Creation  
Quick Reference Guide**

**Introduction**

This Quick Reference Guide is designed to help users complete the necessary steps to access Kentucky Online Gateway (KOG). 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

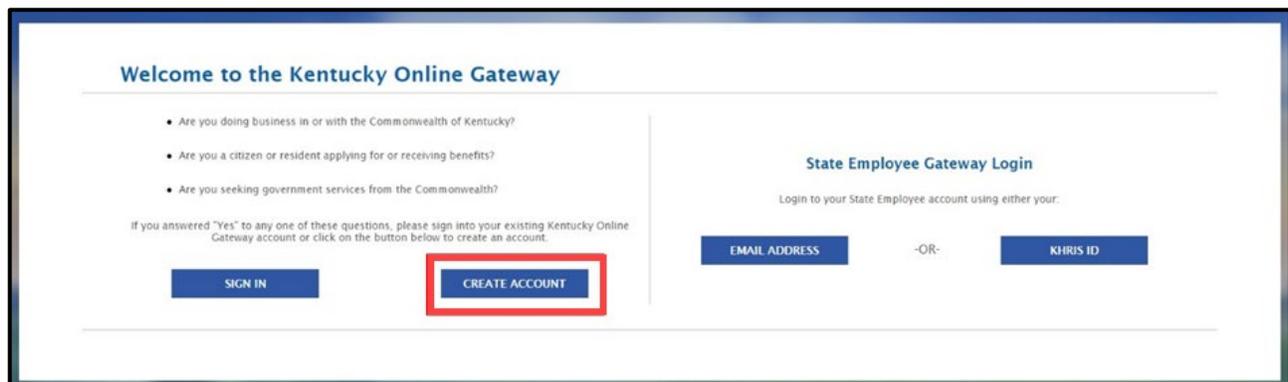
To access a variety of Commonwealth of Kentucky systems including kynect. Users must create a Kentucky Online Gateway (KOG) account. Follow the steps below to create a KOG account.

**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

1. Navigate to the KOG home page at <https://kog.chfs.ky.gov/home>.
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:** Users 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, Users 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 user 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**.

**MYKY**  
MyKentucky.gov

FAQ | Help | English -

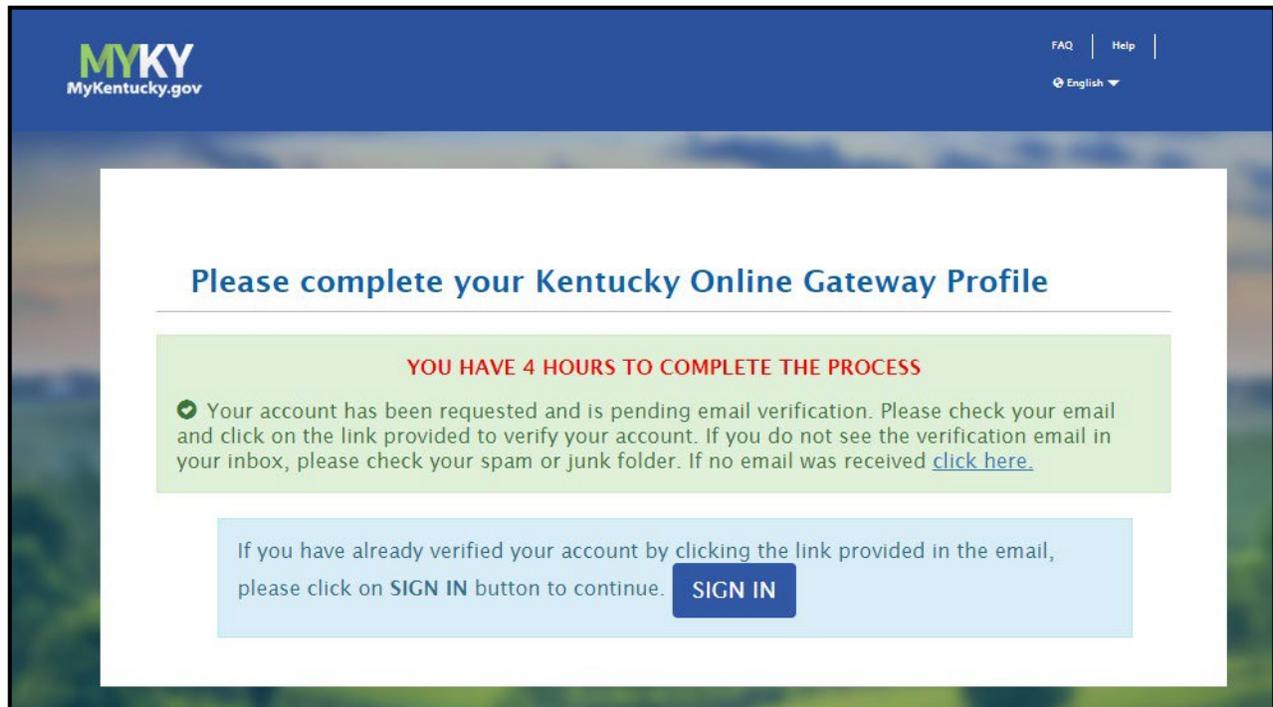
### Please complete your Kentucky Online Gateway Profile

**i** 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 **Sign Up** when finished.  
All fields with \* are required.

* First Name	Middle Name	* Last Name
* E-Mail Address		* Verify E-Mail Address
* Password		* Verify Password
Mobile Phone		Language Preference
Street Address 1		English
City		Street Address 2
Question		State
In what city were you born? (Enter full name of city only)		Kentucky
Question		Zip Code
What was the name of your first pet?		* Answer
		* Answer

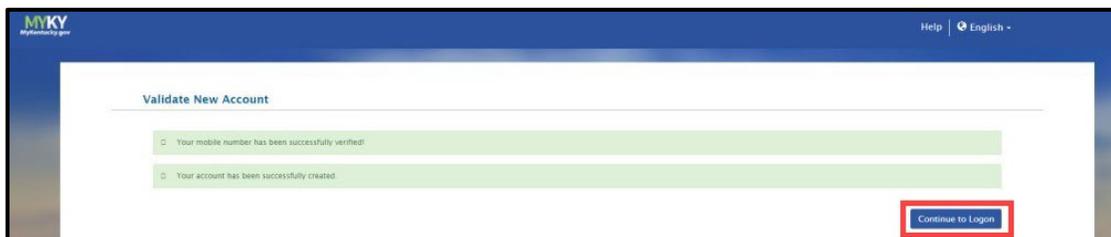
**CANCEL SIGN UP**



The screenshot shows the MYKY MyKentucky.gov website. The header includes the MYKY logo and navigation links for FAQ, Help, and English. The main content area features a white box with a blue border. At the top of this box is the heading "Please complete your Kentucky Online Gateway Profile". Below this is a green box with the text "YOU HAVE 4 HOURS TO COMPLETE THE PROCESS". A green checkmark icon is followed by the text: "Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account. If you do not see the verification email in your inbox, please check your spam or junk folder. If no email was received [click here](#)." Below this is a light blue box with the text: "If you have already verified your account by clicking the link provided in the email, please click on SIGN IN button to continue." A dark blue button labeled "SIGN IN" is positioned to the right of this text.

**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.



The screenshot shows the MYKY MyKentucky.gov website. The header includes the MYKY logo and navigation links for Help and English. The main content area features a white box with a blue border. At the top of this box is the heading "Validate New Account". Below this are two green boxes with checkmark icons and the text: "Your mobile number has been successfully verified" and "Your account has been successfully created". In the bottom right corner of the white box, there is a dark blue button labeled "Continue to Logon" which is highlighted with a red rectangular border.

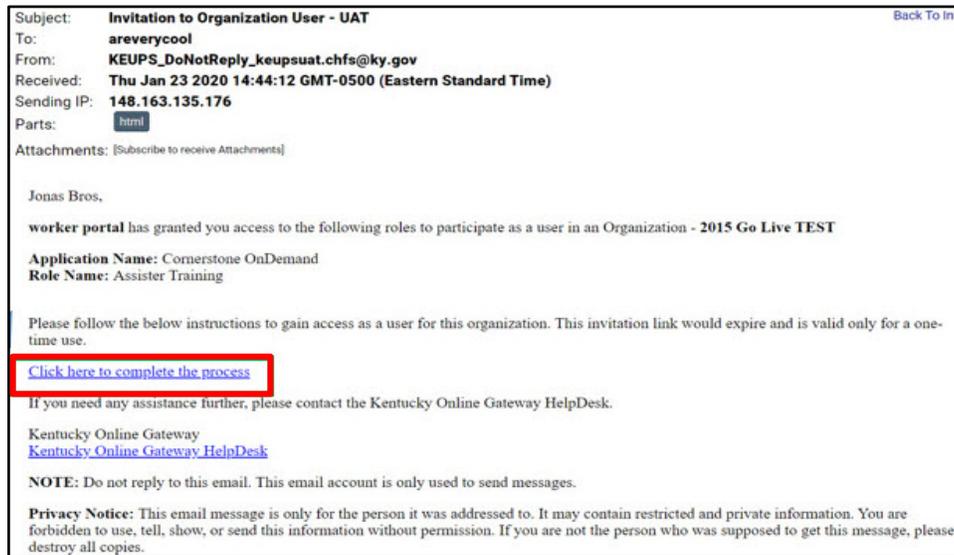
19. Enter credentials and click **Sign In**. The KOG account creation process is complete.

20. Once you sign in, you'll be directed to a **Validate New Account** screen. If a mobile number was provided, the user 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 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.

**Disclaimer :**

- Standard Text Messaging and Data rates may apply. If you do not have an active plan with your cellular service provider, please click **Skip and Continue**.
- The Kentucky Online Gateway will never provide your information to outside entities or sell it to marketing organizations.

**Please note:** Once a user 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 will guide them in the next steps.



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**.

**MyKY**  
MyKentucky.gov

FAQ | Help | English

### Citizen (or) Business Partner Sign In

Sign In with your Kentucky Online Gateway Account.

**Email Address**

**Password** [Forgot/Reset Password?](#)

**SIGN 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](#)

30. Enter the user credentials. Click **Sign In**.

The screenshot shows the 'Citizen (or) Business Partner Sign In' page on MyKentucky.gov. The page has a blue header with the 'MY KY MyKentucky.gov' logo and navigation links for 'FAQ', 'Help', and 'English'. The main content area is white with a blue border. On the left, there is a sign-in form titled 'Citizen (or) Business Partner Sign In'. The form includes the text 'Sign in with your Kentucky Online Gateway Account.' and two input fields: 'Email Address' (with a placeholder 'Enter Email Address') and 'Password' (with a placeholder 'Enter Password' and a 'Forgot/Reset Password?' link). Below the password field is a blue 'SIGN IN' button and a green link 'Resend Account Verification Email'. To the right of the form is a yellow 'WARNING' box with a black border. The warning text states: '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.' Below the warning box is the text 'Don't already have a Kentucky Online Gateway Citizen Account?' and a blue 'Create An Account' button. At the bottom right, there is a green link 'Click here to select user account type'.

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

## Experian Identity Proofing Process

Users 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:** users 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 user with questions based on their credit profile. Provide answers to each question. Then, click **Next**.

User Verification

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

**Please note:** If the user does not have a credit history or Experian cannot perform identity proofing online, a screen similar to the one below displays. The user 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 [KHBE.Program@ky.gov](mailto:KHBE.Program@ky.gov).

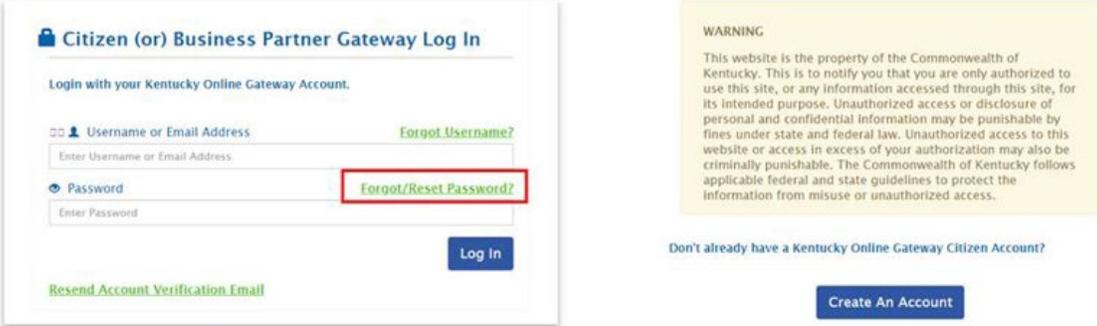
## KOG Password Reset

After creating a KOG account, a user 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:

1. Navigate to the KOG home page using Google Chrome at <https://KOG.chfs.ky.gov>.
2. Select **Sign In**.
3. Select the **Forgot/Reset Password?** link.



The screenshot displays the 'Citizen (or) Business Partner Gateway Log In' page. It features a login form with two input fields: 'Username or Email Address' and 'Password'. A red box highlights the 'Forgot/Reset Password?' link next to the password field. To the right, a yellow warning box contains text about unauthorized access. Below the warning box, there is a link for 'Don't already have a Kentucky Online Gateway Citizen Account?' and a 'Create An Account' button. At the bottom right, there is a link to 'Click here to select user account type'.

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

The screenshot shows the 'Reset Password' page. At the top, there is a blue information box with a question mark icon and the text: 'No longer have access to your 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)'. Below this, there are two radio button options: 'Reset Password via E-Mail Address' (unselected) and 'Reset Password via Mobile' (selected). Under the 'Reset Password via Mobile' section, there are two input fields: 'E-Mail Address' and 'Mobile Number'. Below the 'Mobile Number' field, there is a small example: 'ex: (555) 555 - 5555'. At the bottom right of the form area, there are two buttons: 'SUBMIT' and 'SIGN IN'. A disclaimer is located at the bottom left of the form area, stating: '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 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 user has registered their cell phone number.

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

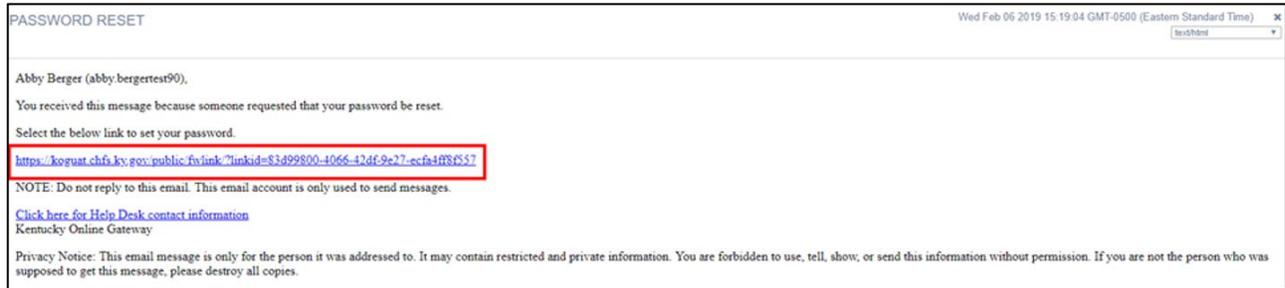
If “Reset Password via E-Mail Address” is selected, follow the steps below:

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

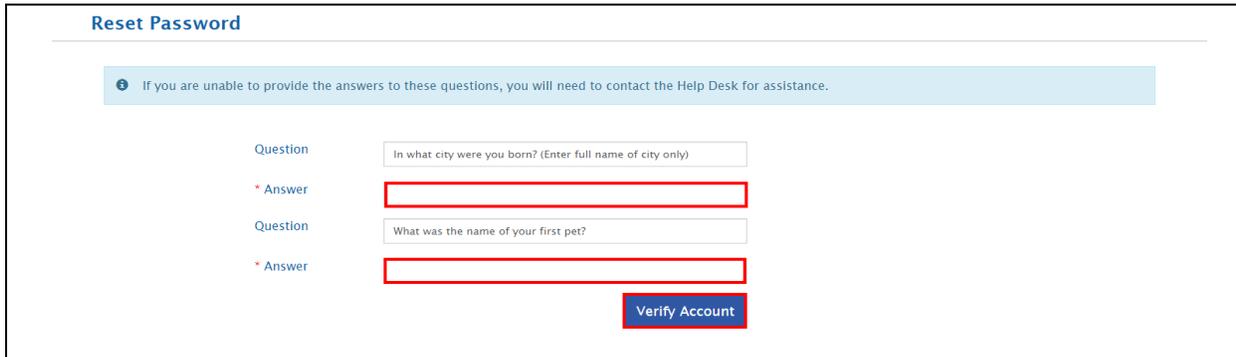
The screenshot shows the 'Reset Password' page. At the top left, there is a logo for 'MYKY MyKentucky.gov'. At the top right, there are links for 'FAQ', 'Help', and 'English'. Below the header, there is a blue information box with a question mark icon and the text: 'No longer have access to your account? 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)'. Below this, there are two radio button options: 'Reset Password via E-Mail Address' (selected) and 'Reset Password via Mobile' (unselected). Under the 'Reset Password via E-Mail Address' section, there is one input field: 'E-Mail Address'. At the bottom right of the form area, there are two buttons: 'SUBMIT' and 'SIGN IN'.

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

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

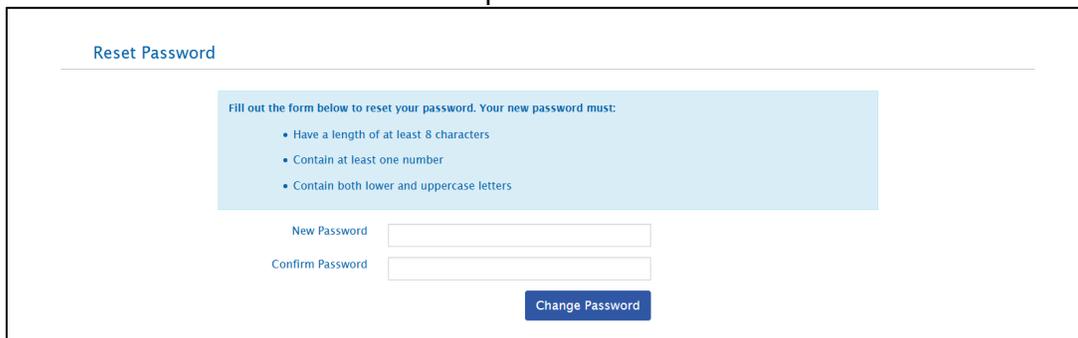


4. Enter the answers to the two security questions on the **Reset Password** screen.



**Please note:** If the user cannot answer the two security questions, please contact the KOG Help Desk at [KOGHelpdesk@ky.gov](mailto:KOGHelpdesk@ky.gov).

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.



## Change KOG Email Address

The steps a user 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 user 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](mailto:KOGHelpdesk@ky.gov)

**Request Username**

**!** If you forgot your email address or no longer have access to your email account, please email the KOG Helpdesk at [KOGHelpdesk@ky.gov](mailto:KOGHelpdesk@ky.gov)

Please enter your email address below to start the Username recovery process.

\* E-Mail Address

**SUBMIT**

**SIGN IN**

2. Alternatively, call the KOG Help Desk at: **502-564-0104 Ext. 2**

**List of Contacts**

Below we have listed some helpful phone numbers. If you are not sure where to call for help or whom to contact, call KOG Security Helpdesk

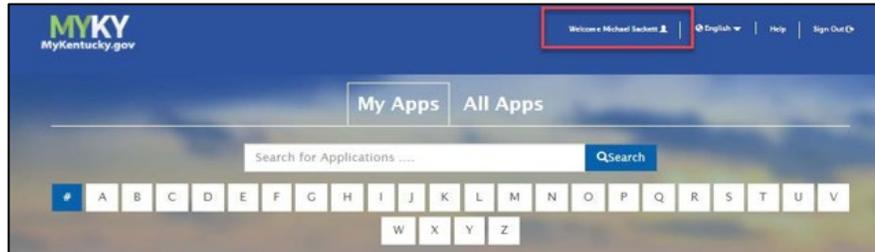
**Kentucky Online Gateway Helpdesk**

KOG Security Help Desk	<b>502-564-0104</b> Extension: 2	<b>Monday - Friday</b> 8:30 AM - 5:00 PM EST <a href="mailto:KOGhelpdesk@ky.gov">KOGhelpdesk@ky.gov</a>	Contact for account related issues, application issues or Troubleshooting
Frequently Asked Questions		<b>Click on the link</b> 24 Hrs EST	For KOG Account Creation and Management Frequently Asked Questions

## Changing a Known KOG Email Address

If a user 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.

Kentucky Online Gateway	
Welcome Michael Sackett   My Account   sign out   Help   English	
My Info   My Credentials   My Agreements   Change Password   Mobile Registration   Organ Donor Registration	
My Information <a href="#">Back To Application</a>	
Use this page to modify your account information. When finished, click the Save button at the bottom of the screen.	
User Profile	
* First Name	Michael
Middle Name	
* Last Name	Sackett
Address 1	741 Providence Rd.
Address 2	
City	Lexington Ky
State	Kentucky
Zip Code	40502
Telephone	
Mobile	8595371212
Fax	
* Language Preference	English
* E-Mail Address	m.sackett1@gmail.com
* Verify E-Mail Address	m.sackett1@gmail.com

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.