Kentucky Health Benefit Exchange

Application Assister Learning Management System (LMS)

Frequently Asked Questions

KHBE Application Assister LMS Frequently Asked Questions

Introduction
The Kentucky Health Benefit Exchange is happy to announce the introduction of the My Purpose Learning Management System (LMS) to the Application Assister Program! Onboarding for Application Assisters is set to take place through the Kentucky Online Gateway (KOG) beginning on **December 4th, 2019**.
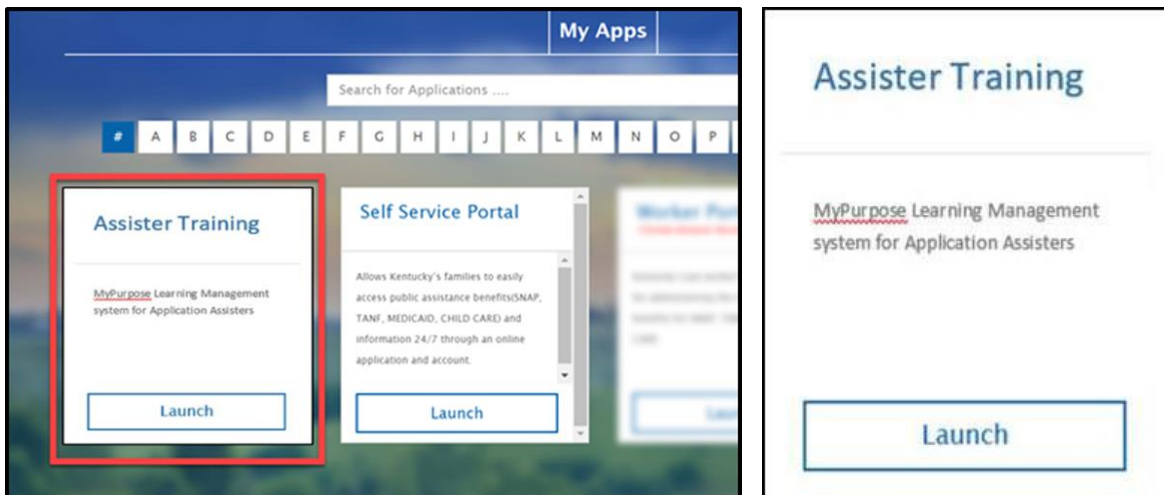

What is the Learning Management System (LMS)?
A Learning Management System (LMS) is an online web application that hosts and tracks web-based trainings.

How will the My Purpose LMS benefit Application Assisters?
My Purpose will allow Application Assisters to easily access trainings to help build necessary knowledge and skills. My Purpose will also streamline the required training process.

How will Application Assisters access the My Purpose LMS?

Application Assisters will access My Purpose through their Kentucky Online Gateway (KOG) account. This is the same process as accessing Benefind. Once Application Assisters are onboarded, they will see an Application Assister Training tile next to their Benefind tile. See training tile below:

How can Application Assisters prepare for LMS onboarding?
Application Assisters can prepare for LMS onboarding by:
- Making sure they know how to log into Kentucky Online Gateway!
- Making sure they are using the latest web browsers:
  - Internet Explorer 11, Firefox 4, Safari 8, Opera 27, Microsoft Edge, or Google Chrome
- Keeping an eye out for future onboarding communications!

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Will Agency Administrators be able to view an Application Assister's completed courses?
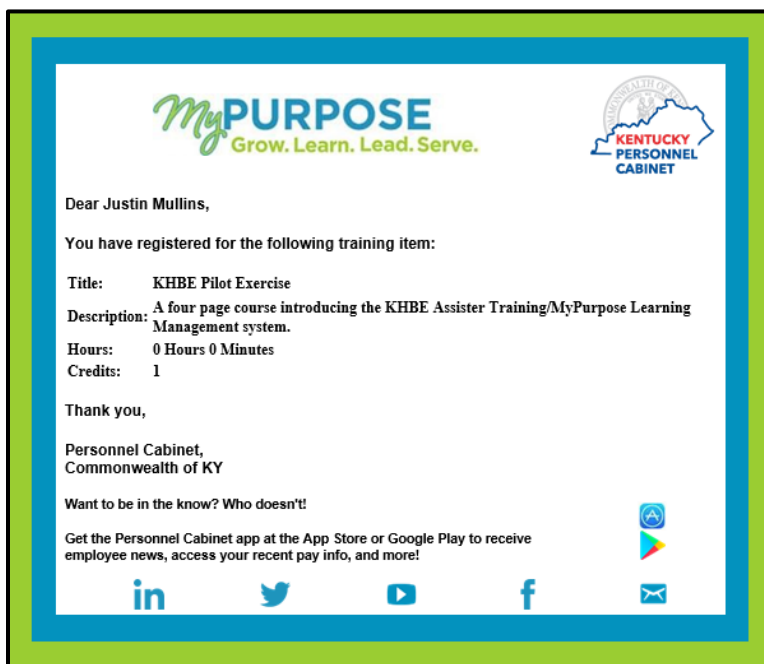
Agency Administrators will **not** be able to view an Application Assister's completed courses. However, the Kentucky Health Benefit Exchange Team will be able to view an Application Assister's completed courses. Application Assisters will be able to view their completed courses and completion certificates through their transcript on My Purpose. KHBE can provide such information to Agency Administrators upon request.

What should an Application Assister do if their Assister Training tile is missing from the Kentucky Online Gateway (KOG) landing page?

Application Assisters should log out and then log back into their KOG account. This will refresh their KOG landing page, which should add their Assister Training tile.

How will Application Assisters know they have been assigned a training by the Kentucky Health Benefit Exchange (KHBE) Team?

Once an Application Assister is assigned a training by KHBE they will receive an email in the email account connected to KOG letting them know they have been registered for a training item. See image below.

Please Note: For any additional questions, Application Assisters should contact their Agency Administrator and the Kentucky Health Benefit Exchange's Program inbox at **KHBE.Program@ky.gov**.