

How to Update Personal Information in KOG to Synchronize with KY MPPA

In this document, users will learn how to access, update, and synchronize KOG information with the KY MPPA application.

Overview

Occasionally, KY MPPA users will need to make changes to their personal information in their KOG accounts. To update information such as email address, phone number, name, or home address, the user must make the change in the Kentucky Online Gateway account and have it synchronized with KY MPPA. (See Figure 1)

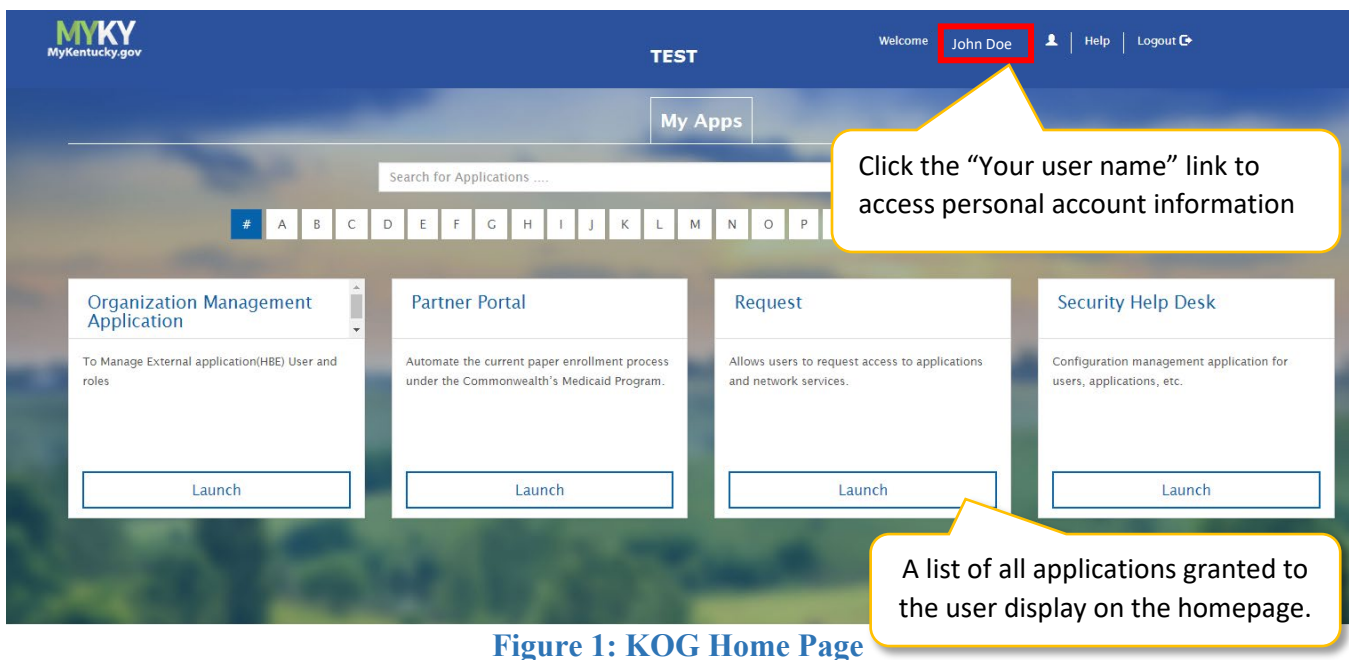


Figure 1: KOG Home Page

KOG Account Homepage

1. From the **KOG Homepage**, click the **"Your user name"** link to access account information. This directs the user to the **"Account Home"** screen.

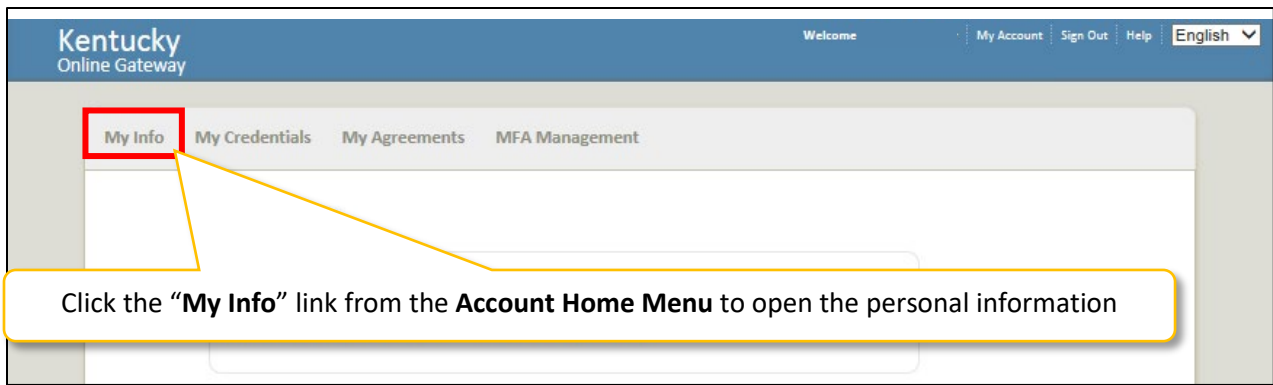


Figure 2: KOG Account Homepage – Menu

2. On the **Account Home** screen, click the **“My Info”** link to access the account information screen.
3. This link will direct user to the **My Information** screen after entering security verification information. (See Figure 4)

NOTE: Users will need to use the **VIP Token** to gain access to the **My Info** screen to make changes to their account. (See Figure 3)

NOTE: The direct link to the KOG Homepage is <https://kog.chfs.ky.gov/home/>.

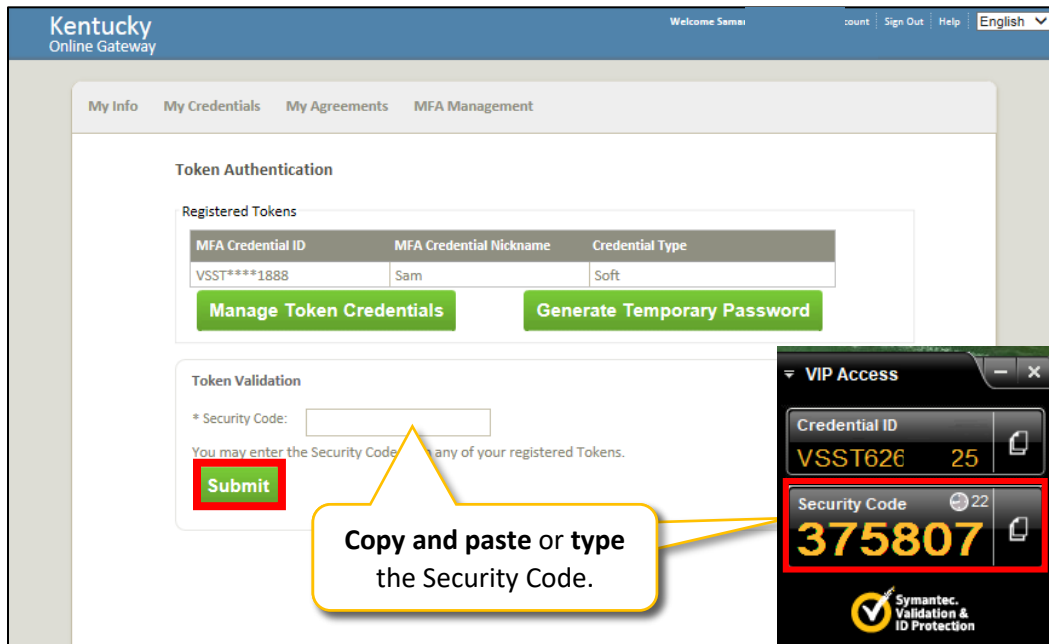


Figure 3: VIP Access Token

Enter VIP Token Security Code

4. Before users are able to make edits to personal information, users are first required to enter the VIP Token Security Code.

5. Click the “**Submit**” button, which directs users to the **My Information** screen.

Kentucky Online Gateway Welcome My Account Sign Out Help English

My Info My Credentials My Agreements MFA Management

My Information

Use this page to modify your account information. When finished, click the Save button at the bottom of the screen.

Name

Job Classification

* First Name

Middle Name

* Last Name

* E-Mail Address

* Verify E-Mail Address

* Language Preference

Contact

Telephone Address 1

Web Page Address 2

City

State

Zip Code

Additional Telephone Numbers

Home

Mobile

Pager

Fax

Approval Unit

Level 3

Level 2

Level 1

Security Question & Answer

Select security questions from the list below and provide an answer for each that you will remember. These questions will help the Help Desk verify your identity if you need assistance.

Question

* Answer

Question

* Answer

Save **Cancel**

Figure 4: My Information Screen

My Information Screen

6. Users can update their information on the “**My Information**” screen.
7. Click “**Save**” to save the updates.

NOTE: The next time the user logs in the changes are **synchronized with KY MPPA**.