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)

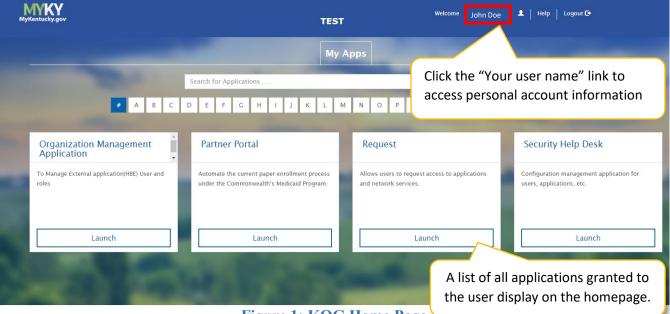


Figure 1: KOG Home Page

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.



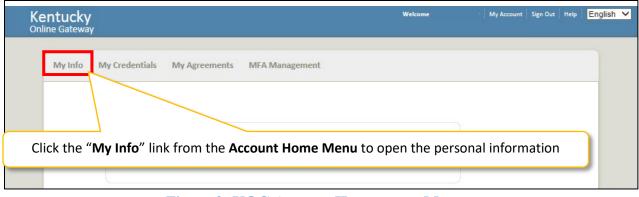


Figure 2: KOG Account Homepage – Menu

- 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 <u>https://kog.chfs.ky.gov/home/.</u>

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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.

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Info My Creden	ciais wiy Agi	cements MPA	Management		
My Informat	tion				
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Use this page	to modify you	r account informa	tion. When finished, click th	e Save button at the b	ottom of the screen.
Name					
Job Classificat	tion				
* First Name		John			
Middle Name					
* Last Name		Doe			
* E-Mail Addr	ess	john.doe@k	y.gov		
* Verify E-Ma		john.doe@ky			
	* Language Preference English		.507		
Contact					
Telephone	502-555-4444	ext. 1234	Address 1		
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Security Que	stion & Answer				
			nd provide an answer for eac		ber.
These question	ons will help the	Help Desk verify y	your identity if you need assis	stance.	
Question	What Is	your maternal gran	ndfather's first name?	\sim	
* Answer	John				
Question	What wa	as the name of you	Ir first pet?	\sim	
* Answer	John	a contractor of 199			

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.

