## The Commonwealth of Kentucky



Together for a better Kentucky

# kynect resource Onboarding Training





This Training Guide is designed to help Community Partners complete the steps required to onboard to **kynect resources**.

## Table of Contents

kynect resources Claim My Site	
Steps to Claim My Site on kynect resources	
Kentucky Online Gateway (KOG) Account Creation	6
Multi-Factor Authentication Download	12
OKTA Verify	12
Symantec VIP	16
kynect resources Required Training and First-time User Login	

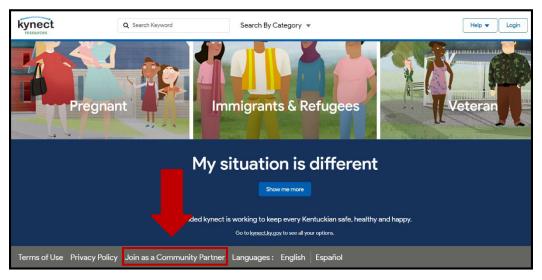


## kynect resources Claim My Site

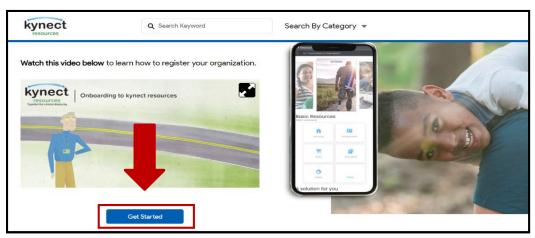
The first step in the onboarding process is to claim your site on kynect resources.

#### Steps to Claim My Site on kynect resources

- 1. Using Google Chrome, Navigate to <u>kynect.ky.gov/resources.</u>
- 2. Accept the cookies.
- 3. Scroll to the bottom of the **kynect resources** page and click, "Join as a Community Partner."



4. On the next screen, click, "Get Started."



Please Note: The Onboarding Video on this page walks through the entire onboarding process if you need extra help.



5. Find your organization by typing in your organization's name or searching by city.

kynect	Q Search Keyword	Search By Category 💌	Help 🗸 Login
Find Your Organiza	tion	l <sub>3</sub> ∙	
Organization Name	City		
Q Search by Organization	Q. Search by City	Search	

6. Once you find your organization, click, "Select."

kynect	Q Search Keyword Sea	arch By Category 🔻	Help 🔻 Login
Add organization Select your or	ganization below		
Organization Name	City		
Q Search by Organization	Q. Search by City	Search I can't find my organization	
A Brighter Choice PartnerOrg	215 South 4th Street, Danville, Kentucky, 40422	https://www.facebook.com/A-BrighterSelect	
A Brighter Future PartnerOrg	1625 Greenup Avenue Suite 1, Ashland, Kentucky, 41101	http://brighterfutureinc.net/home	

Please Note: If you cannot find your organization or if your organization has already been claimed, please contact 2-1-1 for help.



 Fill in your contact information for all \*required fields\* and then click, "Continue."

kynect	Q Search Keyword	Search By Category 👻	Help 🔻 Login
Add contact information Contact Inform			
A Brighter Choice PartnerOrg	215 South 4th Street Danville, Kentucky, 40422 https://www.facebook.com/A-Brigh	ter-Choice-300867620029495/	
* First Name		* Role in your organization	
		Manager	-
*Last Name			
		How did you hear about kynect resources	
*Company Email address		From a State	
youraddress@company.com		From an Assister	
* Phone Number		From Commonwealth     Other	
Policy	win this account on behalf of this community pertner. You agree to KY <u>Terrar</u> alls regarding KY's products, services, and events. You can unsubsorbe at a and available.	My organization offers volunteer opportunities, which we w	vould like to share online for residents to apply.
Back Continue	en a punturas		

8. Upon successful completion, you will see the screen below, click, "Close."

	5 South Address Al ington, Kentucky, 40502 solver Success	
	Your request was submitted. An email of your request was sent to your inbox.	
	Here's what you can expect next:	
	<ul> <li>We'll contact you to confirm your details and process your access request within one week.</li> </ul>	
	<ul> <li>Once approved, you will receive an email to setup a KOG account (Kentucky Online Gateway – the single sign-in solution). This is how you'll login.</li> </ul>	
	<ul> <li>Additionally, the first time you login, you'll gain access to some training materials to understand our security and privacy policies to protect resident information.</li> </ul>	
		es who
	rideo.	
Buck Continue		

Please Note: You will receive an initial email from United Way stating they
have received your request. After your request is approved, you will receive a second email with a link to set up your Kentucky Online Gateway (KOG) Account.

Onboarding Step 1: Claim My Site is Now Complete!

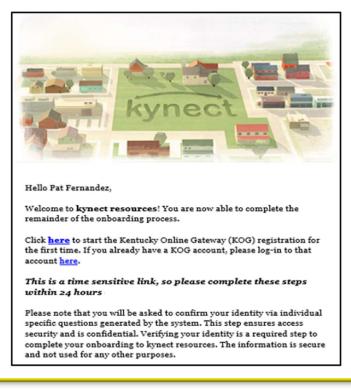


### Kentucky Online Gateway (KOG) Account Creation

To access a variety of programs and systems including **kynect resources**, a user must complete a one-time registration as a KOG user. Each user must have a unique email address to complete the verification process. To complete the second step of the onboarding process, follow the steps below. Due to the security requirements of the site, steps in this process may **time out** if no action is taken.

1. As stated above, you will receive a second email with the KOG registration link.

**Existing KOG Account:** If you have an existing KOG Account with your organization email address, you **MUST** use the link for those with an existing account in the email. You will be navigated to complete the **kynect resources** training and the Resources Community Portal Tile will be added to your KOG homepage. See page 23 of this guide for training and first-time login information.



<u>)</u>

Please Note: The KOG link expires in 24 hours. If the link expires, you will have to request a new link to continue the process. If the link in the welcome email expires, email kynectresources@ky.gov to request a new email from kynect resources.

One of the most frequent issues occurs at this step. Due to organizations' email security features, sometimes these emails do not show in the inbox. Please double check all spam, junk, or other folders if you do not see this email.

Page 6 of 22



2. New users will click "Create New Account" to begin the KOG Account Creation Process. In the KOG Account Creation process, you should use your organization or **business email address** when creating your account for **kynect resources**.

Welcome to the new Kentucky Online Gateway (KOG) sign page.	-in page! Please login with your existing KOG account. If you	un into any login issues, please refer to the new Help $ imes$
	Sign in with your Kentucky Online Gateway (KOG) Account (IDE) Email Address	and the second s
	Next Create New Account Resend Account Verification Email	
	English V Help	
through this site, for its intended purpos federal law by criminal prosecution, pen	WARNING nonwealth of Kentucky. This is to notify you that you are only authori or Unauthorized access or disclosure of personal and confidential in alties, and fines as well as civil penalties. Unauthorized access to this ishable and subject to fines and penalties. The Commonwealth of H	ormation may be punishable under state and website or access in excess of your

3. Fill in the requested information for all **\*required fields\*** and click, **"**Sign-up."

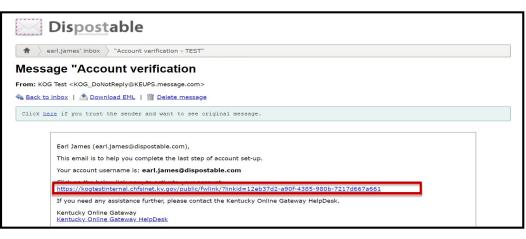
DI.	anco comulato vov	r Kantusku Onlina (	Cataway Profil			
Ple	ease complete you	r Kentucky Online	Jaleway Profil	e		
	• If you already have an existing your account.	Kentucky Online Gateway (KOG) Account, ple	ase click <u>here</u> to reset your passy	word OR click on the CANCEL	button below to log int	0
	Please fill out the form below and clic All fields with * are required.	k Submit when finished.				
	* First Name	Middle Name		* Last Name		
	* E-Mail Address		* Verify E-Mail Address			
	* Password		Verify Password			
	Mobile Phone		Language Preference			v
	Street Address 1		English Street Address 2			•
	City		State		Zip Code	
	Question		* Answer	~		
	In what city were you born? (Enter full	name of city only)	~			
	Question		* Answer			
	What was the name of your first pet?		×			



4. A confirmation screen appears, and an email is sent to verify the KOG account.

	Help   @English+	
	Please complete your Kentucky Online Gateway Profile	
	• 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 indox, please check your spam or junk folder. If no email was received <u>click here</u> .	
	If you have already verified your account by clicking the link provided in the email, please click on SIGN IN button to continue. SIGN IN	
No. of Concession, Name	And in case of the local division of the loc	

5. You will receive a verification email, follow the link to complete account set up. Google Chrome is the preferred browser.



Again, we ask you check your spam or junk folders if you do not receive the email within a few minutes.

6. On the Validate New Account screen, click, "Continue to Sign-in."

	IDE	Help   Q English 🗸
Validate New Acc	ount	
• Click on the button	below to Sign in now and complete the final step of the account	creation process.
		Continue to Sign in



#### 7. Confirming Your Identity

An important part of creating a KOG account is User Verification. This is a standard across state programs and satisfies the privacy and security standards the state programs must meet. It simply means, the state has verified you are who you say you are and there is a record of who has access to the system.

Experian is a third-party vendor who confirms identity in this process. No CHFS program has access to your personal information or details of your verification, and it is not used for any other purpose than verifying identity. Experian communicates the confirmation result to our system to allow access. Some users do not pass ID Verification and are provided the phone number to Experian along with a reference code. This call typically takes only a few moments, and the user can proceed with next steps.

To facilitate the success of ID Verification, it is important to use your home address on the user verification screen. While including a Social Security number is not required, adding this field may better help confirming identity. If a user is unable to complete ID Verification, they must be verified in person, providing proof of Identity and citizenship status.

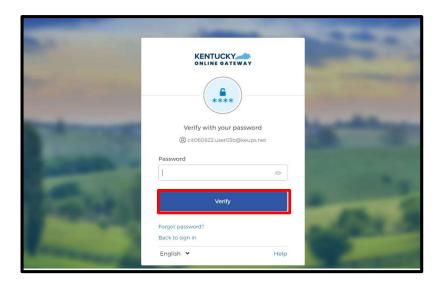
← → C iii https://uat.kog.ky.gov/request/UserVerification/MainU	erVenfication.aspx			x 🖈 🛛 😁 🗠
		UAT	Welcome Debra Citizen 💄	❷ English 🛩   Help   Sign Out 🗗
User Verification				
	information. Your information may al	st verify your identity information by u so be verified by using information cor orm below using your <b>Legal Name</b> . Fie		Adding your
Contract of Contra	* Legal First Name	Middle Name	* Legal Last Name	Social Security
	Debra		Citizen	Number is
	Name Suffix	* Gender	Phone Number	optional but may
and it's	~	Y		help verify your
and the second se	* Birth Date	Social Security Number	* Email	identity more
Make sure	· · ·		debra.citizen.sfuat3@mailinator.com	quickly.
	Home Address	City	State	
to use			Kentucky 🛩	
HOME	Postal Code	Postal Extension Code		
address in				
this field				6
			Next	



8. Once you have successfully verified your account and identity, you will be taken to the KOG login screen where you will enter the email address associated with your new KOG account and click, "Next."

KENTUCKY	100	
Sign in with your Kentucky Onl Gateway (KOG) Account	ne	
Email Address	100	
cit060822.user03b@keups.net		
Next		
Create New Account		
Resend Account Verification Email	State of Concession, Name	
English 🖌	Help	

9. Enter your password into the Password field and click, "Verify."





10. After logging into **kynect resources**, you will be redirected to the Kentucky Organ Donor Registration screen. Here, you will be prompted to register as an organ donor. Click "Yes, Register Now" to register as an organ donor or "Remind me later" to be redirected to the KOG dashboard.

	Welcome cit091622 user01b   My Account   S	ign Out Help <mark>English ∨</mark>
ONLINE GATEWAY         Register as a Kentucky Organ Donor         With the passing of KY SB77 and in partnership with Donate Life Kentucky, the created the below form for Kentuckians to join the Kentucky Organ Donor Regi please fill out the required fields below, select the consent checkbox, and click         Register as a Kentucky Organ Donor	stry. If you'd like to join the KYDR,	×
Would you like to register as an organ donor?         With the passing of KY SB77 and in partnership with Donate Life Kent has created an online portal for Kentuckians to join the Kentucky information on what it means to be an organ donor, please visit <a href="https://www.meansto.com">https://www.meansto.com</a> (Note: The State S	r Organ Donor Registry. For more /donatelifeky.org/why-donate/.	

11. Upon successful completion of KOG registration, you will see the **kynect resources** app labeled, "Resources Community Portal", click, "Launch."

Му	Apps				
Search for Applications	QSearch				
C D E F G H I J K L	M N O P Q R S T U V W				
Resources Community Portal	Resources Staff Portal				
Portal for community partners to connect with resources	Portal for managing the organization claim request				
Launch	Launch				

Onboarding Step 2: KOG Registration is Now Complete!



#### Multi-Factor Authentication Download

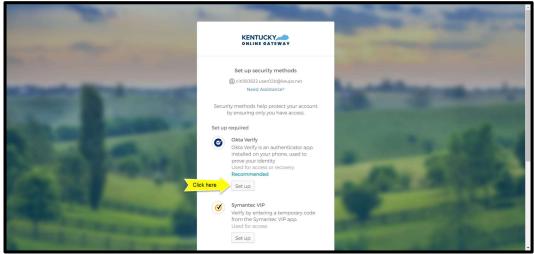
To maintain the highest level of security, the third step of the **kynect resources** onboarding requires a multi-factor authentication (MFA) credential identification and account verification. Community Partners have the option to download either Okta Verify or Symantec VIP. One of these MFAs will be used each time you login to **kynect resources**.

-<u>`</u>@

MFAs are a common security measure used in government, collegiate, and other general work settings to access secure databases or even one's email. All KOG users are required to use one of these MFAs.

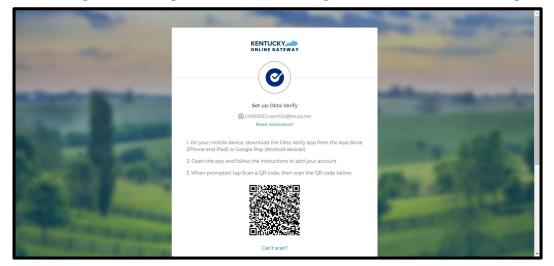
#### OKTA Verify

 After clicking, "Launch" on the Community Resources Portal, the system redirects you to the Set-up security methods screen below where you will set up either the Okta Verify or Symantec VIP MFA. To set up the Okta Verify authenticator app, click, "Set up."

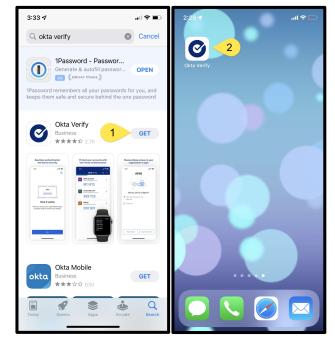




2. The Set-up Okta Verify screen has three steps to enroll into Okta Verify.

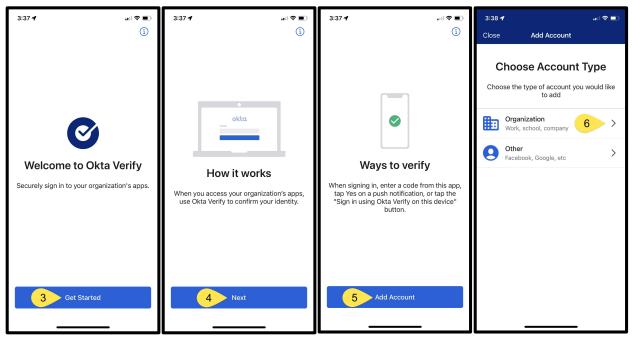


3. First, download the Okta Verify app to your mobile device or tablet from the App Store or Google Play.





4. Next, open the Okta Verify app and follow the instructions shown in the screenshots below to add your account.



5. Your device will prompt you to scan a QR code to register; when prompted, click, "Yes, Ready to Scan" to open your device's camera.





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



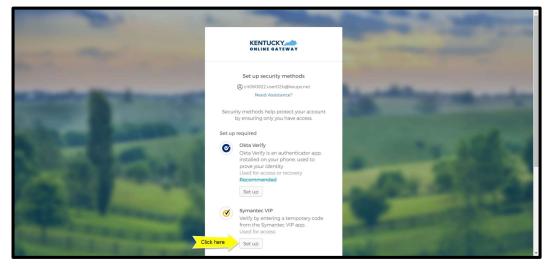
7. If your device successfully scans the QR code, KOG will recognize that the Okta Verify MFA enrollment is complete. To login to **kynect resources**, click "Select" next to either "Enter a code" or "Get a push notification" and follow the prompts on your device to complete the login process.



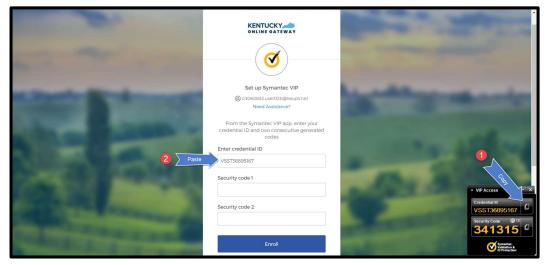


#### Symantec VIP

1. To set up Symantec VIP as your MFA, click, "Set up."

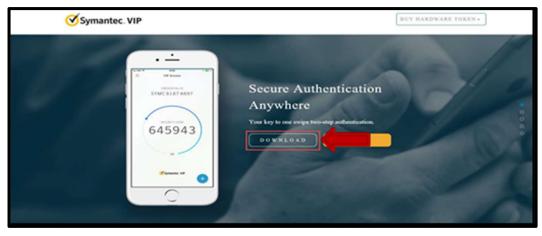


2. You will be taken to the Set-up Symantec VIP screen to log into kynect resources using the Symantec VIP Access application. Enter (or copy and paste) the Credential ID from the VIP access app on your computer (or phone). Enter (or copy and paste) the Security Code from the VIP access app on your computer (or phone) into the Security code 1 box. Wait for a new code to generate and enter (or copy and paste) the new code into the security code 2 box. Click, "Enroll."





3. If you do not have the Symantec VIP Access Application, navigate to <u>https://vip.symantec.com/</u>. You will be taken to a screen to begin downloading the VIP token, click, "Download."



- 4. To download the Symantec VIP Token, choose one of the following options:
  - To download for Windows-based machine, click, "Windows"
  - To download for Mac, click, "Mac"

Symantec. VIP			BUY HARDWARE TOKEN +
	Choose your options	Clos	۰ / ۴
	VIP Access for Mobile	VIP Access for Computer	
	iOS Android	Mac Mac 03 X1011 er higher Windows* 7 SPJ, Wanforws* 8, 81	
	30	md 10 (active Galery mode eacly)	c
	∕ofsymantee VP		
	0		



5. Click, "Run" to begin the install process of the VIP Token.

<b>⊘</b> sy	mantec. VIP			BUY HAR	DWARE TOKEN -
	Choose you	r options		Close	
	N. V	IP Access for Mobile	VIP Acce	ss for Computer	
	É	i Android	Mac: Mac: Mac OX H II = tupler	Windows Windows (11) and Piant windows and and	
	100		WALOAD		
	2000 C	•			
	Do you want to run or save VIPAccessSetug		aus.com?	Ret	

6. A Welcome to the VIP Access Setup Wizard box will appear, click, "Next."





7. On the License Agreement Screen, click, "I accept the terms in the license agreement" and click, "Next."

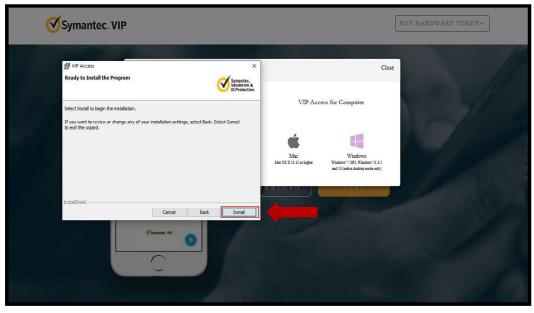


8. On the location screen, select your install location and click, "Next."

Symantec. VIP				BUY HARDWARE TOKEN *
劇 VIP Access	×		Close	
Select Install Location	Symantec. Validation & ID Protection			
This wizard will install VIP Access in the location shown below. To install VIP Ac location, select Browse.	ccess in a different	VIP Acce	ss for Computer	
Select Hext to start the installation process. Folder: C: Program Files (x66)(Symantec)(VIP Access Client)	Browse	Mac Mac OS X 10.12 or higher	Windows Windows* 7.591, Windows* 8, 8.1 and 10 (native dealog mode only)	
InstalSheld Cancel Back	Next	NLOAD	TEST	100
(Separate VP)				



9. On the Ready to Install the Program screen, click, "Install."



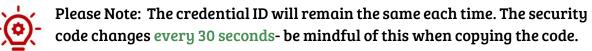
10. On the Install Shield Wizard Completed screen, click, "Finish."

Symantec. VI	P		BUY HARDWARE TOKEN+
	Choose your options	Ca	
∰ VP Access	X Installished Weard Completed	VIP Access for Computer	
Symantec.	VP Access installed successfully,	Mar Mar No.11.11.0 maps Martine Martin	
	Note: Go to All Programs from the Start menu to lounch 10P Access.	3-ALOAD TEN	
	Carcol Back Presh		
			6



11. Upon successful download, you will see the VIP Access icon on your desktop. To open the token app, double click.

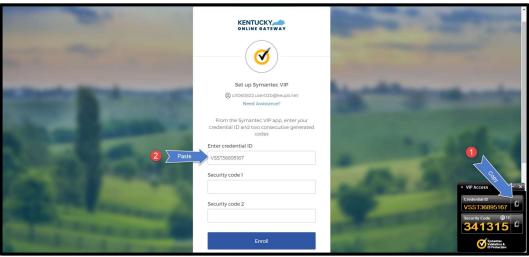




12. Navigate back to the MFA screen in your browser.

- Enter (or copy and paste) the Credential ID from the VIP access app on your computer (or phone).
- Enter (or copy and paste) the Security Code from the VIP access app on your computer (or phone) into the Security code 1 box.
- Wait for a new code to generate and enter (or copy and paste) the new code into the security code 2 box. Click, "Enroll."
- (Picture on next page)





Onboarding Step 3: VIP Access MFA Download is Now Complete!



#### kynect resources Required Training and First-time User Login

The final step of the onboarding process is to complete the **kynect resources** required training and the first-time user login information.

1. Watch the three training videos and pass the three quizzes for Privacy and Security, Program Summary, and System Trainings. Click, "Next" when finished.

ACTIVITIES			
Plan activities			
Privacy and Security	Status: 0%	Duration: 0 min	
Privacy and Security		= 0% 0 min	View
Privacy and Security Quiz		= 0%. 0 min	Launch
✓ Program Summary	Status: 0%	Duration: 0 min	
✓ System Trainings	Status: 0%	Duration: 11 mins	

2. Complete the details on the First Time Login screen and click, "Save."

kynect			
rst Time Login			
First Name		Log Out	Save
Joan Last Name Hall			
*Email Address			
joan.hall@dispostable.com			
* Mobile Phone			
(344) 645-6456			
* Primary Location			
Lexington			-

Onboarding Step 4: **kynect resources** Required Training is Now Complete!

## You are now successfully onboarded to kynect resources!

The starting point to launch the Resources Community Portal and login is: <u>KOG.CHFS.ky.gov</u>

You may bookmark this site on your computer. It is a best practice to use the Chrome browser for **kynect resources** and clear cache frequently. Try using an Incognito window if your unable to clear cache or browsing history often.