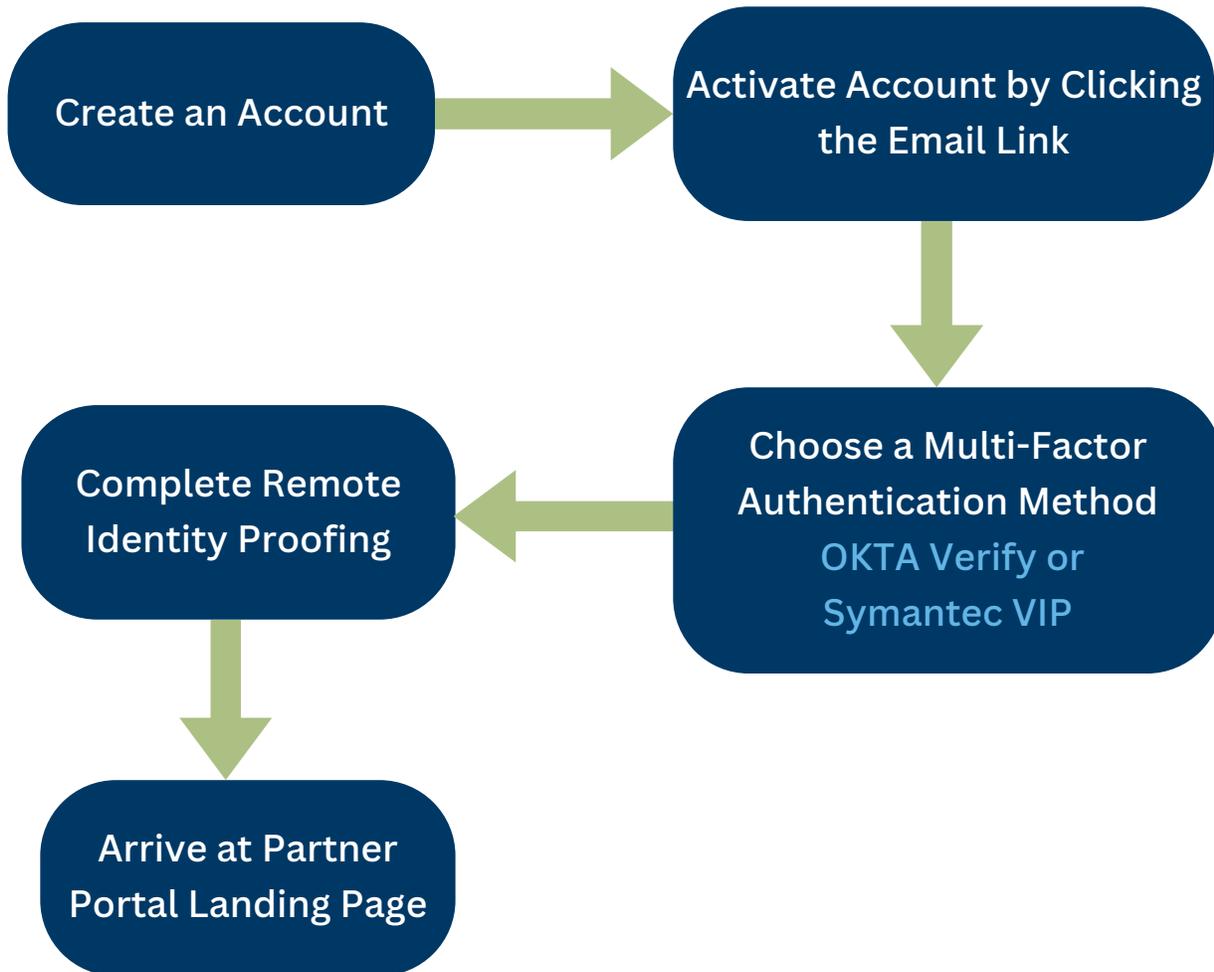


How to Create a Partner Portal Account

The steps for creating a Partner Portal account are outlined below. Users must create an account in order to gain access to Partner Portal.



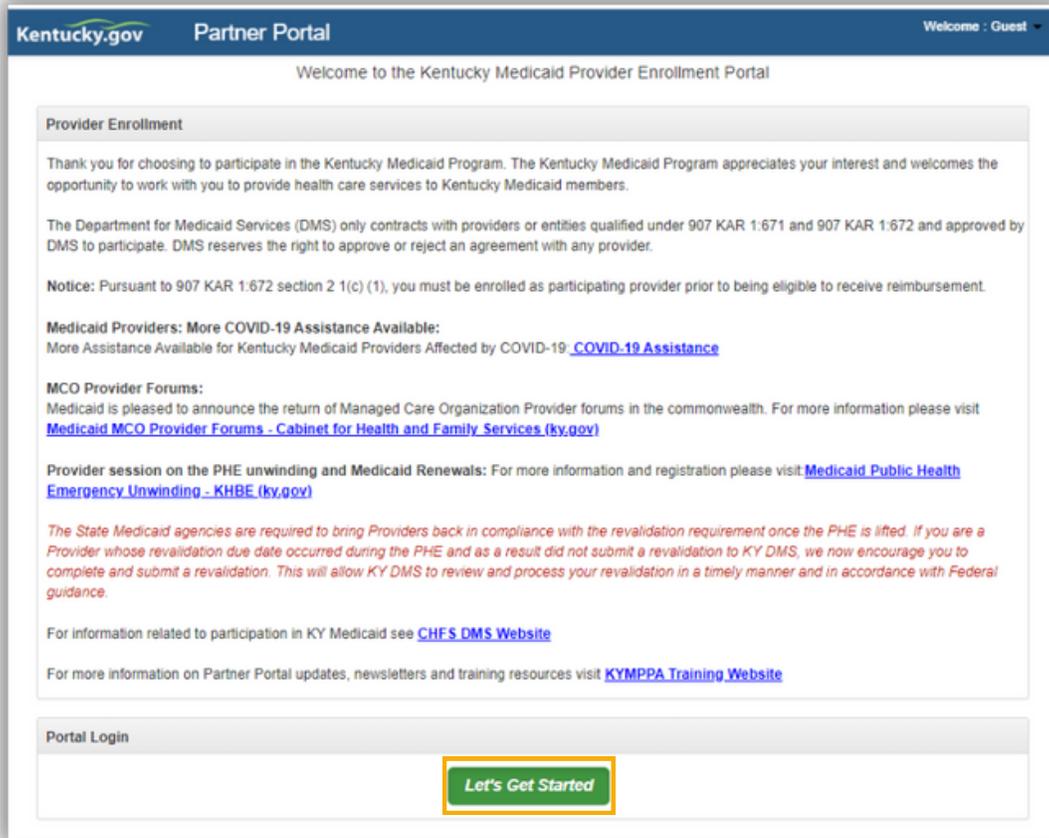
Creating a Partner Portal Account

1. Click the following link to begin the account creation process:

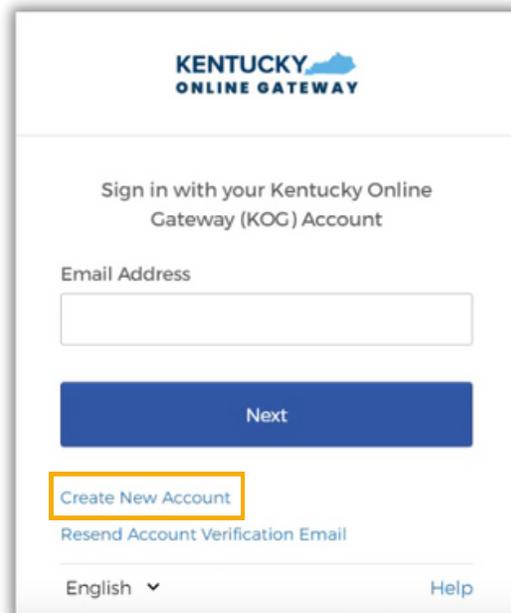
<https://medicaidsystems.ky.gov/Partnerportal/home.aspx>

How to Create a Partner Portal Account

2. Click the "Let's Get Started" button from the Welcome to the Kentucky Medicaid Provider Enrollment Portal screen.



3. Users will be directed to the Kentucky Online Gateway (KOG) login Screen. Click "Create New Account" button to be directed to the KOG registration screen.



How to Create a Partner Portal Account

4. On the KOG registration screen, set up account profile by completing all required fields. Do not create a KOG account under another person's name. Each Partner Portal user is required to have their own account. When finished, click "Sign Up".

Please complete your Kentucky Online Gateway Profile

ⓘ 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 Submit 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 Street Address 2

City State Zip Code

Question

Question

5. Users are required to validate their email address. Users receive a validation email and their account must be validated within 4 hours. To validate the account, click the link contained in the email.
6. After clicking on the account validation link, users will be directed back to KOG to complete the final step of the account creation process. Click "Continue to Sign In" to be directed to the login page.

Validate New Account

✔ Click on the button below to **Sign in** now and complete the final step of the account creation process.

How to Create a Partner Portal Account

Multi-Factor Authentication (MFA)

After creating an account and signing in, users need to complete the Multi-Factor Authentication (MFA) process. MFA is a two-step identification process that helps keep information secure.

The MFA options include Okta Verify which is the recommended method, and Symantec VIP. A phone number can also be registered as an additional security option. Users are required to set up their preferred authentication method during their first login and will need to authenticate their account for each subsequent login.

Which MFA Option is Best for Me?

Okta Verify

- KOG-recommended MFA option.
- Application based and can only be used on mobile device or tablet.
- Ability to send push notifications for log in.
- Mobile phone or tablet will be required for future logins.

VS

Symantec VIP

- Option for desktop or mobile token.
- This method should be used if user does not wish to download Okta Verify on a mobile phone or tablet.

For additional information on how to set up MFA, refer to the [User Guide](#).

How to Create a Partner Portal Account

Remote Identity Proofing (RIDP)

After completing the MFA process, there is an additional, one-time identity verification step that must be completed. During the RIDP process, users answer a series of questions. These identity-proofing questions are specific to each user. Do not attempt RIDP for another person.

Users who are unable to complete RIDP will be prompted to call the Contact Center. Please have the reference number available when calling.

Tips for Successfully Completing RIDP

- **Use a home address. Do not use a work or business address.**
- **Home address must be older than 6 months in order for users to be verified.**
- **Including the last four digits of social security number and cell phone in responses will result in more targeted verification questions and will be easier to answer.**
- **Completing RIDP will not affect user's credit score.**

For additional information on how to create an account, refer to the video on "How to Create a KOG Account" on [KOG's Help Content Page](#)