# KENTUCKY ONLINE GATEWAY (KOG)

# **USER REFERENCE GUIDE**

PART I: INTRODUCTION TO KOG, EXTERNAL ACCOUNT CREATION AND LOGIN/LOGOUT, USERNAME RETRIEVAL AND PASSWORD RESET

> Version 1.1 October 11, 2019

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## **1. INTRODUCTION TO THE KENTUCKY ONLINE GATEWAY**

#### What is KOG?

The Kentucky Online Gateway is the Commonwealth of Kentucky's Enterprise Identity and Access Management (IAM) and web Single Sign-On (SSO) Platform. That is just a fancy description for the software system designed to keep your data safe and to let you easily connect to the business applications that you frequently use.

Creating a Kentucky Online Gateway (KOG) Account is easy and requires a minimal amount of information. The provided information is then stored securely in a centralized location until it is needed by an application that you are wanting to access.

#### Why was KOG created?

The Kentucky Online Gateway was created to enable citizens and business partners to easily access multiple applications while using a single account. This prevents users from having to manage multiple sets of credentials (usernames and passwords) in addition to different sets of account profile information across multiple applications.

### What are some of the benefits of KOG?

**Single Sign-On (SSO)** – Access to Multiple Applications using a Single Account.

**Improved Security** – Enhanced security controls keep your account safe and your information securely stored.

**Easy Account Creation** – Create an account in less than 5 minutes with a minimal account of information required.

**Password Management and Recovery** – Easily reset or retrieve your password using your email address or mobile phone.

**Keeps Systems in Sync** – Your account profile information is stored in a central location, so updates made within the Kentucky Online Gateway (KOG) can be synced to all other applications that you access using your account.

# 2. KOG ACCOUNT CREATION

# PATH A: KOG account creation with mobile verification performed <u>during</u> account validation (User enters a value in the mobile phone field of user details screen)

Step 1: New external user navigates to the Kentucky Online Gateway login page on their web browser at <u>https://kog.chfs.ky.gov/home/</u>.

Welcome to the Kentucky Online Gatew	av
<ul> <li>Are you doing business in or with the Commonwealth of Kentucky?</li> <li>Are you a citizen or resident applying for or receiving benefits?</li> <li>Are you seeking government services from the Commonwealth?</li> <li>If you answered "Yes" to any one of these questions, please sign into your existing Kentucky Online Gateway account or click on the button below to create an account.</li> </ul>	State Employee Gateway Login         Login to your State Employee account using either your:         EMAIL ADDRESS       -OR-         KHRIS ID

### Step 2: From the KOG User Discovery page, user clicks the [Create Account] button.

<ul> <li>Are you doing business in or with the Commonwealth of Kentucky?</li> <li>Are you a citizen or resident applying for or receiving benefits?</li> <li>Are you seeking government services from the Commonwealth?</li> <li>If you answered "Yes" to any one of these questions, please sign into your existing Kentucky Online Gateway account or click on the button below to create an account.</li> </ul>	State Employee Gateway Login         Login to your State Employee account using either your:         EMAIL ADDRESS       -OR-         KHRIS ID         ick here
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Step 3: User enters their personal information in the required fields <u>INCLUDING</u> mobile phone, selects two security questions and provides answers, and clicks the [Sign Up] button.

MYKEntucky.gov			AQ   Help   🔇 English -
		×	
Pleas	se complete your Kentucky Online Ga	teway Profile	
	<ul> <li>If you already have an existing Kentucky Online Gateway (KOG) Account, please or your account.</li> </ul>	lick <u>here</u> to reset your password OR click on the CANCEL button below to log int	0
	Please fill out the form below and click <b>Sign Up</b> when finished. All fields with * are required.		
	* First Name Middle Name	* Last Name	
	t E-Mail Addrass	* Varify E-Mail Address	_
	* Password	Verify Password	
	Mobile Phone	Language Preference	_
		English	<b>v</b>
	Street Address 1	Street Address 2	
- C - C - C - C - C - C - C - C - C - C	City	State Zip Code	
		Kentucky 🔻	
	Question In what city were you born? (Enter full name of city only)	* Answer	
	Question	* Answer	
	What was the name of your first pet?		
		CANCEL SIGN	UP Click here

Step 4: User will receive a message showing that the account is pending email verification.

MyKentucky.gov	UAT	Help \mid 🍳 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 no email was received click here.

Step 5: User will check email inbox where there will be a message from <u>KOGDoNotReply@ky.gov</u>. User will open the email and click on the link directly below "Click on the below link now, to activate your account." User will have 4 business hours (8:00am-4:30pm M-F) after clicking on the link to complete verification.

e 2 ACCOUNT VERIFICATION - UAT > Index x KEUPS\_DoNotRepl...@ky.gov 9:13 AM (1 minute ago) 🛛 🛧 🔸 . to John.Doe011 👻 ☆ English • > Bulgarian • Translate message Turn off for: English × John Doe (John Doe011). This email is to help you complete the last step of account set-up. Your new account Username is John.Doe011 KOG Username Click on the below link now to activate your account https://koguat.chfs.ky.gov/public/fwlink/?linkid=7a118bfb-86c1-4615-bb0d-5ddde4d65b23 Click this link After you have entered your security answers, you may click here to sign in. Click here for Help Desk contact information Kentucky Online Gateway NOTE: Do not reply to this email. This email account is only used to send messages. Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

Step 6: A new tab will open in the web browser to a mobile phone number validation screen, where the user's mobile number will be displayed. If the number is correct, the user will click the [Send Passcode] button.

MyKentucky.gov	UAT	Help   🛛 English -
-	Validate New Account	
	• Providing your mobile number will allow for easy retrieval of username and password. It will also allow participating applications to send critical communicat	ions about your account.
	Register Your Mobile Number Enter Mobile (555) 555-5555 Phone (555) 555-5555	
		Skip and Continue

Step 7: User will receive an SMS text message at the mobile number they have designated that includes an eight (8)-digit code. User will enter the code into the "Enter Passcode" field and click the [Validate & Verify] button. User can skip mobile registration by clicking the [Skip and Continue] button.

MyKentucky.gov	UAT	Help   🏵 English 🗸
	Validate New Account	
	2 Your one-time passcode has been sent as a text message to your mobile number. You have 10 minutes to enter the passcode into the below field and click the "V	alidate & Verify" button.
-	Providing your mobile number will allow for easy retrieval of username and password. It will also allow participating applications to send critical communications	about your account.
	Enter Mobile (555) 555-5555 Resend Passcode	
2	Enter Passcole	Skip and Continue

Step 8: User will receive a success message stating the mobile number has been validated and the account has been created. User will then click the [Continue to Logon] button.

acky.gov	UAT	Help   🍳 English -
Validate Nev	Account	
Your mobil	number has been successfully verified!	
Your account	t has been successfully created.	
		Click here Continue to Logon

Step 9: User will again be redirected to the KOG User Discovery page where they will click the [Sign In] button.

MyKentucky.gov	FAQ   Help   🛛 English 🔻
Welcome to the Kentucky Online Gateway         • Are you doing business in or with the Commonwealth of Kentucky?         • Are you a citizen or resident applying for or receiving benefits?         • Are you a citizen or resident applying for or receiving benefits?         • Are you seeking government services from the Commonwealth?         If you answered "Yes" to any one of these questions, please sign into your existing Kentucky Online Gateway account or click on the button below to create an account.         Click here       SIGN IN	AY State Employee Gateway Login Login to your State Employee account using either your: EMAIL ADDRESS -OR- KHRIS ID
© Commonwealth of Kentuck Privacy Policy   Te	xy. All rights reserved. trus Of Use ↓

Step 10: User will enter their Email Address and Password, then click the [Sign In] button.

1 Email Address          I Email Address         Enter Email Address         Enter Email Address         P Password         Enter Password         Enter Password         Sign In         Resend Account Verification Email         On't already have a Kentucky follows         Account Verification Email	Citizen (or) Business Partner Sign In Sign in with your Kentucky Online Gateway Account.	WARNING This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for
Enter Password       Information from misuse or unauthorized access.         Enter Password       Sign In         Resend Account Verification Email       Create An Account?         Create An Account       Click here to select user account?	Email Address  Enter Email Address  Except /Bacet Baceured?	Its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the
Resend Account Verification Email Create An Account Click here to select user account	Enter Password	Don't already have a Kentucky Online Gateway Citizen Account?
Click here to select user account	Resend Account Verification Email	Create An Account
		Click here to select user accoun

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Step 11: User will arrive at the KOG dashboard.

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Warning: For testing purpose only			
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	ABCDEFCHIJKLI	M N O P Q R S T U V W X Y	2
	and the second se	And in case of the local division of the loc	Contraction of the Owner, where the Owne
BCSAIA-DMS	Self Service Portal STU2	Career Counseling	CHFS SP Public Visitors
(UAT) BCS DMS Applicant initiated application	(UAT) Allows Kentucky's families to easily access public assistance benefits(SNAP, TANF, MEDICAID, CHILD CARE) and information 24/7 through an online application and account.	Manage your workforce case, locate Kentucky Career Centers, discover opportunities for training, career workshops and set career goals .	(UAT) Utilize to support all CHFS SharePoint sites
Enroll	Enroll	Enroll	Enroll
Child Support (TRAIN)	Child Support Website	CP APP	CSE External Search
Allows public to create, update and view their accounts	(UAT) Allows public to create, update and view their accounts	СР арр	(UAT) Allows other state agencies to view some CSE data
Enroll	Enroll	Enroll	Enroll
CSE Monthly Invoicing Portal	CSE Policy and Procedures	EDRS	eServices
(UAT) Allows contracting officials to enter their	(UAT) Allows caseworkers to view Policy	(UAT) EDRS Electronic death reporting system Hospitals, funeral homes are required to use EDRS	Provides individuals, business entities, continuing education providers, regional test

# PATH B: KOG account creation with mobile verification performed <u>after</u> account logon (User <u>does not</u> enter a value in the mobile phone field of user details screen)

Step 1: New external user navigates to the Kentucky Online Gateway login page on their web browser at <u>https://kog.chfs.ky.gov/home/</u>

weicome to the K	entucky Online Gatew	ay		
Are you doing business in     Are you a citizen or resider     Are you seeking governme     If you answered "Yes" to any one     existing Kentucky Online Gateway     create	or with the Commonwealth of Kentucky? It applying for or receiving benefits? Int services from the Commonwealth? If these questions, please sign into your account or click on the button below to an account.	State Empl Login to your State E EMAIL ADDRESS	Oyee Gateway Login mployee account using either your: -OR- KHRIS ID	
SIGN IN	CREATE ACCOUNT			

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### Step 2: From the KOG User Discovery page, user clicks the [Create Account] button.

MyKentucky.gov		FAQ   Help   🚱 English 🔻
Welcome to the Kent - Are you doing business in or with - Are you a citizen or resident apply - Are you seeking government serve If you answered "Yes" to any one of thess existing Kentucky Online Cateway accoun- create an acc	the Commonwealth of Kentucky? ring for or receiving benefits? tees from the Commonwealth? e questions, please sign into your tor click on the button below to CREATE ACCOUNT	way Login nt using either your: KHRIS ID
	© Commonwealth of Kentucky. All rights reserved. Privacy Policy   Terms of Use	

Step 3: User enters their personal information in the required fields WITHOUT entering their mobile phone number, selects two security questions and provides answers, and clicks the [Sign Up] button.

Y					FAQ	Help 🛛 🏵 English 🗸
			×			
F	Please complete your Ke	entucky Online G	ateway Pro	file		
	. ,	,				
	• If you already have an existing Kentuc your account.	ky Online Gateway (KOG) Account, pleas	e click <u>here</u> to reset your p	assword OR click on the CANCE	L button below to log into	
	Please fill out the form below and click Sign All fields with <sup>a</sup> are required.	Up when finished.				
	* First Name	Middle Name		* Last Name		
	* E-Mail Address		* Verify E-Mail Addres	5		
	4 Decement		1) (arife Decouverd			
	* Password		Verily Password			
	Mobile Phone		Language Preference			
			English			
	Street Address 1		Street Address 2			
	City		State		Zip Code	
	Question		Kentucky	•		
	In what city were you born? (Enter full name of	city only)	Answer			
	Question		* Answer			
	What was the name of your first pet?					
					CANCEL SIGN UP	Click here

Step 4: User will receive a message showing that the account is pending email verification.

MYKY MyKentucky.gov	UAT	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 no email was received click here.
and the second second		

Step 5: User will check email inbox where there will be a message from KOGDoNotReply@ky.gov. User will open the email and click on the link directly below

"Click on the below link now, to activate your account." User will have 4 business hours (8:00am-4:30pm M-F) after clicking on the link to complete verification.



Step 6: User will receive a success message stating the account has been created. User will then click the [Continue to Logon] button.

Kentucky.gov		UAT	Help   🏵 English -
	Validate New Account		
	O Your account has been successfully created.		
			Click here Continue to Logon

Step 7: User will again be redirected to the KOG User Discovery page where they will click the [Sign In] button.

	FAQ   Help   🛛 English 🔹
Welcome to the Kentucky Online Gatewo <ul> <li>Are you doing business in or with the Commonwealth of Kentucky</li> <li>Are you a citizen or resident applying for or receiving benefits?</li> <li>Are you a seeking government services from the Commonwealth?</li> <li>Myou answered "Yes" to any one of these questions, please sign into your sexisting Kentucky Online Gateway account or citics on the button below to create an account.</li> </ul> <li>Click here</li>	ay State Employee Gateway Login Login to your State Employee account using either your: EMAIL ADDRESS -OR- KHRIS ID
© Commonwealth of Kentuc Privacy Policy   Te	ky. All rights reserved. mis of Use

Sign in with your Kentucky Online Gateway Account.  Email Address Enter Email Address Password Forgot/Reset Passw	This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.
Resend Account Verification Email	Don't already have a Kentucky Online Gateway Citizen Account?
	Click here to select user account

Step 8: User will enter their Email Address and Password, then click the [Sign In] button.

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Step 9: User will click the [Yes, Register Now] button when prompted if they would like to register their mobile number. *User can skip mobile registration by clicking the [Remind Me Later] button.* 

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entucky line Gateway	UAT Weldame John Dee My Account Sign Out	i Help i Eligii
	Providing your mobile number will allow for easy retrieval of username and password. It will also allow participating applications to send critical communications about your account.	
Reg	ister Your Mobile Number	
	Enter Mobile Phoneex: Send Passcode	
Discl	simer : <u>Continue to application</u> Standard text messaging and data rates may apply.	
Register your	mobile number for an easier password recovery process?	×
We notice th	at you haven't registered your mobile number with us.	
Registering allow partici	your mobile number will simplify the password recovery process in the event that you forget your password. It will also pating applications to send critical communications about your account.	
Do you wan	t to register your mobile number?	
Y	Remind Me Later	

Step 10: User will enter their mobile phone number into the "Enter Mobile Phone" field and click the [Send Passcode] button. *User can skip mobile registration by clicking the "Continue to application" link.* 

Kentucky Online Gateway	, UAT Weko	ome John Doe My Account	Sign Out   Help   English ▼
	Providing your mobile number will allow for easy retrieval of username and password. It w applications to send critical communications about your account	will also allow participa t.	ating
R	egister Your Mobile Number		
	Enter Mobile Phoneex Send Passcode 2		
Dis	<ul> <li>sclaimer :</li> <li>Standard text messaging and data rates may apply.</li> <li>The Kentucky Online Gateway will never provide your information to outside entities or se organizations.</li> </ul>	Continue to app	lication
acy Disclaimer			2013 All Rights Reserved.

Step 11: User will receive an SMS text message at the mobile number they entered that includes an eight (8) digit code. User will enter the code into the "Enter Passcode" field and click the [Validate & Verify] button. User can skip mobile registration by clicking the "Continue to application" link.

Your one-ti into the be	me passcode has been sent as a text message to your mobile number. You have 10 minutes to enter the passcode low field and click the "Validate & Verify" button.
Provid	ling your mobile number will allow for easy retrieval of username and password. It will also allow participating applications to send critical communications about your account.
Verify Yo	ur Mobile Number
Enter	Mobile Phone (555) 555-5555 ex: Resend Passcode
	Enter Passcode 2
Didn	't get your pass. Sometimes it can take up to 5 minutes. If it's been longer than that, try again.
Disclaimer	
• Stan • The	dard text messaging and data rates may apply. Kentucky Online Gateway will never provide your information to outside entities or sell it to marketing

Step 12: User will receive a success message stating their mobile number has been verified, and will click the [Continue to application] button.

Kentucky Online Gateway	UAT	Welcome John Doe   My Account   Sign Out   Help   E	inglish 🔻
Your mobile number l	as been successfully verified!		
Verified Mobile Nur	nber		
(555) 555 5555	Click here	Continue to application	
acy   Disclaimer		2013 All Bief	ts Reserved

# 3. KOG ACCOUNT LOGIN

Step 1: External user navigates to the Kentucky Online Gateway login page on their web browser at <a href="https://kog.chfs.ky.gov/home/">https://kog.chfs.ky.gov/home/</a>.

MyKentucky.gov	FAQ   Help   🤂 English 🔹
Welcome to the Kentucky Online Gates         • Are you doing business in or with the Commonwealth of Kentucky?         • Are you a citizen or resident applying for or receiving benefits?         • Are you seeking government services from the Commonwealth?         If you answered "Yes" to any one of these questions, please sign into your existing Kentucky Online Gateway account or click on the button below to create an account.         SIGN IN	Way State Employee Gateway Login Login to your State Employee account using either your: EMAIL ADDRESS -OR- KHRIS ID
© Commonwealth of Kent Privacy Policy	Tucky. All rights reserved.

### Step 2: User clicks the [Sign In] button.

Welcome to the Kentucky Online Gatew	ay
Are you doing business in or with the Commonwealth of Kentucky?     Are you a citizen or resident applying for or receiving benefits?     Are you seeking government services from the Commonwealth?     If you answered "Yes" to any one of these questions, please sign into your existing Kentucky Online Cateway account or click on the button below to create an account.     SIGN IN     CREATE ACCOUNT	State Employee Gateway Login         Login to your State Employee account using either your:         EMAIL ADDRESS         -OR-         KHRIS ID
(a) (a) (b) (b) (b) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c	the state

Page 15 of 25

ŧ l b Step 3: User will enter their Email Address and Password, then click the [Sign In] button.

🚔 Citizen (or) Business Partner Sign In	WARNING
Sign in with your Kentucky Online Gateway Account.	Ins website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended ouroose. Unauthorized access or disclosure of
1 Email Address	personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be
Enter Email Address     Password     Forgot/Reset Password?	criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access
Enter Password	
Sign In	Don't already have a Kentucky Online Gateway Citizen Account?
Resend Account Verification Email	Create An Account
	Click here to select user account

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# 4. KOG ACCOUNT LOGOUT

Step 1: User clicks the [Sign Out] button located at the top right-hand corner of their browser screen.



Step 2: User receives notification they are signing out of the Kentucky Online Gateway and to allow the page to finish loading before closing browser windows. At this point, they should close their browser.

	Help   \varTheta English 🔻
gning Out of Kentucky Online Gateway	
Please wait for this page to finish loading before closing your browser windows. For greatest security, please close all open Internet browser windows. Sign In	
	and the second
ç	gning Out of Kentucky Online Gateway Please wait for this page to finish loading before closing your browser windows. For greatest security, please close all open internet browser windows. Sign In

# 5. RESEND VERIFICATION EMAIL

Step 1: From the KOG login screen, user will click the "Resend Account Verification Email" link.

Citizen (or) Business Partner Sign In Gran with your Kentucky Online Gateway Account Mental Address Menter Small Address Menter		
Citizen (or) Business Partner Sign In Jenne with your Kentucky Online Gateway Account. I mini Address Citere Final Address		
Sign in with your Kentucky Online Gateway Account.  Sign in with your Kentucky Online Gateway Account.  Lemail Address Enter Email Address Enter Email Address Enter Email Address Enter Fassword Enter Password Enter Password Cick here Ci	Citizen (or) Business Partner Sign In	WARNING
Enter Email Address Enter Email Address Enter Email Address      Enter Email Address      Circk here	Sign in with your Kentucky Online Gateway Account.	This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of contracted and efficient in forgentian error to supplicible but
Enter Email Address       website of access in Your automication final so be commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.         Enter Password       Sign In         Resend Account Verification Email       Click here         Click here to select user account to select user acc	L Email Address	fines under state and federal law. Unauthorized access to this
Password     Encrost/Reset Password?     Enter Password     Sign In     Click here     Click here     Click here to select user account to select user acco	Enter Email Address	criminally punishable. The Commonwealth of Kentucky follows
Enter Password  Sign In  Click here  Click here to select user account to the select user account to t	Password     Forgot/Reset Password?	applicable federal and state guidelines to protect the information from misuse or unauthorized access.
Click here to select user account t	Sign In Resend Account Verification Email	Don't already have a Kentucky Online Gateway Citizen Account?
		Click here to select user account t

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Step 2: User will enter the Email Address they entered into the account details form during account creation and click the [Verify] button.

MYKY lyKentucky.gov	UAT	Help   🛛 English 🗸
Didn	t receive an account verification email?	
-	<ol> <li>Check Spam and Junk folders on your email. Your email's spam blockers or filters may have listed our email as junk email. Your email service provider such as Hotmail may be blocking our email. If you believe that is a possibility, please contact your email provider.</li> <li>Ask for a new account verification email. Enter the email address used while creating your account and select Verify. If your account isn't already verified you will see a message "account verification needed click here", when you click the link a verification email will be sent to your email address.</li> <li>You will have 4 hours to verify your account.</li> </ol>	
	E-Mail Address	_
-	And and a local division of the local divisi	Sign In

Step 3: User will receive a success message stating an email has been sent to the email address provided.

YKY atucky.gov	UAT	Help   🧟 English 🗸
	Didn't receive an account verification email?	
-	• An email has been sent to the email address provided.	
	<ol> <li>Check Spam and Junk folders on your email. Your email's spam blockers or filters may have listed our email as junk email. Your email service provider such as Hotmail may be blocking our email. If you believe that is a possibility, please contact your email provider.</li> <li>Ask for a new account verification email. Enter the email address used while creating your account and select Verify. If your account isn't already verified you will see a message "Account verification needed click here", when you click the link a verification email will be sent to your email address.</li> <li>You will have 4 hours to verify your account.</li> </ol>	
	E-Mail Address	
		Sign In

# 6. SELF-SERVICE PASSWORD RESET

PATH A: Reset Password via Email Address

Step 1: From the KOG login screen, user clicks the [Forgot/Reset Password?] link.

Sign in with your Kentucky Online Gateway Account.	of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended
Email Address	purpose. Unauthorized access or disclosure of personal and confidential information may be
Enter Email Address	punishable by fines under state and federal law.
Password     Forgot/Reset Password?	excess of your authorization may also be criminally
Enter Password	follows applicable federal and state guidelines to
Sign In	protect the information from misuse or unauthorized access.

Step 2: User clicks the radio button labeled "Reset Password via E-Mail Address".

MYKY MyKentucky.gov	Help   🛛 English -
	Reset Password      No longer have access to your account? If you have verified your mobile number with the Kentucky Online Gateway, please use the Reset Password Via Mobile or Reset Password via     Employee ID (KHRIS) option. Otherwise, contact the KOG Help Desk (KOGHelpdesk.gov)      Click here     Reset Password via E-Mail Address     Reset Password via E-Mail Address

Step 3: A box will appear below the radio buttons where the user will enter the E-Mail Address associated with their KOG account and click the [Submit] button.

MyKentucky.gov		Help   🔮 English -
R	eset Password	
	• No longer have access to your account? If you have verified your mobile number with the Kentucky Online Gateway, please use the Reset Password Via Mobile or Reset F Employee ID (KHRIS) option. Otherwise, contact the KOG Help Desk (KOGHelpdesk.gov)	Password via
-	Reset Password via E-Mail Address     Reset Password via Address     Reset Password via Employee ID (KHRIS)	
-	Reset Password via E-Mail Address	
	E-Mail Address	
	Submit 2	
and the second second		

Step 4: User will receive an on-screen prompt stating that KOG has sent further instructions to the user's email address.

Reset Password	
• We've sent further instructions to your email address. If you cannot access this en assistance.	nail account, you will need to contact the Help Desk for further
No longer have access to your account? If you have verified your mobile number w Mobile option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)	with the Kentucky Online Gateway, please use the <b>Reset Password via</b>
Reset Password via E-Mail Address     Reset Password via Mobile	
Reset Password via E-Mail Address	
E-Mail Address	
	Submit

#### Step 5: User will check email inbox where there will be a message from

<u>KOGDoNotReply@ky.gov</u>. User will open the email message and click on the link directly below "Select the below link to set your password."

PASSWORD RESET - UAT D Indox x			ē	ß
KEUPS_DoNotRepl@ky.gov to cito50919.user01b +	12:42 PM (1 minute ago)	☆	+	:
cit050919 user01b (cit050919.user01b),				
You received this message because someone requested that your password be reset.				
Select the below link to set your password.				
https://koguat.chfs.ky.gov/public/fwlink/?linkid=4338e25b-eaef-47a8-92ce-22a5971a003b				
Kentucky Online Gateway Click here for Help Desk contact information				
NOTE: Do not reply to this email. This email account is only used to send messages				
Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send t not the person who was supposed to get this message, please destroy all copies.	his information without permi	íssion. If	you ar	e
🔦 Reply < Reply all 🔿 Forward				

Step 6: Clicking the link in the Password Reset email will take the user back into KOG, where they will be asked to verify the answers to the security questions they assigned when they created their account, and click the [Verify Account] button.

Reset Password	
• If you are unable to provide the answers to the	use questions, you will need to contact the Help Desk for assistance.
Question	In what city were you born? (Enter full name of city only)
* Answer	
Question	What was the name of your first pet?
* Answer	
	Verify Account Click here

Step 7: User will choose and enter a new password into the New Password and Confirm Password fields that match and meet the password complexity criteria.

Reset Password	
	Fill out the form below to recet your personned. Your your personned must
	Have a length of at least 8 characters
	Contain at least one number
	Contain both lower and uppercase letters
	New Password
	Confirm Password
	Change Password Click here

Step 8: User will receive an on-screen message stating the password has been successfully changed and will click the [Sign In] button. [Fig 8.1.10] *The user will also receive email notification of password change.* 

	Help 🛛 🥸 English	
F	Reset Password	
	Vour password has successfully been changed.	
	Click here Sign in	

Step 9: User will use their Email Address and Password to log in to their account

## PATH B: Reset Password via Mobile

Step 1: From the KOG login screen, user clicks the [Forgot/Reset Password?] link.

Sign in with your Kentucky Online Gateway Account.	of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended
2 Email Address	purpose. Unauthorized access or disclosure of personal and confidential information may be
Enter Email Address	punishable by fines under state and federal law.
Password     Forgot/Reset Password?	excess of your authorization may also be criminal
Enter Password	follows applicable federal and state guidelines to
Sign In	protect the information from misuse or unauthorized access.

Step 2: User clicks the radio button labeled "Reset Password via Mobile".

MyKentucky.gov	Help   🛛 English -
	Reset Password
	• No longer have access to your account? If you have verified your mobile number with the Kentucky Online Gateway, please use the Reset Password Via Mobile or Reset Password via Employee ID (KHRIS) option. Otherwise, contact the KOG Help Desk (KOGHelpdesk.gov)
	Click here

Step 3: A box will appear below the radio buttons where the user will enter the Email and Mobile Number associated with their KOG account and click the [Submit] button.

intucky.gov	Help   😋 English 🗸
_	Reset Password
	• No longer have access to your account? If you have verified your mobile number with the Kentucky Online Gateway, please use the Reset Password via Mobile option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)
	<ul> <li>Reset Password via E-Mail Address</li> <li>Reset Password via Mobile</li> </ul>
	Reset Password via Mobile
	E-Mail Address
	Mobile Number ex: (555) 555 - 5555
	Click here Submit
	Disclaimer: • Standard Text Messaging and Data rates may apply. • If you do not have an active plan with your cellular service provider and cannot receive text messages, please select the 'Reset Password via E-Mail Address' option above.

Step 4: An on-screen prompt will notify the user that a one-time passcode has been sent as a text message to the verified mobile phone number. The user will receive the SMS text message to the validated mobile phone number that includes an eight (8)-digit passcode.

MyKentucky.gov	UAT	Help   🤇	English +
	Reset Password		
	• No longer have access to your account? If you have verified your mobile number with the Kentucky Online Gateway, please use the Reset Password Via Mobile or Reset Employee ID (KHRIS) option. Otherwise, contact the KOG Help Desk (KOGHelpdesk.gov)	t Password v	ia
	<ul> <li>Reset Password via E-Mail Address</li> <li>Reset Password via Mobile</li> <li>Reset Password via Employee ID (KHRIS)</li> </ul>		
-	Reset Password via Mobile		
	E-Mail Address Mobile Number ex: (555) 555 - 5555		
2	Disclaimer:         Submit         Submit           • Standard Text Messaging and Data rates may apply.         • If you do not have an active plan with your cellular service provider and cannot receive text messages, please select the 'Reset Password via E-Mail Addres option above.	55'	

Step 5: The user will return to KOG where they will enter the passcode that was received to their mobile device into the "Enter Passcode" field and click the [Validate & Verify] button.

set Password			
Your one-time passcode has been lick the "Validate & Verify" button.	sent as a text message to your mobile number. Yo	ou have 10 minutes to enter the passcode into the below	field and
If you forgot your email address or	no longer have access to your email account, plea	se contact the KOG Helpdesk (KOGHelpdesk@ky.gov)	
<ul><li>Reset Password vi</li><li>Reset Password vi</li></ul>	t E-Mail Address a Mobile		
Verify Your Mobile Nun	ber		
Mobile Number     Enter Passcode	(555) 555-5555	Resend Passcode Validate & Verify Click here	
	Your one-time passcode has been lick the "Validate & Verify" button.         If you forgot your email address or         Reset Password via         Reset Password via         Verify Your Mobile Num         Mobile Number         Enter Passcode	Pret Password         Your one-time passcode has been sent as a text message to your mobile number. You lick the "Validate & Verify" button.         If you forgot your email address or no longer have access to your email account, pleat         If you forgot your email address or no longer have access to your email account, pleat         Reset Password via E-Mail Address         Reset Password via K-Mail Address         Reset Password via K-Mail Address         Kest Password via K-Mail Add	Pret Password         P Your one-time passcode has been sent as a text message to your mobile number. You have 10 minutes to enter the passcode into the below lick the "Validate & Verify" button.         If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOCHelpdesk@ky.gov)         If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOCHelpdesk@ky.gov)         If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOCHelpdesk@ky.gov)         If gout forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOCHelpdesk@ky.gov)         If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOCHelpdesk@ky.gov)         If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOCHelpdesk@ky.gov)         If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOCHelpdesk@ky.gov)         If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOCHelpdesk@ky.gov)         If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOCHelpdesk@ky.gov)         If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOCHelpdesk@ky.gov)         If you forgot your email address or no longer have access to your email acceun

Step 6: User will be asked to verify the answers to the security questions they assigned when they created their account, and click the [Verify Account] button.

Rese	Reset Password			
θ	If you are unable to provide the answers to th	uese questions, you will need to contact the Help Desk for assistance.		
	Question	In what city were you born? (Enter full name of city only)		
	* Answer			
	Question	What was the name of your first pet?		
	* Answer			
		Verify Account Click here		

Step 7: User will choose and enter a new password into the New Password and Confirm Password fields that match and meet the password complexity criteria.

Reset Password	
	Fill out the form below to reset your password. Your new password must: <ul> <li>Have a length of at least 8 characters</li> <li>Contain at least one number</li> <li>Contain both lower and uppercase letters</li> </ul>
	New Password Confirm Password Change Password Click here

Step 8: User will receive an on-screen message stating the password has been successfully changed and will click the [Sign In] button. [Fig 8.1.10] *The user will also receive email notification of password change.* 

MyKentucky.gov	Help   🧟 English 🗸
	Reset Password
	• Your password has successfully been changed.
	Click here Sign In
	Click here Sign In

Step 9: User will use their Email Address and Password to log in to their account.