



KOG Login User Guide

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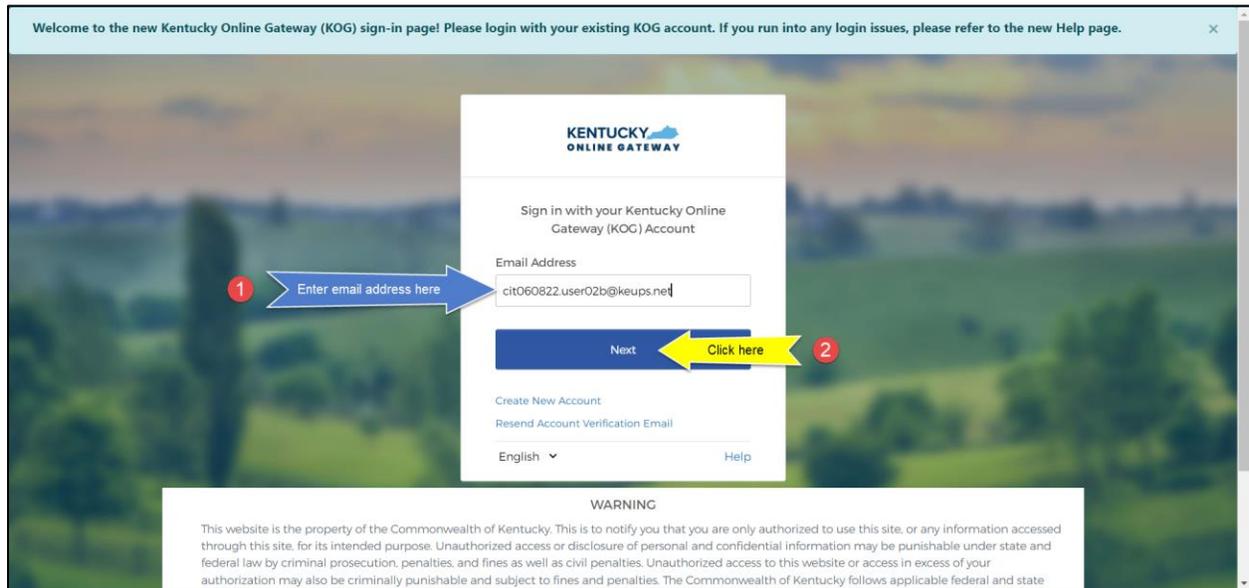
Introduction

The Kentucky Online Gateway (KOG) has upgraded the system to improve the user experience and provide a more secure way of accessing multiple applications secured with KOG using single sign-on. You are seeing new screens as part of this system upgrade.

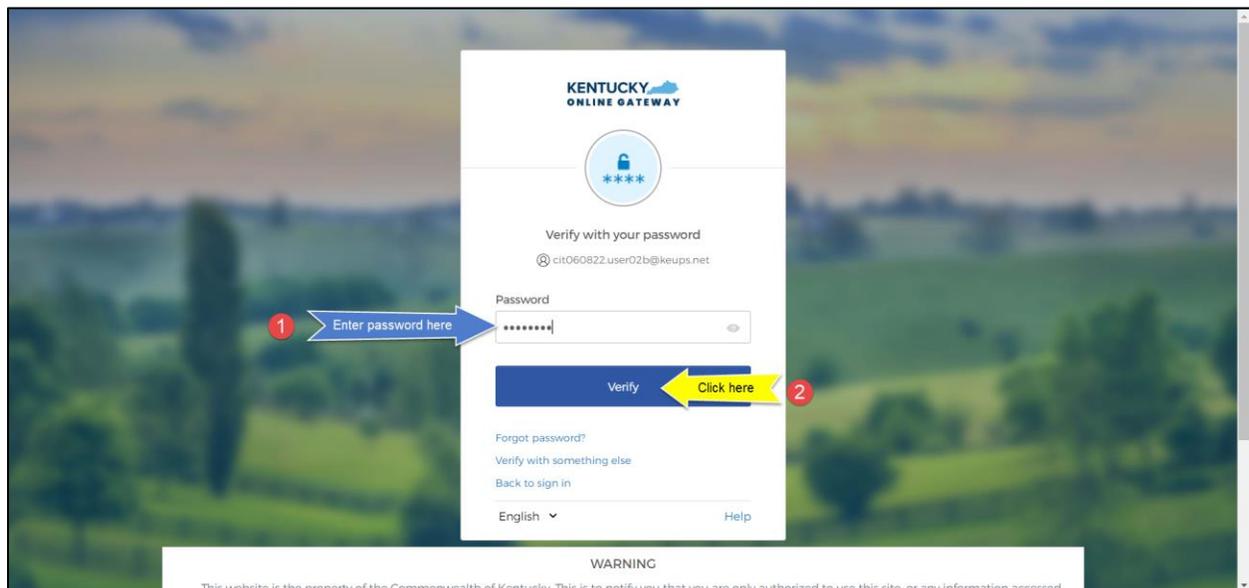
Below are the instructions to walk you through the new processes for login, multi-factor authentication (MFA), and password reset.

Login

STEP 1: When attempting to access any KOG-supported application, you will be redirected to the new KOG login screen where you will enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.



STEP 2: Enter your password into the **Password** field and click the **Verify** button.



At this point, if KOG determines that **no** other verification steps are needed then authentication is considered complete, and you will be automatically redirected to your application.

Multi-Factor Authentication

Multi-factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to an app. MFA is a core component of a strong Identity and Access Management (IAM) policy.

If KOG determines that a higher level of security is needed, you will be prompted to complete additional verification steps / MFA. If you have access to at least one of the apps that needs a higher level of security, you will be prompted for MFA on each login attempt regardless of the app you are trying to access at that time.

Depending on your level of access within the KOG supported app, you will be presented with different security methods to complete MFA. As part of the new system upgrade, we have added a new security method called Okta Verify. Okta Verify is a mobile/tablet based app that you can use to complete MFA. If you are presented with multiple security methods set up options, KOG highly recommends that you choose to set up Okta Verify as your security method to complete MFA.

1. Okta Verify

One of the options KOG offers to complete MFA is Okta Verify (**KOG Recommended**). Okta Verify is a mobile/tablet based app.

If you are logging in for the first time and need to enroll into Okta Verify, please go to [section 1.1](#).

If you are logging in for a subsequent time, and need to complete MFA using Okta Verify, please go to [section 1.2](#).

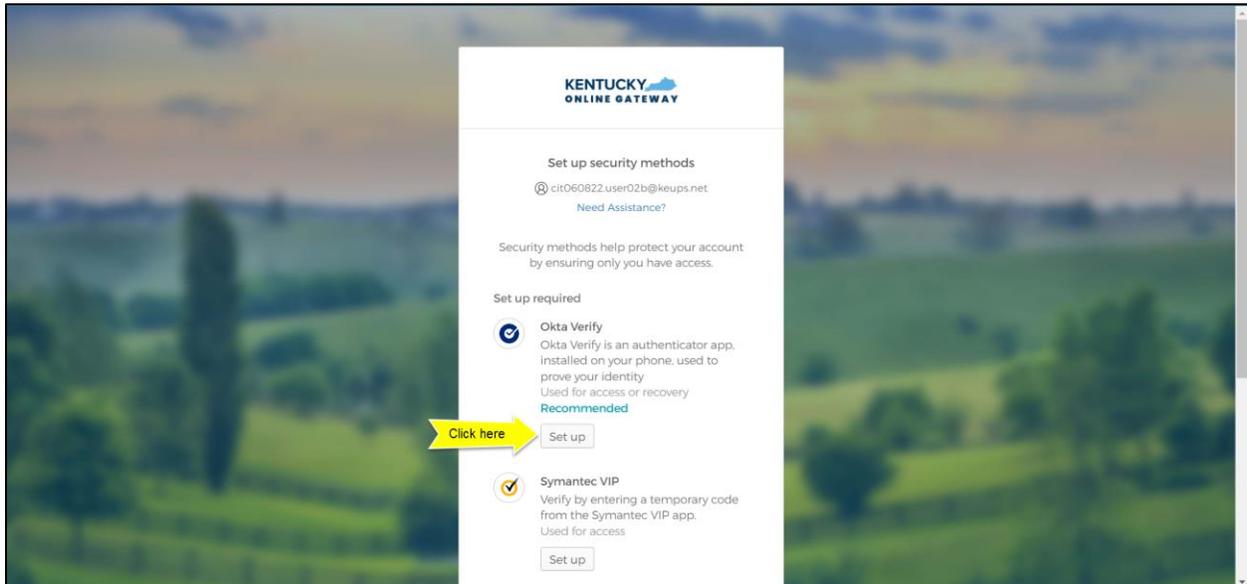
1.1. Enrollment (First time login)

If the email address and password you have entered on the new KOG login screen are correct, you will be shown the **Set up security methods** screen.

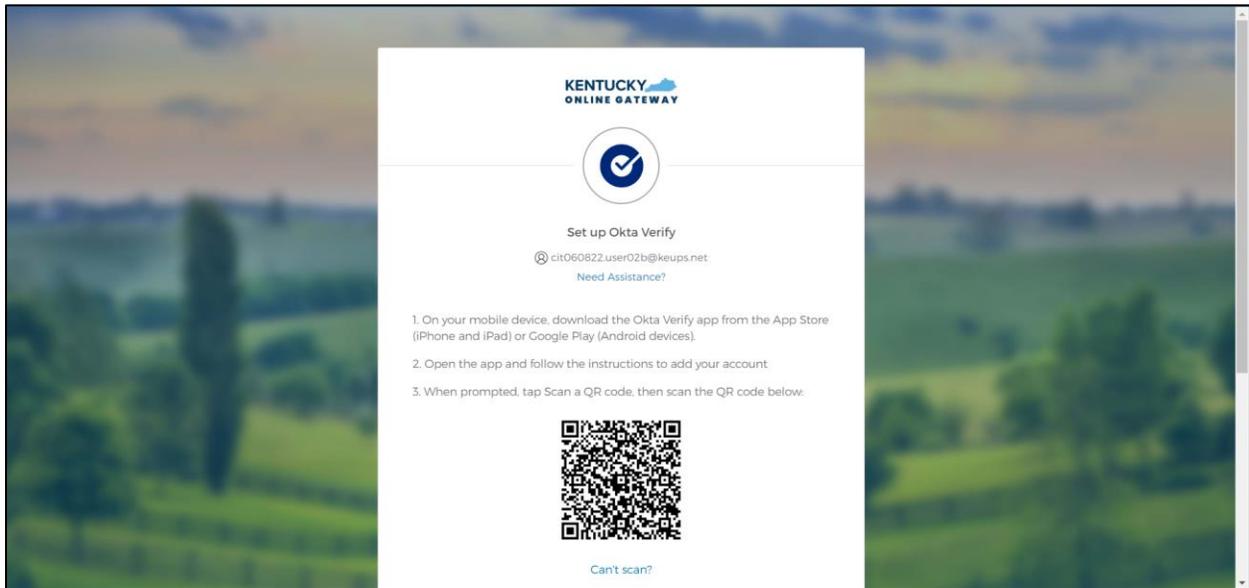
If you are using your mobile device or tablet/iPad browser to login, please go to [section 1.1.b](#) to set up Okta Verify, otherwise please follow the steps below ([section 1.1.a](#)) to set up Okta Verify using your computer browser.

1.1.a. Computer Browser Based Enrollment

STEP 1: On the **Set up security methods** screen, click the Okta Verify **Set up** button.



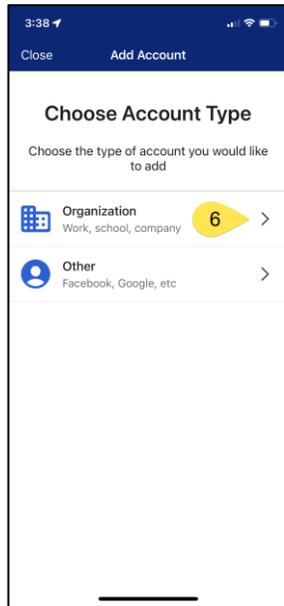
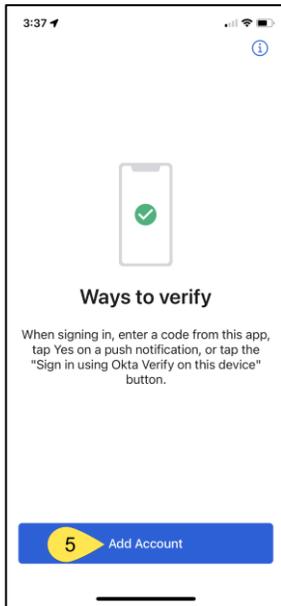
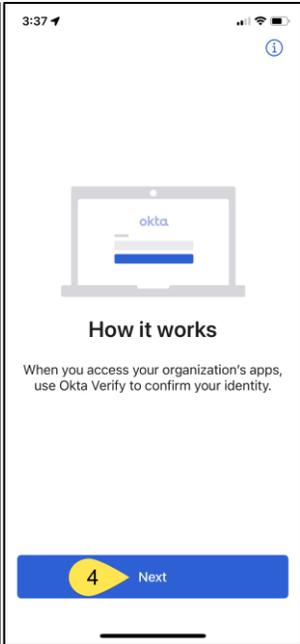
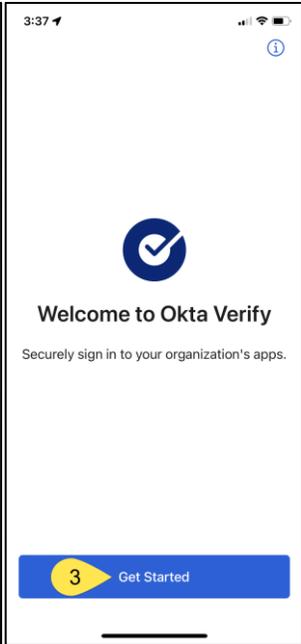
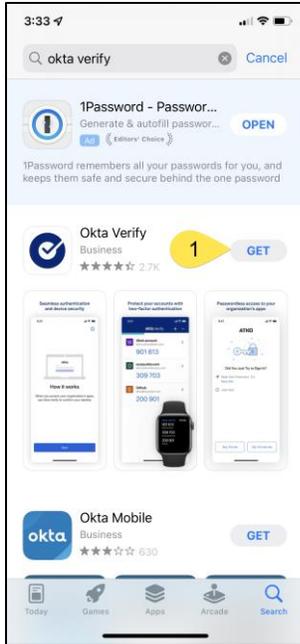
STEP 2: You will be presented a screen that will instruct you to complete three steps to enroll into Okta Verify, the first being to download the Okta Verify app to your mobile device or tablet/iPad from the App Store (iPhone and iPad) or Google Play (Android devices).



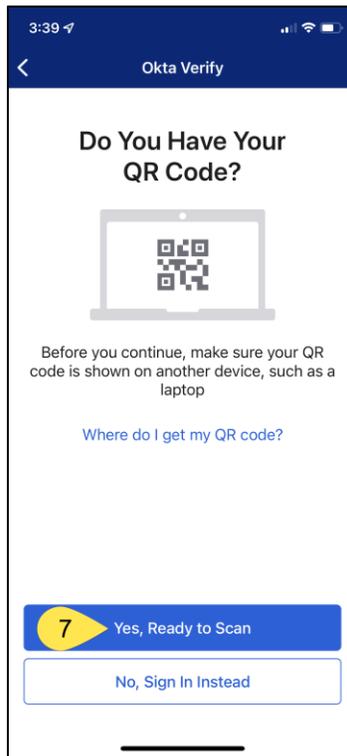
STEP 3: Follow the screenshots* below to download, install, and open the Okta Verify app on your mobile device or tablet/iPad.

***NOTE:** The app may prompt you to enable certain features of your device (camera, Face ID or Touch ID, push notifications, etc.) that will assist in completing MFA enrollment. Please allow these features.*

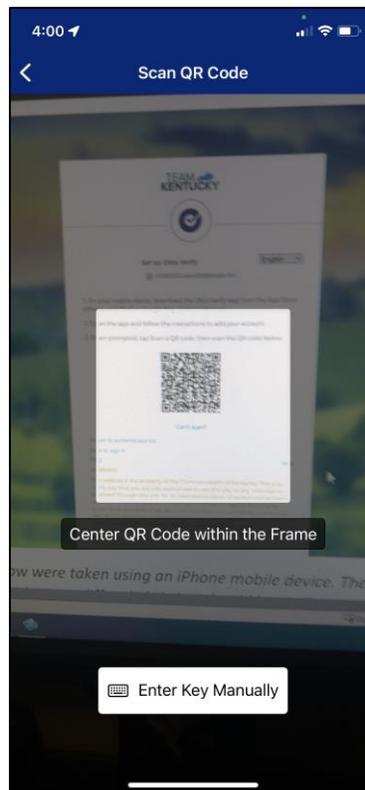
**The following screenshots were taken using an iPhone mobile device. Your experience using an Android mobile/tablet device or iPad will differ but should be similar.*



STEP 4: When prompted, tap the **Yes, Ready to Scan** button to open the device camera.



STEP 5: Use the camera feature to position the QR code within the highlighted box to be scanned.

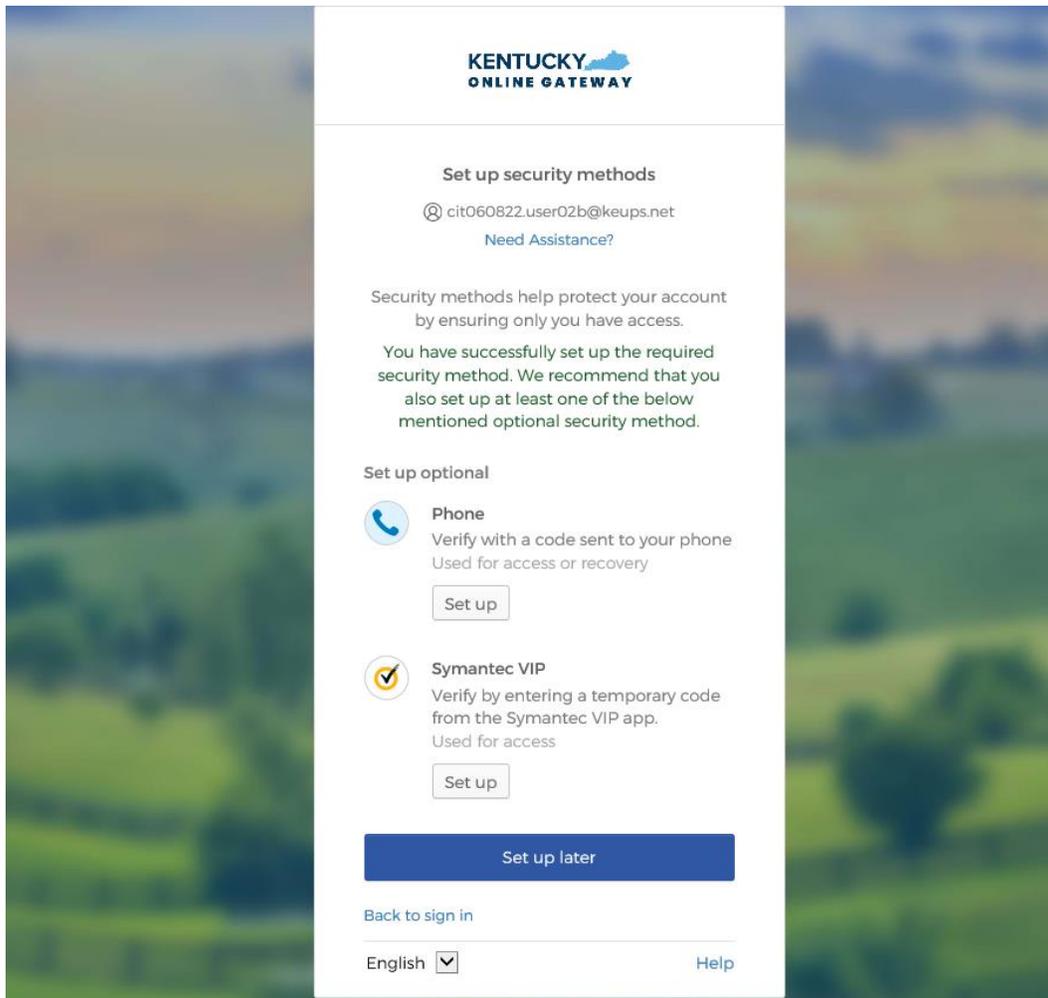


STEP 6: If your device successfully scans the QR code, KOG will recognize that the Okta Verify MFA enrollment is complete. *If no other authentication factors are available to enroll*, you will be redirected to your application. *If there are other factors available to enroll*, KOG recommends that you also set up at least one of the optional security method as well, which will help you in the future to add or remove additional security methods.

If you need help setting up Phone security method using SMS text message please go to [section 2.1](#)

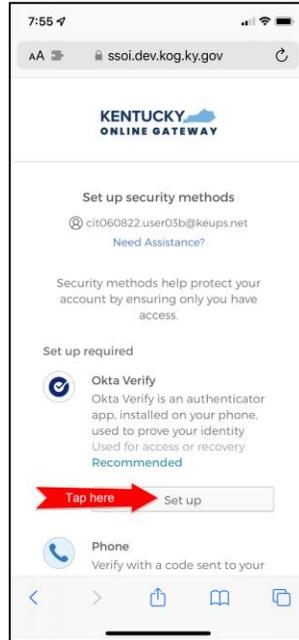
If you need help setting up Phone security method using Voice Call please go to [section 3.1](#).

If you need help setting up Symantec VIP security method please go to [section 4.1](#)

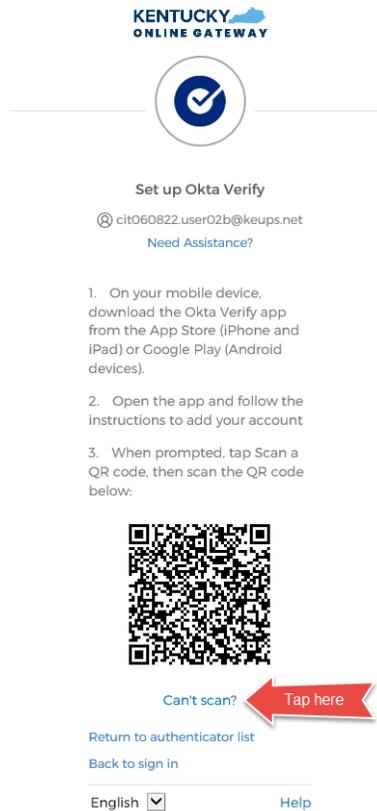


1.1.b. Mobile device or tablet / iPad Browser Based Enrollment

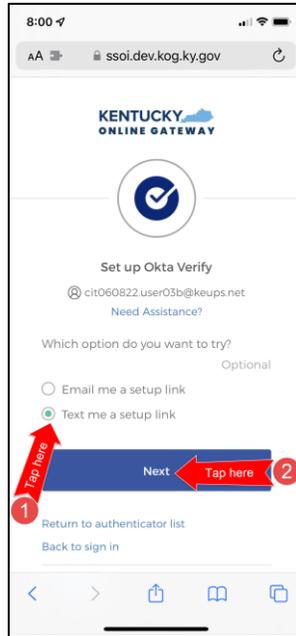
STEP 1: On the **Set up security methods** screen, tap the Okta Verify **Set up** button.



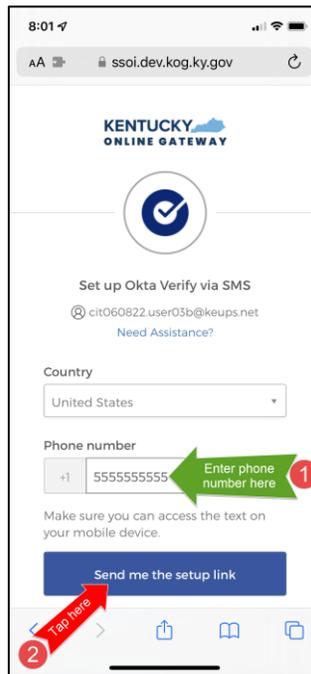
STEP 2: Tap the **Can't scan?** link (below the QR code).



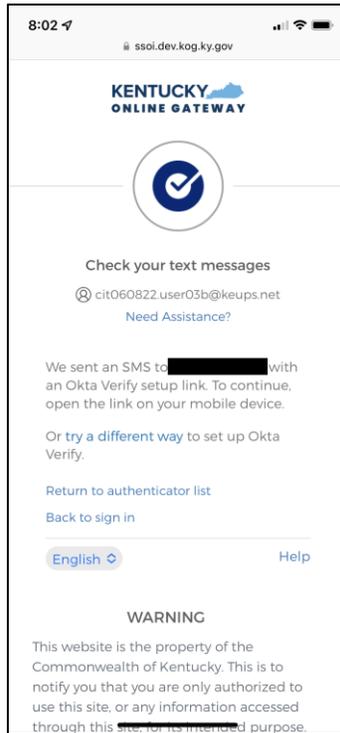
STEP 3: If you are using your mobile device browser to login and would prefer to have the setup link texted to you using SMS then tap the **Text me a setup link** radio button, and then tap the **Next** button. If you are using your mobile device or tablet/iPad browser to login and would prefer to have the setup link emailed to you then skip the steps below and go to **STEP 7** and continue from there.



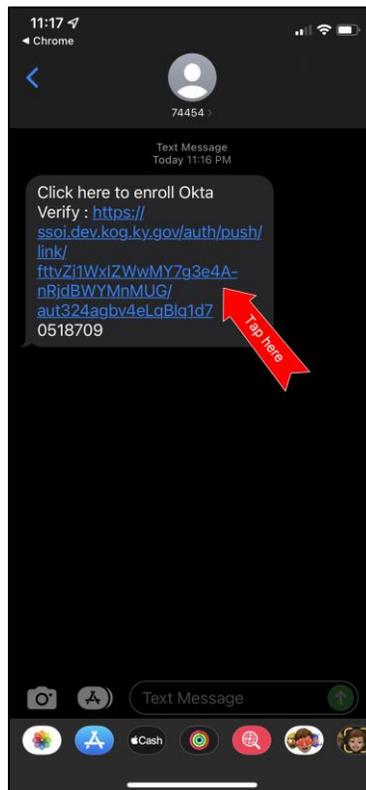
STEP 4: Enter the 10-digit phone number associated with your mobile device into the **Phone number** field and tap the **Send me the setup link** button. *NOTE: Standard mobile messaging rates may apply from your mobile carrier.*



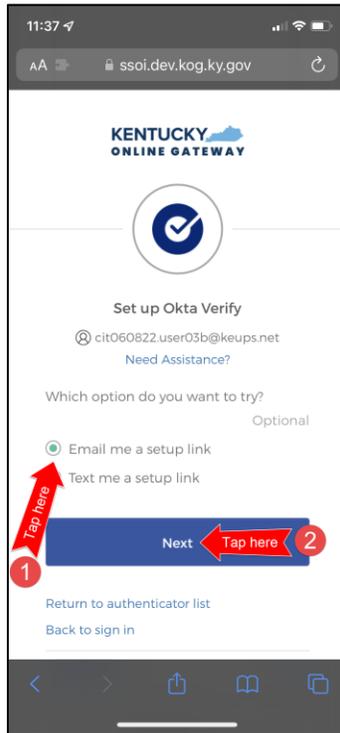
STEP 5: The onscreen message will notify you to Check your text messages.



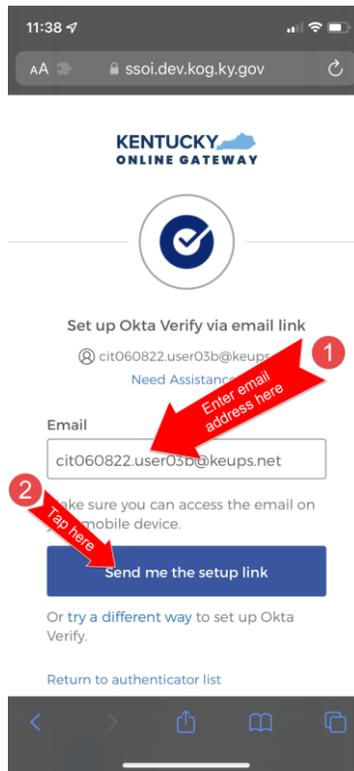
STEP 6: You will receive a SMS text message to your mobile device containing a link. Tap the link and go to [STEP 10](#) and continue from there.



STEP 7: If you would prefer to have the setup link *emailed* to you, tap the **Email me a setup link** radio button, and then tap the **Next** button.



STEP 8: Enter your email address into the **Email** field and tap the **Send me the setup link** button.

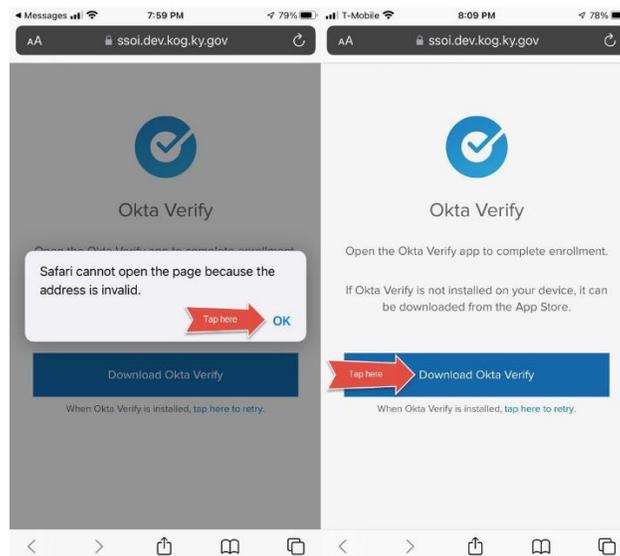


STEP 9: Log into your email account on your mobile device or tablet/iPad and retrieve an email titled as “Push Verify Activation Email”. Tap the **Activate Okta Verify Push** button in the email message.

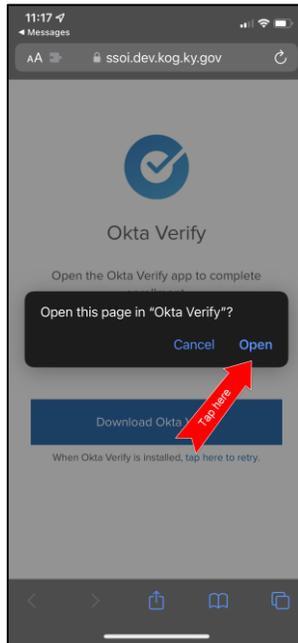


STEP 10: If you have not yet downloaded Okta Verify app to your mobile device or tablet/iPad, continue to the step below (**STEP 10A**). If you have already downloaded Okta Verify app to your mobile device or tablet/iPad, skip **STEP 10A**, go to **STEP 10B** and continue from there.

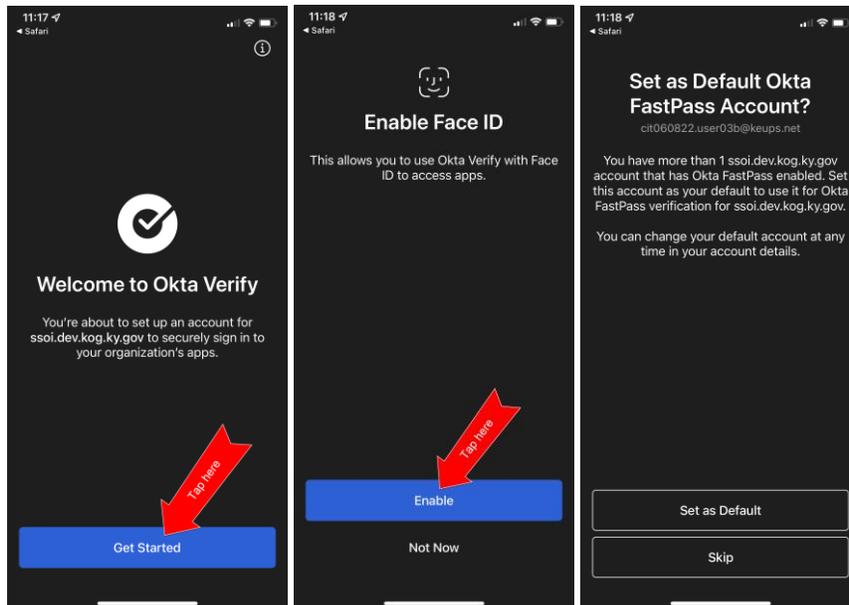
STEP 10A: If you have not yet downloaded Okta Verify to your mobile device or tablet/iPad, your device browser will show the message that, it cannot open the page because the address is invalid. Tap on the **OK** button and tap on the **Download Okta Verify** button as shown in the screenshots below. After you download Okta Verify app and see “Welcome to Okta Verify” message, go back to the email or SMS Text message where you have received the setup link and tap the **Activate Okta Verify Push** button in the email or link in the SMS Text messages.

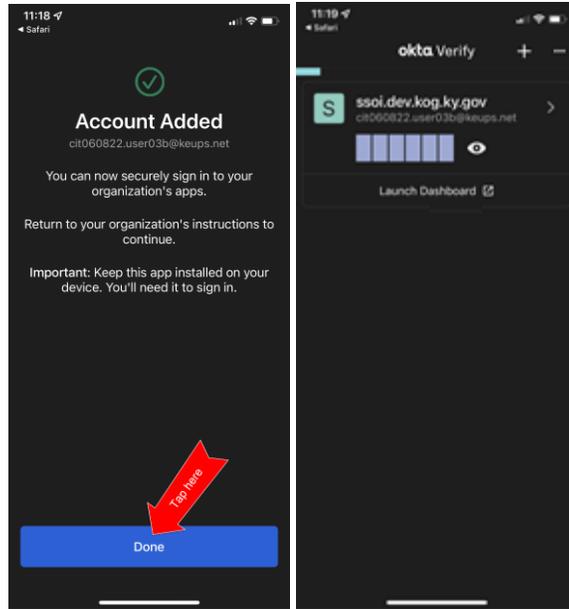


STEP 10B: If you have previously downloaded Okta Verify to your mobile device or tablet/iPad, your device browser will ask if you would like to open the page in Okta Verify. Tap the **Open** button.



STEP 11: Follow the instructions on the screens shown below to setup Okta Verify for your account. Once all steps are completed, go back to the KOG login browser window where you were initially prompted to setup security methods.



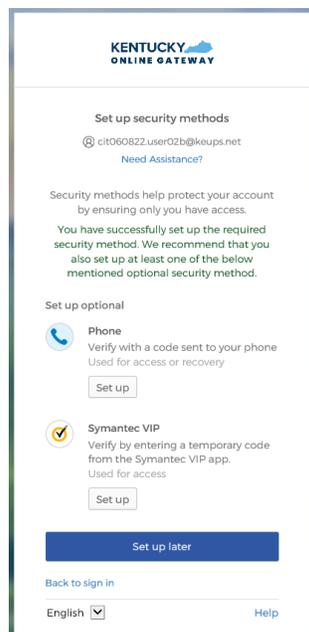


STEP 12: If your device successfully scans the QR code, KOG will recognize that the Okta Verify MFA enrollment is complete. *If no other authentication factors are available to enroll*, you will be redirected to your application. *If there are other factors available to enroll*, KOG recommends that you also set up at least one of the optional security method as well, which will help you in the future to add or remove additional security methods.

If you need help setting up Phone security method using SMS text message please go to [section 2.1](#)

If you need help setting up Phone security method using Voice Call please go to [section 3.1](#).

If you need help setting up Symantec VIP security method please go to [section 4.1](#)



1.2. MFA on Subsequent Login

If you want to complete MFA using Okta Verify security code, please go to [section 1.2.b](#), otherwise please follow the steps below ([section 1.2.a](#)) to complete MFA using Okta Verify push notification.

1.2.a. Okta Verify Push Notification Based MFA

STEP 1: On the new KOG login screen please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

Welcome to the new Kentucky Online Gateway (KOG) sign-in page! Please login with your existing KOG account. If you run into any login issues, please refer to the new Help page.

KENTUCKY ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address
cit060822.user02b@keups.net

Next

Create New Account
Resend Account Verification Email

English Help

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STEP 2: Enter your password into the **Password** field and click the **Verify** button.

KENTUCKY ONLINE GATEWAY

Verify with your password

cit060822.user02b@keups.net

Password

Verify

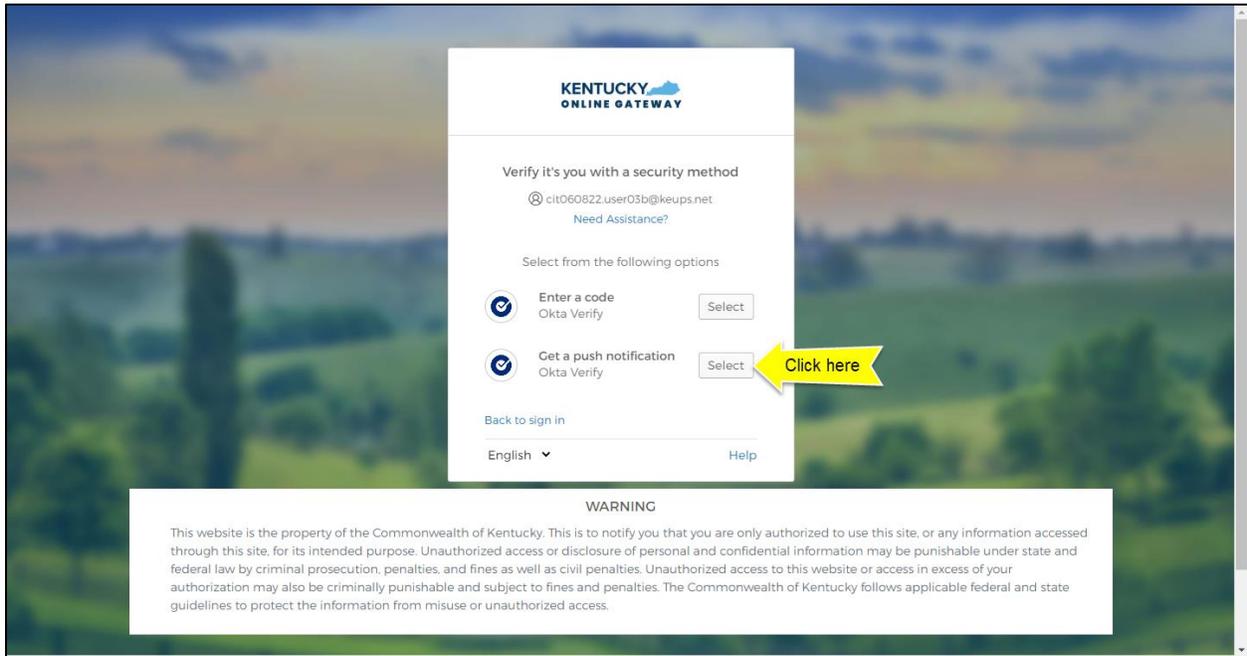
Forgot password?
Verify with something else
Back to sign in

English Help

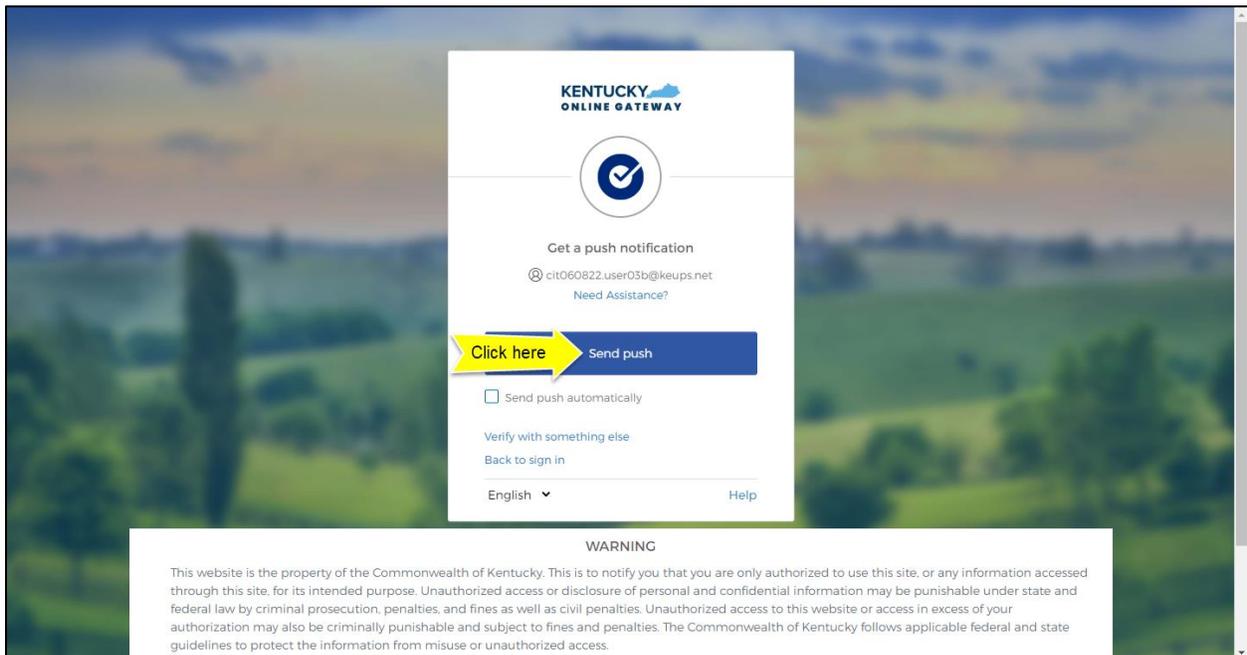
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STEP 3: Click the **Select** button next to **Get a push notification**.

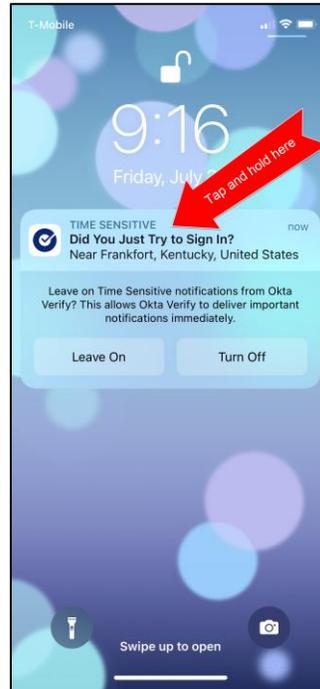


STEP 4: Click the **Send push** button.

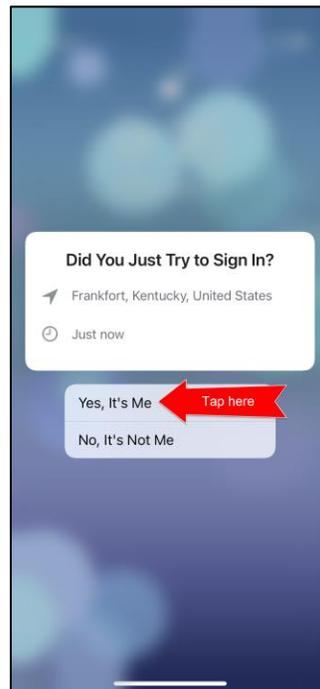


STEP 5: You will receive a push notification on your mobile device. Tap (and hold) on the **Did You Just Try to Sign In?** banner.

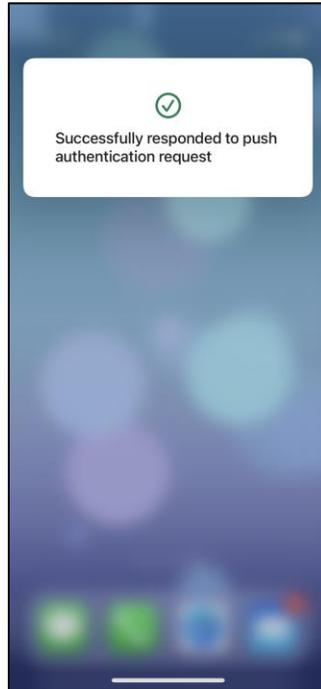
**The following screenshots were taken using an iPhone mobile device. Your experience using an iPad or Android mobile/tablet device will differ but should be similar.*



STEP 6: You will be asked again **Did You Just Try to Sign In?** Tap the **Yes, It's Me** button.

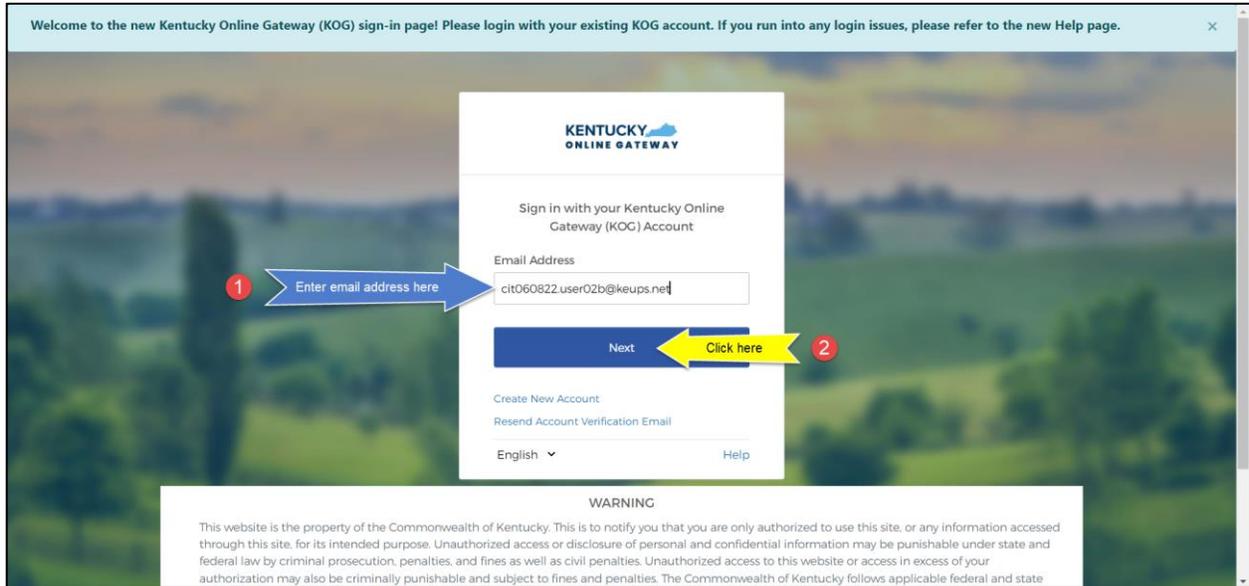


STEP 7: A notification will appear on your mobile device screen letting you know that you have successfully responded to the push authentication request. You can now return to the KOG screen where you will be redirected to your application.

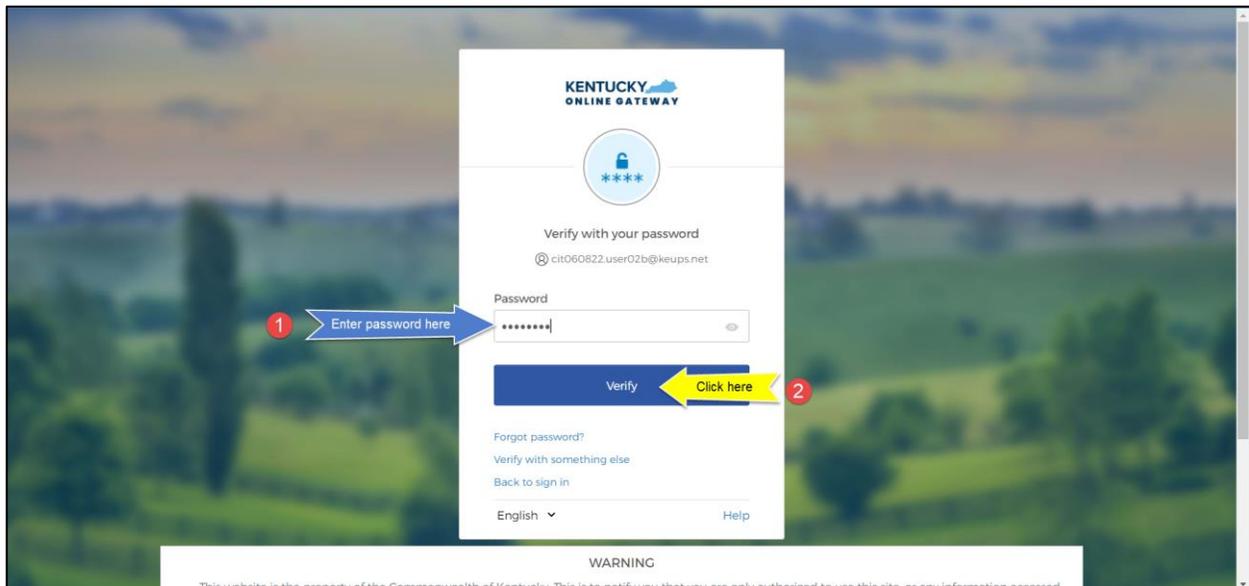


1.2.b. Okta Verify Security Code Based MFA

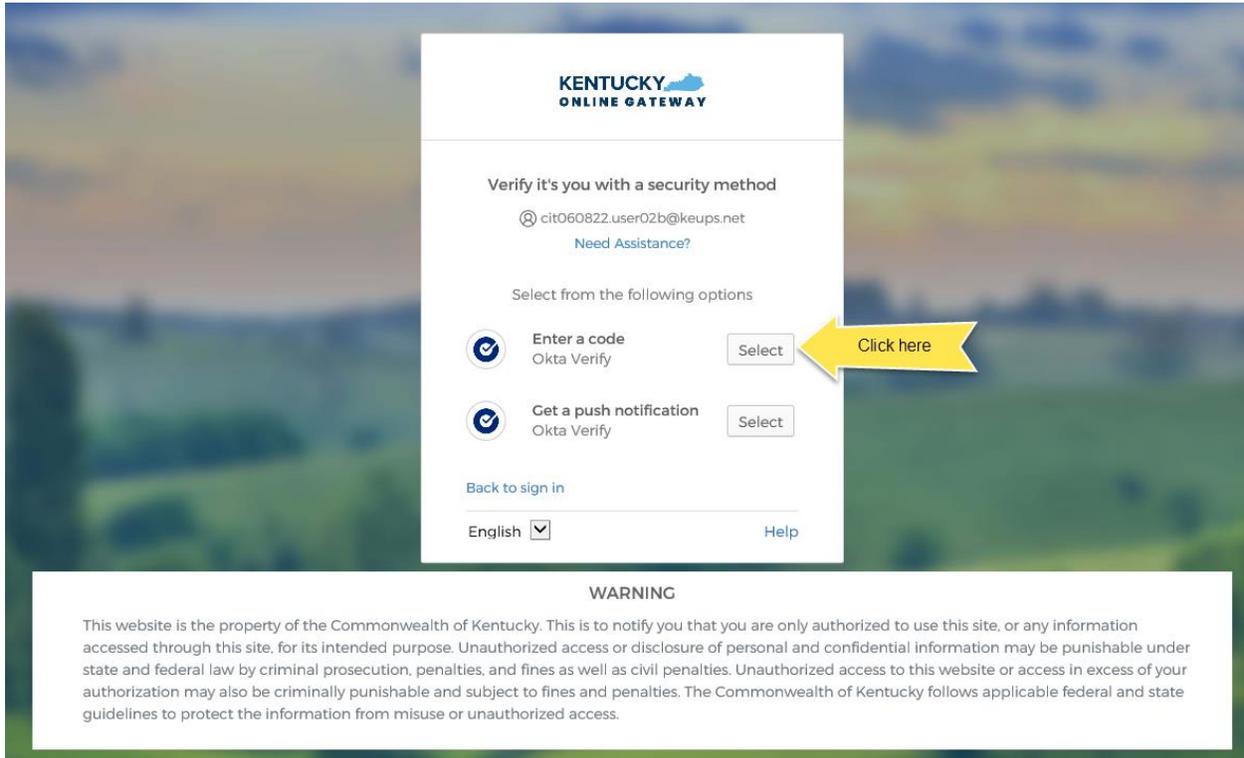
STEP 1: On the new KOG login screen please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.



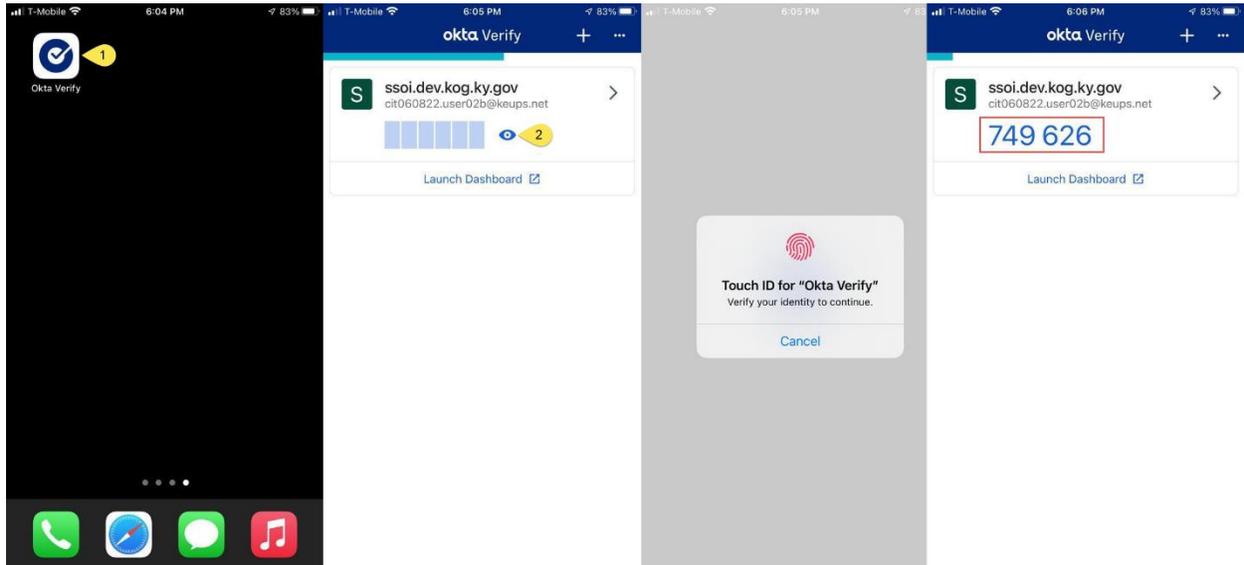
STEP 2: Enter your password into the **Password** field and click the **Verify** button.



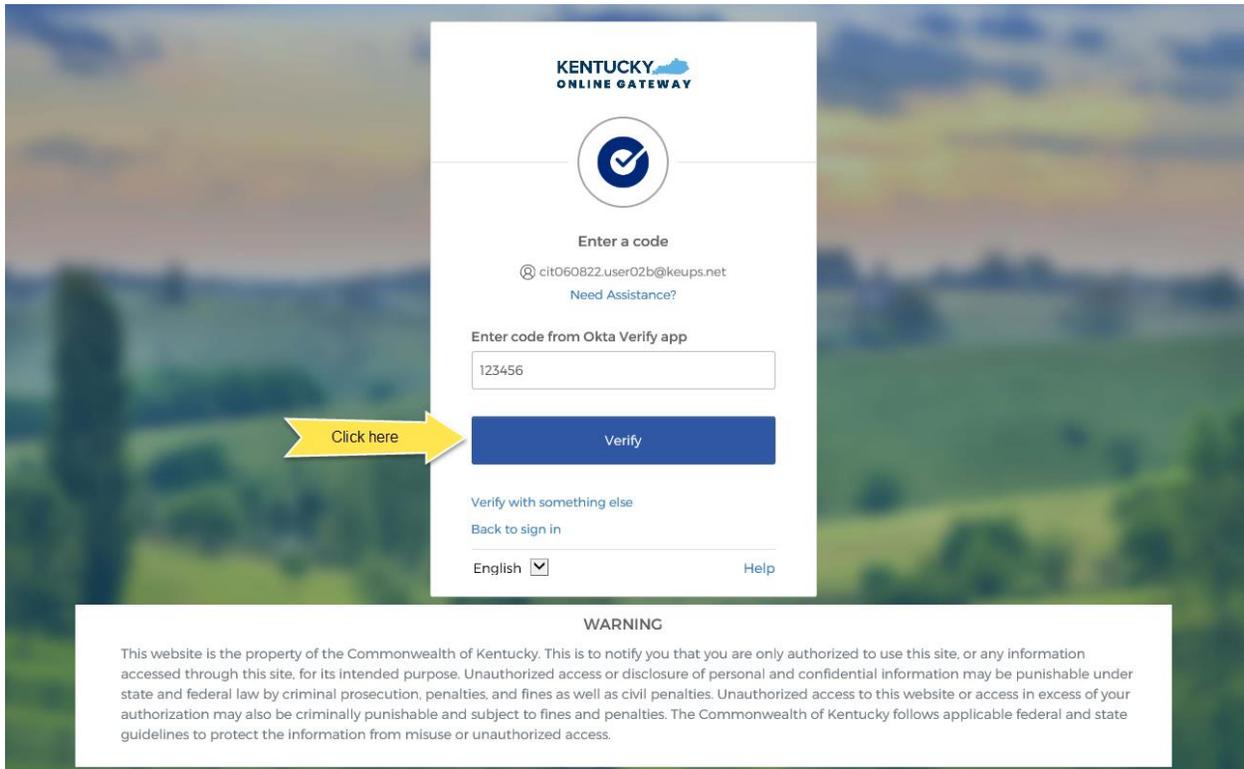
STEP 3: Click the **Select** button next to **Enter a code**.



STEP 4: Open the Okta Verify app on your mobile device or tablet/iPad. Locate the email address associated with your KOG account that you used to login. If your code is not visible, tap on the eye icon and verify your identity using either touch ID or face ID. Once the code is visible, go to **STEP 5**.



STEP 5: Return to the KOG screen and enter the 6-digit code from the Okta Verify app into the **Enter code from Okta Verify app** field and click on the **Verify** button. If you have entered the code correctly, you will be redirected to your application.



The screenshot displays the Kentucky Online Gateway login interface. At the top, the logo reads "KENTUCKY ONLINE GATEWAY". Below the logo is a circular icon containing a checkmark. The text "Enter a code" is centered, followed by the email address "cit060822.user02b@keups.net" and a link for "Need Assistance?". A text prompt "Enter code from Okta Verify app" is positioned above a text input field containing the code "123456". A blue "Verify" button is located below the input field, with a yellow arrow pointing to it from the left and the text "Click here". Below the button are links for "Verify with something else" and "Back to sign in". At the bottom left, there is a language selector set to "English" with a dropdown arrow, and at the bottom right, there is a "Help" link.

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2. Phone (SMS Text Message)

One of the options KOG offers to complete MFA is SMS text message using phone.

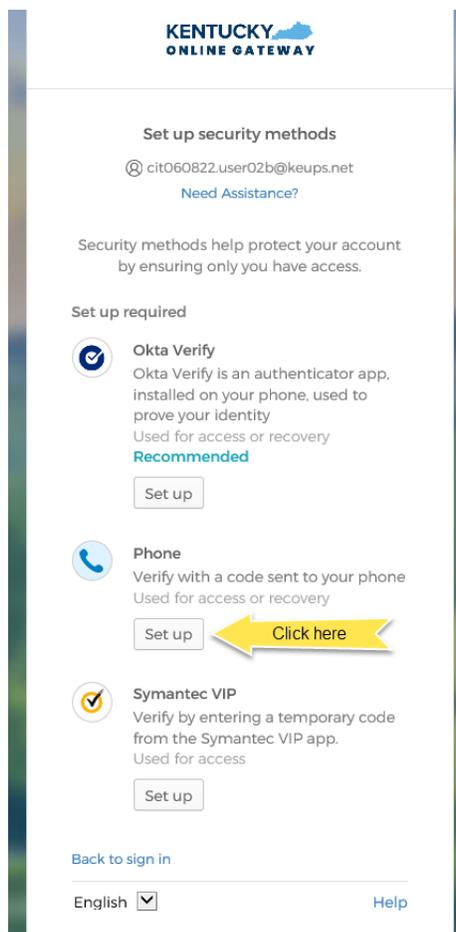
If you are logging in for the first time and need to enroll into Phone using SMS text message, please go to [section 2.1](#).

If you are logging in for a subsequent time, and need to complete MFA using SMS text message, please go to [section 2.2](#).

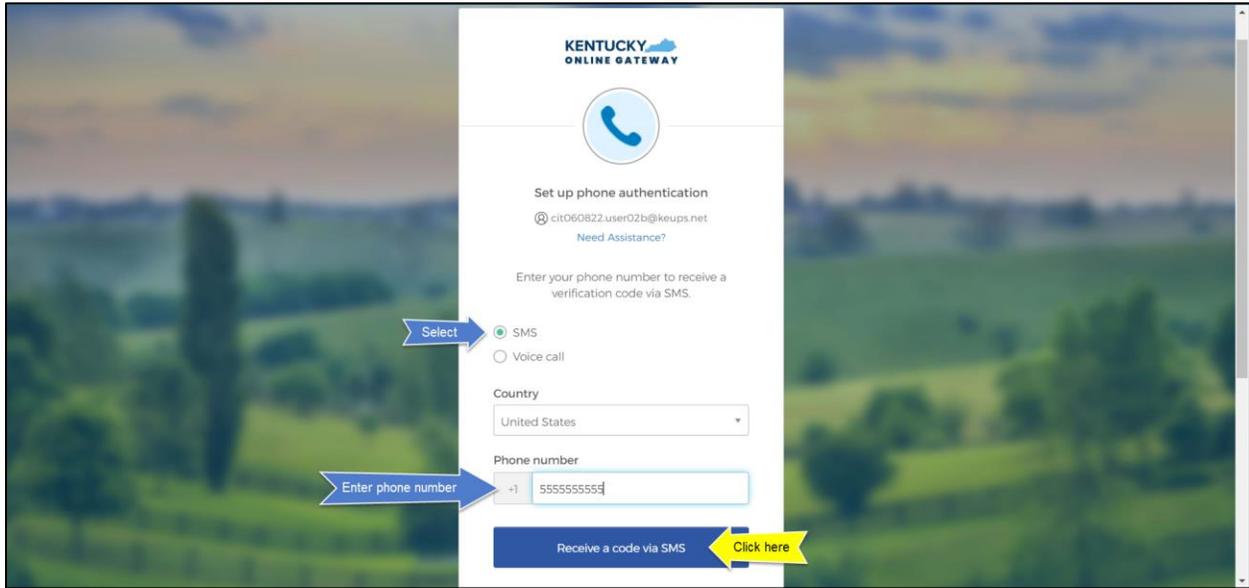
2.1. Enrollment (First time login)

If the email address and password you have entered on the new KOG login screen are correct, you will be shown the **Set up security methods** screen.

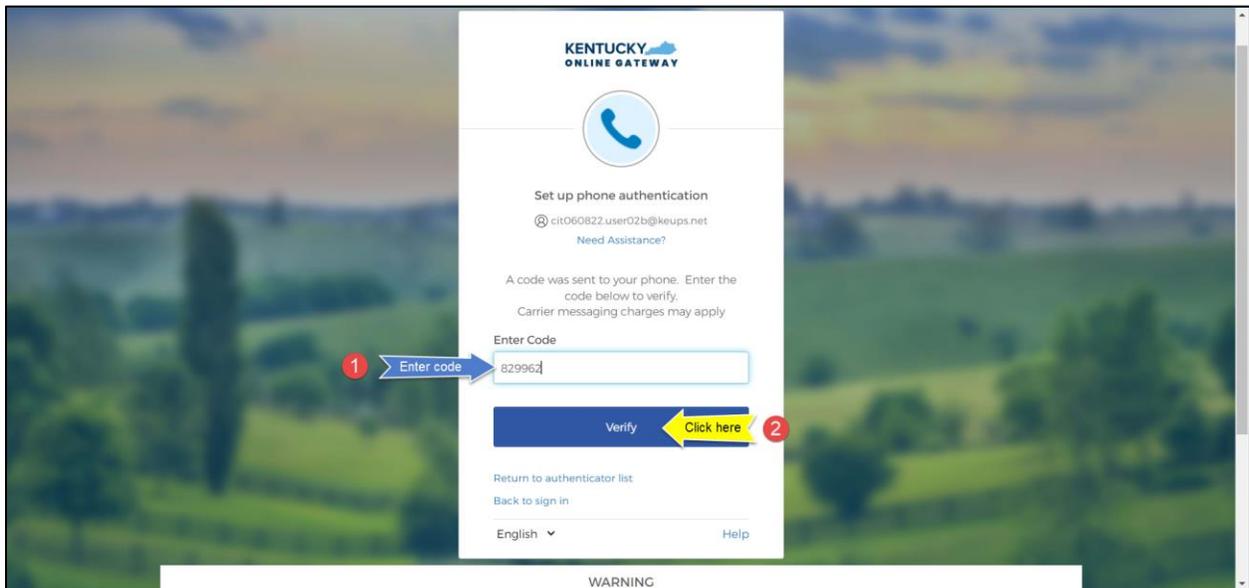
STEP 1: On the **Set up security methods** screen, click the Phone **Set up** button.



STEP 2: Click the radio button labeled **SMS** and enter the 10-digit phone number for your mobile device into the **Phone Number** field. Then click the **Receive a code via SMS** button. *NOTE: Standard mobile messaging rates may apply from your mobile carrier.*



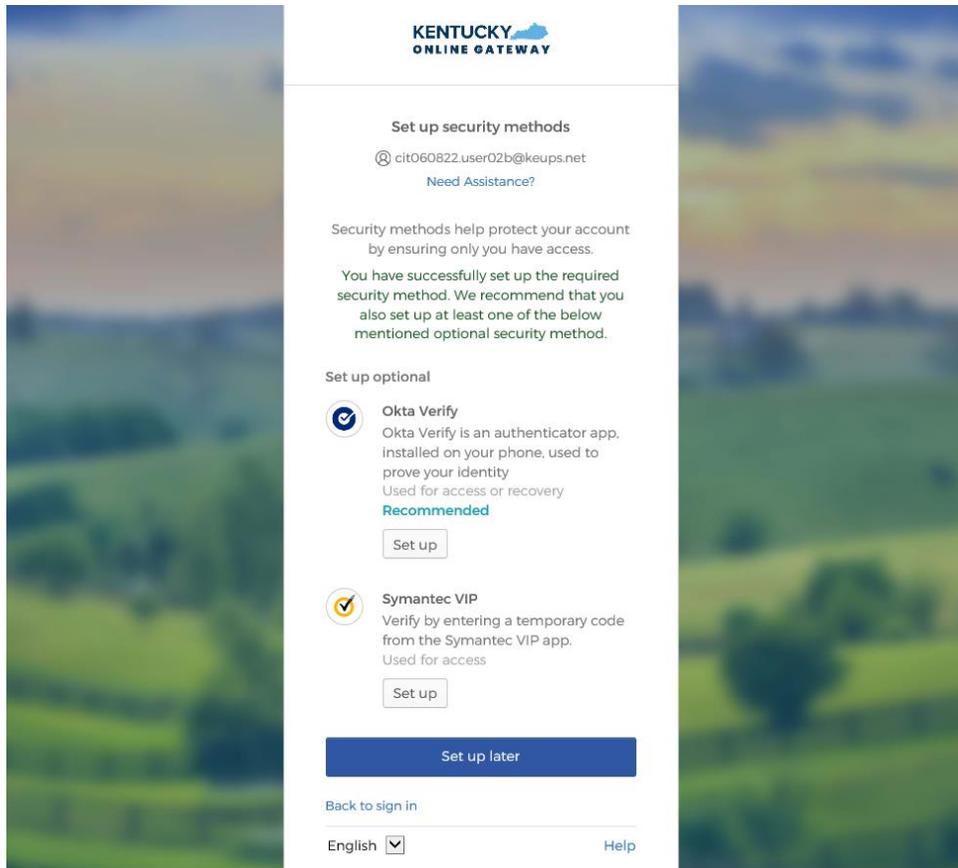
STEP 3: You will receive a SMS text message to your mobile device containing a 6-digit code. Return to the KOG screen and enter the 6-digit code you received into the **Enter Code** field and click the **Verify** button.



STEP 4: If the code was entered correctly, KOG will recognize that the SMS text message based Phone MFA enrollment is complete. *If no other authentication factors are available to enroll, you will be redirected to your application. If there are other factors available to enroll, KOG recommends that you also set up at least one of the optional security method as well, which will help you in the future to add or remove additional security methods.*

If you need help setting up Okta Verify security method please go to [section 1.1](#)

If you need help setting up Symantec VIP security method please go to [section 4.1](#)



2.2. MFA on Subsequent Login

STEP 1: On the new KOG login screen please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

Welcome to the new Kentucky Online Gateway (KOG) sign-in page! Please login with your existing KOG account. If you run into any login issues, please refer to the new Help page.

KENTUCKY ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address
cit060822.user02b@keups.net

Next

Create New Account
Resend Account Verification Email
English Help

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STEP 2: Enter your password into the **Password** field and click the **Verify** button.

KENTUCKY ONLINE GATEWAY

Verify with your password

cit060822.user02b@keups.net

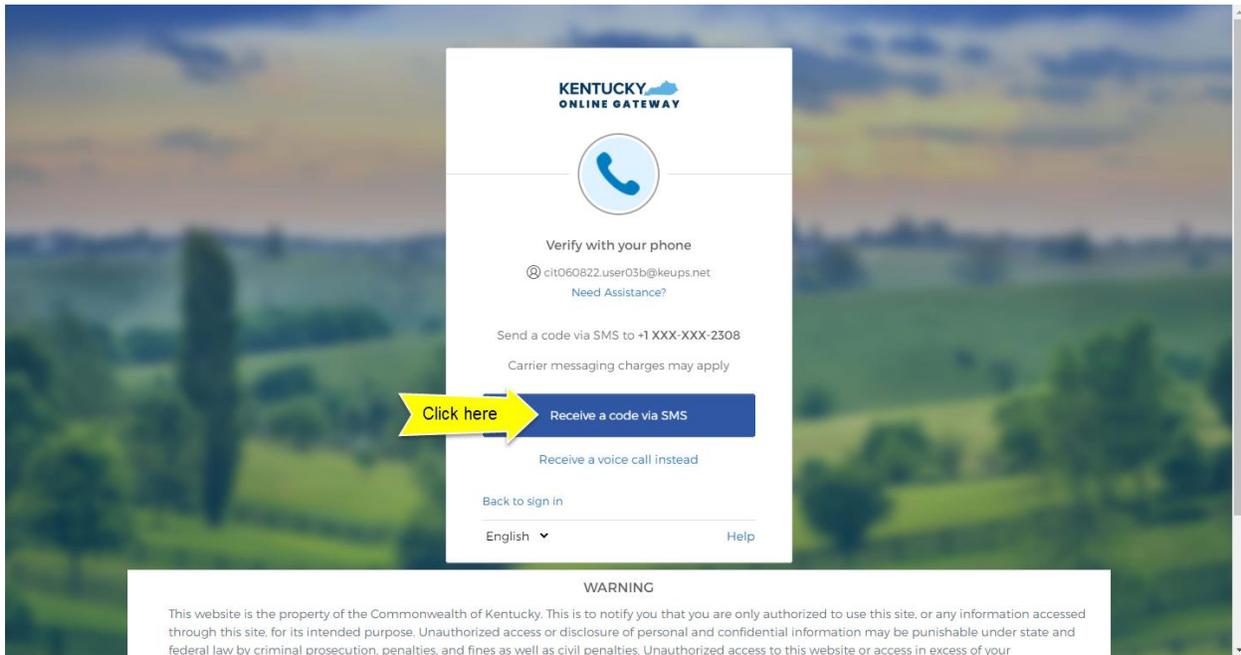
Password

Verify

Forgot password?
Verify with something else
Back to sign in
English Help

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STEP 3: Click the **Receive a code via SMS** button.



KENTUCKY
ONLINE GATEWAY



Verify with your phone
@ ckt060822.user03b@keups.net
[Need Assistance?](#)

Send a code via SMS to +1 XXX-XXX-2308
Carrier messaging charges may apply

Click here → [Receive a code via SMS](#)

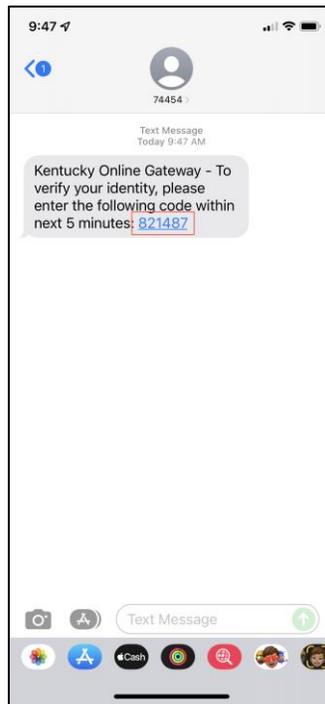
[Receive a voice call instead](#)

[Back to sign in](#)

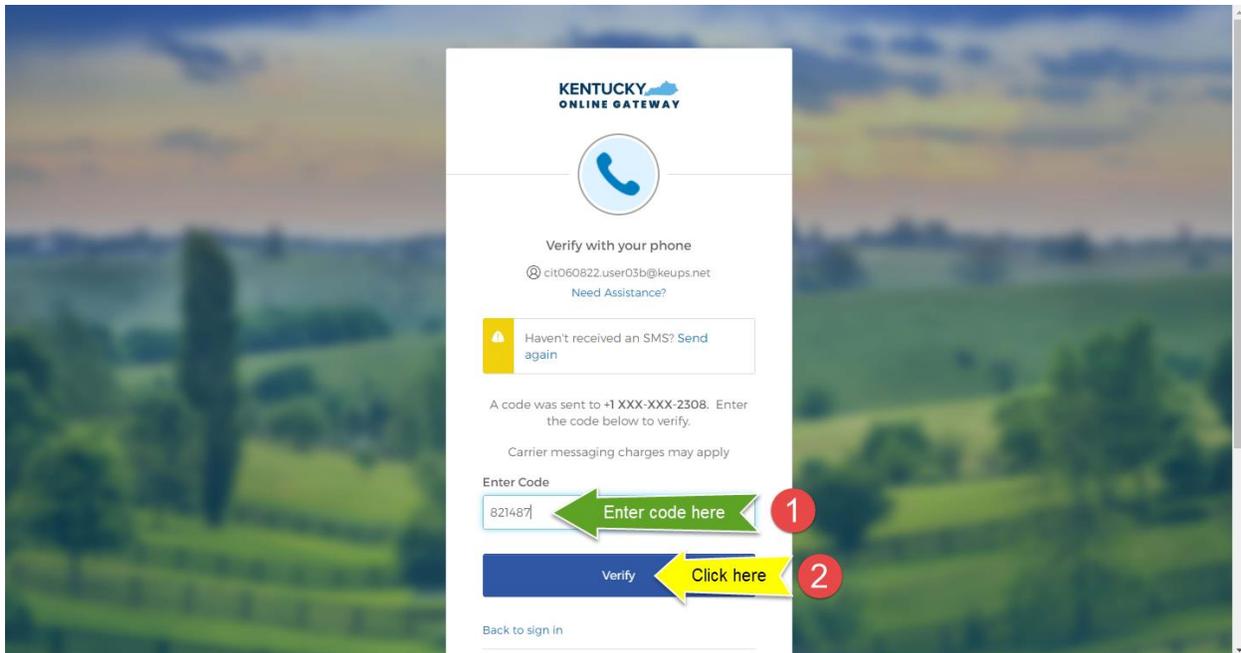
English ▾ [Help](#)

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STEP 4: You will receive a SMS text message to your mobile device containing a 6-digit code.



STEP 5: Return to the KOG screen and enter the 6-digit code you received into the **Enter Code** field and click the **Verify** button. If you have entered the code correctly, you will be redirected to your application.



3. Phone (Voice Call)

One of the options KOG offers to complete MFA is Voice Call using phone.

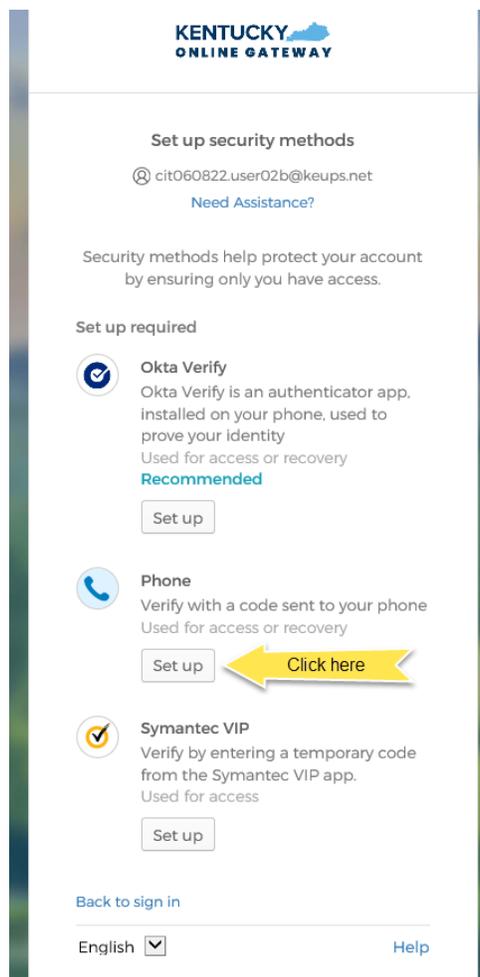
If you are logging in for the first time and need to enroll into Phone using Voice Call, please go to [section 3.1](#).

If you are logging in for a subsequent time, and need to complete MFA using Voice Call, please go to [section 3.2](#).

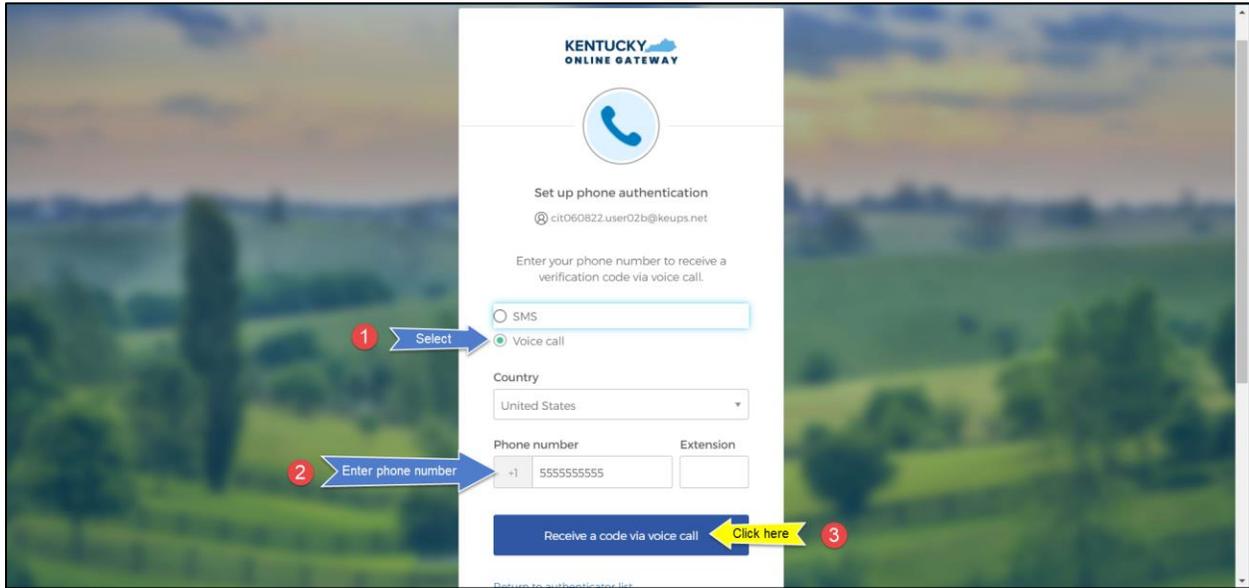
3.1. Enrollment (First time login)

If the email address and password you have entered on the new KOG login screen are correct, you will be shown the **Set up security methods** screen.

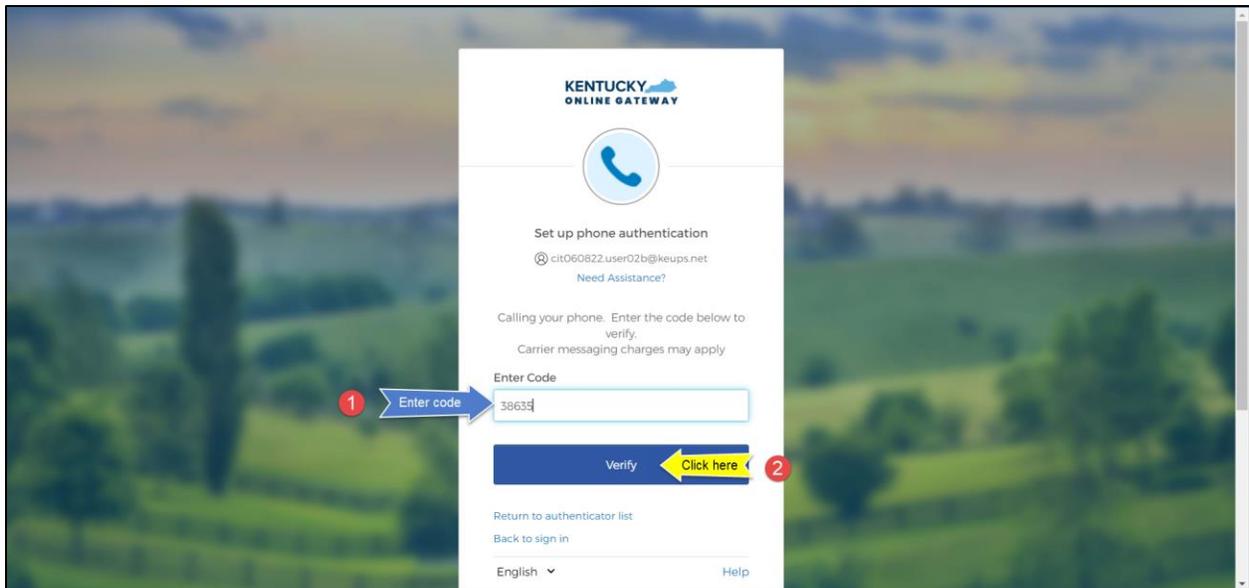
STEP 1: On the **Set up security methods** screen, click the Phone **Set up** button.



STEP 2: Click the radio button labeled **Voice call** and enter your 10-digit phone number into the **Phone Number** field (and extension into the **Extension** field *if applicable*). Then click the **Receive a code via voice call** button.



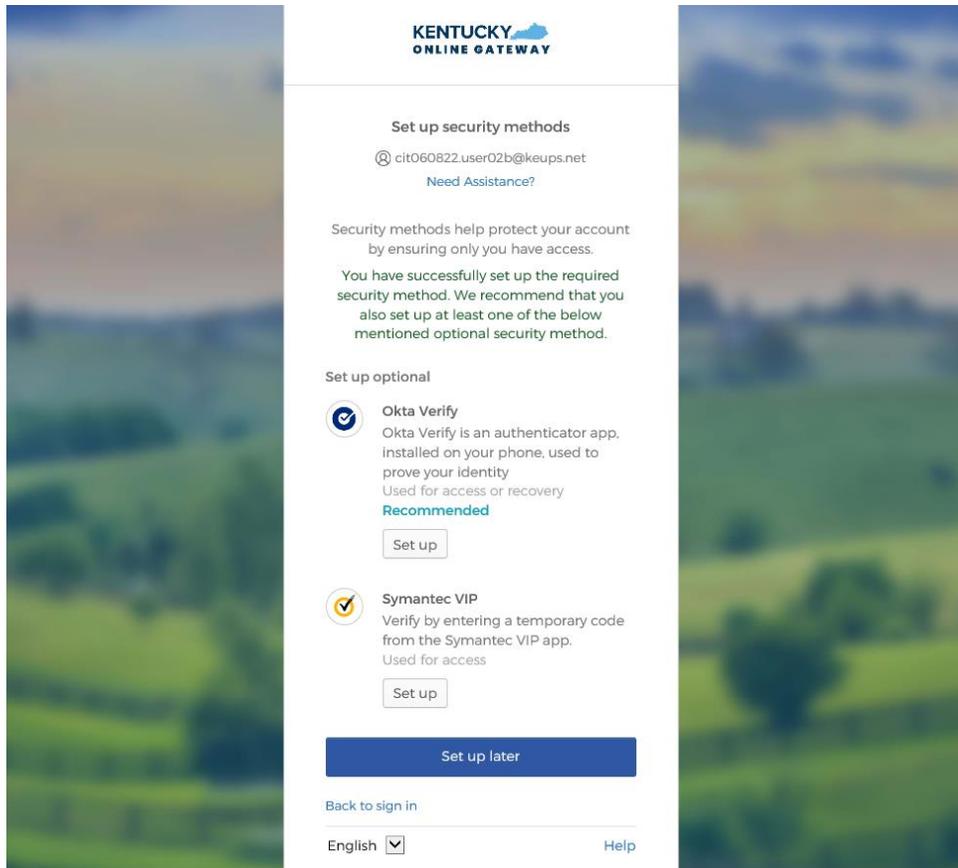
STEP 3: You will receive a phone call and the voice on the line will read off a 5-digit code. Return to the KOG screen and enter the 5-digit code you received into the **Enter Code** field and click the **Verify** button.



STEP 4: If the code was entered correctly, KOG will recognize that the Voice Call based Phone MFA enrollment is complete. *If no other authentication factors are available to enroll*, you will be redirected to your application. *If there are other factors available to enroll*, KOG recommends that you also set up at least one of the optional security method as well, which will help you in the future to add or remove additional security methods.

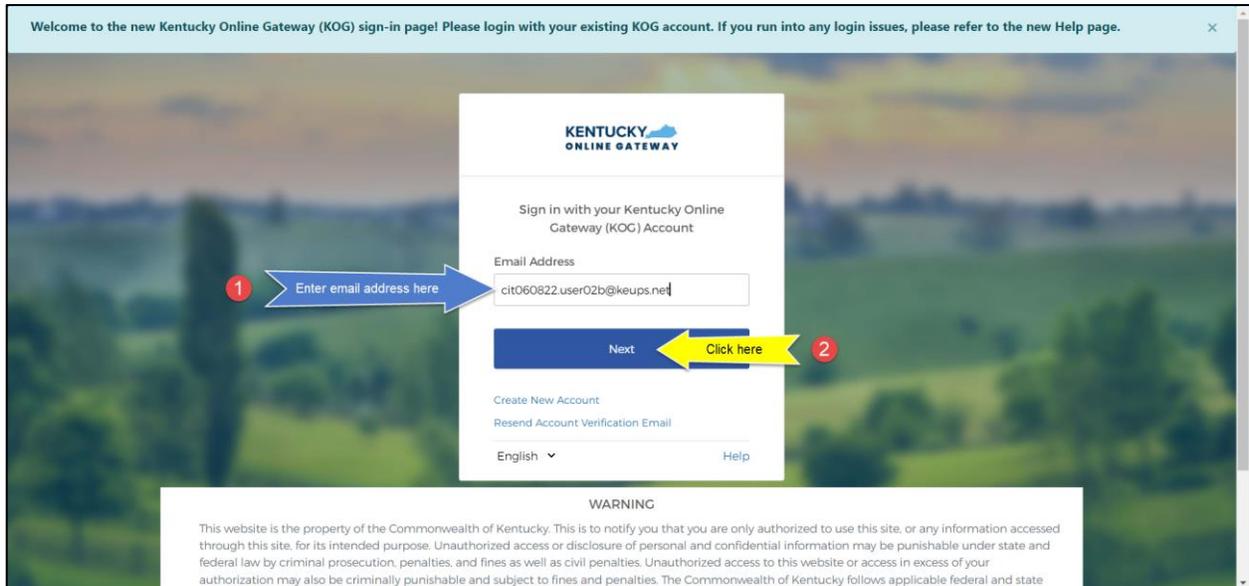
If you need help setting up Okta Verify security method please go to [section 1.1](#)

If you need help setting up Symantec VIP security method please go to [section 4.1](#)

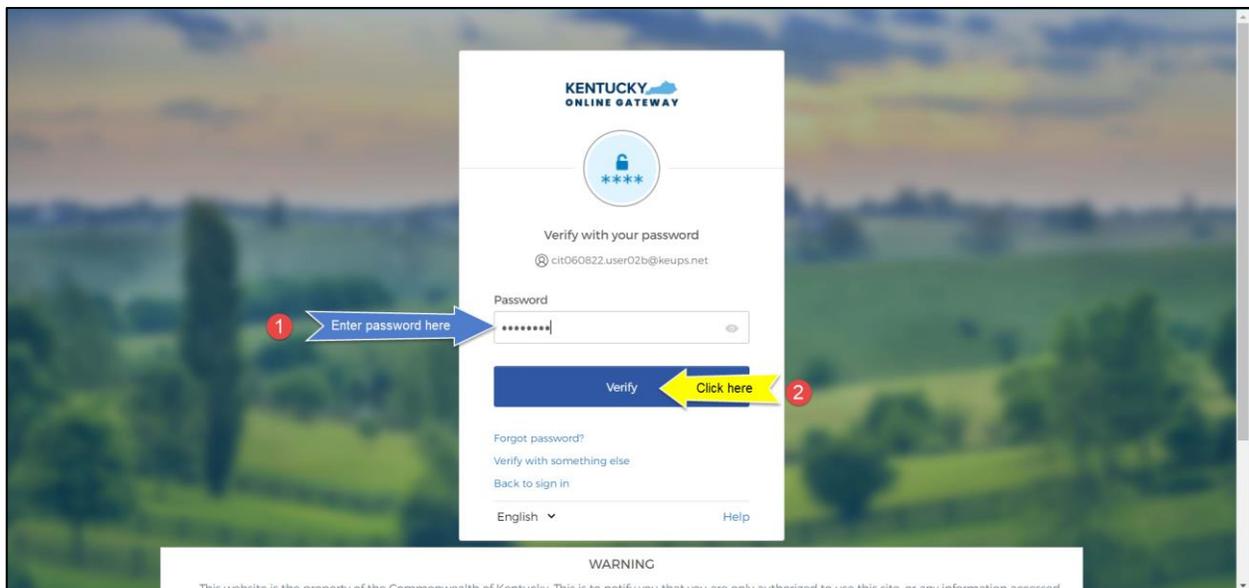


3.2. MFA on Subsequent Login

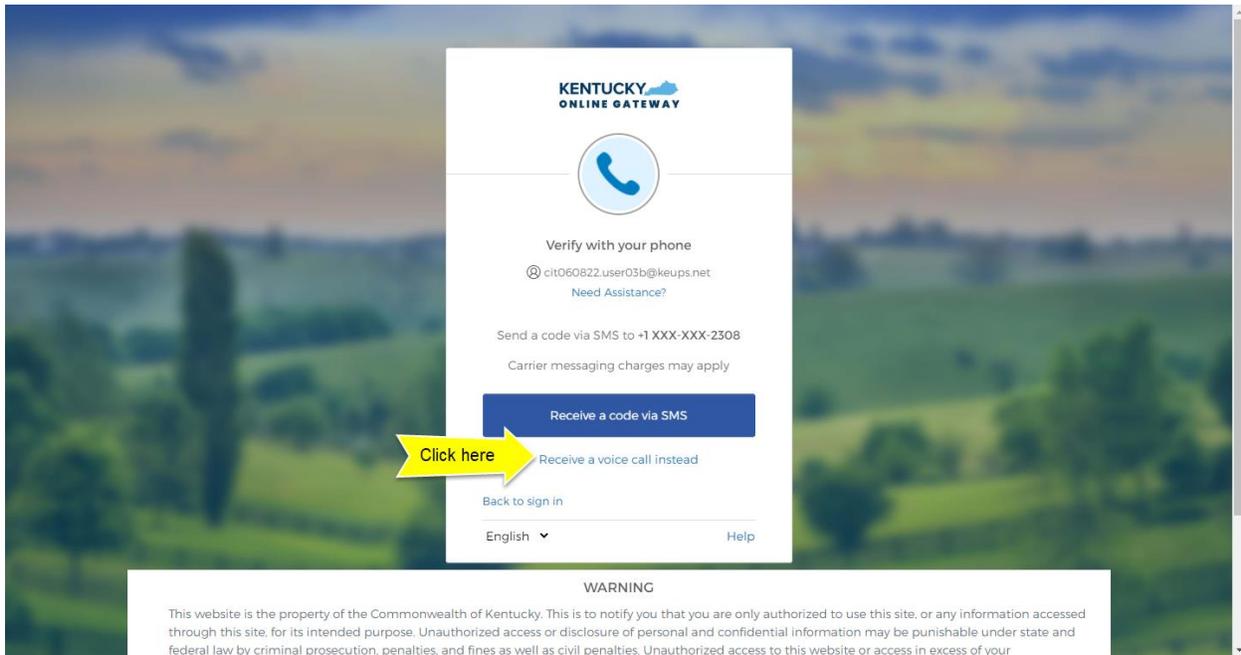
STEP 1: On the new KOG login screen please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.



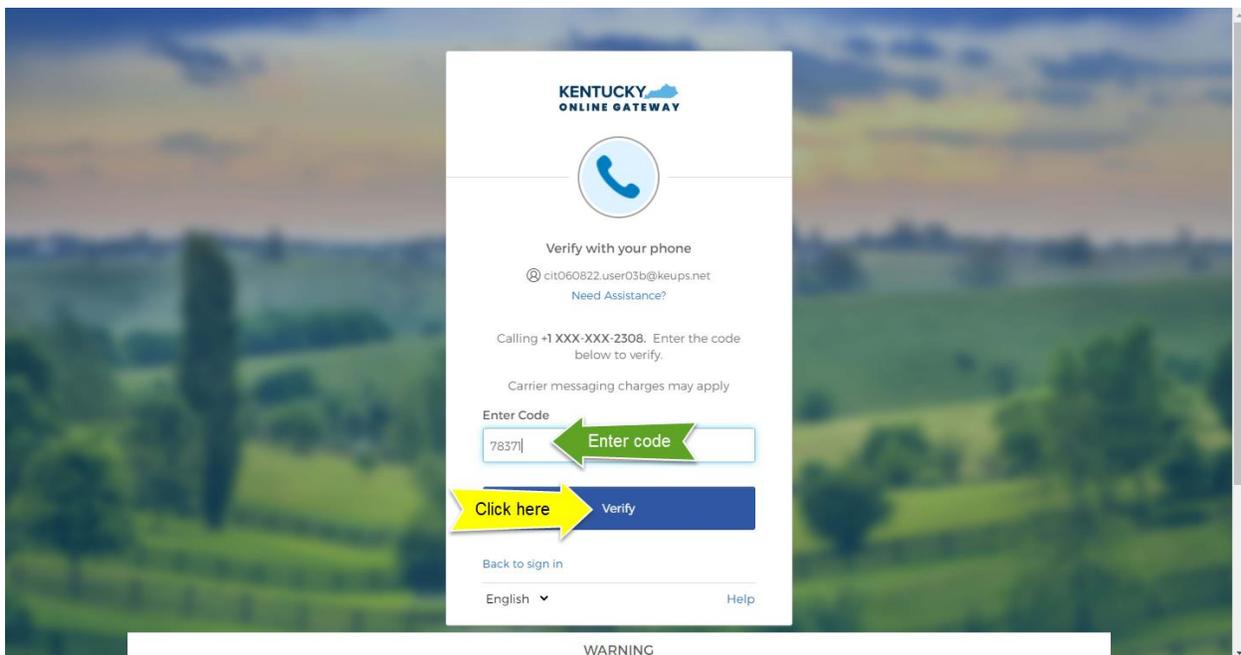
STEP 2: Enter your password into the **Password** field and click the **Verify** button.



STEP 3: Click the **Receive a voice call instead** link.



STEP 4: You will receive a phone call to your mobile device and the voice on the line will read off a 5-digit code. Return to the KOG screen and enter the 5-digit code you received into the **Enter Code** field and click the **Verify** button. If you have entered the code correctly, you will be redirected to your application.



4. Symantec VIP

KOG continues to offer Symantec VIP as a security method for MFA. If you previously used Symantec VIP to log into KOG supported applications, you will need to re-enroll into Symantec VIP as a one-time activity.

*NOTE: If you have Symantec VIP already installed on any device, you **DO NOT** need to re-install the app.*

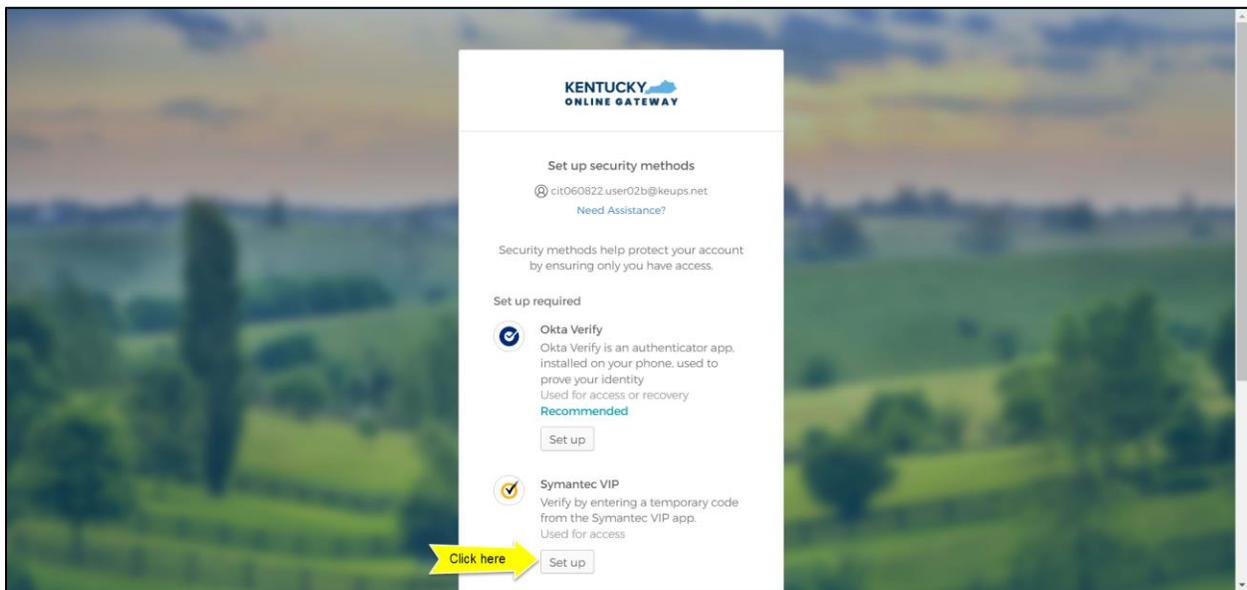
If you are logging in for the first time and need to enroll into Symantec VIP, please go to [section 4.1](#).

If you are logging in for a subsequent time, and need to complete MFA using Symantec VIP, please go to [section 4.2](#).

4.1. Enrollment (First time login)

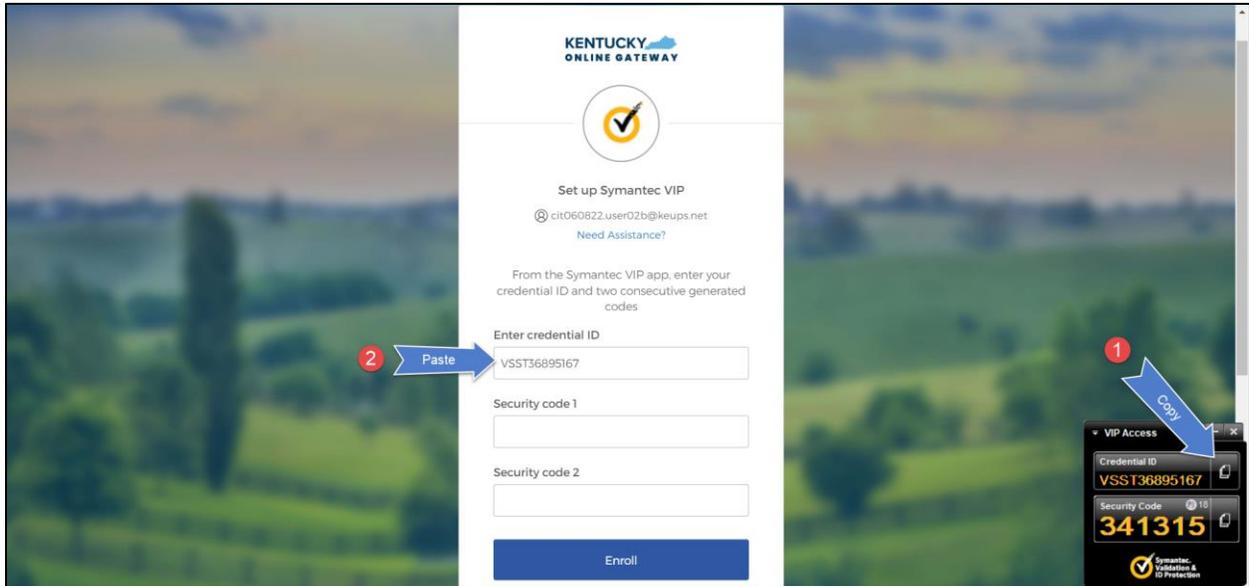
If the email address and password you have entered on the new KOG login screen are correct, you will be shown the **Set up security methods** screen.

STEP 1: On the **Set up security methods** screen, click the Symantec VIP **Set up** button.

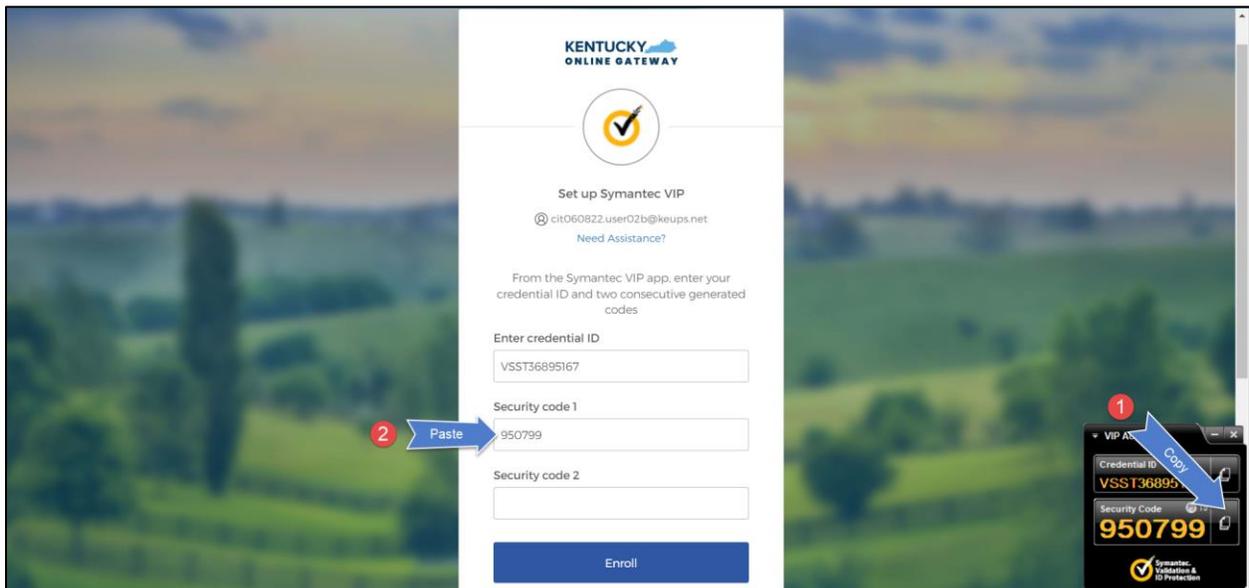


PLEASE NOTE: If you have not yet installed the VIP Access app onto your machine or device, you will first need to download and install it by visiting the Symantec website at <https://vip.symantec.com/> for the desktop version, the App Store for iPhone and iPad devices, or the Google Play for Android devices.

STEP 2: After opening Symantec VIP app on your device, you will see a Credential ID and a Security Code in a small black box. To copy the Credential ID from Symantec VIP app, click the button next to the Credential ID (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 12-digit Credential ID into the **Credential ID** field.

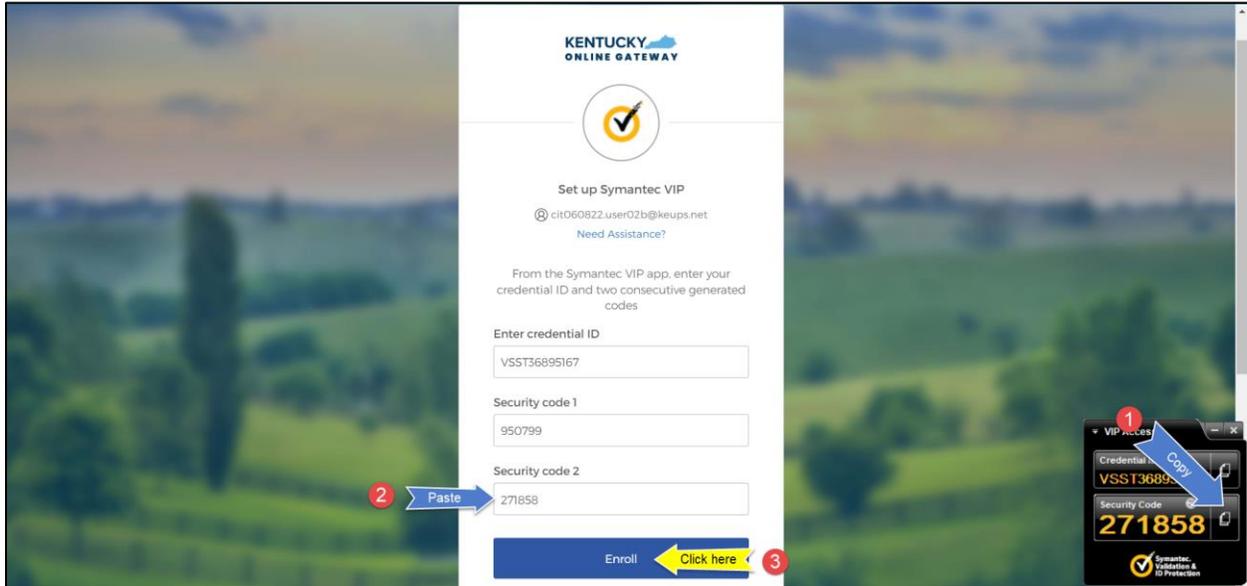


STEP 3: Copy the Security Code from the Symantec VIP app. To copy the Security Code, click the button next to the Security Code (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 6-digit Security Code into the **Security code 1** field.



STEP 4: Wait until a new Security Code appears in Symantec VIP app and copy the newly generated Security Code. Return to the KOG screen and either paste or manually enter the newly generated 6-digit Security Code into the **Security code 2** field, then click the **Enroll** button.

NOTE: The Security Code refreshes every thirty (30) seconds. If the second code expires before you click the Enroll button, enrollment will fail, and you will need to return to the VIP Access application to receive two new valid Security Codes.



STEP 5: If the Credential ID and Security Codes were entered correctly, KOG will recognize that the Symantec VIP MFA enrollment is complete. *If no other authentication factors are available to enroll, you will be redirected to your application. If there are other factors available to enroll, KOG recommends that you also set up at least one of the optional security method as well, which will help you in the future to add or remove additional security methods.*

If you need help setting up Okta Verify security method please go to [section 1.1](#)

If you need help setting up Phone security method using SMS text message please go to [section 2.1](#)

If you need help setting up Phone security method using Voice Call please go to [section 3.1](#)

Set up security methods

@ cit060822.user02b@keups.net

[Need Assistance?](#)

Security methods help protect your account by ensuring only you have access.

You have successfully set up the required security method. We recommend that you also set up at least one of the below mentioned optional security method.

Set up optional



Okta Verify

Okta Verify is an authenticator app, installed on your phone, used to prove your identity
Used for access or recovery

Recommended

Set up



Phone

Verify with a code sent to your phone
Used for access or recovery

Set up

Set up later

[Back to sign in](#)

English

[Help](#)

4.2. MFA on Subsequent Login

STEP 1: On the new KOG login screen please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

Welcome to the new Kentucky Online Gateway (KOG) sign-in page! Please login with your existing KOG account. If you run into any login issues, please refer to the new Help page.

KENTUCKY ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address
cit060822.user02b@keups.net

Next

Create New Account
Resend Account Verification Email

English Help

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STEP 2: Enter your password into the **Password** field and click the **Verify** button.

KENTUCKY ONLINE GATEWAY

Verify with your password

cit060822.user02b@keups.net

Password

Verify

Forgot password?
Verify with something else
Back to sign in

English Help

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STEP 3: After opening Symantec VIP app on your device, you will see a Credential ID and a Security Code in a small black box. Copy the Security Code from the Symantec VIP app. To copy the Security Code, click the button next to the Security Code (that looks like two sheets of paper). Return to the KOG screen to either paste or manually enter the 6-digit Security Code into the **Enter security code** field, then click the **Verify** button.

KENTUCKY
ONLINE GATEWAY

Verify with Symantec VIP
cit060822.user02b@keups.net
Need Assistance?

Enter the generated security code from the Symantec VIP app.

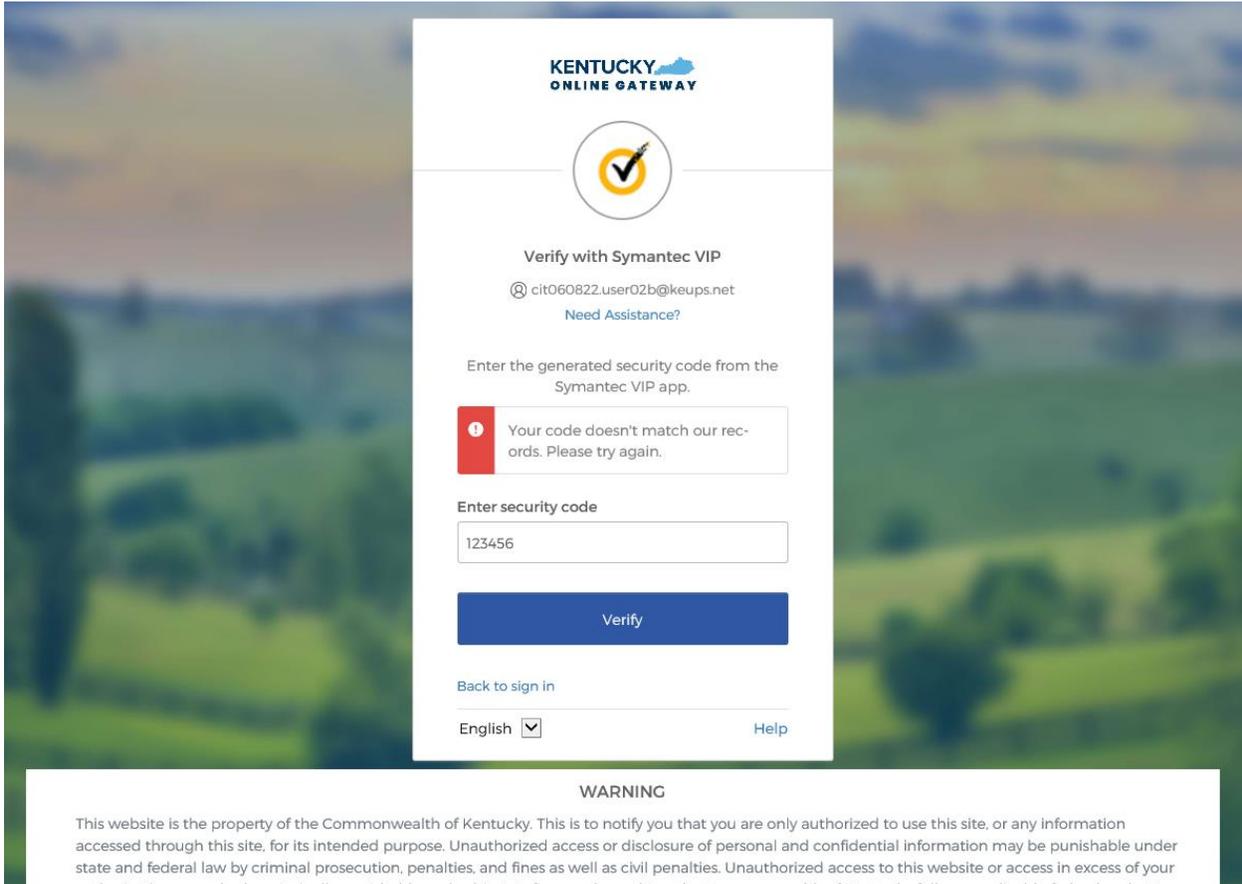
Enter security code
123456

Verify

Back to sign in
English Help

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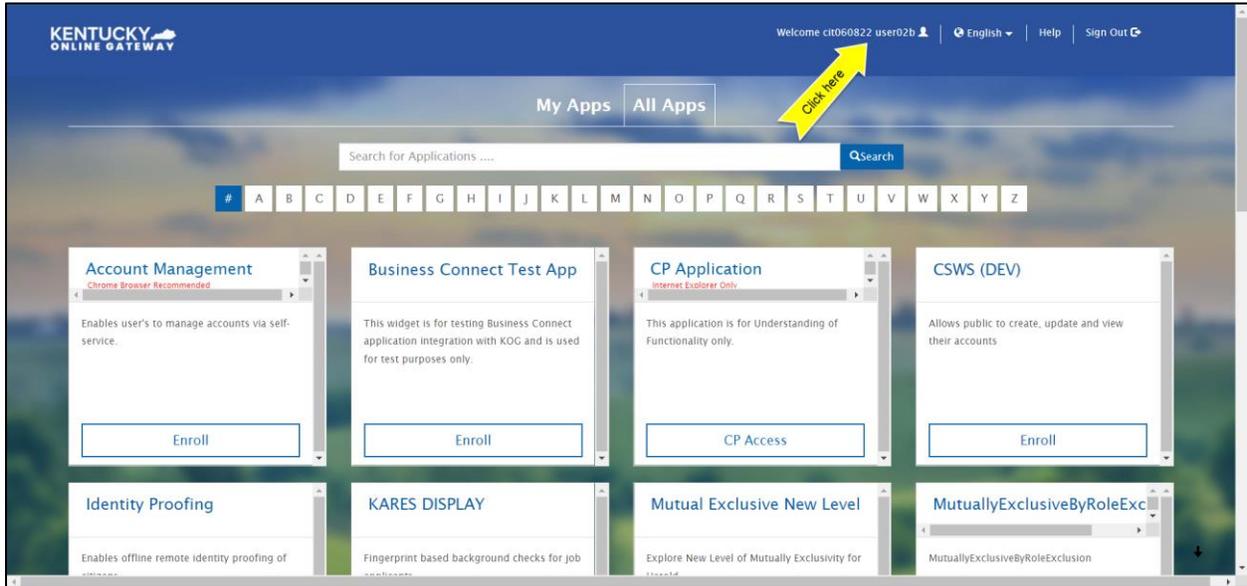
STEP 4: If the Security Code was entered correctly, KOG will recognize that the Symantec VIP MFA verification is complete and you will be redirected to your application. In case you get the error message that, “Your code doesn’t match our records, please try again”, then wait until a new Security Code appears in Symantec VIP app and copy the newly generated Security Code. Return to the KOG screen to either paste or manually enter the newly generated 6-digit Security Code into the **Enter security code** field, then click the **Verify** button to be redirected to your application.



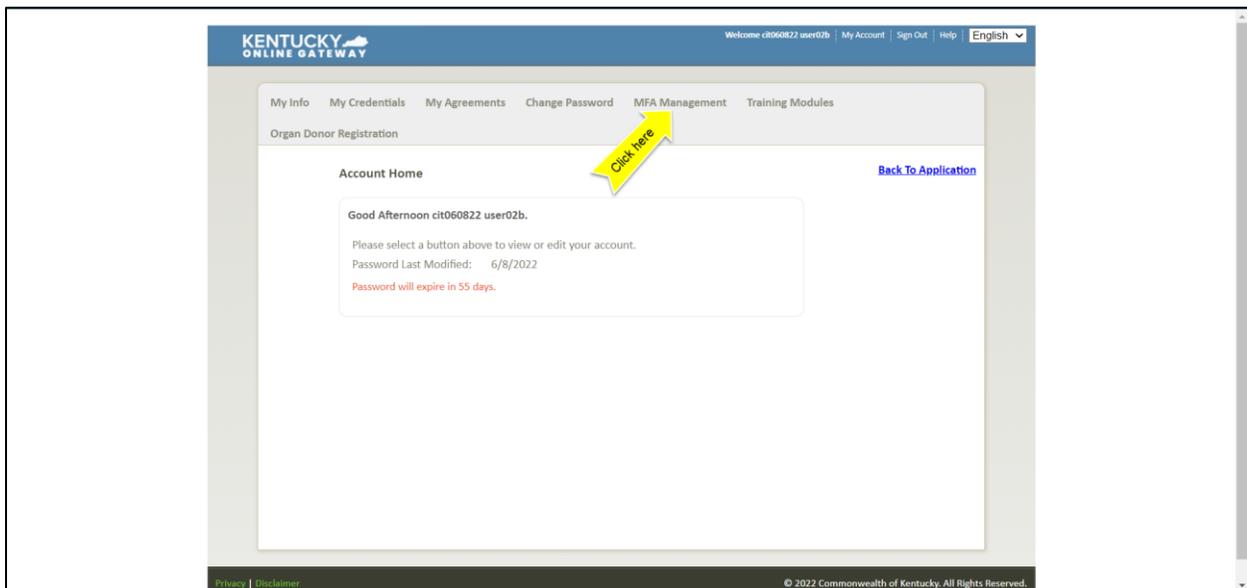
5. Add/Remove MFA Security Methods

If you want to add a new security method or remove an existing security method, please follow the steps below.

STEP 1: After you log into the Kentucky Online Gateway dashboard, click on your name at the top of the screen to be redirected to Account Settings.



STEP 2: From the Account Settings screen, click on the **MFA Management** tab.



STEP 3: Scroll down the page to the **Security Methods** section. You can use this section to add or remove different security methods.

The screenshot shows the user profile page for 'cit060822' on the 'Kentucky Online Gateway'. The page is divided into several sections:

- Header:** 'KENTUCKY ONLINE GATEWAY' logo on the left, a search bar 'Search your apps', and the user's name 'cit060822' and 'Kentucky Online Gate...' on the right.
- Left Sidebar:** 'My Apps' and 'Notifications' links.
- User Profile:** A table with the following information:

First name	cit060822
Last name	user03b
Okta username	cit060822.user03b@keups.net
Primary email	cit060822.user03b@keups.net
Mobile phone	
Display name	user03b, cit060822
- Display Language:** A section with a title 'Display Language' and an 'Edit' button. The language is set to 'English'. Below the title, it says: 'Your default language has been automatically set by your browser. To change your language please edit and save your desired display language.'
- Change Password:** A section with three input fields for 'Current password', 'New password', and 'Confirm new password', and a 'Change Password' button.
- Security Methods:** A section with a title 'Security Methods' and a checkmark icon. Below the title, it says: 'Security methods help your account security when signing in to Okta and other applications.' There are three rows of security methods:
 - Okta Verify:** A green arrow points to the 'Set up' button with the text 'Click "Set up" or "Set up another" to Add'.
 - Phone:** A red arrow points to the 'Remove' button with the text 'Click to REMOVE'. The phone number is '+1 XXX-XXX-2308'.
 - Symantec VIP:** A 'Set up' button.

STEP 4: Follow the onscreen instructions to add or remove a security method.

Password Reset

There may be times when it is necessary to reset your password, such as if your password has expired, if you forgot your password, etc.

6. Reset an Expired Password

To reset your expired password please follow the steps below.

STEP 1: If you have correctly entered your email address and password on the new KOG login screen BUT the password has expired, then you will be prompted to set a new password. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click the **Reset Password** button.

KENTUCKY ONLINE GATEWAY

Your password has expired

cit.07152022@keups.net

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords

New password

Re-enter password

Change Password

STEP 2: If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) are needed, you will be redirected to your application.

7. Reset a Forgotten Password by Email

To reset your forgotten password using email, please follow the steps below.

STEP 1: On the new KOG login screen, please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

Welcome to the new Kentucky Online Gateway (KOG) sign-in page! Please login with your existing KOG account. If you run into any login issues, please refer to the new Help page.

KENTUCKY ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address
cit060822.user02b@keups.net

Next

Create New Account
Resend Account Verification Email

English Help

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STEP 2: Click the **Forgot password** link.

KENTUCKY ONLINE GATEWAY

Verify with your password

cit060822.user02b@keups.net

Password

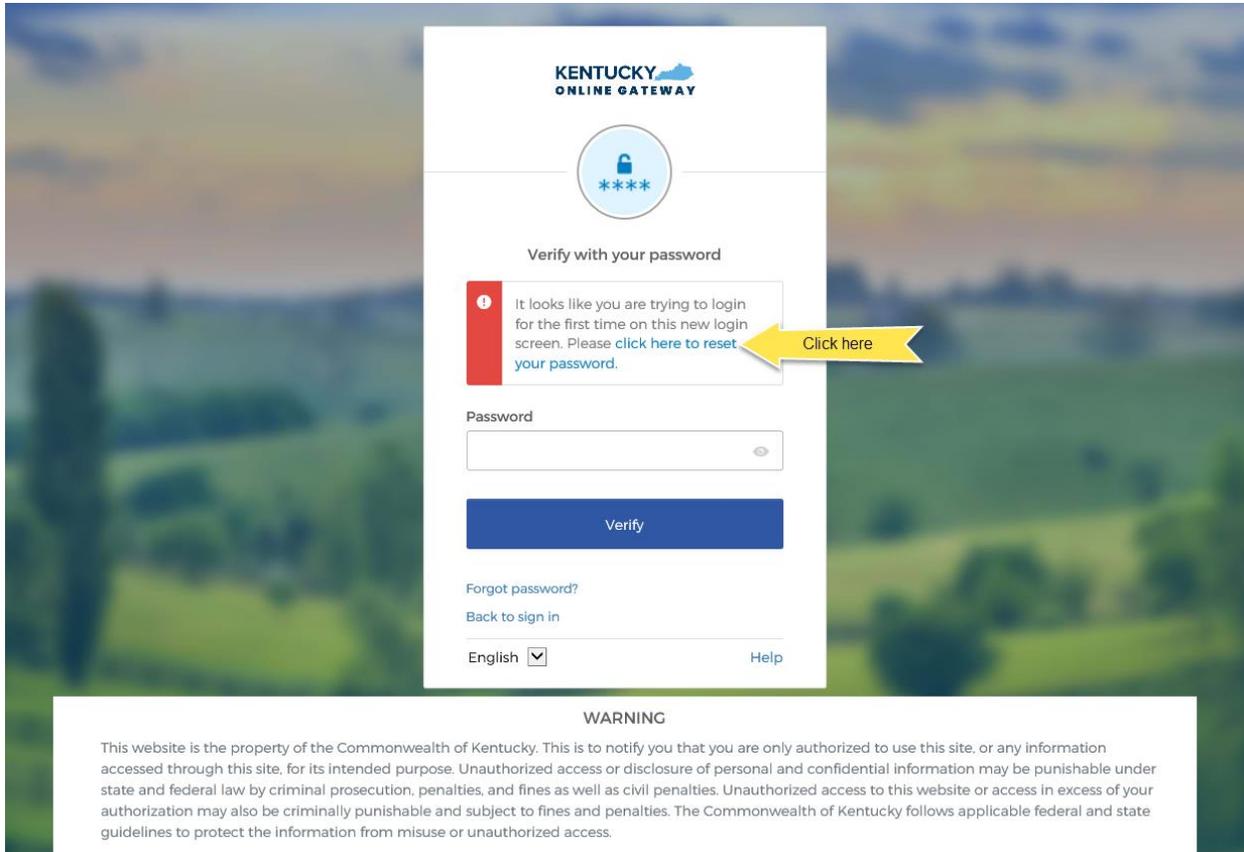
Verify

Forgot password? Click here

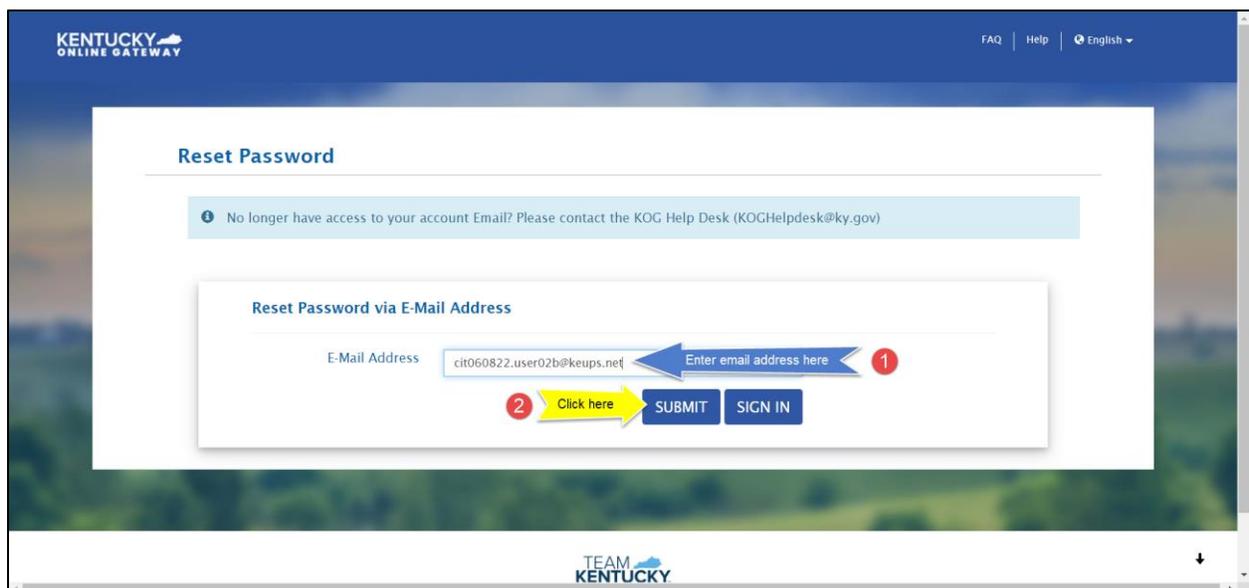
Verify with something else
Back to sign in

English Help

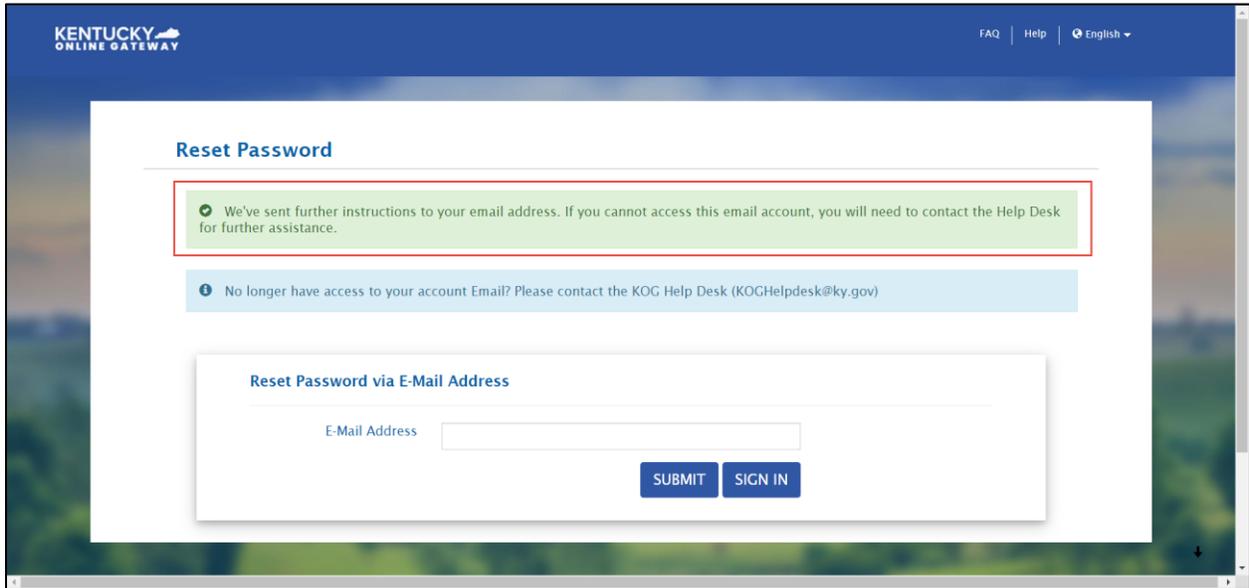
STEP 3: If you see an error “It looks like you are trying to login for the first time on this new login screen. Please click here to reset your password.” then please click on the “click here to reset your password” link. If you do not see this error, then skip the steps below, go to [STEP 9](#) and continue from there.



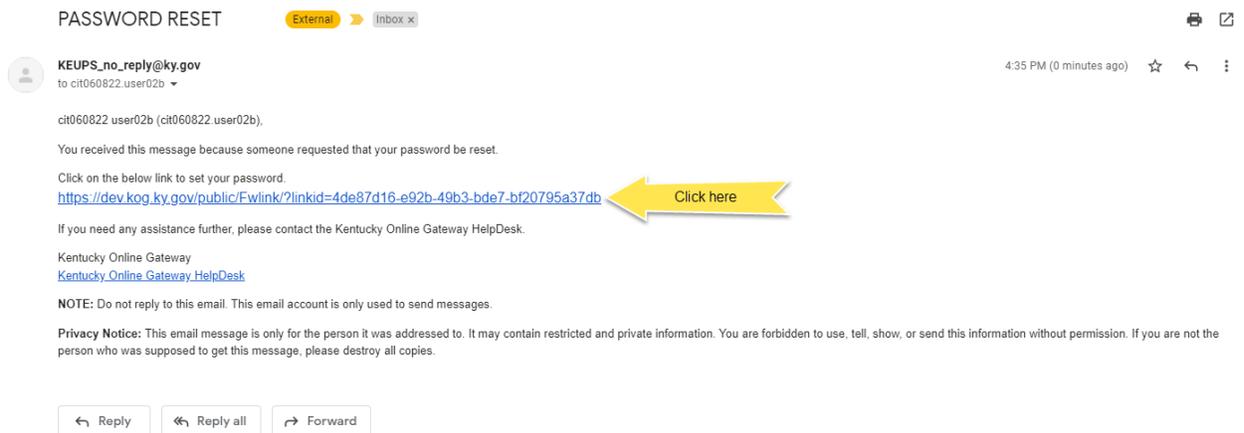
STEP 4: Enter your email address into the **E-Mail Address** field and click the **Submit** button.



STEP 5: You will receive a notification on the screen that says further instructions have been sent to your email address.



STEP 6: Log into your email account and retrieve an email titled as “PASSWORD RESET”. Click the link in the email message as shown in screenshot below.



STEP 7: Enter your new password (that meets the requirements) into the **New Password** and **Confirm Password** fields and click the **Change Password** button.

KENTUCKY ONLINE GATEWAY Help | English

Reset Password

Fill out the form below to reset your password. Your new password must:

- Have a length of at least 8 characters
- Contain at least one number
- Contain both lower and uppercase letters
- Not contain your first or last name
- Not be any of your last 24 passwords

New Password

Confirm Password

[Change Password](#) Click here

STEP 8: If the new password meets the requirements, your new password will be set. You can now sign in with your existing email address and new password. Click the **SIGN IN** button, go to [STEP 15](#) and continue from there.

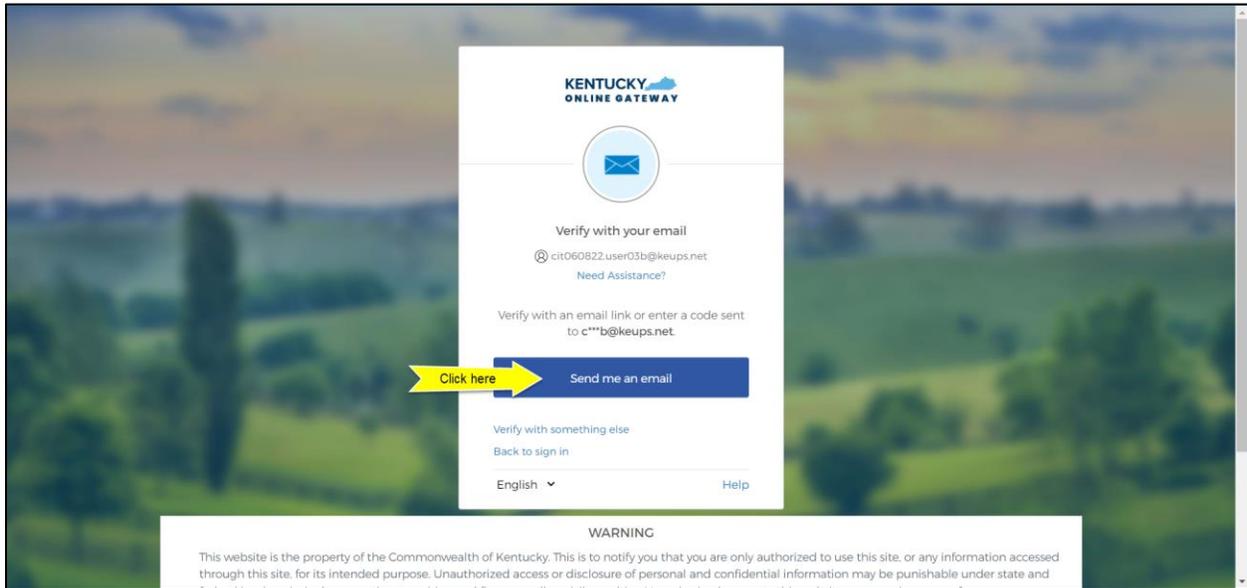
KENTUCKY ONLINE GATEWAY Help | English

Reset Password

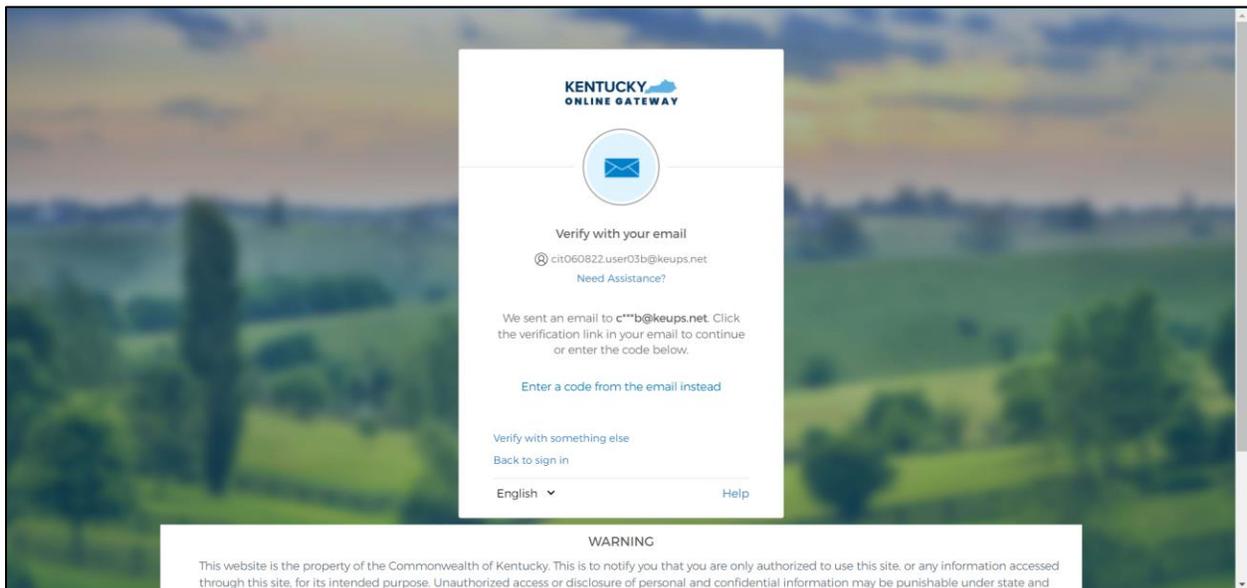
✔ Your password has successfully been changed.

[Click here](#) [SIGN IN](#)

STEP 9: Click the **Send me an email** button.



STEP 10: The screen will notify you that an email message containing a link has been sent to your email address.



STEP 11: Log into your email account and retrieve an email message titled as “PASSWORD RESET” that contains a link and a 6-digit code.

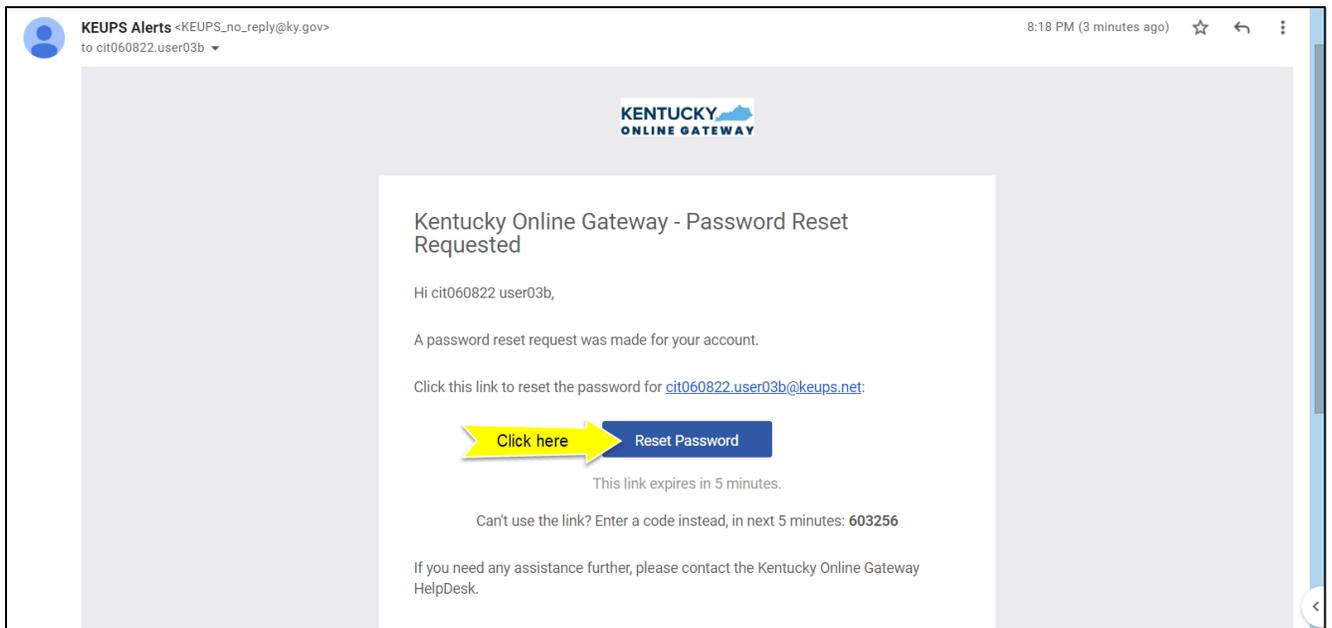
At this point, you have two options to reset your password:

- A. Click “Reset Password” button in the email.
- OR**
- B. Enter the 6-digit code shown in the email to the new KOG login screen.

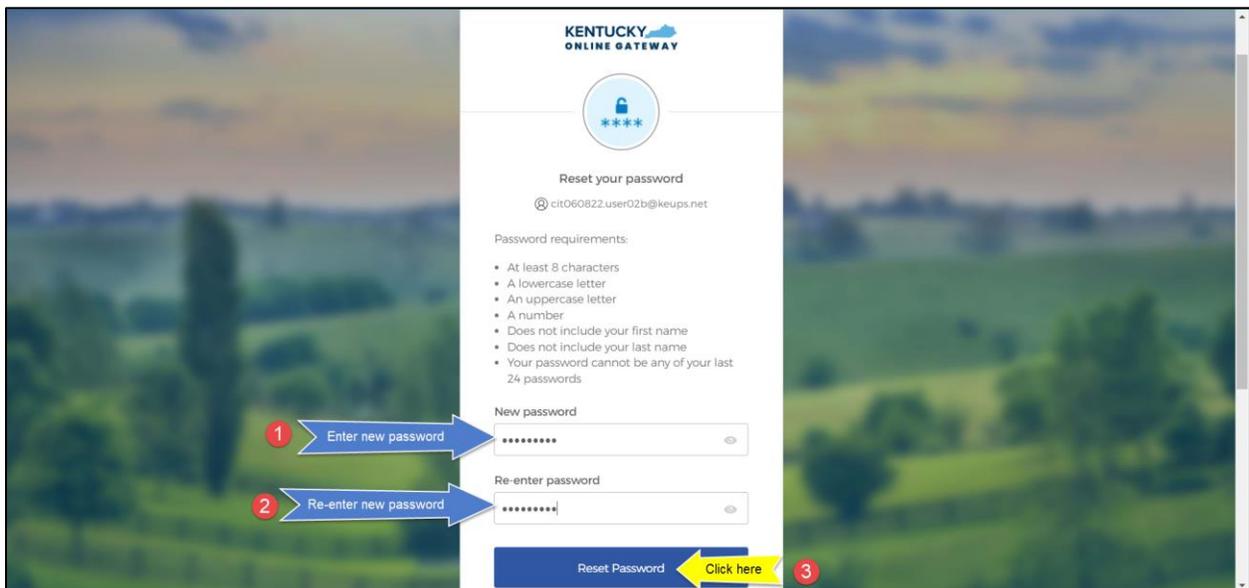
If you want to choose option A, continue to the step below (**STEP 12**).

If you want to choose option B, skip **STEP 12**, go to [STEP 18](#) and continue from there.

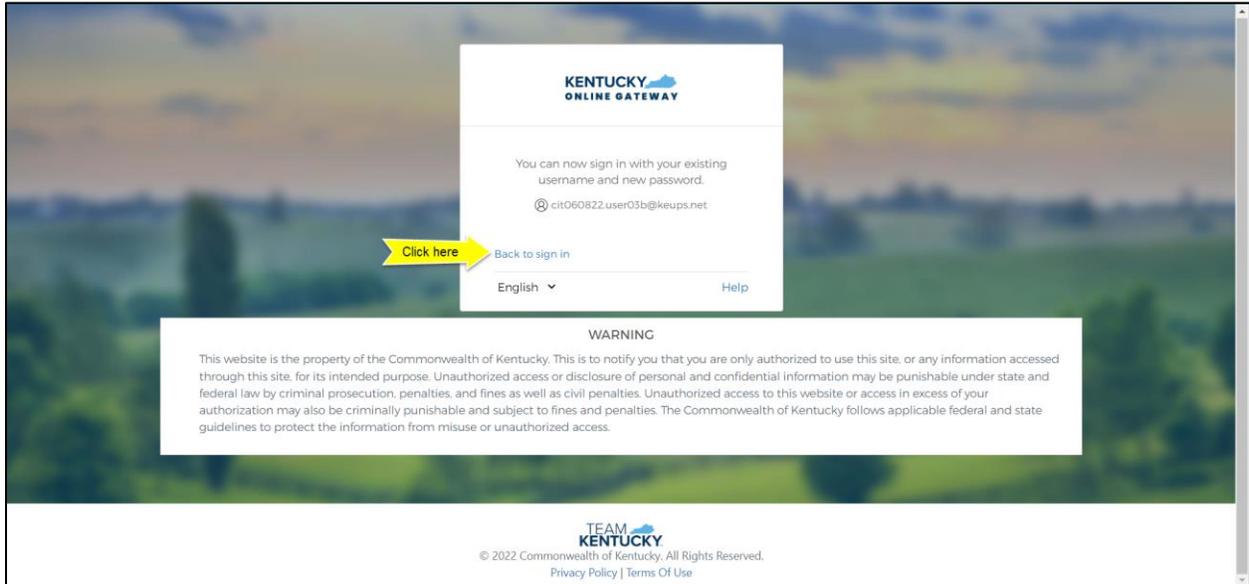
STEP 12: Click on the **Reset Password** button in the email message.



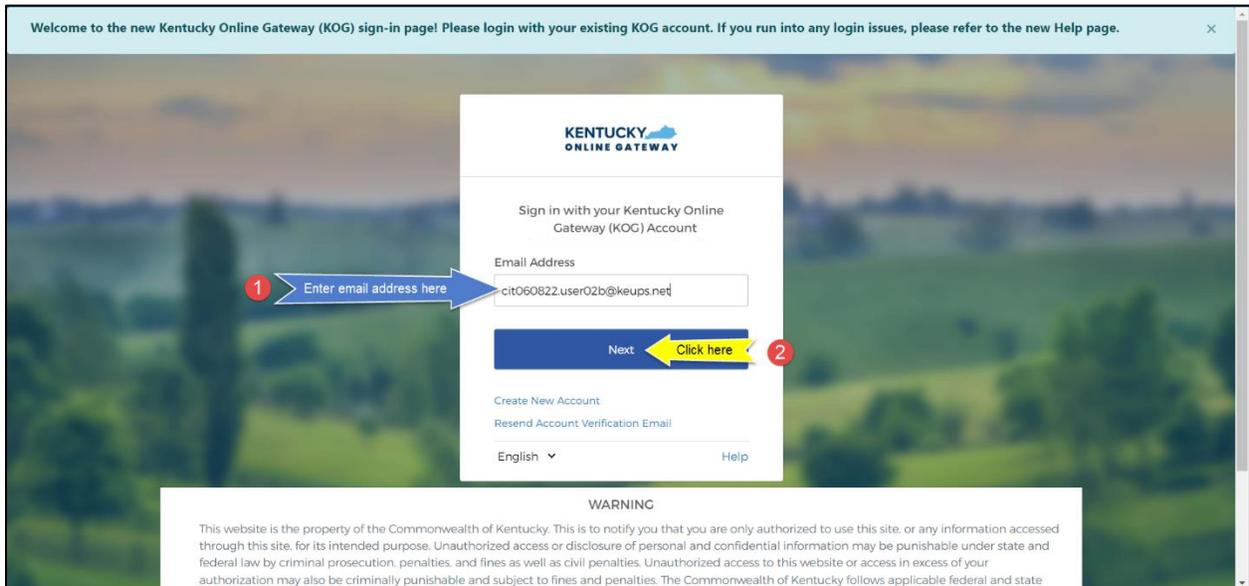
STEP 13: You will be prompted to set a new password. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click the **Reset Password** button.



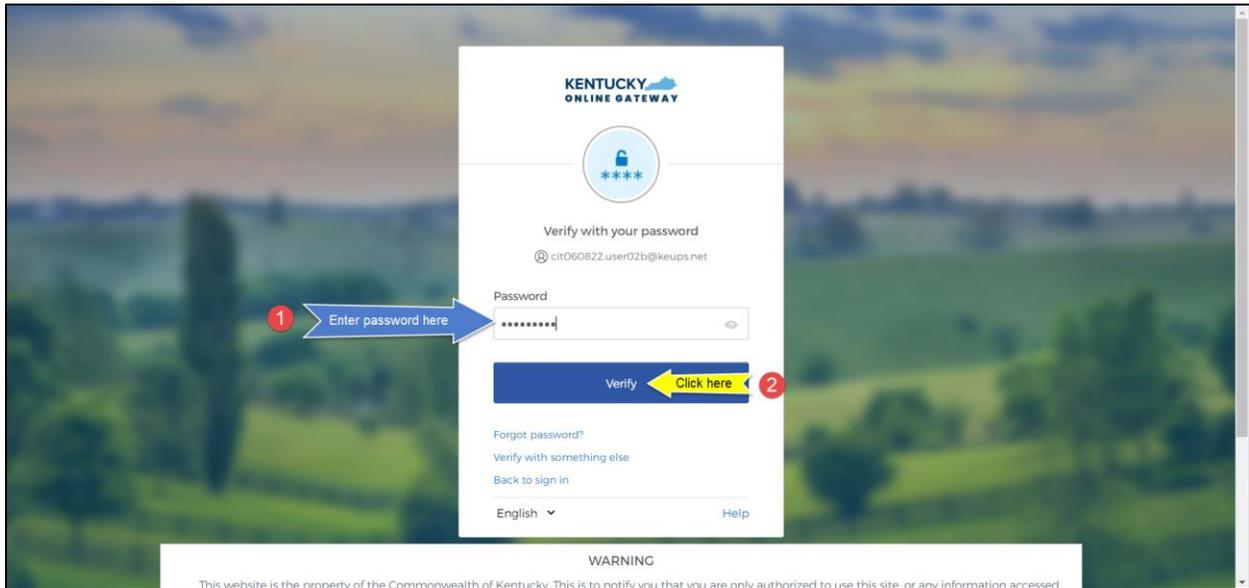
STEP 14: If the new passwords match and meet the requirements, your new password will be set. You can now sign in with your existing email address and new password. Click the **Back to sign in** link.



STEP 15: You will be redirected to the new KOG login screen where you will enter the email address associated with your existing KOG account into the **Email Account** field and click the **Next** button.

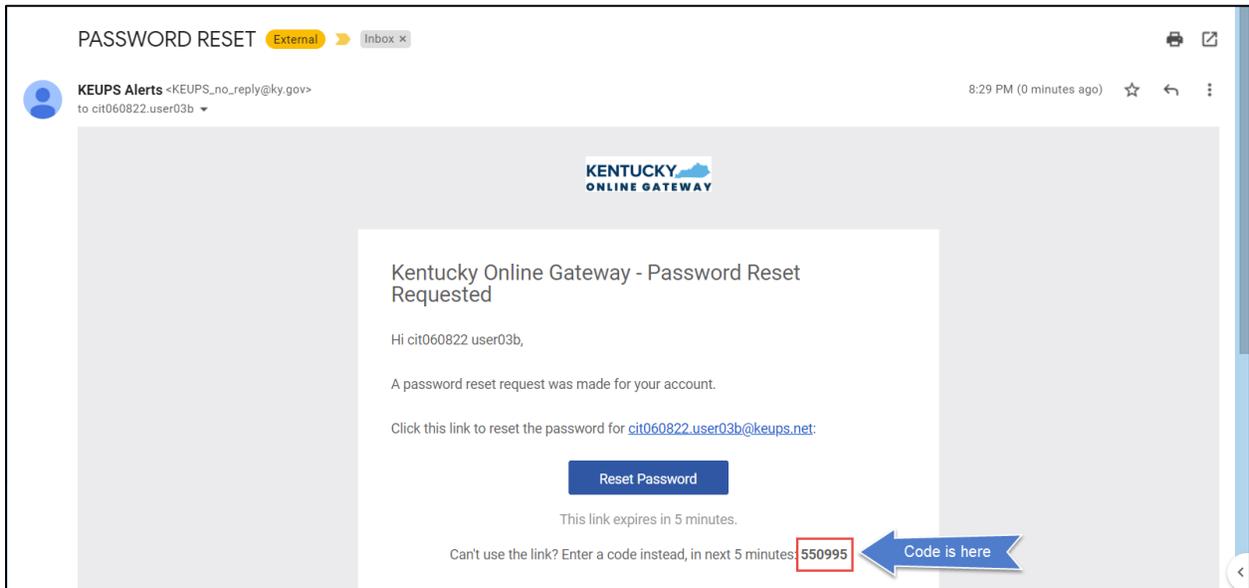


STEP 16: Enter your new password into the **Password** field and click the **Verify** button.

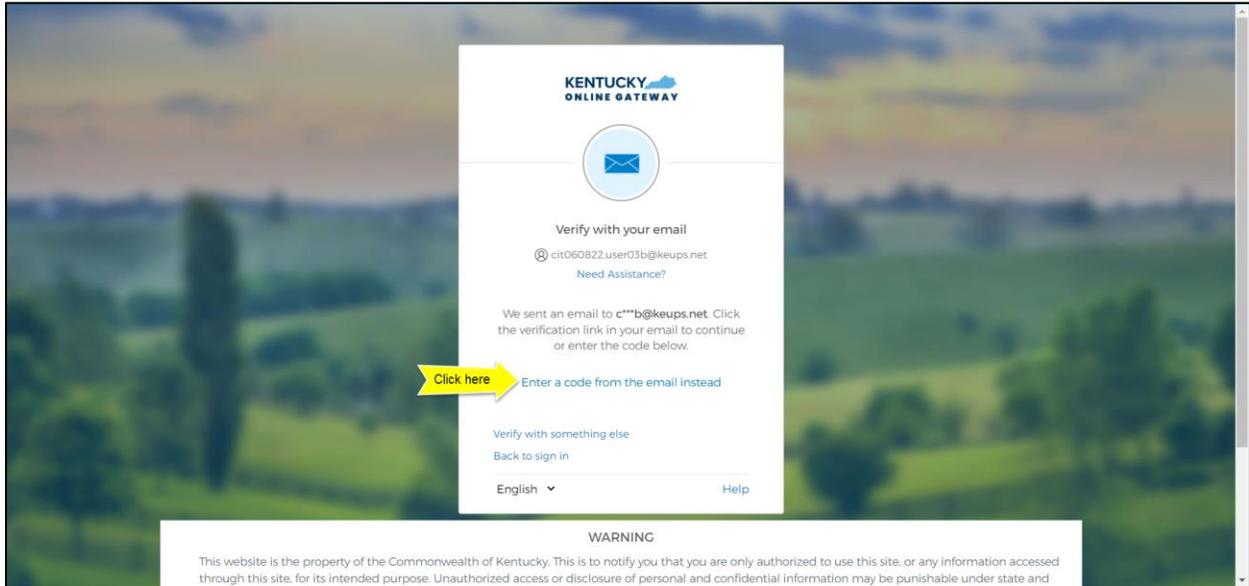


STEP 17: If you have entered your new password correctly, and if no other verification steps (MFA) are needed you will be redirected to your application.

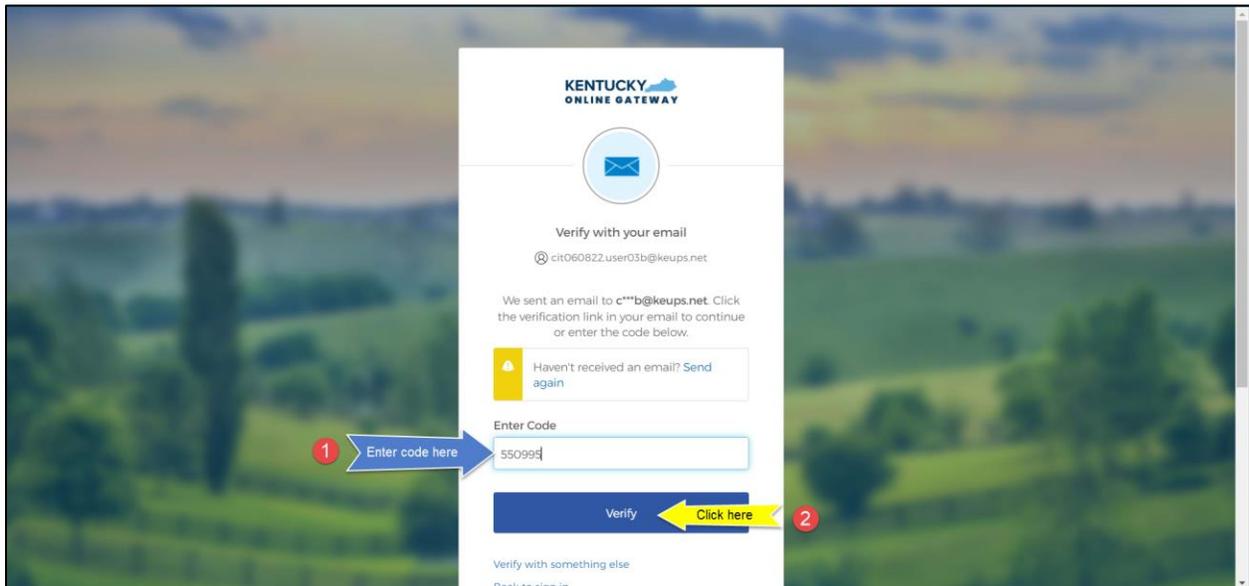
STEP 18: From the email message, copy the 6-digit code.



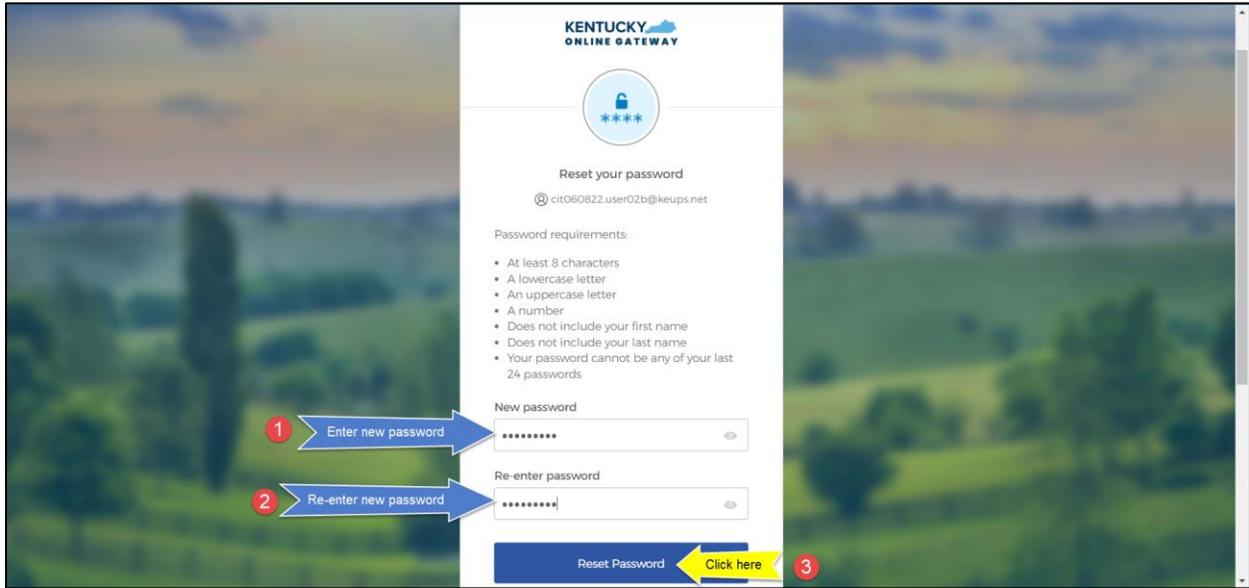
STEP 19: Return to the KOG screen and click the **Enter the code from the email instead** link like shown in the screenshot below.



STEP 20: Manually enter or paste the 6-digit code from the email message into the **Enter Code** field and click the **Verify** button.



STEP 21: You will be prompted to set a new password. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click the **Reset Password** button.



STEP 22: If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) are needed, you will be redirected to your application.

8. Reset a Forgotten Password by Okta Verify Push Notification

To reset your forgotten password using Okta Verify Push Notification, please follow the steps below.

NOTE: You can ONLY use this method to reset your password if you have previously enrolled into Okta Verify security method, otherwise please go to [section 8 Reset a Forgotten Password by Email](#)

STEP 1: On the new KOG login screen, please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

Welcome to the new Kentucky Online Gateway (KOG) sign-in page! Please login with your existing KOG account. If you run into any login issues, please refer to the new Help page.

KENTUCKY ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address
cit060822.user02b@keups.net

Next

Create New Account
Resend Account Verification Email

English Help

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STEP 2: Click the **Forgot password** link.

KENTUCKY ONLINE GATEWAY

Verify with your password

cit060822.user02b@keups.net

Password

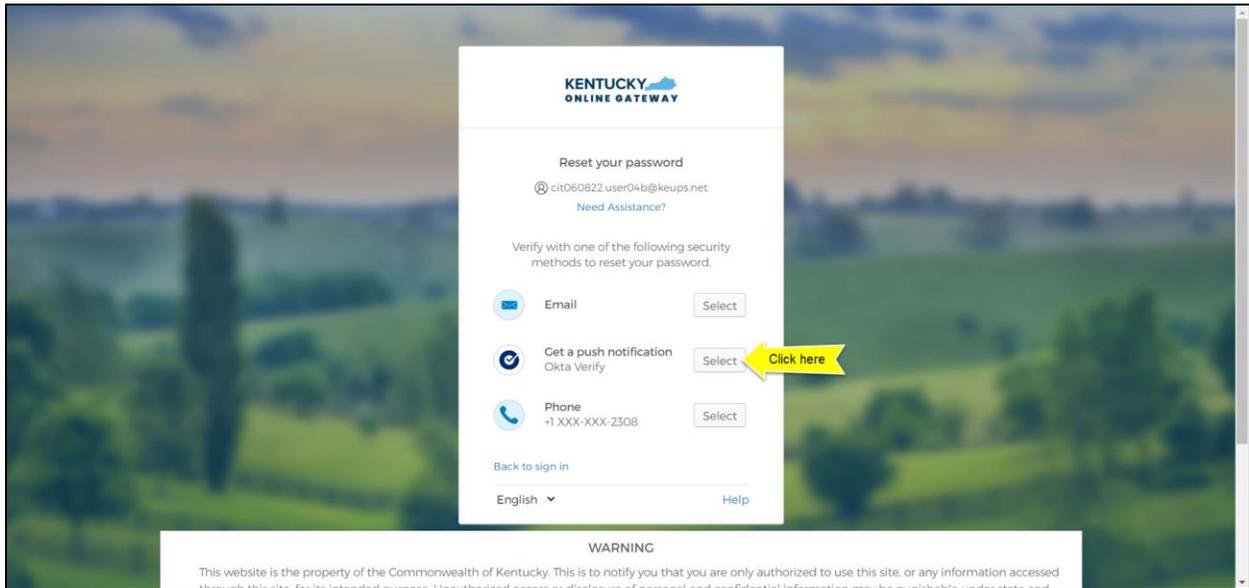
Verify

Forgot password? Click here

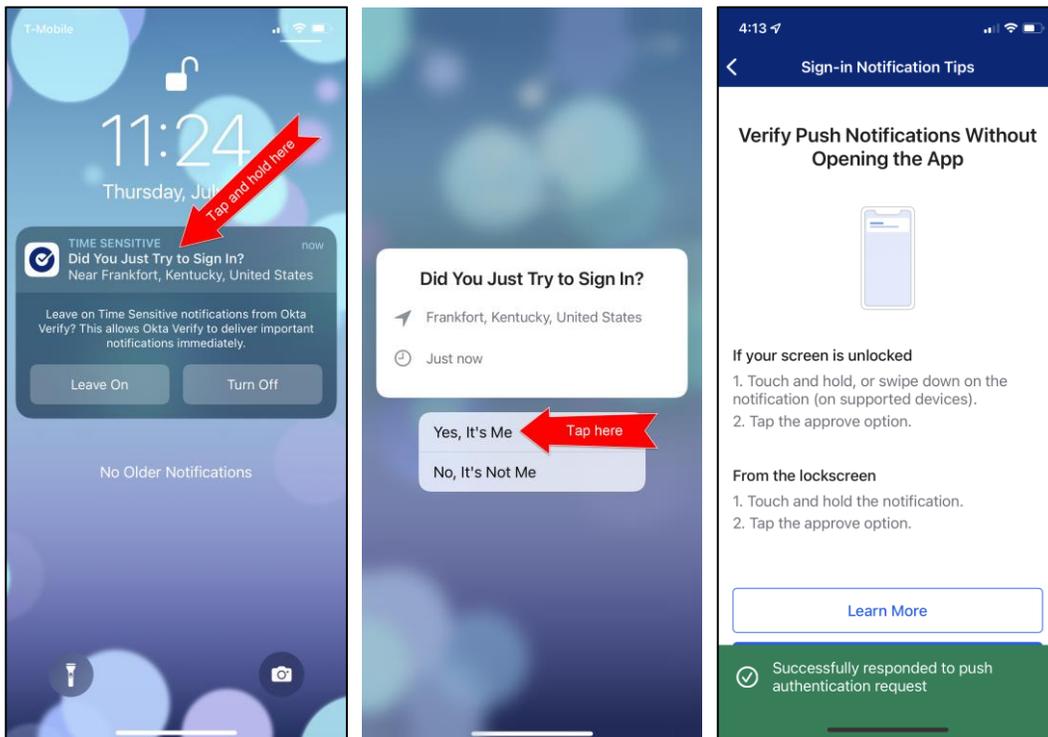
Verify with something else
Back to sign in

English Help

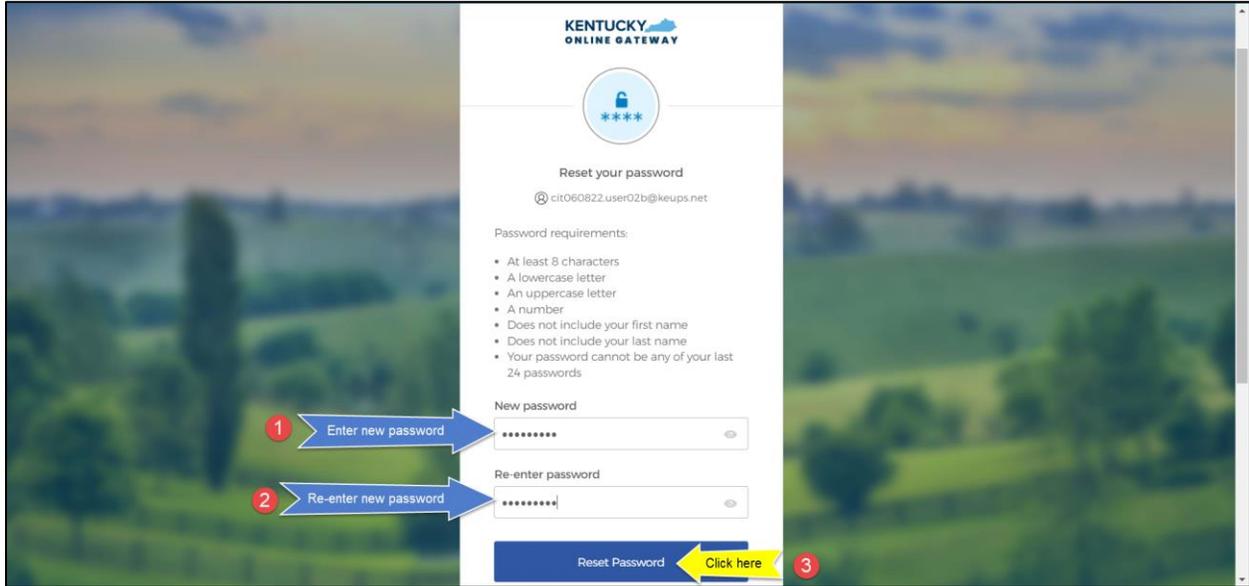
STEP 3: Click the **Select** button next to **Get a push notification**.



STEP 4: An Okta Verify app related notification will appear on the screen of your mobile device or tablet/iPad. Tap (and hold) the alert to open the notification, then tap the **Yes, It's Me** button.



STEP 5: Return to KOG screen where you will be prompted to set a new password. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click the **Reset Password** button.



STEP 6: If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) are needed, you will be redirected to your application.

9. Reset a Forgotten Password by Phone (SMS)

To reset your forgotten password using Phone SMS text message please follow the steps below.

NOTE: You can ONLY use this method to reset your password if you have previously enrolled into Phone security method, otherwise please go to [section 8 Reset a Forgotten Password by Email](#)

STEP 1: On the new KOG login screen, please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

Welcome to the new Kentucky Online Gateway (KOG) sign-in page! Please login with your existing KOG account. If you run into any login issues, please refer to the new Help page.

KENTUCKY ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address
cit060822.user02b@keups.net

Next

Create New Account
Resend Account Verification Email

English Help

WARNING
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STEP 2: Click the **Forgot password** link.

KENTUCKY ONLINE GATEWAY

Verify with your password
cit060822.user02b@keups.net

Password
|

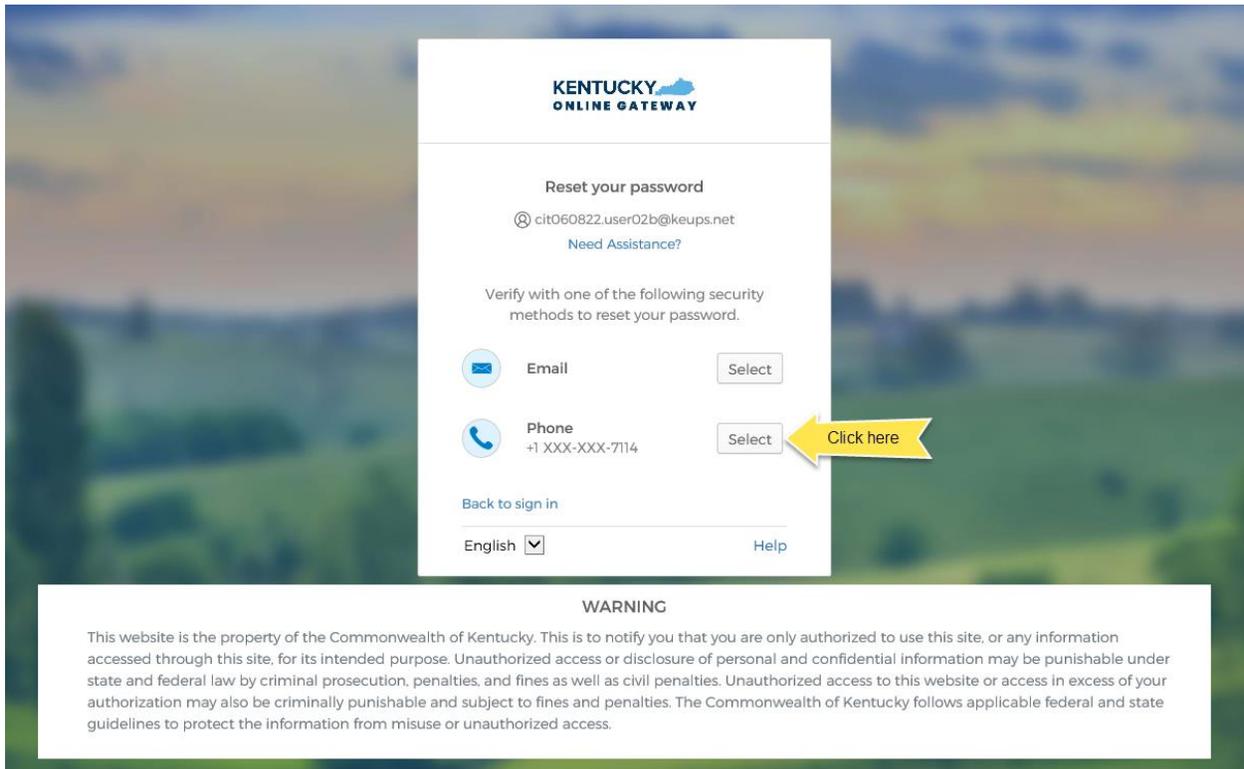
Verify

Forgot password? Click here

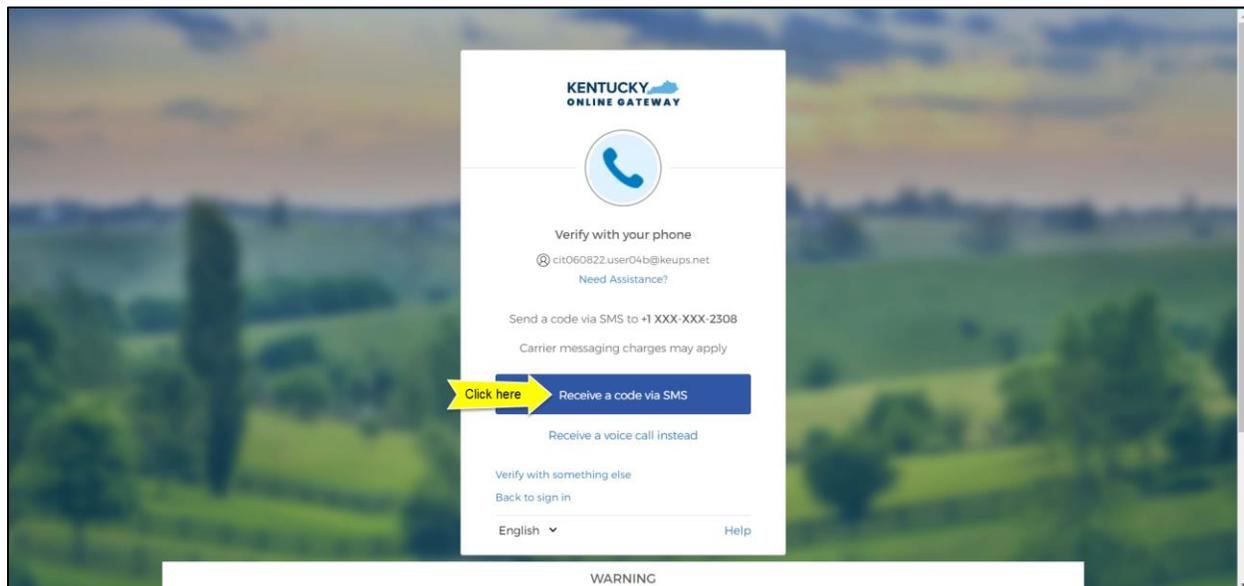
Verify with something else
Back to sign in

English Help

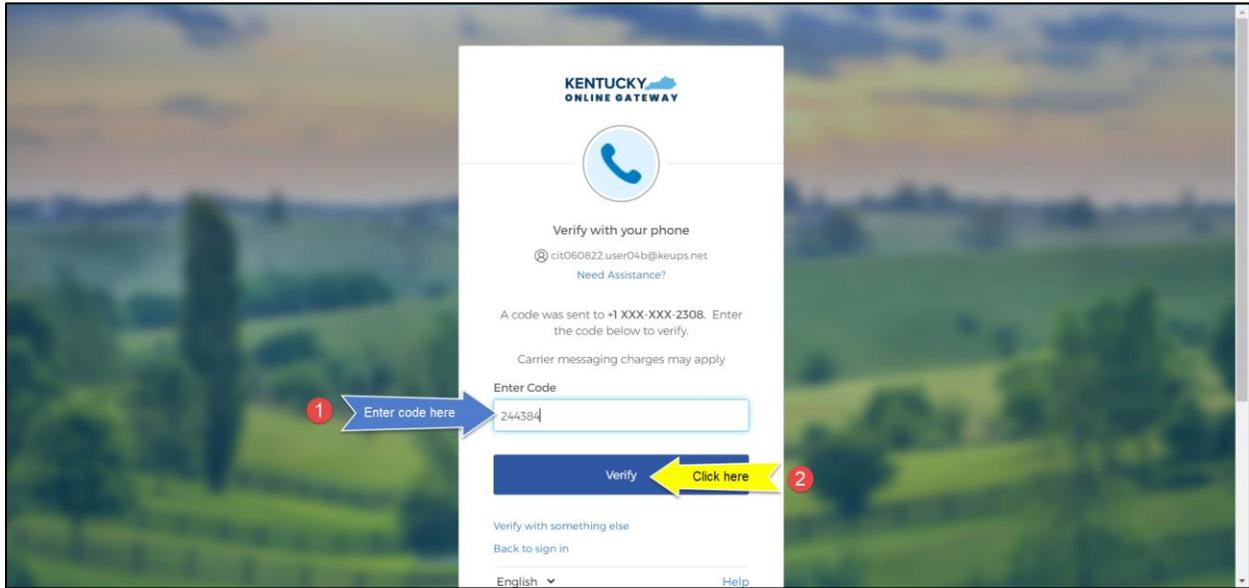
STEP 3: Click the **Select** button next to **Phone**.



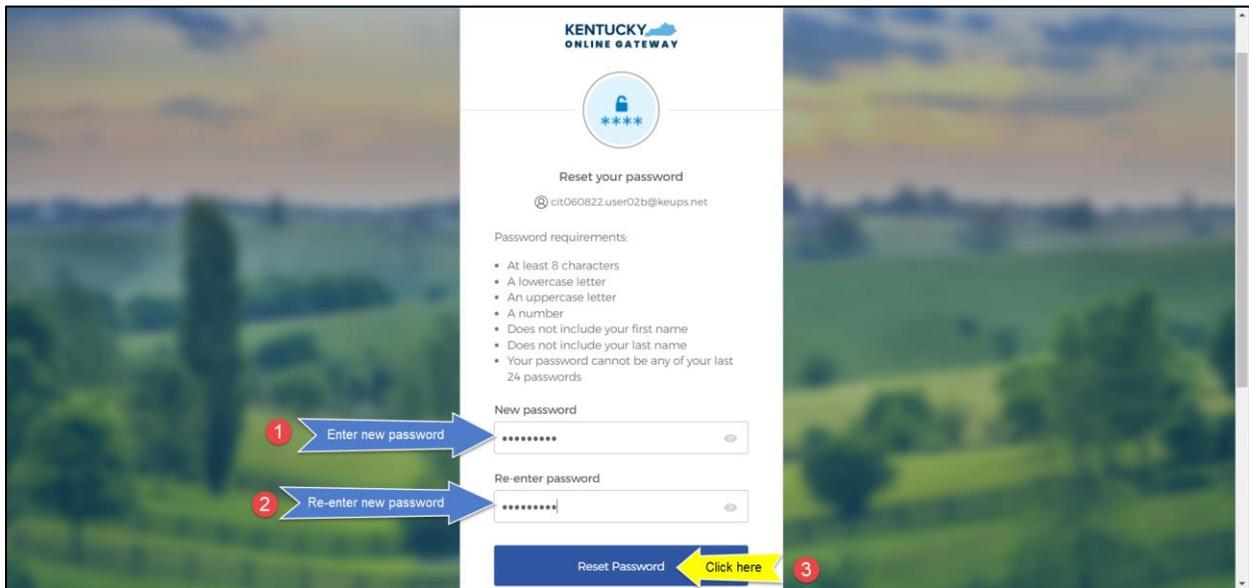
STEP 4: Click the **Receive a code via SMS** button. *NOTE: Standard mobile messaging rates may apply from your mobile carrier.*



STEP 5: You will receive a SMS text message to your mobile device containing a 6-digit code. Return to KOG screen and enter the 6-digit code you received into the **Enter Code** field, and click the **Verify** button.



STEP 6: If the code was entered correctly, you will be prompted to set a new password. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click the **Reset Password** button.



STEP 7: If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) are needed, you will be redirected to your application.

10. Reset a Forgotten Password by Phone (Voice Call)

To reset your forgotten password using Phone Voice Call please follow the steps below.

NOTE: You can ONLY use this method to reset your password if you have previously enrolled into Phone security method, otherwise please go to [section 8 Reset a Forgotten Password by Email](#)

STEP 1: On the new KOG login screen, please enter the email address associated with your existing KOG account into the **Email Address** field and click the **Next** button.

Welcome to the new Kentucky Online Gateway (KOG) sign-in page! Please login with your existing KOG account. If you run into any login issues, please refer to the new Help page.

KENTUCKY ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address
cit060822.user02b@keups.net

Next

Create New Account
Resend Account Verification Email

English Help

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STEP 2: Click the **Forgot password** link.

KENTUCKY ONLINE GATEWAY

Verify with your password

cit060822.user02b@keups.net

Password

Verify

Forgot password? Click here

Verify with something else
Back to sign in

English Help

STEP 3: Click the **Select** button next to **Phone**.

KENTUCKY ONLINE GATEWAY

Reset your password

cit060822.user02b@keups.net
[Need Assistance?](#)

Verify with one of the following security methods to reset your password.

Email

Phone +1 XXX-XXX-7114
Click here

[Back to sign in](#)

English [Help](#)

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STEP 4: Click the **Receive a voice call instead** link.

KENTUCKY ONLINE GATEWAY

Verify with your phone

cit060822.user04b@keups.net
[Need Assistance?](#)

Send a code via SMS to +1 XXX-XXX-2308
Carrier messaging charges may apply

Click here

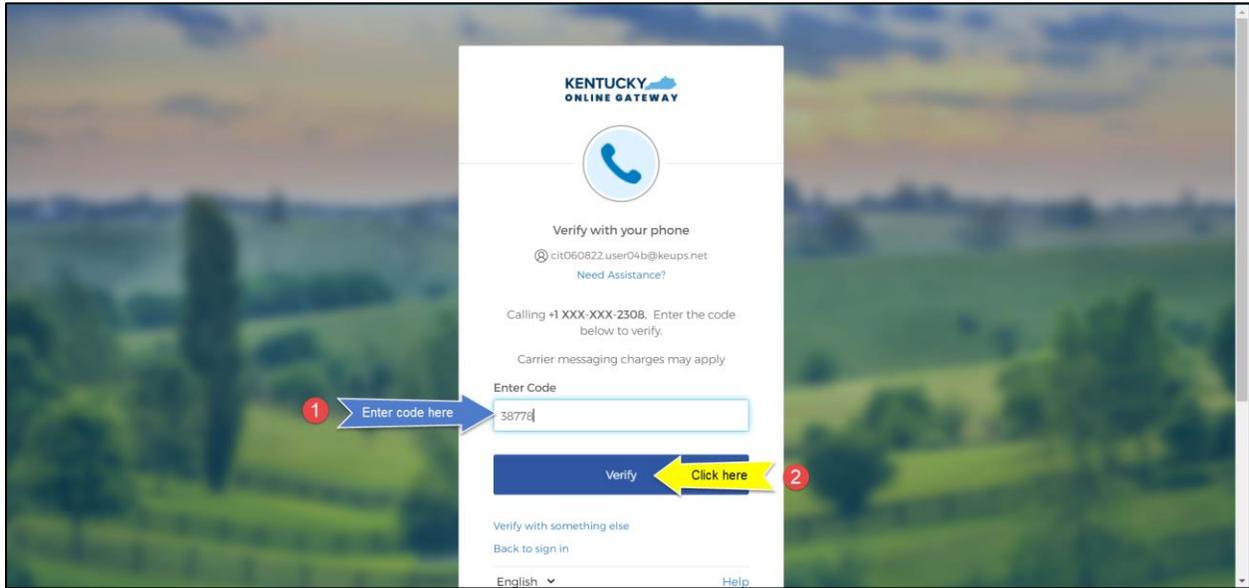
[Verify with something else](#)

[Back to sign in](#)

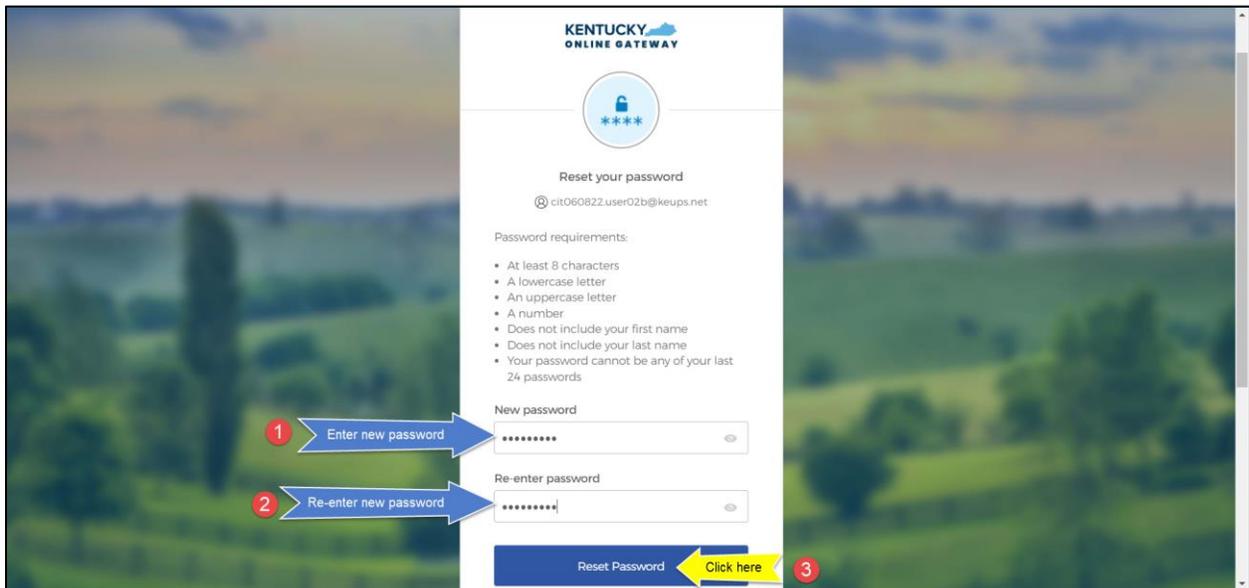
English [Help](#)

WARNING

STEP 5: You will receive a phone call to your mobile device and the voice on the line will read off a 5-digit code. Return to KOG screen and enter the 5-digit code you received into the **Enter Code** field, and click the **Verify** button.



STEP 6: If the code was entered correctly, you will be prompted to set a new password. Enter your new password (that meets the requirements shown on the screen) into the **New password** and **Re-enter password** fields and click the **Reset Password** button.



STEP 7: If the new password meets the requirements, your new password will be set and if no other verification steps (MFA) are needed, you will be redirected to your application.