

KOG Login User Guide

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07/27/2022

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.

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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 <u>section 1.2</u>.

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 <u>section 1.1.b</u> to set up Okta Verify, otherwise please follow the steps below (<u>section 1.1.a</u>) 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.



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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

	2.0
Set up security methods (2) 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.	-
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Symantec VIP Verify by entering a temporary code from the Symantec VIP app. Used for access Set up	-
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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 <u>STEP 7</u> 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 <u>emailed</u> 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 <u>section 1.2.b</u>, otherwise please follow the steps below (<u>section 1.2.a</u>) 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.



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

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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.

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

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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.



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 <u>section 2.2</u>.

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.*

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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.

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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.



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

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



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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 <u>section</u> <u>3.1</u>.

If you are logging in for a subsequent time, and need to complete MFA using Voice Call, please go to <u>section 3.2</u>.

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.

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Security methods help protect your account by ensuring only you have access.
Set up required 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
Symantec VIP Verify by entering a temporary code from the Symantec VIP app. Used for access Set up
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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.

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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.

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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.

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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 5digit 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.

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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 <u>https://vip.symantec.com/</u> 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.

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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.

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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.

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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



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.



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



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.

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Back to sign in	
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authorization may also be criminally punishable and subject to fines and penalties. The Commonwealth of Kentucky follows applicable federal and state

guidelines to protect the information from misuse or unauthorized access.

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.

Verify with Symantec VIP (a) cit060822.user02b@keups.net Need Assistance? Enter the generated security code from the Symantec VIP app. Vour code doesn't match our rec- ords. Please try again.	
Enter security code 123456 Verify Back to sign in English 🔽 Help	

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 its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable under state and federal law by criminal prosecution, penalties, and fines as well as civil penalties. Unauthorized access to this website or access in excess of your

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.

		Welcome cit060822 user02b 🎗 🍳 English 🗸 Help Sign Out 🕞
	Му Аррз	All Apps
	Search for Applications	QSearch
# A B C	DEFGHIJKL	M N O P Q R S T U V W X Y Z
Account Management	Business Connect Test App This widget is for testing Business Connect application integration with KOG and is used for test purposes only.	CP Application Internet Externer Only This application is for Understanding of Functionality only. Allows public to create, update and view their accounts
Enroll	Enroll	CP Access Enroll
Identity Proofing	KARES DISPLAY	Mutual Exclusive New Level MutuallyExclusiveByRoleExc
Enables offline remote identity proofing of	Fingerprint based background checks for job	Explore New Level of Mutually Exclusivity for MutuallyExclusiveByRoleExclusion

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

	Welcome cit060822 user02b	My Account Sign Out Help English 🗸
My Info My Credentials My Agreements Char Organ Donor Registration	nge Password MFA Management Training Modules	
Account Home	OFT	Back To Application
Good Afternoon cit060822 user02b. Please select a button above to view or Password Last Modified: 6/8/2022 Password will expire in 55 days.	edit your account.	

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

KENTUCKY	Q \$earch your apps		cit060822 Kentucky Online Gate	~
My AppsNotifications	First name Last name	ctt060822 user03b	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	
	Okta username	cit060822.user03b@keups.net	Current password	
	Primary email Mobile phone	cit060822.user03b@keups.net	New password	
	Display name	user03b, clt060822	Confirm new password	
	😵 Display Language	Edit	Change Password	
	Language	English Your default language has been automatically set by your browser. To change your language please eft and eave work decide disclaw language.	Security Methods Security methods help your account security when signing in to Okta and other applications.	
		eun ana save your desired disputy language.	Okta Verify Click "Set up" or "Set up another" to Add Set up	
			Phone Set up another	
			+1 XXXXXX2308 Click to REMOVE Remove	
			Symantec VIP Set up	
Last sign in: a few seconds ago				
Privacy				

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 <u>BUT</u> 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.



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.



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

KENTUCKY	
Verify with your password	
& cit060822.user02b@keups.net	
Password	
	0
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 <u>STEP 9</u> and continue from there.

		and the second se	
		AY	
-	Verify with your pas	sword ng to login : new login	
	Please Click her your password.	e to reset Click here	
	Verify Forgot password? Back to sign in		
A Real Property lies of the	English 🔽	Help	
This website is the property of the Commonwe accessed through this site, for its intended purp state and federal law by criminal prosecution, p authorization may also be criminally punishable	WARNING alth of Kentucky. This is to notify you pose. Unauthorized access or discloss penalties, and fines as well as civil per e and subject to fines and penalties.	that you are only authorized to use this : ure of personal and confidential informat nalties. Unauthorized access to this webs The Commonwealth of Kentucky follows	site, or any information ion may be punishable under ite or access in excess of your s applicable federal and state

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

	FAQ Help 😯 English +	•
Reset Password		
No longer have access to your account Email? Plant access to your access to your account Email? Plant access to your access to your account Email? Plant access to your access to your account Email? Plant access to your access to your account Email? Plant access to your access to you	ase contact the KOG Help Desk (KOGHelpdesk@ky.gov)	
Reset Password via E-Mail Address		
E-Mail Address cit060822.us	02bøkeups.net Enter email address here 1 Click here SUBMIT SIGN IN	
Number of the second second	The Real Property lies and the real Property lie	
x.		-

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

	FAQ Help 🛛 🗣 English 🛩
Reset Password	
We've sent further instructions to your email address. If you cannot access this ema for further assistance.	il account, you will need to contact the Help Desk
No longer have access to your account Email? Please contact the KOG Help Desk (KO	OCHelpdesk@ky.gov)
E-Mail Address	
SUBMIT	GN IN
and the second se	4

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.

PASSWORD RESET			0	Z
KEUPS_no_reply@ky.gov to cit060822.user02b →	4:35 PM (0 minutes ago)	☆	←	:
cit060822 user02b (cit060822.user02b),				
You received this message because someone requested that your password be reset.				
Click on the below link to set your password. https://dev.kog.ky.gov/public/Fwlink/?linkid=4de87d16-e92b-49b3-bde7-bf20795a37db				
If you need any assistance further, please contact the Kentucky Online Gateway HelpDesk.				
Kentucky Online Gateway <u>Kentucky Online Gateway HelpDesk</u>				
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 inform person who was supposed to get this message, please destroy all copies.	nation without permission. If	you are	not the	ż

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

	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 <u>STEP 15</u> and continue from there.

KEN.	Help @ English - GATEWAY	
	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 <u>STEP 18</u> and continue from there.

KEUPS Alerts <keups_no_reply@ky.gov> to cit060822.user03b ▼</keups_no_reply@ky.gov>		8:18 PM (3 minutes ago)	☆	¢	:
	KENTUCKY				
	Kentucky Online Gateway - Password Reset Requested				
	Hi cit060822 user03b,				
	A password reset request was made for your account.				
	Click this link to reset the password for cit060822.user03b@keups.net :				
	Click here Reset Password This link expires in 5 minutes.				
	Can't use the link? Enter a code instead, in next 5 minutes: 603256				
	If you need any assistance further, please contact the Kentucky Online Gateway HelpDesk.				

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.

PASSWORD RESET (External) > Inbox ×			0	Ø
KEUPS Alerts <keups_no_reply@ky.gov> to cit060822.user03b ▼</keups_no_reply@ky.gov>	8:29 PM (0 minutes ago)	☆	¢	:
Kentucky Online Gateway - Password Reset Requested				
Hi cit060822 user03b, A password reset request was made for your account.				
Click this link to reset the password for cit060322.user03b@keups.net:				
Reset Password				
This link expires in 5 minutes.				
Can't use the link? Enter a code instead, in next 5 minutes 550995	here			

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 <u>ONLY</u> use this method to reset your password if you have previously enrolled into Okta Verify security method, otherwise please go to <u>section 8 Reset a Forgotten Password by Email</u>

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 wi	th your existing KOG account. If you run into any login issues, please refer to the new Help page. $ imes$
and the second s	
si	gn in with your Kentucky Online Gateway (KOG) Account
Email	Address
Enter email address here	D822.user02b@keups.net
	Next Click here 2
Create	New Account
Resence	Account Verification Email
Englis	h 👻 Help
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	WARNING
This website is the property of the Commonwealth of Kentu through this site. for its intended purpose. Unauthorized acc federal law by criminal prosecution, penalties, and fines as w	ky. This is to notify you that you are only authorized to use this site, or any information accessed ess or disclosure of personal and confidential information may be punishable under state and ell as civil penalties. Unauthorized access to this website or access in excess of your before and elementer or the compression of the source of theorem the data for the source of the

STEP 2: Click the Forgot password link.



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.

T-Mobile		4:13 🕫 💶
		〈 Sign-in Notification Tips
11:24		Verify Push Notifications Without Opening the App
TIME SENSITIVE now Did You Just Try to Sign In? Near Frankfort, Kentucky, United States	Did You Just Try to Sign In?	
Leave on Time Sensitive notifications from Okta Verify? This allows Okta Verify to deliver important notifications immediately.	 Frankfort, Kentucky, United States 	
Leave On Turn Off	(2) Just now	 Your screen is unlocked Touch and hold, or swipe down on the notification (on supported devices).
	Yes, It's Me	2. Tap the approve option.
No Older Notifications	No, It's Not Me	From the lockscreen
		 Touch and hold the notification. Tap the approve option.
2		Learn More
		Successfully responded to push authentication request

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.

	KENTUCKY	States - Margaret

	Reset your password	
	@ cit060822.user02b@keups.net	a sublimant of the
Enter new password Re-enter new password	Password requirements: A t least 8 characters A lowercase letter An uppercase letter Output Does not include your first name Output Does not include your last name Output Does not include your last name Your password cannot be any of your last Z4 passwords New password Re-enter password Meter Password Click here	3

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 <u>ONLY</u> use this method to reset your password if you have previously enrolled into Phone security method, otherwise please go to <u>section 8 Reset a Forgotten Password by Email</u>

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! Plea	ase login with your existing KOG accoun	. If you run into any login issues, please refer to the new Help page. $\qquad \qquad \times$
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the second second	KENTUCKY	Statement of the second se
State Schussel	Sign in with your Kentucky Onl Gateway (KOG) Account	line
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Enter email address here	cit060822.user02b@keups.net	
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- Contraction of the second second	Create New Account	AND INCOMENTS
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	WARNING	
This website is the property of the Commonweal through this site, for its intended purpose. Unaut	Ith of Kentucky. This is to notify you that you thorized access or disclosure of personal an	u are only authorized to use this site, or any information accessed Id confidential information may be punishable under state and
federal law by criminal prosecution, penalties, ar authorization may also be criminally punishable	nd fines as well as civil penalties. Unauthoriz and subject to fines and penalties. The Con	zed access to this website or access in excess of your mmonwealth of Kentucky follows applicable federal and state

STEP 2: Click the Forgot password link.



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.

		State of the local division of the local div	and Personnel
and the second s		-	
	C		-
COMPANY OF THE OWNER	Verify with your phone (2) cit060822.user04b@keups.ni Need Assistance?	et	
	A code was sent to +1 XXX-XXX-2300 the code below to verify. Carrier messaging charges may a	8. Enter	15 20
1 Enter code here	Enter Code 244384		
and the second designed to be a second designed as	Verify	Click here	
Conduction of the local division of the loca	Verify with something else Back to sign in	Help	

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.

-	KENTUCKY	States - Margaret
and the second	****	
and the second se	Reset your password	
or Street, Street, or other	@ cit060822.user02b@keups.net	A CONTRACTOR OF THE OWNER OWNER OF THE OWNER OWNE
	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	
Enter new password	····· ·	And the second se
2 Re-enter new password	Re-enter password	Constant Name
COLUMN TWO IS NOT	Reset Password Click here	3

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 <u>ONLY</u> use this method to reset your password if you have previously enrolled into Phone security method, otherwise please go to <u>section 8 Reset a Forgotten Password by Email</u>

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 K	DG account. If you run into any login issues,	please refer to the new Help page. X
	KENTUCKY		
and a	Sign in with your Ker Gateway (KOG	itucky Online Account	and the second s
	Email Address Enter email address here Cit060822.user02b@keup Next	s.net	
200	Create New Account Resend Account Verification English ✓	Email	
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This websit through th federal law authorizati	e is the property of the Commonwealth of Kentucky. This is to notify y is site. for its intended purpose. Unauthorized access or disclosure of p by criminal prosecution, penalties, and fines as well as civil penalties, on may also be criminally punishable and subject to fines and penalt	ou that you are only authorized to use this site. o personal and confidential information may be pu Unauthorized access to this website or access in ies. The Commonwealth of Kentucky follows app	r any information accessed nishable under state and excess of your licable federal and state

STEP 2: Click the Forgot password link.



STEP 3: Click the Select button next to Phone.



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



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.

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	C	to address of the local day
COLUMN TWO IS NOT	Verify with your phone (a) cit060822.user04b@keups.net Need Assistance?	Carl Carl Carl Carl
	Calling +1 XXX-XXX-2308. Enter the co below to verify. Carrier messaging charges may appl	ode y
Enter code here	Enter Code 38778	Alle Martin
and the second designed and th	Verify Click	here 2
CO. NOT THE OWNER OF THE OWNER	Verify with something else Back to sign in	and the second se
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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.

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and the second se	Reset your password	
or Street, Street, or other	@ cit060822.user02b@keups.net	A CONTRACTOR OF THE OWNER OWNE
	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	
Enter new password	····· ·	And the second se
2 Re-enter new password	Re-enter password	Constant Name
COLUMN TWO IS NOT	Reset Password Click here	3

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.