Salesforce Replacing Kentucky Online Gateway as of January 12, 2022

Currently, to gain access to Citizen Connect, Citizens must set up a Kentucky Online Gateway (KOG) profile.

Starting January 12, 2022, KOG will be replaced with Salesforce for account creation and login to Citizen Connect.

What you Need to Know

Existing Citizens that created a Citizen Connect account before January 12, 2022, are required to reset their username and password for their existing account.
Complete the steps below if you are an existing Citizen that created an account before January 12, 2022.

1. On the Citizen Connect landing screen, existing Citizen Connect Users must select the Account Setup hyperlink located in the orange banner on the screen.

2. Existing Citizen Connect Users must complete the Complete Account Setup screen by entering the information into all mandatory fields [indicated by a red (*) asterisk]. The information entered must match the Citizen’s existing KOG account information to retrieve their existing Citizen Connect account.

**Note:** If the First Name, Last Name, Email Address, Gender, and Birth Date does not match the existing Citizen Connect account created via KOG, KEE Suite will display an error and Citizens will not be able to proceed with account setup for Salesforce.

**Note:** To complete the process of resetting a Username and Password in Citizen Connect, the Setup Password for Citizen Connect email is sent to the email address provided during registration. Existing Citizens should complete each prompt until they reach the Citizen Connect Dashboard. Once on the Dashboard screen, the Username and Password has been reset successfully.
For complete step-by-step guidance, please reference the attached instruction guide.

Thank you for your continued support.

Sincerely,
The Education and Workforce Development Cabinet