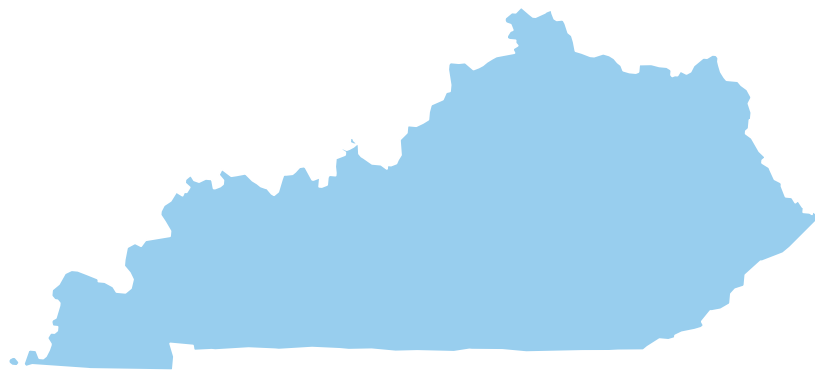


The Commonwealth of Kentucky

**Kentucky HEALTH**



**Create a KOG Account**

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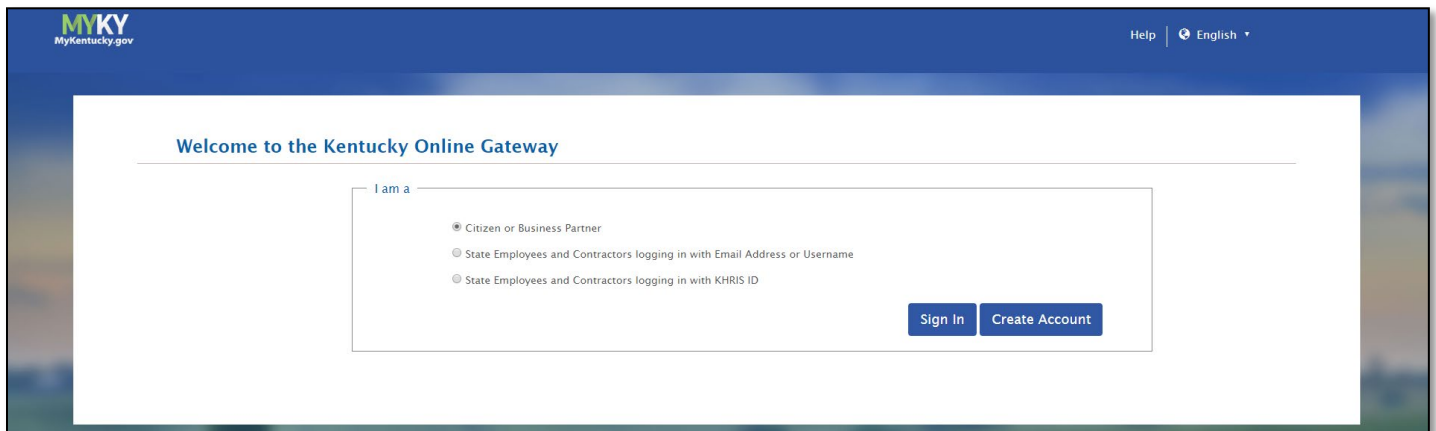
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### Kentucky Online Gateway Registration

To access a variety of programs, a User must complete a one-time registration as a KOG user. **Each user must have a unique e-mail address to complete the verification process.**

#### Creating a KOG Account

- 1) Navigate to the KOG home page using Google Chrome
  - <https://KOG.chfs.ky.gov/home>
- 2) Select **"Citizen or Business Partner"**
- 3) Select **"Create Account"** located at the bottom of the screen



- 4) Enter a name into the *First Name* field
- 5) Enter a name into the *Last Name* field
- 6) Enter a valid e-mail into the *E-mail Address* field
- 7) Enter the previously selected email address in the *Verify E-mail Address* field to verify the email address
- 8) Enter a password into the *Password* field
- 9) Enter the previously selected password in the *Verify Password* field to verify the password
- 10) Enter the Users mobile phone number into the *Mobile Phone Number* field
- 11) Select a preferred language from the *Language Preference* drop-down box
- 12) Enter a street address into the *Street Address 1* field
- 13) Enter a street address into the *Street Address 2* field
- 14) Enter a City for the street address provided in the *City* field
- 15) Enter a State for the street address provided in the *State* field
- 16) Enter a zip code for the street address provided in the *Zip Code* field
- 17) Select a question from the *Security Question* drop-down box
- 18) Below the previously selected security question, enter the response for the security question in the *Answer* field
  - Store the security question and answer in a safe place as these questions will be used to verify the Users identity in the event the User cannot access the password to the account, or the account expires
- 19) Select a question from the second *Security Question* drop-down box
- 20) Below the previously selected security question, enter the response for the security question in the *Answer* field

## Kentucky HEALTH QRG: KOG Creation

- Store the security question and answer in a safe place as these questions will be used to verify the Users identity in the event the User cannot access the password to the account, or the account expires

### 21) Select **"Sign Up"**

The screenshot shows the 'Please complete your Kentucky Online Gateway Profile' form. At the top, there is a blue header with the 'MYKY MyKentucky.gov' logo and a 'Help | English' dropdown. The form title is 'Please complete your Kentucky Online Gateway Profile'. Below the title, a light blue box contains instructions: 'If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password OR click on the Cancel button below to log into your account.' Below this, a message states: 'Please fill out the form below and click **Sign Up** when finished. All fields with \* are required.' The form fields are organized into two columns. The left column includes: \* First Name, Middle Name, \* Last Name, \* E-Mail Address, \* Password, Mobile Phone, Street Address 1, City, Question (In what city were you born? (Enter full name of city only)), and Question (What was the name of your first pet?). The right column includes: \* Verify E-Mail Address, \* Verify Password, Language Preference (English), Street Address 2, State (Kentucky), Zip Code, \* Answer, and \* Answer. At the bottom right, there are 'Cancel' and 'Sign Up' buttons.

### 22) A confirmation notification will display, and an email notification will be sent to the email provided within the profile screen by the User

The screenshot shows the confirmation notification screen. It has the same blue header with the 'MYKY MyKentucky.gov' logo and 'Help | English' dropdown. The title is 'Please complete your Kentucky Online Gateway Profile'. A green box contains a confirmation message: 'Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account. If you do not see the verification email in your inbox, please check your spam or junk folder. You have 4 HOURS to complete the process. If no email was received click [here](#).' Below the green box, a message states: 'If you have already verified your account by clicking the link provided in the email, please click on Sign In button to continue.' At the bottom right, there is a 'Sign In' button.

## Kentucky HEALTH QRG: KOG Creation

23) Once the automated activation email has been received, select the **“activation link”** in the email.

- **The activation link must be selected within four hours to complete the verification process or the account request will be deleted, and the registration process must be done again**




### Registering a Mobile Number

If the User provided a mobile phone number within the User Profile Registration Form, the User will be prompted to register the mobile number. The User may skip mobile registration at this time by using the button in the bottom right corner of the screen.

- 1) To register the mobile number, the User will select **“Send Passcode”** next to the prepopulated phone number
- 2) The User will receive a text message on the mobile device containing an 8-digit code
- 3) Enter the code received in the *Enter Passcode* field
- 4) Select **“Validate & Verify”**

## Kentucky HEALTH QRG: KOG Creation

### Validate New Account

 Providing your mobile number will allow for easy retrieval of username and password. It will also allow participating applications to send critical communications about your account.

Register Your Mobile Number

Enter Mobile  
Phone

(555) 555-5555

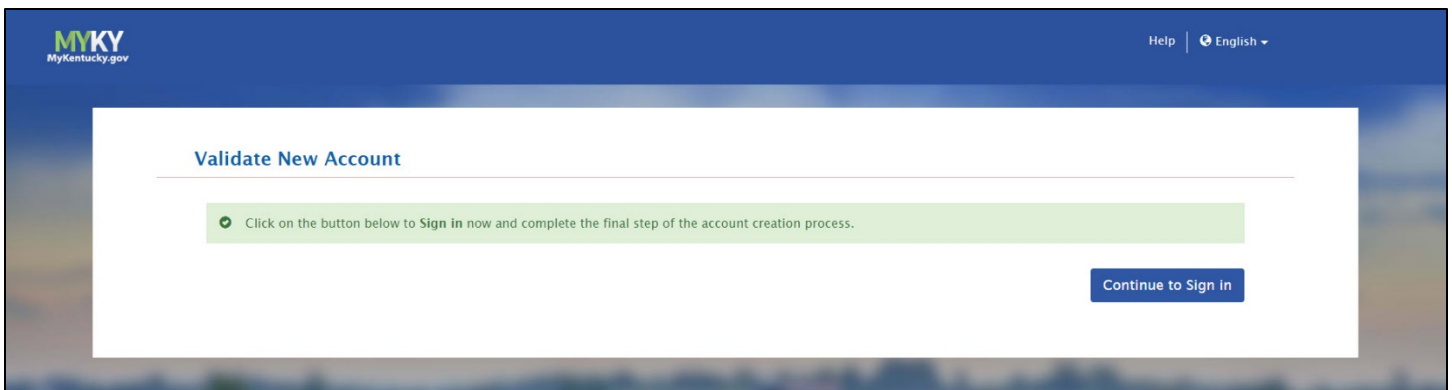
Send Passcode

Skip and Continue

**Disclaimer :**

- Standard Text Messaging and Data rates may apply. If you do not have an active plan with your cellular service provider, please click **Skip and Continue**.
- The Kentucky Online Gateway will never provide your information to outside entities or sell it to marketing organizations.

- 5) The User will receive a notification that the mobile device has been successfully validated and the account has been created



- 6) Select **"Continue to Sign In"** in the bottom right corner of the screen  
7) The User will be navigated to the KOG Home Page

### Signing into the KOG Account

- 1) Select **"Citizen or Business Partner"**
- 2) Select **"Sign In"**

## Kentucky HEALTH QRG: KOG Creation

The screenshot shows the top of the MyKentucky.gov website. The header includes the MYKY logo and a 'Help' link with a language dropdown set to 'English'. The main content area is titled 'Welcome to the Kentucky Online Gateway'. Below this, there is a section labeled 'I am a' with three radio button options: 'Citizen or Business Partner' (selected), 'State Employees and Contractors logging in with Email Address or Username', and 'State Employees and Contractors logging in with KHRIS ID'. At the bottom right of this section are two buttons: 'Sign In' and 'Create Account'.

3) Enter the credentials and select **“Log In”**

This screenshot shows the login interface for Citizens or Business Partners. On the left, a box titled 'Citizen (or) Business Partner Gateway Log In' contains the instruction 'Login with your Kentucky Online Gateway Account.' Below this are two input fields: 'Username or Email Address' (with a 'Forgot Username?' link) and 'Password' (with a 'Forgot/Reset Password?' link). A 'Log In' button is at the bottom right of the box, and a 'Resend Account Verification Email' link is at the bottom left. To the right of the login box is a yellow 'WARNING' box with text about the website's ownership and unauthorized access. Below the warning box is a link 'Don't already have a Kentucky Online Gateway Citizen Account?' and a 'Create An Account' button. At the very bottom right, there is a link 'Click here to select user account type'.

**KOG Registration is Now Complete!**