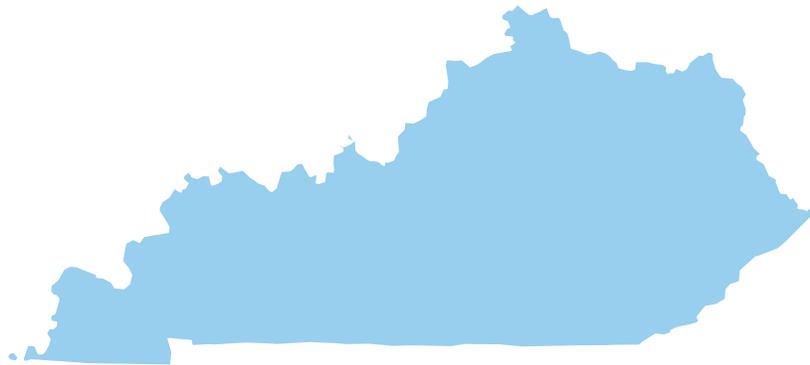


The Commonwealth of Kentucky

Kentucky HEALTH



Create a KOG Account

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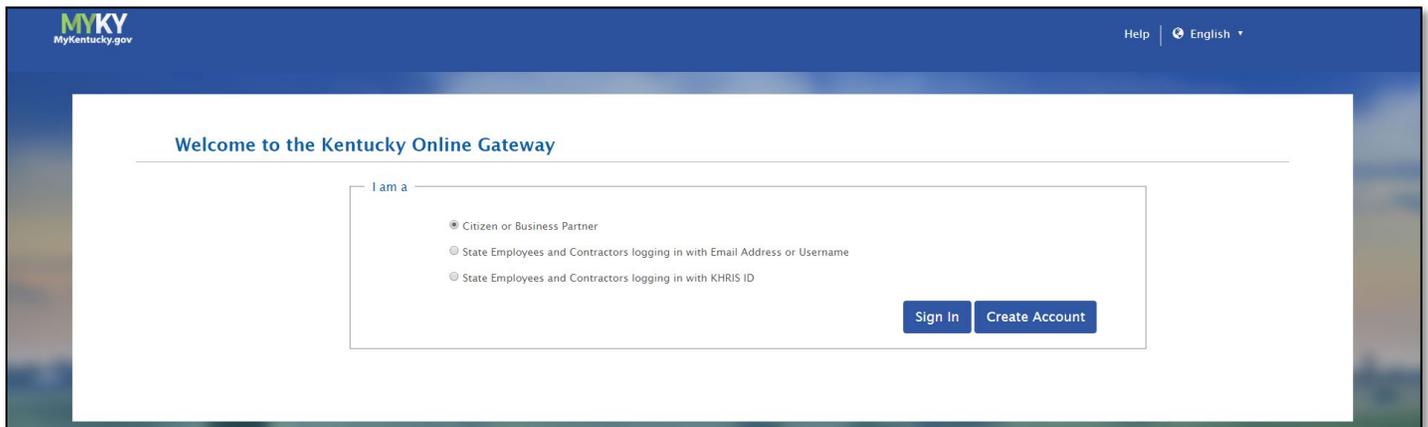
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Kentucky Online Gateway Registration

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



The screenshot shows the registration page for the Kentucky Online Gateway. The page has a blue header with the 'MYKY mykentucky.gov' logo on the left and 'Help | English' on the right. The main content area is white and contains the heading 'Welcome to the Kentucky Online Gateway'. Below this heading is a form with the label 'I am a' and three radio button options: 'Citizen or Business Partner' (which is 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 the form are two buttons: 'Sign In' and 'Create Account'.

- 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

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- 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 a web form titled "Please complete your Kentucky Online Gateway Profile". At the top left is the MYKY MyKentucky.gov logo, and at the top right are "Help" and "English" dropdown menus. Below the title is a light blue informational box with a question mark icon: "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 is the instruction: "Please fill out the form below and click Sign Up when finished. All fields with * are required." The form fields are arranged in two columns. The left column includes: * First Name, Middle Name, * Last Name, * E-Mail Address, * Password, Mobile Phone, Street Address 1, City, Question (with a dropdown menu), and another Question (with a dropdown menu). The right column includes: * Verify E-Mail Address, * Verify Password, Language Preference (dropdown menu), Street Address 2, State (dropdown menu), Zip Code, * Answer, and another * Answer. At the bottom right of the form are "Cancel" and "Sign Up" buttons.

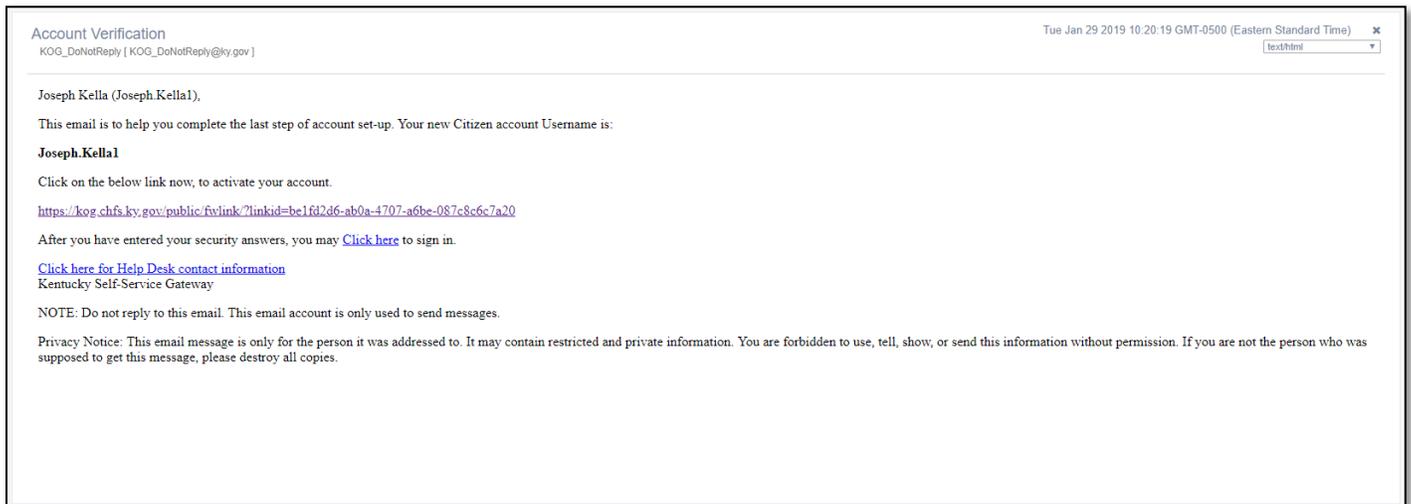
- 22) A confirmation notification will display, and an email notification will be sent to the email provided within the profile screen by the User

The screenshot shows a confirmation notification screen with the same title "Please complete your Kentucky Online Gateway Profile". At the top left is the MYKY MyKentucky.gov logo, and at the top right are "Help" and "English" dropdown menus. Below the title is a green informational box with a checkmark icon: "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." Below this is a red text line: "You have 4 HOURS to complete the process." At the bottom right of the green box is a blue link: "If no email was received click here." Below the green box is the instruction: "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 is a "Sign In" button.

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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”**

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Validate New Account

i 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

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

MYKY
MyKentucky.gov

Help | English ▾

Validate New Account

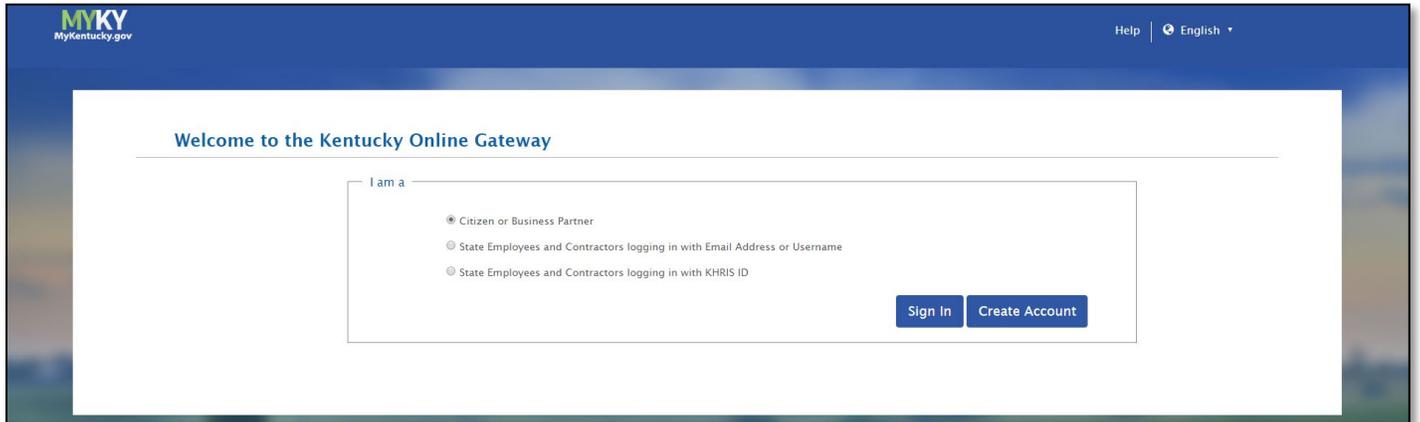
Click on the button below to **Sign in** now and complete the final step of the account creation process.

- 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

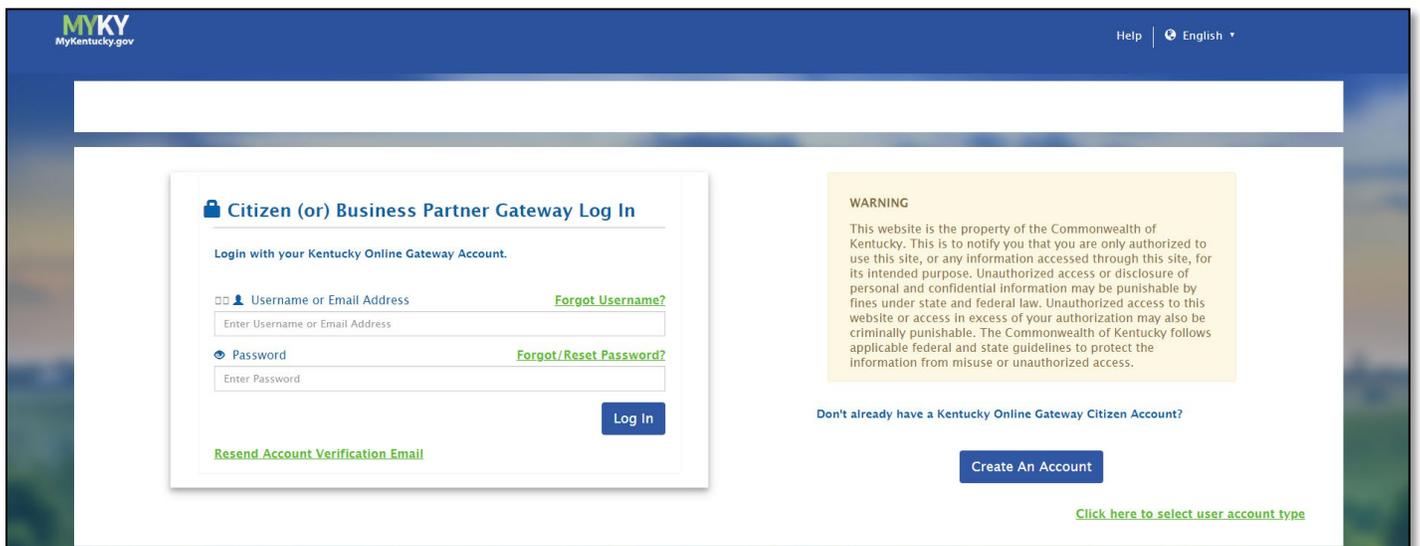
Signing into the KOG Account

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

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



KOG Registration is Now Complete!