Kentucky Health Information Exchange (KHIE)

Kentucky Online Gateway (KOG) and Multi-Factor Authentication (MFA)

Quick Reference Guide

October 2021
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Document Control Information

Document Information

<table>
<thead>
<tr>
<th>Document Name</th>
<th>Kentucky Online Gateway (KOG) and Multi-Factor Authentication (MFA) Quick Reference Guide</th>
</tr>
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<tbody>
<tr>
<td>Project Name</td>
<td>KHIE</td>
</tr>
<tr>
<td>Client</td>
<td>Kentucky Cabinet for Health and Family Services</td>
</tr>
<tr>
<td>Document Author</td>
<td>Deloitte Consulting</td>
</tr>
<tr>
<td>Document Version</td>
<td>2.0</td>
</tr>
<tr>
<td>Document Status</td>
<td>Revised Draft</td>
</tr>
<tr>
<td>Date Released</td>
<td>10/06/2021</td>
</tr>
</tbody>
</table>

Document Edit History

<table>
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<tr>
<th>Version</th>
<th>Date</th>
<th>Additions/Modifications</th>
<th>Prepared/Revised by</th>
</tr>
</thead>
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<td>1.0</td>
<td>10/04/2021</td>
<td>Initial Draft</td>
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<tr>
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<td>10/06/2021</td>
<td>Revised Draft – KHIE Review</td>
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<tr>
<td>2.0</td>
<td>10/14/2021</td>
<td>Final</td>
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1 Introduction

Overview
This quick reference guide covers how to register for a Kentucky Online Gateway (KOG) account and complete Multi-Factor Authentication (MFA) to access KHIE’s ePartnerViewer portal.

All examples and screenshots used in this guide are simulated with mock data; no Protected Health Information (PHI) is present.

Please Note: All screenshots shown throughout this document reflect how Users would interact with the ePartnerViewer while using a desktop or tablet device. While core functionality remains the same across multiple devices, interface components may vary in presentation.

Supported Web Browsers
Users must access the ePartnerViewer with a supported web browser. The ePartnerViewer is configured to support the following modern browsers on desktop, tablet, and mobile devices:

<table>
<thead>
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<th>Mobile Browser Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Internet Explorer</td>
<td>Not supported</td>
</tr>
<tr>
<td>Microsoft Edge</td>
<td>Version 44+</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>Version 70+</td>
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<tr>
<td>Mozilla Firefox</td>
<td>Version 48+</td>
</tr>
<tr>
<td>Apple Safari</td>
<td>Version 9+</td>
</tr>
</tbody>
</table>

Please Note: The ePartnerViewer does not support Microsoft Internet Explorer. To access the ePartnerViewer, Users must use a modern browser such as Google Chrome, Microsoft Edge, Apple Safari, or Mozilla Firefox.
Mobile Device Considerations
The ePartnerViewer is based on responsive design. This means it renders in the best format based on the user’s device size. Responsive design applies to mobile, tablet, and desktop devices. Tablet devices in landscape display mode are considered desktop.

Accessing the ePartnerViewer
To access the ePartnerViewer, users must meet the following specifications:

1. Users must be part of an organization with a signed Participation Agreement with KHIE.
2. Users are required to have a Kentucky Online Gateway (KOG) account.  
   - Details on creating a KOG account are in Section 2 KOG Registration and Login of this guide.
3. Users are required to complete Multi-Factor Authentication (MFA).
   - Details on MFA are included in the Multi-Factor Authentication (MFA) in Section 3 Multi-Factor Authentication of this guide.

2 KOG Registration and Login

Create a KOG Account

1. When provisioned with a role in the ePartnerViewer, you will receive an invitation email to register for the Kentucky Online Gateway (KOG).
2. Click the Click here to Complete the Process hyperlink located in the Invitation email.

   [EXT] You’ve been identified as an authorized user of the Kentucky Health Information Exchange, KHIE.

   To: Doe, Jane

   You’ve been identified as an authorized user of the Kentucky Health Information Exchange, KHIE. Please follow the instructions below to gain access to the KHIE Interim Portal.

   Click here to complete the process

   Kentucky Online Gateway

   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 information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

   Please Note: This link is active for seven days. The registration link is only valid for a one-time use. If you click the link and do not complete the registration process, a new link must be sent. If the link expires, the KHIE Org Admin must send another invitation to create a Kentucky Online Gateway (KOG) account.
3. The **KOG Landing Page** displays. If you do not have an existing KOG account, click **Create Account**.

![KOG Landing Page](image)

**Please Note:** If you already have an existing KOG account with the same email address from which you received the invitation to enroll, do not create a new account. Log into KOG using your existing credentials.

4. Enter the Registration Information. Mandatory fields are marked with asterisks (*).
5. Enter **First Name**.
6. Enter **Last Name**.
7. Enter **Email Address**.

**Please complete your Kentucky Online Gateway Profile**

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.

Please fill out the form below and click Sign Up when finished.

All fields with * are required.

- **First Name**
- **Middle Name**
- **Last Name**
- **E-Mail Address**
- **Verify E-Mail Address**
- **Password**
- **Verify Password**

**Please Note:** You MUST register using the same email address from which you received the invitation to enroll.
8. Confirm **Email Address**.
9. Enter **Password**.
10. Confirm **Password**.
11. Enter **Street Address, City, State, and Zip Code**.
12. Enter **Answer** to Security **Question 1**.
13. Enter **Answer** to Security **Question 2**.

14. After completing the mandatory fields, click **Sign Up**.

---

**Please complete your Kentucky Online Gateway Profile**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Jane</td>
</tr>
<tr>
<td>Middle Name</td>
<td>L</td>
</tr>
<tr>
<td>Last Name</td>
<td>Doe</td>
</tr>
<tr>
<td>E-Mail Address</td>
<td><a href="mailto:jane.doe@mail.com">jane.doe@mail.com</a></td>
</tr>
<tr>
<td>Password</td>
<td>************</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>************</td>
</tr>
<tr>
<td>Street Address 1</td>
<td>11 Mill Creek Park, Frankfort</td>
</tr>
<tr>
<td>City</td>
<td>Frankfort</td>
</tr>
<tr>
<td>State</td>
<td>Kentucky</td>
</tr>
<tr>
<td>Zip Code</td>
<td>40601</td>
</tr>
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<td>Answer 1</td>
<td></td>
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<tr>
<td>Answer 2</td>
<td></td>
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15. After clicking **Sign Up**, you will be directed to a screen displaying the following 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.*

16. You must check your email to complete the KOG Account Validation process.

---

**Please Note:** If the verification email is not in the inbox, check the *Junk* and *Spam* folders.

---

**KOG Account Validation**

17. You will receive an email at the email address you provided when creating the account. This email is titled *Account Verification* from KOG_DoNotReply@ky.gov.

18. Click the **hyperlink** in the email to proceed to the **KOG Login Page**.

---

```
From: KOG_DoNotReply <KOG_DoNotReply@ky.gov>
Date: September 4, 2020 at 1:31:47 PM EDT
To: jane.doe@gmail.com
Subject: Account Verification
Reply-To: <KOG_DoNotReply@ky.gov>

Jane Doe [jane.doe@gmail.com]

This email is to help you complete the last step of account set-up.

Your Org User account username is: jane.doe@gmail.com

Click on the below link now, to activate your account.

[https://kog.chfs.ky.gov/public/fwlink/?linkid=7cf0b4e1-9d40-420e-be22-c54118a26aba](https://kog.chfs.ky.gov/public/fwlink/?linkid=7cf0b4e1-9d40-420e-be22-c54118a26aba)

If you need any assistance further, please contact the Kentucky Online Gateway HelpDesk.

Kentucky Online Gateway
Kentucky Online Gateway HelpDesk

NOTE: Do not reply to this email. This email account is only used to send messages.
```
19. Clicking the hyperlink navigates you to the **KOG Login Page**.

![KOG Login Page](image)

20. When you choose to register your phone number, you will have the option to receive a passcode via text.
   - To register a phone number, enter a phone number and click **Send Passcode**.
   - If you do not want to register a phone number, click **Skip and Continue** to proceed.

![Register Phone Number](image)

21. You must click **Continue to Sign in** to navigate to the **KOG Login Page** and complete the account creation process.
22. On the **KOG Login Page**, enter your **Email Address**.

**Please Note:** You must enter the email address you provided when you created your KOG account.

23. Enter your **Password**.

**Please Note:** Your password is the password you created when set up your KOG account.

24. Click **Sign In**.

![KOG Login Page](image_url)
25. After logging in, you have the option to register as an organ donor.
   - To register as an organ donor, click **Yes, Register Now**.
   - If you do not want to register as an organ donor, click **Remind me later** to proceed.
3 Multi-Factor Authentication

After logging in, you are asked to complete Multi-Factor Authentication or MFA. You have the option to receive an MFA passcode by Email or Text.

**MFA by Email Verification**

1. To receive the MFA passcode by email, select the MFA by Email Verification button and click Send Passcode.

2. You must open an email titled Passcode for MFA from KOG_DoNotReplay@ky.gov. You must open this email in a separate tab.
3. Enter the **8-digit code** that is in the body of the email into the *Enter Passcode* field on the **Multi-Factor Authentication** screen.

4. Click **Authenticate** to proceed.
MFA by Phone Verification

1. To receive the MFA passcode by text, click the **MFA by Phone Verification** button.

2. If you have not registered your phone number, click the **Click here to register your Mobile number hyperlink**.

3. The **Register Your Mobile Number** screen displays only when you have not registered your phone number. To register your phone number, you must enter your **mobile phone number** and click **Send Passcode**.

**Please Note:** The **Register Your Mobile Number** screen does not display for Users who have already registered their phone number. Instead, these Users will be prompted to enter the passcode to validate and verify identify on the **Multi-Factor Authentication** screen.
4. You will receive a text message from the Kentucky Online Gateway that will include a passcode that will be used for verification.

5. To verify the mobile number, enter the **8-digit code** from the text message into the *Enter Passcode* field on the **Multi-Factor Authentication** screen.

6. Click **Validate & Verify** to proceed.

**Please Note:** It may take up to 5 minutes to receive the passcode via text message. You should click **Resend passcode** if you did not receive the text message within 5 minutes.

**Please Note:** You must enter the passcode within 5 minutes of receiving the text message.
4 **Logging into ePartnerViewer**

1. To navigate to the ePartnerViewer, click **Launch** on the KHIE ePartnerViewer application tile located on the **KOG Dashboard** screen.

2. **Multi-Factor Authentication.** After logging in, you are asked to complete Multi-Factor Authentication or MFA. You have the option to receive an MFA passcode by Email or Text.
   - To complete Multi-Factor Authentication by Email, you must complete steps 1 through 4 in sub-section **MFA by Email Verification**.
   - To complete Multi-Factor Authentication by Text, you must complete steps 1 through 6 in sub-section **MFA by Phone Verification**.
Terms and Conditions of Use and Logging In

After logging into the Kentucky Online Gateway, launching the ePartnerViewer application, and completing Multi-Factor Authentication, the Terms and Conditions of Use page displays. Privacy and security obligations are outlined for review.

3. You must click **I Accept** every time before accessing a patient record in the ePartnerViewer.

Please Note: The right side of the Portal is grayed out and displays a message that states: *Access is restricted beyond this point. You must accept the terms and conditions before proceeding.*
4. Once you click **I Accept**, the grayed-out section becomes visible. A message appears that indicates you are associated with an *Organization*. (This is the name of your organization.)

5. Click **Proceed to Portal** to continue.

**Please Note:** If you click **Cancel**, a pop-up notification displays that indicates that you are *about to be logged out*. *Use of the ePartnerViewer portal is subject to the acceptance of KHIE’s Terms of Use.* To proceed to the ePartnerViewer, click either **Logout Now** or **Cancel**.

### 5 Technical Support

**Toll-Free Telephone Support**

For questions and assistance regarding the ePartnerViewer, please call 1 (877) 651-2505.

**Email Support**

To submit questions or request support regarding the ePartnerViewer, please email [KHIESupport@ky.gov](mailto:KHIESupport@ky.gov).

**Please Note:** To seek assistance or log issues, you can also use the **Support Tab** in the ePartnerViewer located in the blue navigation bar at the top of the screen.