Hello ePartnerViewer User,

The Kentucky Online Gateway (KOG) is transitioning to a new multifactor authentication tool on January 17, 2025. This is a new multifactor authentication (MFA) tool that can be used to access KOG applications, such as the ePartnerViewer.  This applies to you if you currently use the MFA tool, Okta Verify.

**Ping ForgeRock Transition:**

Okta Verify will no longer be available for KOG MFA starting on January 17, 2025. If you are currently **using Okta Verify**, you will have the option to switch to a new app for MFA called ForgeRock. Upon your first login to KOG after January 17, 2025, you will be prompted to make the change. The instructions are included in the *ePartnerViewer Login KOG ForgeRock MFA* guide attached to this email.

**In Summary:**

IF you are currently using Okta Verify, you must make a change. You can change to ForgeRock, or you may elect to change to Symantec VIP or Voice/SMS.

If you are using an MFA tool other than Okta Verify such as Symantec VIP, Voice/SMS, or email, you may continue to use those options or you may change to ForgeRock.

**Note**: If you need to update or choose an MFA between now and January 18, KOG advises you to pick from either Symantec VIP or Voice/SMS.

**How Does the Transition Affect Me?**

* **MFA Update Required:** As noted above, if you use Okta Verify MFA to access your KOG application(s) you need to update your MFA on January 18, 2025, to one of the available options.
* **Bookmarks Updates:** Bookmarked KOG application pages/URLs may be broken after the transition. If you use bookmarks to access applications, you need to update them.

**Is There Anything I Need to do Before the Transition?**

Currently, you do not need to do anything. KOG will provide us with additional communications after the transition goes live on January 17, 2025. Those communications will provide more information regarding the transition and direct you to supportive resources.

Thank you,

KHIE Support Team on behalf of KOG