



Kentucky Health Information Exchange (KHIE)

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

Quick Reference Guide

October 2021

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Illustrations

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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:

Desktop Browser Version	Mobile Browser Version
Microsoft Internet Explorer	
Not supported	Not supported
Microsoft Edge	
Version 44+	Version 40+
Google Chrome	
Version 70+	Version 70+
Mozilla Firefox	
Version 48+	Version 48+
Apple Safari	
Version 9+	iOS 11+

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

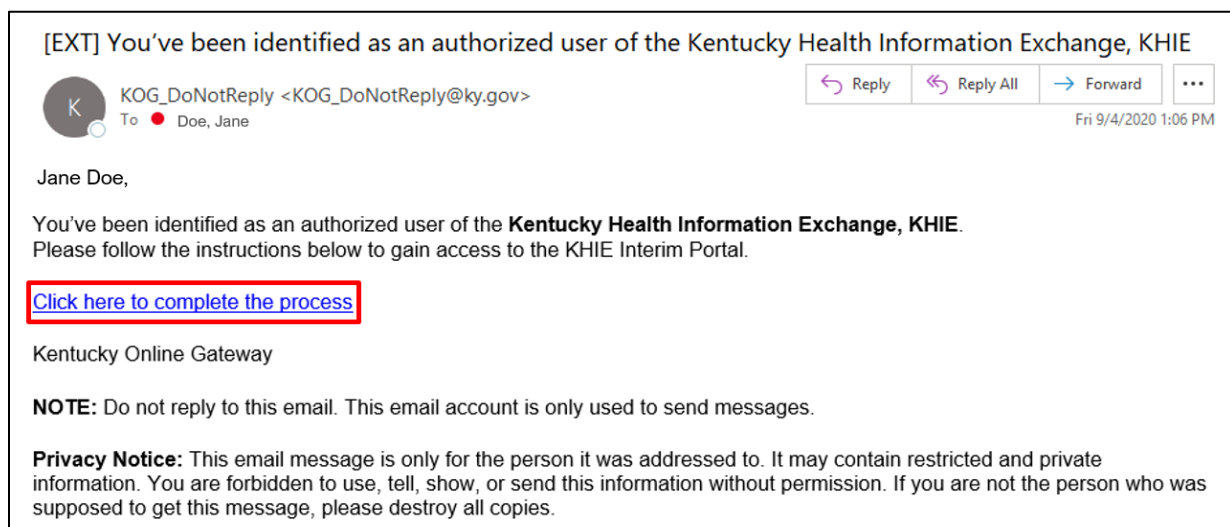
To access the ePartnerViewer, users must meet the following specifications:

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.



- **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.

- The **KOG Landing Page** displays. If you do not have an existing KOG account, click **Create Account**.

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.

- Enter the Registration Information. Mandatory fields are marked with asterisks (*).
- Enter **First Name**.
- Enter **Last Name**.
- Enter **Email Address**.

Please Note: You MUST register using the same email address from which you received the invitation to enroll.

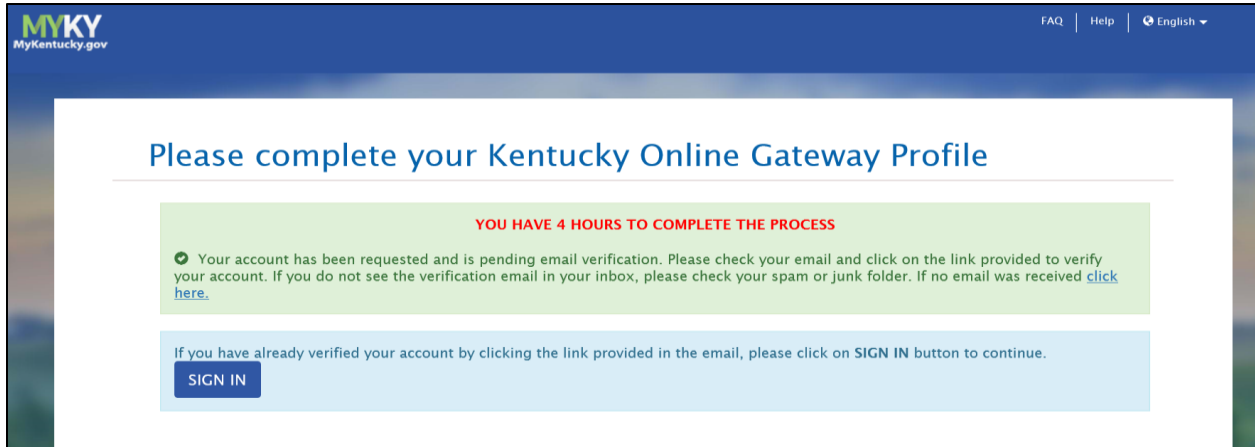
8. Confirm **Email Address**.
9. Enter **Password**.
10. Confirm **Password**.
11. Enter **Street Address, City, State, and Zip Code**.
12. Enter **Answer** to Security *Question 1*.
13. Enter **Answer** to Security *Question 2*.

The screenshot shows a registration form with the following fields: Mobile Phone, Language Preference (dropdown), Street Address 1, Street Address 2, City, State (dropdown), Zip Code, Question 1 (dropdown), and Question 2 (dropdown). The fields for Street Address 1, Street Address 2, City, State, Zip Code, Question 1, and Question 2 are highlighted with a red box, indicating they are mandatory. At the bottom right, there are 'CANCEL' and 'SIGN UP' buttons.

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

The screenshot shows the 'Please complete your Kentucky Online Gateway Profile' form. It includes a message: '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, it says 'Please fill out the form below and click Sign Up when finished. All fields with * are required.' The form fields are: First Name (Jane), Middle Name (L), Last Name (Doe), E-Mail Address (jane.doe@gmail.com), Verify E-Mail Address (jane.doe@gmail.com), Password (masked), Verify Password (masked), Mobile Phone ((999) 999-9999), Language Preference (English), Street Address 1 (11 Mill Creek Park), Street Address 2, City (Frankfort), State (Kentucky), Zip Code (40601), Question 1 (In what city were you born? (Enter full name of city only)), Question 2 (What was the name of your first pet?), and Answer 1 (Frankfort), Answer 2 (Fido). At the bottom right, there are 'CANCEL' and 'SIGN UP' buttons.

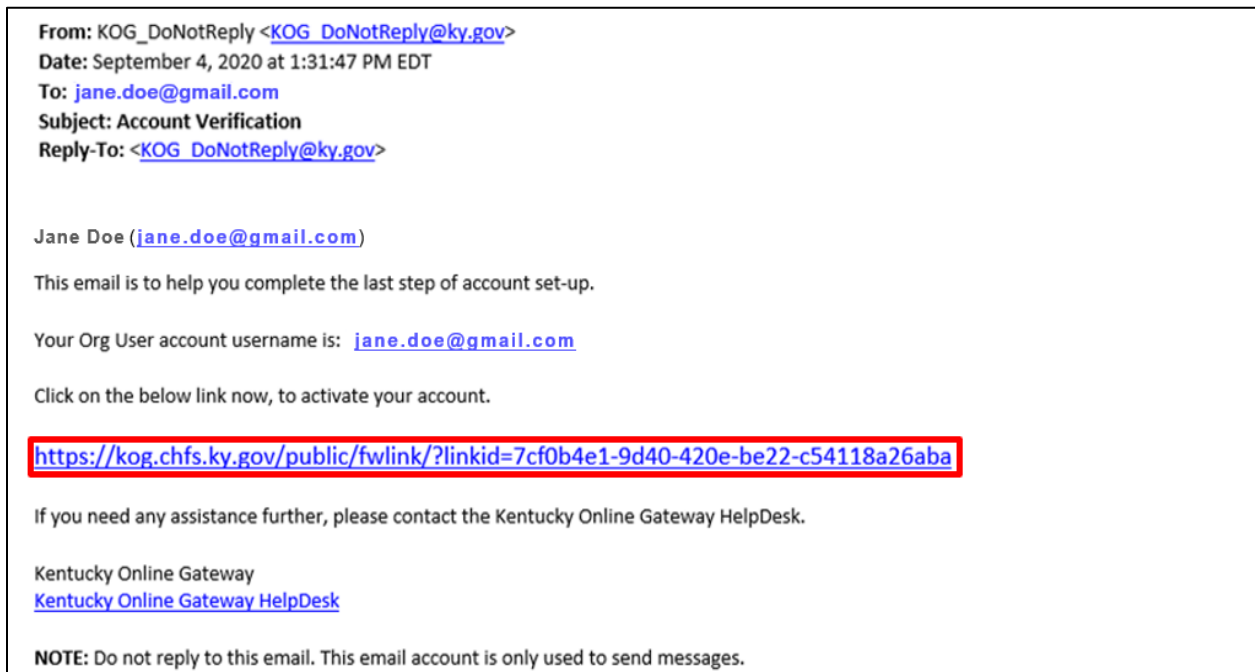
15. After clicking **Sign Up**, you will be directed to a screen displaying the following message:
Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account.
16. You must check your email to complete the KOG Account 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**.



19. Clicking the **hyperlink** navigates you to the **KOG Login Page**.

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.

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**.

MYKY
MyKentucky.gov

FAQ | Help | English

Citizen (or) Business Partner Sign In

Sign in with your Kentucky Online Gateway Account.

Email Address
jane.doe@gmail.com

Password [Forgot/Reset Password?](#)

SIGN IN

[Resend Account Verification Email](#)

WARNING
This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

Don't already have a Kentucky Online Gateway Citizen Account?

Create An Account

[Click here to select user account type](#)

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.

Kentucky Online Gateway

Welcome Jane Doe | My Account | Sign Out | Help | English

Register as a Kentucky Organ Donor

With the passing of KY SB77 and in partnership with Donate Life Kentucky, the Kentucky Online Gateway has created the below form for Kentuckians to join the Kentucky Organ Donor Registry. If you'd like to join the KYDR, please fill out the required fields below, select the consent checkbox, and click the "Register" button. For more information on what it means to be an organ donor, please visit <https://donatelife.ky.org/why-donate/>.

* First Name:

Middle Name:

* Last Name:

Register as a Kentucky Organ Donor

Would you like to register as an organ donor?

With the passing of KY SB77 and in partnership with Donate Life Kentucky, the Kentucky Online Gateway has created an online portal for Kentuckians to join the Kentucky Organ Donor Registry. For more information on what it means to be an organ donor, please visit <https://donatelife.ky.org/why-donate/>

Yes, Register Now **Remind me later**

By submitting this registration I affirm that I am the applicant described on this application and that the information entered herein is true and correct to the best of my knowledge. This form will serve as donor document of gift as outlined in the Uniform Anatomical Gift Act. A document of gift, not revoked by the donor before death, is considered legal authorization for donation and does not require the consent of another. If I am under 18 years of age, I understand that consent must be obtained from my parents or legal guardian at the time of donation.

☐ I have read, understand, and agree to the above terms and conditions.

Register [Continue to the Application](#)

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_DoNotReply@ky.gov. You must open this email in a separate tab.

From: KOG DoNotReply
To: (jane.doe@gmail.com)
Subject: [EXT] Passcode for MFA
Date: Tuesday, September 8, 2020 9:34:04 PM

Jane Doe,

The application you are trying to access requires Multi-Factor Authentication.

Please use the following verification code within the next 5 minutes to complete the MFA process: **97526380**

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.

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.

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.

Kentucky Online Gateway

Welcome Mitch Cavallo | My Account | Sign Out | Help | English ▼

Multi-Factor Authentication

A one-time passcode has been sent to the email address associated with this account. Please enter the passcode in the box below.

E-Mail Address: jane.doe@gmail.com [Resend Passcode?](#)

Enter Passcode: 97526380 [Authenticate](#)

Didn't get your passcode? Sometimes it can take up to 5 minutes. If it's been longer than that, press "Resend passcode" button above.

4. Click **Authenticate** to proceed.

Kentucky Online Gateway

Welcome Mitch Cavallo | My Account | Sign Out | Help | English ▼

Multi-Factor Authentication

A one-time passcode has been sent to the email address associated with this account. Please enter the passcode in the box below.

E-Mail Address: jane.doe@gmail.com [Resend Passcode?](#)

Enter Passcode: 97526380 [Authenticate](#)

Didn't get your passcode? Sometimes it can take up to 5 minutes. If it's been longer than that, press "Resend passcode" button above.

Privacy | Disclaimer

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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.

Kentucky Online Gateway

Welcome Jane Doe | My Account | Sign Out | Help | English ▼

Multi-Factor Authentication

☐ MFA by Email Verification

☒ MFA by Phone Verification [Click here to register your Mobile number](#)

Send Passcode

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**.

Kentucky Online Gateway

Welcome Jane Doe | My Account | Sign Out | Help | English ▼

Multi-Factor Authentication

Register Your Mobile Number

Enter Mobile Phone or

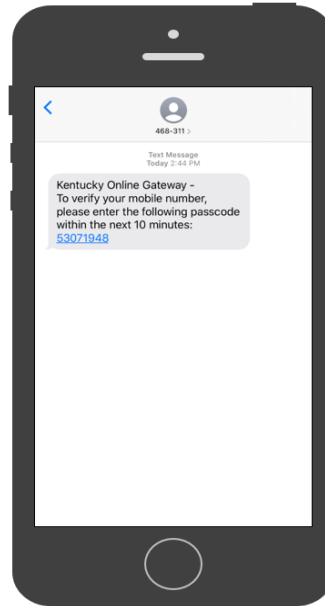
Send Passcode

Disclaimer :

- Standard text messaging and data rates may apply.
- The Kentucky Online Gateway will never provide your information to outside entities or sell it to marketing organizations.

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.

- You will receive a text message from the Kentucky Online Gateway that will include a passcode that will be used for verification.



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.

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

Multi-Factor Authentication

Your one-time passcode has been sent as a text message to your mobile number. You have 4 minutes to enter the passcode into the below field and click the "Validate & Verify" button.

Verify Your Mobile Number

Enter Mobile Phone (999) 999-9999 ex: (555) 555-5555 **Resend passcode**

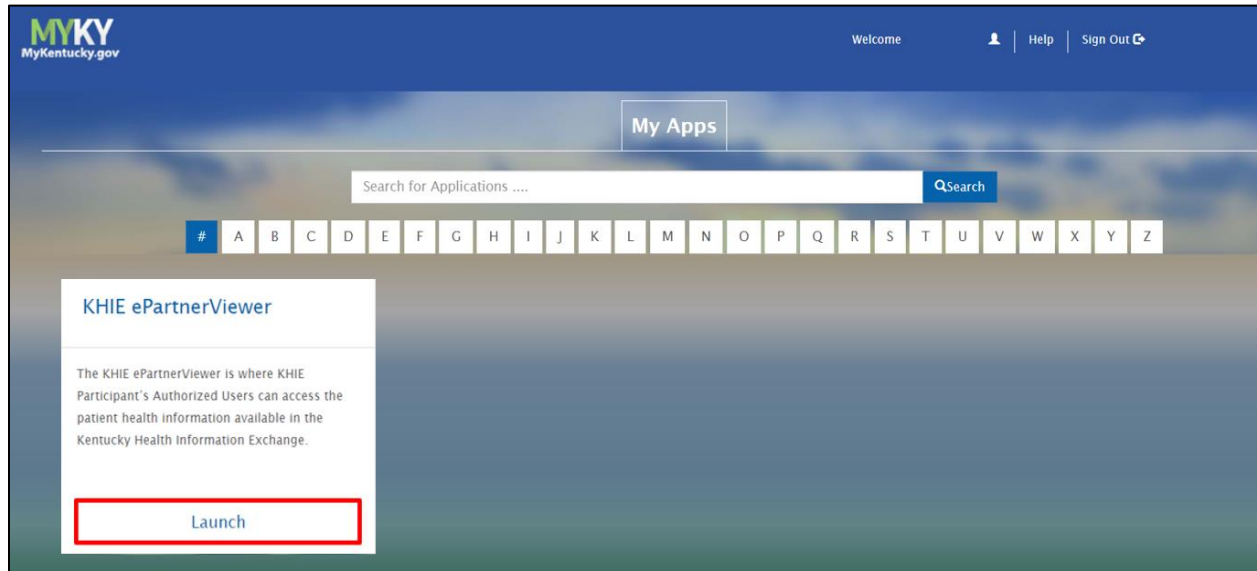
Enter Passcode 53071948 **Validate & Verify**

Didn't get your passcode? Sometimes it can take up to 5 minutes. If it's been longer than that, [try again](#).

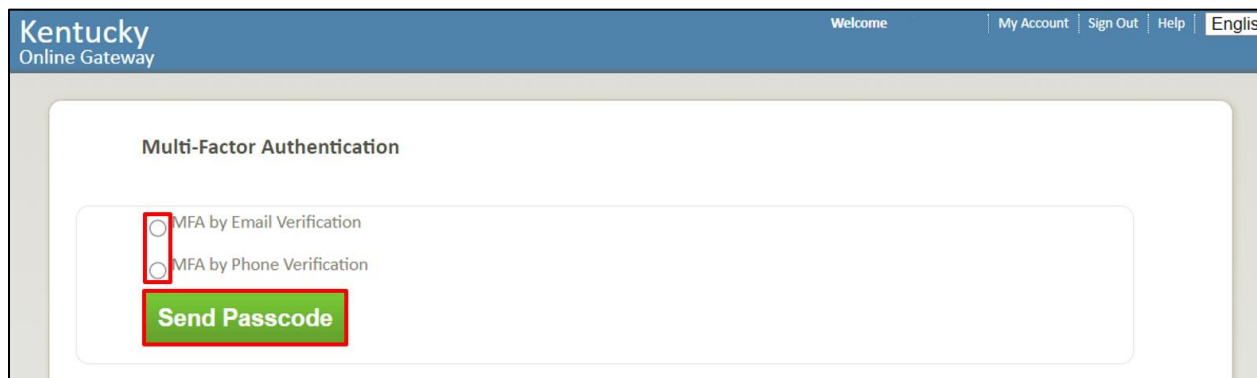
Please Note: You must enter the passcode within 5 minutes of receiving the text message.

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.

- 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.)
- Click **Proceed to Portal** to continue.

KHIE | ePartnerViewer Mitch Cavallo

TERMS AND CONDITIONS OF USE

Terms and Conditions
HEALTHCARE PROVIDER USAGE TERMS AND CONDITIONS

I accept the following terms and conditions of the Kentucky Health Information Exchange (KHIE):

- I am a healthcare provider currently treating a patient.
- I am currently bound by a Health Information Exchange Participation Agreement with the Division of Health Information or have a current relationship as an authorized user of a participating provider of the Division of Health Information.
- I understand that data available on KHIE is only that information available according to state and federal law.

The Medicaid claims data will not include records of the following:

- HIV medical procedures and test.
- Diagnosis codes associated with alcohol abuse and drug treatment program records and NDC codes of drugs associated with the treatment of those patients.
- I understand that all data available on KHIE WILL NOT include HIV medical procedures and tests, regardless of source.

Select 'I accept' to accept the usage terms and conditions.

☒ Accepted

You are part of the below mentioned organization. Please click on proceed to continue.

KHIE Smoke Test Organization

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.

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.

KHIE | ePartnerViewer Support Announcements 2 Advisories 1 Jane Doe

Patient Search Bookmarked Patients Event Notifications Lab Data Entry Case Report Entry