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## Revision History

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<tr>
<th>Version No.</th>
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<td>1.0</td>
<td>September 2019</td>
<td>Initial Version</td>
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Kentucky Online Gateway (KOG) Overview

This Reference Guide provides instructions for setting up your Kentucky Online Gateway (KOG) account.

The Kentucky Health Information Exchange (KHIE) utilizes KOG to authenticate an individual is part of an organization which has a signed Participation Agreement with KHIE. KOG is a Single Sign On (SSO) tool used to access the data in KHIE via KHIE’s clinical portal, the ePartnerViewer. To access the ePartnerViewer, authorized Clinical Users must establish a KOG account.

Your Organization has identified someone to act as the KHIE Organization Administrator (KHIE Admin). This person will be responsible for provisioning you and your Organization’s other authorized users to gain access to KHIE and will assist you with training.

Authorized Clinical User Functions

You have been identified as an authorized KHIE Clinical User and are required to create a KOG account. Once you create your account, you will be able to access the data in KHIE.

Creating a Kentucky Online Gateway (KOG) Account

1. As the authorized Clinical User, you will receive an email invitation from your organization’s KHIE Admin prompting you to create your account in KOG.

2. To get started, select the Click here to complete the process hyperlink that is contained in the email.

   This link is valid for 24-hours. If the link expires, your KHIE Admin must send you another invitation to create your account.

   From: KOG_DoNotReply <KOG_DoNotReply@ky.go>
   Sent: Monday, December 17, 2018 2:19 PM
   To: Doe, John <john.doe@test.goe>
   Subject: [KOG] Invitation to Authorized User

   John Doe,

   You have been invited to participate as a user in KHIE. Please follow the below instructions to gain access as a user for this organization.

   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.
3. You will be redirected to the KOG landing page. If you do not have an existing KOG account, click **Create An Account**.

**NOTE:** If you already have an existing KOG account, login using the same email address that you used to register your account.

4. Fill out all required fields marked with an asterisk (*). When finished, click **Sign Up**. You MUST register using the same email address from which you received the invitation to enroll.

Make sure you can remember the answers to your security questions. You will need these again later.
5. The screen below displays. Your account is pending until you verify your account.

![KOG Account Validation](image)

**KOG Account Validation**

After completing your profile information, you will receive an email to verify your account.

Note: If you do not receive the email in your inbox, check your Junk and Spam folders.

1. Log into your email and click on the link provided in the email.

![Account Verification](image)
2. You MUST click Continue to Logon to complete the account creation process.

![Validate New Account](image1.png)

3. When you click Continue to Login, you will be redirected to the KOG landing page. The account creation process is complete.

4. To access KHIE's ePartnerViewer, enter user credentials and click Sign In.

![Citizen (or) Business Partner Sign In](image2.png)
Mobile Phone Registration

When you first log in, you will be prompted to register your mobile phone number to make the password recovery process easier to complete in the future.

To register your mobile phone number, click Yes, Register Now and follow the prompts. Data rates may apply.

If you select Remind Me Later, go to My Account on the KOG landing page to register your mobile. Data rates may apply.
Additional Login Activities

Password Recovery
There are two ways to reset your password.

- Reset Password via E-Mail Address
- Reset Password via Mobile

Password Recovery via Email Address
1. Navigate to the KOG home screen (https://kog.chfs.ky.gov/), and click Forgot/Reset Password?

2. From the Reset Password screen, select: Reset Password via E-Mail Address.
3. Enter the **Email Address that is linked to your KOG account**.
   Click **Submit**.

   A ‘success’ message is displayed when the correct email is submitted. An email will be sent to the email address you provided.

4. Access your email account and look for an email from **KOGDoNotReply@ky.gov** titled **KOG Password Reset**. Click the link provided in the email to set the new password.
5. After clicking the link in the Password Reset email, you will be redirected to KOG. Answer the **KOG security questions**, and click **Verify Account**.

6. After you correctly answer the security questions, the **Reset Password** screen will display. Enter the new password, confirm the new password, and click **Change Password**.

7. A ‘success’ message displays noting that the password has been successfully changed. Click the **Sign in** button to proceed.

Password Recovery via Mobile


2. From the Reset Password screen, select: Reset Password via Mobile.
3. Enter your **Email Address** and the **mobile number associated with your account**. Click **Submit**.

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**Reset Password**

- No longer have access to your account? If you have verified your mobile number with the Kentucky Online Gateway, please use the Reset Password via Mobile option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)

- **Reset Password via E-Mail Address**
- **Reset Password via Mobile**

**Reset Password via Mobile**

- **E-Mail Address**
- **Mobile Number**
  
  **Disclaimer:**
  - Standard Text Messaging and Data rates may apply.
  - If you do not have an active plan with your cellular service provider and cannot receive text messages, please select the ‘Reset Password via E-Mail Address’ option above.

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4. A one-time passcode will be sent as a text message to your mobile number.
5. Use your mobile device to obtain the one-time passcode that is located in the text message from KOG.

6. Re-enter your mobile number and the passcode. Click **Validate & Verify**.

7. You will be prompted to answer the security questions associated with your account.
8. After you correctly answer the security questions, the **Reset Password** screen will display. Enter the new password, confirm the new password, and click **Change Password**.

![](image)

9. A ‘success’ message displays noting that the password has been successfully changed. Click the **Sign in** button to proceed.

![](image)


![](image)