

Kentucky Health Information Exchange (KHIE)

ePartnerViewer Login:

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

User Guide

September 2022

ePartnerViewer Login: KOG and Okta Verify Multi-Factor Authentication (MFA) User Guide



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1 Introduction

Overview

The Kentucky Health Information Exchange (KHIE) utilizes the Kentucky Online Gateway (KOG) to authenticate if an individual has access to KHIE's ePartnerViewer portal. To access the ePartnerViewer, Authorized Users must establish a KOG account. This user guide covers how to register for a Kentucky Online Gateway (KOG) account. This user guide also includes updated guidance on how to complete Multi-Factor Authentication (MFA) to access KHIE's ePartnerViewer portal. Additionally, this guide covers how to properly login and log out of the 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.

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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 <u>not</u> 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.
- 3. Users are required to complete Multi-Factor Authentication (MFA).

 Please Note: If you have an existing Kentucky Online Gateway (KOG) Account, please skip Section

 2 KOG Registration for New Users and start at Section 3 Logging into KOG: New KOG Screens.

2 KOG Registration for New Users

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 H	Health Inf	ormation E	xchange, Kl	HIE
KOG_DoNotReply <kog_donotreply@ky.gov></kog_donotreply@ky.gov>		« Reply All	\rightarrow Forward	
To • Doe, Jane			Fri 9/4/2020	1:06 PM
Jane Doe,				
You've been identified as an authorized user of the Kentucky Health Information B Please follow the instructions below to gain access to the KHIE Interim Portal.	Exchange,	KHIE.		
Click here to complete the process				
Kentucky Online Gateway				
Please Note: This link is active for seven days. The registration use. If you click the link and do <u>not</u> complete the registration p	on link is process, a	s only valio a new link	l for a one must be se	e-time ent.
If the link expires, the KHIE Organization Administrator must s Kentucky Online Gateway (KOG) account.	send and	other invita	ation to cr	eate a





3. The new **Kentucky Online Gateway (KOG) Sign-In** screen displays. If you do not have an existing KOG account, click **Create New Account**.

Welcome to the new Kentucky Online Gateway (KOG) sign-in page! Please login with your existing KOG account. If you run into any login issues, please × refer to the new Help page.			
		and the second s	
	Sign in with your Kentucky Online Gateway (KOG) Account (UAT) Email Address	an all an	
	Next	See B and	
	Resend Account Verification Email		

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

4. Enter the Registration Information on the **Kentucky Online Gateway Profile** screen. Mandatory fields are marked with asterisks (*).

se complete yo	ur Kentucky Onlin	e Gateway Profile
• If you already have an exist below to log into your account.	ing Kentucky Online Gateway (KOG) Accoui	nt, please click <u>here</u> to reset your password OR click on the CANCEL butto
Please fill out the form below and All fields with * are required.	click Sign Up when finished.	
* First Name	Middle Name	* Last Name
* E-Mail Address		* Verify E-Mail Address
* Password		• Verify Password
Mobile Phone		Language Preference
Street Address 1		Street Address 2
City		State Zip Code
Question		* Answer
In what city were you born? (Enter	full name of city only) \checkmark	
Question		* Answer
What was the name of your first r	et? 🗸 🗸	

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- 5. Enter your **First Name** and **Last Name** in the appropriate fields.
- 6. If applicable, enter your **Middle Name**.

Please comp	ease complete your Kentucky Online Gateway Profile			
If you alreat below to log in	dy have an existing Kentucky to your account.	/ Online Gateway (KOG) Account, please	click <u>here</u> to reset your password OR click on the CANCEL button	
Please fill out the All fields with * a	form below and click Sign U re required.	p when finished.		
* Firs	t Name	Middle Name	* Last Name	
* E-M	ail Address	* Ver	rify E-Mail Address	

- 7. Enter your **Email Address**.
- 8. Confirm your **Email Address** in the Verify Email Address field.

The new account's email	* First Name	Middle Name	* Last Name
address should be a valid existing email address the	Jane		Doe
user can currently access. The email address must be entered	* E-Mail Address		Verify E-Mail Address
in a valid format, for example, john.doe@example.com	jane.doe@gmail.com		
Don't have an email account? Sign up for a free one by selecting one of these three providers:GMAIL,	* Password	*	Verify Password
OUTLOOK, YAHOO	Mobile Phone	L	anguage Preference
<pre></pre>			

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

9. Enter your **Password**.

10. Confirm your **Password** in the *Verify Password* field.

	* E-Mail Address	* Verify E-Mail Address
A password must be at least 8 characters in length and must	jane.doe@gmail.com	jane.doe@email.com
contain at least one number, one lowercase letter, and one uppercase letter. It may not	* Password	* Verify Password
contain more than 3	>	
your Firstname or Lastname You will use this password to	Mobile Phone	Language Preference
Sign in to Kentucky Online Gateway.		English ~





11. You have the option to register a phone number to associate with your KOG account. To register a phone number to your KOG account, enter your **Mobile Phone Number**.

Please enter a valid mobile number that you would like to	Mobile Phone	Language Preference	
This would help in trying to	• ()	English	~
receiving any updates related to your account.	Street Address 1	Street Address 2	

12. You have the option to select your **Language Preference** from the dropdown menu.

Mobile Phone	Language Preference	
(555) 123-4567	English	~
Street Address 1	English Español	

13. If applicable, enter your **Street Address**, **City**, **State**, and **Zip Code**.

State	Zip Code
Kentucky	~
	State Kentucky

14. Select your preferred **Security Question** from the *Question 1* dropdown menu.

In what city were you born? (Enter full nam \sim	/		
In what city were you born? (Enter full name of	f city only)		
What was the name of your first pet?		swer	
Who is your favorite childhood superhero?			
What is your mother's middle name?			
What is your maternal grandfather's first name	e?		
What was your high school mascot?			

15. Enter your **Answer** to Security Question 1 in the *Answer* field.

Question	* Answer
In what city were you born? (Enter full nam $~~$ \sim	1
Question	* Answer



- 16. Select your preferred **Security Question** from the *Question 2* dropdown menu.
- 17. Enter your **Answer** to Security Question 2 in the *Answer* field.

Question	* Answer
In what city were you born? (Enter full nam $~~$ \sim	Frankfort
Question	* Answer
What was the name of your first pet? $$	
In what city were you born? (Enter full name of c	ity only)
What was the name of your first pet?	
Who is your favorite childhood superhero?	CANCEL SIGN UP
What is your mother's middle name?	
What is your maternal grandfather's first name?	
What was your high school mascot?	

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

se complete your	Kentucky Onl	ine Gateway	Profile	
 If you already have an existing Kebelow to log into your account. Please fill out the form below and click All fields with * are required. 	entucky Online Gateway (KOG) Act Sign Up when finished.	count, please click <u>here</u> to re	set your password OR clic	k on the CANCEL button
* First Name	Middle Name		* Last Name	
Jane			Doe	
* E-Mail Address		* Verify E-Mail Address		
jane.doe@gmail.com		jane.doe@email.com		
* Password		* Verify Password		
•••••				
Mobile Phone		Language Preference		
(555) 123-4567		English		~
Street Address 1		Street Address 2		
123 Main Street				
City		State		Zip Code
Frankfort		Kentucky	~	40601
Question		* Answer		
In what city were you born? (Enter full na	ame of city only)	✓ Frankfort		
Question		* Answer		
		✓ Max		



19. 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.

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

	UAT	Help 🛛 English 🗸
	Please complete your Kentucky Online Gateway Profile	
-	YOU HAVE 4 HOURS TO COMPLETE THE PROCESS 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 verification email in your inbox, please check your spam or junk folder. If no email was received <u>click here</u> .	u do not see the
-	If you have already verified your account by clicking the link provided in the email, please click on SIGN IN button to continue. SIGN IN	
-		
Please Not	e: If the verification email is not in the inbox, check the <i>Junk</i> and S	Spam folders.

KOG Account Validation

- 21. You will receive an email at the email address you provided when creating the account. This email is titled *Account Verification* from <u>KOG_DoNotReply@ky.gov</u>.
- 22. Click the hyperlink in the email to proceed to the Validate New Account screen.







23. The **Validate New Account** screen displays. You must click **Continue to Sign in** to navigate to the **KOG Login** screen and complete the account creation process.

KENTUCKY	AY UAT	Help 🍳 English 🕶
	/alidate New Account	
and the second se	• Click on the button below to Sign in now and complete the final step of the account	int creation process.
		Continue to Sign in
	and the second second	and a state of
	© 2022 Commonwealth of Kentucky. All Rights Reserved. Privacy Policy Terms of Use	¥

24. The <u>new</u> **KOG Login** screen displays. Enter your **Email Address**. Click **Next**.

Case of Case of	KENTUCKY		
COLUMN TWO IS NOT			
	Sign in with your Kentucky Online Gateway (KOC) Account (UAT) Email Address		
	Next	See. 3	
A DESCRIPTION OF THE OWNER OWNER OF THE OWNER OWNER OF THE OWNER	Create New Account Resend Account Verification Email		



25. The Verify with your password screen displays. Enter your Password. Click Verify.

	KENTUCKY ONLINE GATEWAY	
	Verify with your password	
	(8) jane.doe.khie@gmail.com	Concession of the local division of the loca
	Password	and the second se
	••••••	
	Verify	See 3
	Forgot password?	
	Back to sign in	
	English Y He	elp
Please Note: You must er If KOG determines that no complete, and you will be	nter the password provided when you other verification steps are needed, the automatically navigated to the ePartne	created your KOG account. nen authentication is considered erViewer.

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26. 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.

INE GATE	WAY	UAT		
Regis	ter <mark>as</mark> a Kentucky Organ	Donor		
With creat pleas infor	the passing of KY SB77 a ed the below form for Ke e fill out the required fiel mation on what it means	nd in partnership with Donate Life Kentuc ntuckians to Join the Kentucky Organ Don- ids below, select the consent checkbox, an to be an organ donor, please visit https://	ry, the Kentucky Online Gateway has or Registry. If you'd like to join the KYDI d click the "Register" button. For more donatelifeky.org/why-donate/.	R,
	* First Name	Jane		
R	egister as a Kentucky Orga	an Donor		×
By su infor docu befor unde time	Market information on whether information on whether is the second of th	ter Now Remin	https://donatelifeky.org/why-donate/. d me later on this application and that the dge. This form will serve as donor ment of gift, not revoked by the donor t require the consent of another. If I ar my parents or legal guardian at the	n
□ i h	ave read, understand, and	agree to the above terms and conditions		
R	egister			
			Continue to	the Application
se Note:	lf you are logg	ing for the first time, you	will be automatically na	avigated to tl
ecurity	Methods scree	n to complete Multi-Facto	r Authentication (MFA)	for ePartner\



3 Multi-Factor Authentication (First Time Login)

After logging in for the first time, you are asked to set up a security method to complete Multi-Factor Authentication (MFA). Multi-factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to an application.

As part of the system upgrade, KOG has added a <u>new</u> security method called **Okta Verify**. Okta Verify is a mobile/tablet-based app that can be used to complete MFA. If you are presented with multiple security method options, KOG **highly recommends** that you choose to set up **Okta Verify** as your primary security method to complete MFA for a more seamless user experience.



Please Note: When logging in for the <u>first time</u>, the **Set up security methods** screen displays different Multi-Factor Authentication options based on the level of access of each user role. Thus, the **Set up security methods** screen may have slight differences from the above screenshot based on your user role access level.

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Okta Verify Enrollment (First Time Login)

To set up Okta Verify when logging in for the first time, complete the following steps:

1. After entering your email address and password on the new **KOG Login** screens, you are navigated to the **Set Up Security Methods** screen. Click the Okta Verify **Set up** button.



2. The **Set Up Okta Verify** screen displays. You must complete the 3 steps listed on the screen to enroll into Okta Verify. You must first download the Okta Verify app on your mobile device from the App Store (iPhone and iPad) or Google Play (Android Devices).





- 3. To download and set up the Okta Verify app on your mobile device, complete the following steps:
- <u>Step 1</u>: Navigate to the **App Store** and enter **Okta Verify** in the *Search Bar* at the top of the **App Store**. Click **Get** located on the right side of the Okta Verify app.



Please Note: There are two different Okta apps in the App Store (iPhone and iPad) or Google Play (Android devices). Users should only download the **Okta Verify** app.

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- <u>Step 2</u>: Once downloaded, click the **Okta Verify app**.
- <u>Step 3</u>: On the Welcome to Okta Verify screen, click Get Started.
- <u>Step 4</u>: On the **How it works** screen, click **Next**.



- <u>Step 5</u>: On the Ways to Verify screen, click Add Account.
- <u>Step 6</u>: On the **Choose Account Type** screen, select **Organization**.
- <u>Step 7</u>: On the **Do You Have Your QR Code?** screen, click **Yes, Ready to Scan** to open the mobile device camera.





<u>Step 8</u>: On the **Set Up Okta Verify** screen on your computer, use the camera feature to position the QR code within the highlighted frame.



4. If your mobile device successfully scans the QR code, KOG will recognize that the Okta Verify MFA enrollment is complete on the **Set up security methods** screen. If no other authentication factors are available to enroll, you will be redirected to your application.



Please Note: If there are other available options to enroll in for Multi-Factor Authentication, KOG recommends that you also set up **Phone Authentication** as an additional security method. This will allow you to add or remove additional security methods in the future. For guidance on setting up Phone MFA, please review the *Phone Authentication* sub-section within *Section 7 Appendix*.



5. To skip enrolling for another MFA option and navigate to the ePartnerViewer, click **Set up later**.



Please Note: If there are no other available options to enroll for Multi-Factor Authentication, or if
you clicked Set up later on the Set up security methods screen, you will be navigated to the Terms
and Conditions of Use screen before accessing the ePartnerViewer.

For more information, please review the *Terms and Conditions of Use* sub-section within Section 4 *Logging into the ePartnerViewer*.

KHIE ePartnerViewer	😫 KHIE User *
TERMS AND CONE	ITIONS OF USE
 Determine and Conditions DEALTHCARE PROVIDER USAGE TERMS AND CONDITIONS Laccept the following terms and conditions of the Kentucky Health Information Exchange (KHIE): a ma healthcare provider currently treating a patient. 1 am currently bound by a Health Information Exchange Participation Agreement with the Division of Head as a current relationship as an authorized user of a participation Agreement with the Division of Head to a de a current relationship as an authorized user of a participation growider of the Division of Head to 1 understand that data available on KHIE is only that information available according to state and feat the Medicaid claims data will not include records of the following: HV medical procedures and test. Juaderstand that all data available on KHIE WILL NOT include HIV medical procedures and tests, report to accept the usage terms and conditions. Laccept Teacept to accept the usage terms and conditions. 	of Health Information or h Information. deral law. Access restricted beyond this point. You must accept terms and conditions before proceeding. s of drugs associated with gardless of source.

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4 Logging into ePartnerViewer

When attempting to access any KOG-supported application, you will be automatically navigated to the <u>new</u> **KOG Login** screen to sign into you existing KOG account. These steps provide updated guidance on how to access the ePartnerViewer from KOG.

- 1. Before accessing the ePartnerViewer, you must log out from any active KOG session or ePartnerViewer session and close the browser window.
- 2. To navigate to the ePartnerViewer, enter the following **ePartnerViewer URL** in a supported browser window: <u>https://epartnerviewer.khie.ky.gov</u>

Tab		×	+	
G	\triangle	https://epart	tnerviewer.khie.ky.gov	J.,
			Google	
	Plea ePa App	ase Note: T rtnerViewer lle Safari, or	The ePartnerViewer does not support Microsoft Internet Explorer. To access the r, Users must use a modern browser such as Google Chrome, Microsoft Edge Mozilla Firefox.	ے د

3. The <u>new</u> KOG Login screen displays. Enter your Email Address. Click Next.

		-
	Sign in with your Kentucky Online Gateway (KOG) Account (UAT)	
	Next	ADA B.
	Create New Account Resend Account Verification Email	And the owner of the owner of the
And I I I I I I I I I I I I I I I I I I I	English ¥ Help	ALC: NO.
Please Note: You must enter th	ne email address provided when you	ı created your KOG account.





4. The **Verify with your password** screen displays. Enter your **Password**. Click **Verify** to proceed to the **Verify it's you with a security method** screen.

	Verify with your password (2) jane.doe.khie@gmail.com	
	Password	
	Verify	10.3
the survey of	Forgot password? Back to sign in	

Please Note: You also have the option to access the ePartnerViewer from the **KOG Dashboard** screen **<u>after</u>** logging into KOG.

- To navigate to the new **KOG Login** screen and begin logging in, you must enter the following URL in a supported browser window: **kog.chfs.ky.gov**.
- On the **KOG Login** screens, enter your **Email Address** and **Password**.
- Once you have completed logging into KOG, you will be navigated to the KOG Dashboard screen. To access the ePartnerViewer, you must click Launch on the KHIE ePartnerViewer application located on the KOG Dashboard screen.



ePartnerViewer Login: KOG and Okta Verify MFA



5 Complete Okta Verify MFA (Subsequent Login)

After logging into KOG and verifying your password, you are automatically navigated to the **Verify it's you with a security method** screen. You will be asked to complete Multi-Factor Authentication (MFA) using Okta Verify. Users have two (2) options for completing Okta Verify for MFA:

- Use a security code from the Okta Verify app.
- Use the push notification from the Okta Verify app.

State Street	Verify it's you with a security method @ khie.worker@gmail.com Need Assistance?	
	Select from the following options Enter a code Select Okta Verify Select	
	Cet a push notification Okta Verify Select	
Contraction of the local division of the loc	Back to sign in English Y Help	

Security Code from Okta Verify App

To complete MFA using the security code from Okta Verify, complete the following steps:

1. After logging into KOG, you are navigated to the **Verify it's you with a security method** screen. Click the **Select** button next to **Enter a code**.





- 2. To locate the Okta Verify code, complete the following steps from your mobile device or tablet:
- <u>Step 1</u>: Open the **Okta Verify app** on your mobile device or tablet.
- <u>Step 2</u>: If the code is hidden, click the **Eye Icon** below the email address used for your KOG account.
- <u>Step 3</u>: Verify your identity using either **Touch ID** or **Face ID**.
- <u>Step 4</u>: Upon verifying your identity, the **6-digit code** displays.



3. Return to the **Enter a code** screen on your computer. Enter the **6-digit code** from the Okta Verify app. Click **Verify** to proceed to the **Terms and Conditions of Use** screen of the ePartnerViewer.



Please Note: Once you enter the code from the Okta Verify app, you are automatically navigated to the **Terms and Conditions of Use** screen. For more information, please review the *Terms and Conditions of Use and Logging In* sub-section of this chapter.

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Push Notification from Okta Verify App

To complete MFA using a push notification from Okta Verify, complete the following steps:

1. After logging into KOG, you are navigated to the **Verify it's you with a security method** screen. Click the **Select** button next to **Get a push notification**.



2. The Get a push notification screen displays. Click Send Push.



Please Note: Once the push notification has been successfully sent to the Okta Verify app, the **Get a push notification** screen of the ePartnerViewer displays a grayed out **Push notification sent** button.





- 3. To view the Okta Verify push notification, complete the following steps from your mobile device:
- <u>Step 1</u>: You will receive a push notification on your mobile device or tablet. Tap and hold the notification banner titled "**Did You Just Try to Sign In?**".
- <u>Step 2</u>: On the notification, click the **Yes, It's Me** button.
- <u>Step 3</u>: A notification will appear on your mobile device screen letting you know that you have successfully responded to the push authentication request. You can now return to your computer where you will be redirected to the **Terms and Conditions of Use** screen of the ePartnerViewer.





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 screen displays. Privacy and security obligations are outlined for review.

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

KHIE ePartnerViewer	🤤 Jane Doe 🕞
TERMS AND CONDITIONS OF	USE
 HALTHCARE PROVIDER USAGE TERMS AND CONDITIONS HALTHCARE PROVIDER USAGE TERMS AND CONDITIONS Iaccept 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 available vacording to state and federal law. I understand that data available on KHIE is only that information available according to state and federal law. The Medical draims 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 '1 accept' to accept the usage terms and conditions. 	Access restricted beyond this point. You must accept terms and conditions before proceeding.
Funderstand that all data available on KHLE WILL NOT include HIV medical procedures and tests, regardless of source. Select 'I accept' to accept the usage terms and conditions. I accept I decline Please Note: The right side of the Portal is grayed out and disp	lays a message that states:

- Access is restricted beyond this point. You must accept the terms and conditions before proceeding.
- 2. 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.)
- 3. Click **Proceed to Portal** to continue to the ePartnerViewer application.

KHIE ePartnerViewer	😫 Jane Doe 🔹
TERMS AND CONDITIONS OF	USE
 HALTHCARE PROVIDER USAGE TERMS AND CONDITIONS Haccept the following terms and conditions of the Kentucky Health Information Exchange (KHIE): I are 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. 	You are part of the below mentioned organization. Please click on proceed to continue. KHIE Smoke Test Organization Proceed to Portal Cancel

ePartnerViewer Login: KOG and Okta Verify Multi-Factor Authentication (MFA) User Guide



6 Logging Out of the ePartnerViewer

Users must completely **log out** and close all ePartnerViewer tabs in order to maintain security and to avoid session timeout issues.

1. To log out of the ePartnerViewer, click your **User Profile** displayed in the top right corner of the blue navigation bar.

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2. Select Logo	ut from the dropdown menu.					

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Patient Search	Rookmarked Patients	Event Notifications	Lab Data Entry 🛪	Secure Messaging	Ľ
Fatient Search			Lab Data Lifti y	Resources	*
🖀 Home				Preferences	۵
Advisory:				Logout	•

- To confirm that the logout was successful, you must wait for the Signing Out of Kentucky Online Gateway screen to fully load <u>before</u> closing out of the browser window.
- 4. Once the **Signing Out of Kentucky Online Gateway** screen has fully loaded, click the **X button** at the top right corner to close out of the browser window.

Image: Set Networky Online Gateway x + ← → C Intrp://ssointermail.cht/sky.gov/adfs/ls/SignoutConfirm.aspx	୍ - ୦ × ୧ ର ୪ ୦ ୦ ୦ ୦ ୦ ×
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	-
Signing Out of Kentucky Online Gateway	
Please wait for this page to finish loading before closing your brow For greatest security, please close all open Internet browser windows.	vser windows.
SIGN IN	
Please Note : You must properly logout and close the bro ePartnerViewer session. If you do not properly close the ePart experience timeout issues when attempting to access the ePart	owser window to end the nerViewer session, you may nerViewer in a new browser

window (i.e., you may be logged out because another ePartnerViewer session is still active in a different window). To avoid issues, you only have **one** active ePartnerViewer session at a time.

ePartnerViewer Login: KOG and Okta Verify Multi-Factor Authentication (MFA) User Guide



7 Appendix

After logging in for the first time, you are asked to set up a security method to complete Multi-Factor Authentication (MFA) to gain access to the ePartnerViewer. Users have the option to add a new security method or remove an existing security method at any time by updating the MFA options under their **KOG Account Settings**. If you are presented with multiple security method options, KOG highly recommends that setting up Okta Verify as your primary MFA option. KOG recommends that you also set up **Phone Authentication** as an additional security method. To add Phone Authentication as a secondary security method, you must update your KOG Account Settings.

Add/Remove MFA Security Methods

To add a new security method or remove an existing security method, complete the following steps:

1. To navigate to the new **KOG Login** screen and begin logging in, you must enter the following URL in a supported browser window: **kog.chfs.ky.gov**.

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📓 kog.chfs.ky.gov	ال ال	

2. The new KOG Login screen displays. Enter your Email Address. Click Next.

Welcome to the new Kentucky Online Gateway (KOG) s refer to the new Help page.	ign-in page! Please login with your e	xisting KOG acco	ount. If you run into any login	issues, please X
	KENTUCKY			
	Sign in with your Kentucky C Gateway (KOG) Account (U Email Address	Online IAT)		
	Next			
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3. The Verify with your password screen displays. Enter your Password. Click Verify.

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		_	
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and a second second	English 💙	Help	

- 4. The **Verify it's you with a security method** screen displays. You have the option to complete Okta Verify MFA by entering a code or getting a push notification from the Okta Verify app.
- 5. Click **Select** next to the preferred Okta Verify MFA option.

Verify it's you with a security method	
Select from the following options Image: Select from the following options Image: Select from the following options Image: Select from the following options Image: Select from the following options	
Cet a push notification Okta Verify	
English Y Help	





6. If the Okta Verify code option was selected, the **Enter a code** screen displays. Enter the **6-digit code** from the Okta Verify app. Click **Verify**.



7. If the Okta Verify push notification option was selected, the **Get a push notification** screen displays. Click the **Send Push** button. You must respond to the Okta Verify push notification on your mobile device.







- To complete MFA via the push notification, complete the following steps from your mobile device:
 - <u>Step 1</u>: You will receive a push notification your mobile device or tablet. Tap and hold the notification banner titled "**Did You Just Try to Sign In**?".
 - <u>Step 2</u>: On the notification, click the **Yes, It's Me** button.
 - <u>Step 3</u>: A notification will appear on your mobile device screen letting you know that you have successfully responded to the push authentication request.



Please Note: After you complete MFA by entering the Okta Verify code or responding to the Okta Verify push notification, you are automatically navigated to the **KOG Dashboard** screen.

8. Once you have completed MFA, you are automatically navigated to the **KOG Dashboard** screen. Click on your **User Name hyperlink** at the top right of the screen to proceed.







9. The **KOG Account Home** screen displays. Click the **MFA Management** tab to navigate to the **KOG Account Settings** screen.

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My Info	My Credentials	My Agreements	Change Password	MFA Management	Organ Donor Regis	tration
	Account Hom	ie				Back To Application
	Good Afterno Please select Password La Password will					

10. On the **KOG Account Settings** screen, scroll down to the *Security Methods* section. You have the option to add or remove different security methods by updating the *Security Methods* section.

KENTUCKY	Q Search your apps	KHIE Kentucky Online Gate
My AppsNotifications	Account	✓ Edit Profile
	Personal Information In order to manage your profile information please click on the below My Account li My Account	Change Password Password equirements: At least 6 characters A lowarcase intere
	First name KHE Last name Worker	An unpercess letter An unber An unber Does not include your first name Does not include your first name Does not include your last name Your passworld cannot be any of your last 24 passwords
	Okta username khie worker@gmail.com Primary email khie worker@gmail.com Mobile obose	Security Methods Security methods help your account security when signing in to Okta and other applications.
	Department CITZ Display name Worker, KHIE	Okta Verify Phone Click Remove to remove an existing security method.
	🤨 Display Language	Phone Set up to add a new security method.
Last sign in: 3 minutes ago Privacy	Language English Your default language has been automatically set by your browset. To change your language please	

ePartnerViewer Login: KOG and Okta Verify Multi-Factor Authentication (MFA) User Guide



Add Phone Authentication for MFA

To add Phone Authentication as an additional security method for MFA, complete the following steps:

11. On the **KOG Account Settings** screen, click the Phone **Set up** button under the *Security Methods* section at the bottom of the screen.

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A My Apps		Account		🖊 Edit Pro	file
Notifications		Personal Information		Change Password	
		In order to manage your profile My Account	information please click on the below My Account link.	Password requirements: • At least 8 characters • A lowercase letter	
		First name	KHIE	An uppercase letter A number Dees not include your first name Dees not include your last name	
		Okta username	khie.worker@gmail.com	Your password cannot be any of your last 24 passwords Security Methods	
		Primary email Mobile phone	khie.worker@gmail.com	Security methods help your account security when signing in to Okta and other applications.	
		Department		Okta Verify Set up another	
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- 12. The **Get a push notification** screen displays. Click **Send Push**.
- 13. You must respond to the Okta Verify push notification on your mobile device. To complete MFA via the Okta Verify push notification, you must follow the steps listed under step 7 of the *Add/Remove MFA Security Methods* sub-section of this chapter.

	KENTUCKY		
	Get a push notification		
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Please Note: After you complete MFA by successfully responding to the Okta Verify push notification, you are navigated to the **Set up security methods** screen.

14. The **Set up security methods** screen displays. Click the Phone **Set up** button.



- 15. The **Set up phone authentication** screen displays. You have the option to receive a verification code via SMS Text Message or Voicemail.
- To receive a verification code via SMS Text Message, please review the *Phone Verification by SMS Text Message* sub-section of this chapter.
- To receive a verification code via Voice Call, please review the **Phone Verification by Voice Call** sub-section of this chapter.



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Phone MFA by SMS Text Message

16. To receive a Phone verification code via SMS Text Message, complete the following steps:

- On the **Set up phone authentication** screen, click the **SMS** radio button.
- Enter the **10-digit phone number** for your mobile device in the *Phone Number* field.
- Click the **Receive a code via SMS** button at the bottom of the screen.

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	Enter your phone number to receive a verification code via SMS.	
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• On your mobile device, you will receive a text message from the Kentucky Online Gateway that will include a **6-digit passcode** that will be used for verification.

<		65821		
		Text Message Today 11:15 AM		
Kent verify enter next	ucky Online / your iden r the follow 5 minutes:	e Gateway - tity, please ing code wi <u>995005</u>	· To ithin	



- On the **Set up phone authentication** screen, enter the **6-digit code** from the text message into the *Enter Code* field to verify the mobile number.
- Click **Verify** to complete Phone Authentication by SMS text message.

		States and States and
the second second	C	
	Set up phone authentication	
of Street, or other states	(2) khie.worker@gmail.com Need Assistance?	the second se
	Haven't received an SMS? Send again	
	A code was sent to your phone. Enter the code below to verify. Carrier messaging charges may apply	
- March 1 (2010)	Enter Code	and the second second
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Please Note: If the code was entered correctly, KOG will recognize that Phone MFA by SMS Text Message enrollment is complete, and you will be automatically navigated to the **KOG Account Settings** screen. A banner displays at the top of the screen indicating that you have successfully set up Phone Authentication by SMS Text Message as an additional security method.

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🏫 My Apps	Account			✓ Edit Profile
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	In order to manage your prof My Account	ile information please click o You have succe	essfully setup Phone.	
	First name	КНІЕ	 A number Does not include your first name Does not include your last name 	
	Last name Okta username	Worker khie.worker@gmail.com	Your password cannot be any of your last 24 passwords	
	Primary email	khie.worker@gmail.com	Security methods Security methods help your account security when signing in to Okt applications.	ta and other
	Mobile phone Department	CITZ	Okta Verify	Set up another
	Display name	Worker, KHIE	IPhone	Remove
	@ Display Language		Phone	Set up another
	Uspicy congauge		+1 XXX-XXX-1234	Remove
Last sign in: a few seconds ago Privacy	Language	English Your default language has been automatically set by your browser. To change your language please edit and save your desired display language.	Symantec VIP	Set up

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Phone MFA by Voice Call

- 17. To receive a Phone verification code via Voice Call, complete the following steps:
- On the **Set up phone authentication** screen, click the **Voice Call** radio button.
- Enter your **10-digit phone number** in the *Phone Number* field. If applicable, enter the **Extension Number** in the *Extension* field.
- Click the **Receive a code via voice call** button at the bottom of the screen.

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Subsection in which the local division in which the local division in the local division	Enter your phone number to receive a verification code via voice call.	and the second se
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Support of the local division of the local d	Receive a code via voice call	and the second
And a state of the second second second		Statement of the second second

- On your phone, you will receive a phone call from the Kentucky Online Gateway that will include a **5-digit passcode** that will be used for verification.
- On the **Set up phone authentication** screen, enter the **6-digit code** from the phone call into the *Enter Code* field to verify the mobile number.
- Click **Verify** to proceed.

State Barbarrow	Set up phone authentication @ khie.user@gmail.com Need Assistance?	
	Haven't received a call? Call again	
Sec. 1	Calling your phone. Enter the code below to verify. Carrier messaging charges may apply	
	Enter Code 69864	
In succession in which the real of the local division in which the local division is not the local division in which the local division is not the local division in the local division is not the local division in the loc	Verify	
Concernance and and and	Return to authenticator list	

ePartnerViewer Login: KOG and Okta Verify MFA Kentucky Health Information Exchange





18. Upon verifying the mobile number, you are automatically navigated to the **KOG Account Settings** screen. A banner displays at the top of the screen indicating that you have successfully set up Phone Authentication as an additional security method. Review the *Security Methods* section to view the completed Phone Authentication MFA option.

	Q Search your apps				KHIE Kentucky Online Gate ~
🔒 My Apps	Display name	User, KHIE E			Change Password
Notifications		age You have success English Your default language has been automatically set by your browser. To change your language please edit and save your desired display language.		ssfully enrolled Phone. Ods Security methods help your account security when signing in to Okta and other applications. Okta Verify IPhone Remove	
				Phone +1 XXX-XXX-1234	Set up another Remove

19. To navigate to the **KOG Dashboard** screen, click the **Kentucky Online Gateway logo** at the top left of the **KOG Account Settings** screen.

KENTUCKY	Q Search your apps	KHIE Kentucky Online Gate
My Apps	Account	
A Notifications	Personal Information	Change Password
	In order to manage your profile Information please click on the below My Account link. My Account	Password requirements: • At least 8 characters • A lowercase letter • An uppercase letter
	First name KHIE	A number Does not include your first name Does not include your last name Your password cannot be any of your last 24 passwords
	Okta usemame khie.user@gmail.com	Current password Vou have X
	Primary email khle.user@gmail.com Mobile phone	New password successfully enrolled Phone.
Last sign in: a few seconds ago Privacy	Department CITZ	Confirm new password





20. To access the ePartnerViewer, you must click **Launch** on the KHIE ePartnerViewer application located on the **KOG Dashboard** screen.



8 Technical Support

Support Tab

Use the Support Tab in the ePartnerViewer located in the blue navigation bar at the top of the screen to seek assistance or log issues.

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Patient Search	Bookmarked Patients	Event Notifications 3	Lab Data Entry 🛪	Case Report Entry -
A Home				

Toll-Free Telephone Support

For questions and assistance regarding the ePartnerViewer, please call 1 (800) 633-6283.

Email Support

To submit questions or request support regarding the ePartnerViewer, please email <u>KHIESupport@ky.gov</u>.