Kentucky Health Information Exchange

Kentucky Online Gateway
Reference Guide
KHIE Organization Administrator

Version 2.0

Last Updated: February 2020

Contents

Revision History

Version No.	Date	Summary of Change
1.0	September 2019	Initial Version
2.0	February 2020	Changed language for Clinical Role provisioning.

Kentucky Online Gateway (KOG) Overview

The Kentucky Health Information Exchange (KHIE) utilizes the Kentucky Online Gateway (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, KHIE Organization Administrators (KHIE Admin) and Authorized Users must establish a KOG account.

KHIE Admin Functions

You have been identified as a KHIE Admin and are required to create a KOG account. In this role, you are responsible for provisioning your organization's authorized users and maintaining that list and assisting users with training needs.

Once you complete your KOG account set up, you will be able to access the Organization Management Application tile located on the KOG landing page. From the Organization Management Application tile, you can (1) provision your Organization's authorized users and (2) manage your Organization's list of authorized users. Managing the list of authorized users includes adding and removing user access, as required. If you have been authorized as a Clinical User, you will be able to access the KHIE ePartnerViewer tile where you will be able to access the clinical data in KHIE.

KOG Reference Guide

This Reference Guide provides instructions for setting up your KOG account. It shows you how to provision your Organization's authorized users and help them create their KOG accounts. Additionally, it shows you how to manage the list of your organization's authorized users.

Creating a Kentucky Online Gateway (KOG) Account

1. As the KHIE Admin, you will receive an email invitation to create your account in KOG. You will be able to access both the Organization Management Application and the ePartnerViewer.

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

   This link is valid for 24 hours. If the link expires, a KHIE staff member must send you another invitation to create an account.

From: KOG_DoNotReply <KOG_DoNotReply@ky.gov>
Sent: Monday, December 17, 2018 2:19 PM
To: Doe, John <john.doe@test.gov>
Subject: [EXT] 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.

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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.
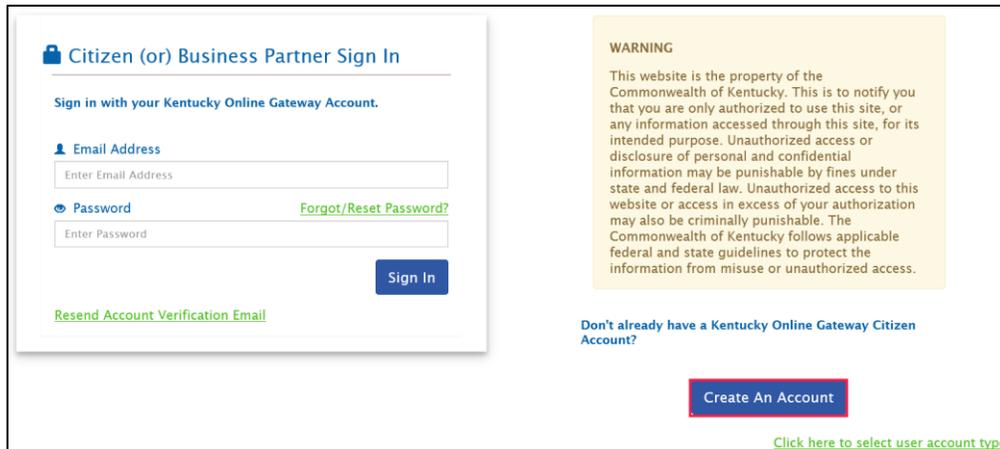
4. Fill out all required fields marked with an asterisk (*). When finished, click **Sign Up**. **You MUST register using the same email address from which you received the invitation to enroll.**
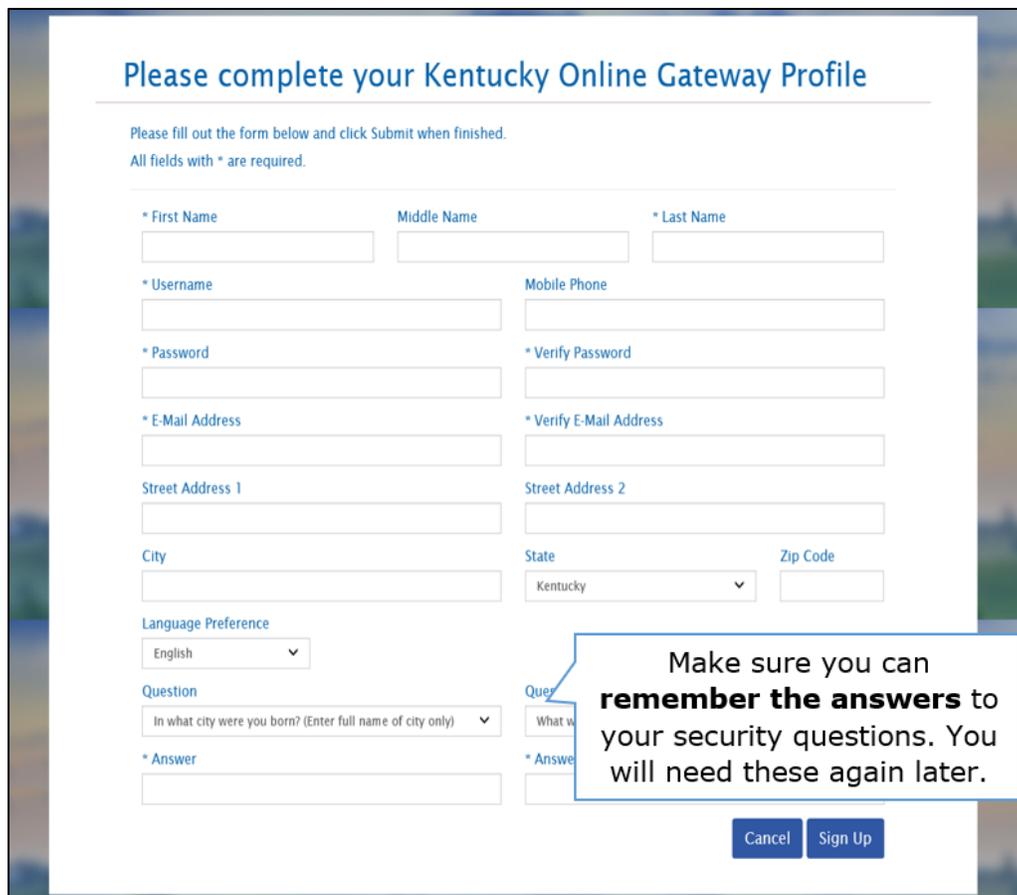
5. The screen below displays. Your account is pending until you verify your account.
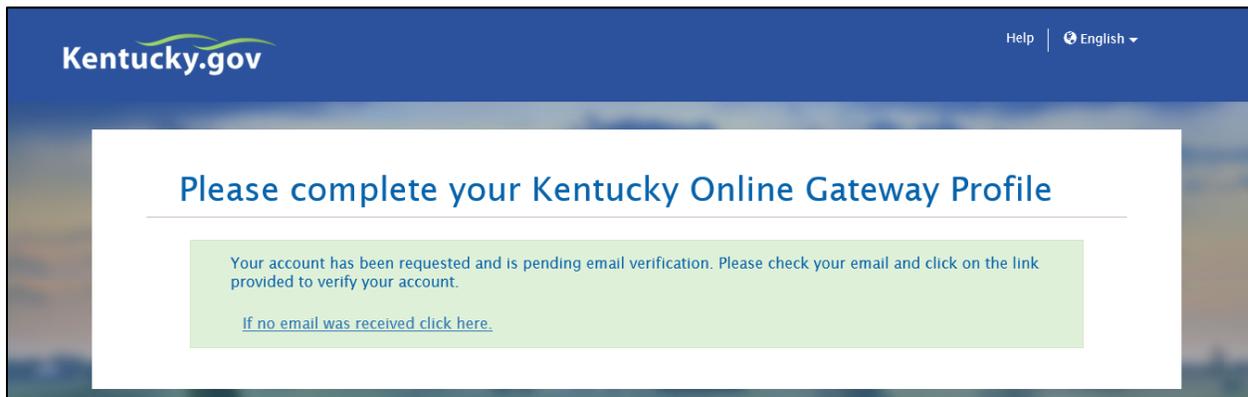
KOG Account Validation

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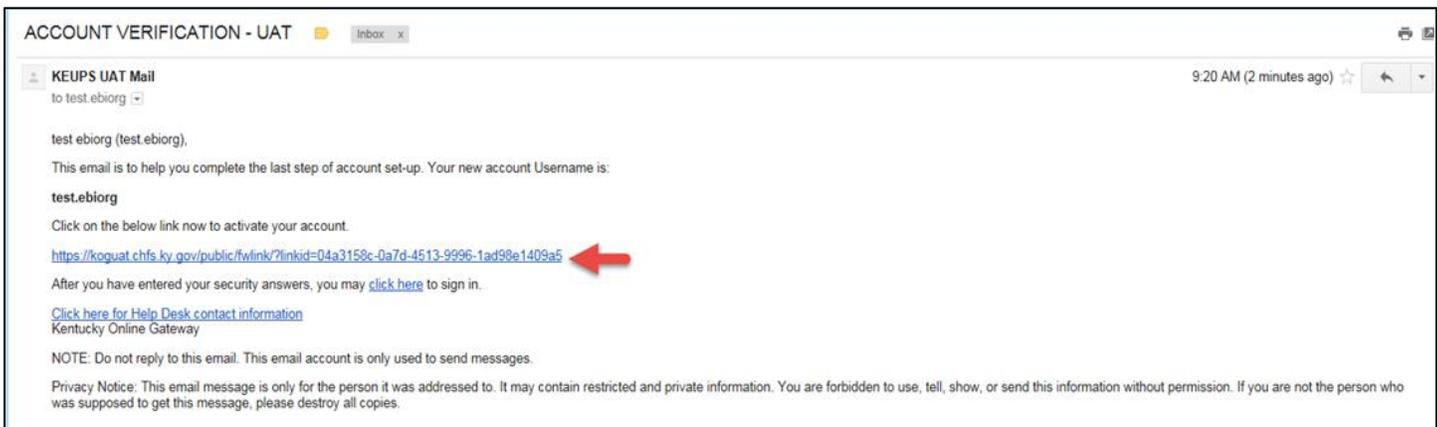
2. You MUST click **Continue to Logon** to complete the account creation process.
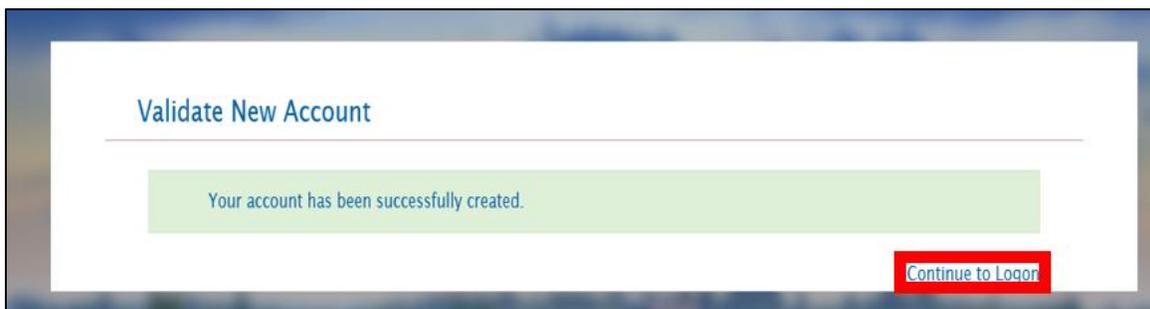
3. When you click **Continue to Login**, you will be redirected to the KOG landing page. The account creation process is complete.

4. On the KOG landing page, enter your user credentials and click **Sign In**.

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.

1. You will invite your organization's authorized users to create an account.
   Select the **Organization Management** tile.
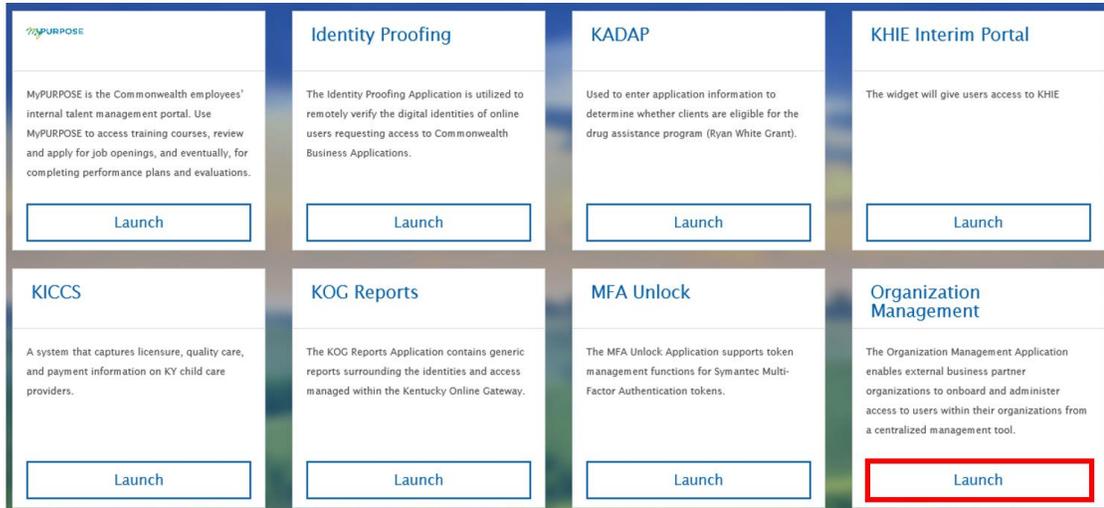
2. You will be directed to the page that lists the organization(s) for which you are a KHIE Admin.
   Select your Organization's name. Click **Manage**.

3. You will be directed to the **Organization Details** tab. To invite your authorized users, click the **Invite Users** tab.

4. The **Invite Users** page displays.

   Note: In addition to inviting your organization's authorized users, as a KHIE Admin, you also have the option to invite another user to become a KHIE Admin.

Determine if the Authorized User already has a KOG account

An organization's authorized user may already have an existing KOG account. Prior to inviting a new user, you are required to determine whether the user has an existing account.

If User has an Existing KOG Account

1. Enter the user's email address. Click **Search.**

2. If no existing account matches the criteria, no user information will be displayed.

3. If there is a matching account for your authorized user, click **Select**. Click **OK**.

4. After clicking OK, the **Invite Users** tab displays. Click **Add** to assign the authorized user the role of KHIE Clinical User. Click **Send Pending Invitations**. This completes the process.

If User does not have existing KOG Account

Fill out all required fields marked with an asterisk (*). Select the **KHIE Clinical User** role. Click **Add.** Click **Send Pending Invitations**. This completes the process.

Organizations > Test 3 > Organization Invites

| Details | Email Domains | Invite Users | Pending Invitations | Manage Users |

1. User to Invite

[   ] Search

Or

Please fill out the form below to invite a New User

* First Name: [   ]

* Last Name: [   ]

* Email Address: [   ]

Step 1: Fill out all required fields marked with an asterisk (*)

[Reset]

2. Select Roles To Invite

Organization Admin Group(s)

☐ KHIE ePartnerViewer DEV Admin

Organization Roles

Step 2: Click Add

Role Name	App Name	
Clinical User	KHIE ePartnerViewer DEV	Add

3. Selected Roles

Step 3: Click Send Pending Invitations

Send Pending Invitations

Checking the Status of Invitations Sent

Click on the **Send Pending Invitations** tab to be redirected to the **Pending Invitations** tab, where you can view the status of the invitations you've sent. (You may also click directly on the **Pending Invitations** tab to review the status.)

The authorized Clinical User will receive an email from KOG that contains a link to create a KOG account. The instructions will direct the user to create an account or to login if that user already has an existing KOG account. The registration link in the email is valid for 24 hours. If the link expires, you will be required to send another invitation.

Managing the List of KHIE Authorized Users

After completing the KOG account registration, an authorized user's information will be stored under the **Manage Users** tab. As the KHIE Admin, you are responsible for managing your organization's list of authorized users. An example of managing/maintaining that list would include removing a user from the list when the user leaves your organization.

If a user leaves the organization, click **Manage Users**. **Search** for the user. Click **Remove**.

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

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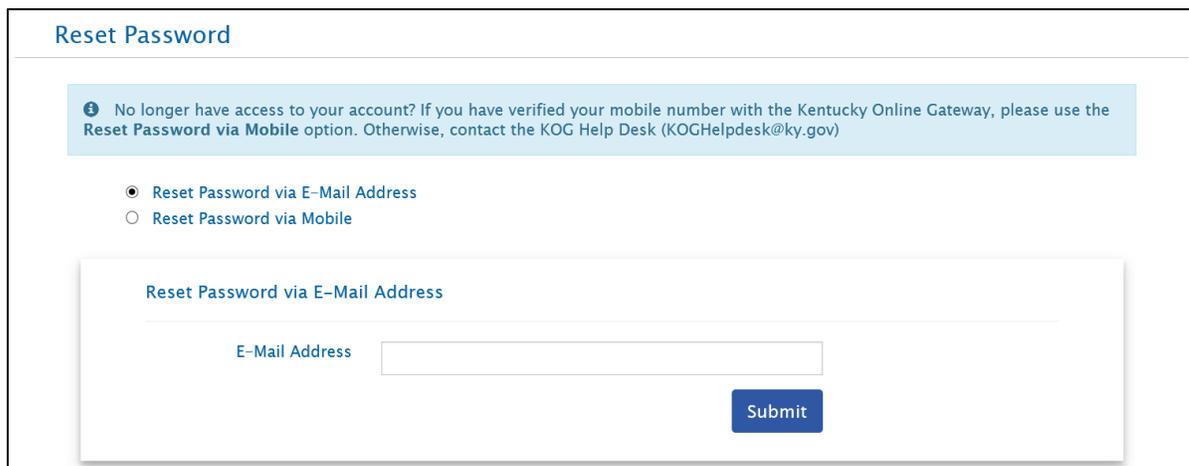
4. Access your email account and look for an email from KOGDoNotReply@ky.gov titled *KOG Password Reset*. Click **the link provided in the email** to set the new password.
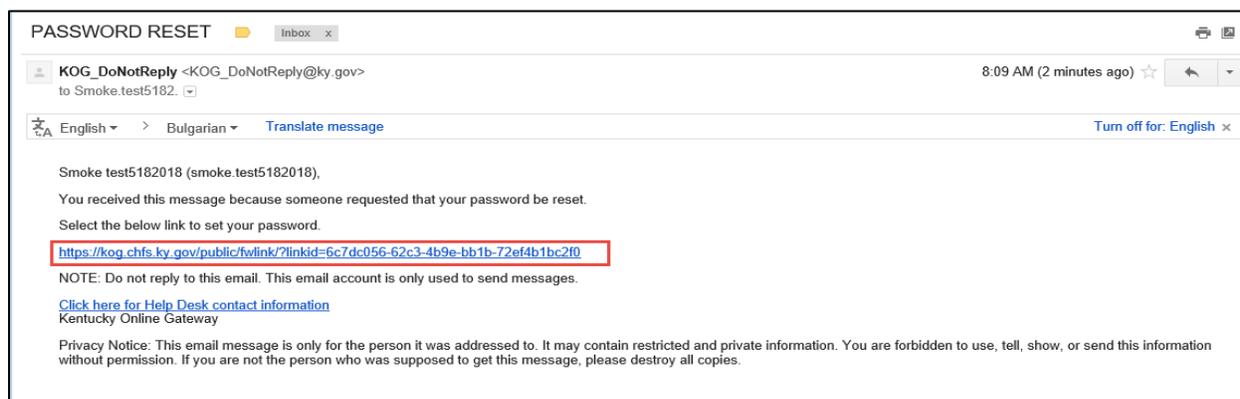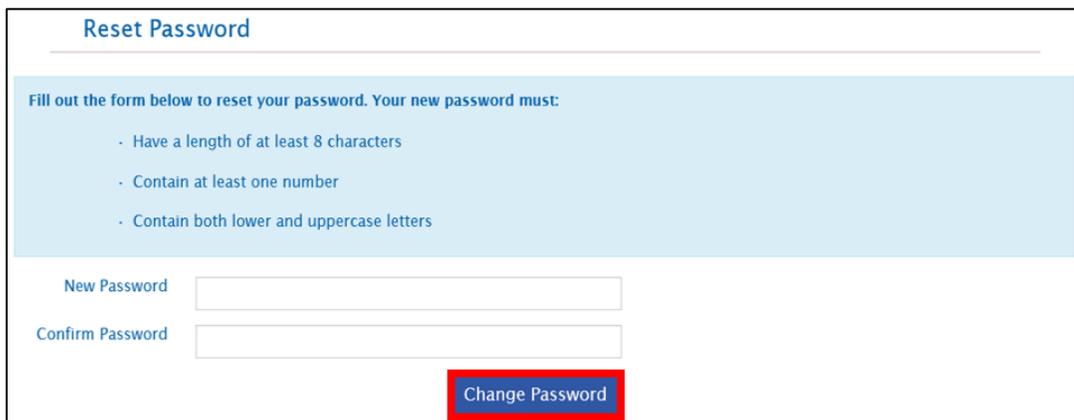
5. After clicking the link in the Password Reset email, you will be redirected to KOG. Answer the **KOG security questions**, and click **Verify Account**.

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**.
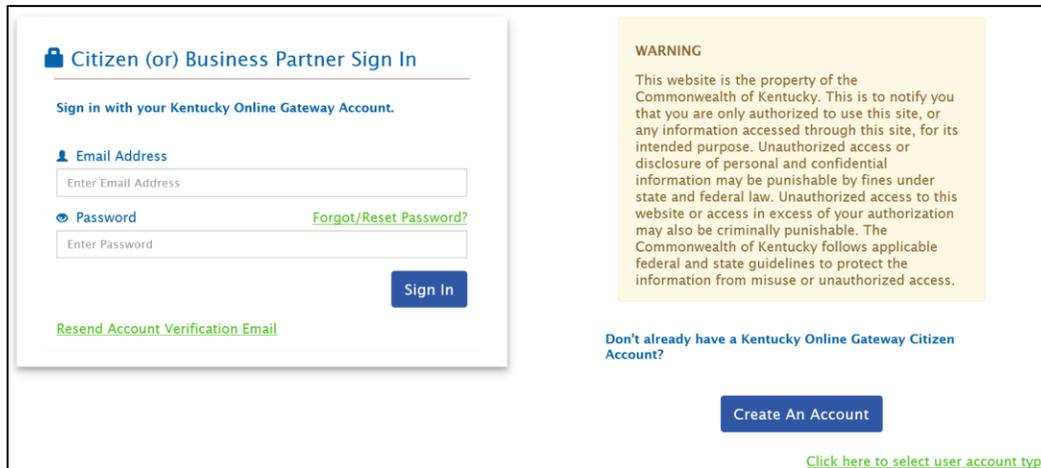

7. A 'success' message displays noting that the password has been successfully changed. Click the **Sign in** button to proceed.
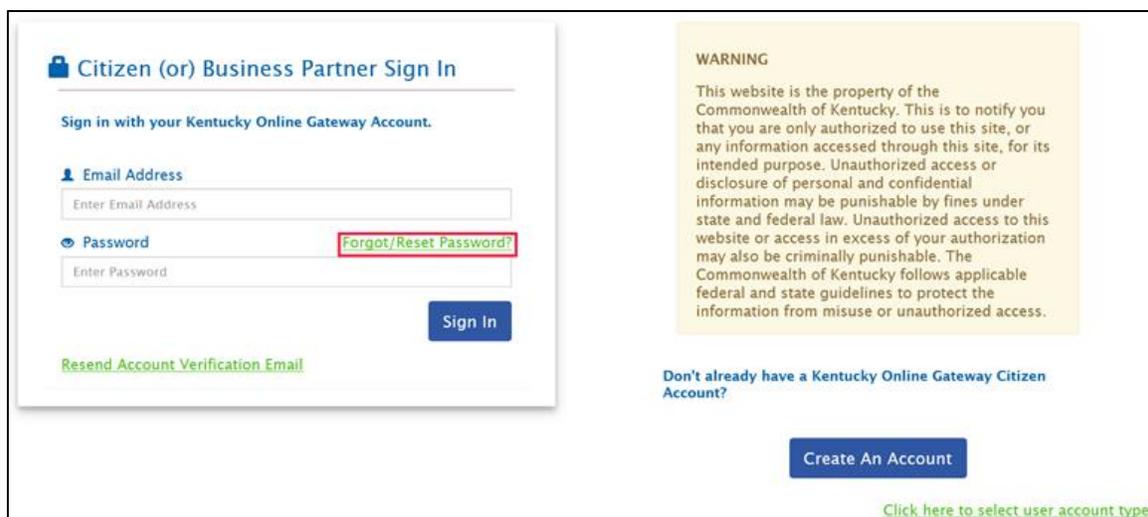
8. The Kentucky Online Gateway Login (https://kog.chfs.ky.gov/) page displays. To login, enter the email address <u>and</u> new password.

Password Recovery via Mobile

1. Navigate to the **KOG** home screen (https://kog.chfs.ky.gov/), and click **Forgot Password?**

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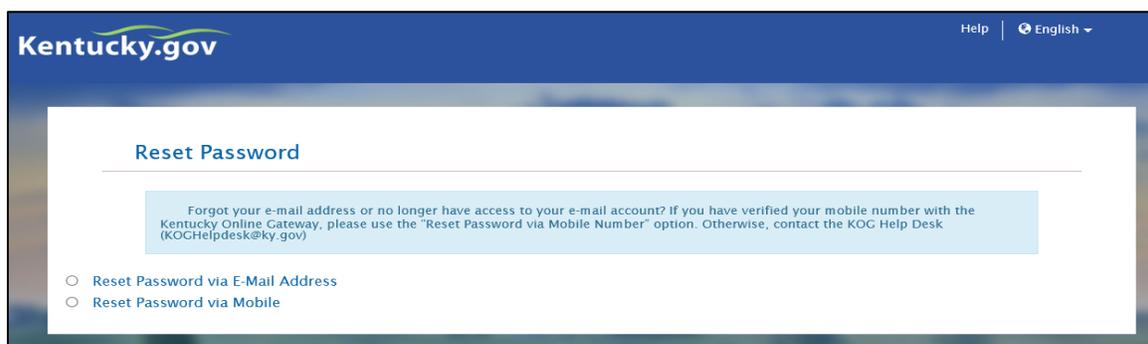
3. Enter your **Email Address** and the **mobile number associated with your account**. Click **Submit**.

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.

Text Message
Today 1:24 PM

Kentucky Online Gateway –
To reset your password, please
enter the following passcode
within the next 10 minutes:
87592436

The sender is not in your contact list.
Report Junk

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

Reset Password

✓ Your one-time passcode has been sent as a text message to your mobile number. You have 10 minutes to enter the passcode into the below field and click the "Validate & Verify" button.

ℹ If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOGHelpdesk@ky.gov)
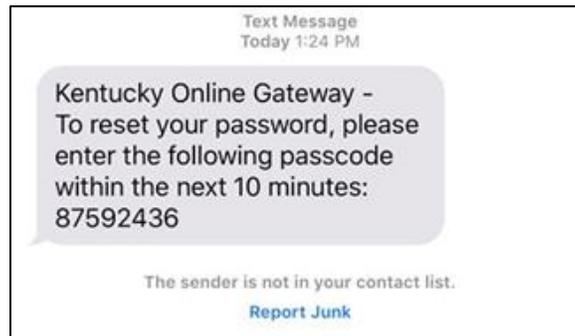
○ Reset Password via E-Mail Address
● Reset Password via Mobile

Verify Your Mobile Number

* Mobile Number   (606) 000-0000   **Resend Passcode**

* Enter Passcode   87592436   **Validate & Verify**

7. You will be prompted to answer the security questions associated with your account.

Reset Password

ℹ If you are unable to provide the answers to these questions, you will need to contact the Help Desk for assistance.

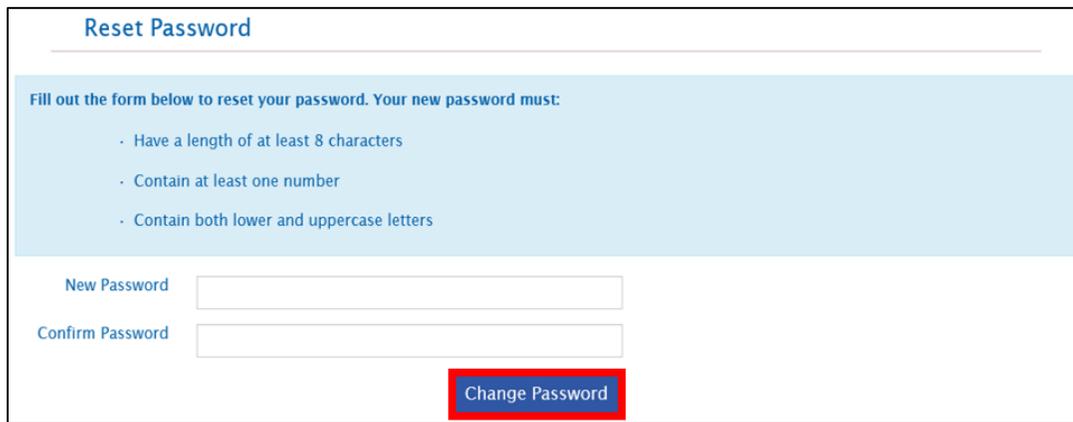Question   In what city were you born? (Enter full name of city only)

* Answer   ky

Question   What was the name of your first pet?

* Answer   ky   ✕

Verify 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**.

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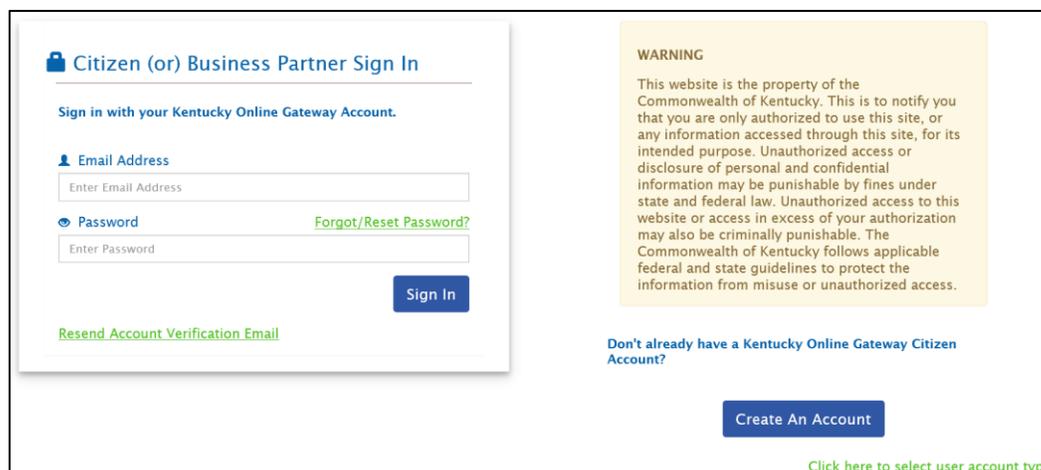

10. The Kentucky Online Gateway Login (https://kog.chfs.ky.gov/) page displays. To login, enter the email address and new password.