



Kentucky Health Information Exchange (KHIE)

ePartnerViewer Login: Kentucky Online Gateway (KOG) ForgeRock Multi-Factor Authentication (MFA)

User Guide

January 2025

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Illustrations

Illustrations contained herein are intended for example purposes only. The patients and providers depicted in these examples are fictitious. Any similarity to actual patients or providers is purely coincidental. Screenshots contained in this document may differ from the current version of the HealthInteractive asset.

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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 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.

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:

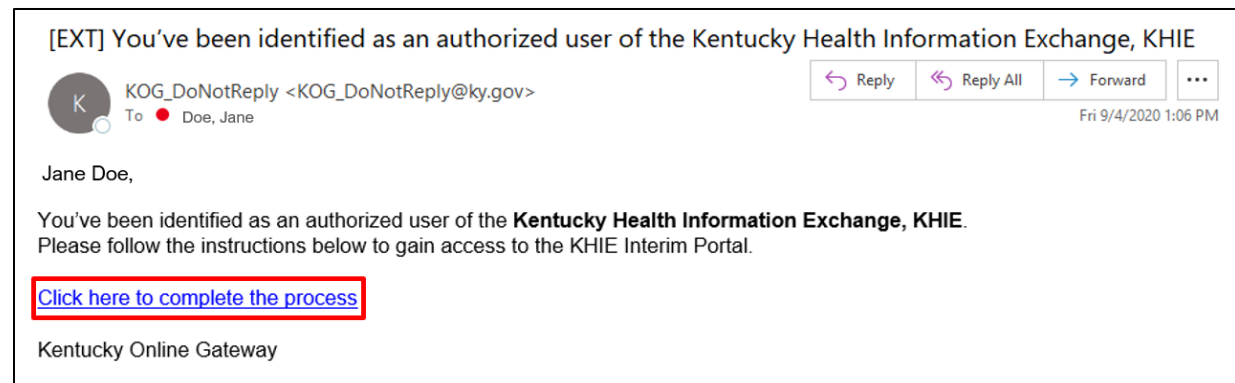
1. Users must be part of an organization with a signed Participation Agreement with KHIE.
2. Users are required to have a Kentucky Online Gateway (KOG) account.
3. Users are required to complete Multi-Factor Authentication (MFA).

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

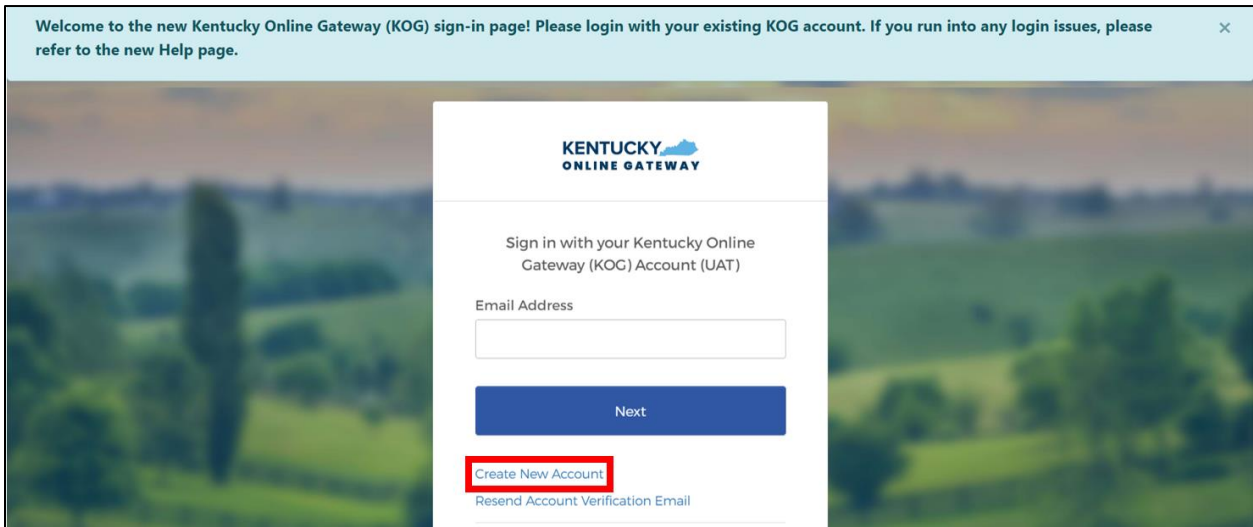
Create a KOG Account

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.



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 Organization Administrator must send another invitation to create a Kentucky Online Gateway (KOG) account.

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

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

Please complete your Kentucky Online Gateway Profile

ⓘ 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.

Please fill out the form below and click **Sign Up** when finished.

All fields with * are required.

* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
* E-Mail Address	* Verify E-Mail Address	
<input type="text"/>	<input type="text"/>	
* Password	* Verify Password	
<input type="text"/>	<input type="text"/>	
Mobile Phone	Language Preference	
<input type="text"/>	<input type="text" value="English"/>	
Street Address 1	Street Address 2	
<input type="text"/>	<input type="text"/>	
City	State	Zip Code
<input type="text"/>	<input type="text" value="Kentucky"/>	<input type="text"/>
Question	* Answer	
<input type="text" value="In what city were you born? (Enter full name of city only)"/>	<input type="text"/>	
Question	* Answer	
<input type="text" value="What was the name of your first pet?"/>	<input type="text"/>	

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

Please complete your Kentucky Online Gateway Profile

ⓘ 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.

Please fill out the form below and click **Sign Up** when finished.

All fields with * are required.

* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
* E-Mail Address	* Verify E-Mail Address	
<input type="text"/>	<input type="text"/>	

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

The new account's email address should be a valid existing email address the user can currently access. The email address must be entered in a valid format, for example, john.doe@example.com. Don't have an email account? Sign up for a free one by selecting one of these three providers: **GMAIL, OUTLOOK, YAHOO**

* First Name	Middle Name	* Last Name
Jane		Doe
* E-Mail Address	* Verify E-Mail Address	
jane.doe@gmail.com		
* Password	* Verify Password	
Mobile Phone	Language Preference	

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.

A password must be at least 8 characters in length and must contain at least one number, one lowercase letter, and one uppercase letter. It may not contain more than 3 consecutive characters from your Firstname or Lastname. You will use this password to Sign in to Kentucky Online Gateway.

* E-Mail Address	* Verify E-Mail Address
jane.doe@gmail.com	jane.doe@email.com
* Password	* Verify Password
Mobile Phone	Language Preference
	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 associate with your account. This would help in trying to reset your password or in receiving any updates related to your account.

Mobile Phone	Language Preference
() - - - - -	English
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**.

<p>Street Address 1</p> <input type="text"/>		<p>Street Address 2</p> <input type="text"/>	
<p>City</p> <input type="text"/>	<p>State</p> <input type="text" value="Kentucky"/>	<p>Zip Code</p> <input type="text"/>	
<p>Question</p>		<p>* Answer</p>	

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

<p>Question</p> <div> <input type="text" value="In what city were you born? (Enter full name of city only)"/> </div>	<p>* Answer</p> <input type="text"/>
<p>In what city were you born? (Enter full name of city only)</p> <p>What was the name of your first pet?</p> <p>Who is your favorite childhood superhero?</p> <p>What is your mother's middle name?</p> <p>What is your maternal grandfather's first name?</p> <p>What was your high school mascot?</p>	<p>Answer</p> <input type="text"/>
<p>CANCEL SIGN UP</p>	

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

<p>Question</p> <div> <input type="text" value="In what city were you born? (Enter full name of city only)"/> </div>	<p>* Answer</p> <input type="text"/>
<p>Question</p>	<p>* Answer</p>

16. Select your preferred **Security Question** from the *Question 2* dropdown menu.

17. Enter your **Answer** to Security Question 2 in the *Answer* field.

<p>Question</p> <div> <input type="text" value="In what city were you born? (Enter full name of city only)"/> </div>	<p>* Answer</p> <input type="text" value="Frankfort"/>
<p>Question</p> <div> <input type="text" value="What was the name of your first pet?"/> </div>	<p>* Answer</p> <input type="text"/>
<p>In what city were you born? (Enter full name of city only)</p> <p>What was the name of your first pet?</p> <p>Who is your favorite childhood superhero?</p> <p>What is your mother's middle name?</p> <p>What is your maternal grandfather's first name?</p> <p>What was your high school mascot?</p>	<p>CANCEL SIGN UP</p>

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

Please complete your Kentucky Online Gateway Profile

ⓘ 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.

Please fill out the form below and click **Sign Up** when finished.

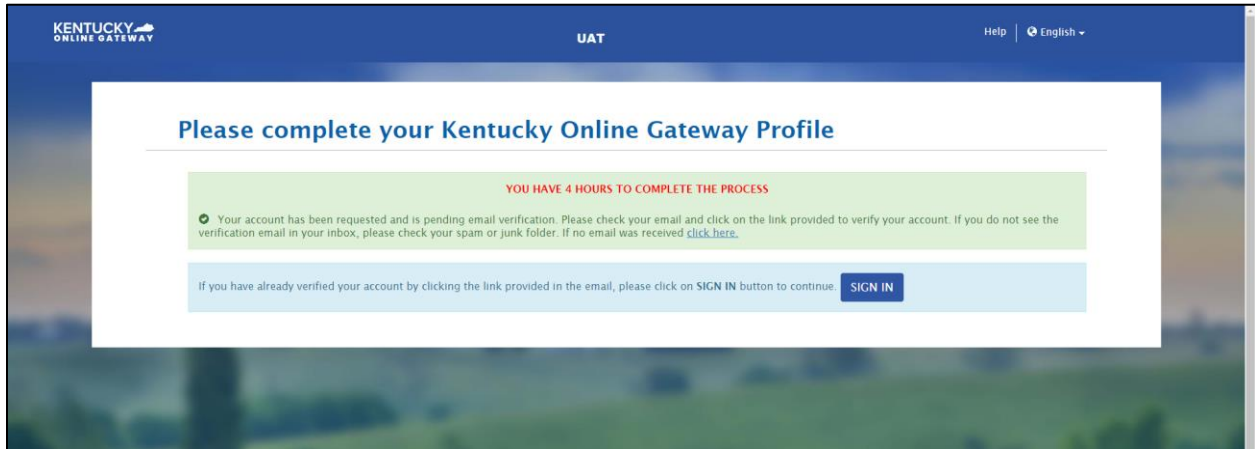
All fields with * are required.

* First Name	Middle Name	* Last Name
<input type="text" value="Jane"/>	<input type="text"/>	<input type="text" value="Doe"/>
* E-Mail Address	* Verify E-Mail Address	
<input type="text" value="jane.doe@gmail.com"/>	<input type="text" value="jane.doe@email.com"/>	
* Password	* Verify Password	
<input type="password" value="....."/>	<input type="password" value="....."/>	
Mobile Phone	Language Preference	
<input type="text" value="(555) 123-4567"/>	<input type="text" value="English"/>	
Street Address 1	Street Address 2	
<input type="text" value="123 Main Street"/>	<input type="text"/>	
City	State	Zip Code
<input type="text" value="Frankfort"/>	<input type="text" value="Kentucky"/>	<input type="text" value="40601"/>
Question	* Answer	
<input type="text" value="In what city were you born? (Enter full name of city only)"/>	<input type="text" value="Frankfort"/>	
Question	* Answer	
<input type="text" value="What was the name of your first pet?"/>	<input type="text" value="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.

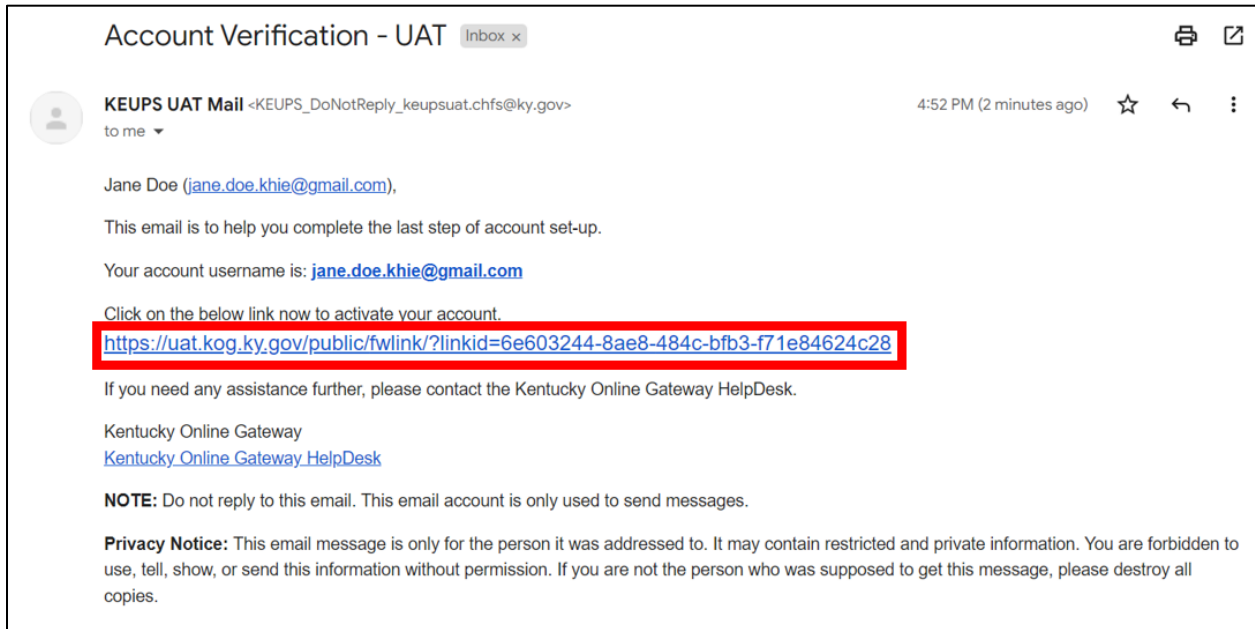


Please Note: If the verification email is not in the inbox, check the *Junk* and *Spam* folders.

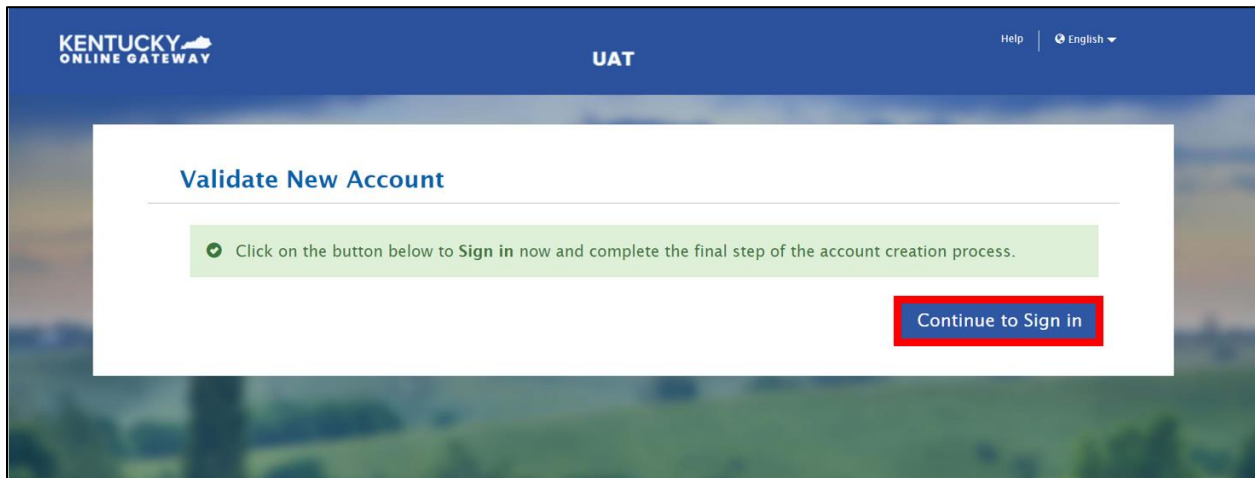
KOG Account Validation

21. You will receive an email at the email address you provided when creating the account. This email is titled *Account Verification* from KOG_DoNotReply@ky.gov.

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.



24. The new **KOG Login** screen displays with a message that states: *"The Kentucky Online Gateway will be upgrading to a new platform on January 17, 2025. Your MFA method for Okta Verify will no longer be supported. After this upgrade, you may have the opportunity to enroll in a new MFA called ForgeRock Authenticator. More details will be provided when the upgrade is complete. If you are currently using other MFA options (phone or Symantec VIP), no additional actions are required."*

25. Enter your **Email Address**. Click **Next**.

The Kentucky Online Gateway will be upgrading to a new platform on January 17, 2025. Your MFA method for Okta Verify will no longer be supported. After this upgrade, you may have the opportunity to enroll in a new MFA called ForgeRock Authenticator. More details will be provided when the upgrade is complete. If you are currently using other MFA options (phone or Symantec VIP), no additional actions are required.



Sign in with your Kentucky Online Gateway (KOG) Account (UAT)

Email Address

khie.user@gmail.com

Next

[Create New Account](#)
[Resend Account Verification Email](#)

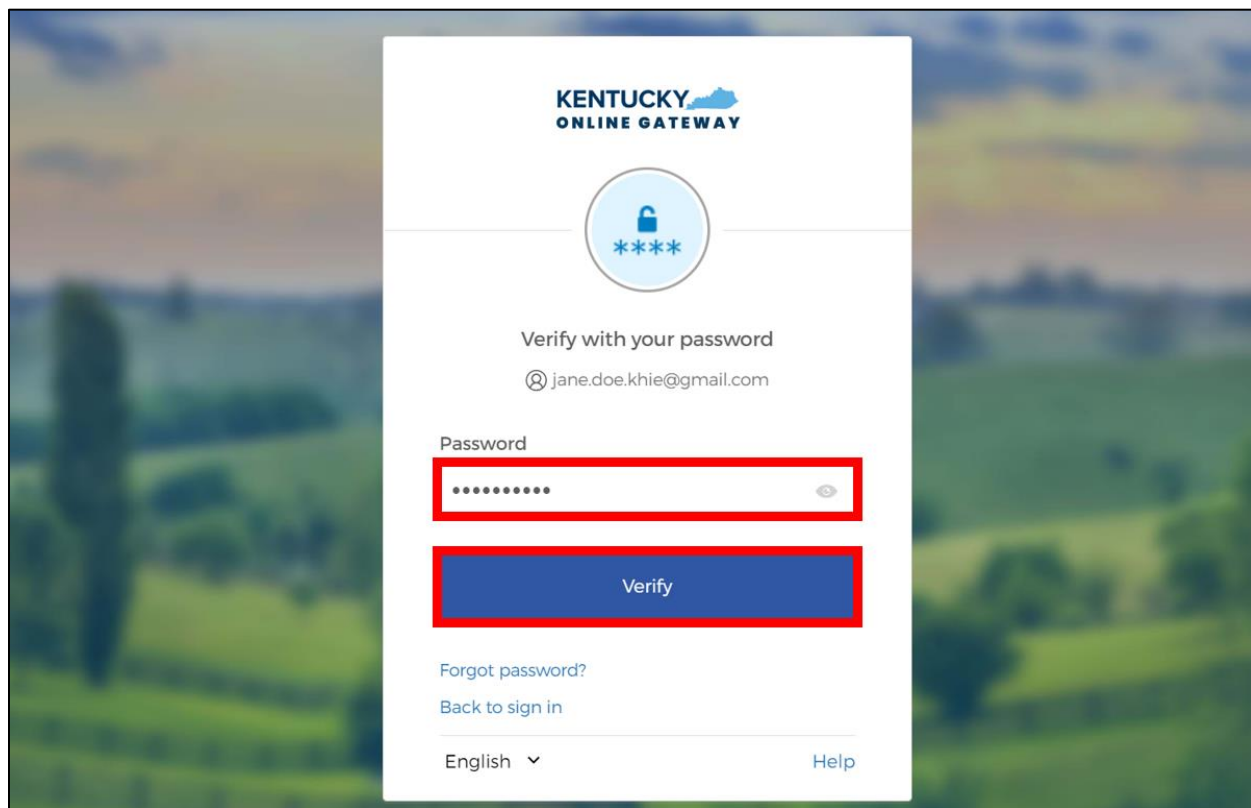
English ▼ [Help](#)

WARNING

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Please Note: You must enter the email address provided when you created your KOG account.

26. The **Verify with your password** screen displays. Enter your **Password**. Click **Verify**.



KENTUCKY
ONLINE GATEWAY

Verify with your password
@ jane.doe.khie@gmail.com

Password
.....

Verify

[Forgot password?](#)
[Back to sign in](#)

English ▾ [Help](#)

Please Note: You must enter the password provided when you created your KOG account. If KOG determines that no other verification steps are needed, then authentication is considered complete, and you will be automatically navigated to the ePartnerViewer.

27. 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.

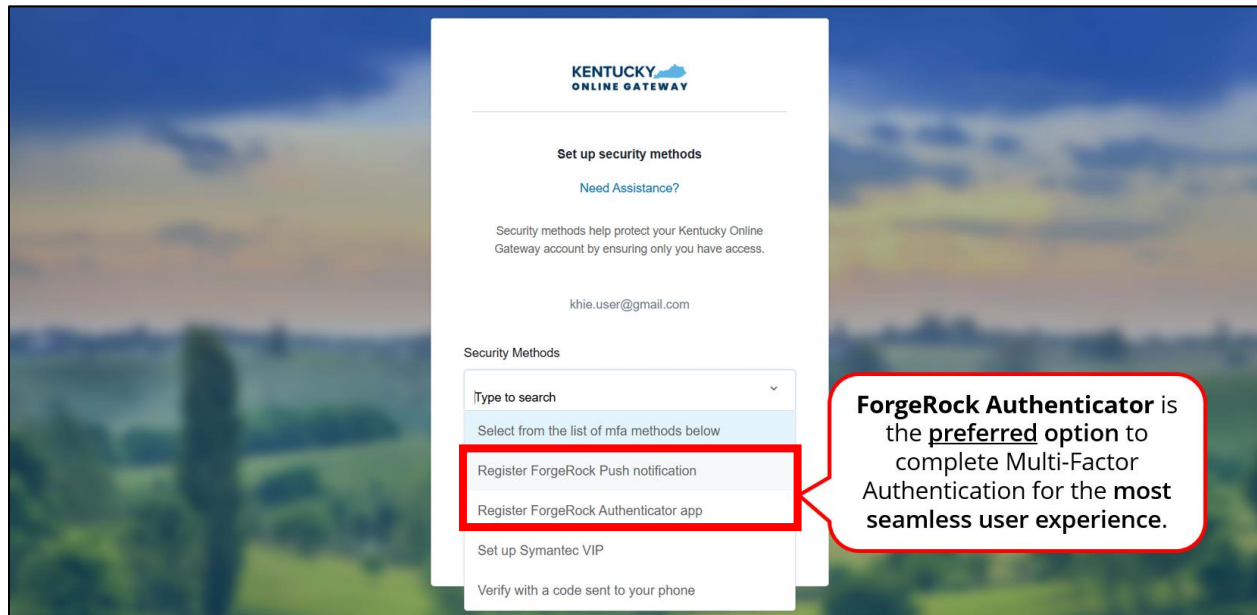
The screenshot shows the 'KENTUCKY ONLINE GATEWAY' UAT interface. At the top, it says 'Welcome Jane Doe' with links for 'My Account', 'Sign Out', 'Help', and a language dropdown set to 'English'. The main heading is 'Register as a Kentucky Organ Donor'. Below this is an introductory paragraph about KY SB77 and the partnership with Donate Life Kentucky. A form is displayed with a 'First Name' field containing 'Jane'. A modal window titled 'Register as a Kentucky Organ Donor' is overlaid on the form. The modal contains a question 'Would you like to register as an organ donor?' with a question mark icon. Below the question is the same introductory paragraph. At the bottom of the modal are two buttons: 'Yes, Register Now' (green) and 'Remind me later' (red, highlighted with a red box). Below the modal, the form continues with a 'Gender' dropdown menu. A paragraph of legal text follows, stating that by submitting the registration, the user affirms the information is true and correct. Below this text is a checkbox labeled 'I have read, understand, and agree to the above terms and conditions'. At the bottom of the form is a 'Register' button and a link 'Continue to the Application'.

Please Note: If you are logging for the first time, you will be automatically navigated to the **Set Up Security Methods** screen to complete Multi-Factor Authentication (MFA) for ePartnerViewer access.

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 new security method called **ForgeRock Authenticator**. ForgeRock Authenticator 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 **ForgeRock Authenticator** as your primary security method to complete MFA for a more seamless user experience.

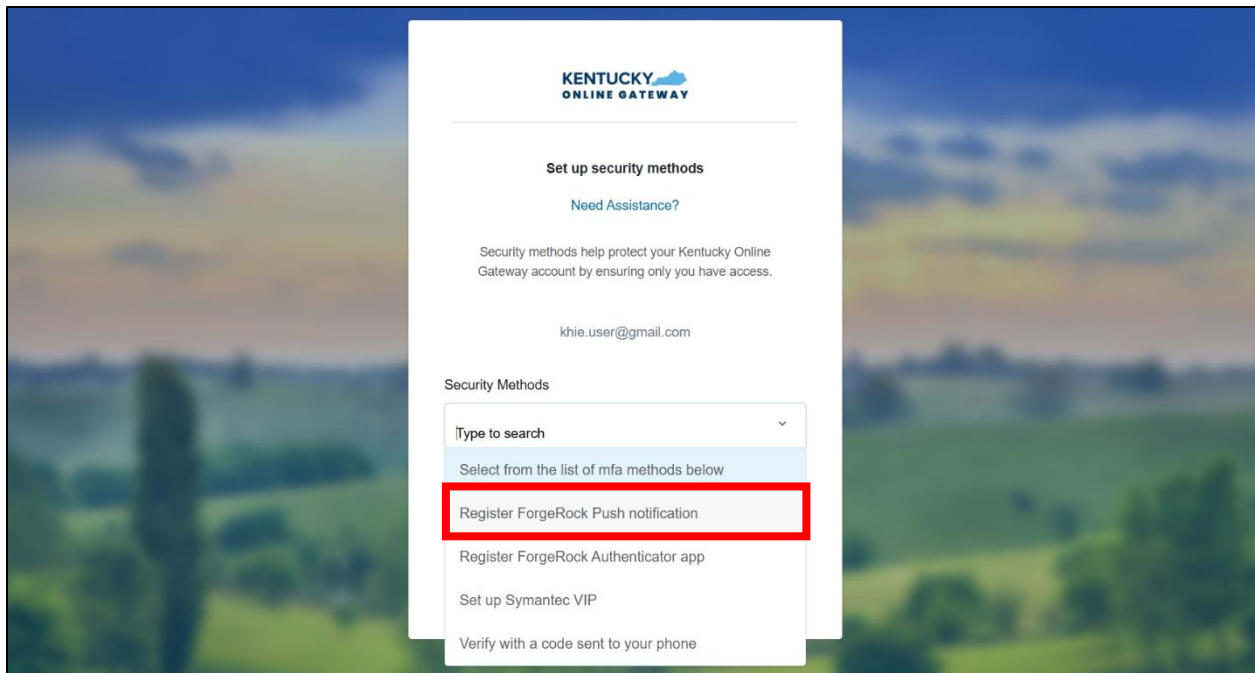


Please Note: When logging in for the first time, the **Set up security methods** screen displays different Multi-Factor Authentication options based on the level of access of each user role. Thus, the **Set up security methods** screen may have slight differences from the above screenshot based on your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

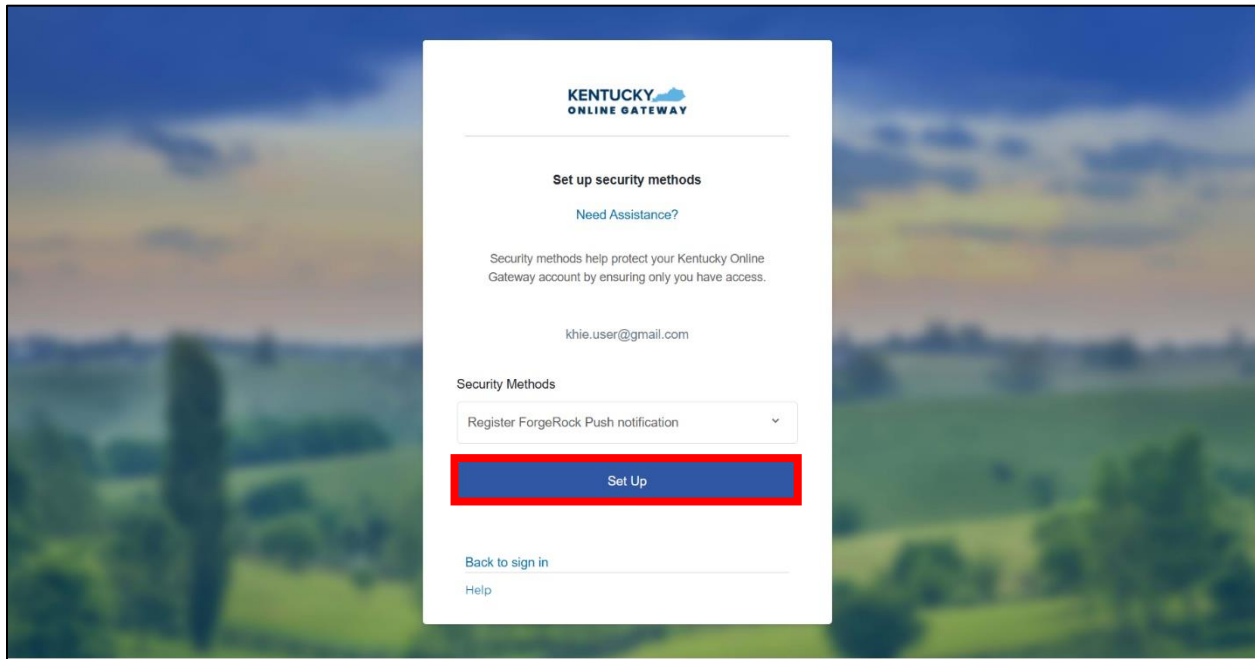
ForgeRock Authenticator Push Notification Enrollment (First Time Login)

To set up ForgeRock Authenticator when logging in for the first time, complete the following steps:

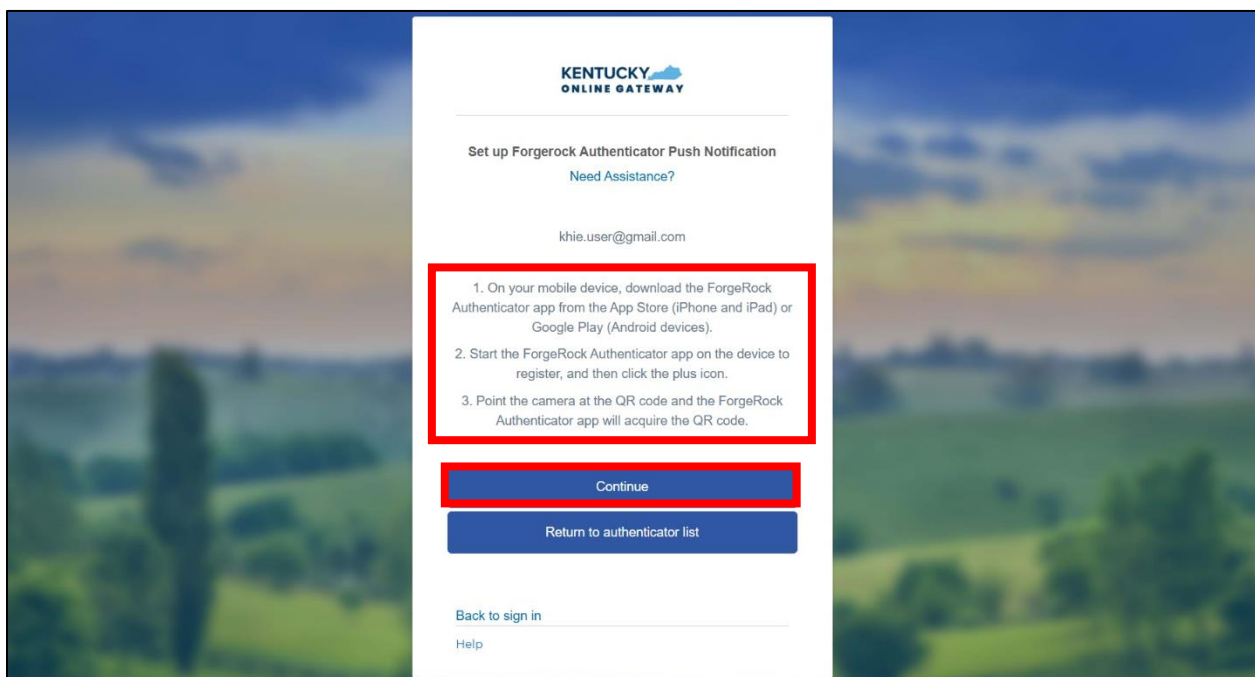
1. After entering your email address and password on the new **KOG Login** screens, you are navigated to the **Set up Security Methods** screen. From the *Security Methods* dropdown menu, select **Register ForgeRock Push Notification**.



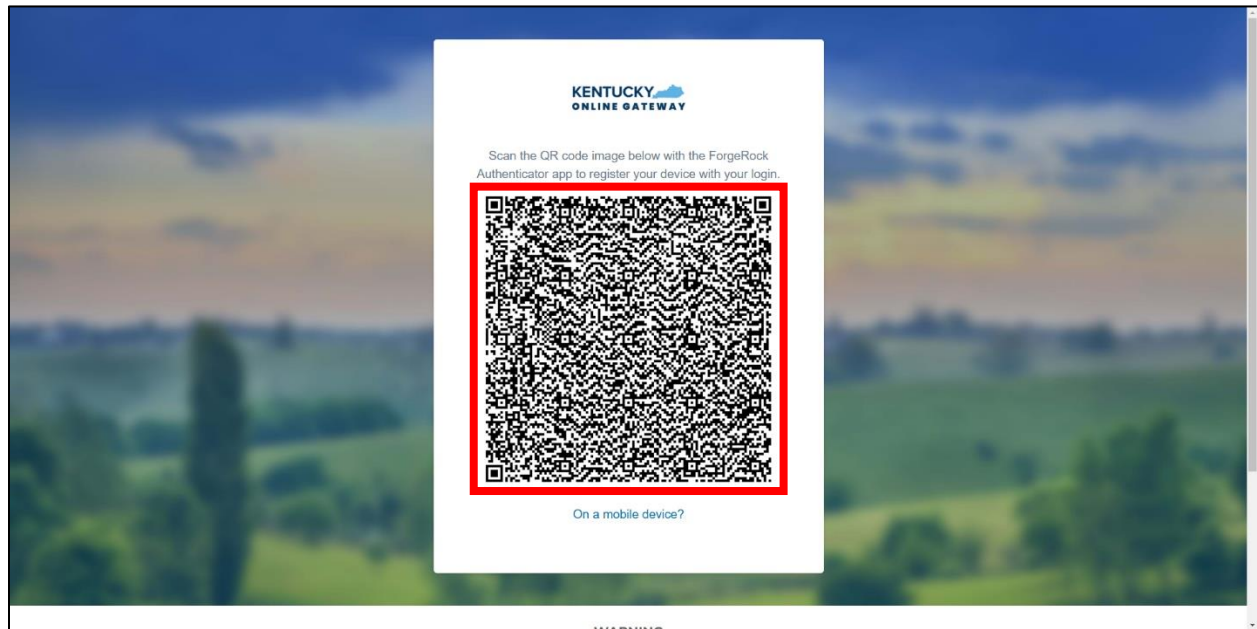
2. Click **Set Up**.



3. The **Set Up ForgeRock Authenticator Push Notification** screen displays. You must complete the 3 steps listed on the screen to enroll into ForgeRock Push Notifications. You must first download the ForgeRock Authenticator app on your mobile device from the App Store (iPhone and iPad) or Google Play (Android Devices).
4. Click **Continue**.



5. The QR Code displays on the following screen.

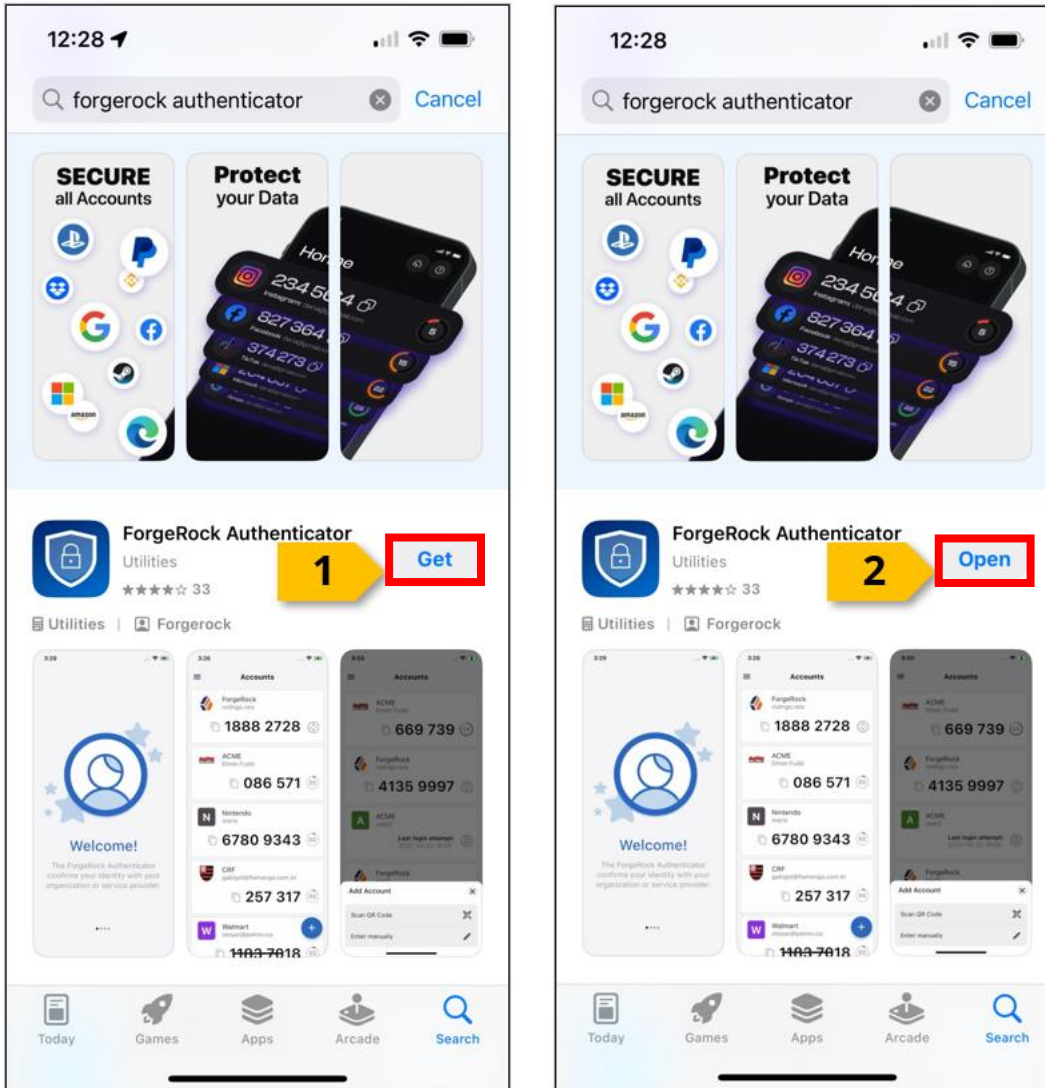


Please Note: The following screenshots were taken using an iPhone mobile device. If using an Android mobile device or tablet, the screens may differ slightly.

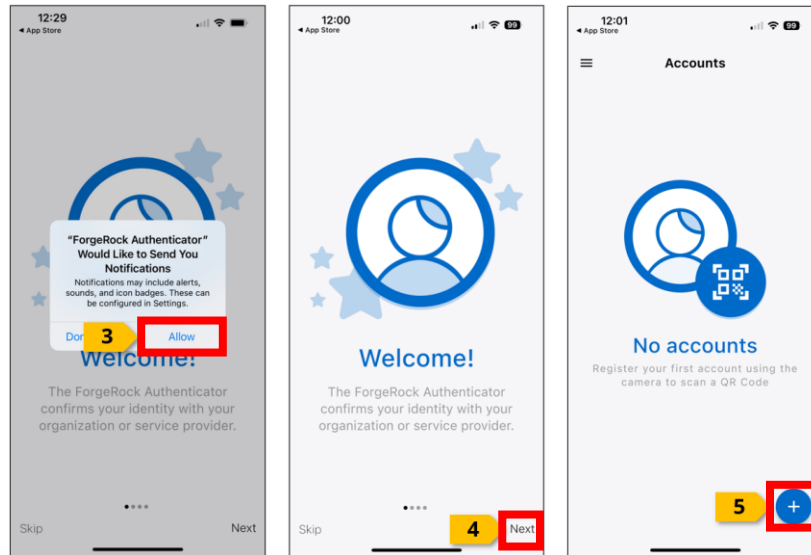
You must complete the steps in the following screenshots to download, install, and open the ForgeRock Authenticator app on your mobile device or tablet.

6. To download and set up the ForgeRock Authenticator app on your mobile device, complete the following steps:

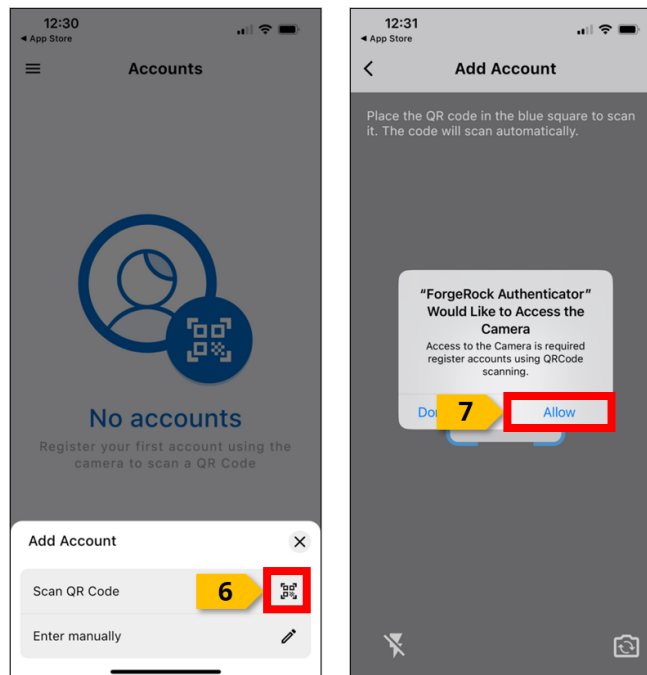
- Step 1: Navigate to the **App Store** and enter **ForgeRock Authenticator** in the *Search Bar* at the top of the **App Store**. Click **Get** located on the right side of the ForgeRock Authenticator app.
- Step 2: Once downloaded, click **Open** on the right side of the ForgeRock Authenticator app.



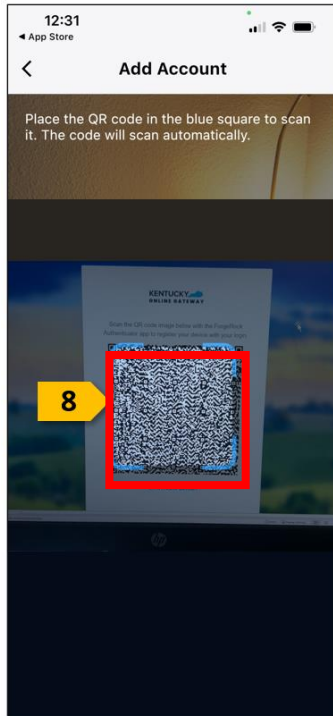
- Step 3: A pop-up displays a message that states: “ForgeRock Authenticator would like to send you notifications”. Click **Allow** to enable push notifications on your mobile device.
- Step 4: On the **Welcome!** screen, click **Next** until the **No accounts** screen displays.
- Step 5: On the **No accounts** screen, click the **Plus Icon** to register your ForgeRock account.



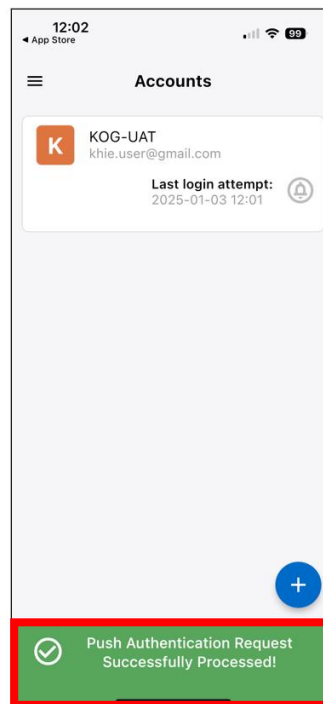
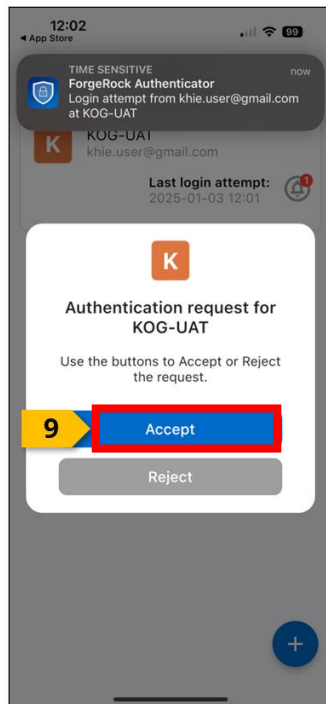
- Step 6: The **Add Account** menu displays. Click **Scan QR Code**.
- Step 7: A pop-up displays a message that states: "ForgeRock Authenticator would like to access the camera". Click **Allow** to open the mobile device camera.



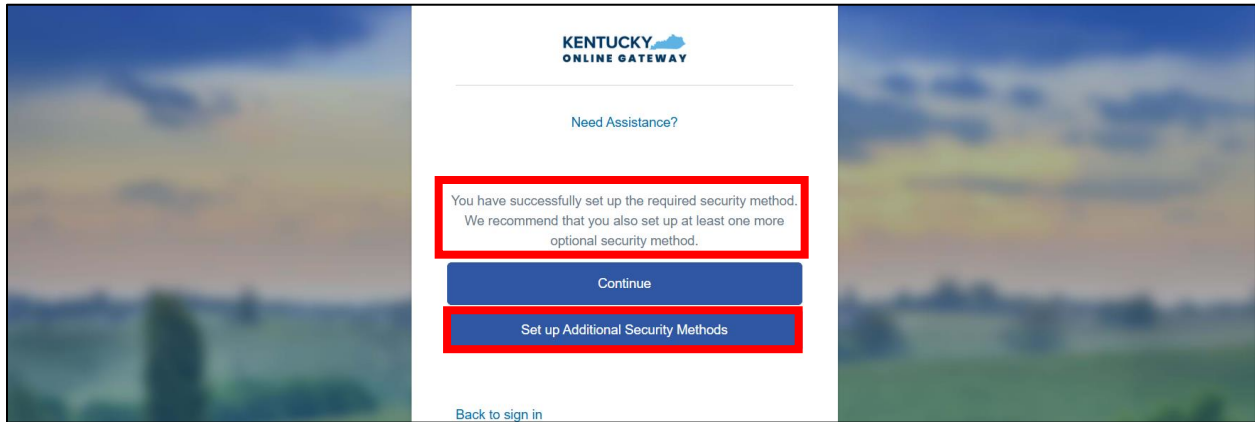
- Step 8: On the **Scan QR Code** screen on your computer, use the camera feature to position the QR code within the highlighted frame.



- Step 9: On your mobile device, the *Authentication request* pop-up displays on the ForgeRock Authenticator app. Click **Accept**. Upon clicking **Accept**, a green banner displays a message that states: "Push Authentication Request Successfully Processed!"



7. If your mobile device successfully scans the QR code, KOG will recognize that the ForgeRock Authenticator MFA enrollment is complete on the KOG screen. KOG recommends that you also set up an additional security method. To set up additional security methods, click **Set up Additional Security Methods**.

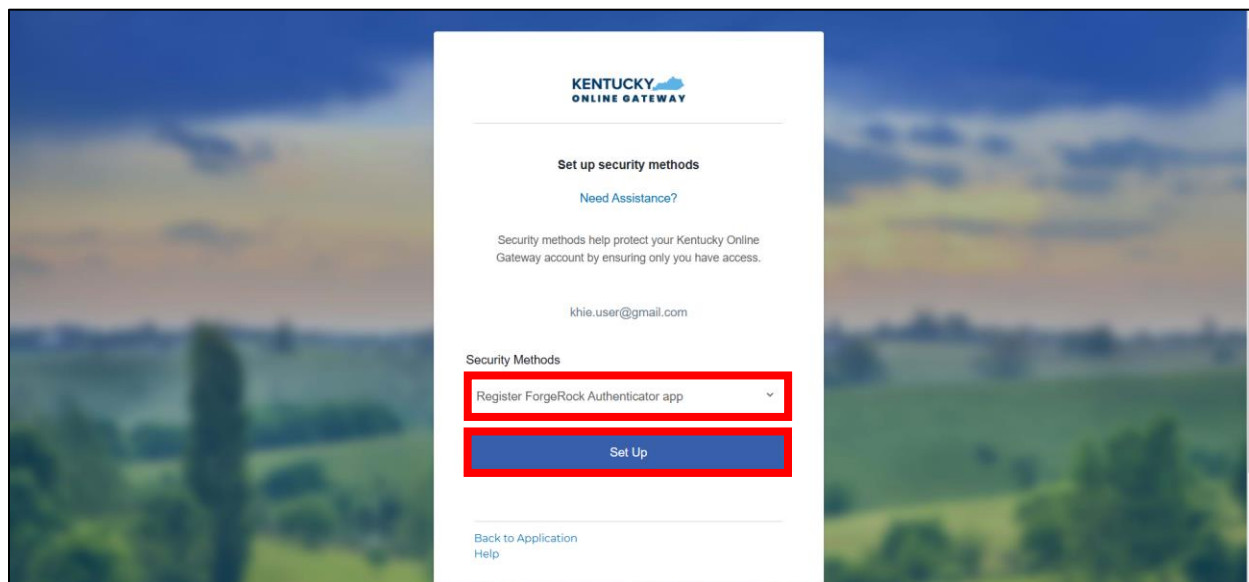


Please Note: If there are other available options to enroll in for Multi-Factor Authentication, KOG recommends that you also set up an additional security method. This will allow you to add or remove additional security methods in the future.

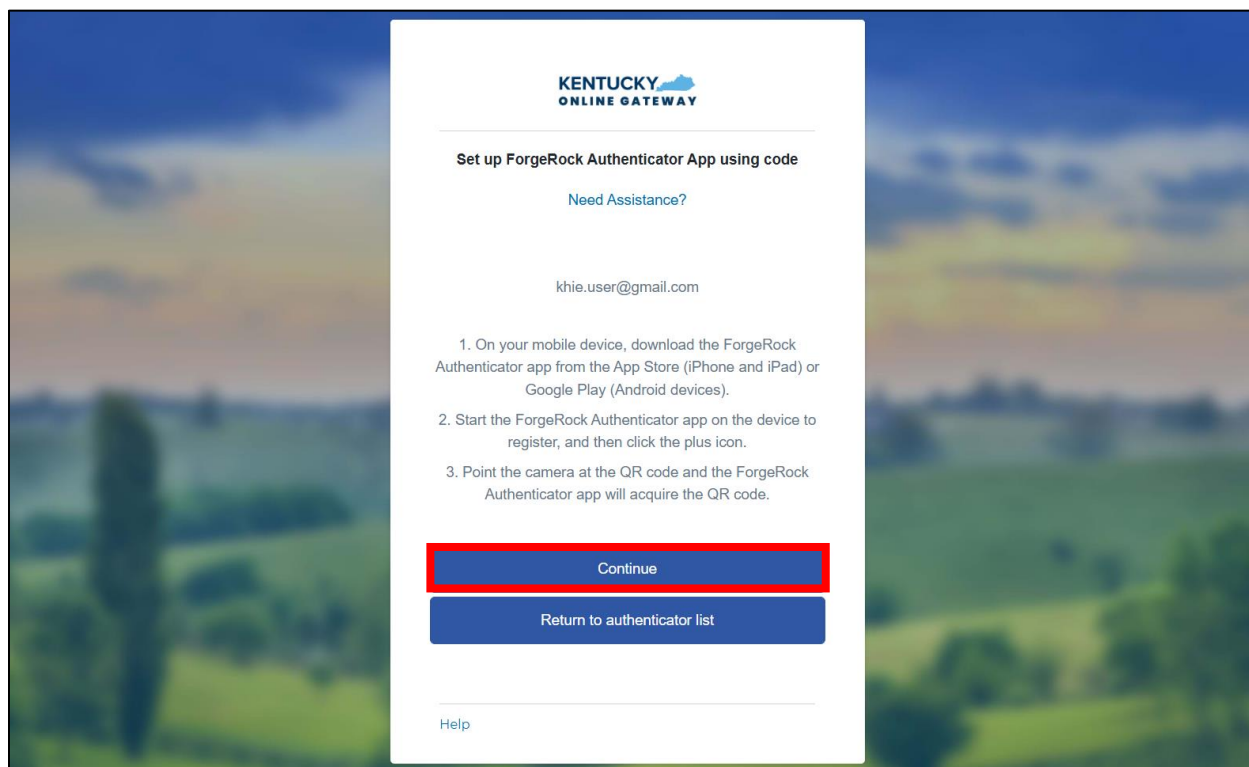
Security Code from ForgeRock Authenticator App

To complete MFA using the security code from the ForgeRock Authenticator app, complete the following steps:

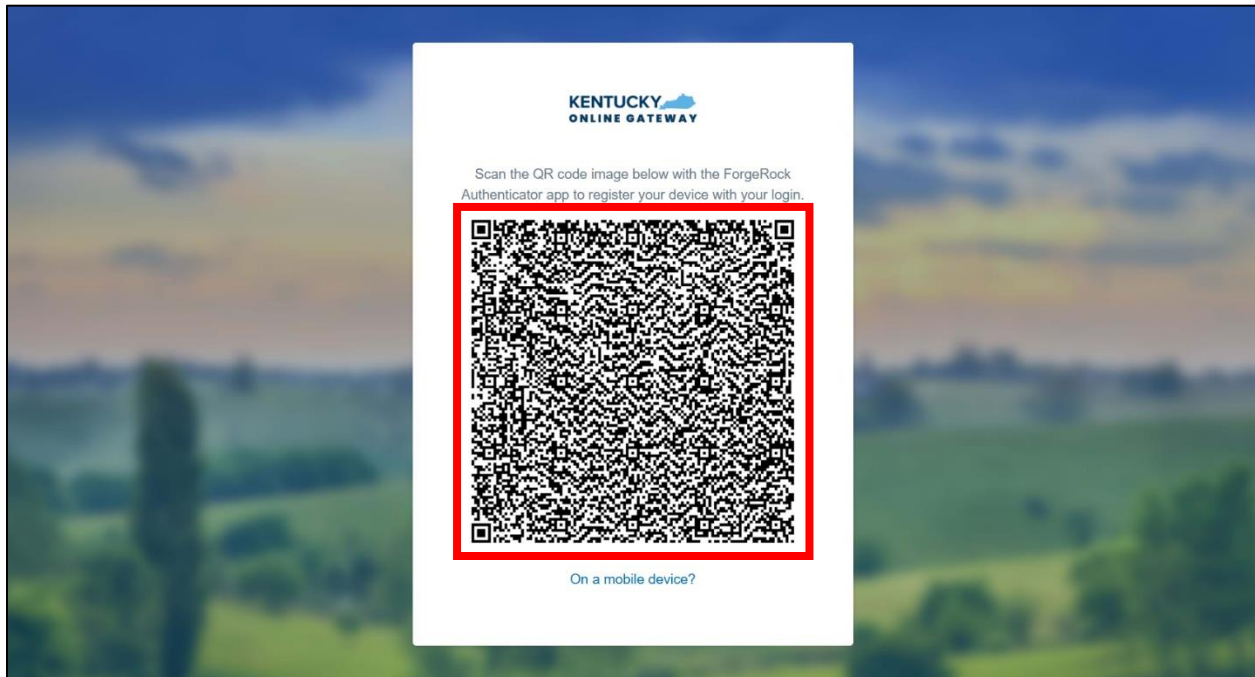
1. The **Set up Security Methods** screen displays. From the *Security Methods* dropdown menu, select **Register ForgeRock Authenticator app**. Click **Set up**.



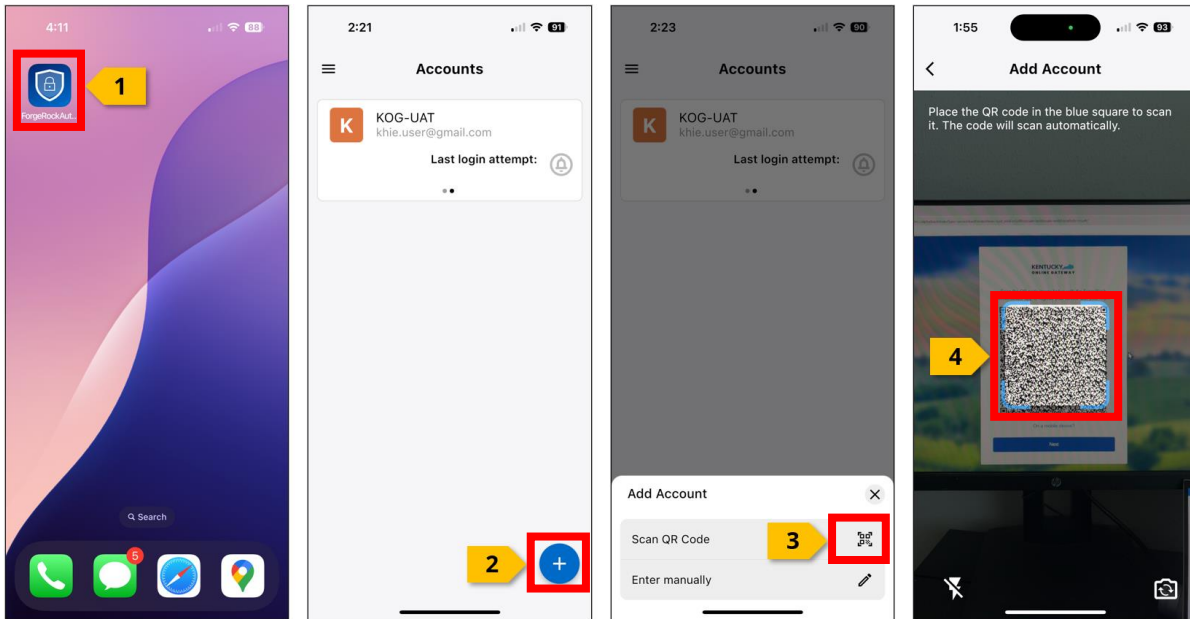
2. The **Set Up ForgeRock Authenticator App using code** screen displays.
3. Click **Continue**.



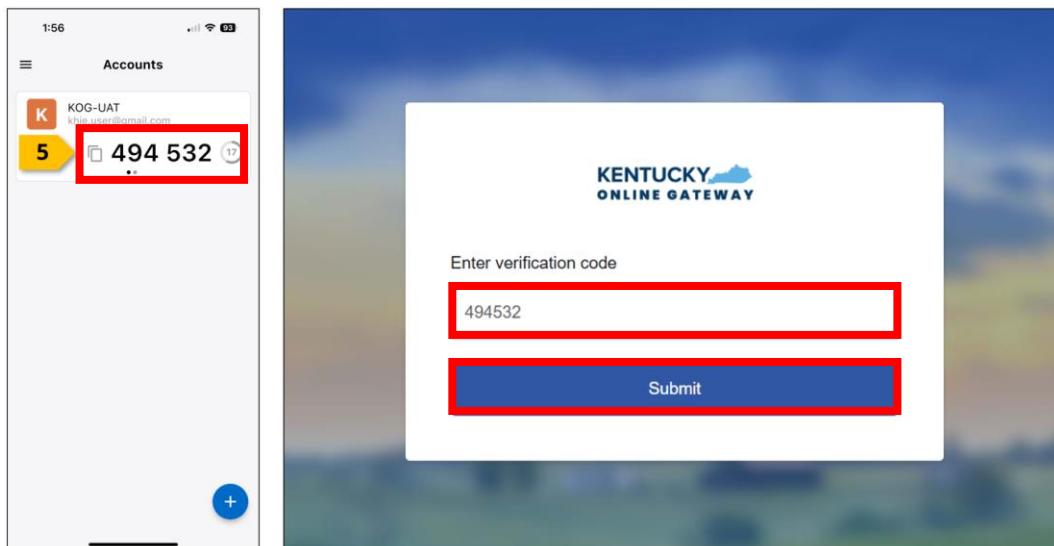
4. The QR Code displays on the following screen.



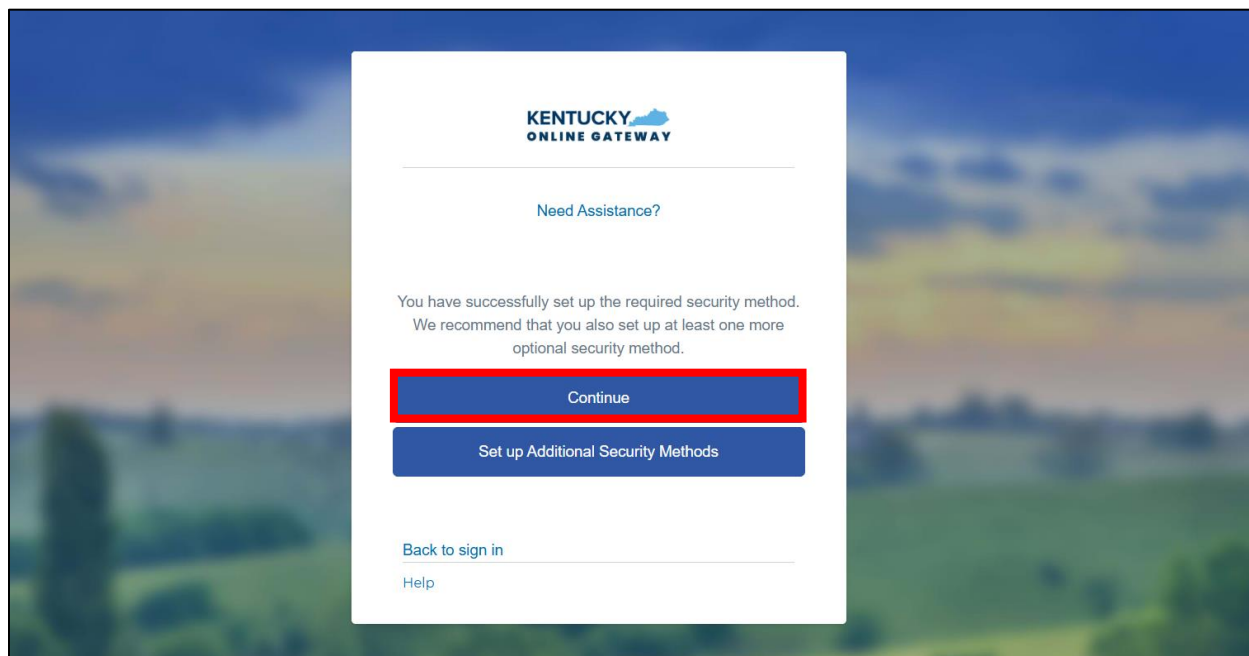
5. To register the ForgeRock Authenticator code, complete the following steps from your mobile device or tablet:
- Step 1: Open the **ForgeRock Authenticator app** on your mobile device or tablet.
 - Step 2: On the **Accounts** screen, click the **Plus Icon**.
 - Step 3: The *Add Account* menu displays. Click **Scan QR Code**.
 - Step 4: On the **Scan QR Code** screen on your computer, use the camera feature to position the QR code within the highlighted frame.



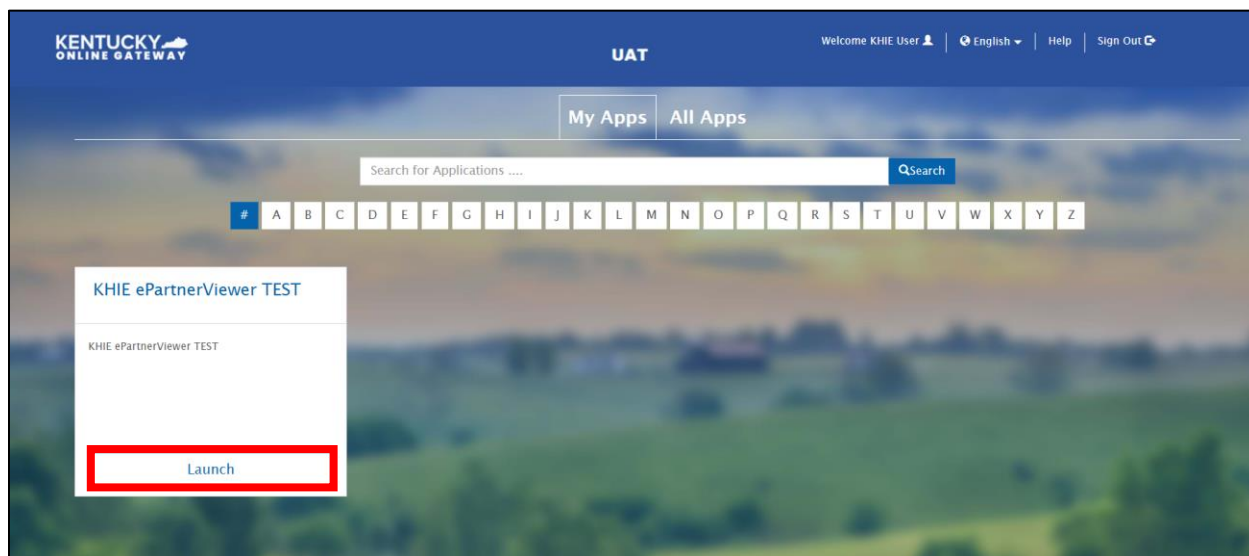
- Step 5: The **6-digit code** displays on the ForgeRock Authenticator app.
6. Return to the **Enter verification code** screen on your computer. Enter the **6-digit code** from the ForgeRock Authenticator app. Click **Submit** to proceed.



7. If your mobile device successfully scans the QR code, KOG will recognize that the ForgeRock Authenticator security code MFA enrollment is complete on the KOG screen. To skip enrolling for another MFA option, click **Continue**.



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

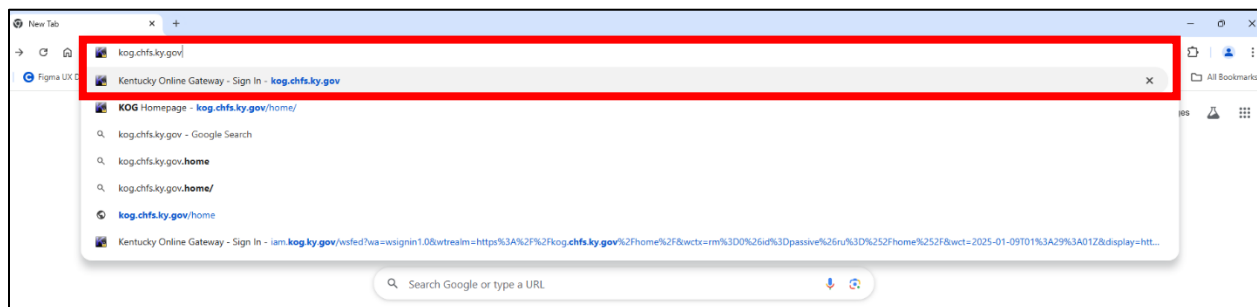


- The **Terms and Conditions** screen displays. Click **I accept** to proceed to the ePartnerViewer.

4 Logging into ePartnerViewer

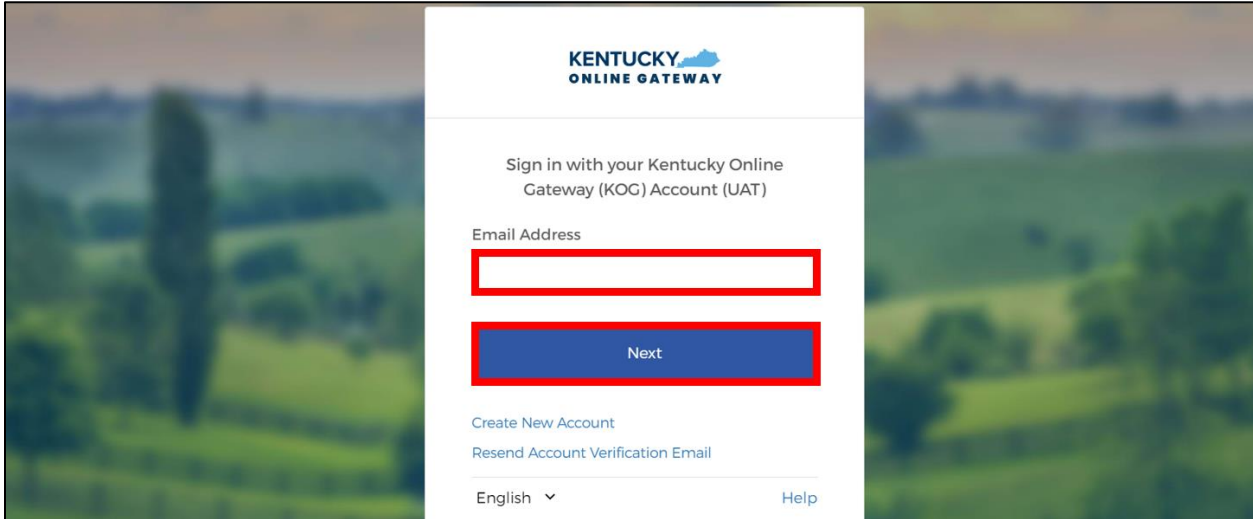
When attempting to access any KOG-supported application, you will be automatically navigated to the **KOG Login** screen to sign into your existing KOG account. These steps provide updated guidance on how to access the ePartnerViewer from KOG.

- Before accessing the ePartnerViewer, you must log out from any active KOG session or ePartnerViewer session and close the browser window.
- To navigate to the ePartnerViewer from KOG, enter the following **URL** in a supported browser window: kog.chfs.ky.gov



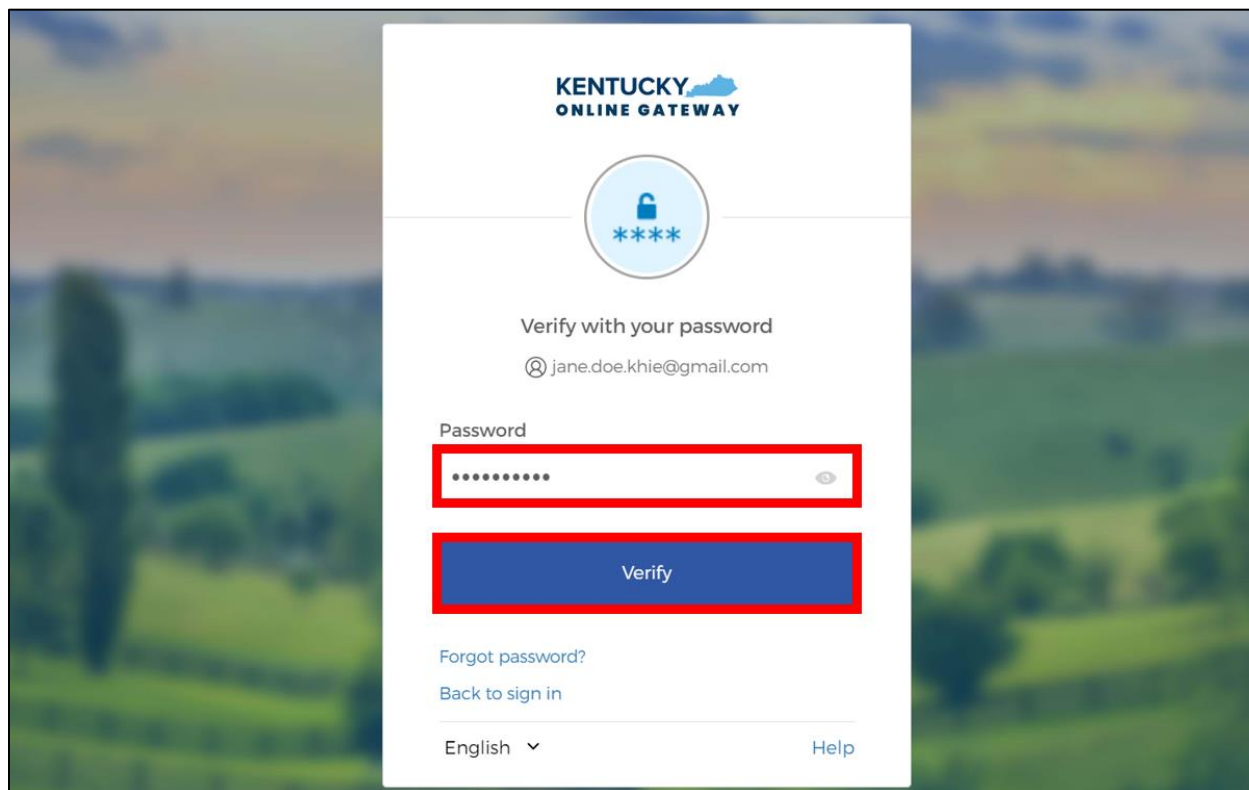
Please Note: The ePartnerViewer does **not** support Microsoft Internet Explorer. To access the ePartnerViewer, Users must use a modern browser such as Google Chrome, Microsoft Edge, Apple Safari, or Mozilla Firefox.

3. The **KOG Login** screen displays. Enter your **Email Address**. Click **Next**.



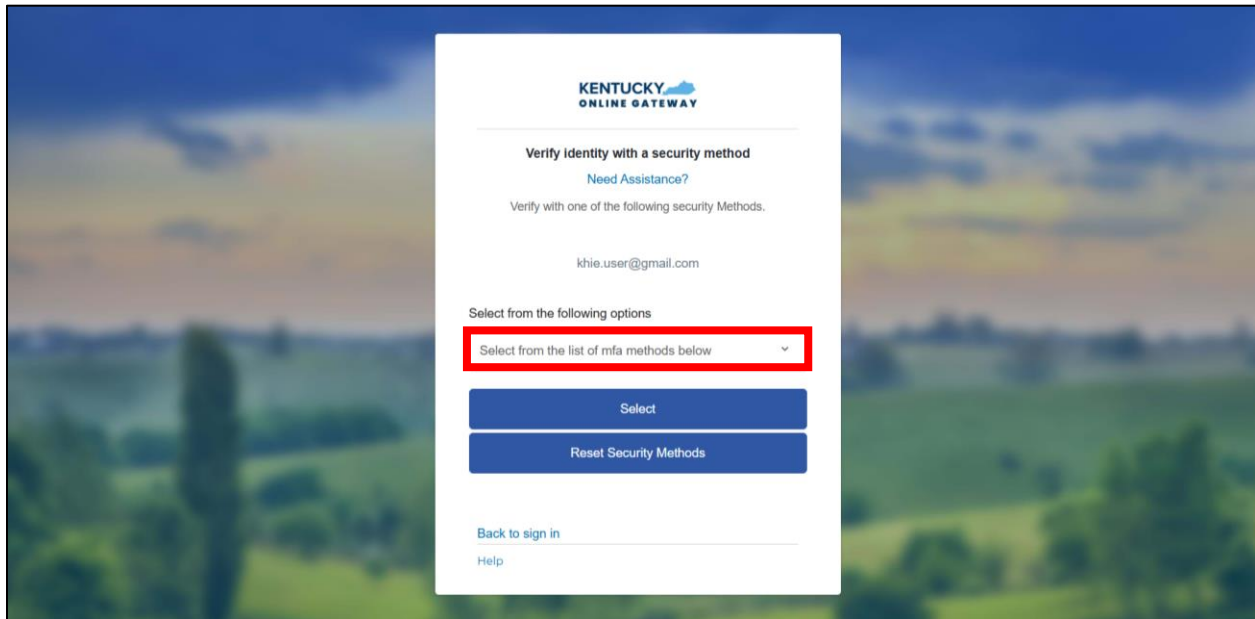
Please Note: You must enter the email address provided when you created your KOG account.

4. The **Verify with your password** screen displays. Enter your **Password**. Click **Verify** to proceed to the **Verify identity with a security method** screen.



5 Complete ForgeRock Authentication (Subsequent Login)

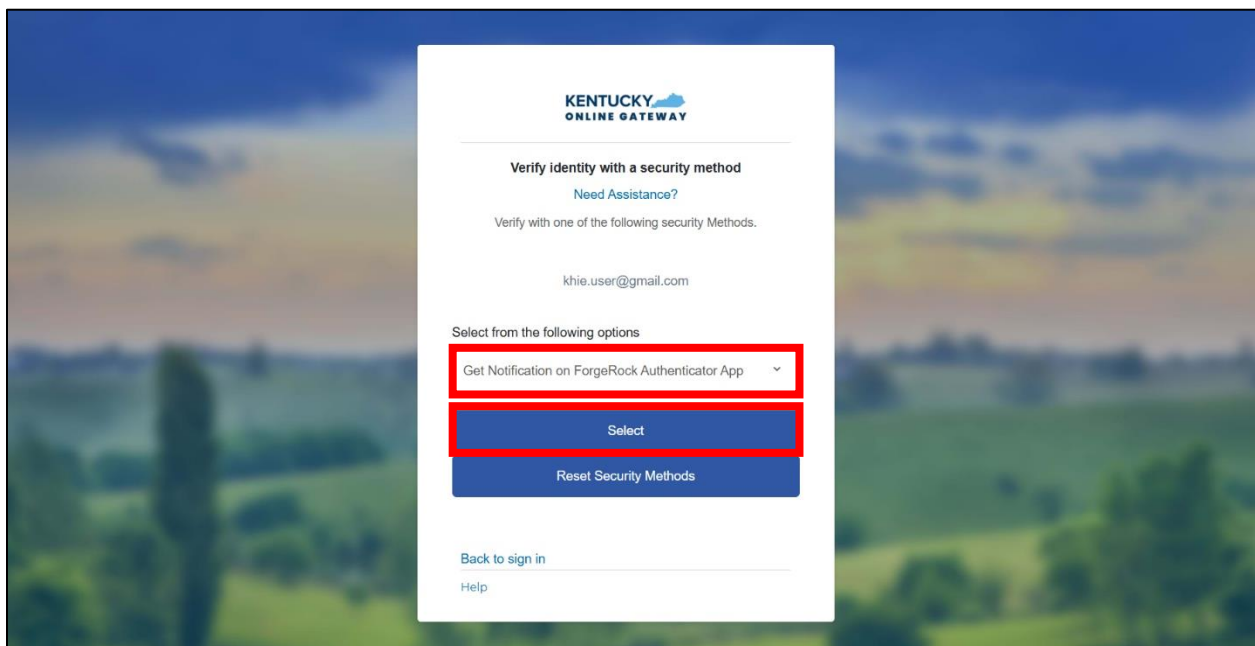
1. After logging into KOG and verifying your password, you are automatically navigated to the **Verify identity with a security method** screen.



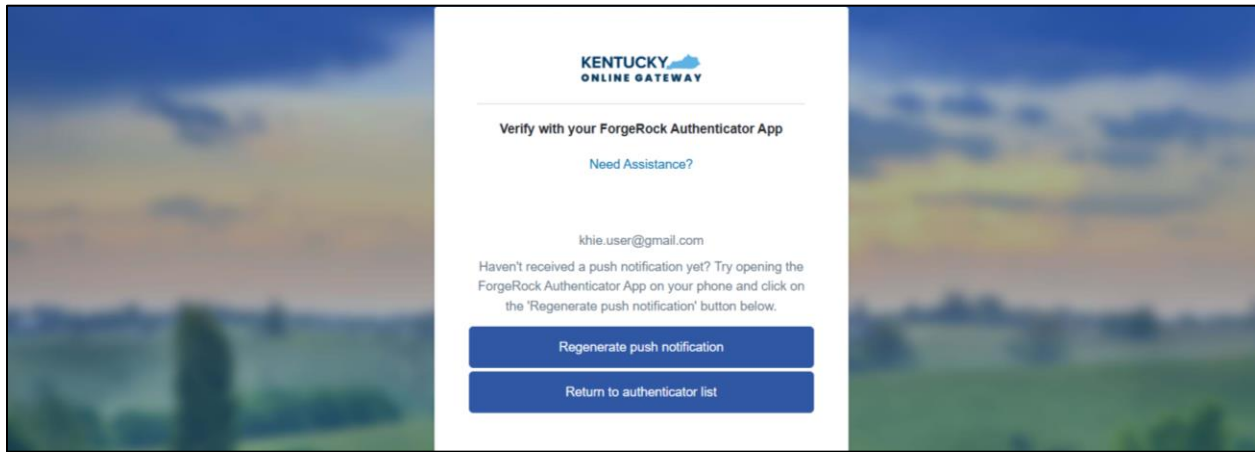
Push Notification from ForgeRock Authentication App

To complete MFA using a ForgeRock Authenticator push notification, complete the following steps:

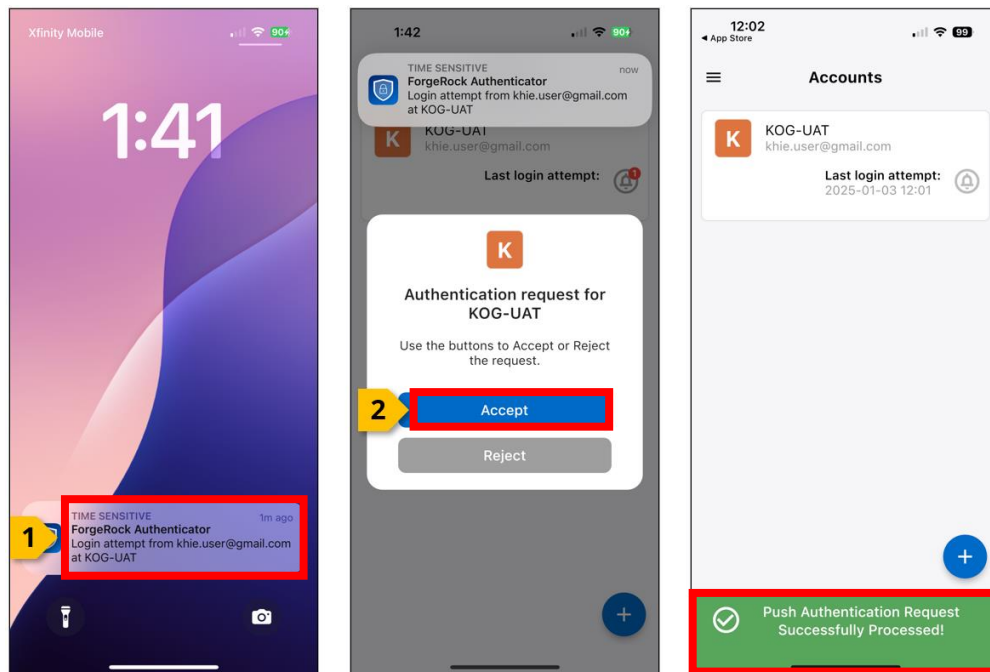
1. On the **Verify identity with a security method** screen, select **Get Notification on ForgeRock Authenticator App** from the dropdown menu. Click **Select**.



2. The **Verify with your ForgeRock Authenticator App** screen displays.



3. To view the ForgeRock Authenticator push notification, complete the following steps from your mobile device:
- Step 1: You will receive a push notification on your mobile device or tablet. Tap the **ForgeRock Authenticator push notification** to navigate to the ForgeRock Authenticator app.
 - Step 2: On your mobile device, the *Authentication request* pop-up displays on the ForgeRock Authenticator app. Click **Accept**. Upon clicking **Accept**, a green banner displays a message that states: "Push Authentication Request Successfully Processed!"

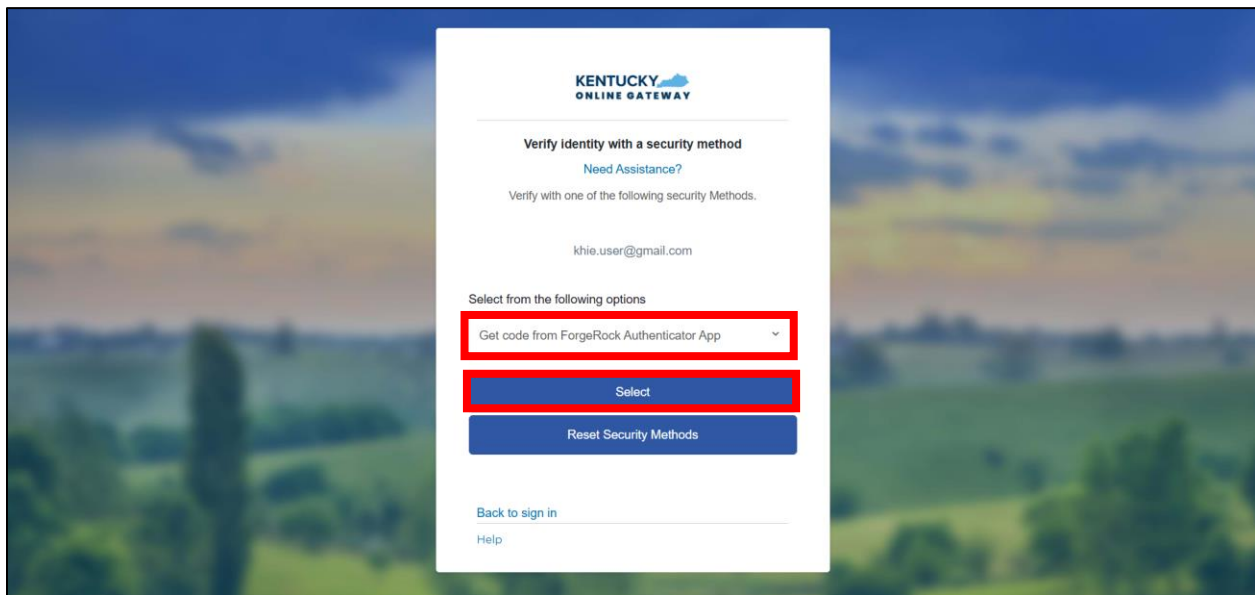


Please Note: Once you successfully respond to the ForgeRock Authenticator push notification, you are automatically navigated to the **KOG Dashboard** screen on your computer.

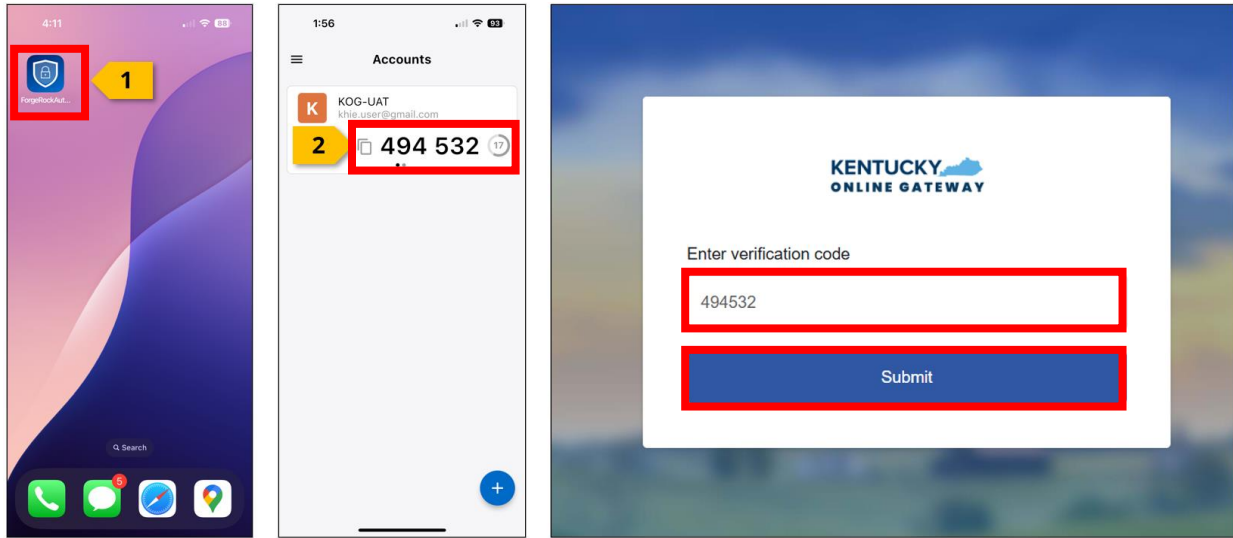
Security Code from ForgeRock Authenticator App

To complete MFA using the ForgeRock Authenticator security code, complete the following steps:

1. On the **Verify identity with a security method** screen, select **Get code from ForgeRock Authenticator App** from the dropdown menu. Click **Select**.

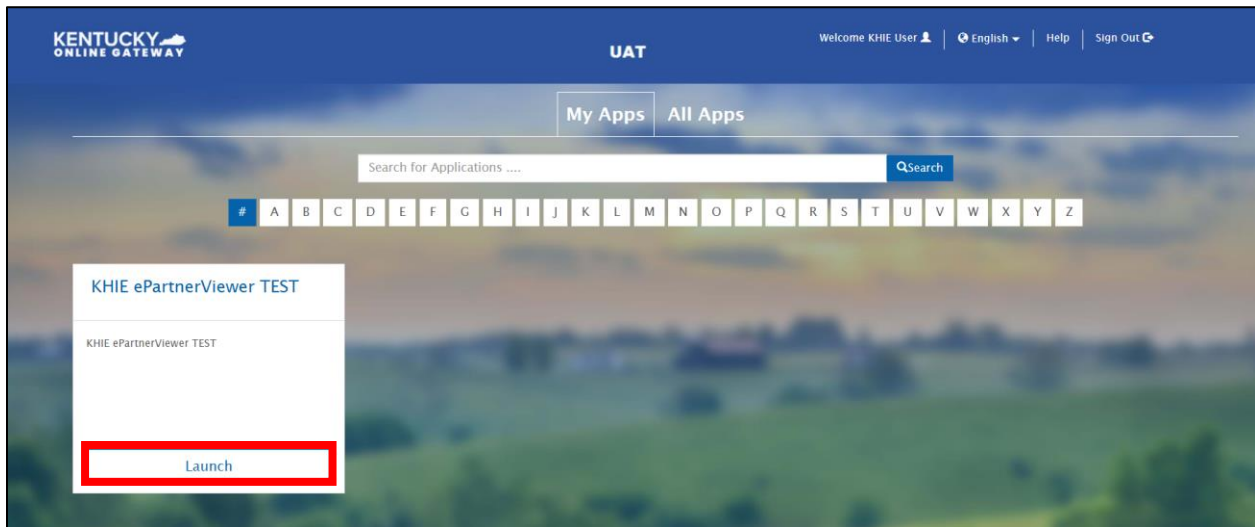


2. To locate the ForgeRock Authenticator code, complete the following steps from your mobile device:
 - Step 1: Open the **ForgeRock Authenticator app** on your mobile device or tablet.
 - Step 2: The **6-digit code** displays on the ForgeRock Authenticator app.
3. Return to the **Enter verification code** screen on your computer. Enter the **6-digit code** from the ForgeRock Authenticator app. Click **Submit** to proceed to the **KOG Dashboard** screen.



Please Note: Once you enter the code from the ForgeRock Authenticator app, you are automatically navigated to the **KOG Dashboard** screen.

- 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.



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.

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.

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.

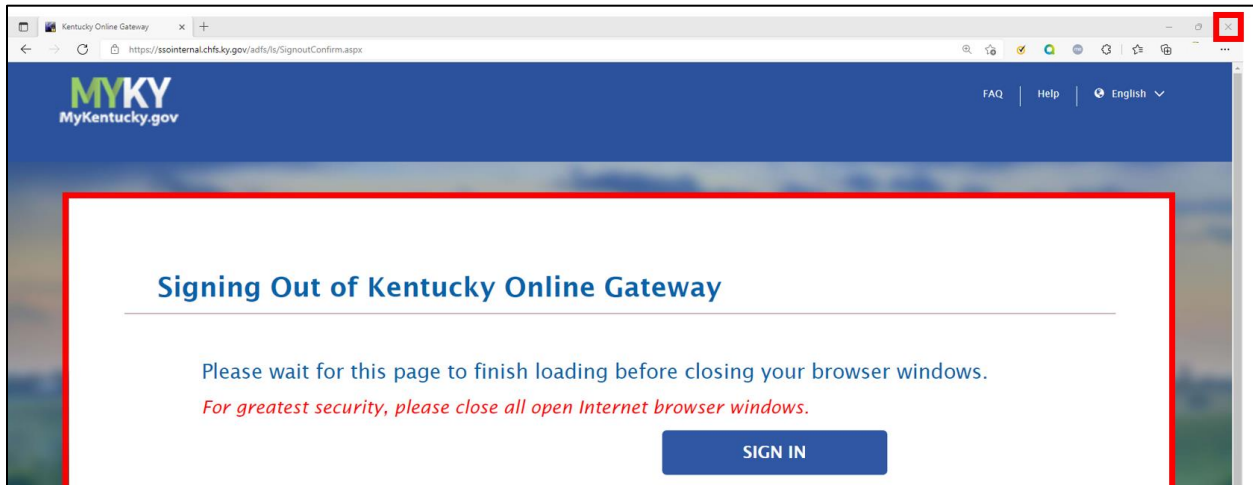
6 Logging Out of the ePartnerViewer

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.

2. Select **Logout** from the dropdown menu.

3. To confirm that the logout was successful, you must wait for the **Signing Out of Kentucky Online Gateway** screen to fully load **before** 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.



Please Note: You must properly logout and close the browser window to end the ePartnerViewer session. If you do **not** properly close the ePartnerViewer session, you may experience timeout issues when attempting to access the ePartnerViewer 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.

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**.

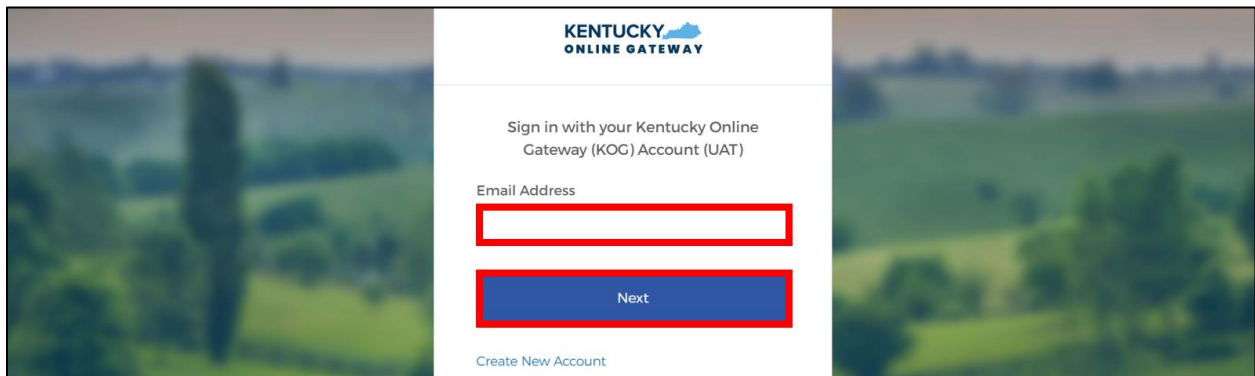
Add/Remove MFA Security Methods

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

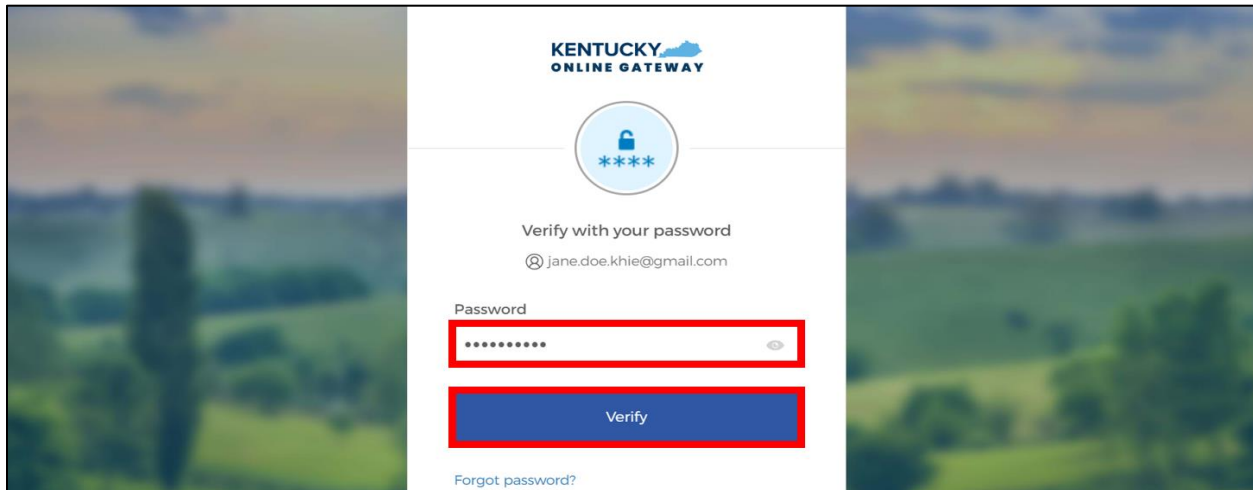
1. To navigate to the new **KOG Login** screen and begin logging in, you must enter the following **URL** in a supported browser window: kog.chfs.ky.gov.



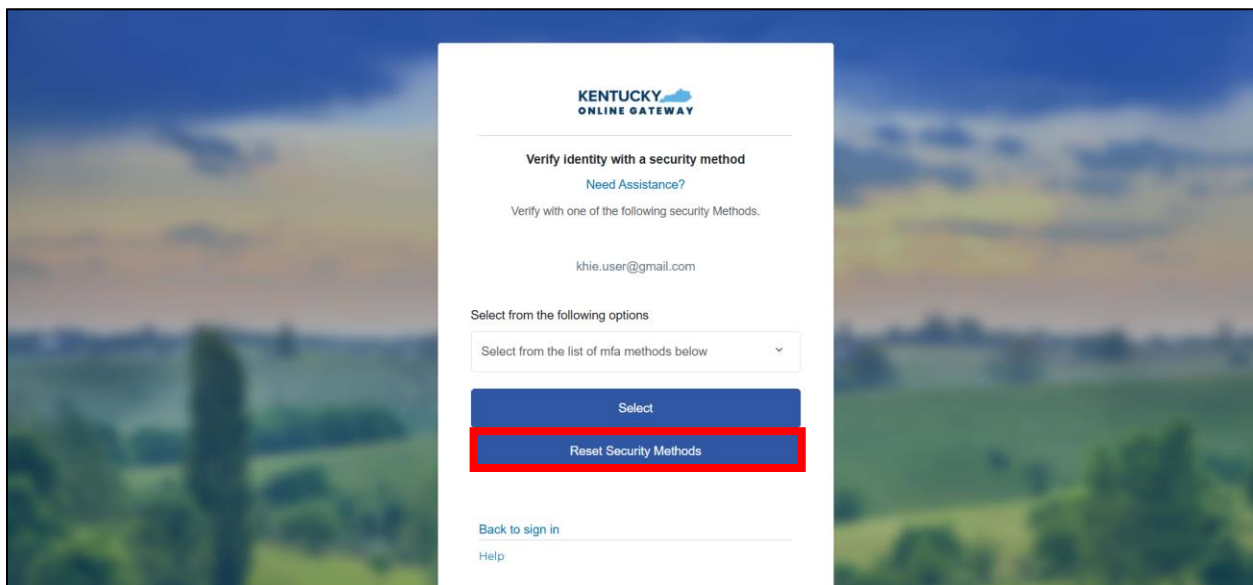
2. The new **KOG Login** screen displays. Enter your **Email Address**. Click **Next**.



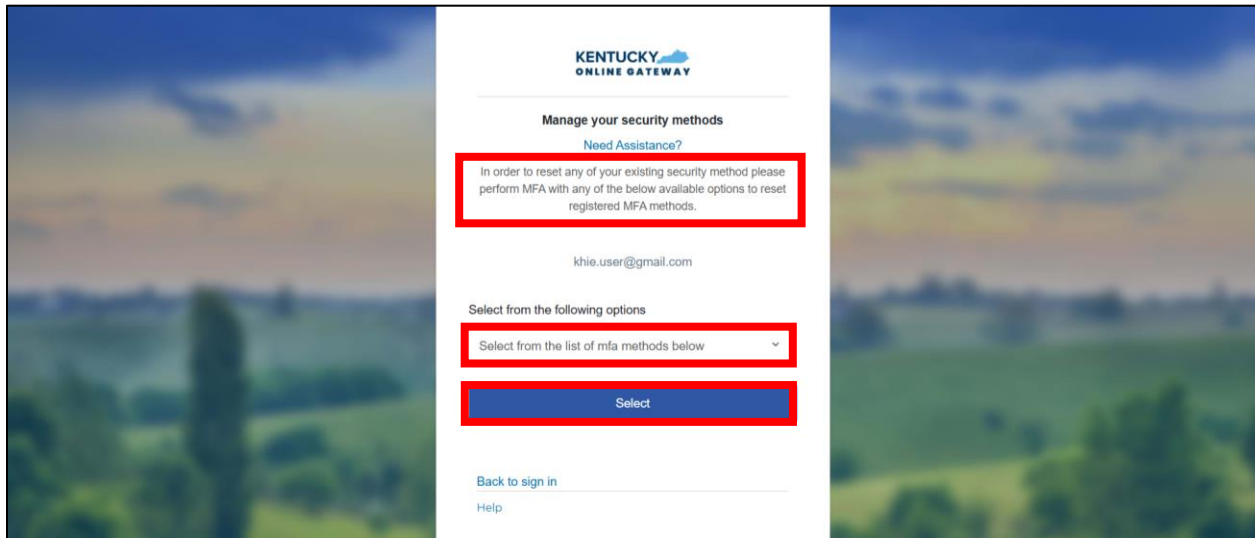
3. The **Verify with your password** screen displays. Enter your **Password**. Click **Verify**.



4. On the **Verify identity with a security method** screen, click **Reset Security Methods**.

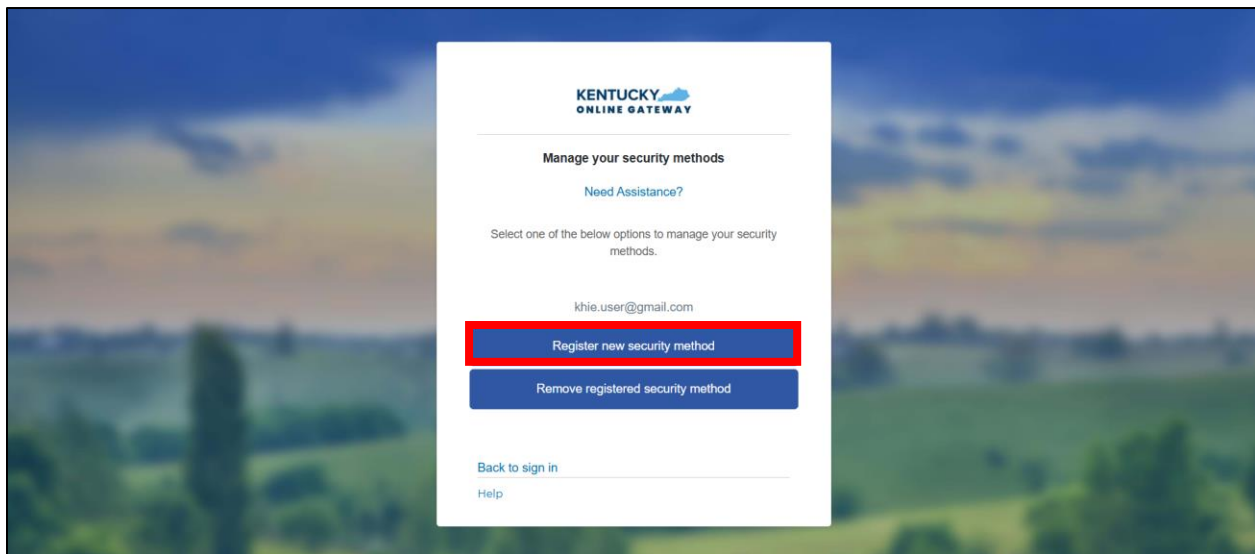


5. The **Manage your security methods** screen displays a message that states: *"In order to reset any of your existing security methods, please perform MFA with any of the below available options to reset registered MFA methods."*
6. From the dropdown menu, select the **preferred ForgeRock Authenticator MFA method** from the dropdown menu. Click **Select**.



Please Note: You must respond to the ForgeRock Authenticator push notification on your mobile device or enter the ForgeRock Authenticator code. To complete MFA via the ForgeRock Authenticator push notification or code, you must follow the steps listed under **Section 5: Complete ForgeRock Authentication (Subsequent Login)**.

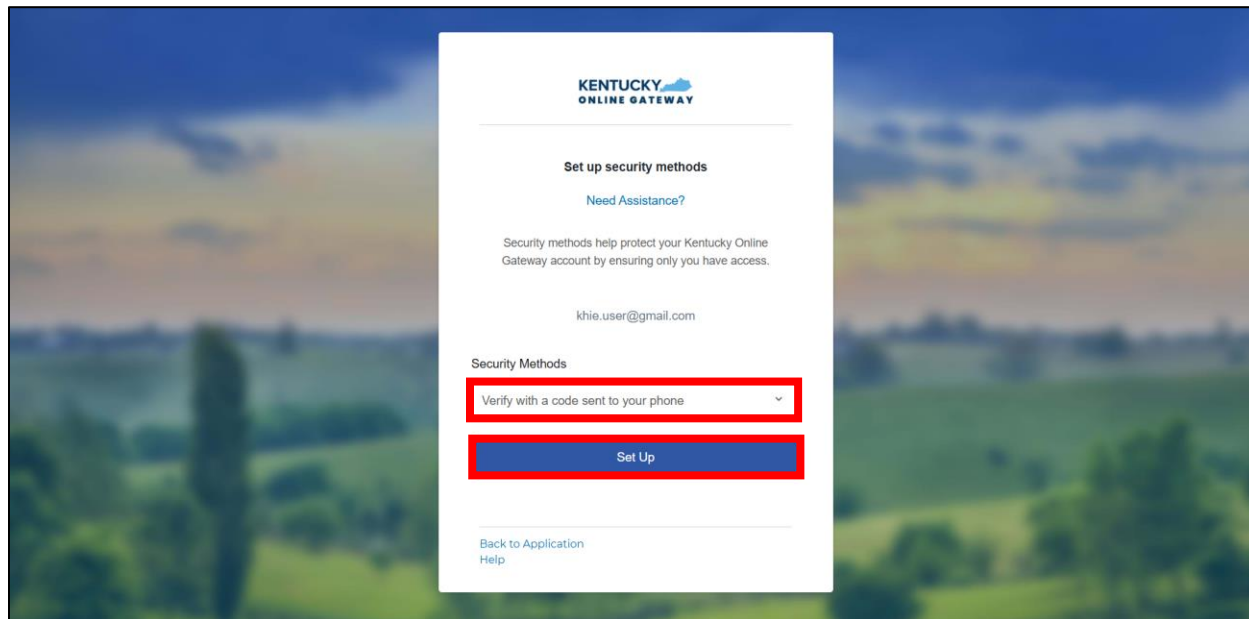
- Once you have completed MFA, you are automatically navigated to the **Manage your security methods** screen. Click **Register new security method**.



Add Phone Authentication for MFA

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

8. On the **Set up security methods** screen, select **Verify with a code sent to your phone** from the *Security Methods* dropdown menu. Click **Set up**.

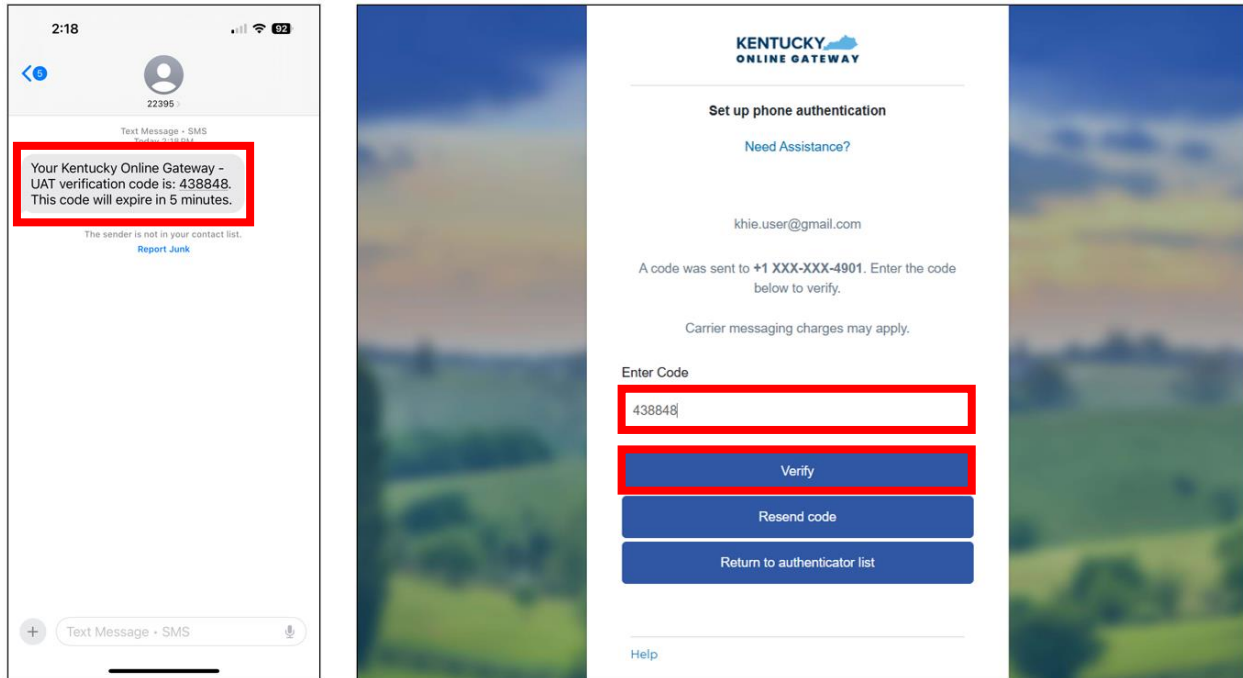


9. The **Set up phone authentication** screen displays.
10. Enter the **10-digit phone number** for your mobile device in the *Phone Number* field. You have the option to receive a verification code via SMS Text Message or Voice Call.

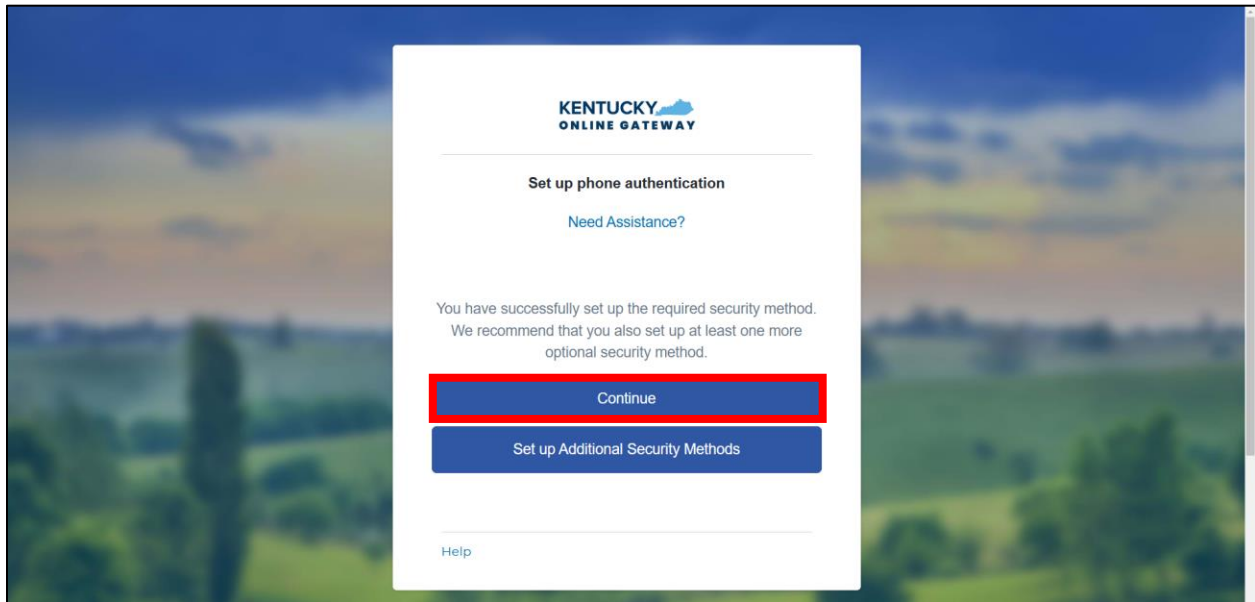
Phone MFA by SMS Text Message

11. To receive a Phone verification code via SMS Text Message, complete the following steps:
 - To receive a verification code via SMS Text Message, click **SMS**.

- 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.
- 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.



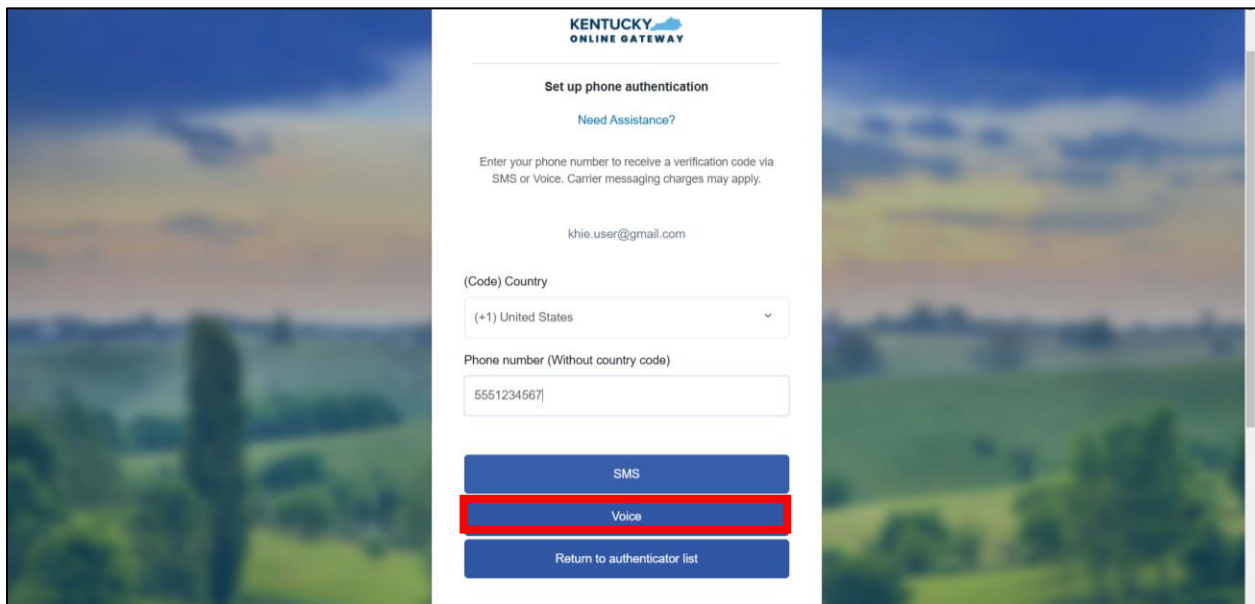
- If the code was entered correctly, KOG will recognize that the Phone Authentication MFA enrollment is complete on the KOG screen. Click **Continue** to proceed to the **KOG Dashboard**.



Phone MFA by Voice Call

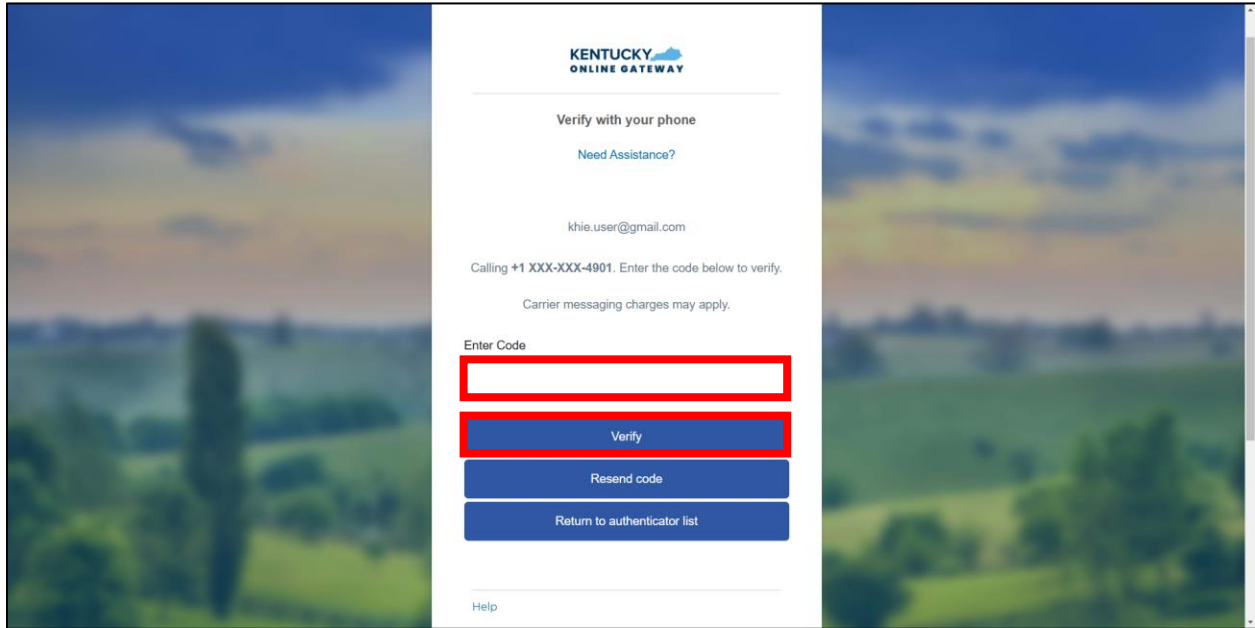
12. To receive a Phone verification code via Voice Call, complete the following steps:

- To receive a verification code via Voice Call, click **Voice**.

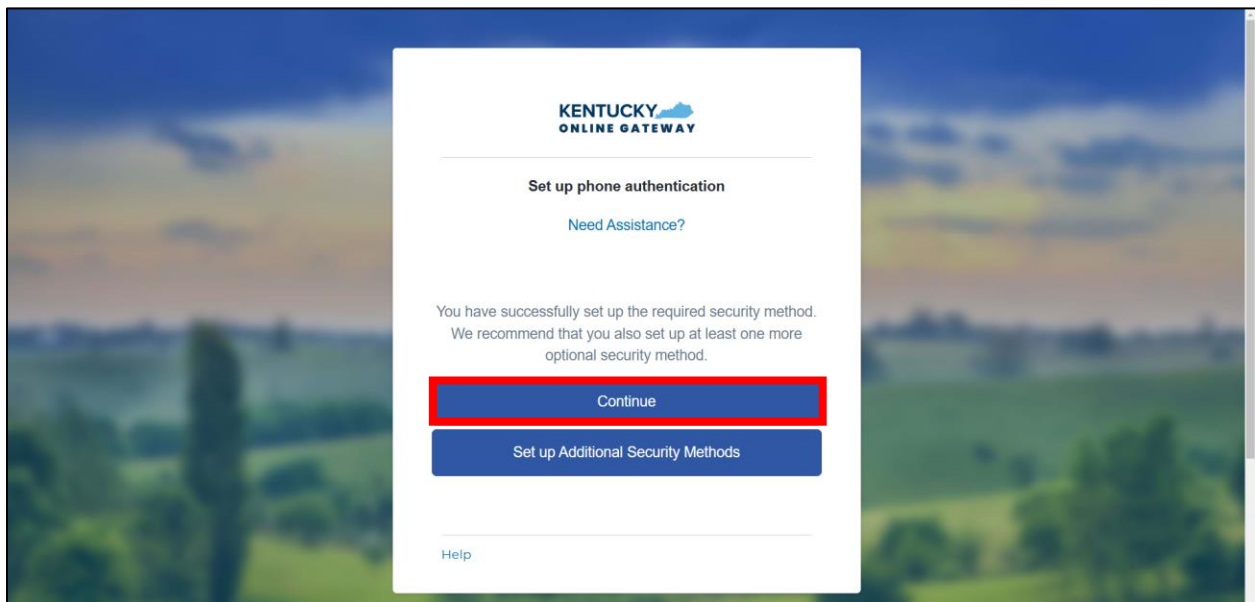


- On your phone, you will receive a phone call from the Kentucky Online Gateway that will include a **6-digit passcode** that will be used for verification.
- On the **Verify with your phone** screen, enter the **6-digit code** from the phone call into the *Enter Code* field to verify the mobile number.

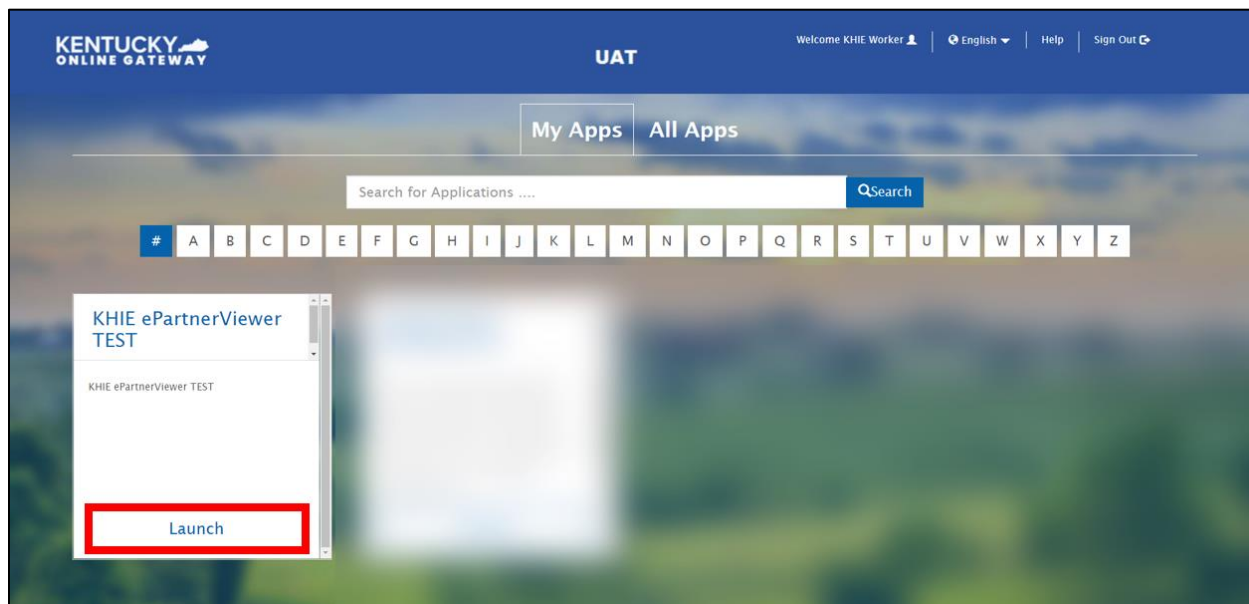
- Click **Verify** to proceed.



- If the code was entered correctly, KOG will recognize that the Phone Authentication MFA enrollment is complete on the KOG screen. Click **Continue** to proceed to the **KOG Dashboard**.



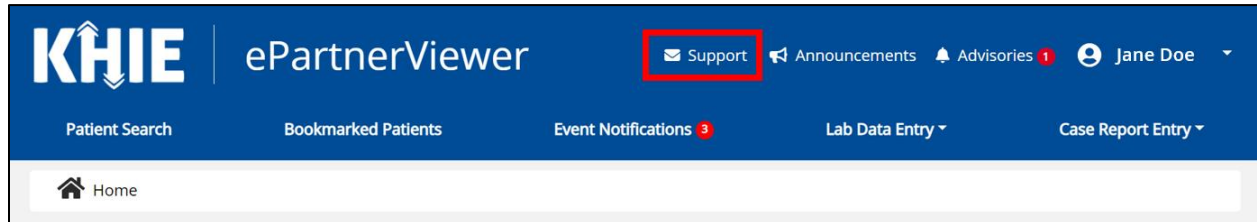
- To access the ePartnerViewer, you must click **Launch** on the KHIE ePartnerViewer application located on the **KOG Dashboard** screen.



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.



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.