

The Commonwealth of Kentucky
kynect State-Based Marketplace



Agent Welcome Packet

August 12, 2022

Document Control Information

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Introduction

This Welcome Packet is designed to onboard and introduce new Agents to the Kentucky Health Benefit Exchange's systems and programs. This document provides an overview of the onboarding process and detailed onboarding steps. Additional Agent training materials can be found on KHBE's website at KHBE.ky.gov.

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1 Welcome Letter

Getting Started with the Kentucky Health Benefit Exchange

Welcome to the Kentucky Health Benefit Exchange (KHBE) Program! KHBE oversees and manages the program, the certification/registration process, education and outreach, and program information for the State-Based Marketplace (SBM).

Agents use the SBM to enroll individuals and businesses in healthcare through the kynect Self-Service Portal (SSP). Agents use the SSP and Agent Portal to intake new clients, browse plans, generate reports, create proposals, and view all incoming notifications and announcements from Worker Portal.

KHBE coordinates and monitors the training requirements for Agents to access the SSP and Agent Portal. This packet outlines the necessary steps and requirements Agents must complete before they can access any KHBE trainings. As public health emergencies arise, these steps and requirements may be modified. If this does occur, the Agent will receive communications with specific updates and details. Agents must read the instructions carefully as they navigate through the process and follow the steps in the order they are listed. Do not skip any steps.

KHBE Team

2 Agent Onboarding Glossary of Terms

KHBE has put together a glossary of terms for Agents to review to help through the onboarding process.

Term	Definition
<p>Advance Premium Tax Credit (APTC)</p>	<p>A tax credit Individuals can take in advance to lower their monthly health insurance payment (or “premium”). The advanced payment is reconciled on the year’s tax return.</p> <p>Based on the payment assistance the Individual qualifies for, their tax credit may change.</p> <p>This is also referred to as “Payment Assistance”.</p>
<p>Agent Training Role</p>	<p>A role assigned to Agents in the Kentucky Online Gateway (KOG) that grants them access to training and QHP enrollment.</p>
<p>kynect</p>	<p>A Commonwealth of Kentucky website where individuals apply for benefit programs and resources including: Medicaid, Qualified Health Plan (QHP), Advance Premium Tax Credit (APTC), Kentucky Children's Health Insurance Program (KCHIP), Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program, Supplemental Nutrition Assistance Program (SNAP), Kentucky Transitional Assistance Program (KTAP), and Child Care Assistance Program (CCAP).</p> <p>There are three systems that make up kynect:</p> <ul style="list-style-type: none"> • kynect benefits • kynect resources • kynect health coverage
<p>State-Based Marketplace (SBM)</p>	<p>State-owned marketplace through which consumers and small businesses can obtain health and/or dental insurance coverage.</p>
<p>Kentucky Children's Health Insurance Program (KCHIP)</p>	<p>A program that provides health coverage to children facing barriers such as high cost and lack of access to coverage. This applies to children under the age of 19.</p>

<p>Kentucky Online Gateway (KOG)</p>	<p>A website, KOG.CHFS.ky.gov, that Agents visit to access the Self-Service Portal.</p>
<p>Medicaid</p>	<p>A federal and state program that provides health coverage to low-income adults, pregnant women, children, and individuals with disabilities.</p>
<p>MyPurpose</p>	<p>The Commonwealth of Kentucky's Learning Management System (LMS) where Agents complete training. MyPurpose is accessed through KOG.</p>
<p>Qualified Health Plan (QHP)</p>	<p>An insurance plan certified by the State-Based Marketplace that provides essential health benefits, follows established limits on cost-sharing (like deductibles, copayments, and out-of-pocket maximum amounts), and meets other requirements under the Affordable Care Act.</p>

Please note: For an extended version of this glossary, go to the [KHBE Glossary for Agents and kynectors](#) on KHBE.ky.gov.

For more information on the benefit programs mentioned above, go to kynect.ky.gov.

3 Creating a New Kentucky Online Gateway (KOG) Account for Agents

To access the Agent training on MyPurpose and kynect, Agents must create a Kentucky Online Gateway (KOG) account. Follow the steps below to create a KOG account.

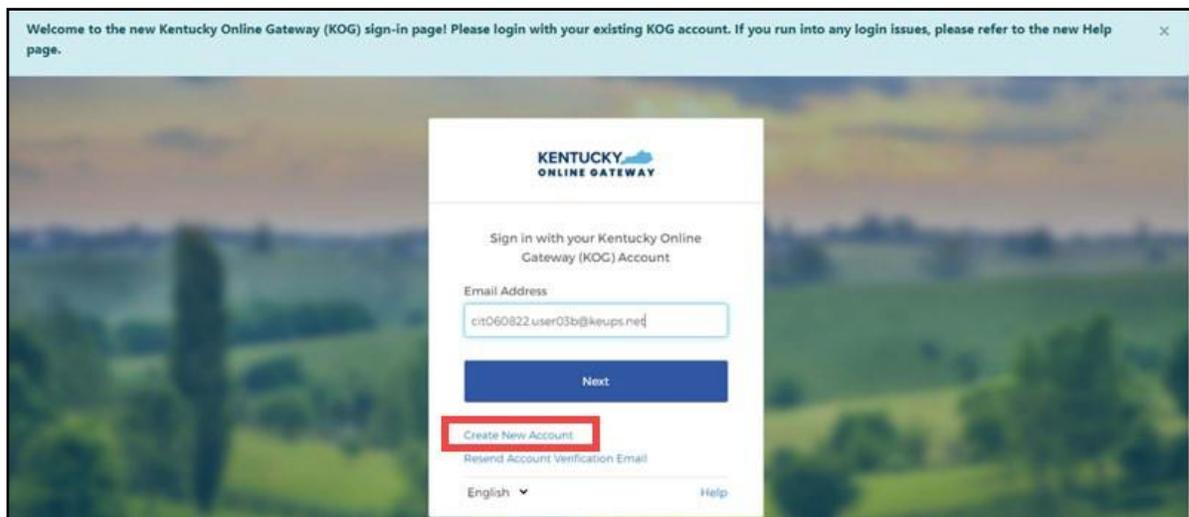
Please note: Individuals who already have a KOG account should NOT create a new account and should use their existing KOG account to access the trainings in MyPurpose. If an Agent already has a KOG account, skip to [Section 3](#) of this document.

Please note: Once an Agent has completed onboarding in KOG, it may take up to 24-hours to gain access to Agent training in MyPurpose.

Please note: When creating a KOG account, Agents must enter their own information and create the account on behalf of themselves. For example, an Agent's assistant may not create a KOG account for them.

3.1 Steps to Create a New Agent KOG Account

1. Navigate to the [KHBE Insurance Agents page](#).
2. Click **Let's Get Started**.
3. Select **Create New Account** located at the bottom of the screen.



4. Enter a name into the **First Name**, **Middle Name**, and **Last Name**.

Please note: Agents must use their full legal first and last name matching their Insurance License when creating a KOG account. Do NOT use an assistant's name or a nickname when creating a KOG account.

5. Enter a valid email address into the **Email Address** field and the **Verify Email Address** field.

Please note: To create a KOG account, Agents must use a valid work email that has not been used for a citizen KOG account.

6. Enter a password into the **Password** field.

Please note: Password must be at least 8 characters in length and contain at least one number, one lowercase letter, and one uppercase letter.

7. Enter the previously created password in the **Verify Password** field.

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"/>	

8. Enter the mobile phone number into the **Mobile Phone Number** field.
9. Enter a street address into the **Street Address 1** field.
10. Enter a street address into the **Street Address 2** field.
11. Enter a **City** and a **Zip Code**.
12. Select a **Preferred Language**.
13. Select a question from the **Security Question** drop-down box.
14. Below the previously selected security question, enter the response for the security question in the **Answer** field.
15. Select a question from the second **Security Question** drop-down box.
16. Below the previously selected security question, enter the response for the security question in the **Answer** field.

Please note: These security questions are used in case an agent forgets their password.

Please note: Mandatory fields are marked with a red asterisk. All mandatory fields must be filled out in order to successfully create a KOG account.

17. Review all fields to confirm accuracy. Then, select **Sign Up**.

MYKY
MyKentucky.gov

FAQ | Help | English ▾

Please complete your Kentucky Online Gateway Profile

i 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

* E-Mail Address * Verify E-Mail Address

* Password * Verify Password

Mobile Phone Language Preference
English ▾

Street Address 1 Street Address 2

City State Zip Code

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

Question
What was the name of your first pet? ▾ * Answer

CANCEL SIGN UP

18. A confirmation notification displays, and an email notification is sent to the email provided.

MYKY
MyKentucky.gov

FAQ | Help | English ▾

Please complete your Kentucky Online Gateway Profile

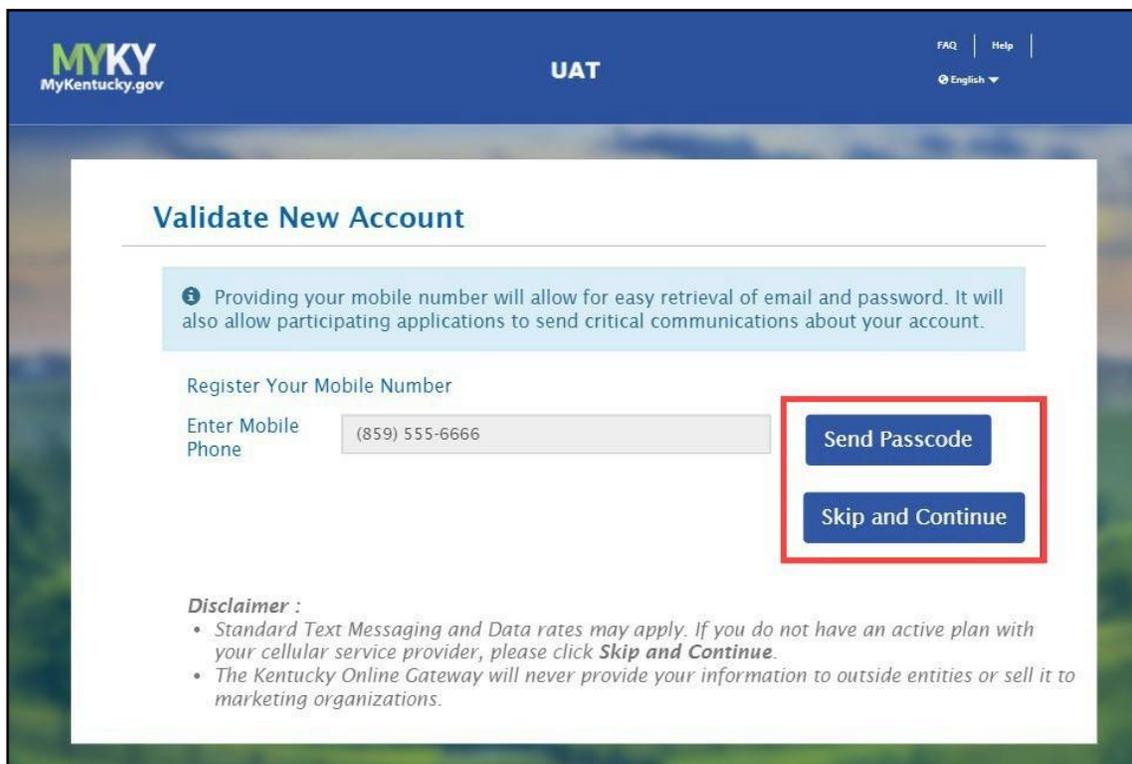
YOU HAVE 4 HOURS TO COMPLETE THE PROCESS

✔ 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 do not see the verification email in your inbox, please check your spam or junk folder. If no email was received [click here](#).

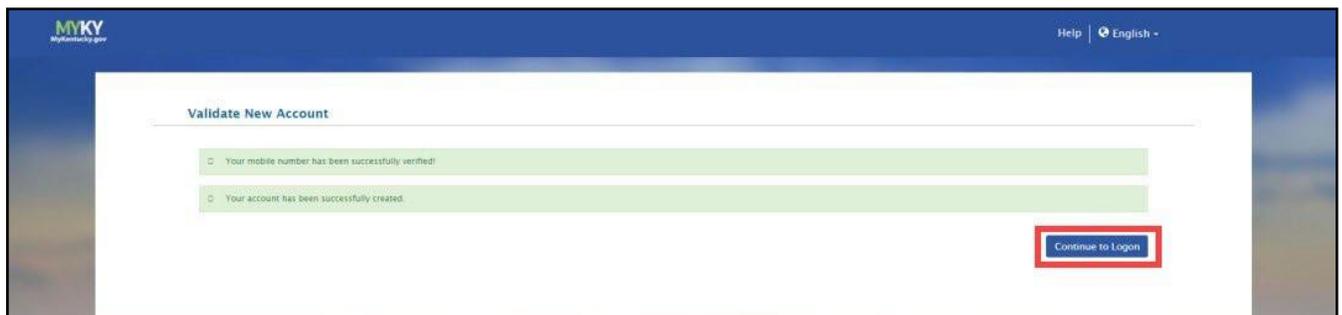
If you have already verified your account by clicking the link provided in the email, please click on **SIGN IN** button to continue. **SIGN IN**

Please note: Once the automated activation email has been received, select the activation link in the email. The activation link must be selected within four (4) hours to complete the verification process or the account request is deleted, and the registration process must be completed again.

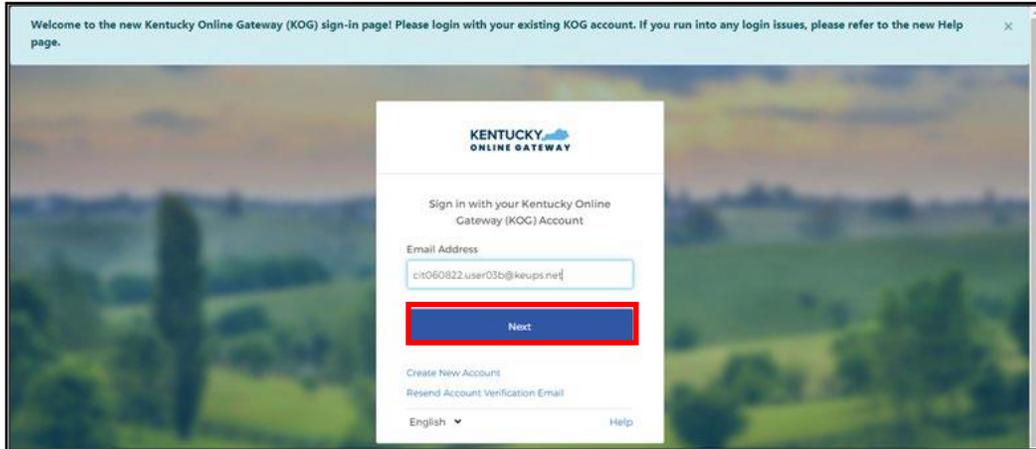
19. If a mobile number was provided, the individual is prompted to register that number. Click **Skip and Continue** to navigate to the sign-in page.
 - To register the mobile number, select **Send Passcode** next to the prepopulated phone number.
 - The individual receives a text message on the mobile device containing an 8-digit code.
 - Enter the code received in the **Enter Passcode** field.
 - Select **Validate & Verify**.
 - The individual receives a notification that the mobile device has been successfully validated and the account has been created.



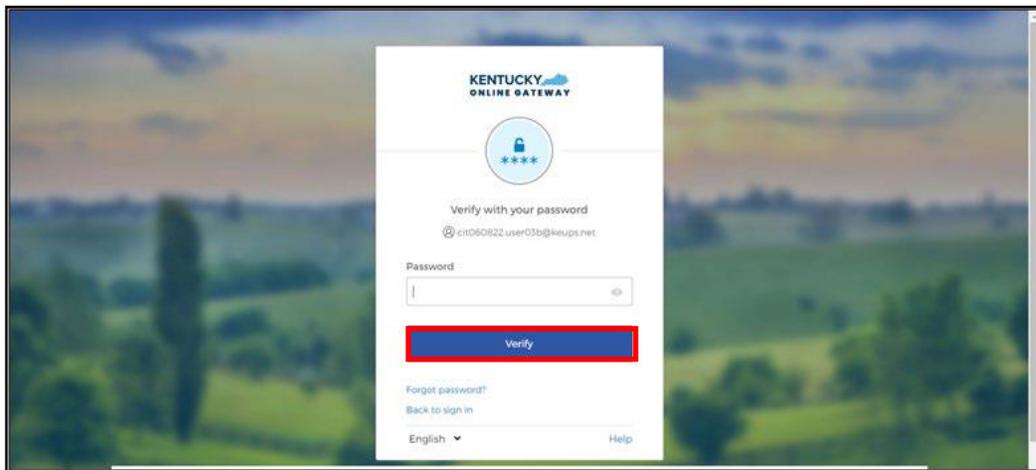
20. Select **Continue to Logon**, located in the bottom right corner of the screen.



21. Enter **Email Address** and click **Next**.



22. Enter **Password** and click **Verify**.



23. Confirm that the **First Name**, **Middle Name**, and **Last Name** are correct. This name must match what is listed on the Agent's DOI insurance license.
24. Provide answers to each required question marked with an asterisk (*) to complete the Remote Identity Proofing (RIDP) process. Then, click **Next**.

User Verification

i The Kentucky Online Gateway must verify your identity information by using public records and consumer credit information. Your information may also be verified by using information contained in your Commonwealth of Kentucky records. Please fill out the form below using your **Legal Name**. Fields with asterisk are required. Click Next when finished.

<p>* Legal First Name</p> <input type="text" value="assam"/>	<p>Middle Name</p> <input type="text"/>	<p>* Legal Last Name</p> <input type="text" value="koraku"/>
<p>Name Suffix</p> <input type="text"/>	<p>Gender</p> <input type="text"/>	<p>Phone Number</p> <input type="text"/>
<p>Birth Date</p> <input type="text"/> <input type="text"/> <input type="text"/>	<p>Social Security Number</p> <input type="text"/>	<p>Email</p> <input type="text" value="assam.koraku123@dispostable.com"/>
<p>* Home Address</p> <input type="text"/>	<p>* City</p> <input type="text"/>	<p>* State</p> <input type="text" value="Kentucky"/>
<p>* Postal Code</p> <input type="text"/>	<p>Postal Extension Code</p> <input type="text"/>	

Identity proofing is enabled by Experian

By checking this box I am certifying that I understand the services being requested are regulated by the Fair Credit Reporting Act and that permissible purpose is required. Any special procedures established by my company ("Experian Subscriber") for obtaining the consumer's authorization to receive information from the consumer's personal credit profile from Experian have been met. I certify that the consumer named above has initiated a transaction with my company, and that the service being requested will be used solely to confirm the consumer's identity to avoid fraudulent transactions in the consumer's name.

25. At this point, some users may be prompted to verify their identities. In this case, the Agent must provide answers to each required question to complete the Remote Identity Proofing (RIDP) process. Experian verifies the information provided and may present the user with questions based on their credit profile. Provide answers to each question. Then, click **Next**.

User Verification

* 1) what is the colour of rabbit

- white
- Red
- Black
- Blue

* 2) what is the day today

- Friday
- Thursday
- Sunday
- Wednesday

* 3) what is your birth month

- January
- Feb
- March
- April
- May
- June
- July
- August
- September
- October
- November
- december

* 4) what is Capital of hungary

- budapest
- New york
- Africa
- Frankfort

* 5) what is the direction of sunrise

- East
- west

* 6) what is pencil made up of

- lead
- Carbon
- Iron

* 7) what is the colour of the sky

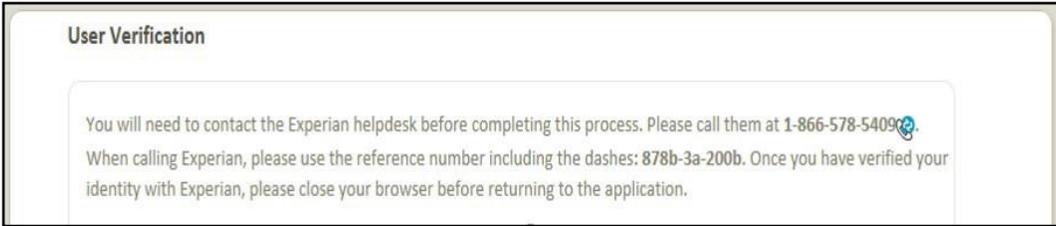
- Blue
- Red
- Black
- Blue

- If you do not encounter the RIDP screen please proceed to Step 26.
- If you encounter this screen, please enter information in all fields on this screen and enter your personal information (home address, personal phone number, etc.).
 - **Do not enter your business address and phone number.**
 - Enter your name exactly as it appears on your Kentucky DOI license including hyphens and extensions (Jr., Sr., III, etc.). Any name changes that may have occurred should be matched with the information provided to Kentucky DOI.
- Completed the subsequent screens and follow the onscreen instructions to confirm your identity.

Please note: This information is being used to identify you as an individual and will not be shared or displayed in the system. If you are unsure of how DOI has your information listed you may search for it [here](#).

Please note: If the user does not have a credit history or Experian cannot perform identity proofing online, a screen similar to the one below displays. The user will be given a reference number and will need to call the Experian Help Desk.

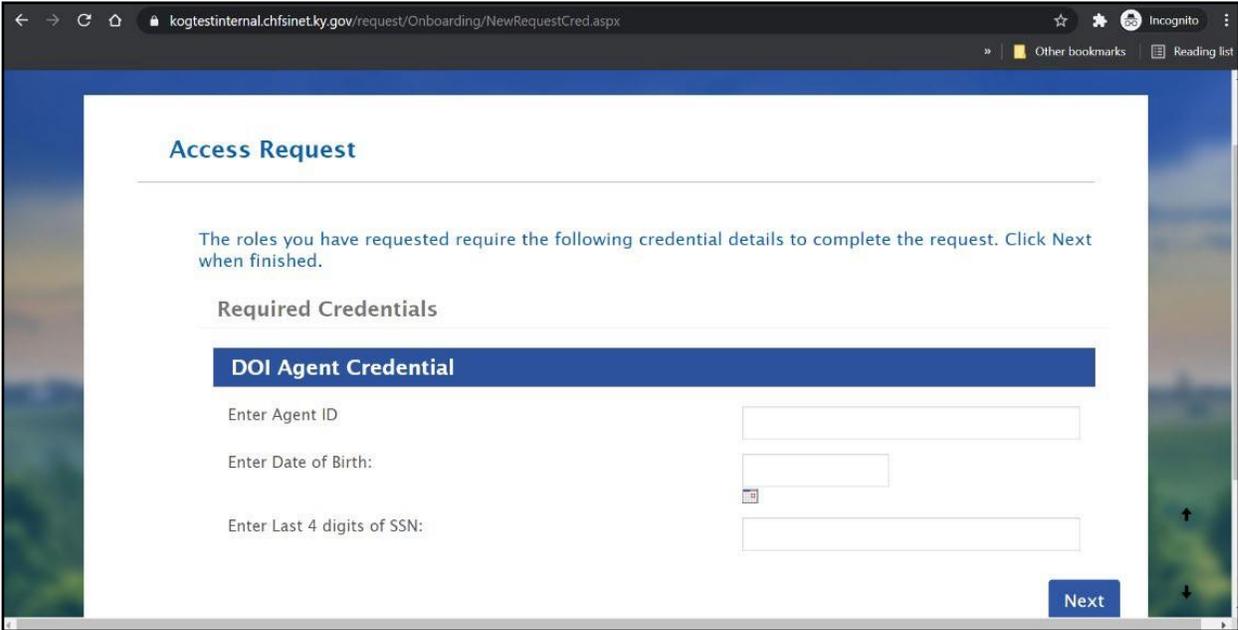
Please note: When completing the ID proofing process, the Agent should use their personal information and not their business information.



If Experian is unable to complete identity proofing, there is a manual ID proofing process available. If manual ID proofing is required, send an email to DMS.IDProofing@ky.gov.

26. After the user's identify is verified, enter in **Agent ID**. Enter any remaining details that are available on the Access Request screen. Then, Click **Next**.
 - Your Agent ID is your Kentucky DOI number.
 - Do not enter your National Producer Number (NPN).
 - If you are unsure of your DOI number you may search for it [here](#).

Please note: Only one KOG account can be associated with an Agent ID.



27. Now, the Agent is prompted to download and set-up their multi-factor authentication (MFA). Follow the instructions in [Section 4](#) of this document to complete this process.

Please note: For more KOG information and troubleshooting please refer to the KOG Quick Reference Guide on the KHBE Website: KHBE.ky.gov

4 Agents who Already Have KOG Accounts

Individuals who already have a KOG account should NOT create a new account and should use their existing KOG account to access the trainings in MyPurpose. The high-level process an Agent with an existing KOG account must complete is as follows:

1. **Day #1: Obtaining the Agent Training Role in KOG** - Navigate to [KHBE Insurance Agents page](#) and select **Let's Get Started**, and log into existing KOG account. Enter Agent information, navigate to KOG homepage, and click **Launch** next to *Agent Training* tile in KOG.
2. **Day #2: Accessing MyPurpose and Completing Trainings** - It may take up to 24 hours for the Agent to access training after clicking **Launch** next to the *Agent Training* tile in KOG. After 24 hours have passed, log into KOG and launch MyPurpose. Then, search for and complete the training.
3. **Day #3: Accessing AgentPortal** - After the Agent completes the State-Based Marketplace Training on MyPurpose and passes the assessment, it may take up to 24 hours for the Agent to gain access to kynect health coverage and AgentPortal.

4.1 Obtaining the Agent Training Role in KOG

1. Navigate to [KHBE Insurance Agents page](#) and click **Let's Get Started**.
2. Log into existing KOG account.
3. At this point, some users may be prompted to verify their identities. In this case, the Agent must provide answers to each required question to complete the Remote Identity Proofing (RIDP) process.

User Verification

* 1) what is the colour of rabbit

- white
- Red
- Black
- Blue

* 2) what is the day today

- Friday
- Thursday
- Sunday
- Wednesday

* 3) what is your birth month

- January
- Feb
- March
- April
- May
- June
- July
- August
- September
- October
- November
- december

* 4) what is Capital of hungary

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- Frankfort

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- lead
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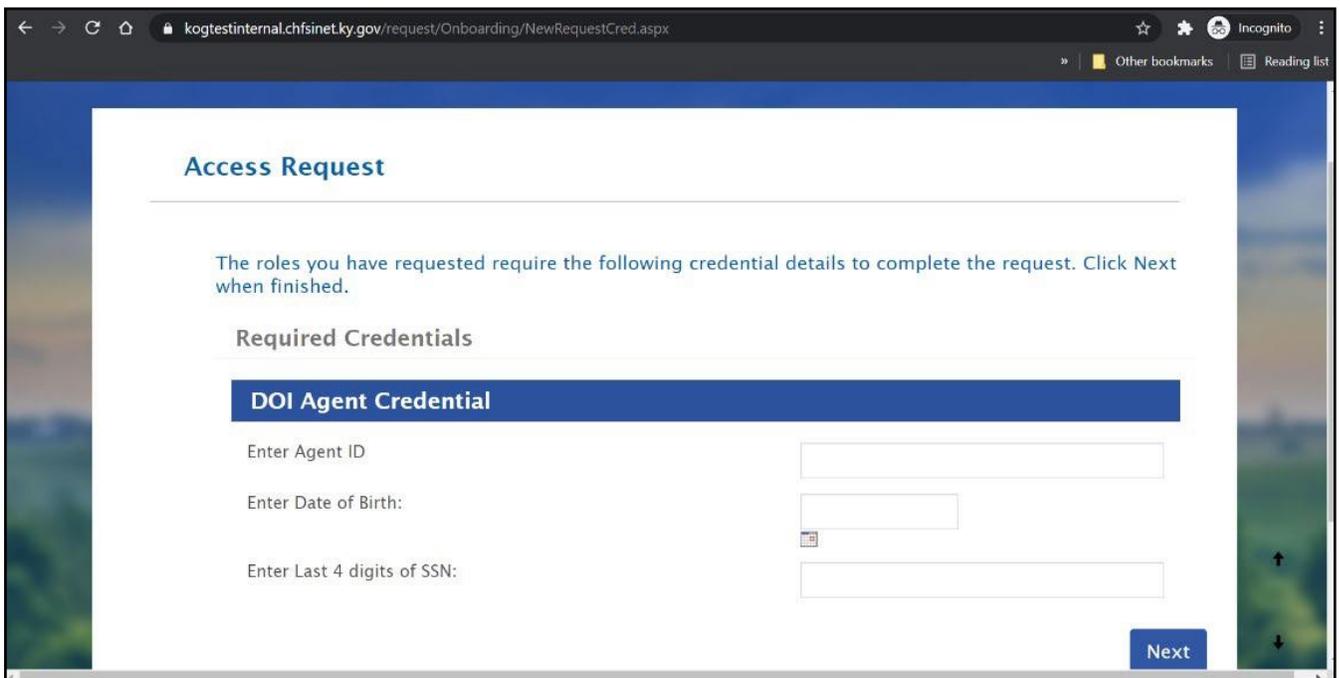
* 7) what is the colour of the sky

- Blue
- Red
- Black
- Blue

- If you do not encounter the RIDP screen please proceed to Step 4.
- If you encounter this screen, please enter information in all fields on this screen and enter your personal information (home address, personal phone number, etc.).
 - **Do not enter your business address and phone number.**
 - Enter your name exactly as it appears on your Kentucky DOI license including hyphens and extensions (Jr., Sr., III, etc.). Any name changes that may have occurred should be matched with the information provided to Kentucky DOI.
- Completed the subsequent screens and follow the onscreen instructions to confirm your identity.

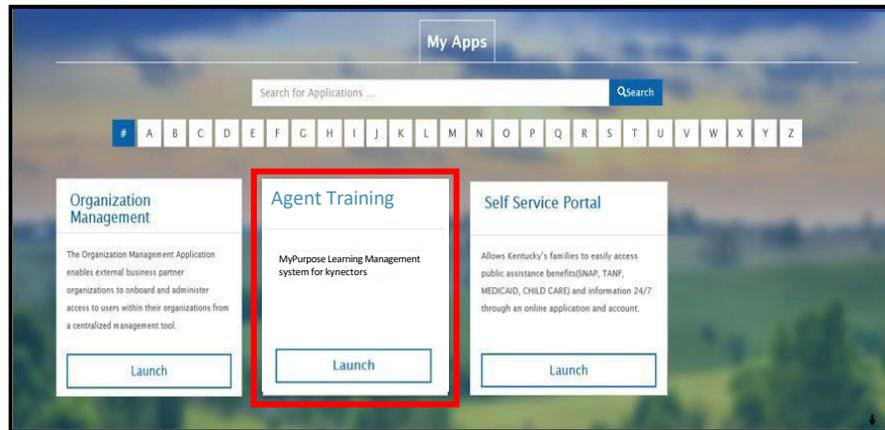
Please note: This information is being used to identify you as an individual and will not be shared or displayed in the system. If you are unsure of how DOI has your information listed you may search for it [here](#).

4. Enter in **Agent ID**. Enter any remaining details that are available and make sure all information is accurately entered on the Access Request screen. Then, click **Next**.
 - Your Agent ID is your Kentucky DOI number.
 - Do not enter your National Producer Number (NPN).
 - If you are unsure of your DOI number you may search for it [here](#).



Please note: Only one KOG account can be associated with an Agent ID.

5. Now, the Agent is prompted to download and set-up their multi-factor authentication (MFA). Follow the instructions in [Section 4](#) of this document to complete this process.
6. After completing the MFA download steps in [Section 4.1](#) of this document, navigate to the [KOG Homepage](#).
7. Log into KOG using Agent KOG credentials.
8. Navigate to the *Agent Training* tile from the KOG dashboard.
9. Click **Launch** from the *Agent Training* tile.

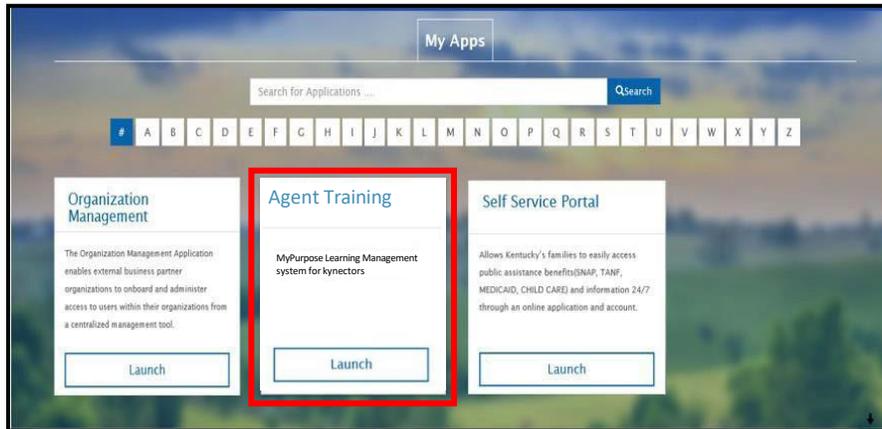


Please note: It may take up to 24 hours for MyPurpose to establish the user's profile. Once the profile is established the agent is able to access and complete the training.

4.2 Accessing MyPurpose and Completing Trainings

1. 24 hours after the Agent completes the steps in [Section 3.1](#), navigate to the [KOG Homepage](#).
2. Log into KOG using Agent KOG credentials.
3. Navigate to the *Agent Training* tile from the KOG dashboard.

- Click **Launch** from the *Agent Training* tile.



Please note: You may be prompted to sign in again but should not have to re-enter your credentials.

- Navigate to the MyPurpose homepage.



- Follow the steps in [Section 5.1](#) of this document to complete the required trainings in MyPurpose.

Please note: Allow 24 hours to gain access to Agent Portal after completing the required trainings and passing the Assessment in MyPurpose.

5 Multi-Factor Authentication

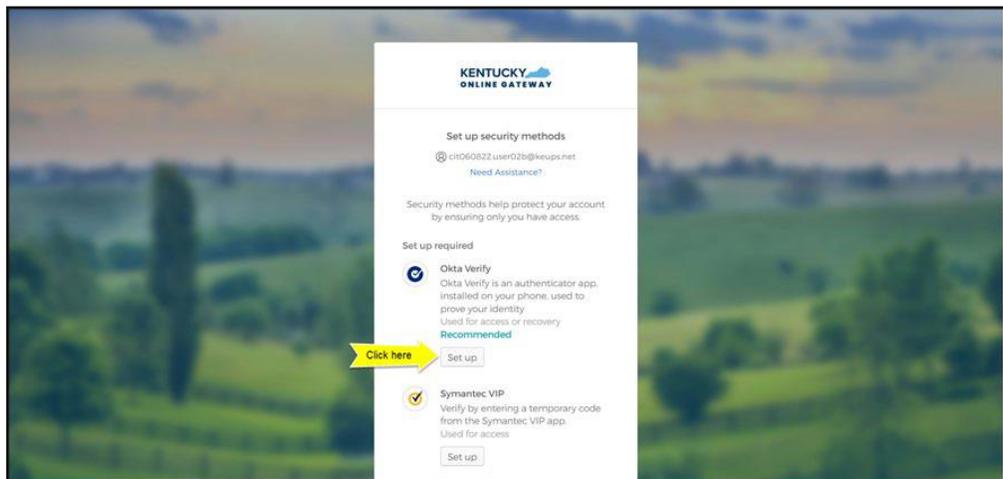
Multi-Factor Authentication (MFA) is an authentication method that requires Agents to provide two or more verification factors to gain access to MyPurpose and kynect. Users may be presented with different security methods to complete MFA.

Please note: If users are presented with multiple security methods set up options, KOG highly recommends that users choose to set up Okta Verify as their security method to complete MFA.

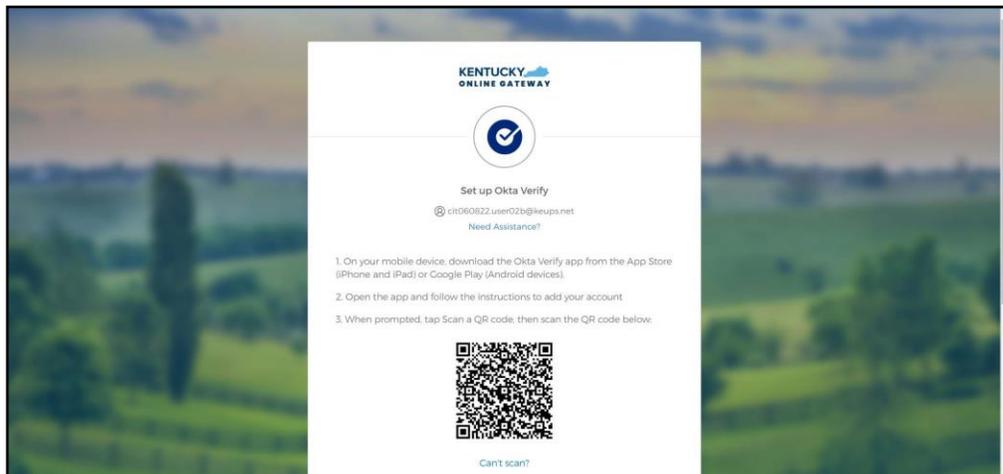
5.1 Set up MFA: Okta Verify (Computer Browser)

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to set up Okta Verify using a computer browser.

1. On the **Set up security methods** screen, click **Set Up** under Okta Verify.

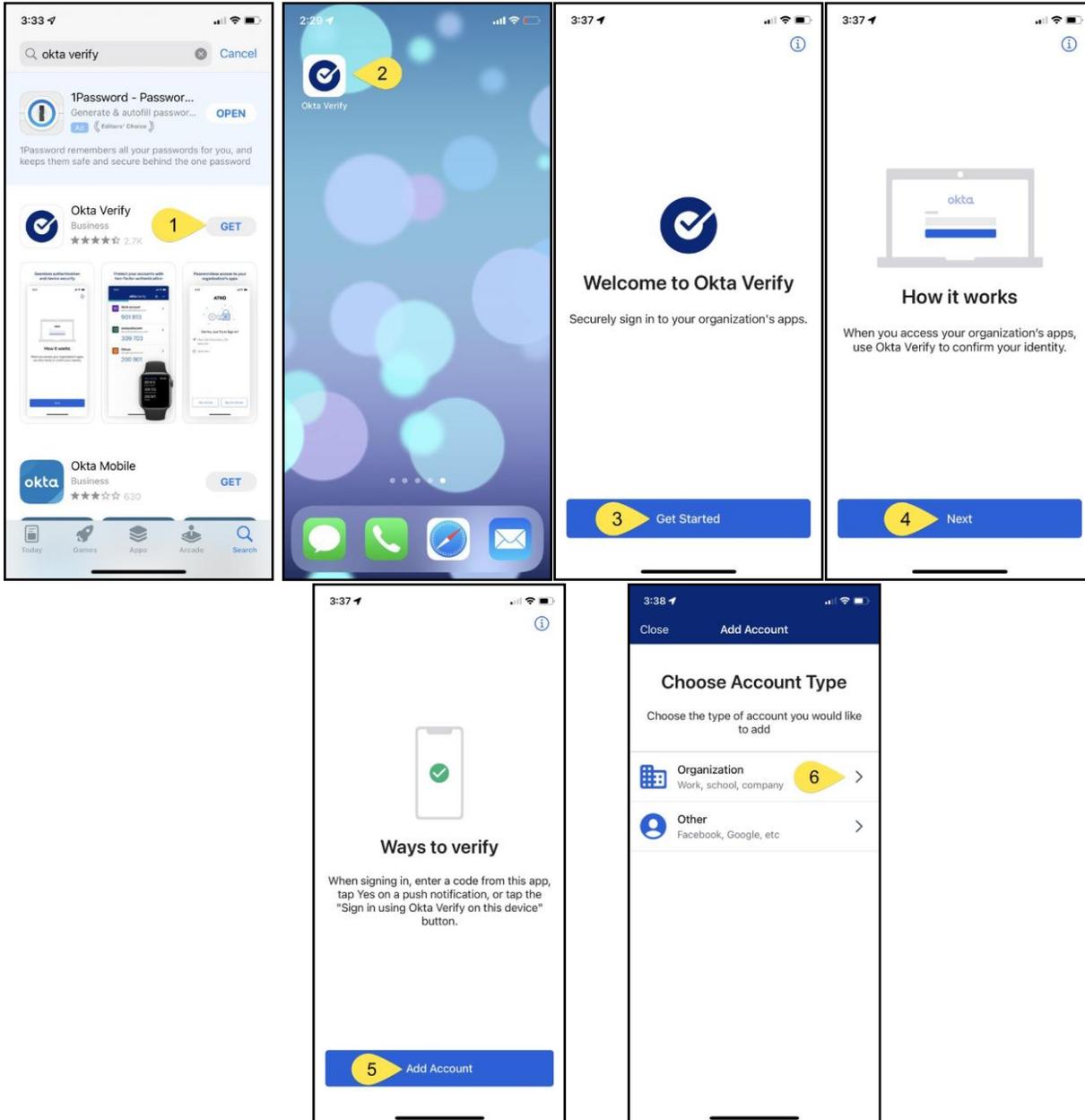


2. Once on the **Set up Okta Verify** screen, users should download the Okta Verify application to their mobile device or tablet/iPad from the App Store (iPhone and iPad) or Google Play (Android devices).

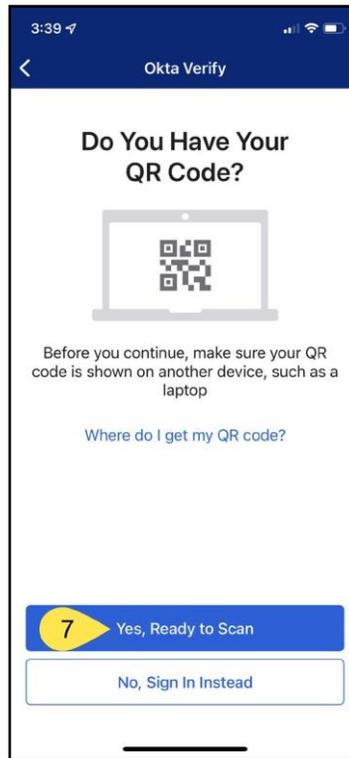


- Users should follow the screenshots below to download, install and open the Okta Verify application on their mobile device or tablet/iPad.

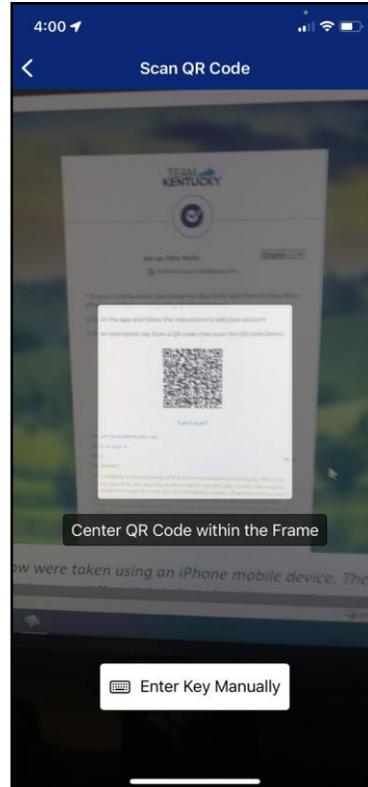
Please note: The app may prompt you to enable certain features on your device (camera, Face ID, or Touch ID, push notifications, etc.) that will assist in completing the MFA enrollment. Please allow these features.



- When prompted, select **Yes, Ready to Scan** to open the device camera.



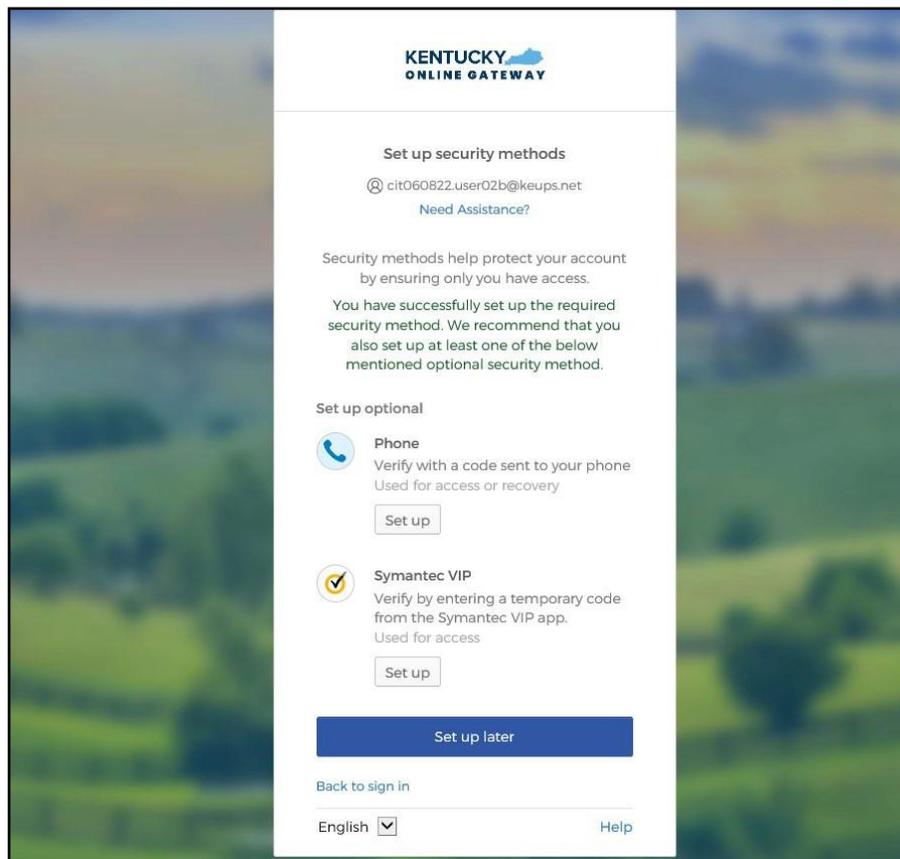
- Use the camera feature to position the QR code within the highlighted box to be scanned.



6. If the user's device successfully scans the QR code, KOG will recognize that the Okta Verify MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

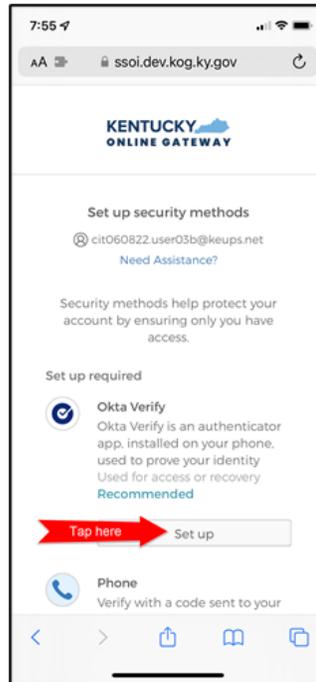
- [Phone: SMS Text Message](#)
- [Phone: Voice Call](#)
- [Symantec VIP Access Token](#)



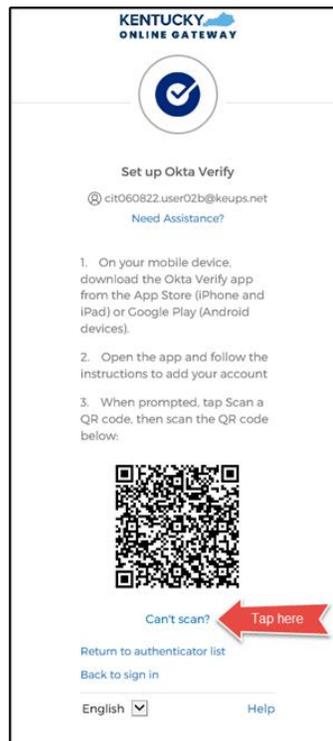
5.2 Set up MFA: Okta Verify (Mobile Device or Tablet/iPad Browser)

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to set up Okta Verify using a Mobile Device or Tablet/iPad browser.

1. On the **Set up security methods** screen, click **Set Up** under Okta Verify.

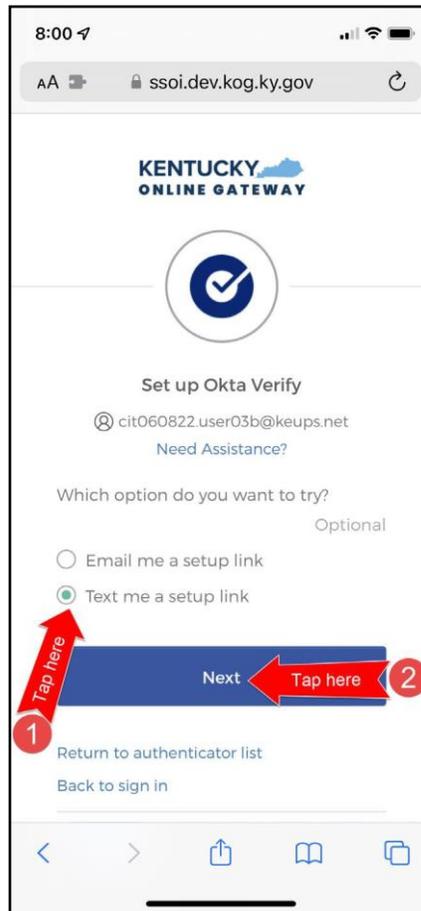


2. Select **Can't scan?**, located below the QR code.

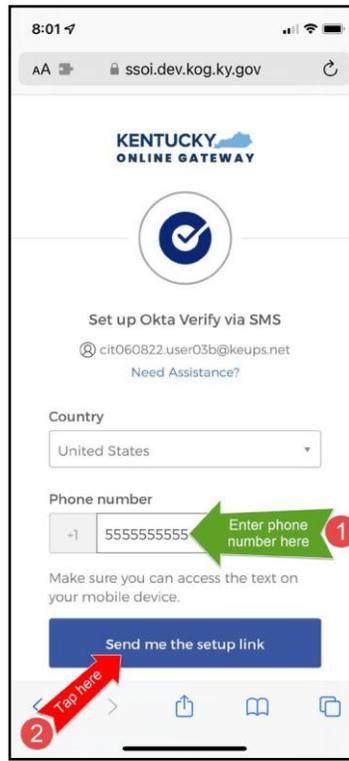


3. Select **Text me a setup link** if you prefer to have the setup link texted to you using SMS, then select **Next**.

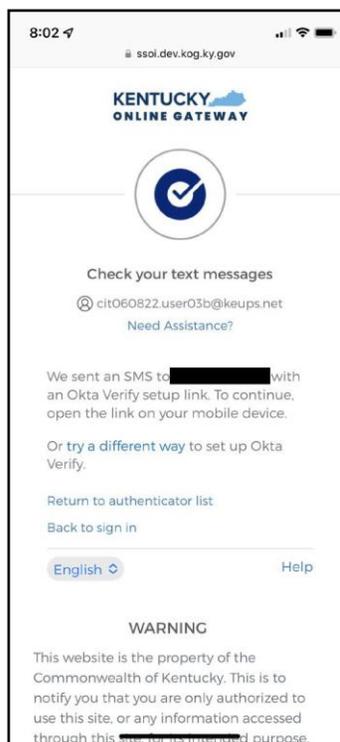
Please note: Select **Email me a setup link** if you prefer to have the setup link emailed to you. Skip the steps below and proceed to [Step 7](#).



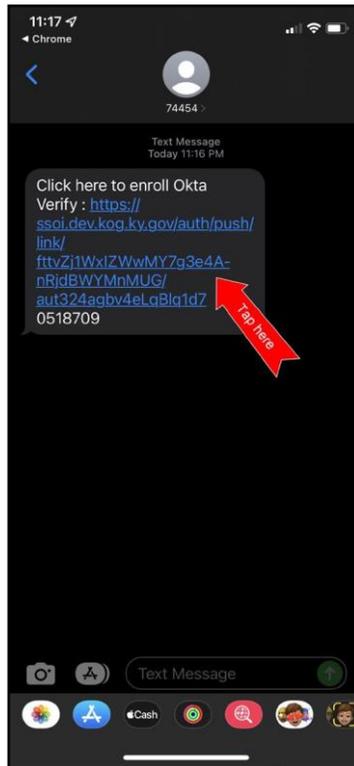
- After selecting **Text me a setup link**, users should enter the 10-digit phone number associated with their mobile device into the **Phone number** field and select **Send me the setup link**. **Standard mobile messaging rates may apply from your mobile carrier.**



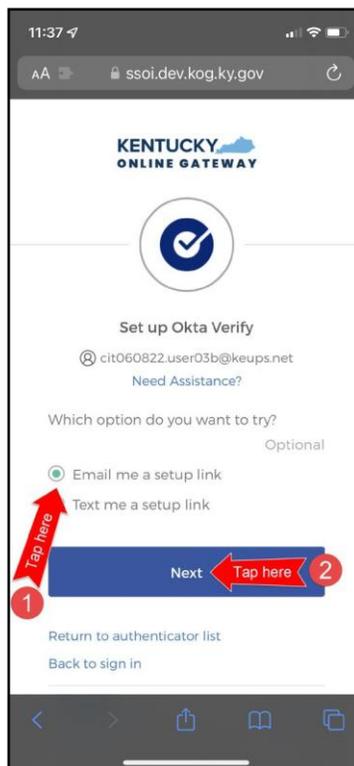
- The onscreen message notifies users to Check their text messages.



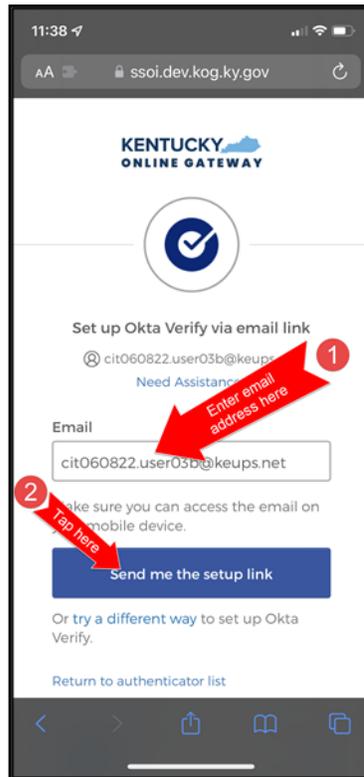
6. Users receive a SMS text message to their mobile device containing a link. Select the link and proceed to [Step 10](#).



7. If users would prefer to have the setup link emailed, select **Email me a setup link** and click **Next**.



8. Users should enter their email address into the **Email** field and click **Send me the setup link**.

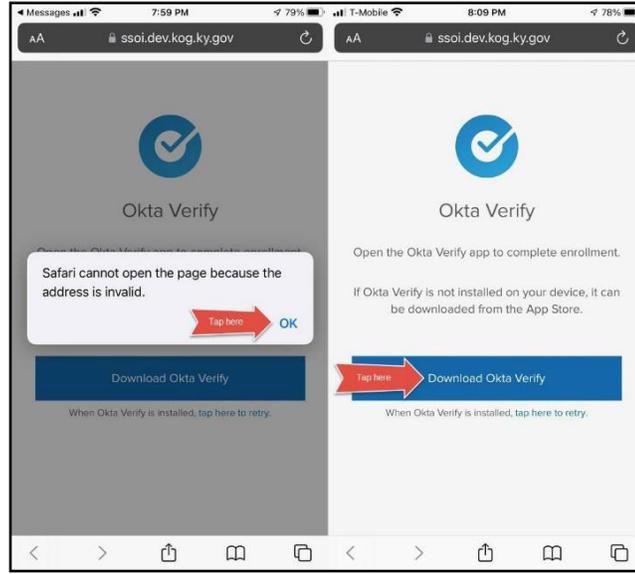


9. Users should log into their email account on their mobile device or tablet/iPad and retrieve an email titled as **"Push Verify Activation Email"**. Click **Activate Okta Verify Push**.

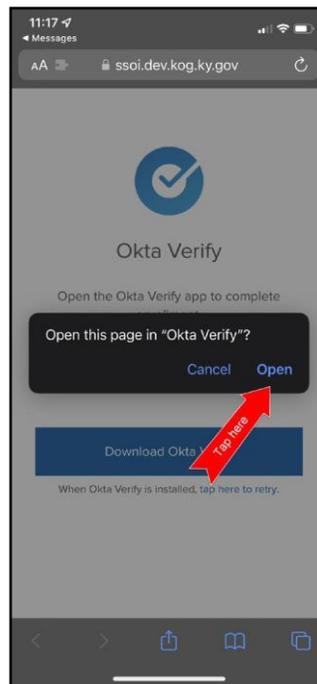


10. If users have not yet downloaded Okta Verify app to their mobile device or tablet/iPad, continue to the step below (**STEP 10A**). If users have already downloaded Okta Verify app to their mobile device or tablet/iPad, skip **STEP 10A**, go to **STEP 10B**.

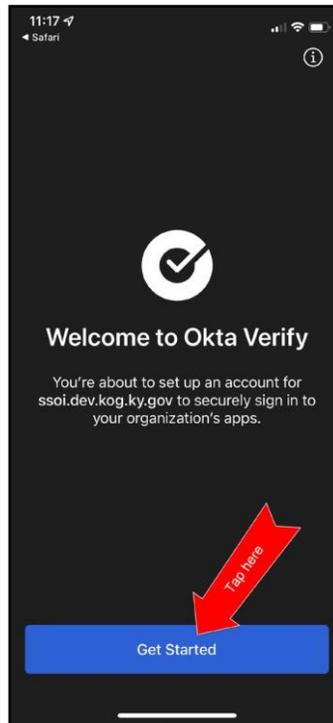
- A. **STEP 10A:** To open the emailed or texted link, users will need to download Okta Verify to their mobile device or tablet/iPad. Select **OK** on the pop-up message and then select **Download OKTA Verify**. After users download the Okta Verify Application and see the “Welcome to Okta Verify” message, go back to the email or SMS Text message and re-select **Activate Okta Verify Push**.



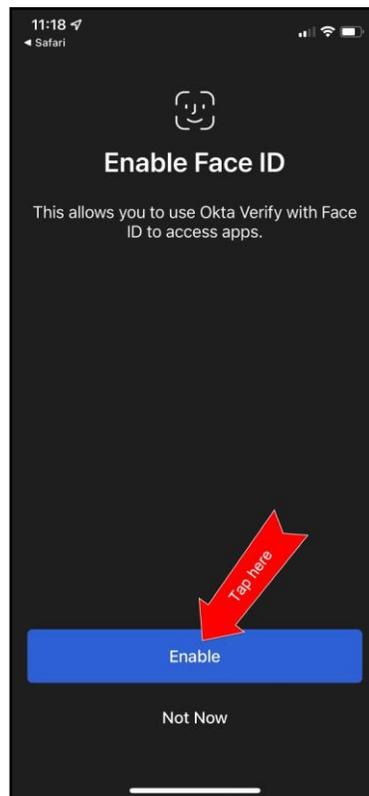
- B. **STEP 10B:** If users have previously downloaded Okta Verify to their mobile device or tablet/iPad, their device browser will ask if they would like to open the page in Okta Verify. Click **Open**.



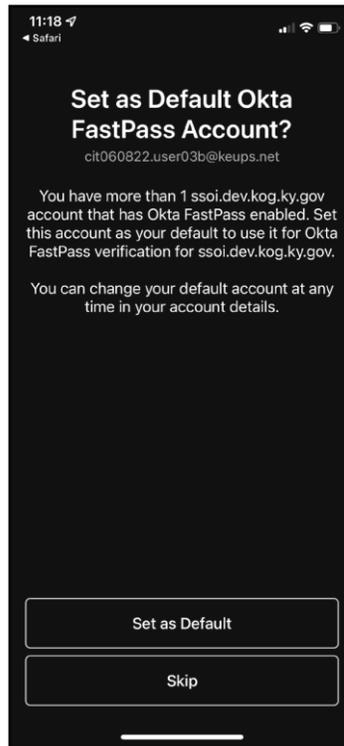
11. Click **Get Started**.



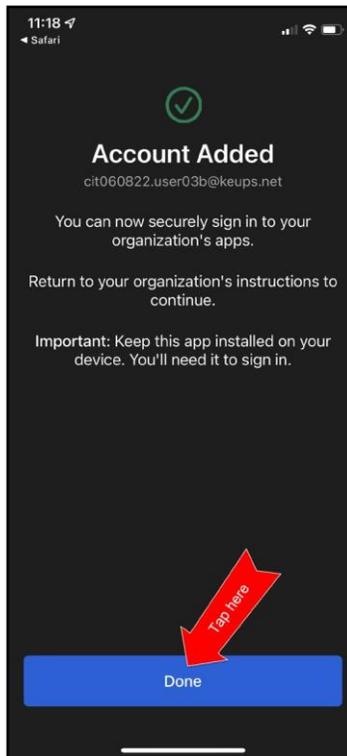
12. Choose **Enable** to enable Okta Verify to use Face ID or **Not Now** to move to the next step.



13. Click **Set as Default** to set this KOG account as the default account in Okta Verify or click **Skip**.



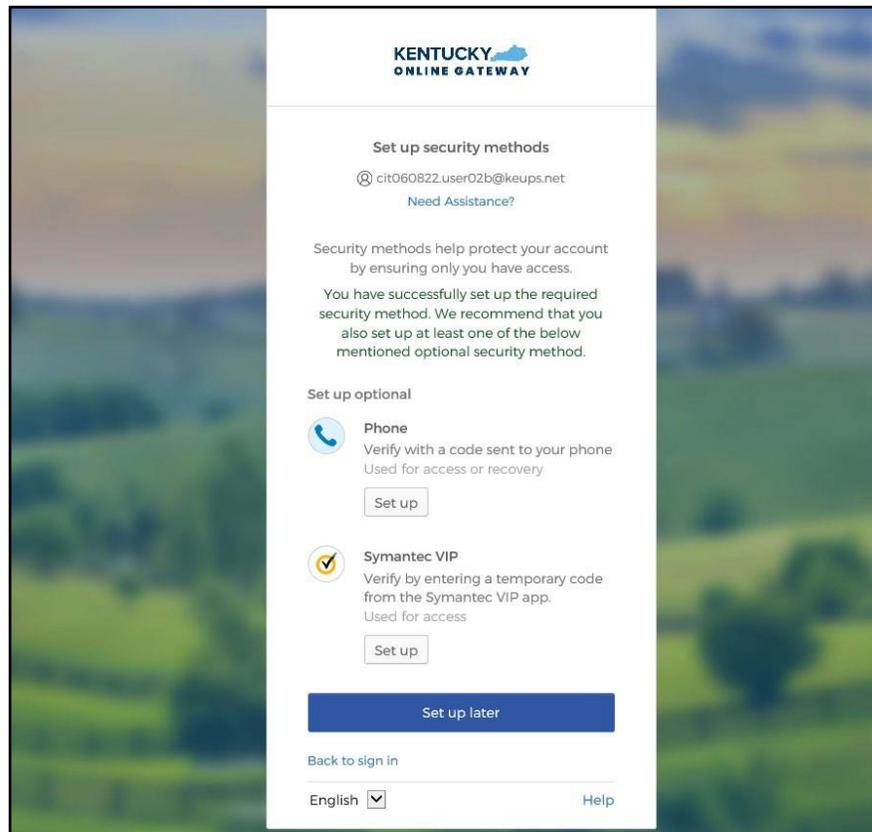
14. Click **Done**.



15. Navigate back to your KOG login browser where you initially began the setup process.
16. After completing this process, the Okta Verify MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

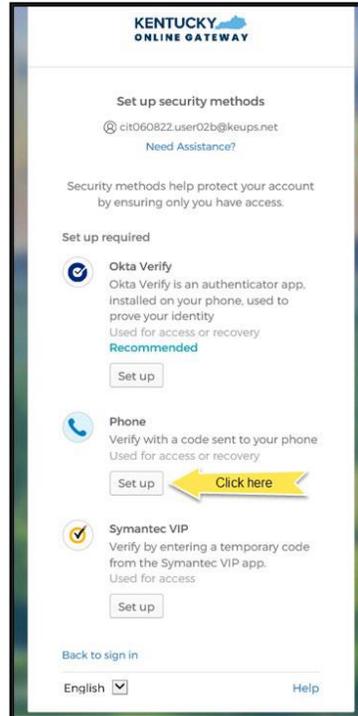
- [Phone: SMS Text Message](#)
- [Phone: Voice Call](#)
- [Symantec VIP Access Token](#)



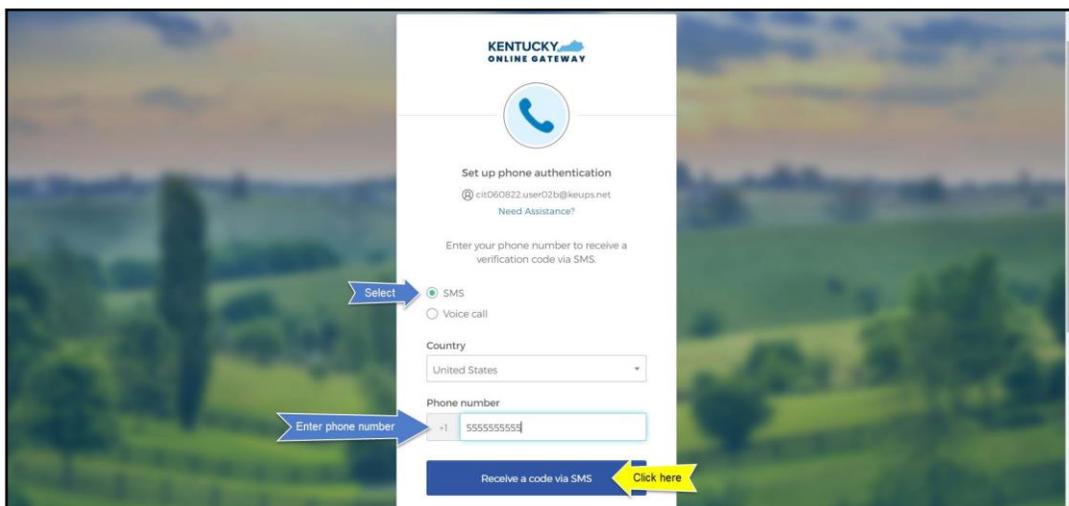
4.3 Set up MFA: SMS Text Message

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through SMS text message using a cell phone.

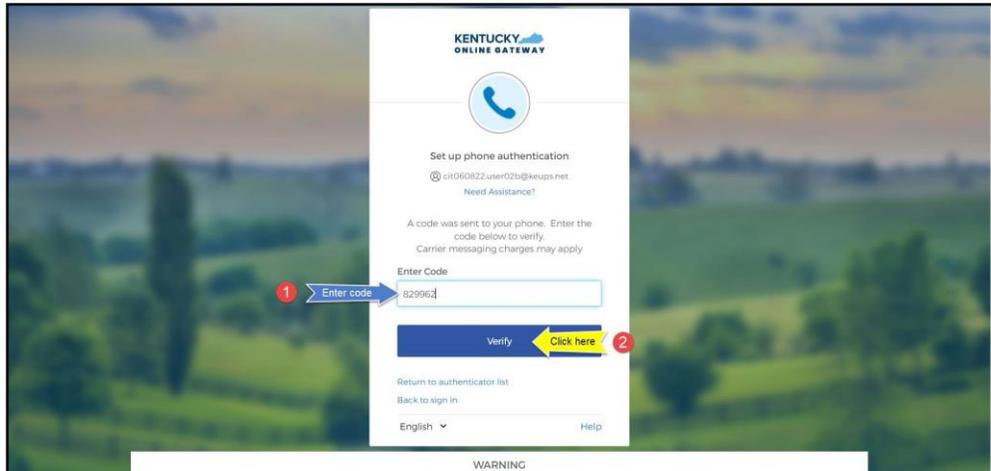
1. On the **Set up security methods** screen, click **Set Up** under Phone.



2. Users should click **SMS** and enter the 10-digit phone number for their mobile device into the **Phone number** field and click **Receive a code via SMS**. **Standard mobile messaging rates may apply from your mobile carrier.**



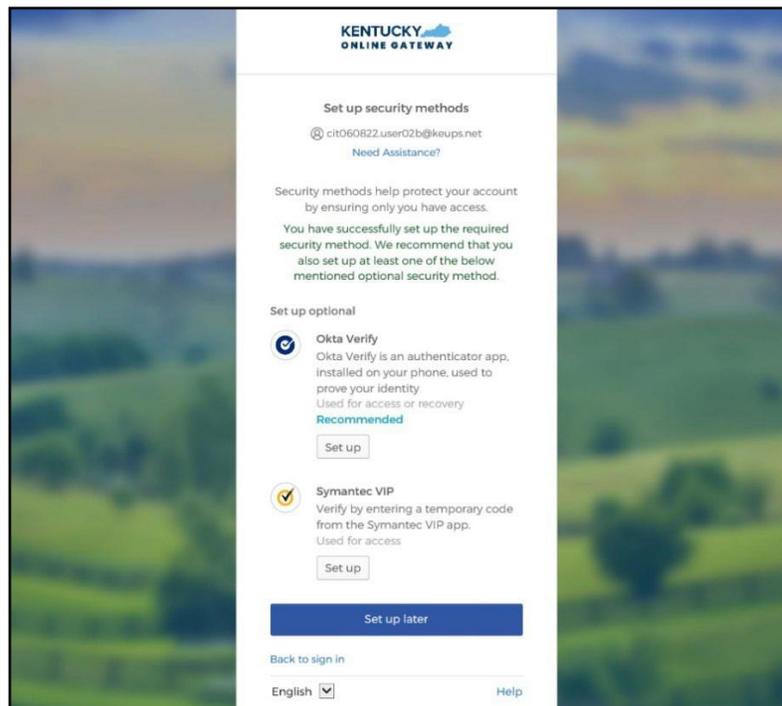
- Users will receive a SMS text message to their mobile device containing a 6-digit code. Users should return to the KOG screen and enter the 6-digit code they received into the **Enter Code** field and click **Verify**.



- If the code was entered correctly, KOG will recognize that the SMS text message-based Phone MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

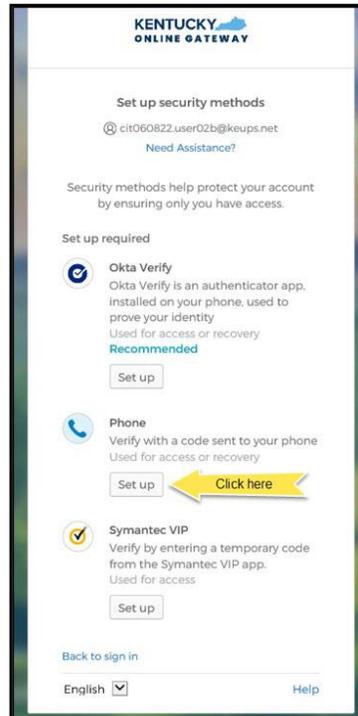
- [Okta Verify: Computer Browser](#)
- [Okta Verify: Mobile Device or Tablet/iPad Browser](#)
- [Symantec VIP Access Token](#)



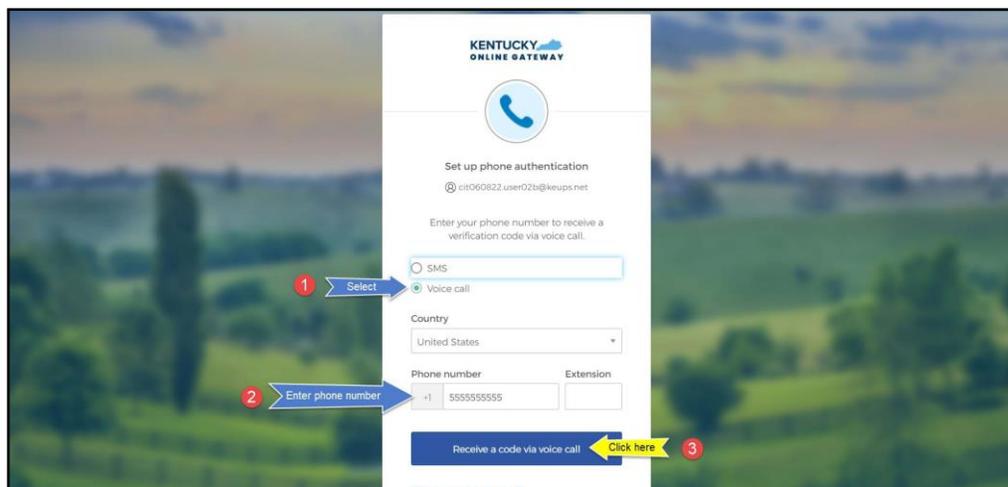
5.3 Set up MFA: Voice Call

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through Voice Call using a cell phone.

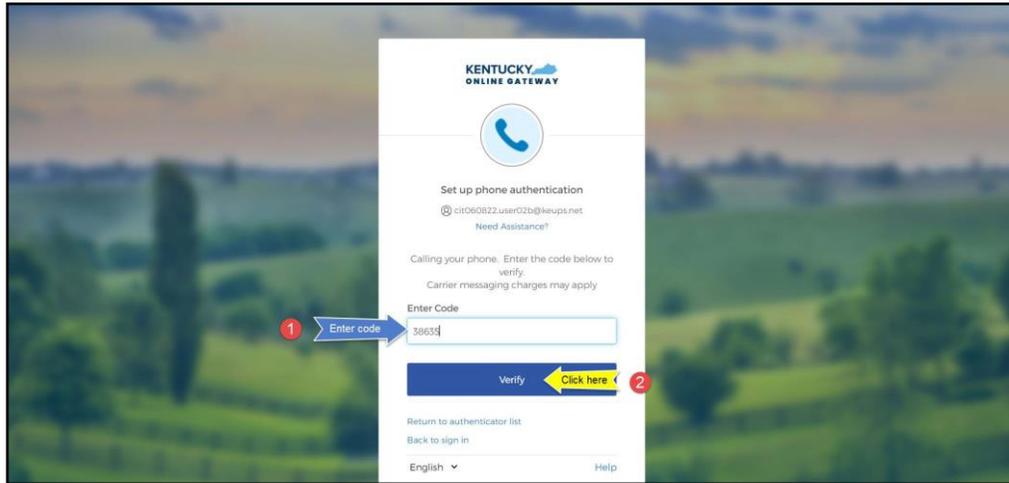
1. On the **Set up security methods** screen, click **Set Up** under Phone.



2. Users should click **Voice call** and enter their 10-digit phone number into the **Phone number** field (and extension into the **Extension** field if applicable) and click **Receive a code via voice call**.



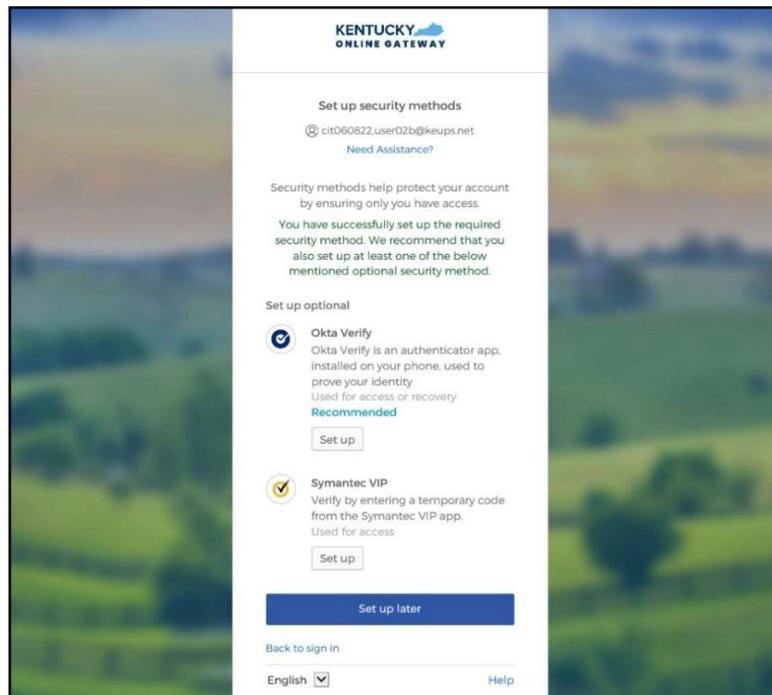
- Users will receive a phone call and the voice on the line will read off a 5-digit code. Return to the KOG screen and enter the 5-digit code into the **Enter Code** field and click **Verify**.



- If the code was entered correctly, KOG will recognize that the Voice Call-based Phone MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- [Okta Verify: Computer Browser](#)
- [Okta Verify: Mobile Device or Tablet/iPad Browser](#)
- [Symantec VIP Access Token](#)



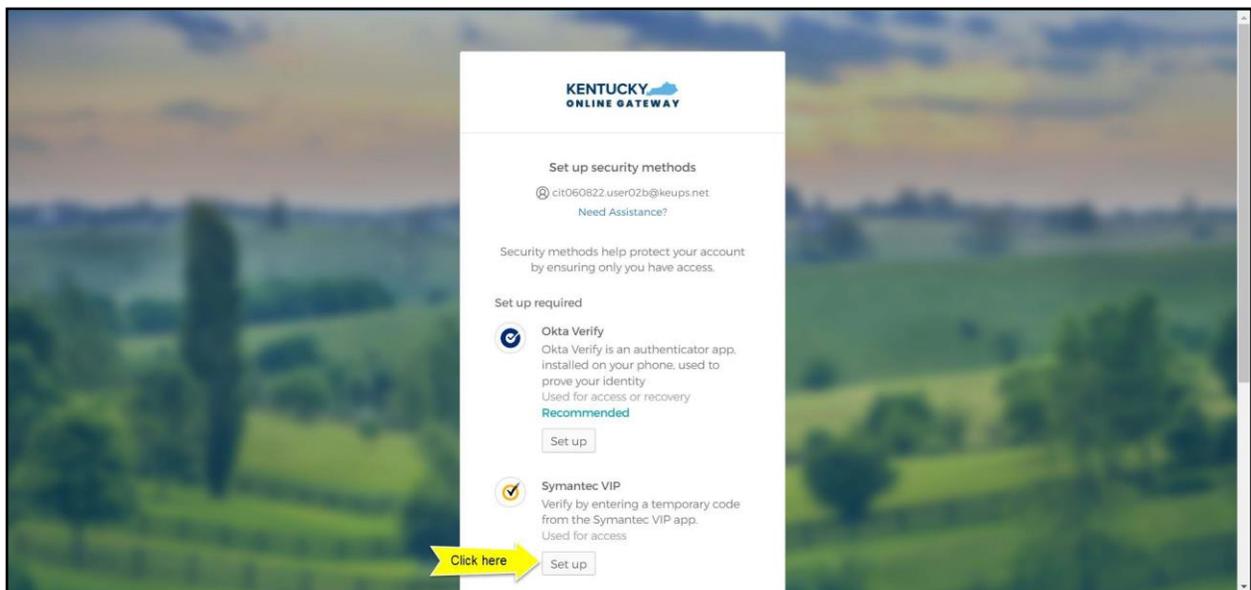
5.4 Re-Register MFA: Symantec VIP Access Token

KOG continues to offer Symantec VIP as a security method for MFA. If users previously used Symantec VIP to log into KOG supported applications, users will need to re-enroll into Symantec VIP as a one-time activity.

Please note: Users who downloaded the Symantec VIP application previously, DO NOT need to re-install the app.

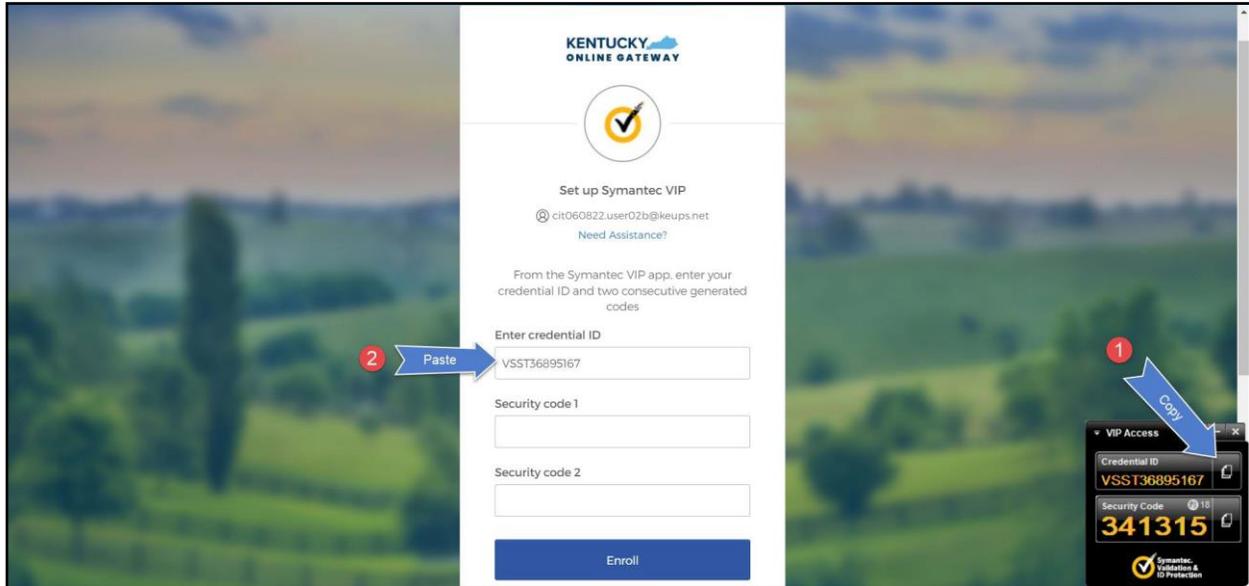
When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through Symantec VIP.

1. On the **Set up security methods** screen, click **Set Up** under Symantec VIP.

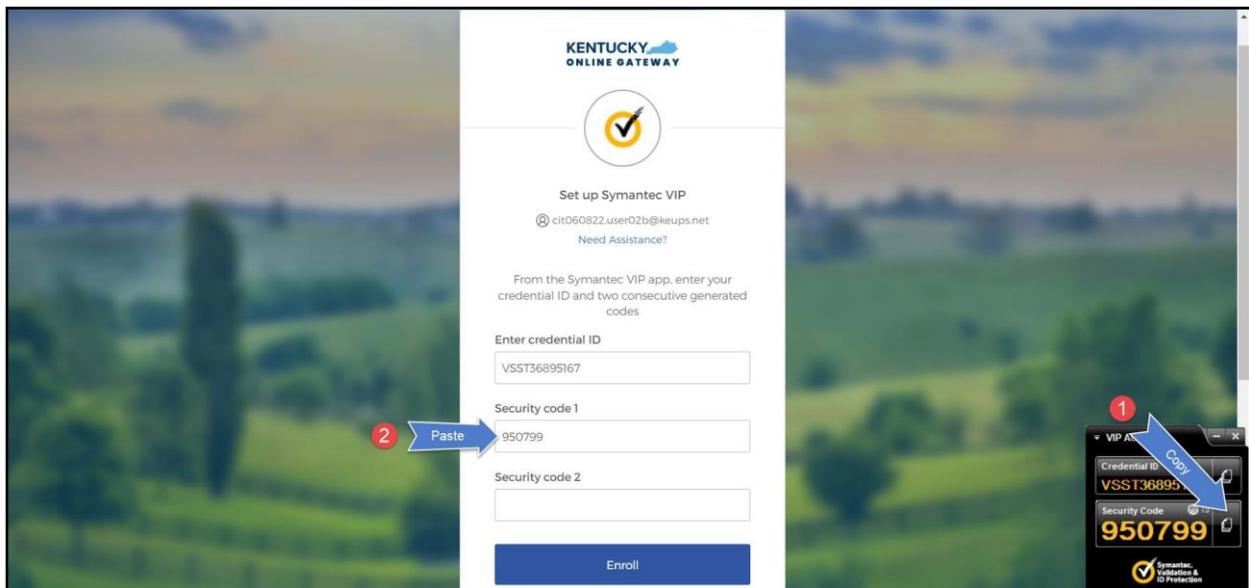


Please note: If users have not installed the Symantec VIP Access Token on their machine or device, reference the [Install Symantec VIP Access Token section](#).

2. After opening the Symantec VIP app on your device, you will see a Credential ID and a Security Code in a small black box. To copy the Credential ID from Symantec VIP app, click the button next to the Credential ID (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 12-digit Credential ID into the **Credential ID** field.

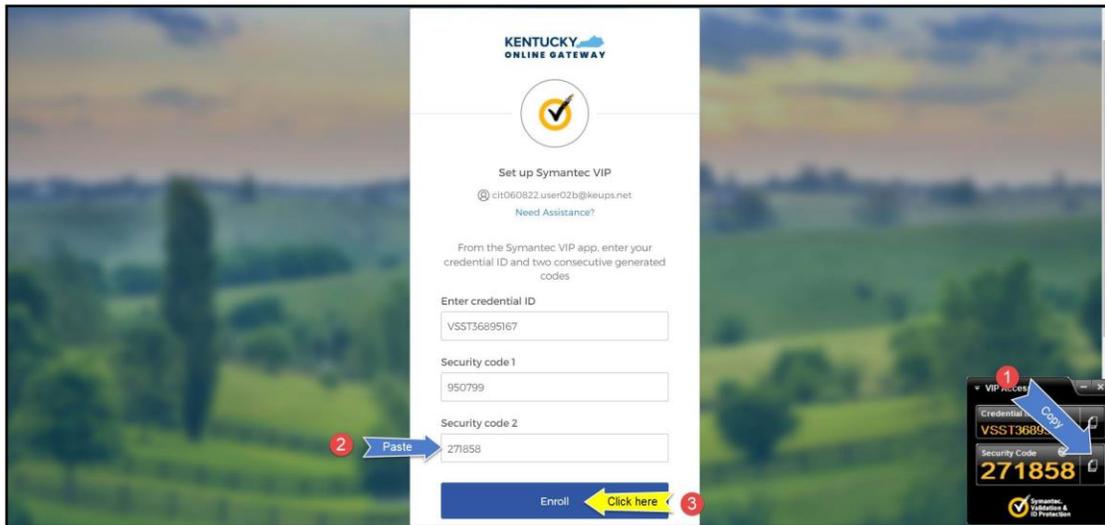


3. Copy the Security Code from the Symantec VIP app. To copy the Security Code, click the button next to the Security Code (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 6-digit Security Code into the **Security code 1** field.



4. Wait until a new Security Code appears in Symantec VIP app and copy the newly generated Security Code. Return to the KOG screen and either paste or manually enter the newly generated 6-digit Security Code into the **Security code 2** field, then click **Enroll**.

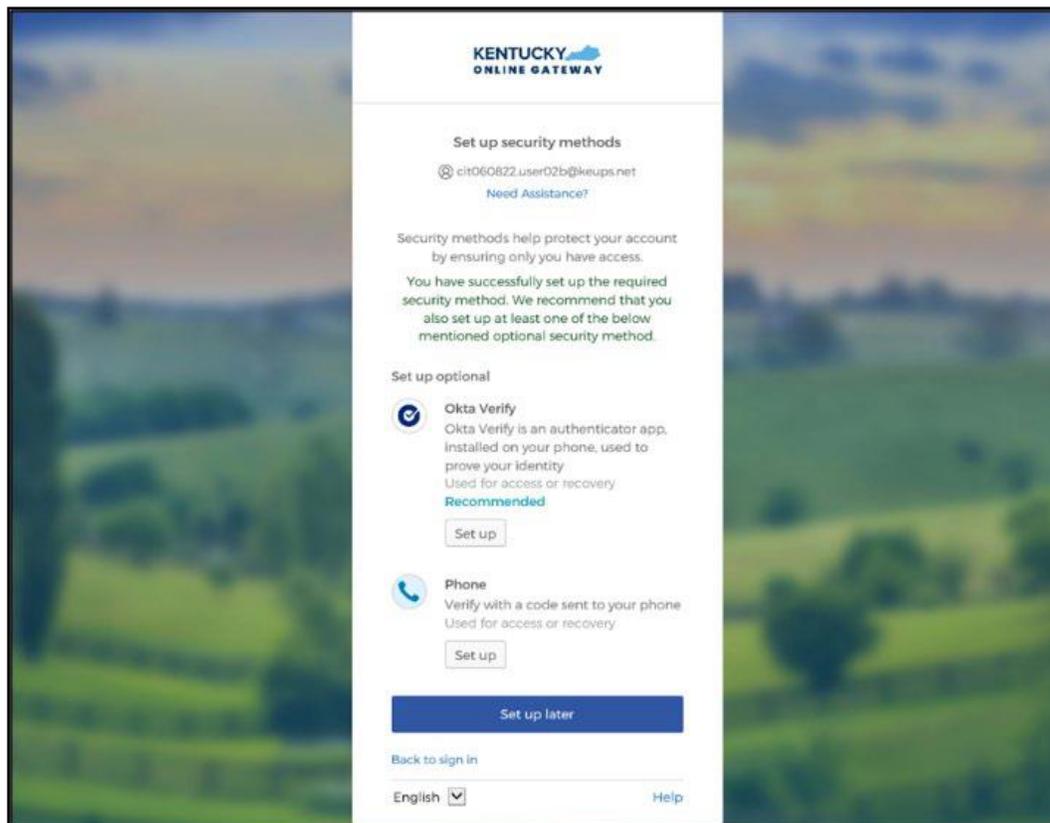
Please note: The Security Code refreshes every thirty (30) seconds. If the 2nd code expires before users click the **Enroll** button, enrollment will fail, and users will need to return to the VIP Access application to receive two new valid Security Codes.



5. If the Credential ID and Security Codes were entered correctly, KOG will recognize that the Symantec VIP MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- [Okta Verify: Computer Browser](#)
- [Okta Verify: Mobile Device or Tablet/iPad Browser](#)
- [Phone: SMS Text Message](#)
- [Phone: Voice Call](#)



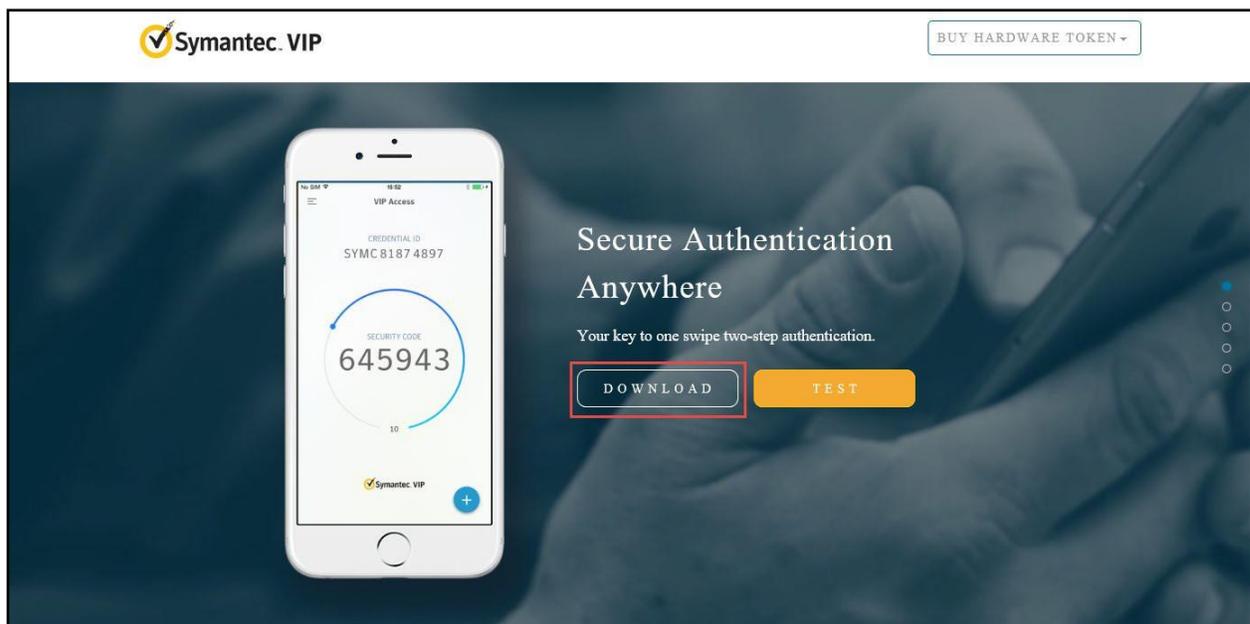
5.5 Install Symantec VIP Access Token

If Agents decide to use Symantec VIP Access Token to access MyPurpose or kynect and do not have Symantec VIP on their machine or device, Agents should follow the steps below.

Please note: Users who previously used Symantec VIP to complete MFA will need to re-enroll into Symantec VIP as a one-time activity to continue using this MFA security method. However, users DO NOT need to re-install the app.

1. Go to <https://idprotect.vip.symantec.com/mainmenu.v> and click **Download**.

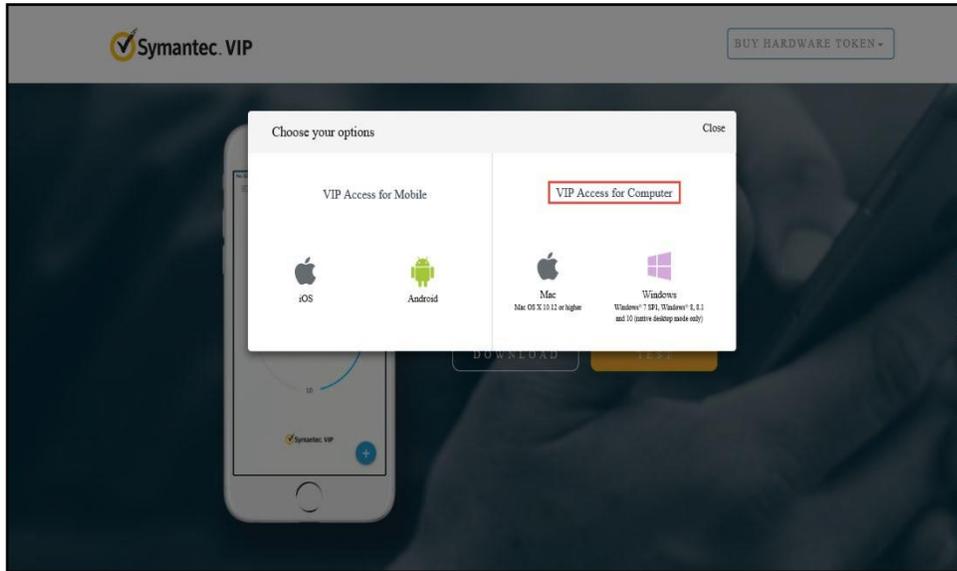
Please note: The software is available for desktop and mobile. Please download the required type. To download for a desktop, use the link above and follow the steps below. To download for mobile, download the app from the app store or Google Play on your mobile device.



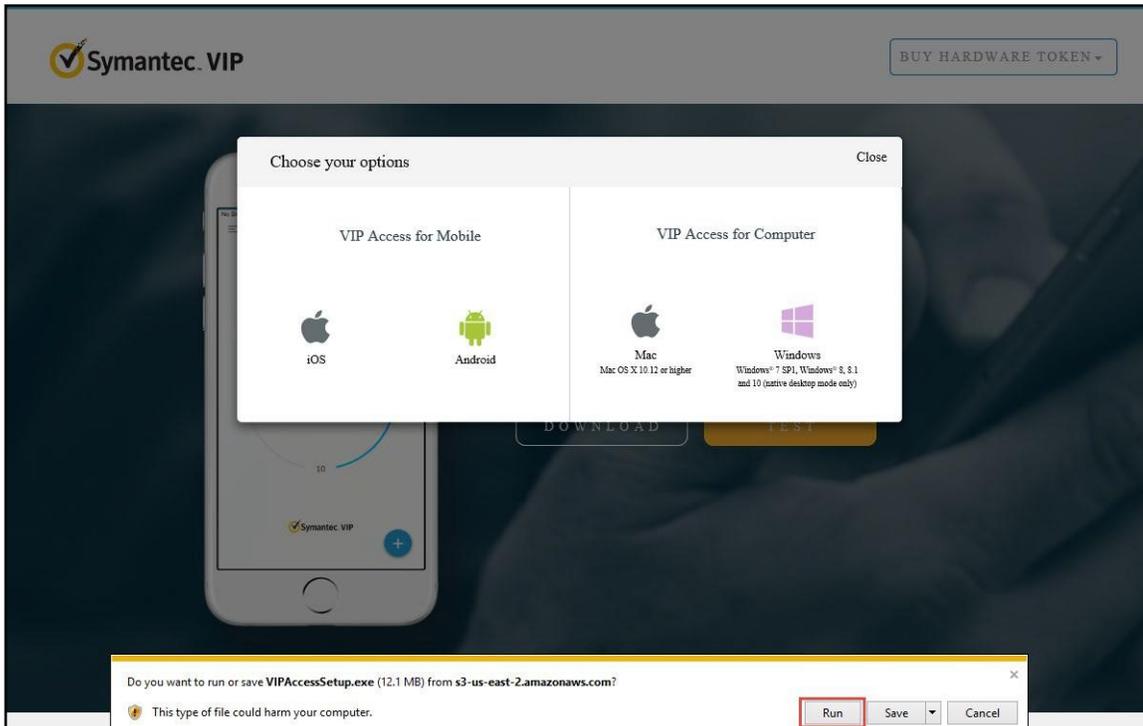
Please note: In some instances, a System Administrator from your Agency may be required to download this software on your behalf.

2. To download the Symantec VIP token, choose of the options:

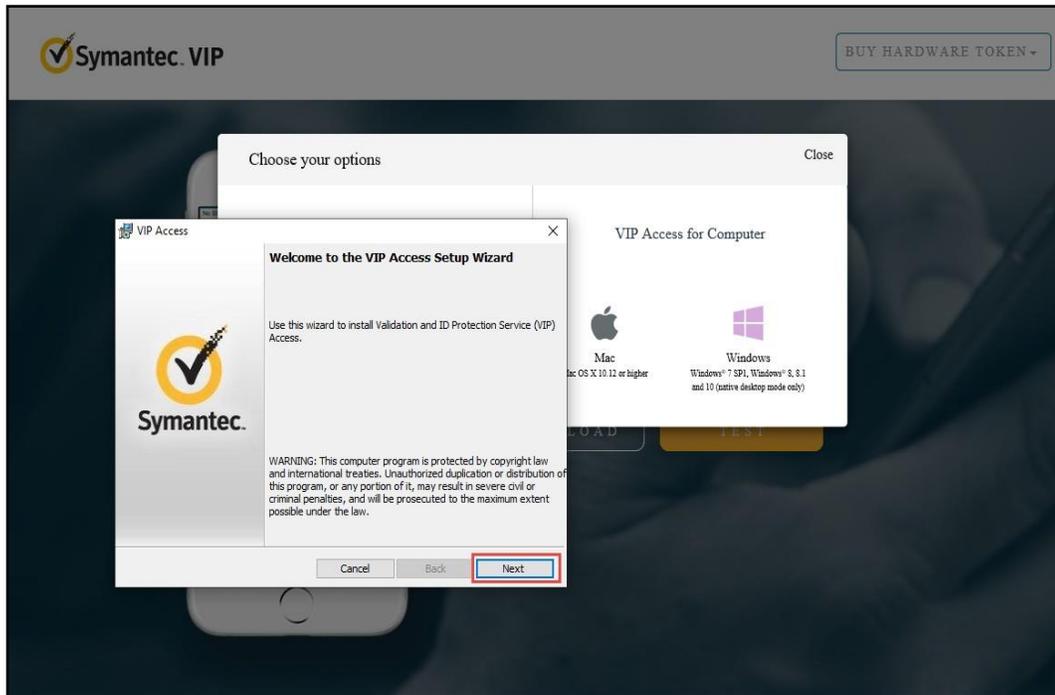
- To download for Windows-based machine, click **Windows**.
- To download for Mac, click **Mac**.



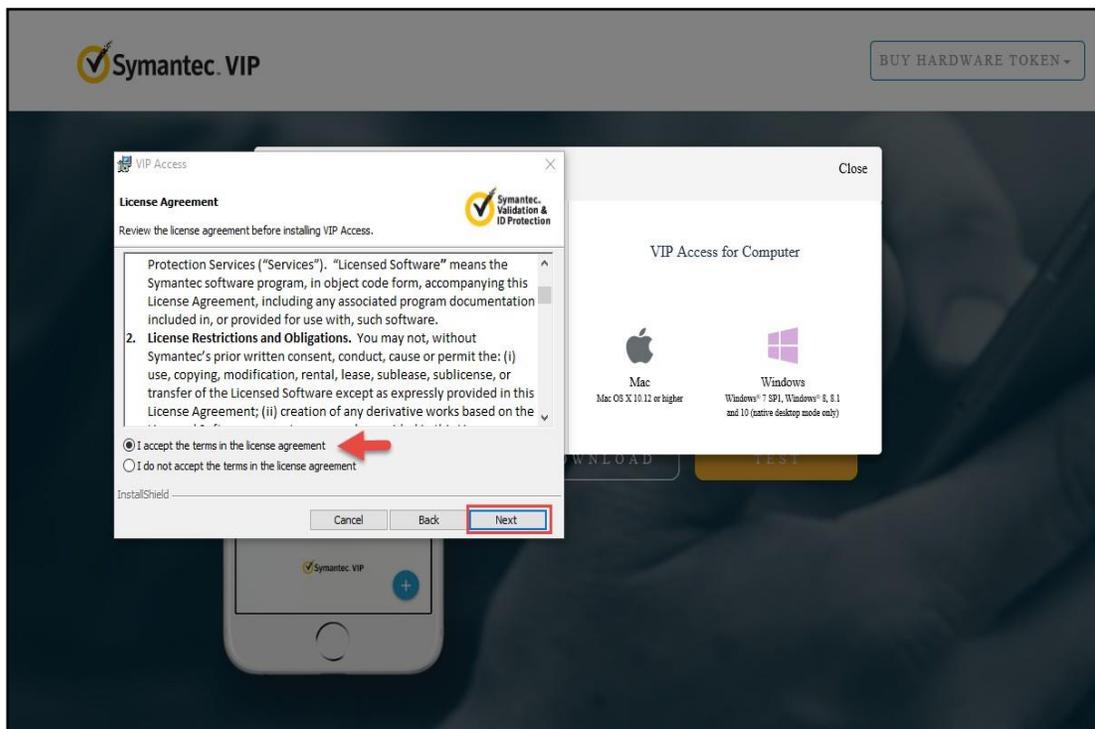
3. Click **Run** to set up VIP Access.



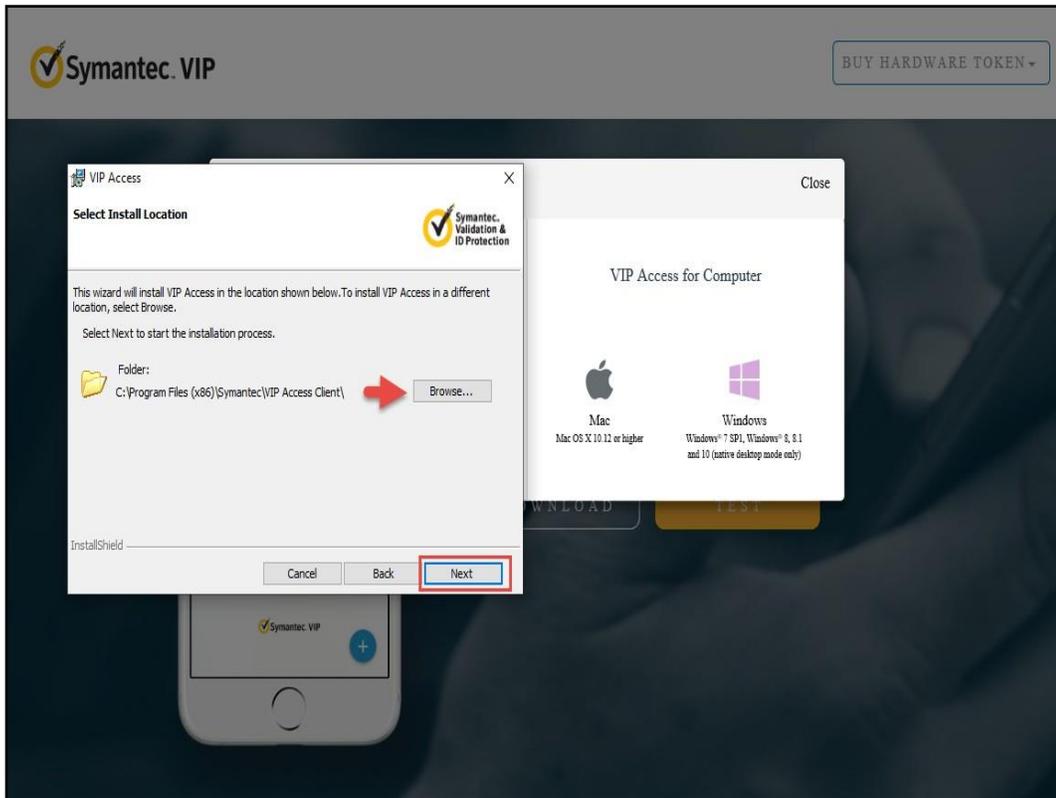
4. Click **Next**.



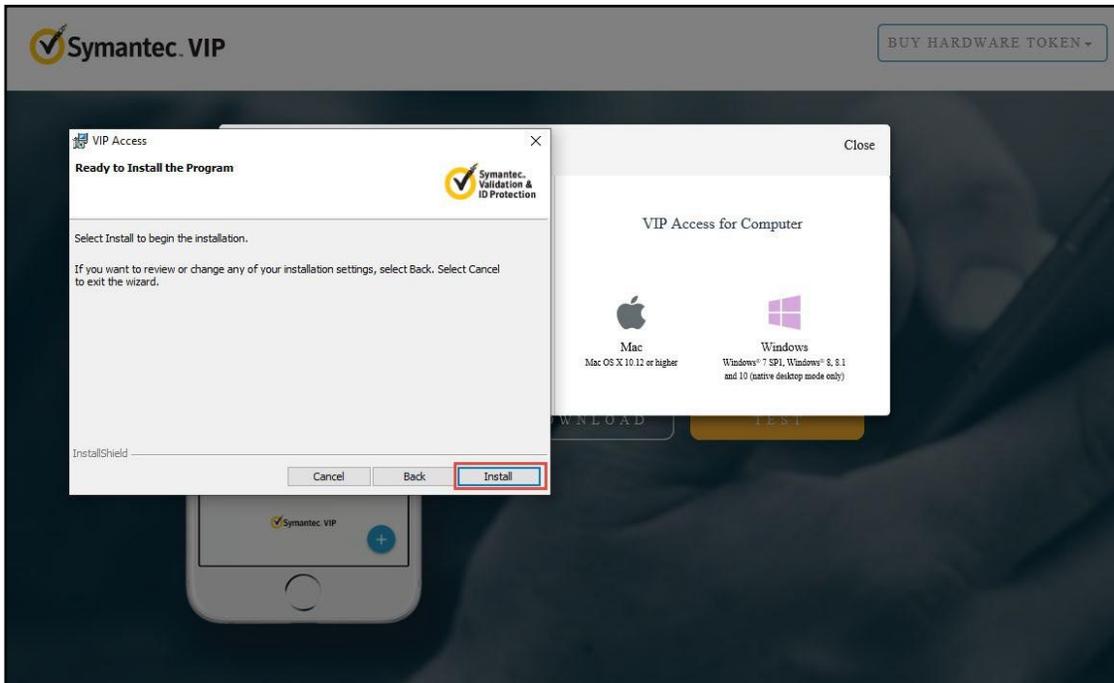
5. Check **I accept the terms in the license agreement** (if the terms are accepted) and click **Next**.



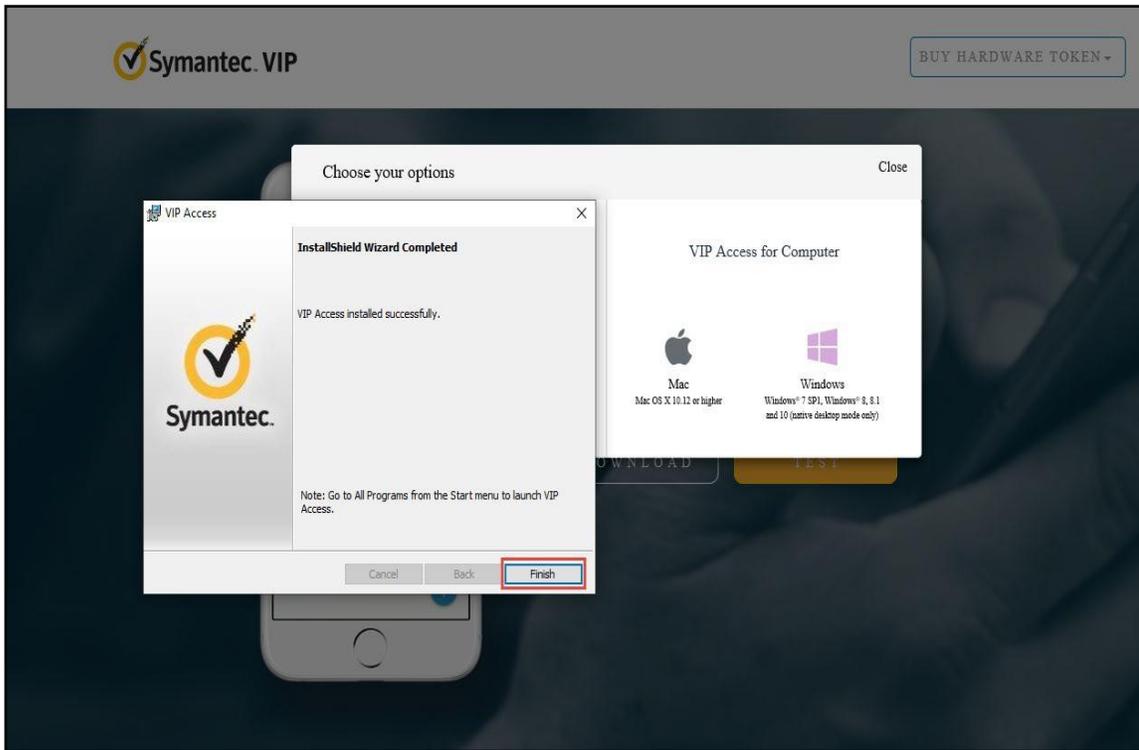
6. Select Install Location and click **Next**.



7. Click **Install** to begin the Installation.



- Click **Finish**. The VIP Access is installed successfully.



- The user has successfully registered MFA on their computer. Click on the **VIP Access icon**. In the bottom right on the screen, the VIP Access Credential ID, and Security Code display.



10. Navigate back to the **MFA** screen on the browser. Type a **Token Nickname** (e.g., John's Laptop, etc.).

- Enter (or copy and paste) the **Credential ID** from the VIP Access icon on the computer.
- Enter (or copy and paste) the **Security Code** from the VIP Access icon on the computer.
- Click **Continue**.

Register New Security Token

1 Enter Token Nickname
* Token Nickname **Token Nickname**
(Example: John's Laptop, Mary's iPhone)

2 Enter your credential ID. The credential ID has 12 alphanumeric characters.
* Credential ID **Copy and paste the Credential ID from the VIP Access icon on your computer.**

Desktop Token

Mobile Token

Note: Your credential may appear differently from these samples

3 Enter the six-digit security code from your VIP credential
* Security Code **copy and paste the Security Code from the VIP Access icon on your computer**

Desktop Token

Mobile Token

Continue

6 Login Instructions

Agents should proceed with the following steps to log into the system:

1. Navigate to <https://kog.chfs.ky.gov>.
2. Enter **Email Address** and click **Next**.

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.

KENTUCKY ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address:

Next

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

English ▾ [Help](#)

3. Enter **Password** and click **Verify**.

KENTUCKY ONLINE GATEWAY

Verify with your password

Password:

Verify

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

English ▾ [Help](#)

Please note: If any application within KOG requires Multi-Factor Authentication (MFA), users are prompted to complete MFA when logging into KOG, rather than when accessing the specific application.

4. The system redirects the user to complete Multi-Factor Authentication, through Okta Verify, Symantec VIP, or phone, depending on the MFA the user has enrolled in. Complete the required steps for MFA.

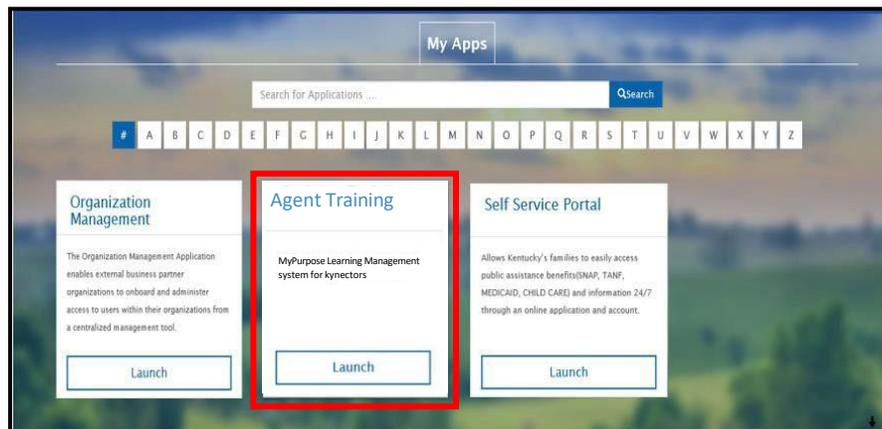
7 Complete the SBM Registration Training and KHBE Trainings

Once the Agent has the MyPurpose tile on their Kentucky Online Gateway home page, they should complete the required trainings. All trainings required for Agents are provided through KHBE's Learning Management System, MyPurpose. Agents should follow the steps below to complete the trainings.

Please note: Agents who previously participated on the Federally Facilitated Marketplace (FFM) can still expect to receive communications from the FFM regarding PY2022 Training and Registration. Agents should complete the trainings required for certification in the states in which they are licensed. If a Kentucky licensed Agent plans to operate only in Kentucky, they only need to complete the State-Based Marketplace (SBM) Certification/Registration Training.

7.1 Steps to Complete KHBE's Trainings

1. Navigate to the [KOG Homepage](#).
2. Log into KOG using Agent KOG credentials.
3. Navigate to the Agent Training tile from the KOG dashboard.
4. Click **Launch** from the Agent Training tile.



Please note: You may be prompted to sign in again but should not have to re-enter your credentials.

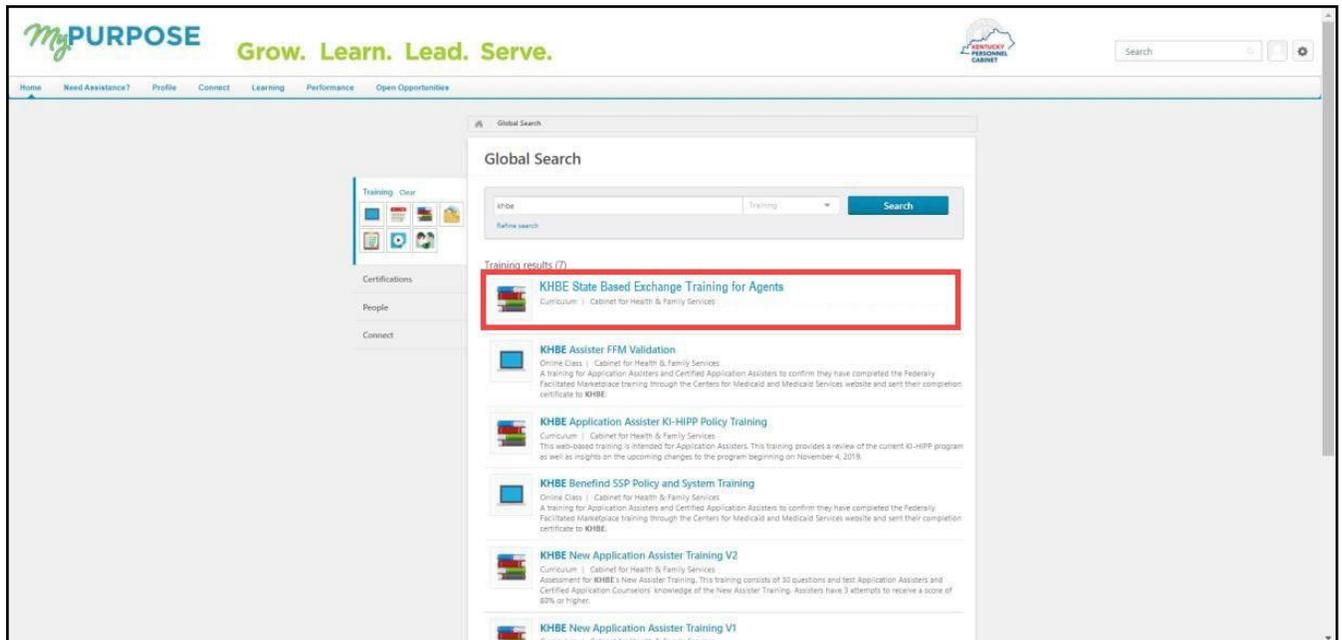
5. Navigate to the MyPurpose homepage.



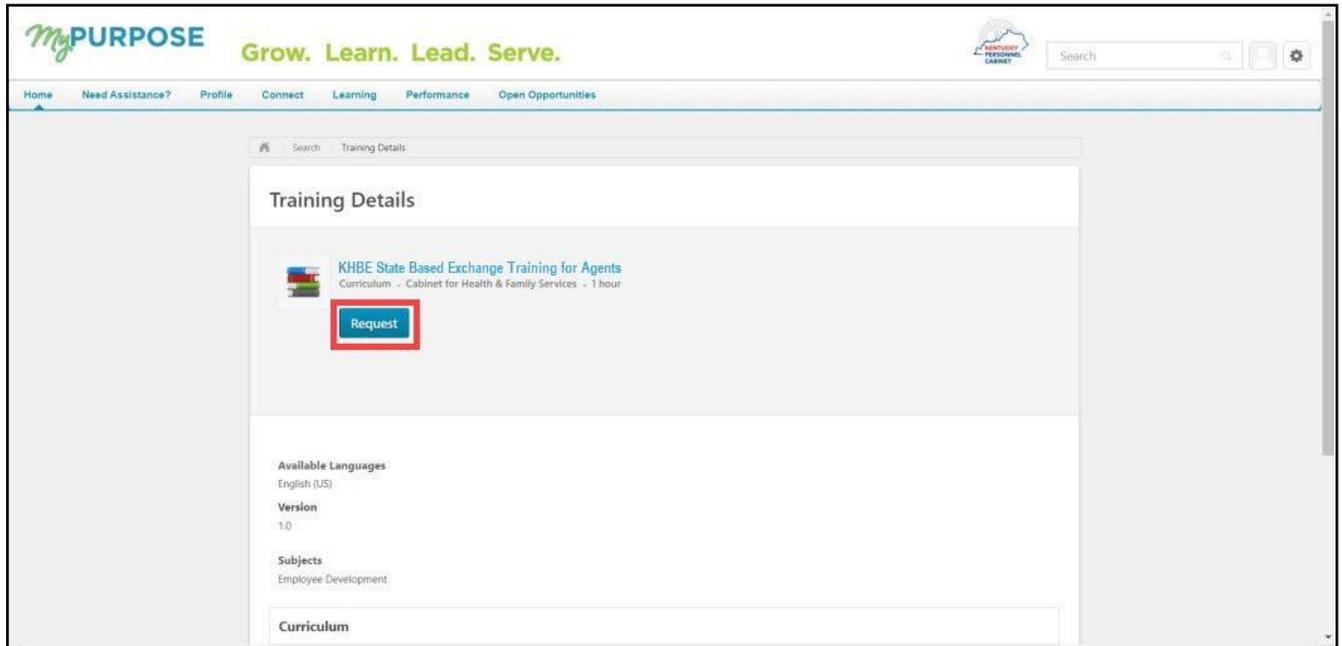
6. Type **KHBE** in the search bar at the top right of the MyPurpose screen.



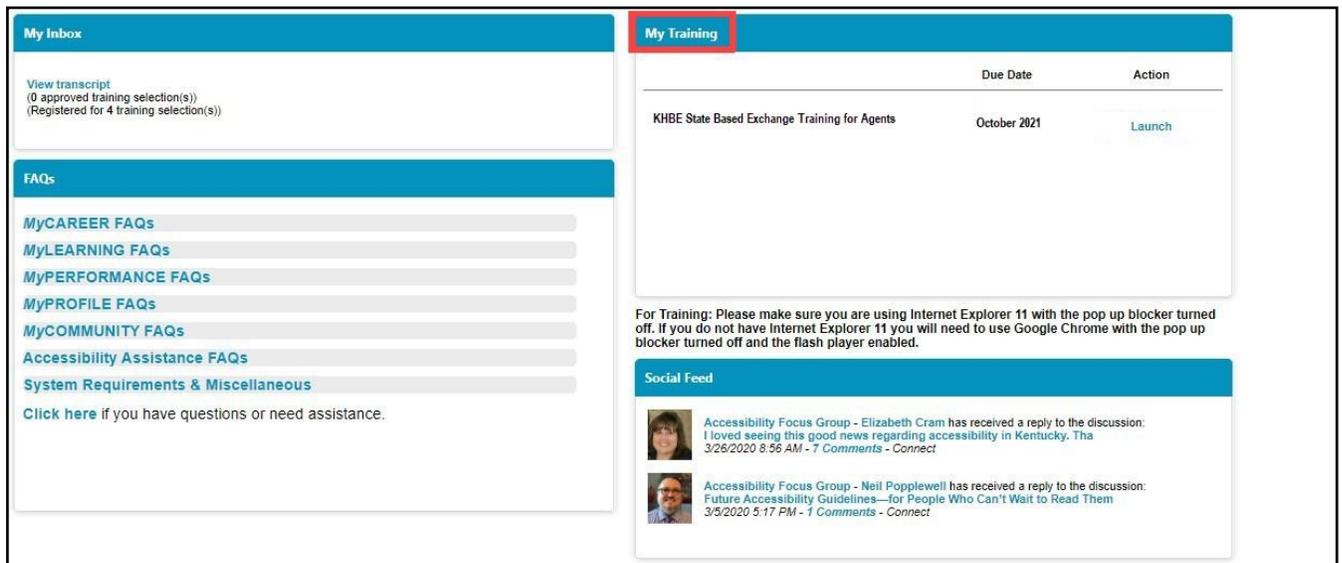
7. Look for the training **Plan Year 2022 State-Based Marketplace Registration Training for Agents** in the Global search results.
8. Click the title for the training to enter the **Training Details** screen.



- Click **Request** to register for the training.

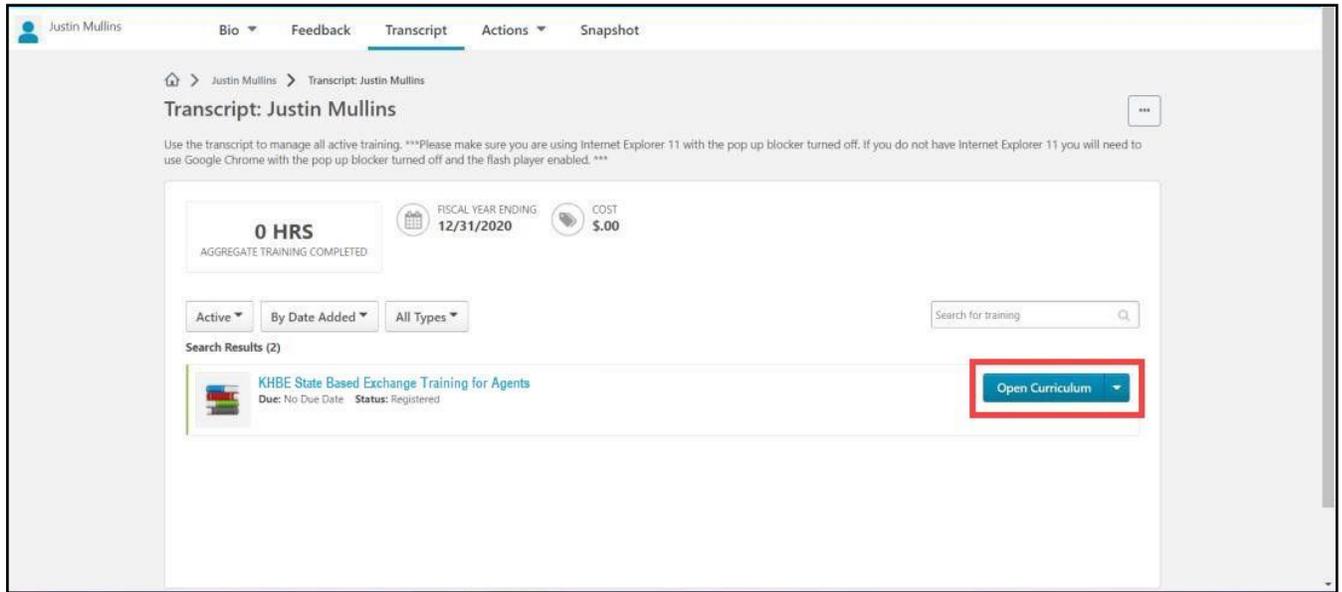


- Navigate back to the MyPurpose homepage.
- Scroll down and locate the **My Training** box.
- Click on **My Training** at the top of the **My Training** box to go to the **Transcript** screen.

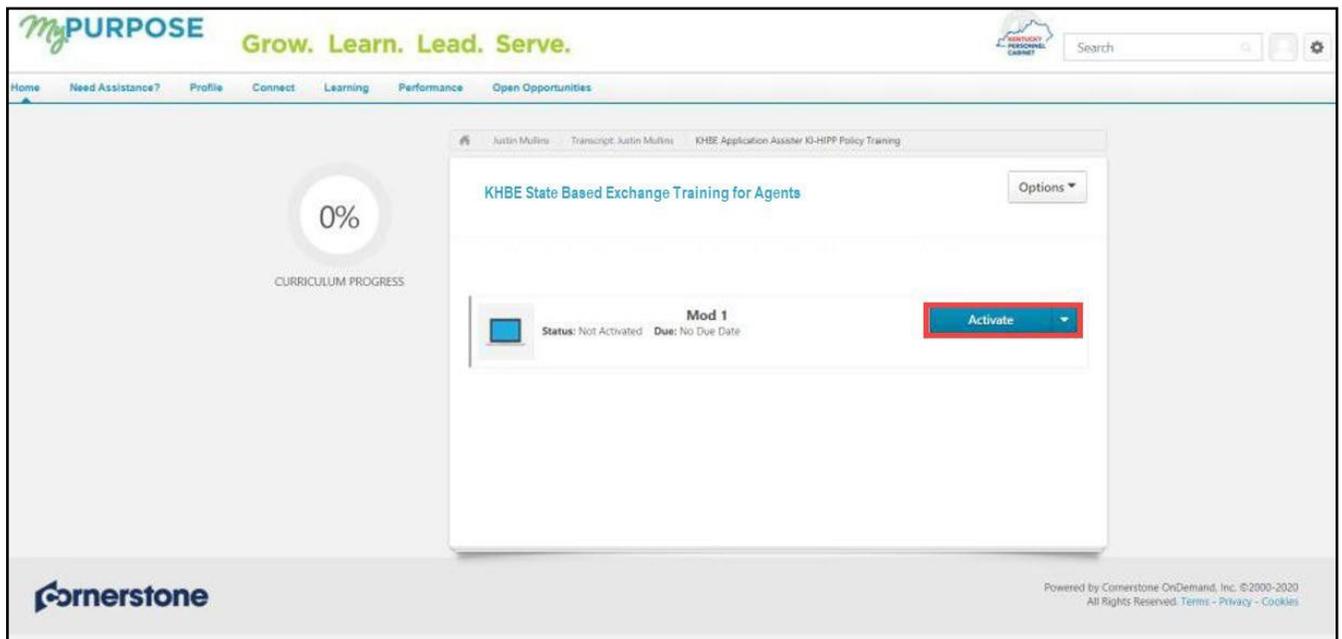


Please note: Completed trainings may take up to 24 hours to appear on the Agent’s MyLearning page.

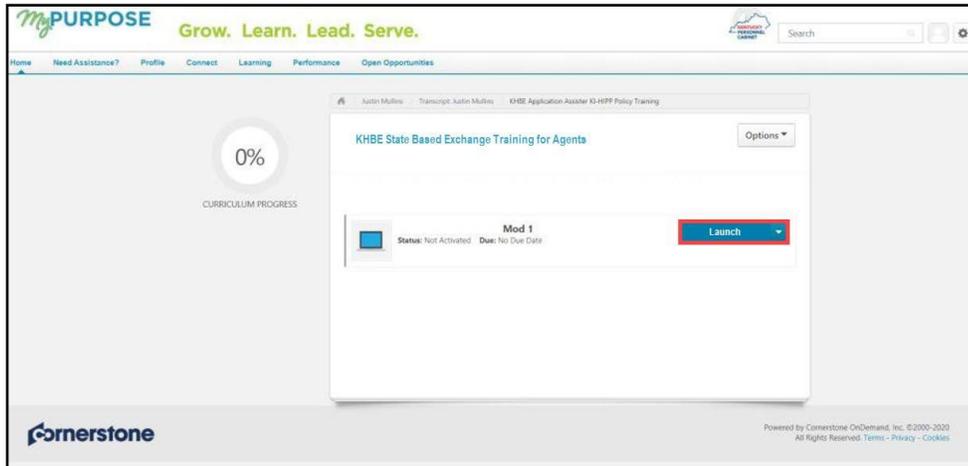
13. Click **Open Curriculum** next to the relevant training.



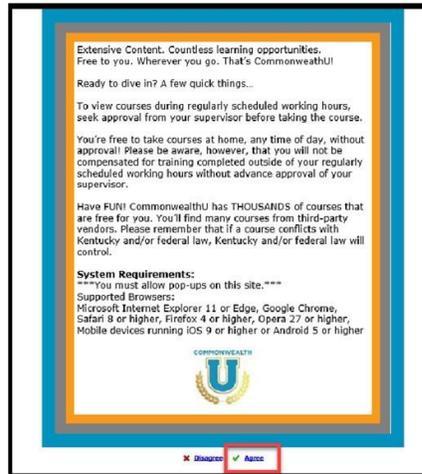
14. Click **Activate** from the training details screen and the **Activate** button will switch to **Launch**.



- Click **Launch** next to launch the training.



- Click **Accept** from the Training Agreement page.

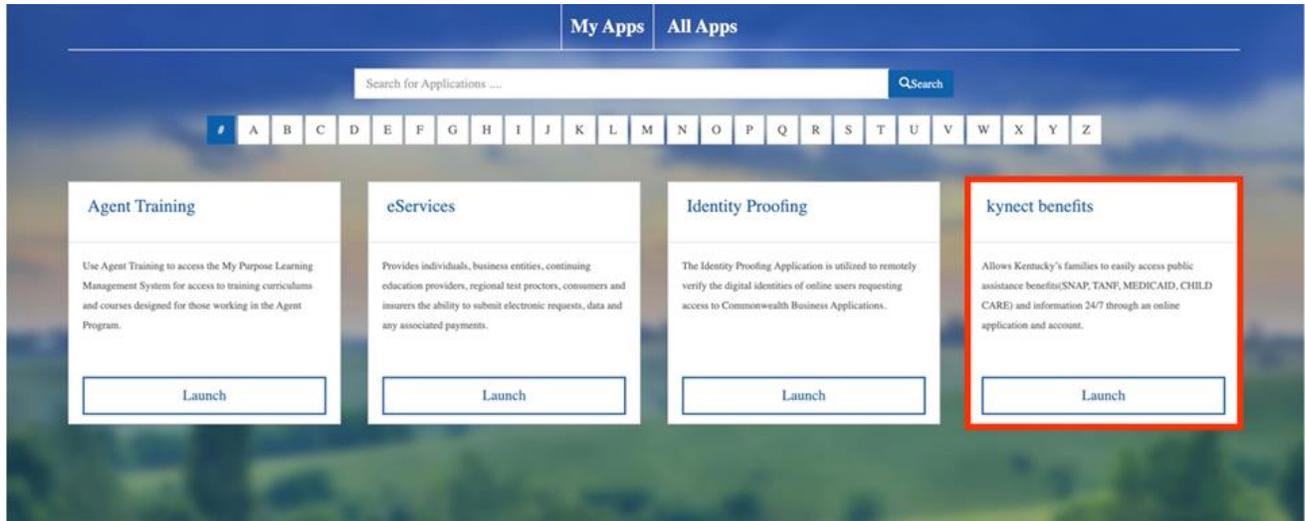


- Begin and complete the training.
- Complete all modules of the **Plan Year 2022 State-Based Marketplace Registration Training for Agents**.
- After completing all modules of the training, take the corresponding Assessment.

Please note: Agents are allowed 3 attempts to complete the assessment and must obtain a passing score of 80% or greater. It is recommended that any Agent who has been unsuccessful in their 2nd attempt of training assessment contact the KHBE Program Inbox at KHBE.ky.gov prior to beginning their third attempt. This permits KHBE to provide some additional support to the Agent. If a passing score is not achieved within the 3 attempts, registration as an Agent will be deferred for 1 year, as he or she will be considered out of compliance with KHBE policy and state regulation.

8 After Completing the KHBE Training

After completing the trainings, the Agent has access to the Agent Portal in KOG. To access Agent Portal, click the kynect Benefits tile on the Agent's KOG dashboard.



Please note: The KHBE Program may require Agents to complete additional training to continue to improve the service provided for Kentuckians. For further questions, please contact the KHBE Program email inbox at KHBE.Program@ky.gov.

Please note: Allow 24 hours to gain access to Agent Portal after completing the required trainings and passing the Assessment in MyPurpose. Agents must complete required trainings in MyPurpose before gaining access to Agent Portal.