

# KENTUCKY ONLINE GATEWAY

## MFA MANAGMENT

The Kentucky Online Gateway (KOG) is upgrading their system to include OKTA Verify. This will improve the user's experience and provide a more secure way of accessing KOG applications. Users have the option to continue using Symantec VIP or switch to OKTA Verify. A phone number can also be registered as an additional security option.

Effective October 1, 2022, you will notice changes when logging into KOG, such as:

1. The KOG Log In screen is upgraded.
2. You will be prompted to register for a Multi Factor Authentication (MFA) method, even if you have done so prior to October 1st.
3. Two primary MFA methods are available:
  - a. OKTA Verify (recommended)
  - b. Symantec VIP

After selecting your primary MFA, it is recommended that you register an additional security option (phone).

### WHICH MFA OPTION IS BEST FOR ME?

***\*\*For all mobile options please note that standard mobile rates may apply.***

#### Okta Verify

vs

#### Symantec VIP

- KOG-recommended MFA option.
- Application based and can only be used on mobile device or tablet.
- Ability to send push notifications for log in.
- If you choose to use Okta Verify, you must use your mobile phone each time you log in.

- This is the current KOG MFA method.
- Option for desktop or mobile token.
- Use this option if you do not wish to download Okta Verify on your smart phone or tablet.

### Ready to Register?

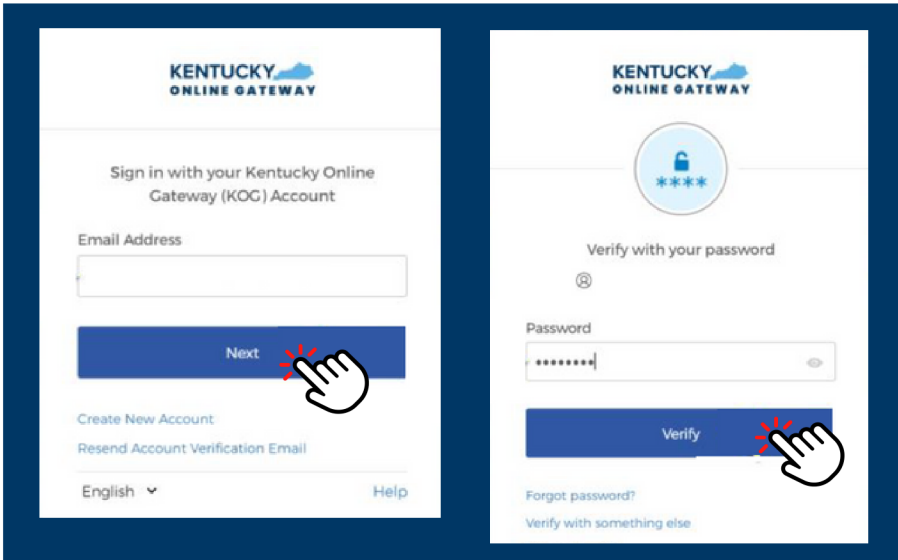
Check out the quick steps below to get it done!

# OKTA VERIFY

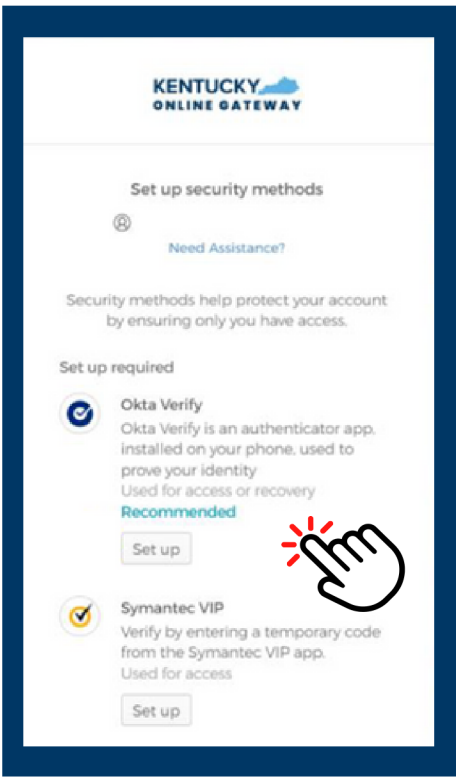
## QUICK STEPS FOR SET UP

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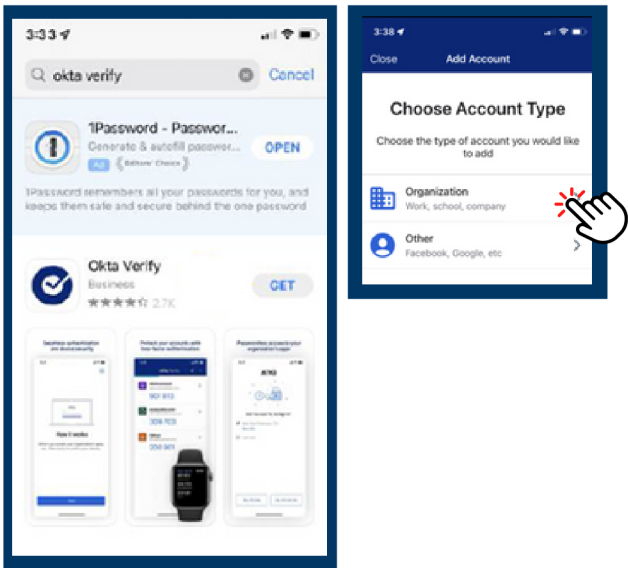
**1** Log in to your KOG (Kentucky Online Gateway) account.



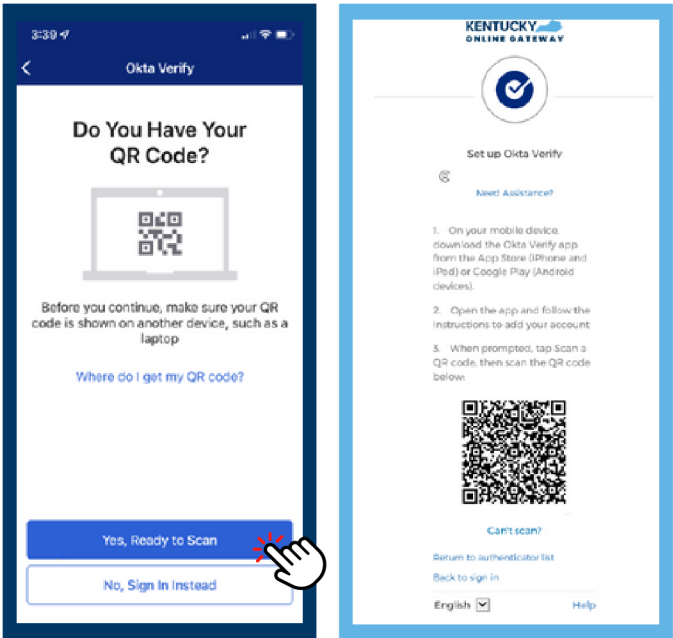
**2** After you launch KOG you will be directed to the 'Set Up Security Methods' screen. Click '**Set Up**' under OKTA Verify.



**3** Download and launch the OKTA Verify app on your phone or tablet. Choose '**Organization**' as the account type in the app.



**4** Scan the QR code on the KOG website with your phone. **You're Done!**



Now, each time you log into KOG you will receive a push notification or use a security code from the OKTA Verify app.

# SYMANTEC VIP

## QUICK STEPS TO REGISTER

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**1** Log in to your KOG (Kentucky Online Gateway) account.

KENTUCKY ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address

Next

Create New Account  
Resend Account Verification Email

English Help

KENTUCKY ONLINE GATEWAY

Verify with your password

Password

Verify

Forgot password?  
Verify with something else

**2** After you launch KOG you will be directed to the 'Set up Security Methods' screen. Click **'Set Up'** under Symantec VIP.

KENTUCKY ONLINE GATEWAY

Set up security methods

Need Assistance?

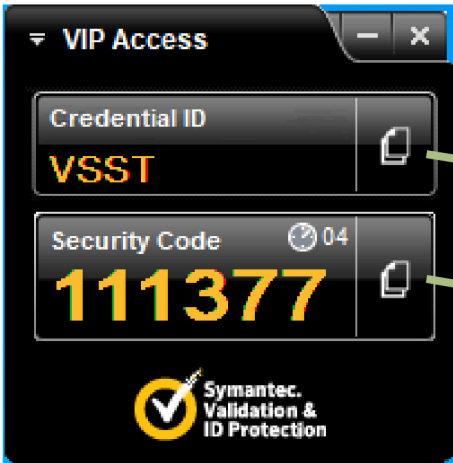
Security methods help protect your account by ensuring only you have access.

Set up required

Okta Verify  
Okta Verify is an authenticator app, installed on your phone, used to prove your identity. Used for access or recovery. **Recommended**  
Set up

Symantec VIP  
Verify by entering a temporary code from the Symantec VIP app. Used for access.  
Set up

**3** Enter the Credential ID and 2 consecutive security codes then click **'Enroll'** and **you're done!**



KENTUCKY ONLINE GATEWAY

Set up Symantec VIP

Need Assistance?

From the Symantec VIP app, enter your credential ID and two consecutive generated codes

Enter credential ID  
VSST

Security code 1

Security code 2

Enroll

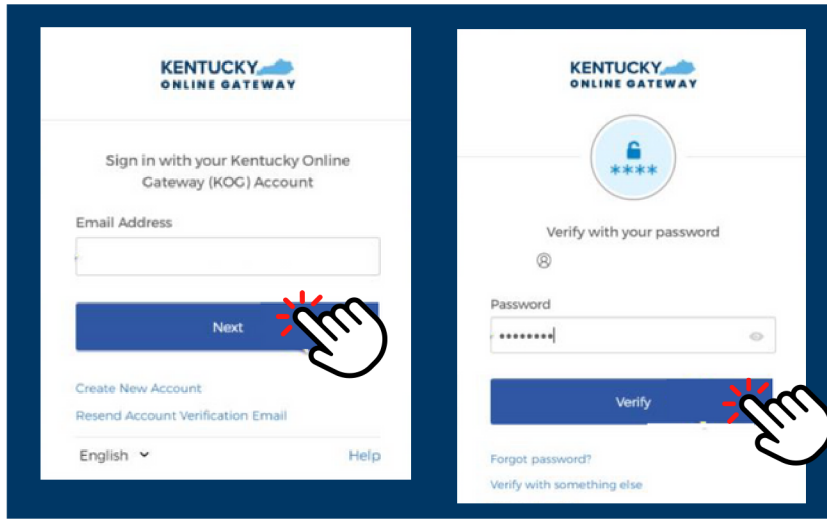
Now, each time you launch KOG you will enter a security code from Symantec VIP. If you get an error message stating that *the code does not match* wait until a new code appears and try again.

# TEXT OR CALL

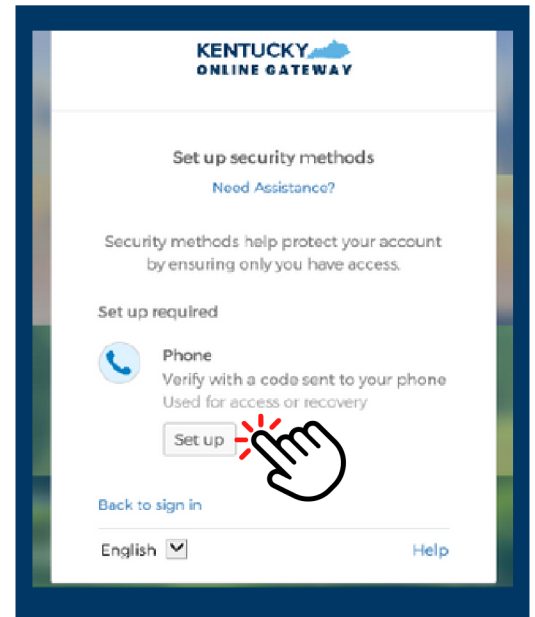
## QUICK STEPS TO REGISTER YOUR PHONE

The Kentucky Online Gateway (KOG) is upgrading their system to include OKTA Verify. This will improve the user's experience and provide a more secure way of accessing KOG applications. Users have the option to continue using Symantec VIP or switch to OKTA Verify. A phone number can also be registered as an additional security option.

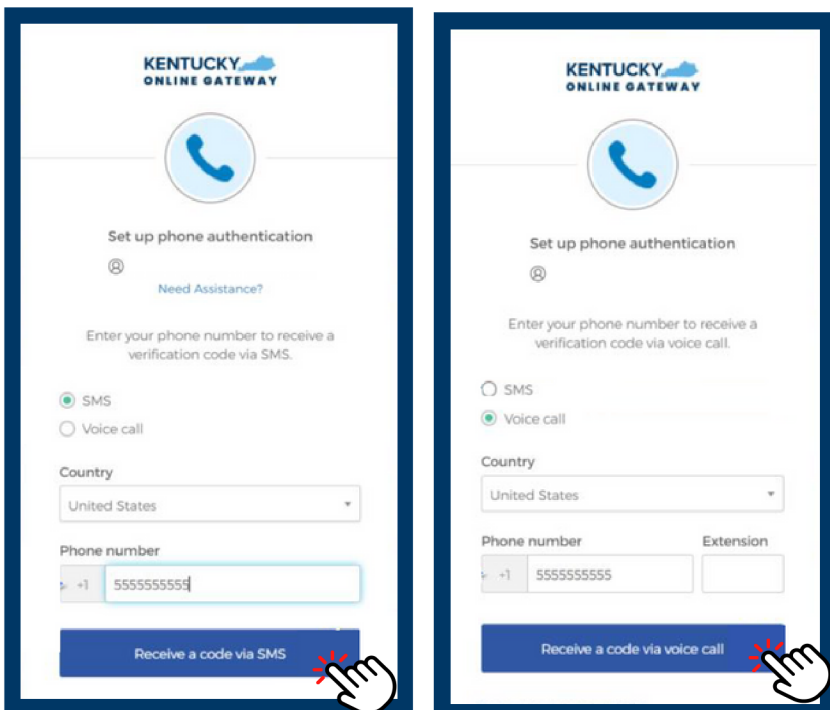
**1** Log in to your KOG (Kentucky Online Gateway) account.



**2** After you launch KOG you will be directed to the 'Set Up Security Methods' screen. Click 'Set Up' under Phone.



**3** Choose 'SMS' to receive a code via text message. Choose 'Voice Call' to receive an automated voice call with a code.



**4** Enter the code on the KOG website, click 'Verify'. You're done! 👍

