KENTUCKY ONLINE GATEWAY
FREQUENTLY ASKED QUESTIONS

What changes will I see in KOG?

The log in page will be updated for all KOG users. Users who access KOG accounts that require MFA must register for MFA. Users have two MFA options, OKTA Verify and Symantec VIP Token.

What is 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 app.

When will I be prompted to update my MFA?

Effective October 1, 2022, you will be prompted to update your MFA when you log into KOG.

Why am I being prompted for MFA?

If KOG determines that a higher level of security is needed for your account, it will prompt you to complete MFA.

What is OKTA Verify?

OKTA Verify is a multifactor authentication (MFA) app available for smartphones and tablets. Users are able to verify their identity using the OKTA Verify app. KOG recommends this MFA method.

What is Symantec VIP?

Symantec VIP is a multifactor authentication (MFA) app available for computers, smartphones, and tablets. Users are able to verify their identity using the Symantec VIP Token. This was previously the only MFA option in KOG and continues to be an option.

Can I download OKTA Verify on my desktop and/or laptop computer?

NO - There is no computer option for OKTA Verify. If you would prefer to use a desktop/laptop computer, you will need to use Symantec VIP for MFA.

What if I do not want to use my personal cell phone for MFA?

You will need to use Symantec VIP for MFA.

Can I switch MFA methods at a later time?

YES - You can use the MFA Management page in your KOG account.

How do I get more help?

Call Partner Portal Technical Support at 877-8383-5085, Option 1, Option 1 or view the KOG MFA User Guide by clicking '**Help**' on the KOG log in page.

Will this change the information I have to verify when calling Partner Portal Technical Support?

YES - You will need the Provider's Medicaid ID and Tax ID available. If you do not know a Provider's existing Medicaid ID, refer to the Request Existing Medicaid ID from DMS job aid.