



KOG MFA User Guide

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Introduction

The Kentucky Online Gateway (KOG) has upgraded the system to improve the user experience and provide a more secure way of accessing multiple applications secured with KOG using single sign-on. You are seeing new screens as part of this system upgrade.

Below are the instructions to walk you through the new processes for multi-factor authentication (MFA).

Multi-Factor Authentication

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. MFA is a core component of a strong Identity and Access Management (IAM) policy.

If KOG determines that a higher level of security is needed, you will be prompted to complete additional verification steps / MFA. If you have access to at least one of the apps that needs a higher level of security, you will be prompted for MFA on each login attempt regardless of the app you are trying to access at that time.

Depending on your level of access within the KOG supported app, you will be presented with different security methods to complete MFA. As part of the new system upgrade, we have added a new security method called Okta Verify. Okta Verify is a mobile/tablet based app that you can use to complete MFA. If you are presented with multiple security methods set up options, KOG highly recommends that you choose to set up Okta Verify as your security method to complete MFA.

1. Okta Verify

One of the options KOG offers to complete MFA is Okta Verify (**KOG Recommended**). Okta Verify is a mobile/tablet based app.

If you are logging in for the first time and need to enroll into Okta Verify, please go to [section 1.1](#).

If you are logging in for a subsequent time, and need to complete MFA using Okta Verify, please go to [section 1.2](#).

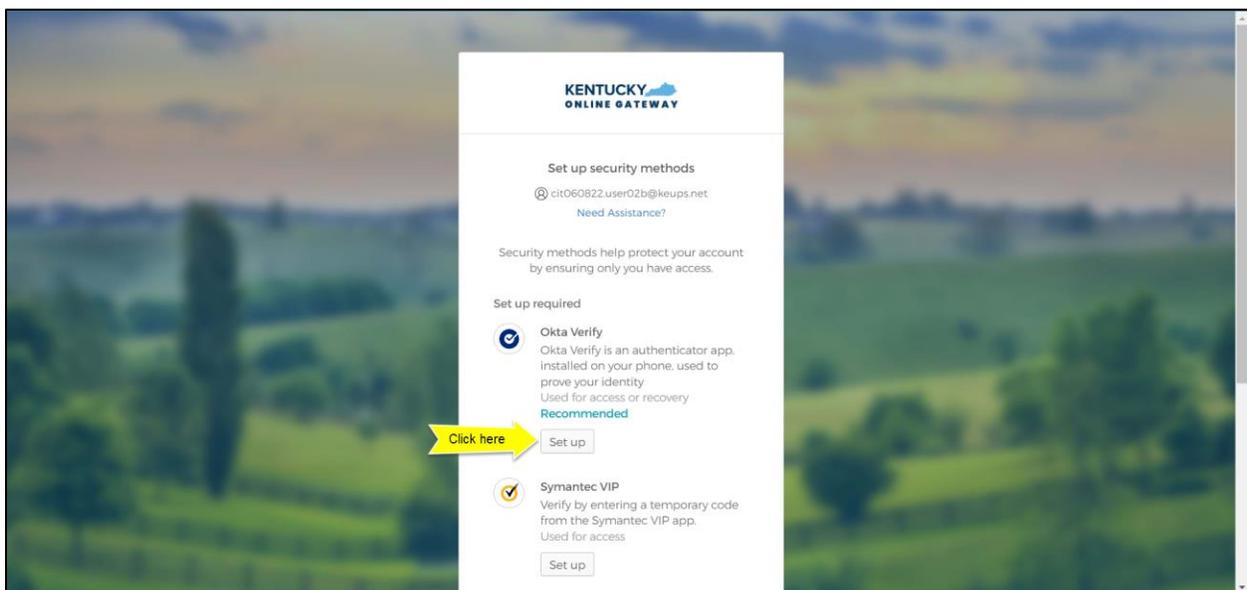
1.1. Enrollment (First time login)

You will be shown the **Set up security methods** screen.

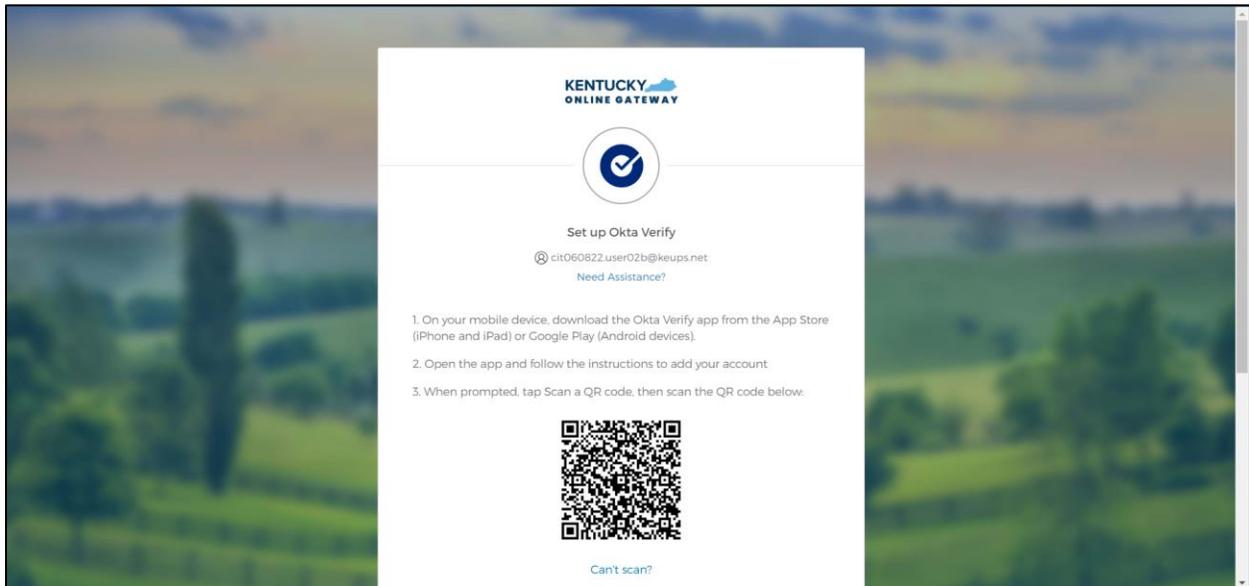
Please follow the steps below ([section 1.1.a](#)) to set up Okta Verify using your computer browser.

1.1.a. Computer Browser Based Enrollment

STEP 1: On the **Set up security methods** screen, click the Okta Verify **Set up** button.



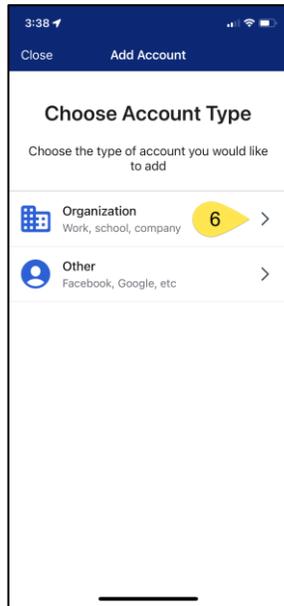
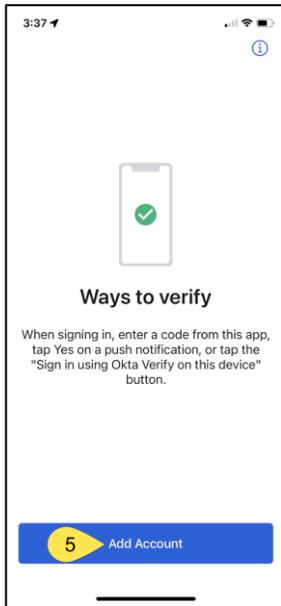
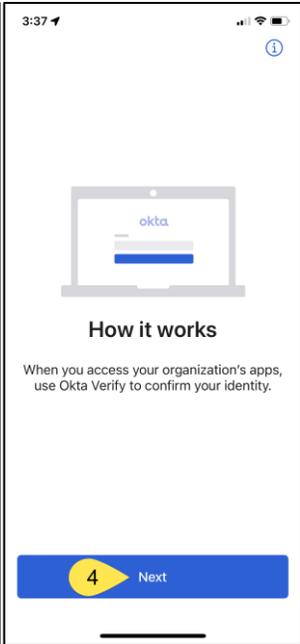
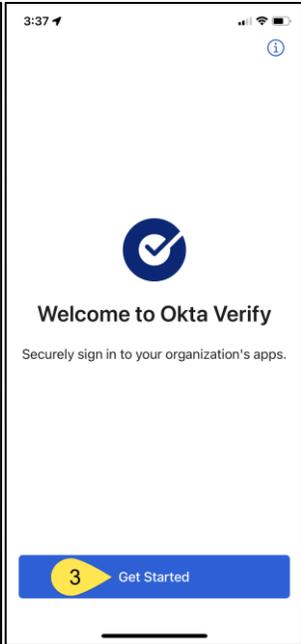
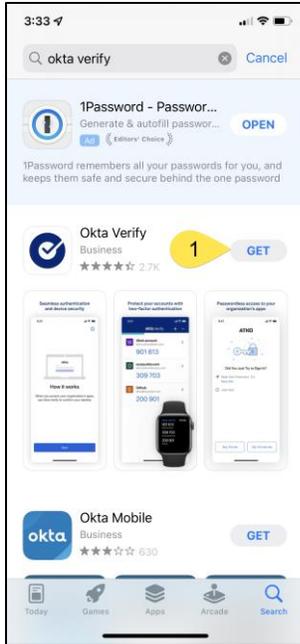
STEP 2: You will be presented a screen that will instruct you to complete three steps to enroll into Okta Verify, the first being to download the Okta Verify app to your mobile device or tablet/iPad from the App Store (iPhone and iPad) or Google Play (Android devices).



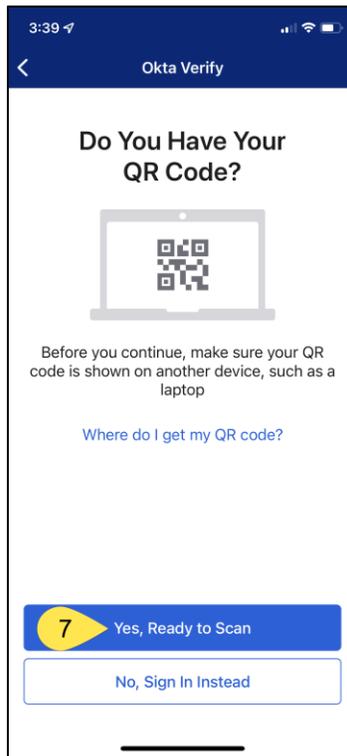
STEP 3: Follow the screenshots* below to download, install, and open the Okta Verify app on your mobile device or tablet/iPad.

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

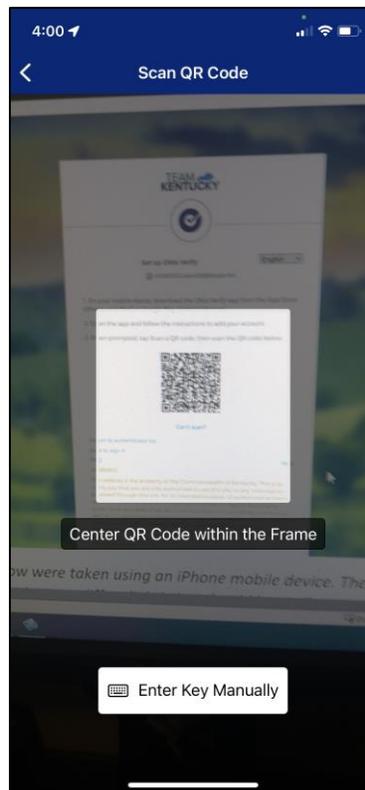
**The following screenshots were taken using an iPhone mobile device. Your experience using an Android mobile/tablet device or iPad will differ but should be similar.*



STEP 4: When prompted, tap the **Yes, Ready to Scan** button to open the device camera.



STEP 5: Use the camera feature to position the QR code within the highlighted box to be scanned.

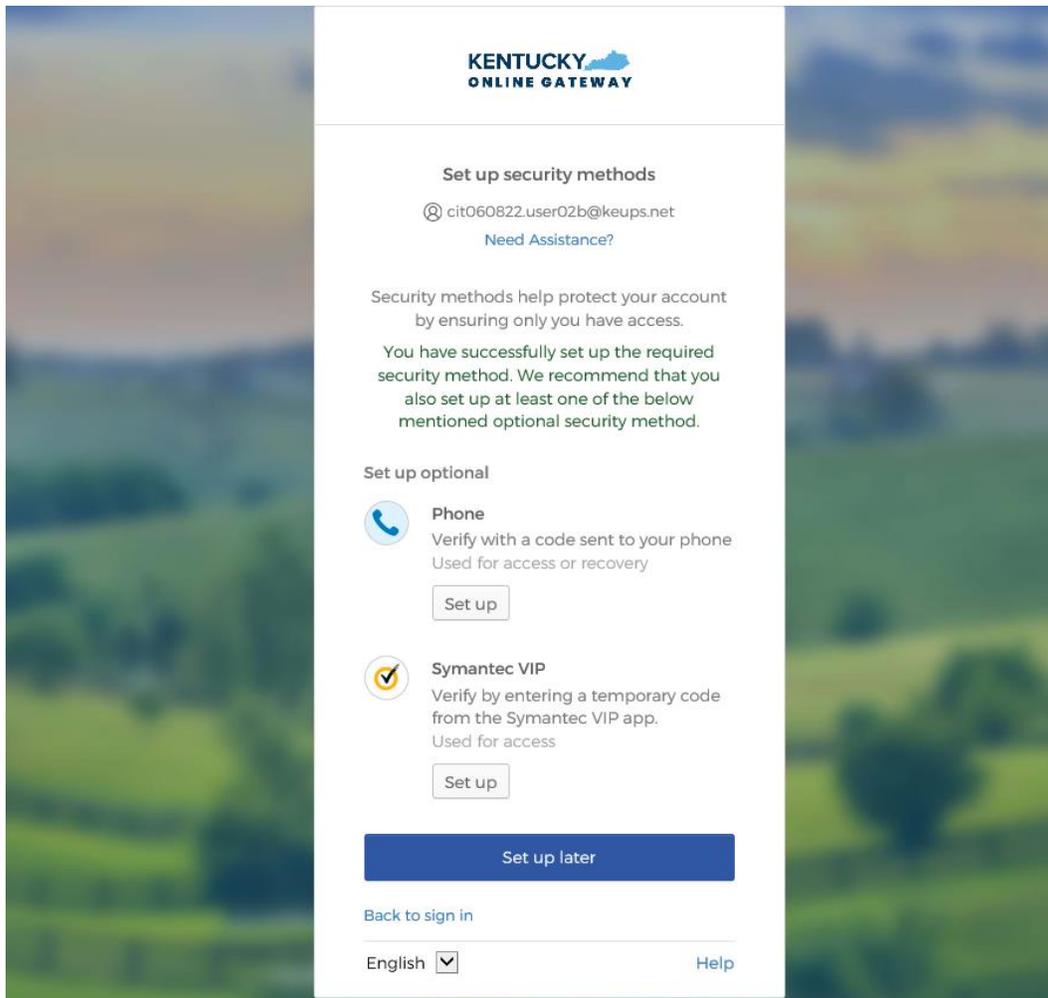


STEP 6: If your device successfully scans the QR code, KOG will recognize that the Okta Verify MFA enrollment is complete. *If no other authentication factors are available to enroll*, you will be redirected to your application. *If there are other factors available to enroll*, KOG recommends that you also set up at least one of the optional security method as well, which will help you in the future to add or remove additional security methods.

If you need help setting up Phone security method using SMS text message please go to [section 2.1](#)

If you need help setting up Phone security method using Voice Call please go to [section 3.1](#).

If you need help setting up Symantec VIP security method please go to [section 4.1](#)

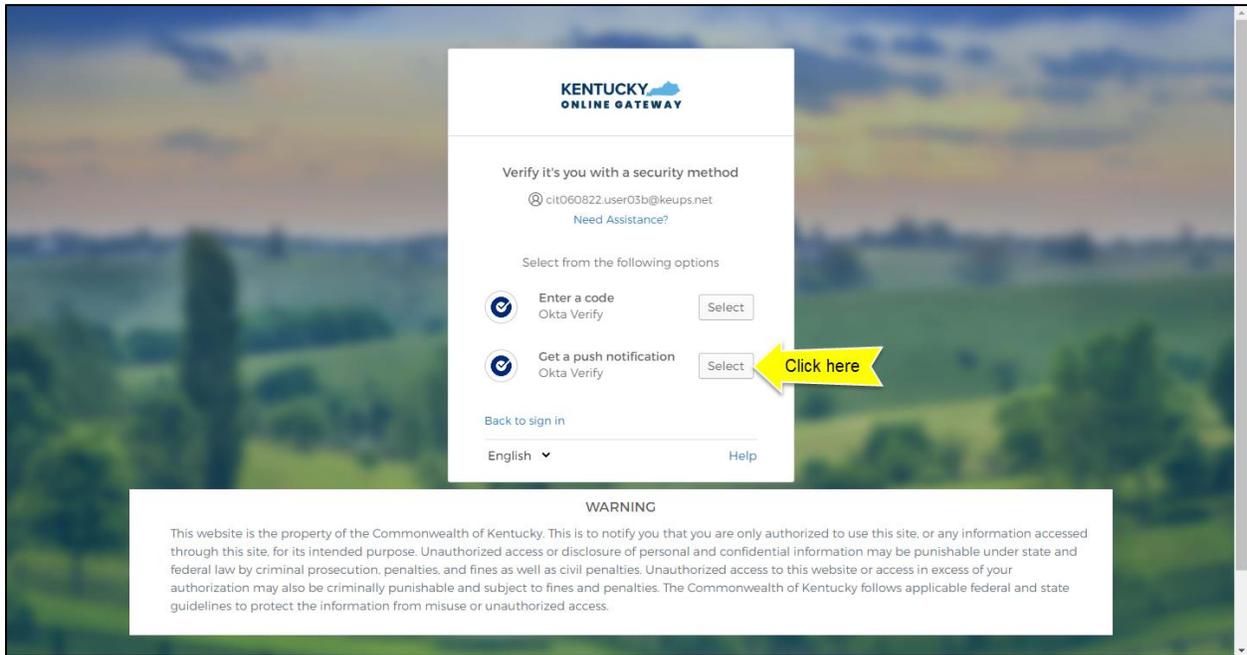


1.2. MFA on Subsequent Login

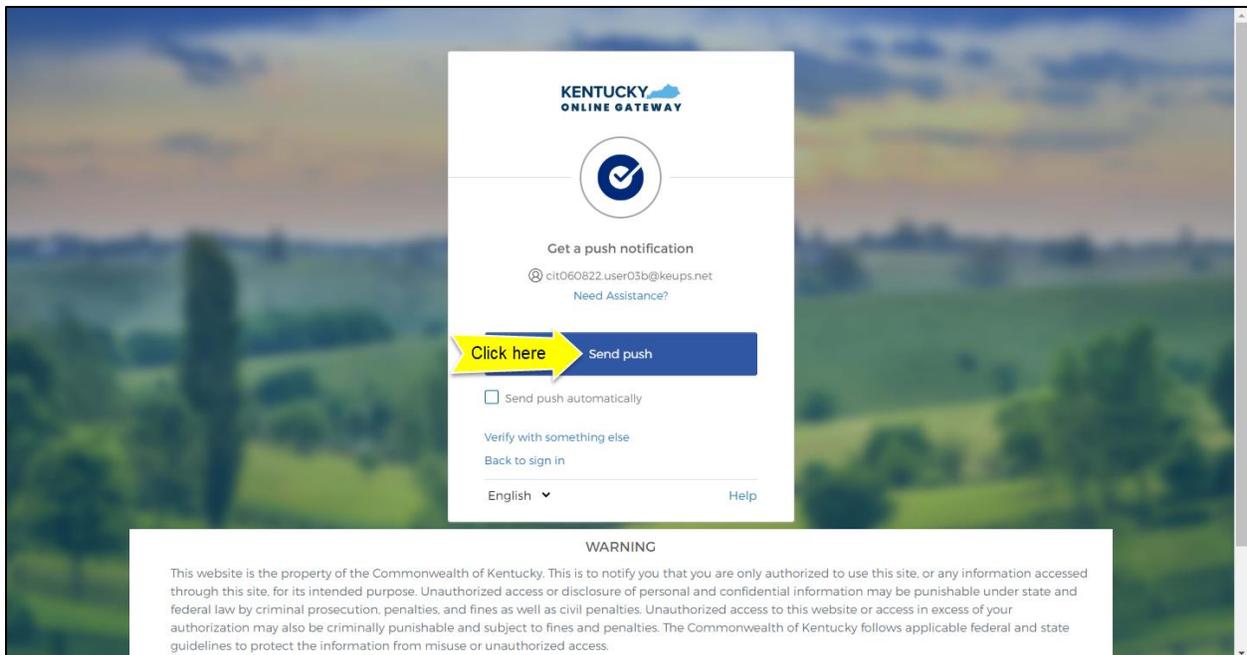
If you want to complete MFA using Okta Verify security code, please go to [section 1.2.b](#), otherwise please follow the steps below ([section 1.2.a](#)) to complete MFA using Okta Verify push notification.

1.2.a. Okta Verify Push Notification Based MFA

STEP 1: Click the **Select** button next to **Get a push notification**.

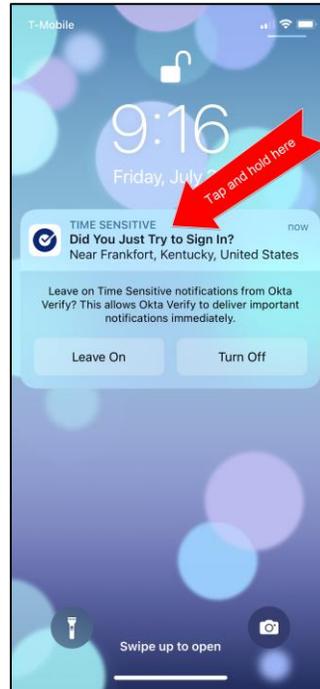


STEP 2: Click the **Send push** button.

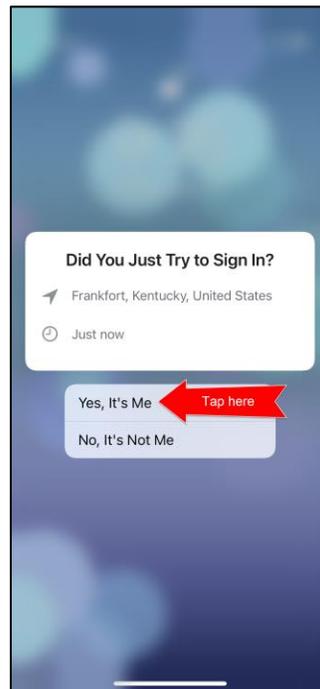


STEP 3: You will receive a push notification on your mobile device. Tap (and hold) on the **Did You Just Try to Sign In?** banner.

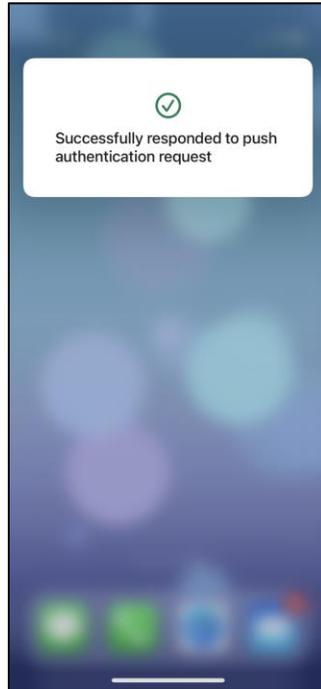
**The following screenshots were taken using an iPhone mobile device. Your experience using an iPad or Android mobile/tablet device will differ but should be similar.*



STEP 4: You will be asked again **Did You Just Try to Sign In?** Tap the **Yes, It's Me** button.

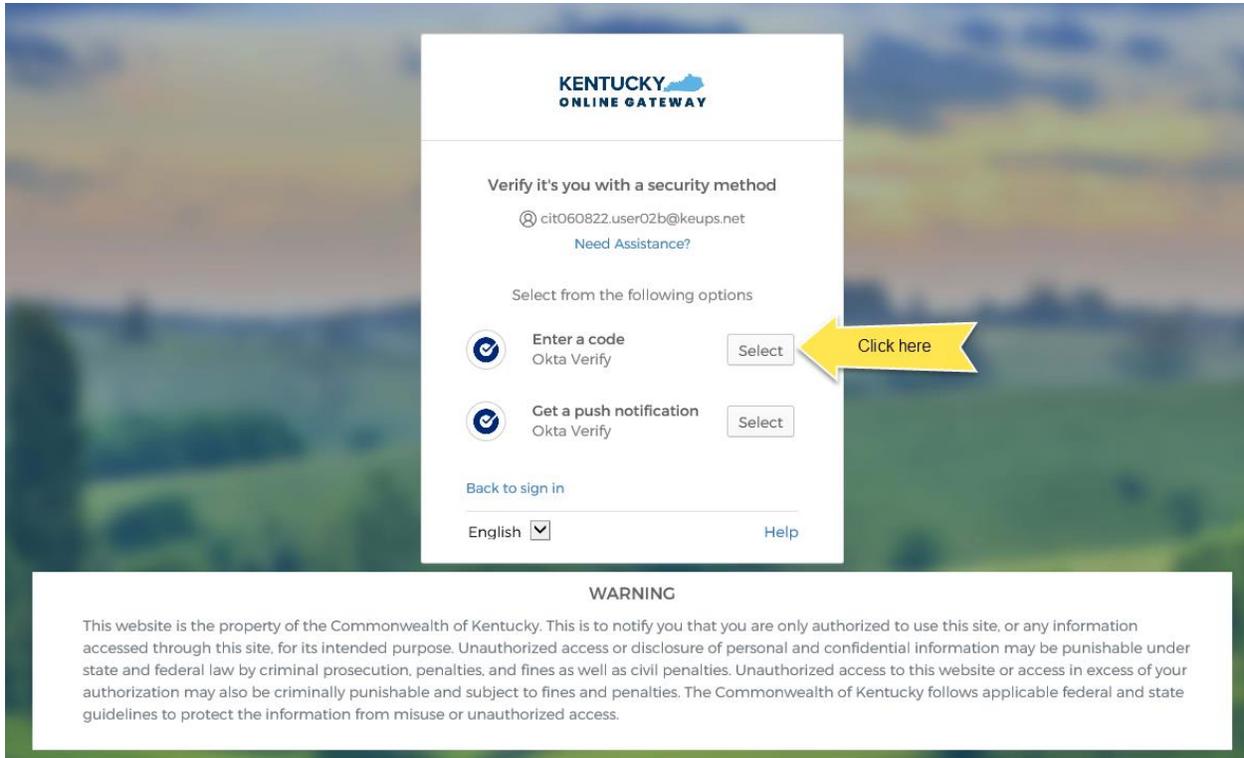


STEP 5: A notification will appear on your mobile device screen letting you know that you have successfully responded to the push authentication request. You can now return to the KOG screen where you will be redirected to your application.

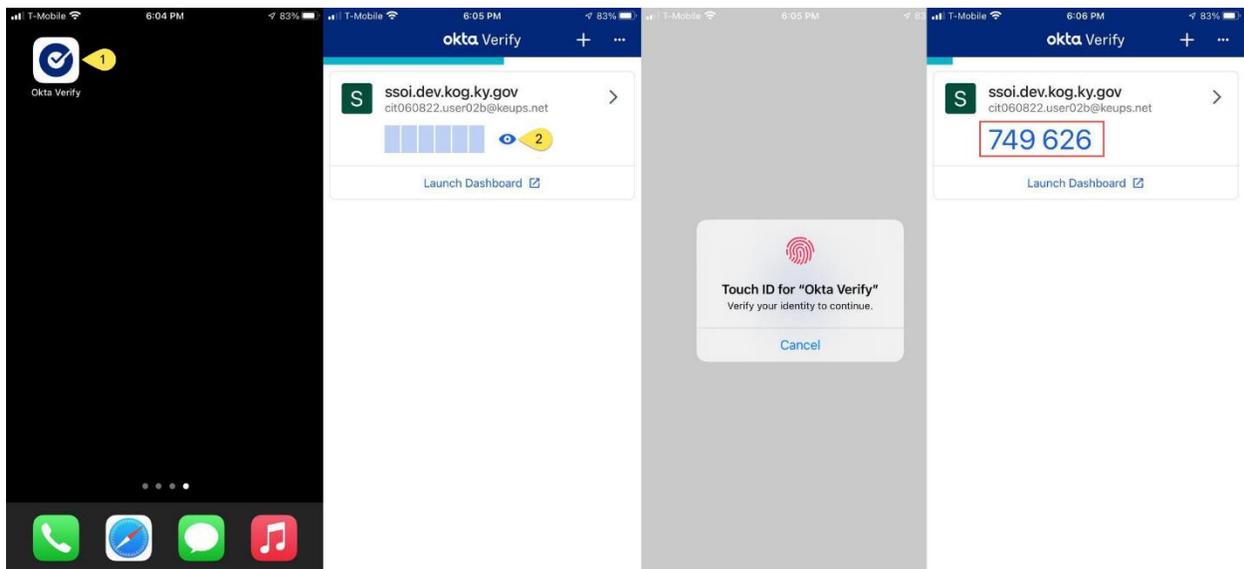


1.2.b. Okta Verify Security Code Based MFA

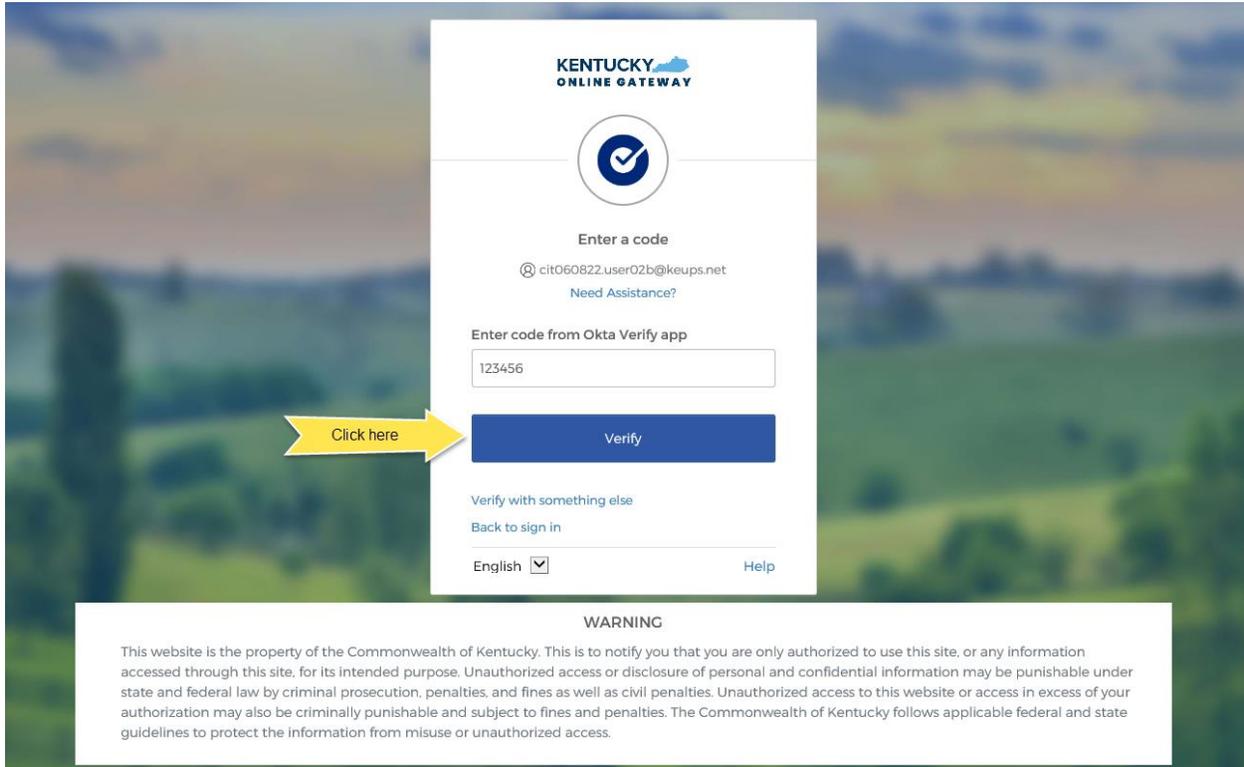
STEP 1: Click the **Select** button next to **Enter a code**.



STEP 2: Open the Okta Verify app on your mobile device or tablet/iPad. Locate the email address associated with your KOG account that you used to login. If your code is not visible, tap on the eye icon and verify your identity using either touch ID or face ID. Once the code is visible, go to **STEP 3**.



STEP 3: Return to the KOG screen and enter the 6-digit code from the Okta Verify app into the **Enter code from Okta Verify app** field and click on the **Verify** button. If you have entered the code correctly, you will be redirected to your application.



The screenshot shows the Kentucky Online Gateway login interface. At the top, it displays the "KENTUCKY ONLINE GATEWAY" logo. Below the logo is a circular icon with a checkmark. The text "Enter a code" is followed by the email address "cit060822.user02b@keups.net" and a link for "Need Assistance?". The "Enter code from Okta Verify app" section contains a text input field with the code "123456". A yellow arrow labeled "Click here" points to the blue "Verify" button. Below the button are links for "Verify with something else" and "Back to sign in". At the bottom, there is a language dropdown menu set to "English" and a "Help" link.

WARNING

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2. Phone (SMS Text Message)

One of the options KOG offers to complete MFA is SMS text message using phone.

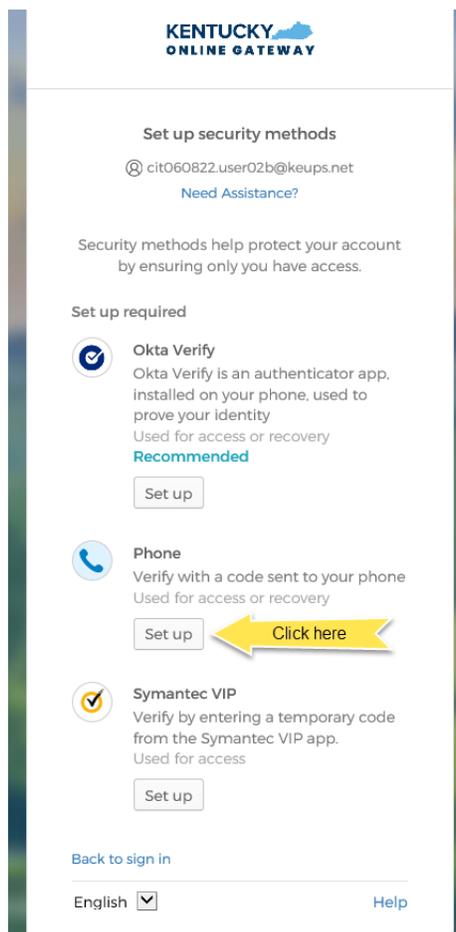
If you are logging in for the first time and need to enroll into Phone using SMS text message, please go to [section 2.1](#).

If you are logging in for a subsequent time, and need to complete MFA using SMS text message, please go to [section 2.2](#).

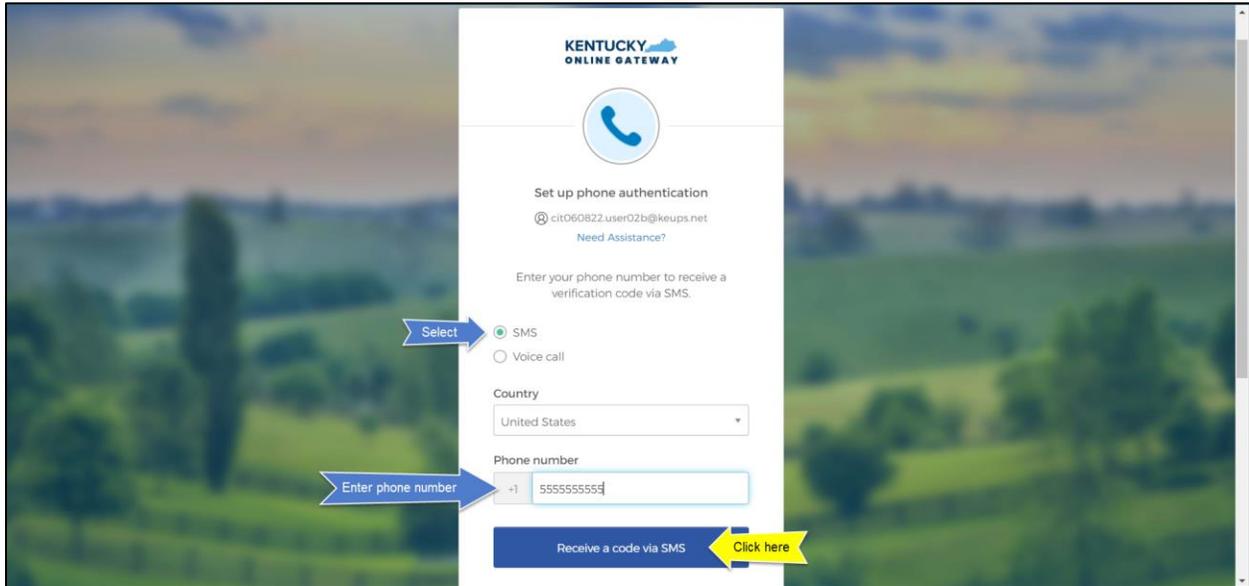
2.1. Enrollment (First time login)

You will be shown the **Set up security methods** screen.

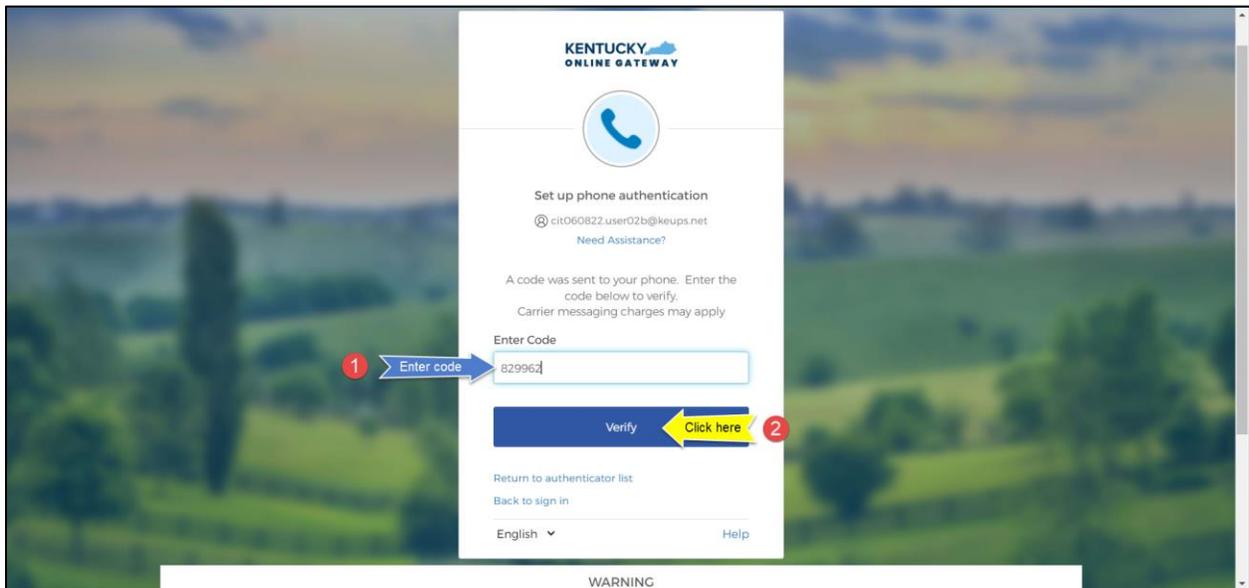
STEP 1: On the **Set up security methods** screen, click the Phone **Set up** button.



STEP 2: Click the radio button labeled **SMS** and enter the 10-digit phone number for your mobile device into the **Phone Number** field. Then click the **Receive a code via SMS** button. *NOTE: Standard mobile messaging rates may apply from your mobile carrier.*



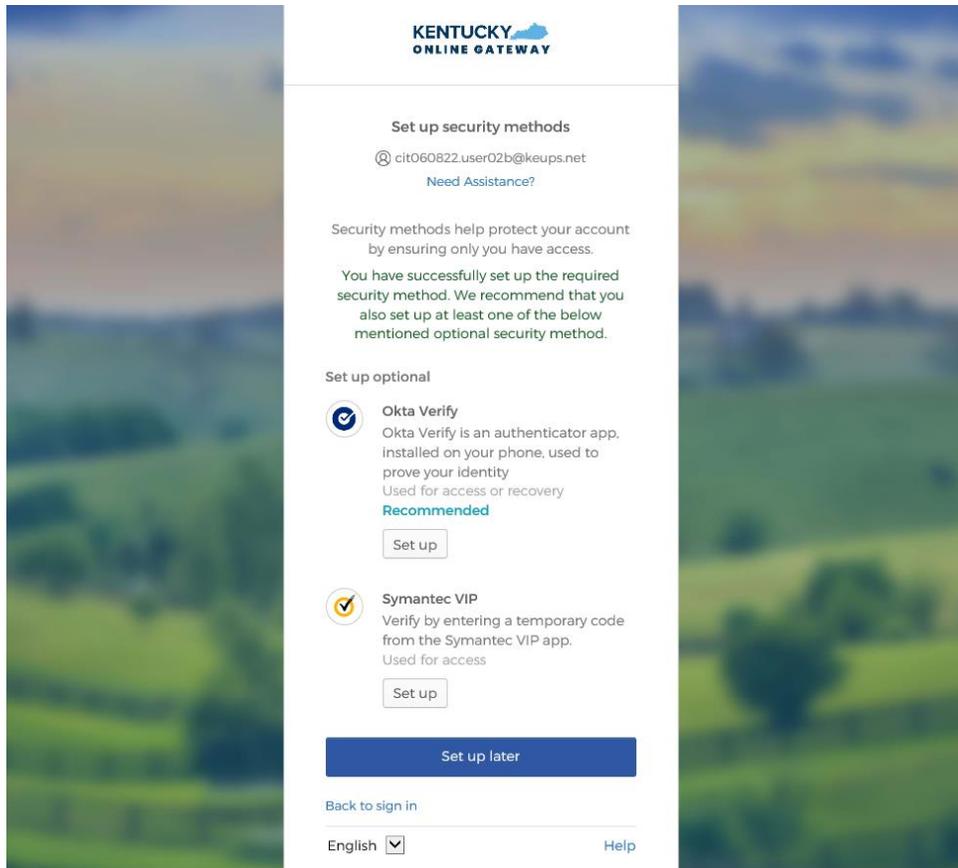
STEP 3: You will receive a SMS text message to your mobile device containing a 6-digit code. Return to the KOG screen and enter the 6-digit code you received into the **Enter Code** field and click the **Verify** button.



STEP 4: 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, you will be redirected to your application. If there are other factors available to enroll, KOG recommends that you also set up at least one of the optional security method as well, which will help you in the future to add or remove additional security methods.*

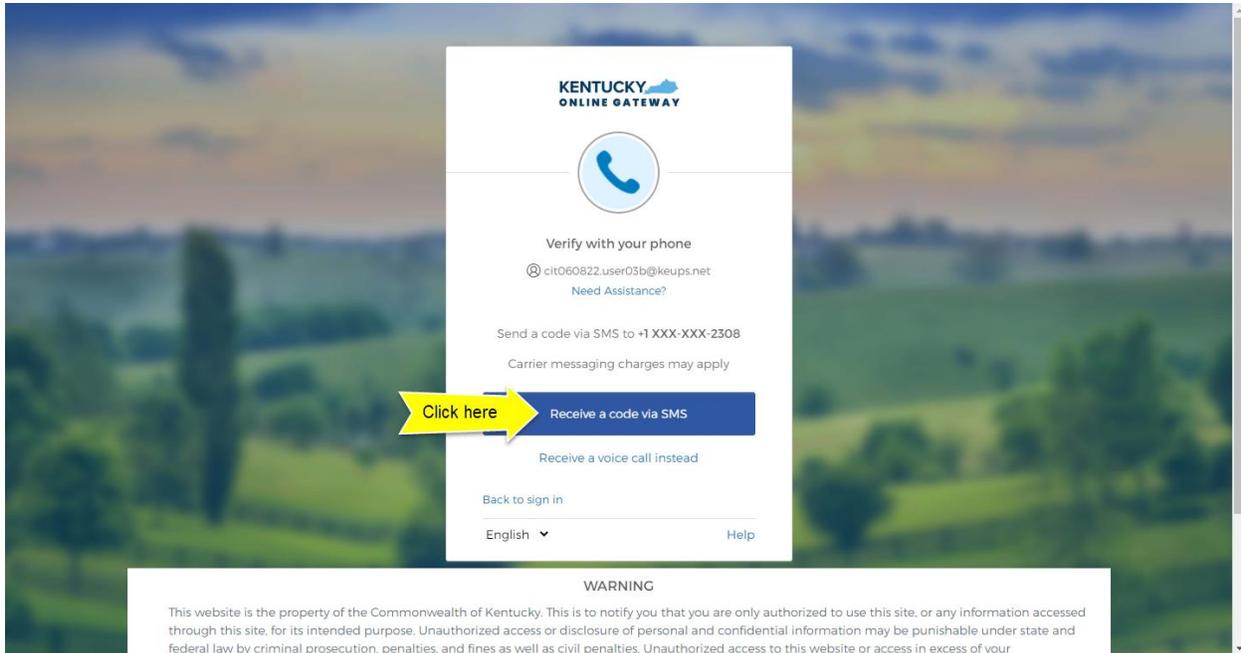
If you need help setting up Okta Verify security method please go to [section 1.1](#)

If you need help setting up Symantec VIP security method please go to [section 4.1](#)

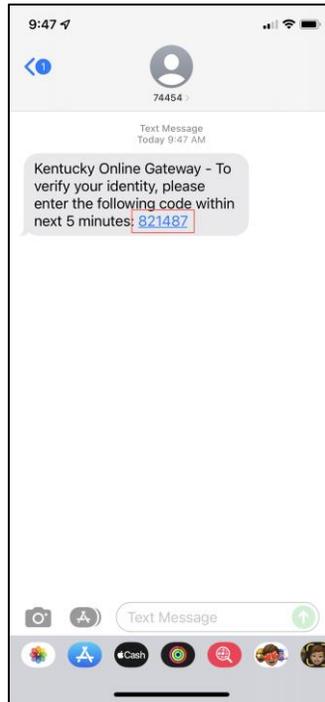


2.2. MFA on Subsequent Login

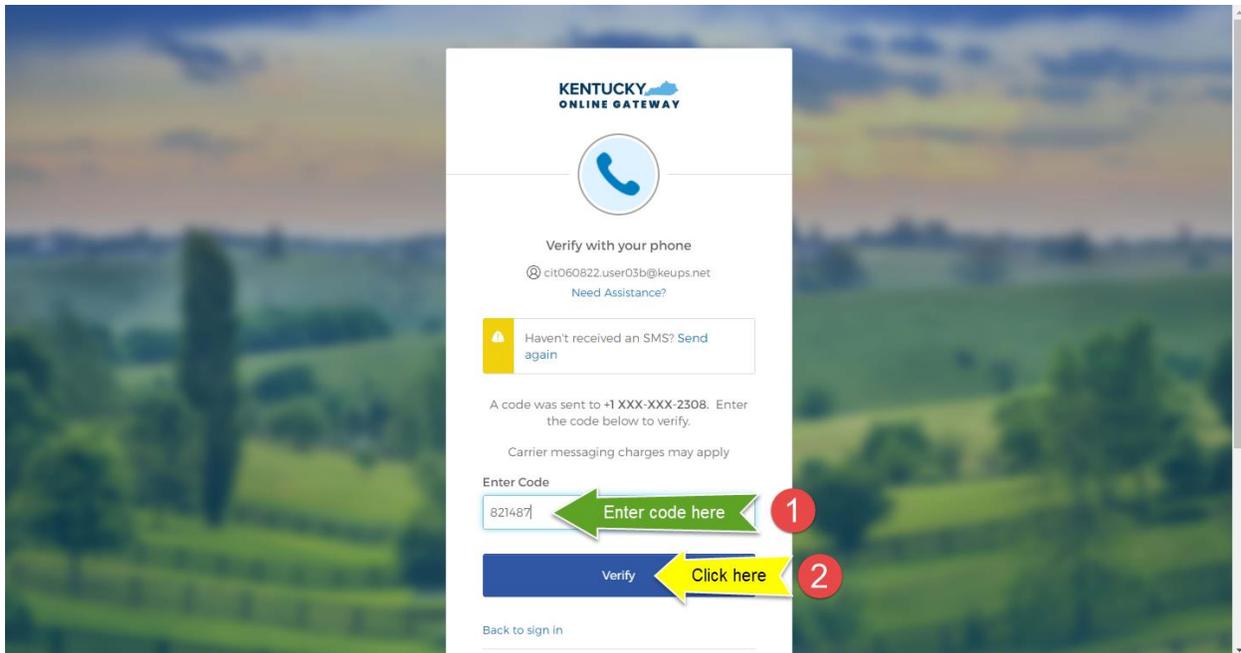
STEP 1: Click the **Receive a code via SMS** button.



STEP 2: You will receive a SMS text message to your mobile device containing a 6-digit code.



STEP 3: Return to the KOG screen and enter the 6-digit code you received into the **Enter Code** field and click the **Verify** button. If you have entered the code correctly, you will be redirected to your application.



3. Phone (Voice Call)

One of the options KOG offers to complete MFA is Voice Call using phone.

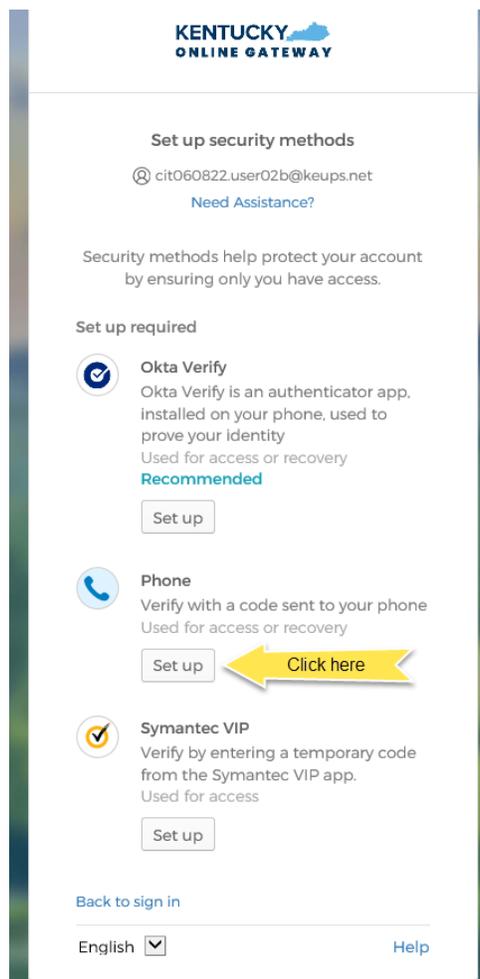
If you are logging in for the first time and need to enroll into Phone using Voice Call, please go to [section 3.1](#).

If you are logging in for a subsequent time, and need to complete MFA using Voice Call, please go to [section 3.2](#).

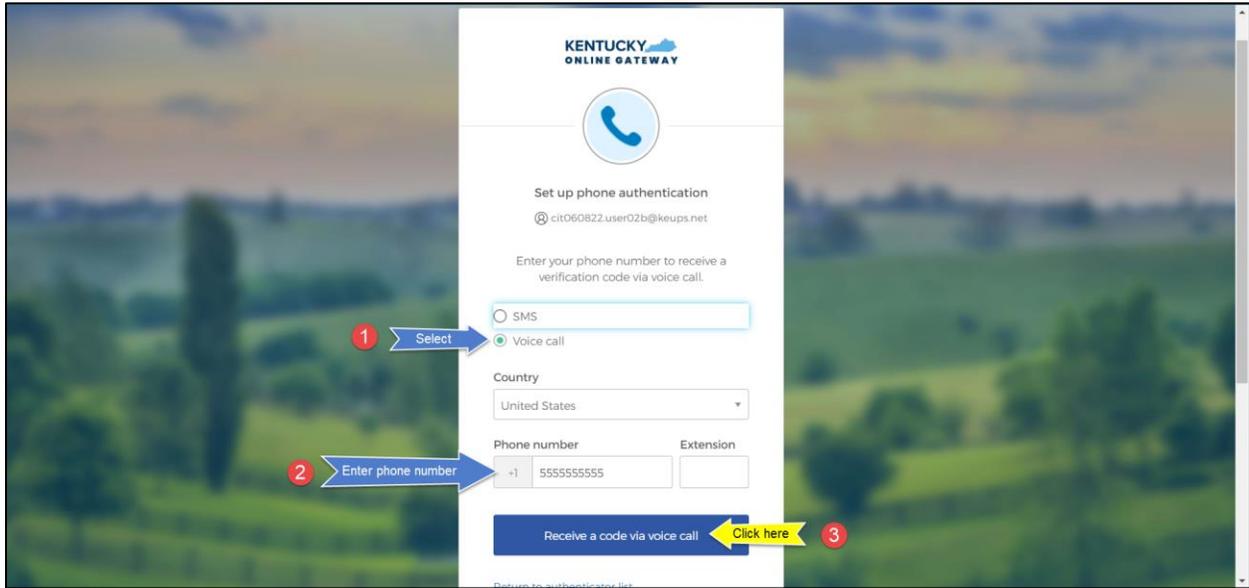
3.1. Enrollment (First time login)

You will be shown the **Set up security methods** screen.

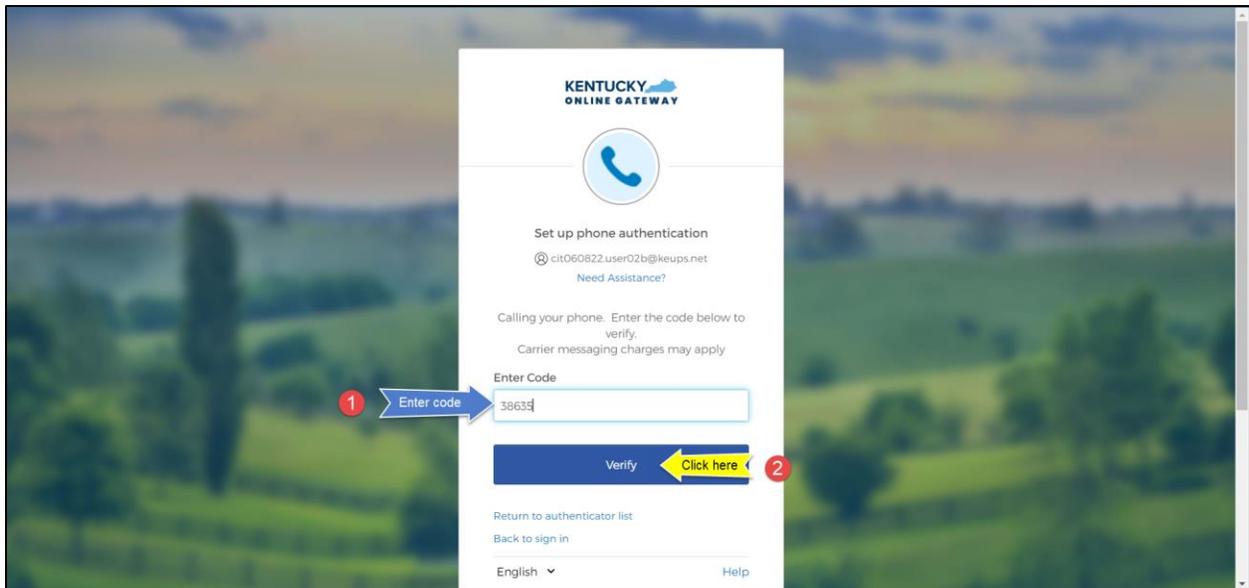
STEP 1: On the **Set up security methods** screen, click the Phone **Set up** button.



STEP 2: Click the radio button labeled **Voice call** and enter your 10-digit phone number into the **Phone Number** field (and extension into the **Extension** field *if applicable*). Then click the **Receive a code via voice call** button.



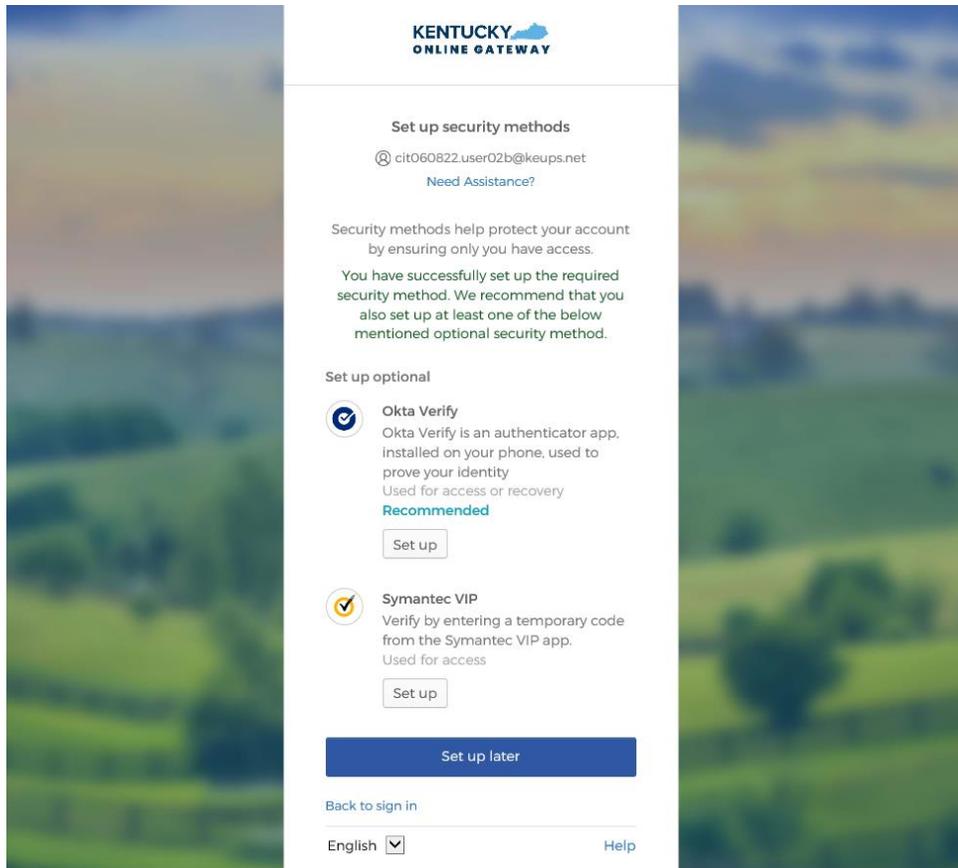
STEP 3: You will receive a phone call and the voice on the line will read off a 5-digit code. Return to the KOG screen and enter the 5-digit code you received into the **Enter Code** field and click the **Verify** button.



STEP 4: 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*, you will be redirected to your application. *If there are other factors available to enroll*, KOG recommends that you also set up at least one of the optional security method as well, which will help you in the future to add or remove additional security methods.

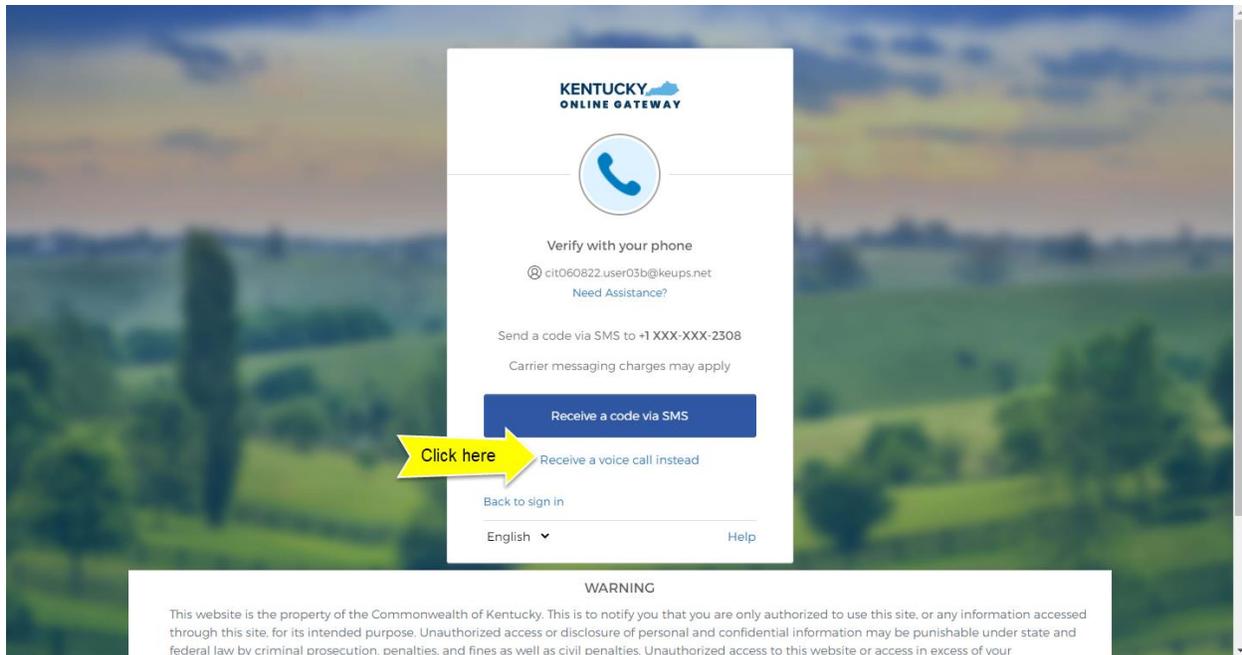
If you need help setting up Okta Verify security method please go to [section 1.1](#)

If you need help setting up Symantec VIP security method please go to [section 4.1](#)

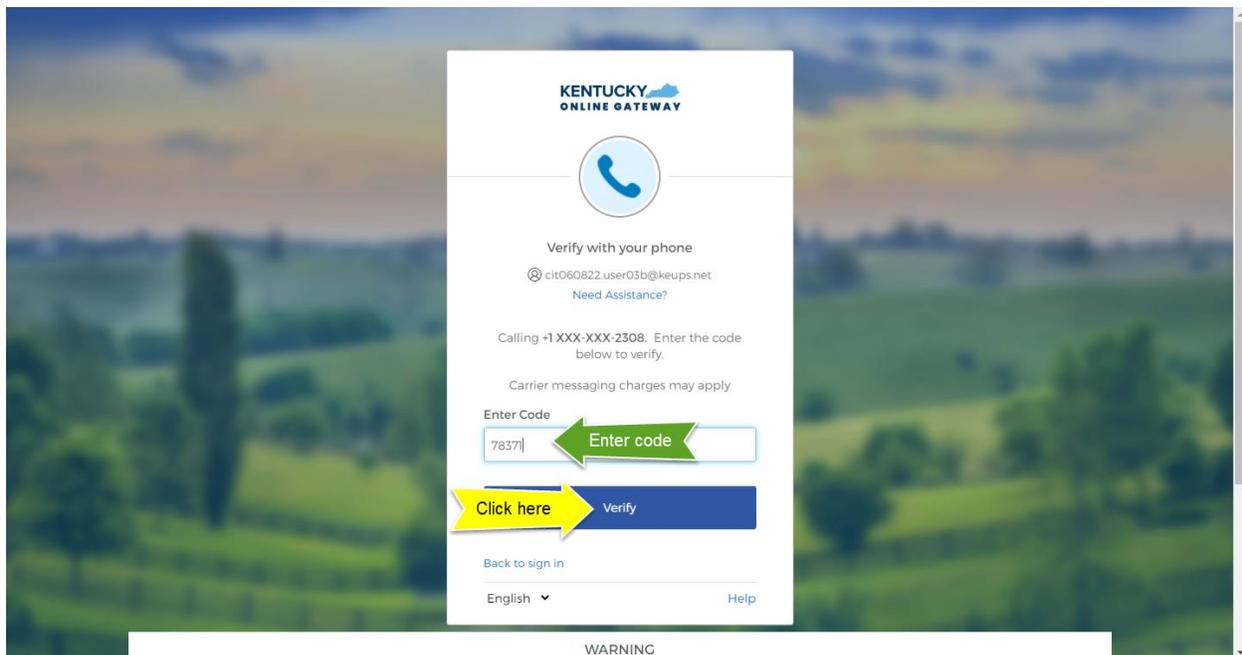


3.2. MFA on Subsequent Login

STEP 1: Click the **Receive a voice call instead** link.



STEP 2: You will receive a phone call to your mobile device and the voice on the line will read off a 5-digit code. Return to the KOG screen and enter the 5-digit code you received into the **Enter Code** field and click the **Verify** button. If you have entered the code correctly, you will be redirected to your application.



4. Symantec VIP

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

*NOTE: If you have Symantec VIP already installed on any device, you **DO NOT** need to re-install the app.*

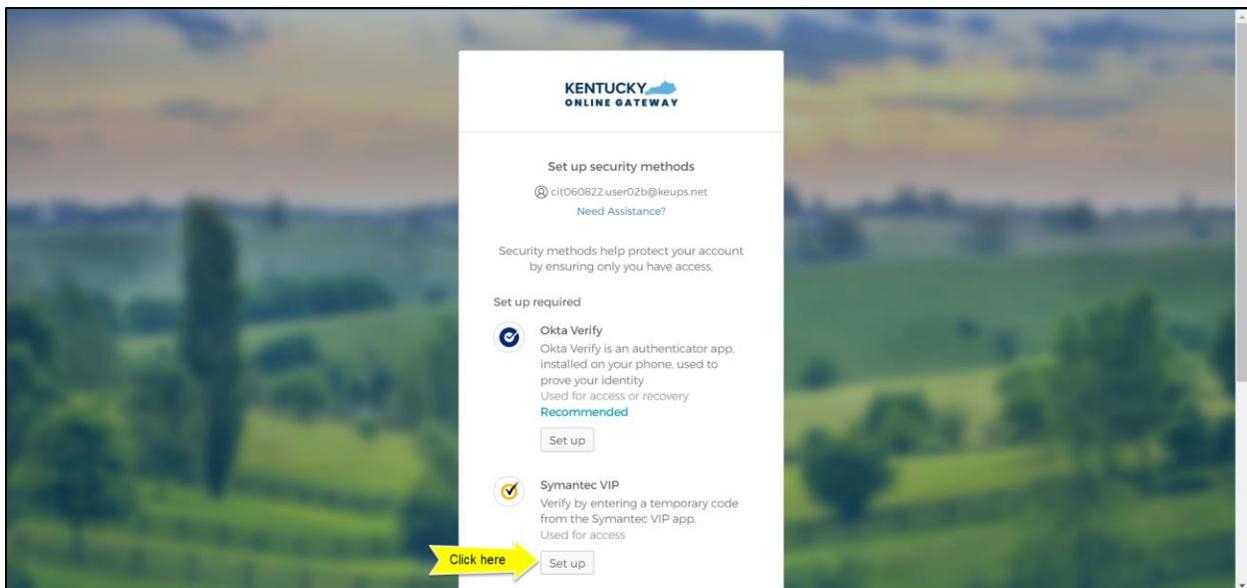
If you are logging in for the first time and need to enroll into Symantec VIP, please go to [section 4.1](#).

If you are logging in for a subsequent time, and need to complete MFA using Symantec VIP, please go to [section 4.2](#).

4.1. Enrollment (First time login)

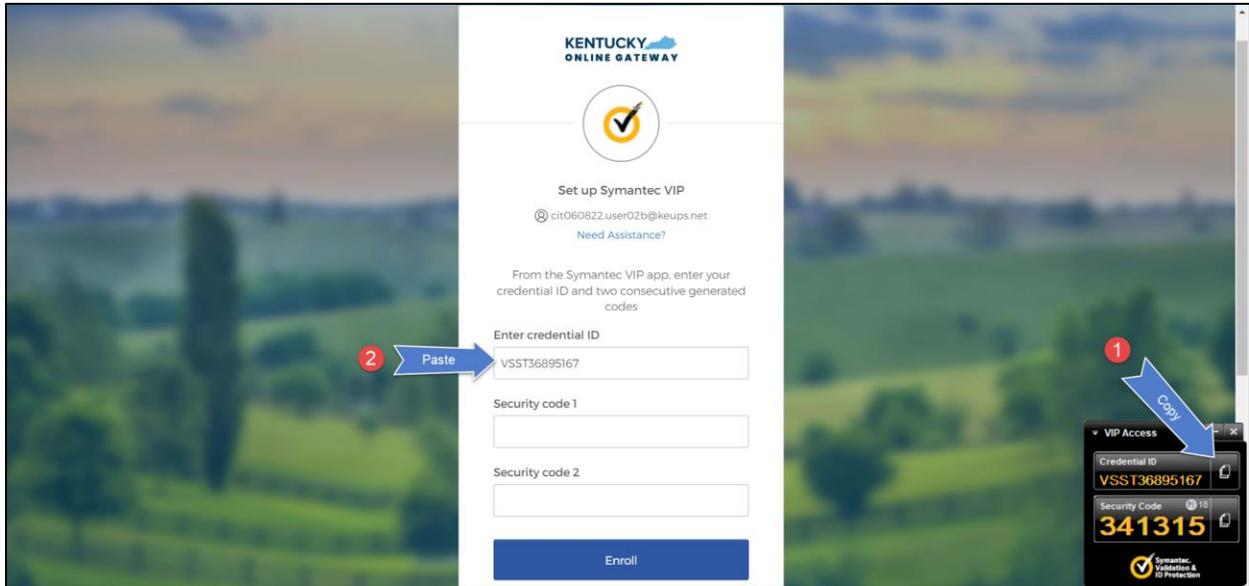
You will be shown the **Set up security methods** screen.

STEP 1: On the **Set up security methods** screen, click the Symantec VIP **Set up** button.

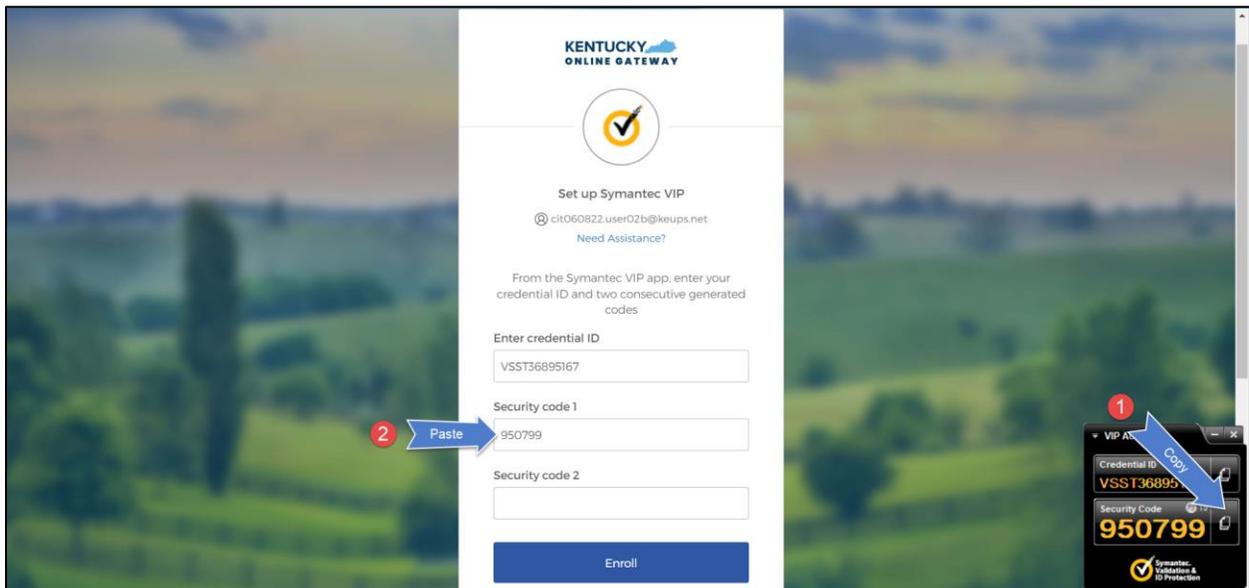


PLEASE NOTE: If you have not yet installed the VIP Access app onto your machine or device, you will first need to download and install it by visiting the Symantec website at <https://vip.symantec.com/> for the desktop version, the App Store for iPhone and iPad devices, or the Google Play for Android devices.

STEP 2: After opening 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.

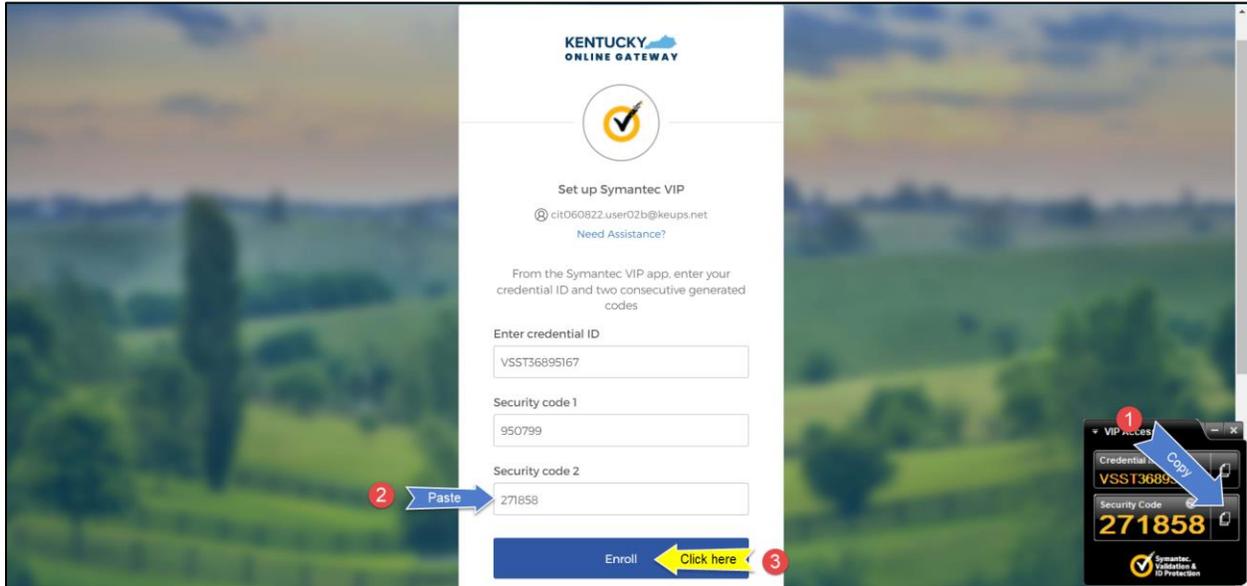


STEP 3: Copy the Security Code from the Symantec VIP app. To copy the Security Code, click the button next to the Security Code (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 6-digit Security Code into the **Security code 1** field.



STEP 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 the **Enroll** button.

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



STEP 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, you will be redirected to your application. If there are other factors available to enroll, KOG recommends that you also set up at least one of the optional security method as well, which will help you in the future to add or remove additional security methods.*

If you need help setting up Okta Verify security method please go to [section 1.1](#)

If you need help setting up Phone security method using SMS text message please go to [section 2.1](#)

If you need help setting up Phone security method using Voice Call please go to [section 3.1](#)

Set up security methods

@ cit060822.user02b@keups.net

[Need Assistance?](#)

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

You have successfully set up the required security method. We recommend that you also set up at least one of the below mentioned optional security method.

Set up optional



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



Phone

Verify with a code sent to your phone

Used for access or recovery

Set up

Set up later

[Back to sign in](#)

English

[Help](#)

4.2. MFA on Subsequent Login

STEP 1: After opening Symantec VIP app on your device, you will see a Credential ID and a Security Code in a small black box. 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 to either paste or manually enter the 6-digit Security Code into the **Enter security code** field, then click the **Verify** button.

KENTUCKY
ONLINE GATEWAY



Verify with Symantec VIP

@ cit060822.user02b@keups.net
[Need Assistance?](#)

Enter the generated security code from the Symantec VIP app.

Enter security code

123456

[Verify](#)

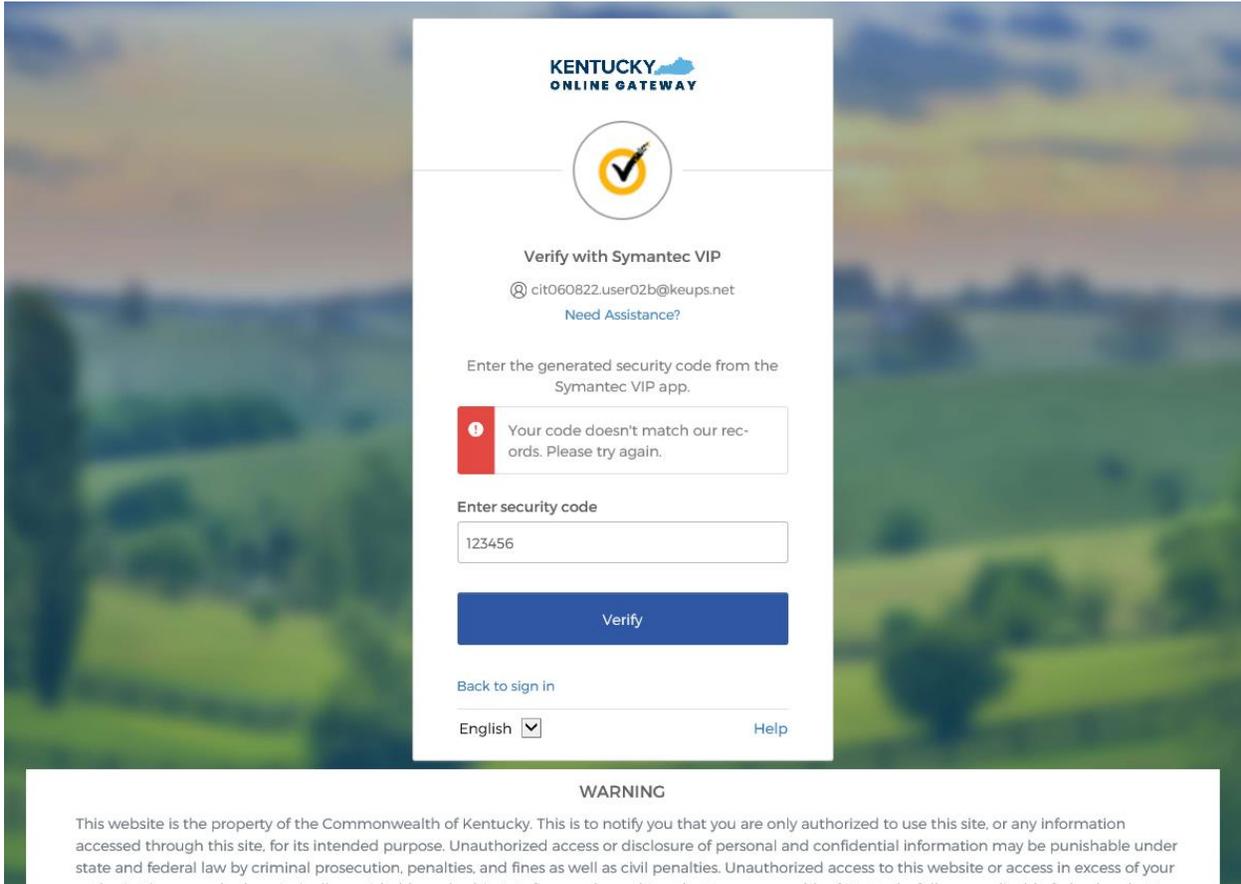
[Back to sign in](#)

English [Help](#)

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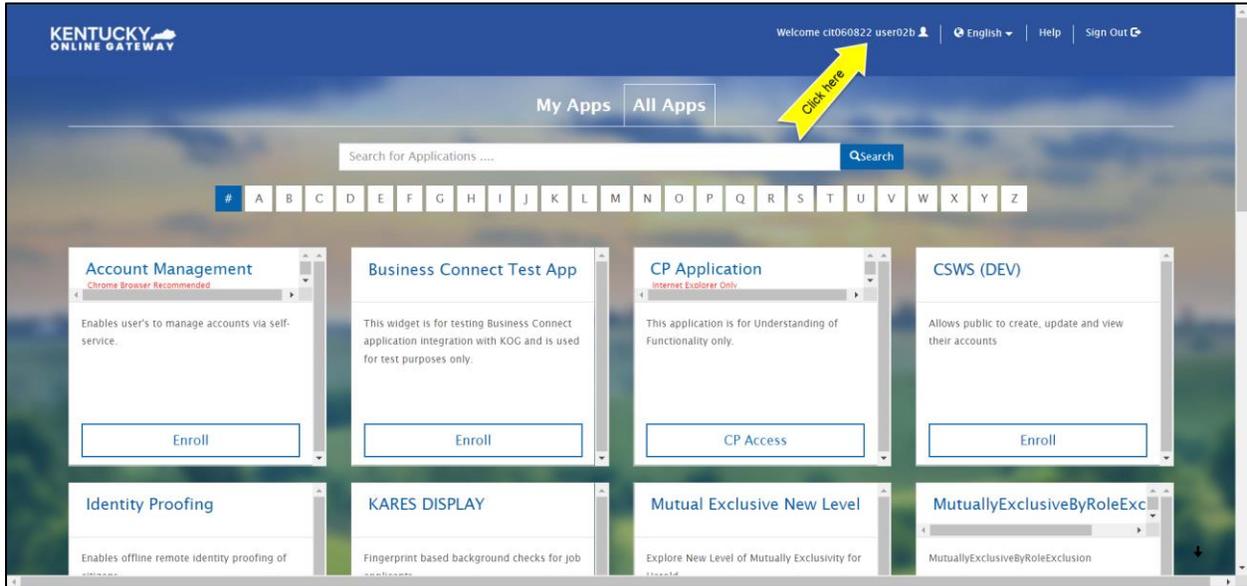
STEP 2: If the Security Code was entered correctly, KOG will recognize that the Symantec VIP MFA verification is complete and you will be redirected to your application. In case you get the error message that, “Your code doesn’t match our records, please try again”, then wait until a new Security Code appears in Symantec VIP app and copy the newly generated Security Code. Return to the KOG screen to either paste or manually enter the newly generated 6-digit Security Code into the **Enter security code** field, then click the **Verify** button to be redirected to your application.



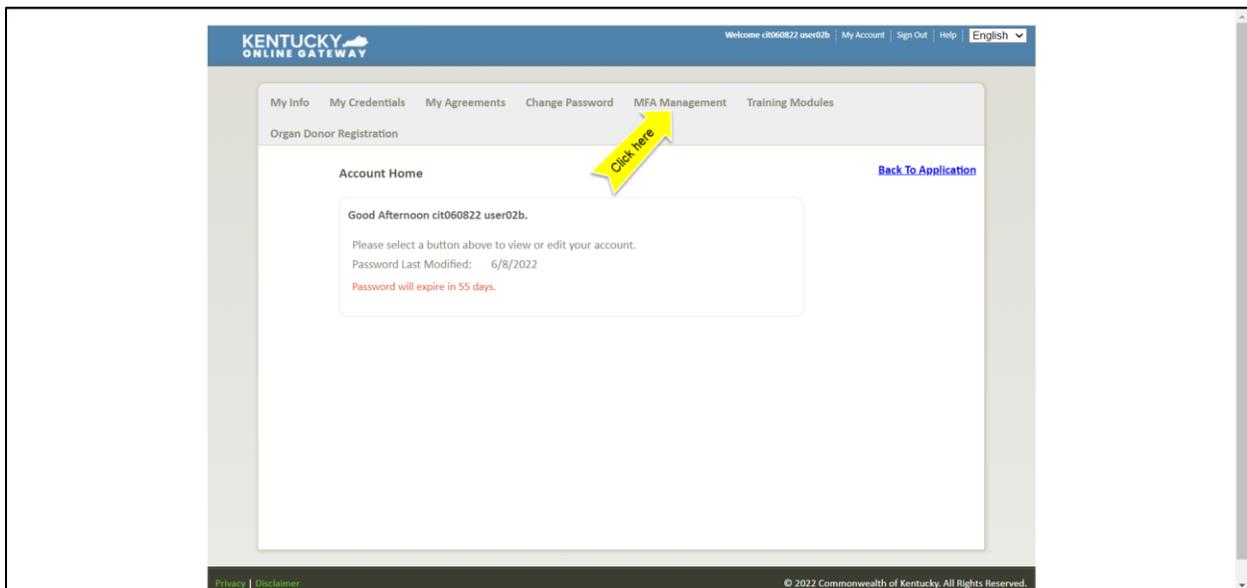
5. Add/Remove MFA Security Methods

If you want to add a new security method or remove an existing security method, please follow the steps below.

STEP 1: After you log into the Kentucky Online Gateway dashboard, click on your name at the top of the screen to be redirected to Account Settings.



STEP 2: From the Account Settings screen, click on the **MFA Management** tab.



STEP 3: Scroll down the page to the **Security Methods** section. You can use this section to add or remove different security methods.

The screenshot shows the user profile page for 'cit060822' on the 'Kentucky Online Gateway'. The page is divided into several sections:

- Header:** 'KENTUCKY ONLINE GATEWAY' logo on the left, a search bar 'Search your apps', and the user's name 'cit060822' and 'Kentucky Online Gate...' on the right.
- Left Sidebar:** 'My Apps' and 'Notifications' links.
- User Profile:** A table with the following details:

First name	cit060822
Last name	user03b
Okta username	cit060822.user03b@keups.net
Primary email	cit060822.user03b@keups.net
Mobile phone	
Display name	user03b, cit060822
- Display Language:** A section titled 'Display Language' with an 'Edit' button. The language is set to 'English'. A note states: 'Your default language has been automatically set by your browser. To change your language please edit and save your desired display language.'
- Change Password:** A section with fields for 'Current password', 'New password', and 'Confirm new password', and a 'Change Password' button.
- Security Methods:** A section titled 'Security Methods' with a checkmark icon. It contains a list of security methods:
 - Okta Verify:** A green arrow points to the 'Set up' button with the text 'Click "Set up" or "Set up another" to Add'.
 - Phone:** A red arrow points to the 'Remove' button with the text 'Click to REMOVE'. The phone number is '+1 XXX-XXX-2308'.
 - Symantec VIP:** A 'Set up' button.

STEP 4: Follow the onscreen instructions to add or remove a security method.