KN-CLAIM

Kansas Nutrition – Claims and Information Management

Quick Reference for Accessing KN-CLAIM

KANSAS STATE DEPARTMENT OF EDUCATION

Kansas leads the world in the success of each student.

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Quick Reference for Accessing KN-CLAIM

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Quick Reference for Accessing KN-CLAIM

What is KN-CLAIM?

KN-CLAIM is the Child Nutrition & Wellness web-based computer system. The acronym stands for **K**ansas **N**utrition – **CL**aims **A**nd **I**nformation **M**anagement.

Help is Available!

We have done our best to ensure that KN-CLAIM works correctly and is easy to use. However, there is always room for improvement. Please let us know if you encounter any problems or need assistance with using the system. ***Call 785-296-2276 and ask for KN-CLAIM support.***

Quick Reference Overview

A step-by-step guide of the process begins on page 2. Frequently Asked Questions can be found at the end of the guide.

1. Sponsor Authorized Representative registers and requests access to KN-CLAIM through KSDE Web Applications Common Authentication webpage.
2. KSDE manually approves and activates Sponsor Authorized Representative. (Allow 2-4 business days)
3. Sponsor Authorized Representative may login to KN-CLAIM through the KSDE Web Applications Common Authentication webpage.
4. Sponsor Authorized Representative may determine other sponsor employees need access to KN-CLAIM as a Designated User.
5. Sponsor employee registers to be a Designated User and requests access to KN-CLAIM through KSDE Web Applications Common Authentication webpage. Sponsor employee alerts Sponsor Authorized Representative when registration is complete.
6. Sponsor Authorized Representative logs in to KN-CLAIM through KSDE Web Applications Common Authentication to activate and assign specific permissions. Sponsor Authorized Representative alerts employee access has been granted.
7. Sponsor employee may login to KN-CLAIM through the KSDE Web Applications Common Authentication webpage.

KN-CLAIM Authorized Representative Registration Instructions

The Sponsor Authorized Representative must register for access to KN-CLAIM anytime there is a new Sponsor Authorized Representative. Authorized Representatives will fall into one of two categories.

1. Existing KSDE Web Applications Common Authentication User or
2. New KSDE Web Applications Common Authentication User.

Use the following step-by-step instructions to gain access to the KN-CLAIM system.

Existing KSDE Web Applications Common Authentication Users

1. Users who already have a login to the KSDE Web Applications Common Authentication webpage, which houses KSDE applications, will login to KSDE Web Applications Common Authentication with their existing username and password. If you do not remember your username, contact the KSDE Help Desk at helpdesk@ksde.gov. If you forgot your password, click "Forgot Your Password" under the login button on the registration page. Do NOT create a new account if you forgot your password. If you get a message that states you are locked out of your account, click "Forgot Your Password" to reset your password.
    - *KSDE Web Applications Common Authentication can be accessed at https://apps.ksde.org/authentication/login.aspx or at https://cnw.ksde.gov and selecting KN-CLAIM from the top menu.*
2. Click <Accept> for the web applications legal notice.
3. Click <Manage My Account> rather than choosing an application. Scroll down and check the box next to KN-CLAIM* in the list of applications and select Authorized Representative on the Application Access Level. *If KN-CLAIM is not available as an option, you must register and create a different username and password through the KSDE Web Applications Common Authentication webpage. Follow the steps in the next section of this guide entitled, "New KSDE Web Applications Common Authentication Users".

4. Scroll down to "In Case You Forget Your Password" section. Enter your birth date and answer the security question.
5. Click <Submit> at the bottom of the webpage.
6. A confirmation screen will appear that states, "Your User Account Information has been updated. If you requested access to any additional applications, we will notify you if your request to access each application has been granted." Click <OK>.
    - *At this point, KSDE will receive notice that a request for KN-CLAIM access has been received. KSDE will verify that the individual requesting Authorized Representative Access is listed as the* Sponsor *Authorized Representative on the program agreement. If yes, KSDE will grant* user *access to the KN-CLAIM application and an email will be sent to the Authorized Representative stating that access has been granted. Please allow for 2-4 business days for approval.*
7. Once the Authorized Representative receives a confirmation email stating they have access to KN-CLAIM, the Authorized Representative can log into KN-CLAIM through the KSDE Web Applications Common Authentication page at https://apps.ksde.org/authentication/login.aspx using their existing login and password.

New KSDE Web Applications Common Authentication Users

1. Authorized Representatives must register for access through KSDE Web Applications Common Authentication Registration at https://apps.ksde.org/authentication/login.aspx or by visiting https://cnw.ksde.gov and selecting KN-CLAIM from the top menu. Click on the green <Register> button under "New User Registration".
2. Complete the KSDE User Registration Form. Enter Contact Information:
    - First Name
    - Last Name
    - Phone Number
    - Email Address
3. Select the Sponsor that also corresponds to your existing KN-CLAIM Sponsor Number (D0, P0, X0, etc.) from the organization drop down box.
4. Select "All Buildings" from the Building drop down box.
5. Scroll down and check the box next to KN-CLAIM in the list of applications and select Authorized Representative on the Application Access Level.

6. Enter a Login ID (username) and Password. Login ID's are user specific and will be used to login to the system moving forward. It is the Authorized Representative's responsibility to remember their username and password. KSDE cannot provide them to you. If a username already exists in the system, you will be prompted to enter a different username.
    - *Enter a password that contains at least 8 characters and at least one uppercase letter, one lowercase letter and one number or special character.*
7. Enter your birth date, then choose a question to which only you know the answer and which has nothing to do with your password. This information will be used in the event you forget your password and KSDE needs to verify your identity.
8. Click the blue <Submit> button.
9. A registration confirmation notice will appear that states, "Thank you for registering. PLEASE NOTE: You are responsible for remembering your username and password. KSDE CANNOT PROVIDE THEM TO YOU." Click <OK>.
    - *At this point, KSDE will receive notice that a request for KN-CLAIM access has been received. KSDE will verify that the individual requesting Authorized Representative Access is listed as the Authorized Representative on the program agreement or has submitted an Appointment of a New Authorized Representative form. If yes, KSDE will grant user access to the KN-CLAIM application and an email will be sent to the Authorized Representative stating that access has been granted. Please allow for 2-4 business days for approval.*
10. Once the Authorized Representative receives a confirmation email stating they have access to KN-CLAIM, the Authorized Representative can log into KN-CLAIM through the KSDE Web Applications Common Authentication webpage page at https://apps.ksde.org/authentication/login.aspx using the login and password created during the registration process.

KN-CLAIM Designated User Registration Instructions

Why utilize the Designated Users feature?

This feature allows a sponsor's Authorized Representative to assign permissions to one or more other users who may access and update the following KN-CLAIM functions:

- Applications
- Claims
- Training
- Financial Management (SNP & CACFP)
- Fresh Fruit and Vegetable Program (FFVP) (SNP Only)
- Online Free/Reduced App (SNP Only)
- Wellness (SNP Only)
- Community Eligibility Provision (CEP) (SNP Only)
- Verification (SNP Only)
- Reports (CACFP Only)
- Reviews
- Direct Certification (SNP Only)

The Authorized Representative can easily:

- Give each Designated User authority to access any one or all of the above functions.
- Inactivate a Designated User at any time.

Each Designated User must first register for access through KSDE Web Applications Common Authentication webpage registration. Designated Users will fall into one of two categories.

1. Existing KSDE Web Applications Common Authentication User or
2. New KSDE Web Applications Common Authentication User.

Once registered the Authorized Representative must activate and assign program access for the Designated User. After the Designated User is activated, he/she can login through the KSDE Web Applications Common Authentication webpage to gain access to KN-CLAIM.

Use the following step-by-step instructions to gain access to the KN-CLAIM system as a Designated User.

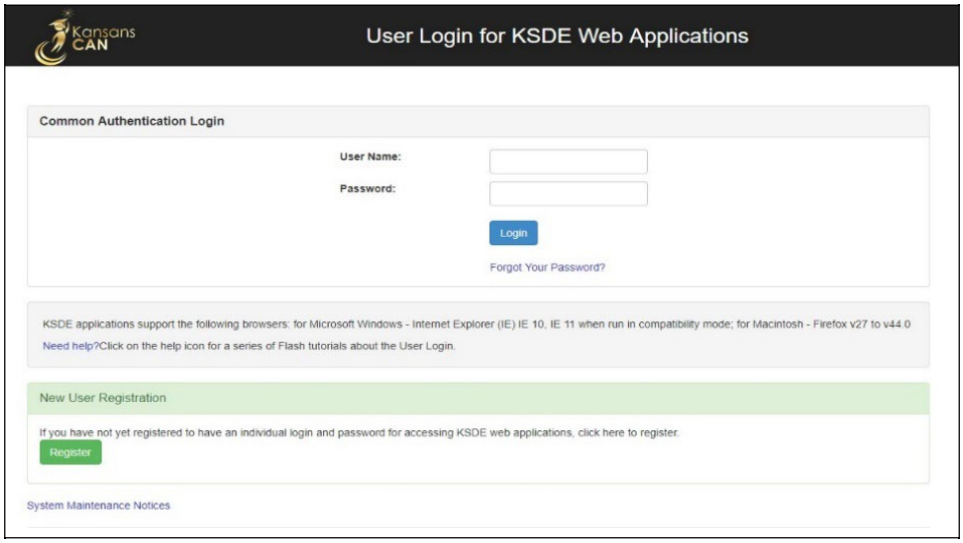
Existing KSDE Web Applications Common Authentication Users

1. Users who already have a login to the KSDE Web Applications Common Authentication webpage, which houses KSDE applications, will login to KSDE Web Applications Common Authentication webpage with their existing username and password. If you do not remember your username, contact the KSDE Help Desk at helpdesk@ksde.gov. If you forgot your password, click "Forgot Your Password" under the login button on the registration page. Do NOT create a new account if you forgot your password. If you get a message that states you are locked out of your account, click "Forgot Your Password" to reset your password.
    - *KSDE Web Applications Common Authentication webpage can be accessed at https://apps.ksde.org/authentication/login.aspx or by visiting https://cnw.ksde.gov and selecting KN-CLAIM from the top menu.*
2. Click <Accept> for the web applications legal notice.
3. Click <Manage My Account> rather than choosing an application.
    - *Scroll down and check the box next to KN-CLAIM* in the list of applications and select Designated User on the Application Access Level. *If KN-CLAIM is not available as an option, you must register and create a different username and password through the KSDE Web Applications Common Authentication webpage. Follow the steps in the next section of this guide entitled, "New KSDE Web Applications Common Authentication Users".*

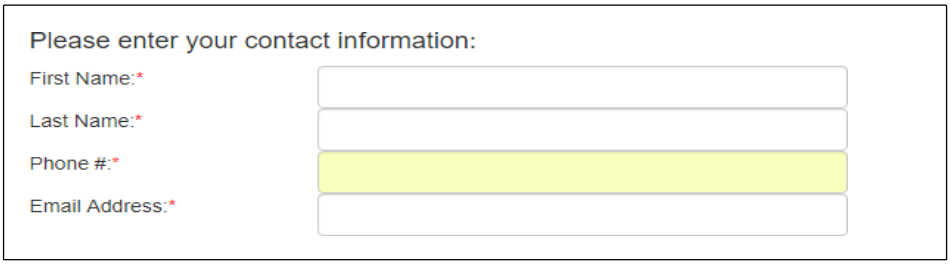
4. Scroll down to "In Case You Forget Your Password" section. Enter your birth date and answer the security question.
5. Click <Submit> at the bottom of the webpage.
6. Alert your Sponsor Authorized Representative when registration is complete. The Sponsor Authorized Representative must go into the system to activate and assign user rights before access to KN-CLAIM will be granted.
    - *Designated Users should NOT attempt to login to the KSDE Web Applications Common Authentication webpage until the Authorized Representative activates the Designated User in KN-CLAIM. Attempting to login to the KSDE Web Applications Common Authentication prior to being activated by the Authorized Representative will result in a message stating that user approval is pending or application is not active.*

New KSDE Web Applications Common Authentication Users

1. Designated User must register for access through KSDE Web Applications Common Authentication registration at https://apps.ksde.org/authentication/login.aspx or by visiting https://cnw.ksde.gov and selecting KN-CLAIM from the top menu. Click on the green <Register> Button under New User Registration.



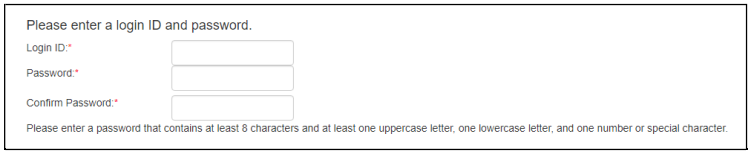
2. Complete the KSDE User Registration Form. Enter Contact Information:
   - First Name
   - Last Name
   - Phone Number
   - Email Address



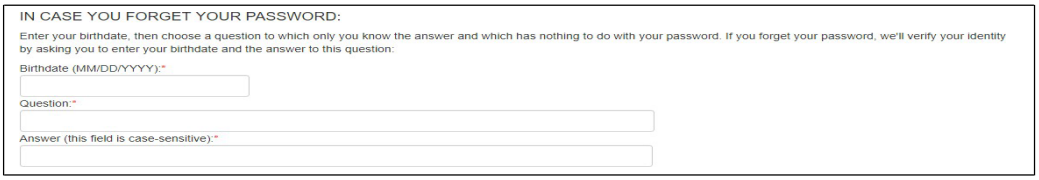
3. Select the Organization from the drop-down box. Ensure the organization you select has the same organization number as your existing KN-CLAIM Sponsor Number (D0, P0, X0 etc.).
4. Select "All Buildings" from the Building drop down box.

5. Check the application box next to KN-CLAIM. Select Designated User under the Application Access Level column.

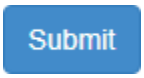
6. Enter a Login ID (username) and Password. Login ID's are user specific and will be used to login to the system moving forward. It is the Designated User's responsibility to remember their username and password. KSDE cannot provide them to you. If a username already exists in the system, you will be prompted to enter a different username.
    - *Enter a password that contains at least 8 characters and at least one uppercase letter, one lowercase letter and one number or special character.*



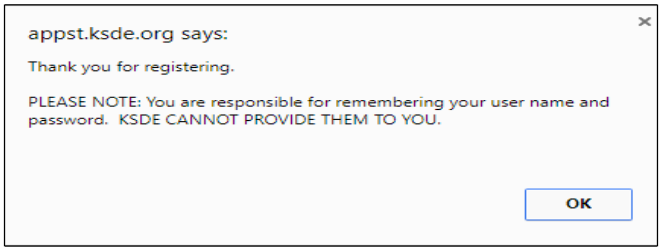
7. Enter your birth date, then choose a question to which only you know the answer, and which has nothing to do with your password. This information will be used in the event you forget your password and KSDE needs to verify your identity.



8. Click the blue <Submit> button



9. A registration confirmation notice will appear. Click on the <OK> button.

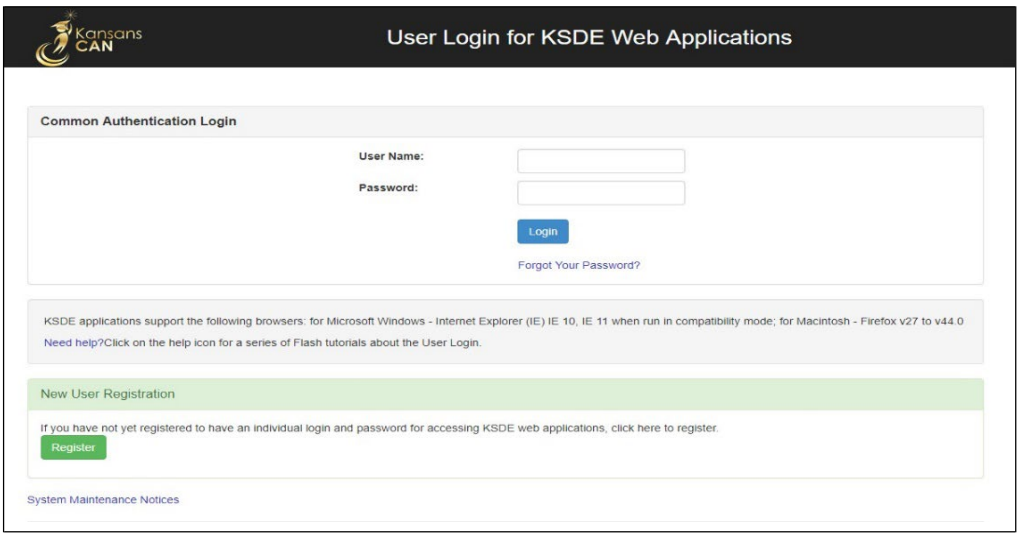


10. Alert your Sponsor Authorized Representative when registration is complete. The Sponsor Authorized Representative must go into the system to activate and assign user rights before access to KN-CLAIM will be granted.
    - *Designated Users should NOT attempt to login to the KSDE Web Applications Common Authentication webpage until the Authorized Representative activates the Designated User in KN- CLAIM. Attempting to login to the KSDE Web Applications Common Authentication prior to being activated by the Authorized Representative will result in the following message stating that user approval is pending or application is not active.*

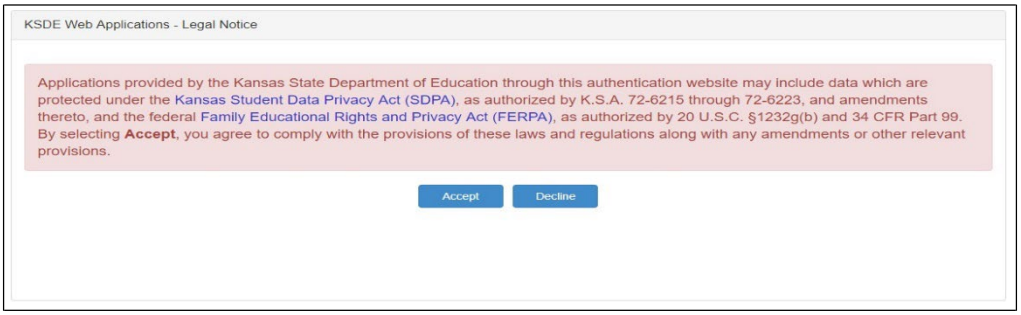
Authorized Representative Must Activate Designated Users

In order for a Designated User to be activated, the Sponsor's Authorized Representative must login to KN-CLAIM through the KSDE Web Applications Common Authentication webpage.

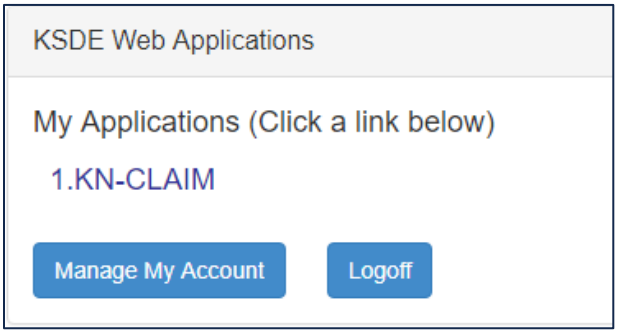
1. Authorized Representative logs in through the KSDE Web Applications Common Authentication webpage https://apps.ksde.org/authentication/login.aspx or by visiting https://cnw.ksde.gov and selecting KN-CLAIM from the top menu.



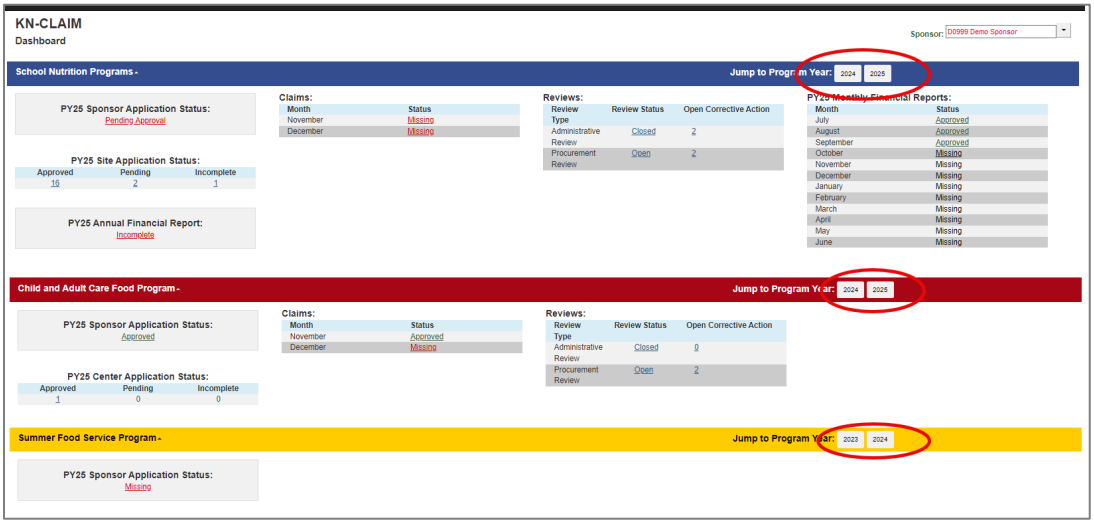
2. Click the blue <Accept> button



3. Click on the link to the KN-CLAIM Application.

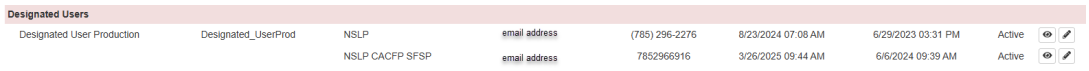


4. Click on a Program Year button for a specific program (SNP, CACFP, or SFSP). Only programs that a user has access to will appear.



5. Click on the <Users Tab> found on the right hand of the screen

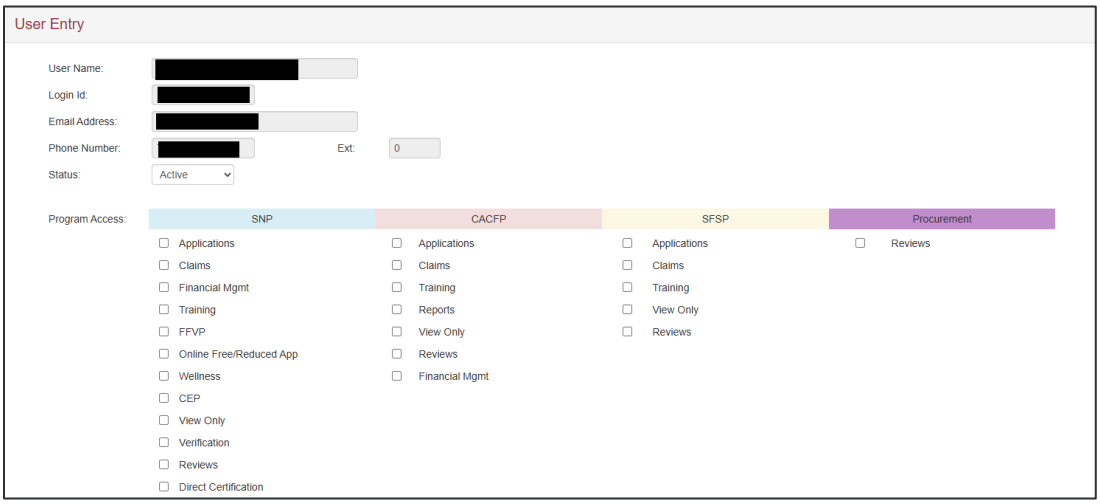
6. Users who have registered through the KSDE Web Applications Common Authentication webpage but have yet to be activated will appear as inactive in the status column.



7. Click on the <Edit Button> for the particular user you are wanting to activate. The edit button looks like a pencil and is located on the far right of the screen.

8. Change the status of the user to Active in the drop-down menu.

9. Click the checkbox next to each function that you want this user to be able to access and update. View only will only allow the user to view but not modify data in the system. Click the blue <Save> button once selections are made.



10. Once successfully activated, the user will be located below the Designated Users heading.

11. At this point, the Designated User can log into KN-CLAIM through the KSDE Web Applications Common Authentication webpage at https://apps.ksde.org/authentication/login.aspx using the login and password created by the Designated User when originally registering on the site. Refer to the applicable quick reference for detailed instructions on using each KN-CLAIM function.

Changing User Permissions for Designated Users

After saving the Designated User's program access permissions, the Authorized Representative can change access permissions at any time by following these steps:

1. The Authorized Representative should follow steps 1-6 under the "Activate Designated Users" section.
2. Click on the <Edit Button> for the particular user you are wanting to change access functions for.
3. Uncheck the checkbox next to functions you would like to remove for the specific Designated User. Click any checkboxes next to functions you would to active access for the Designated User.

Deactivating Designated Users

If at any time the Authorized Representative wishes to deactivate a Designated User from having access to the system, follow these steps:

1. The Authorized Representative should follow steps 1-6 under the "Activate Designated Users" section.
2. Click on the <Edit Button> for the particular user you are wanting to deactivate.
3. Change the status from active to inactive in the status dropdown box.
4. Uncheck all checked boxes under program access.
5. Click the blue <Save Button>.

Frequently Asked Questions (FAQs)

Question: I forgot my login password, what do I do?

Answer: *Click on the wording, "Forgot Your Password" under the blue login button. Enter your username in the text box that displays, then click on the <Send Password Reset Token> button. A temporary link (active for only 8 hours) will be sent to the email address associated with that username to reset your password. Access your email account and click on the link in the email. Enter a new password, then reenter the password in the two text boxes on the screen. Click the <Submit> button. You can now log into https://appss.ksde.org/authentication/login.aspx with your existing username and NEW password.*

Question: When I login to KN-CLAIM it logs me out?

Answer: *Clear your browsing history (cache and cookies) and close out the internet browser. Then reopen the internet browser and try logging in again. Be sure to use the logoff/signoff button when exiting KN-CLAIM.*

Question: I requested access to KN-CLAIM but when I log in to the KSDE Web Applications Common Authentication webpage and try and select KN-CLAIM from My Applications list, it states "User Approval pending or application not active." Why can I not access KN-CLAIM?

Answer: *KSDE staff must manually approve Authorized Representatives for access to KN-CLAIM. If you requested access as an Authorized Representative more than three business days ago, call 785-296-2276 for assistance. If you requested access as a designated user, please contact your Sponsor's Authorized Representative, as they will have to activate your account within KN-CLAIM and assign user rights.*

Question: When I registered for KN-CLAIM access I registered as the Designated User when I should have requested access as the Authorized Representative. How do I change my selection?

Answer: *Login to the KSDE Web Applications Common Authentication webpage at https://apps.ksde.org/authentication/login.aspx. Click <Manage My Account> rather than choosing an application. Scroll down and make sure the box next to KN-CLAIM in the list of applications is checked and select Authorized Representative on the Application Access Level. Scroll down to "In Case You Forget Your Password" section. Enter your birth date and answer the security question. Click <Submit> at the bottom of the webpage.*

Question: What if I registered and selected the wrong organization number?

Answer: *Email helpdesk@ksde.gov letting them know your first and last name and that you selected the wrong organization number during registration. You will then have to go in and re-register and request access to KN-CLAIM through the KSDE Web Applications Common Authentication webpage at https://apps.ksde.org/authentication/login.aspx.*

Question: When I registered for KN-CLAIM access I registered as the Authorized Representative when I should have requested access as a Designated User. How do I change my selection?

Answer: *Login to the KSDE Web Applications Common Authentication webpage at https://apps.ksde.org/authentication/login.aspx. Click <Manage My Account> rather than choosing an application. Scroll down and make sure the box next to KN-CLAIM in the list of applications is checked and select Designated User on the Application Access Level.*

Scroll down to "In Case You Forget Your Password" section. Enter your birth date and answer the security question. Click <Submit> at the bottom of the webpage. Alert your Sponsor Authorized Representative when registration is complete. The Sponsor Authorized Representative must go into the system to activate and assign user rights before access to KN-CLAIM will be granted.

Question: As an existing KSDE Web Applications Common Authentication User I logged in and clicked "Manage My Account" but KN-CLAIM is not an option in the listing of applications. What should I do?

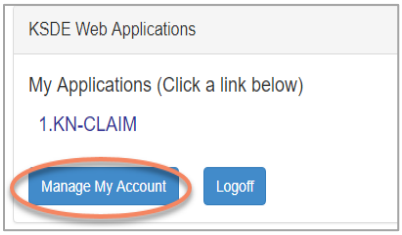
Answer: *You must register and create a different username and password through the KSDE Web Applications Common Authentication webpage at https://apps.ksde.org/authentication/login.aspx. Select your organization from the organization drop down list. Select "All Buildings" from the building drop down list. KN- CLAIM will then show up in the list of applications that you can request access to.*

Question: I am a private school administrator and "Manage my Accounts" on the KSDE Web Applications Common Authentication webpage is not available to me. How do I request access to KN-CLAIM?

Answer: *You must register and create a different username and password through the KSDE Web Applications Common Authentication webpage at https://apps.ksde.org/authentication/login.aspx, for organization select your CNW Sponsor Number (X0 number instead of Z0 number) from the organization drop down list. Select "All Buildings" from the building drop down list. KN-CLAIM will then show up in the list of applications that you can request access to.*

Question What if I registered for KN-CLAIM access with the wrong email address?

Answer: *Log in to the KSDE Web Applications Common Authentication webpage at https://apps.ksde.org/authentication/login.aspx. Click <Accept> on the KSDE Web Applications – Legal Notice page. Click <Manage My Account> rather than selecting KN-CLAIM. Change your email address in the first section entitled, "Manage KSDE User Account for User Name"*



Basic Tips:

Always use the logoff/signoff button when exiting KN-CLAIM, even if you just get to the login page and realize you signed in under the incorrect account or do not need to access KN-CLAIM at that time.