Contents

# Knowledge Management Hub User Manual

1. Home

1.1. Introduction

Welcome to the **Knowledge Management Hub** User Manual. The purpose of the manual is to provide detailed guidance to all relevant civil servant trainees through various options and resources of the KMH e-learning platform. The manual is made with reference items containing detailed steps and practical visualisation of the functional part of the platform, established for the interest of trainees ability to participate and better monitor the course content and assignments, access the training database, follow their progress and have interactions with other trainees and trainers.

The information in this guide is based on consolidated design models and learning theories and incorporates B&S Europe's experience in delivering e-learning training courses in the country and in the Region.

1.2. Registration process

For registration, please follow these steps:

1.) You will receive the welcome mail with your initial credentials
2.) Open your web browser
3.) Enter the following URL: https://e-learning.bseurope.com/
4.) Click on the Log in button in the right corner *(Picture 1)*
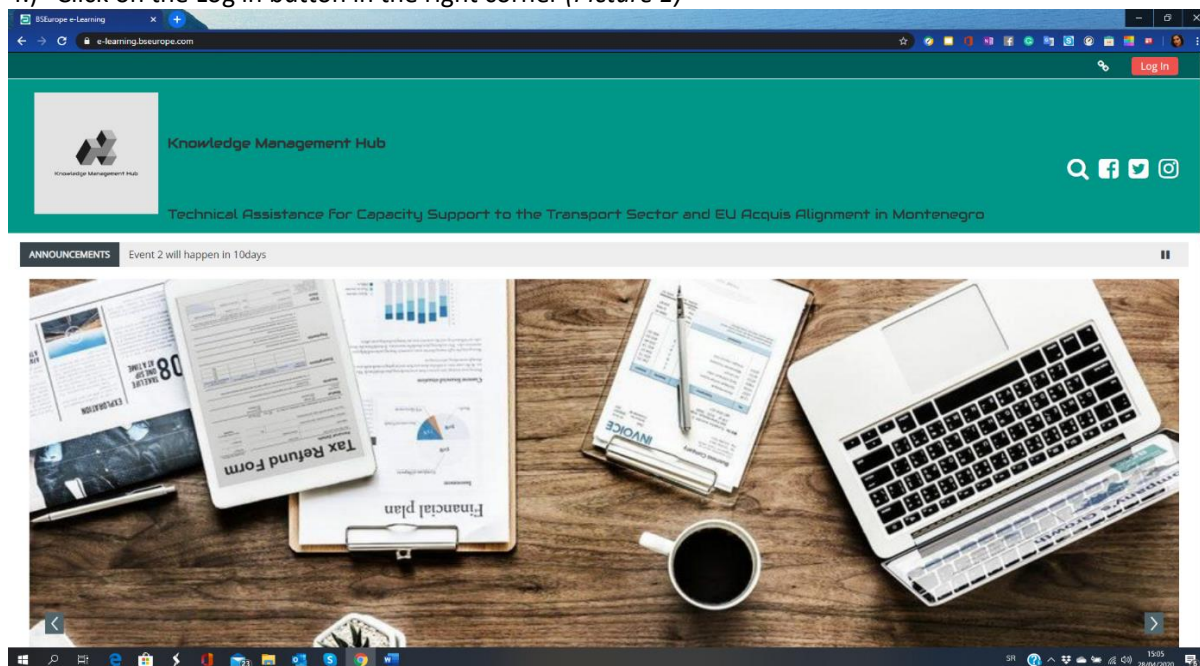
Picture 1 Log in

5.) After entering your initial credentials (username and password), which you received in the welcome mail, click the **Log in** button.
6.) The new window will be opened, and you will need to change your initial password and make a new one. *(Picture2)*
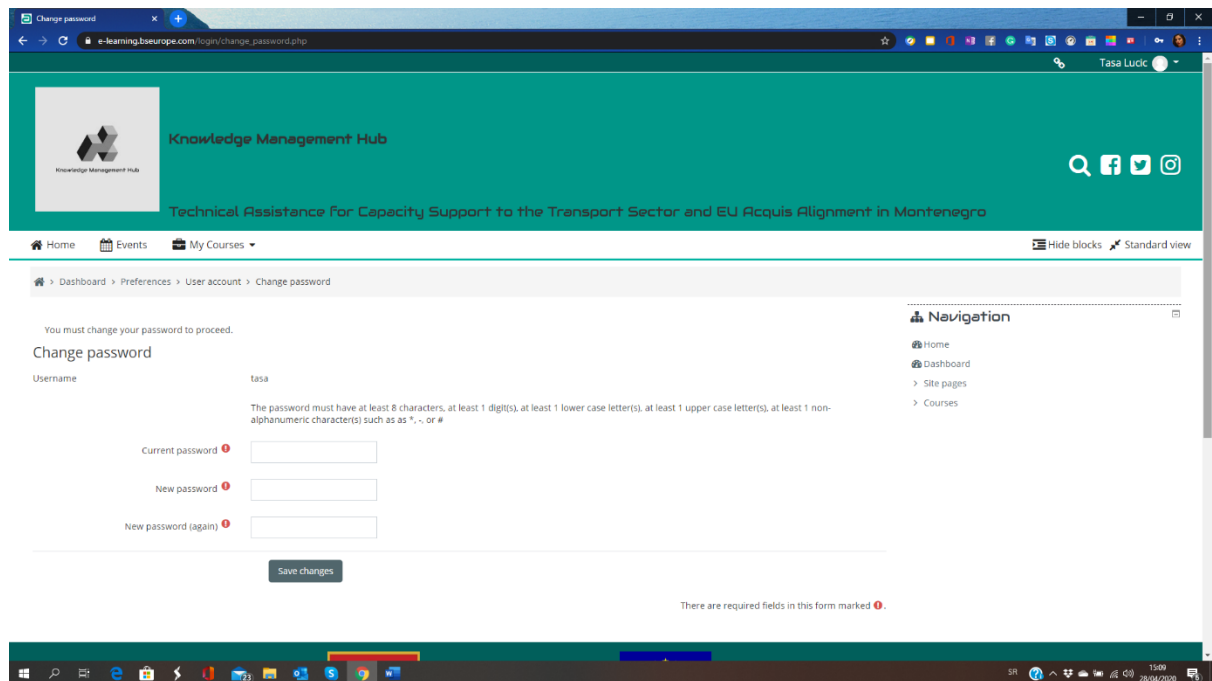
Picture 2 Changing initial password and making a new one

7.) For each further log in to the site, fill in your e-mail as the username and the password you have chosen

Note: By clicking on the square *Remember username*, your credentials will be automatically saved.

1.3.   Self enrolment

You will be automatically enrolled in the courses which you have registered for.

In case you are interested in joining additional courses, you can enrol yourself.

By clicking on courses which you are interested in and allowed to follow, a window will open with a button **Enrol me**. By clicking on this button, you enrol yourself in the selected course. (*Picture 3*)
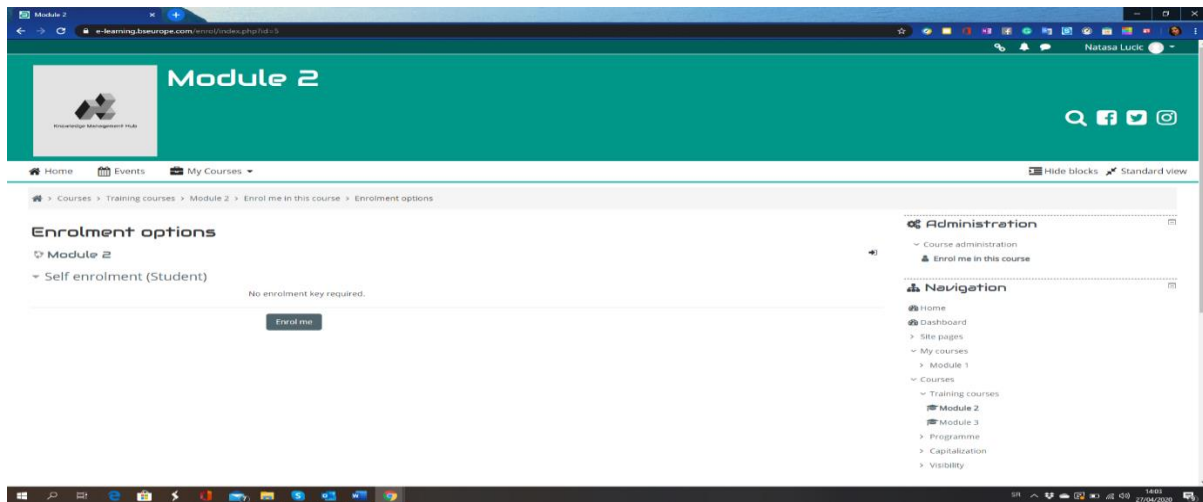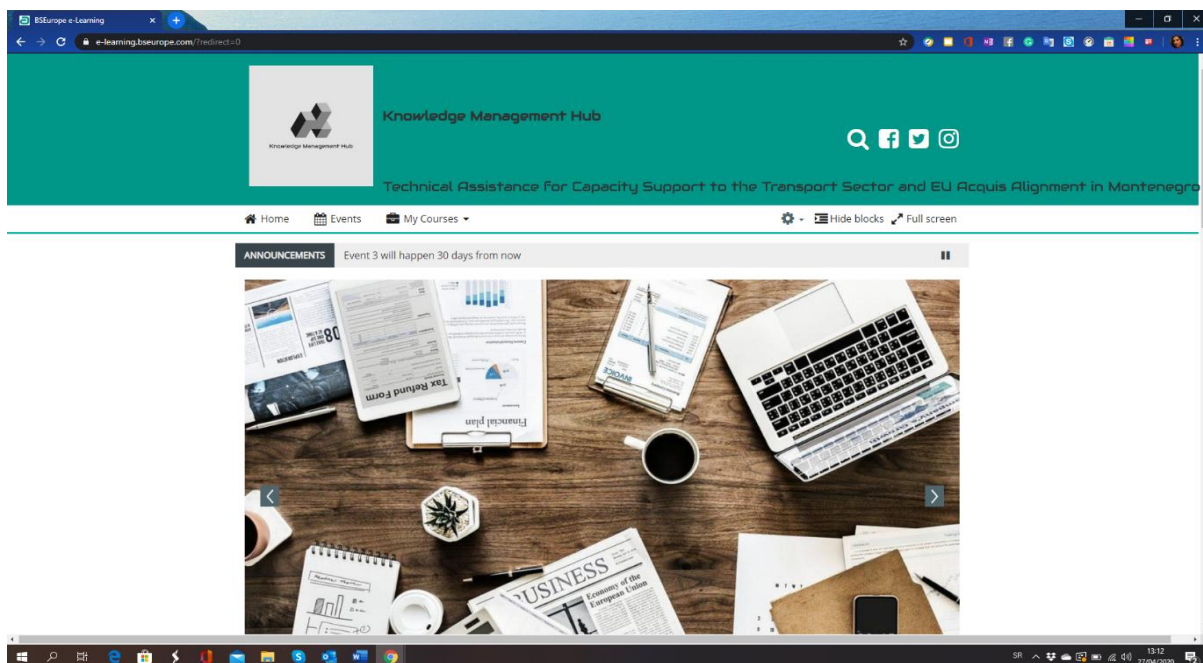
Picture 3 Self enrolment

Note: To enrol yourself, open the Training courses section. Click on the configuration icon, button **Enrol me**.

2. Capacity Building

On the Frontpage, in the right corner, you will find the **settings button, Show/Hide blocks icon and Standard/Full view**, which are related to the layout of the front page**.** *(Picture 4)*


Picture 4 Frontpage layout

In the header in the top right, you will find:

- the **bell icon**, which includes all personalized notifications related to the platform, and

- the **message icon**, which includes your private and group messages, information of which other users are online and the list of your contacts.

Note: In the **message icon**, you will find the **configuration button** (tool icon), which includes the option of restricting users allowed to send you messages. You can also add your e-mail to receive notifications when you receive a message. As well, you have an option that allows you to enable or disable using the **enter button** to send a message.

The **Announcement** bar is used for circling the newest information. *(Picture 5)*
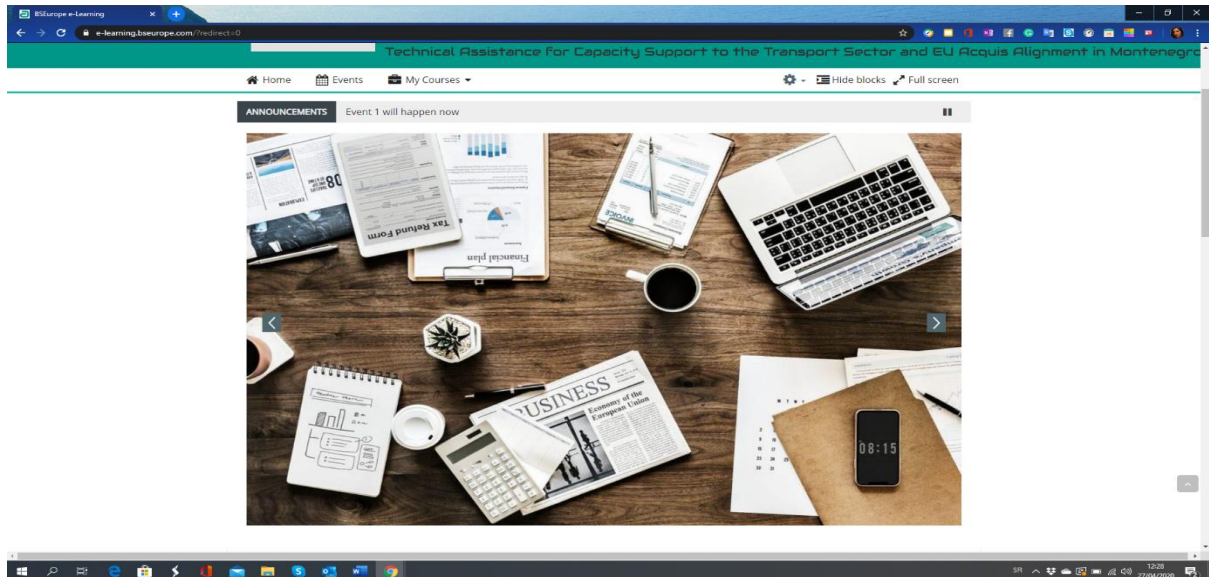
Picture 5 Announcement bar

Clicking on the **Home** button brings us directly to the front page. *(Picture 6)*
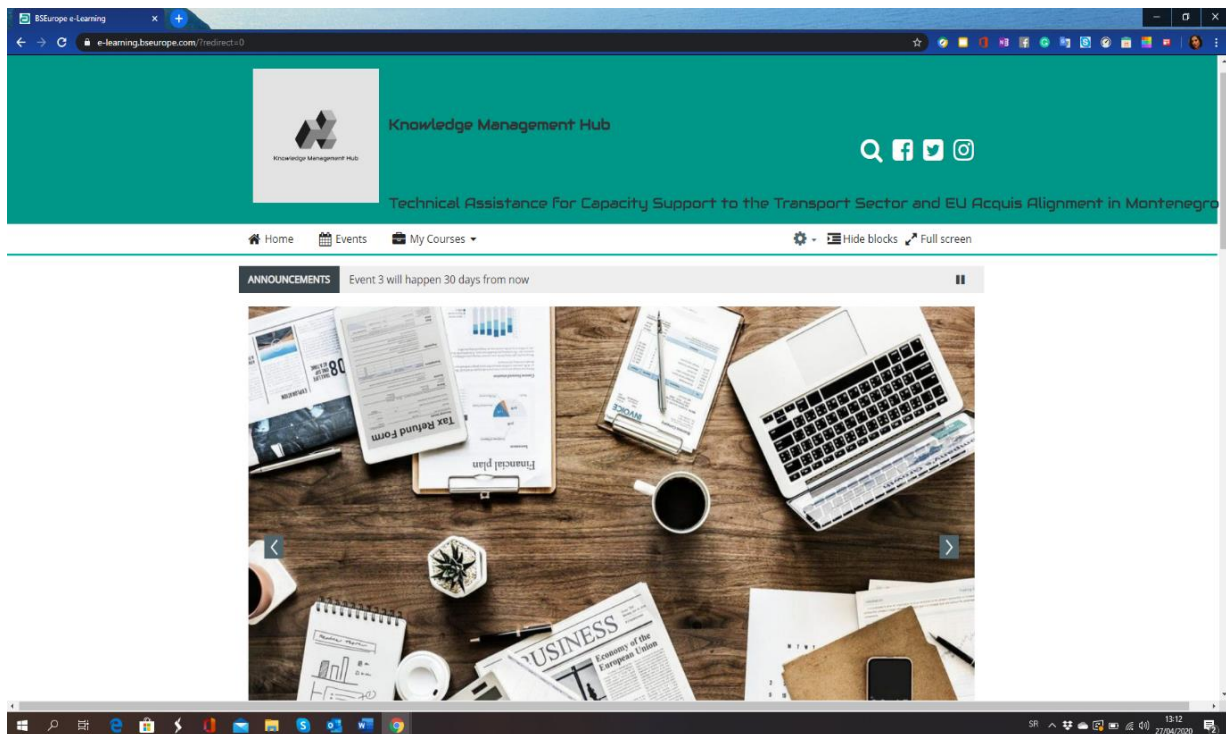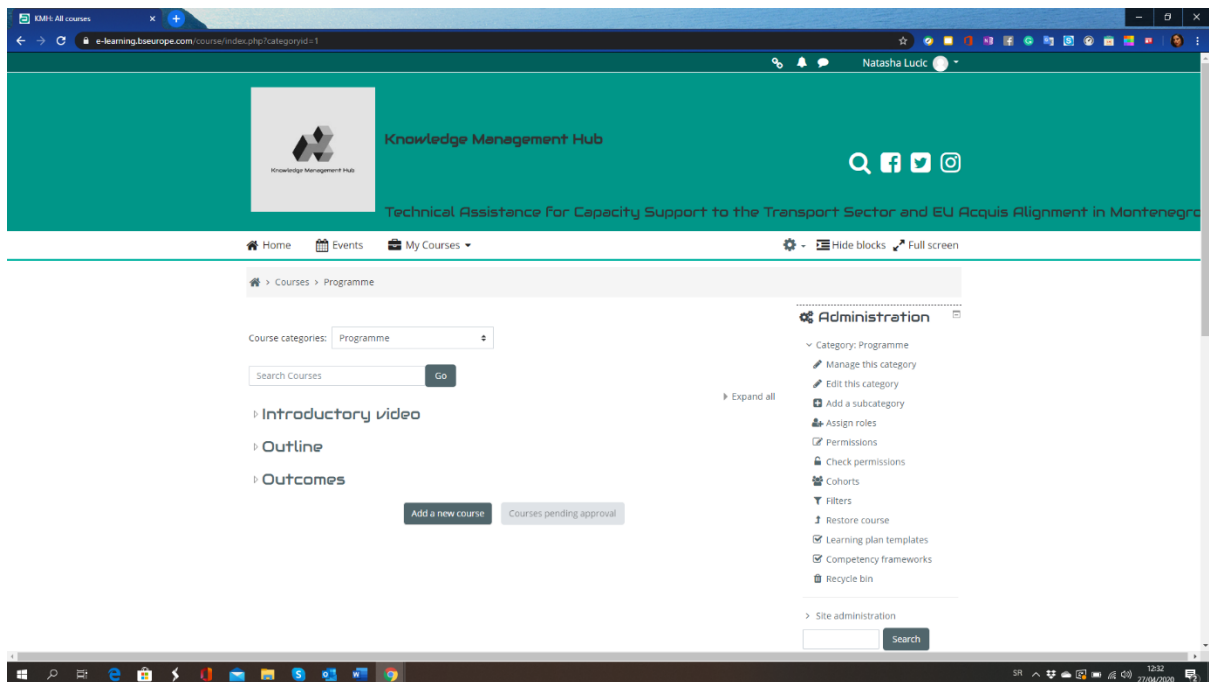

Picture 6 Home button

On the front page is the main menu with 4 boxes: **Programme, Training courses, Capitalization and Visibility.** Clicking on them opens sub boxes for each item. *(Picture 7 and 8)*
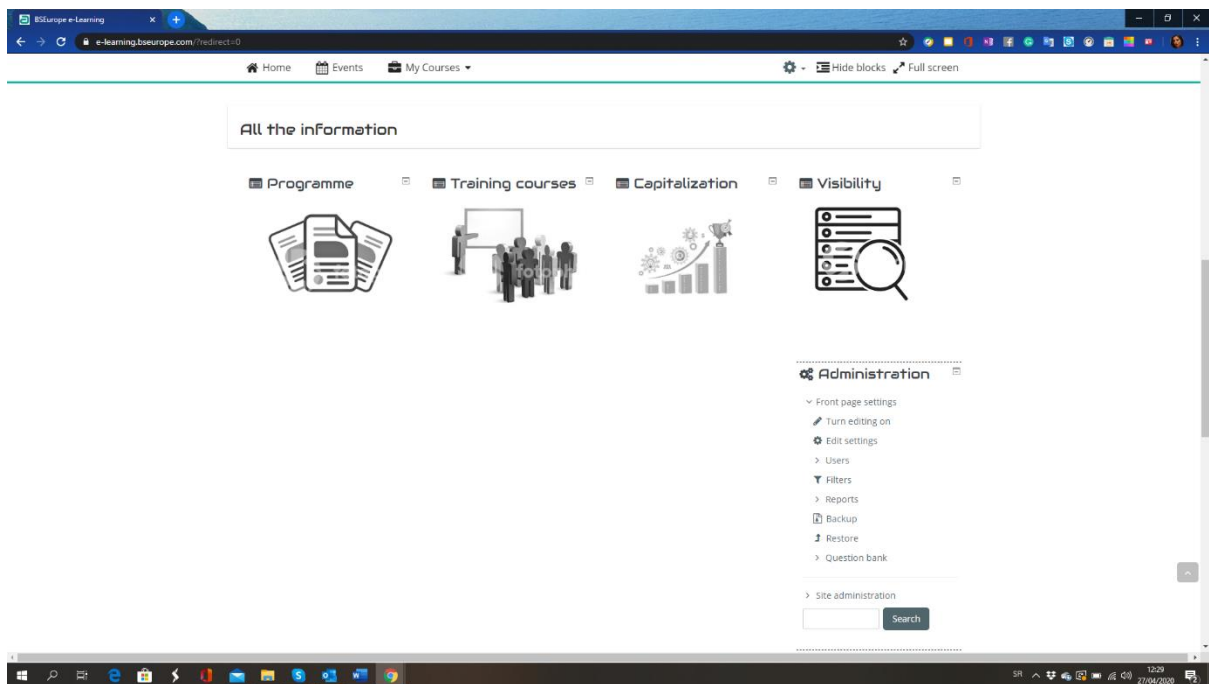
Picture 7 Main menu – boxes

Picture 8 Main menu – sub boxes

2.1. The Programme

The Programme, as an integral part of a wider capacity-building effort, includes an annual and multiannual plan of specific training and coaching actions and implementation of achieved delivery results. It is based on a sustainable initiative to build the skill and competence capacities of the trainees in their day-to-day work.

2.1.1. Introduction (video)

You will find here an introductory video from the Team Leader of the Project showing the main highlights of the Programme.

2.1.2. Outline

This includes the overall agenda of the Training Programme.

2.1.3. Outcomes

This includes a summary of the main outcomes of the Training Programme.

2.2. Training Courses

With the support of the different transport subsector institutions, the Training Courses have been identified through a training needs review and gap assessment within the overall phases of Project Cycle Management. They will be complemented by additional coaching and on-the-job support according to the different topics covered: Transport Strategies and Policies, project preparation and design and grant applications, specific ad hoc topics related to project implementation, Monitoring and Evaluations.

2.2.1. Module

2.2.1.1. Agenda

The specific agenda of the related module is presented here.

2.2.1.2. Training Material

All training materials are included in this section (PowerPoint presentations, research documents, relevant reports, etc...).

2.2.1.3. Training Report

The report with the main outcomes of the training delivery conducted by the Trainer can be found here.

2.2.1.4. Evaluations

Trainees are required to evaluate the content and delivery of the training.

At the end of each Module of the Training Course, you will find the Evaluations section, where you can **evaluate** each training you are enrolled in. (Picture 9)

1. Click on the Evaluation and a new page will open.
2. Click **Answer questions** to answer the required questions. You also have the option to add comments.
3. Submit your response after completing all questions by clicking on **Submit your answers**.

This section has two more options: **Analyses** and **Show your response**.
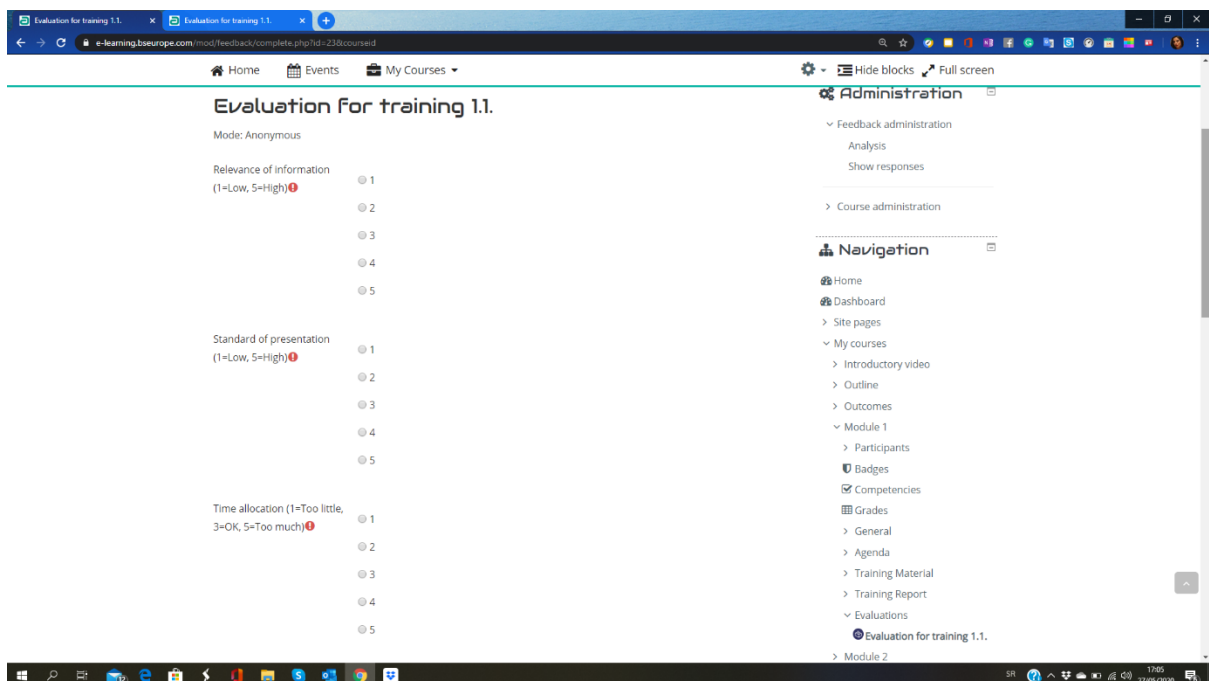
<u>**Analyses**</u>

The option **Analyses** allows you to review the evaluation data from all participants showed in charts and chart data (**Show chart data button**, which you can find right below charts).

1. Data of the **Analyses** can be exported in Excel by clicking on **Export in Excel.** (Picture 10)
2. **Show your response** allows you to review each answer and comment of other participants. Evaluations are anonymous.
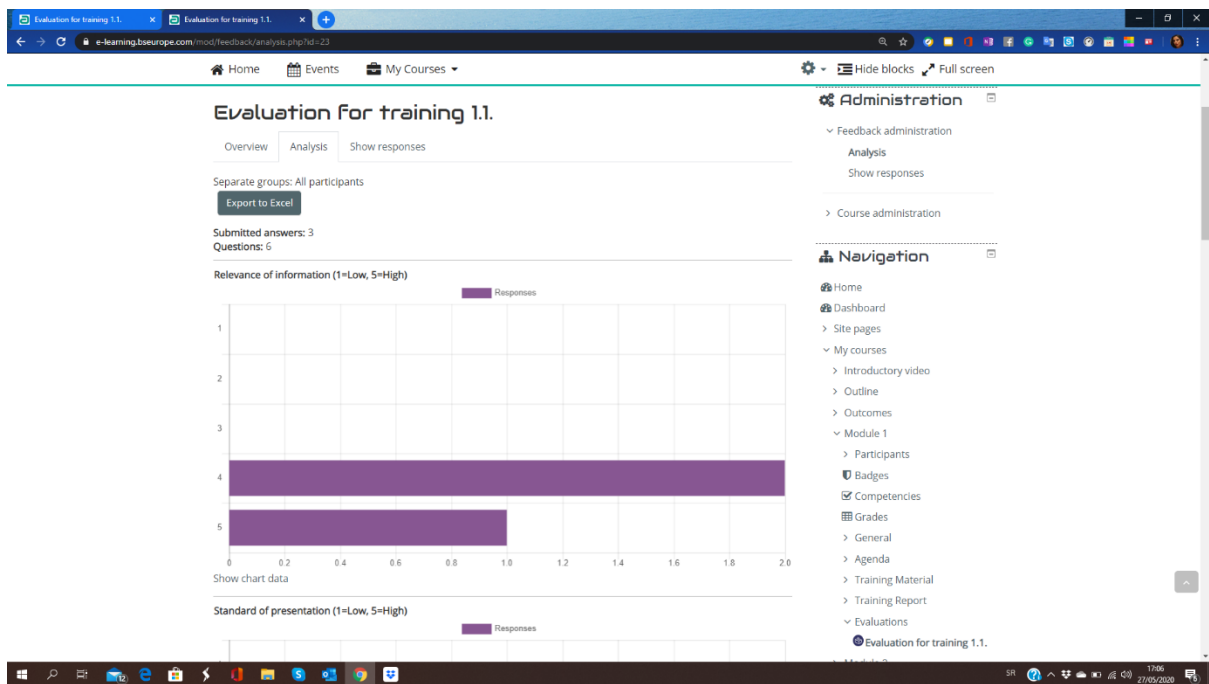
<u>**Show your response**</u>

Data from **Show your response** can be downloaded in the following formats: Comma separated values (.csv), Microsoft Excel (.xlsx), HTML table, Javascript Object Notation (.json), OpenDocument (.ods) and Portable Document Format (.pdf) by clicking **Download**. (Picture 11)

Note: It is mandatory for all trainees to complete the evaluation of each training.

Picture 9 Evaluation

Picture 10 Evaluation (Analyses) – Export

Picture 11 Evaluation (Show responses) – Download

2.3.   Capitalization

Capitalization represents the revision of previous materials, compilation and capitalisation on lessons learnt and experience from the past to create a "knowledge bank", which will allow easy access to all relevant documentation.

2.3.1. Fact sheets

The main important processes or a summary of key procedures are presented within fact sheets.

2.3.2. Case studies

Case studies include relevant strategic approaches and methodologies and technical advice to be applied for grant applications and infrastructure projects.

2.4. Visibility

Visibility includes all actions and deliverables from the Visibility and Communication Plan that have been prepared for the Project. It includes communication and dissemination activities/measures that will be carried out throughout the programme implementation in order to increase project and EU support visibility.
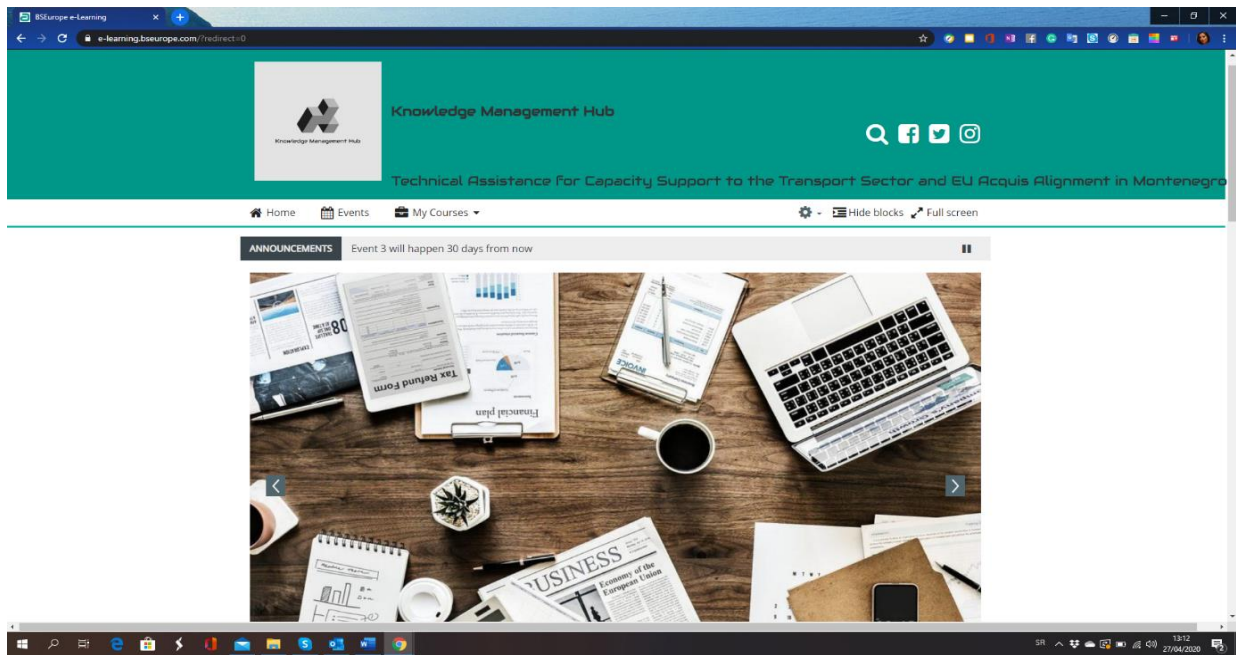
2.4.1. Newsletters

It includes all newsletter material sent all around the project duration.

2.4.2. Presentations

All main presentations are included under this section

2.4.3. Social Icons

On the top right corner, there are social icons including: Facebook, Twitter and Instagram, which bring us directly to these pages related to KMH. (*Picture 9*)

Picture 12 Social icons

3. My courses

On the drop-down list of **My courses,** you will find all courses in which you are enrolled. *(Picture 10)*
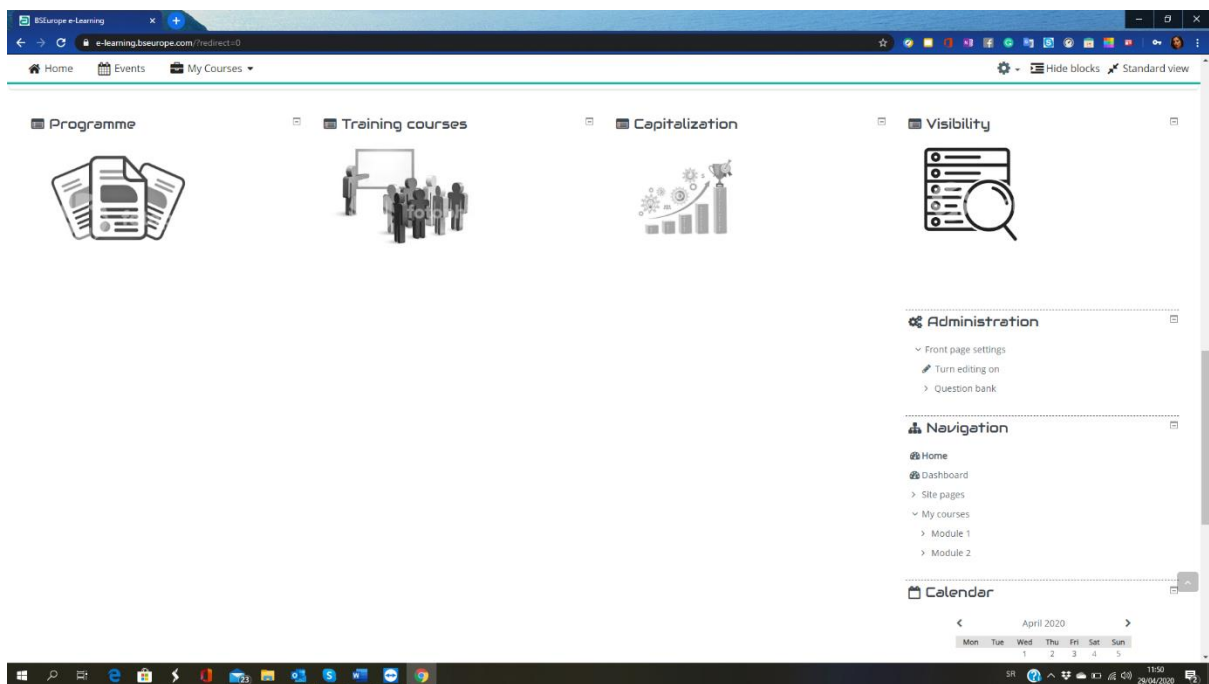
Note: In order to have the drop-down list of *My courses,* you should verify if you have been correctly enrolled and you should enrol yourself for any additional modules you are interested in. Find more about this section in *Self enrolment*.
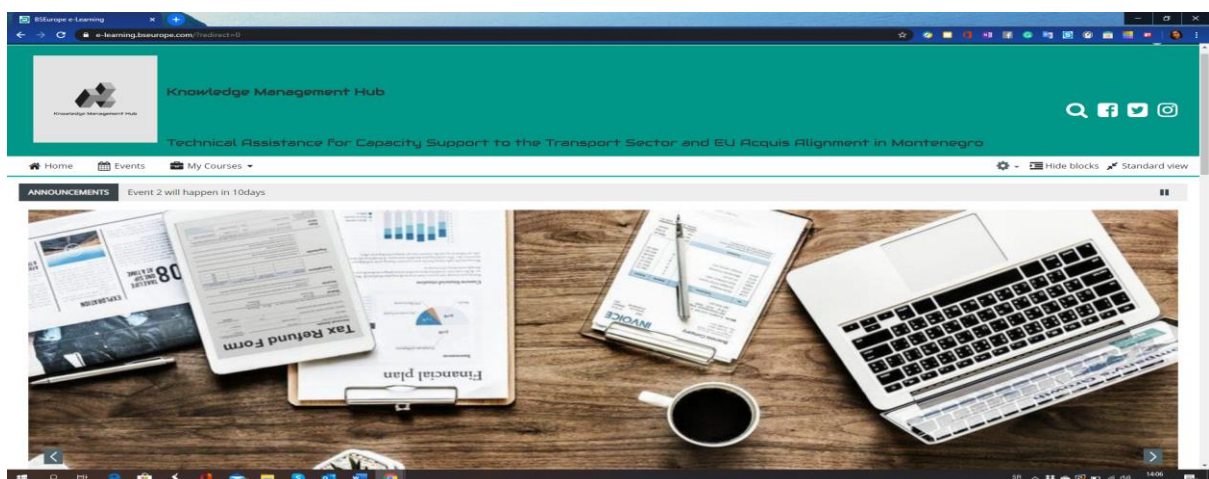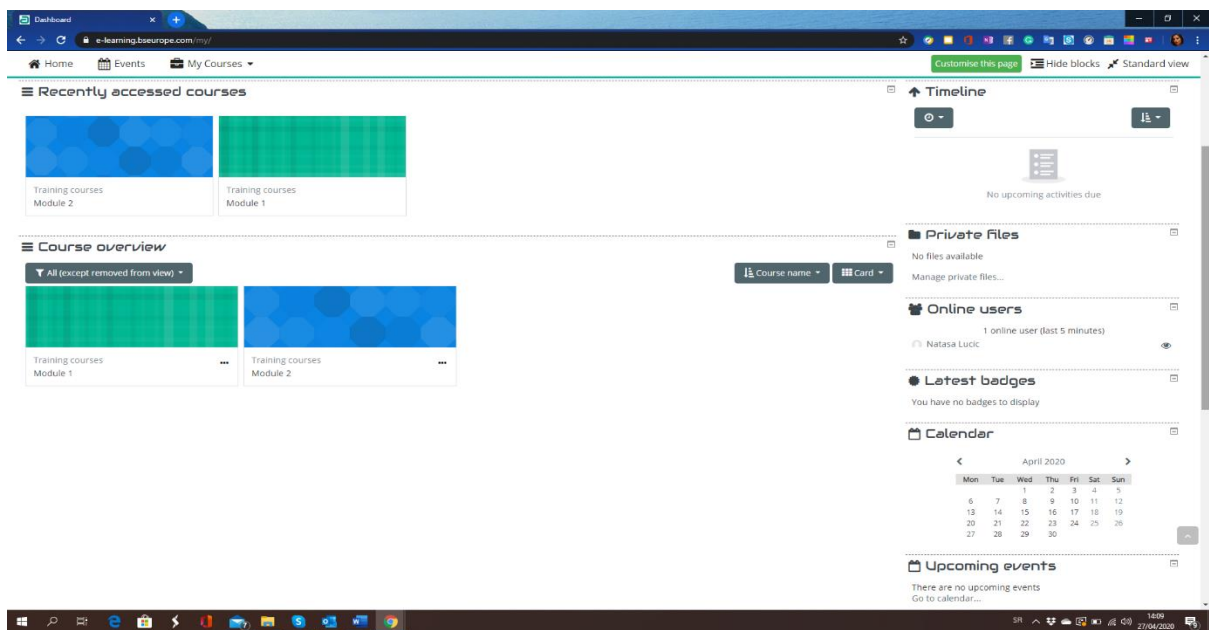

Picture 13 My courses

3.1. Dashboard

On the front page, you will find the **Dashboard** button. *(Picture 11)*

Picture 14 Dashboard

By clicking on the Dashboard button, you are able to see and configure your own **Learning plan**, **Recently accessed courses and Course overview.** To customize this page, on the top right corner on a button click "customise this page"**.** *(Picture 12)*
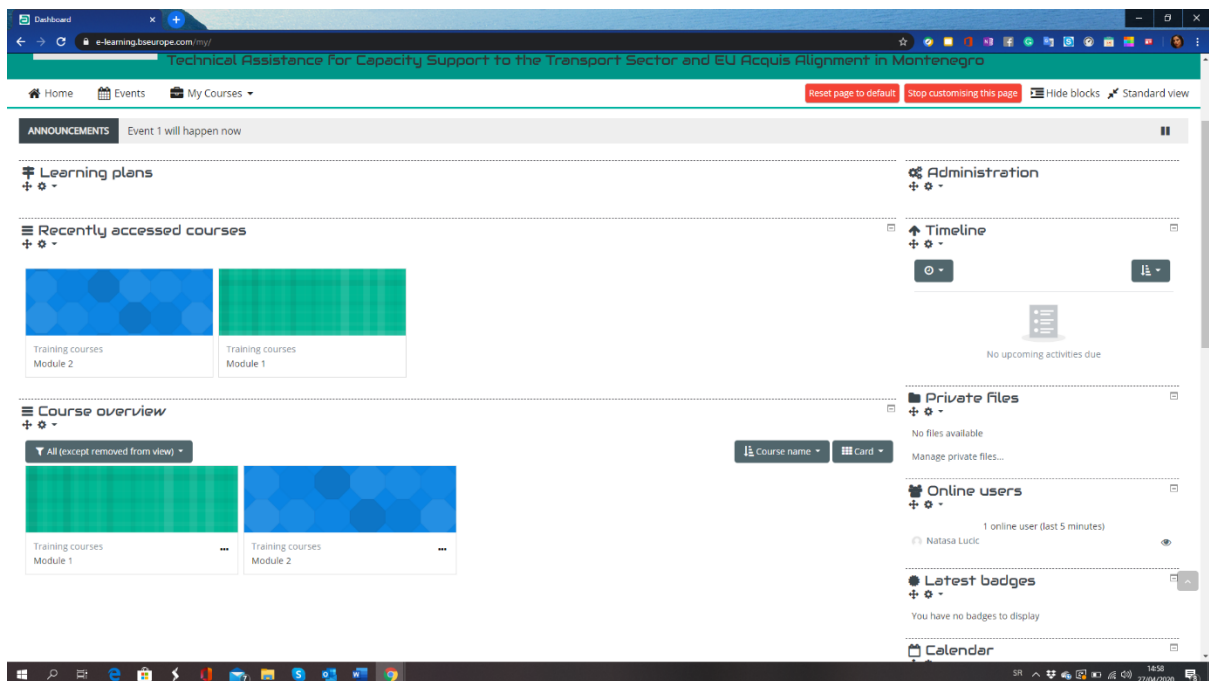

Picture 15 Customization of the dashboard

Customization gives you the option to **add Private files, see which other students are online and a variety of other options.** (Picture 13)
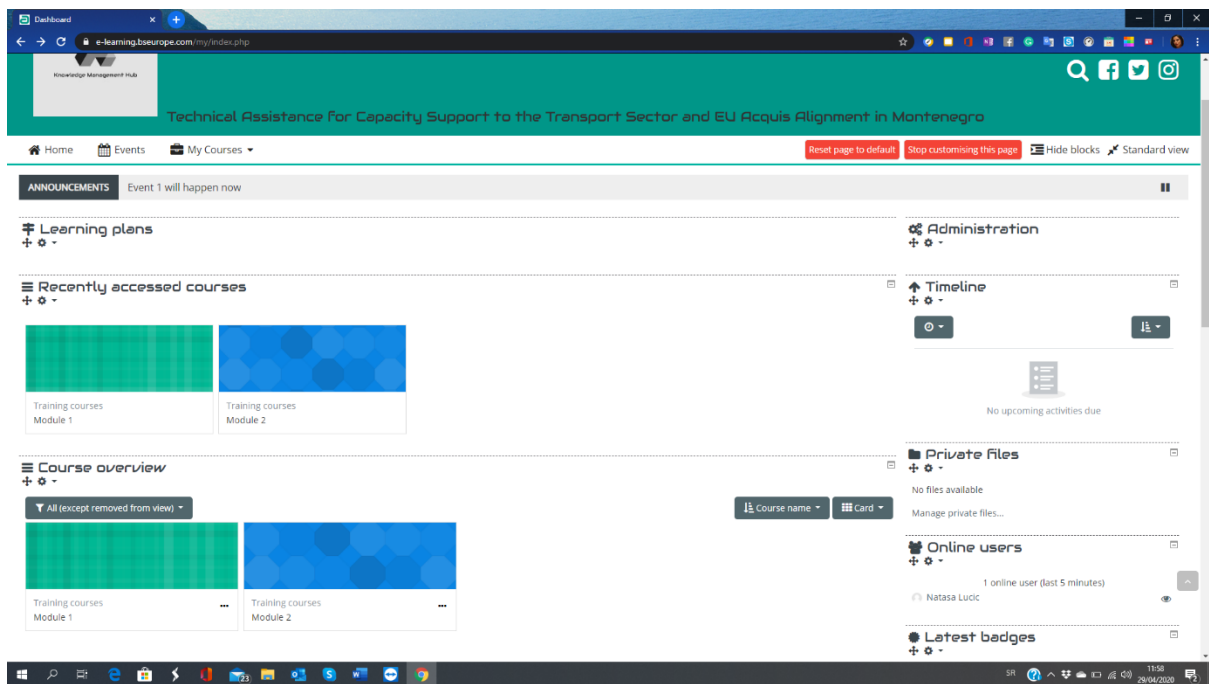
*Picture 16 Adding files and other option under customization dashboard*

You can stop making these customizations by clicking on **Stop customizing this page** button. *(Picture 14)*

Picture 17 Stop customizing the dashboard

3.2. Search function

The Knowledge Management Hub offers two search functions, **Global Search** and **Filter search**.
The Global Search is a general search using keywords that will retrieve results containing one or more of the keywords which you enter into the Search field. *(Picture 15)*
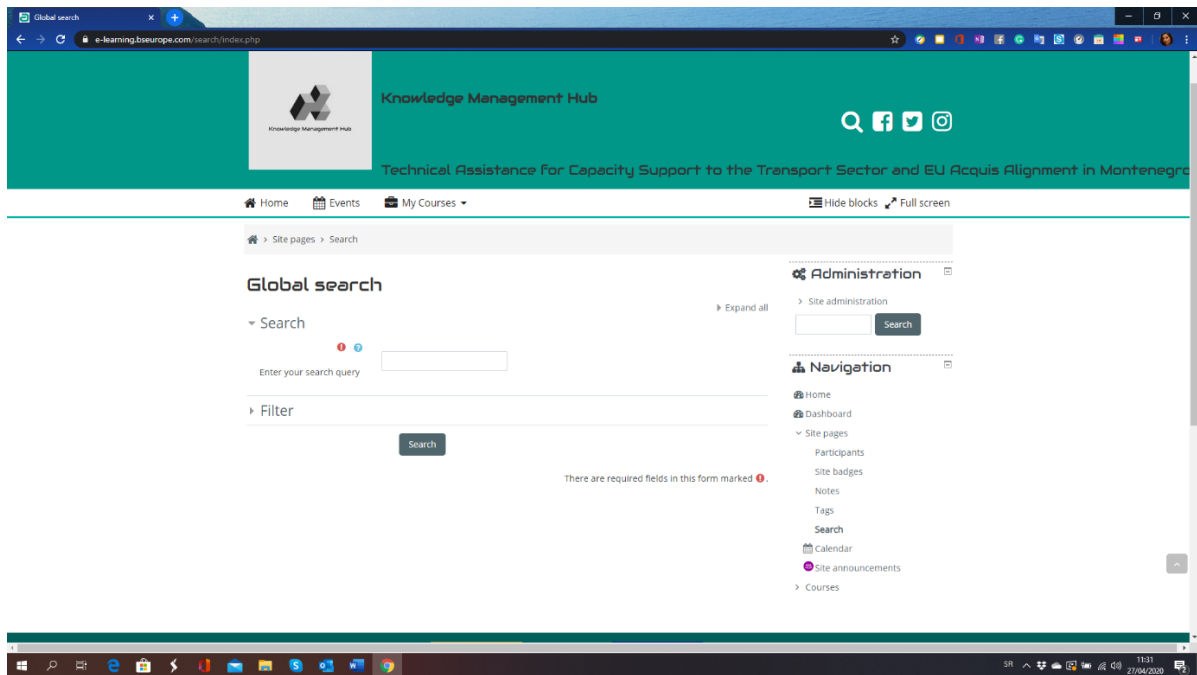
Picture 18 Global Search

The Filter Search allows you to narrow the focus of the search by including details such as *(Picture 16):*

- **Title**
- **Search areas**

The drop-down list provides options which include choosing one of the search areas**: Assignment – activity information; Book – resource information; Chat – activity information; Choice – activity information; Course custom fields; Course sections; Courses**; etc.

- **Training Courses**

The drop-down list provides options which include choosing one of the courses: **Module 1; Module 2; Module 3; Case studies; Fact sheets; Checklist;** etc**.**

- **Modified after**
- **Modified before**

You also have the option to choose the day, month, year, hour and minute, when the search is modified.

Note: It is possible to enable and disable this option by clicking on a square on the right side of the previous option.

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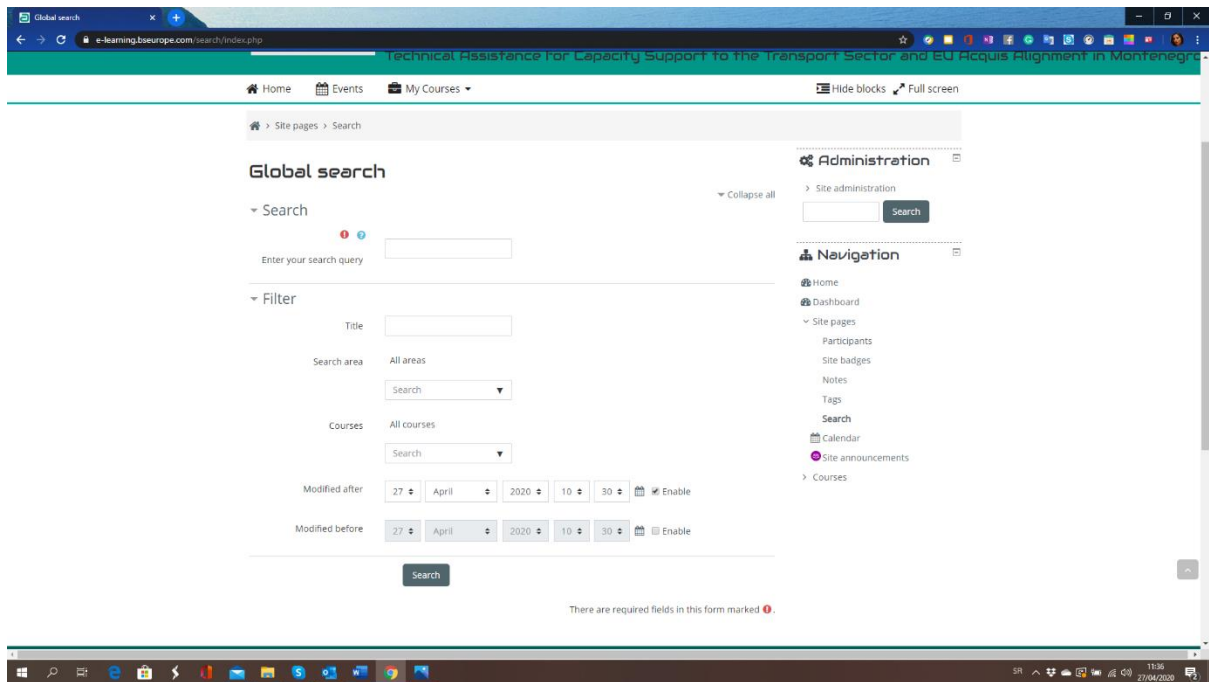
Picture 19 Filter Search

Opening each sub box separately allows you to choose a category in the drop-down list of **Course categories** and search courses in the search box by clicking on the button **Go**. *(Picture 17)*
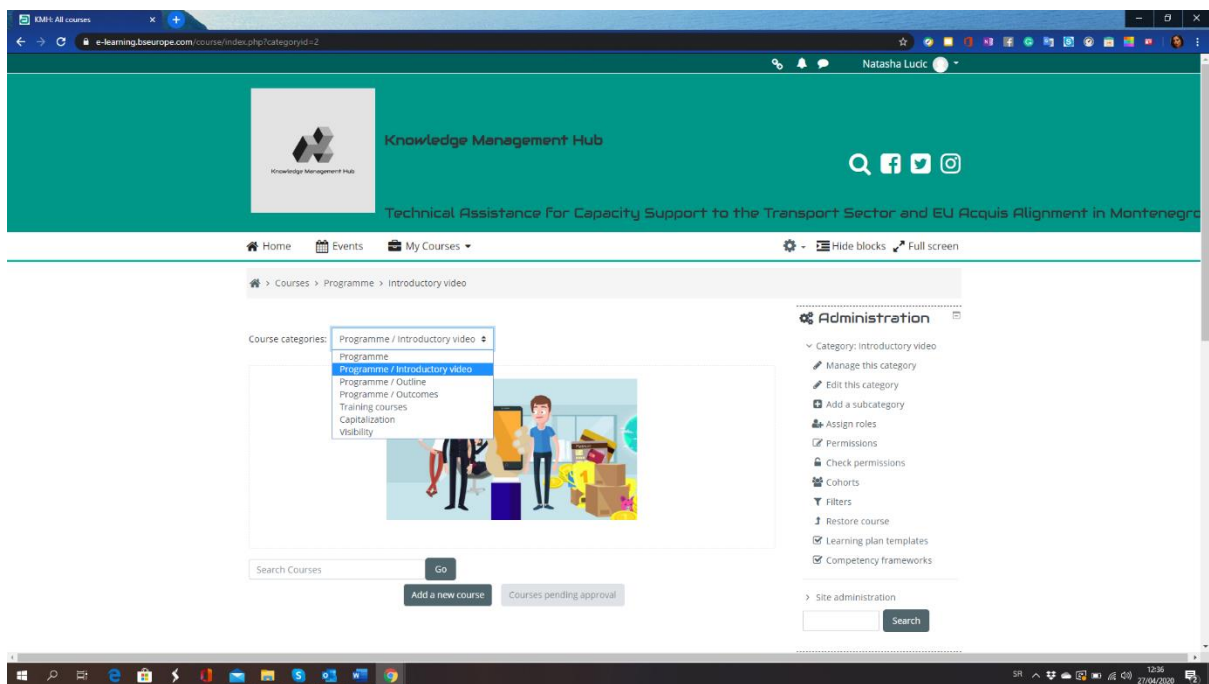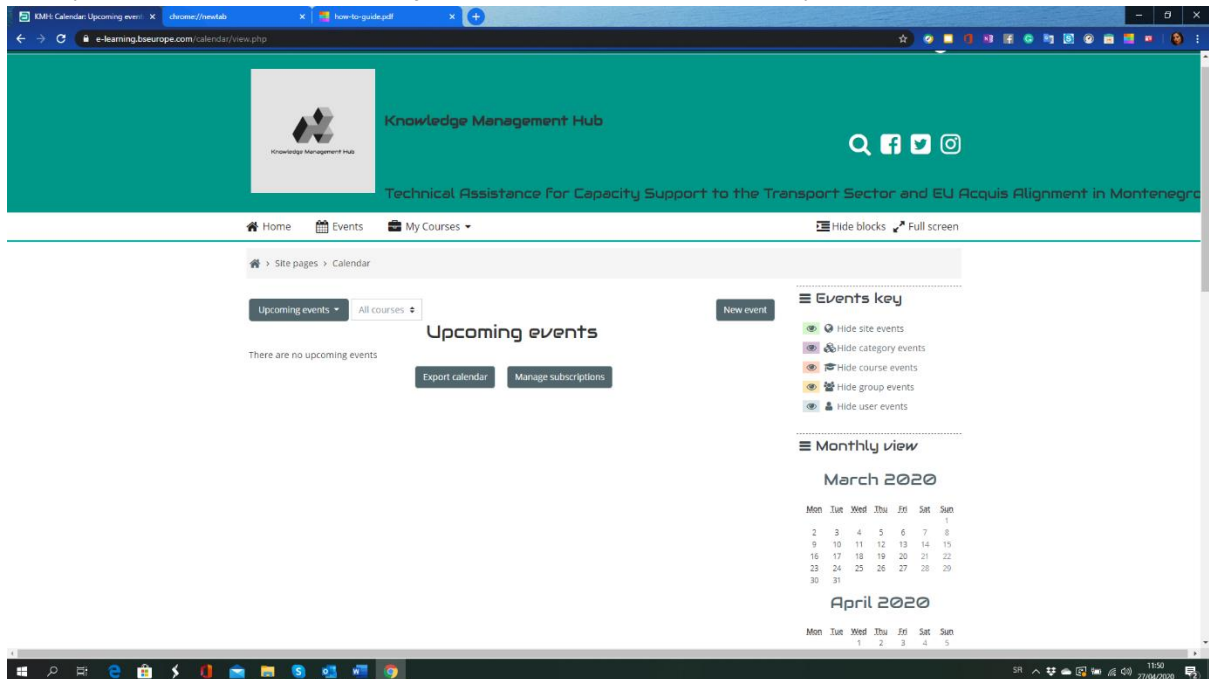

Picture 20 Search courses

4. My events

4.1. Finding Events

The **Events** button takes you to **Upcoming Events**, on which page are two drop-down lists where you have the option to choose**: Month, Day and Course** in the timeframe you are interested in. *(Picture 18)*

Picture 21 Event button

If you choose **Month**, it opens a calendar for the chosen month with all upcoming events in it. *(Picture 19)*
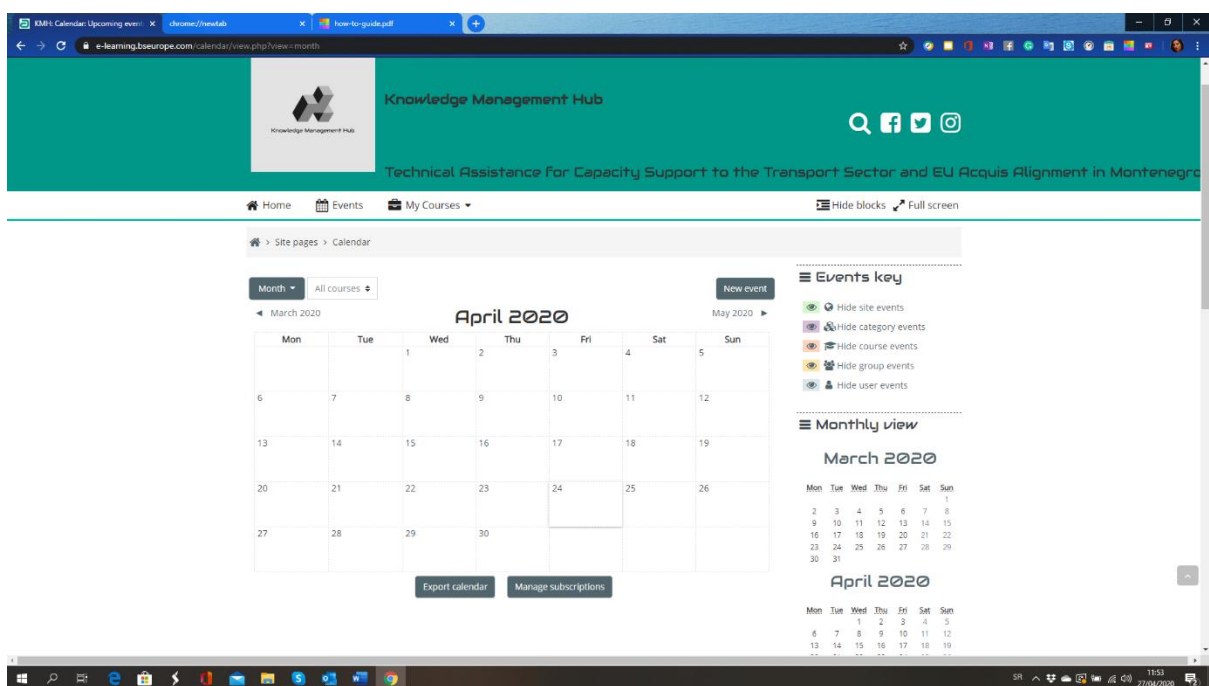
Picture 22 Upcoming events in a particular timeframe

4.2. Creating Events

1. To create an event that will only be visible for yourself, click "New event" on the right-hand side of the screen.
2. Fill in the title and all other relevant information.
3. Click "Show more" to include a description of the event.
4. Click Save.
5. You will then be able to find your event in your calendar of upcoming events.

5. Other functionalities

5.1. iCal quick link

Click on the "iCal" link at the bottom of the KMH calendar to show an "Opening icalexport.ics" popup window. Here you can save the file to your local computer or open it with MS Outlook.

Note: You cannot select individual items to include in the exported file with iCal: all events will be included.

Export options for an ics file

Click on the "Export calendar" button at the bottom of a calendar. This will bring you to the Export page with options.
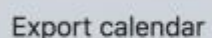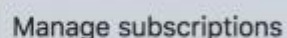
Note: At the bottom of a calendar page, you will see the "iCal" links.

5.2. Calendar exports

The KMH allows you to export calendars so you may import them into other calendar programs, as a backup or to create a copy. The KMH export process creates an ics file.

There are two ways to create the ics file: create an ics file for immediate download to a computer, or create a URL link that will create a defined calendar from a link without actually logging into the site.

Note: At the bottom of the calendar page, you will see the option "Export calendar".

Export calendar   Manage subscriptions

Picture 23 Export calendar

1. Select "All events" or "Events related to courses".

2. Select the time frame: "This week", "This month", "Recent and next 60 days" or a custom range. *(Picture 20)*

Now you have a choice to create an icalexport.ics file or to create a URL that will create the icslexport.ics file via a link.

Clicking on the "Export" button will bring up an "Opening icalexport.ics" popup window. Either save the file or have MS Outlook open the file directly.

Google Calendar

Dynamic Link to Moodle Calendar

In KMH, after pressing the "Export calendar" button at the bottom of the calendar page, select the events and time frames the user wish. The "Get URL address" button will create a URL address.

In Google Calendar's "Other calendars" menu, choose "Add by URL" and supply the URL generated in the process described above. This version of the Google calendar will update whenever changes are made in the source KMH calendar (including new, changed or deleted events), although it may take several hours for the changes to appear.

Please note that this may or may not be useful. The calendar will be relative to you, as the KMH user. If you are enrolled in several courses then you can generate a URL, this information will appear in the calendar. There is no way (at this time) to generate a URL that only applies to one course.

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