

Guidelines for GEF Kaleo Users – May 2017

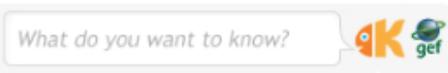
What is GEF Kaleo?

GEF Kaleo is an on-line knowledgebase and information sharing system that is powered by interactive learning software. The system provides a “Question and Answer” platform to serve GEF partners and stakeholders globally on questions related to GEF operations. GEF Kaleo is accessible 24/7 worldwide through the GEF website. See: <http://www.thegef.org/topics/kaleo>

A user must first register in GEF Kaleo by submitting an email address to receive answers from the system. After registering, the user can sign in to ask a question anytime. When a question is asked, GEF Kaleo responds back immediately by listing several curated answers that correspond to the question and are already stored in the GEF Kaleo Knowledgebase. Answers can contain text, links to documents, videos, photos, etc. The user can select the most suitable answer from this list. If no suitable answer is immediately available in the Knowledgebase, then the user can submit his/her question to GEF Kaleo and the question will be automatically routed to a designated GEF expert who can best answer it. The client will then receive a response to his/her question from GEF Kaleo via email. The question that was asked and answered will then be stored in the GEF Kaleo Knowledgebase and be immediately available to the next user who asks the same question. Thus, by asking questions in GEF Kaleo, users across the GEF partnership and the general public are helping build and expand the GEF Knowledgebase further.

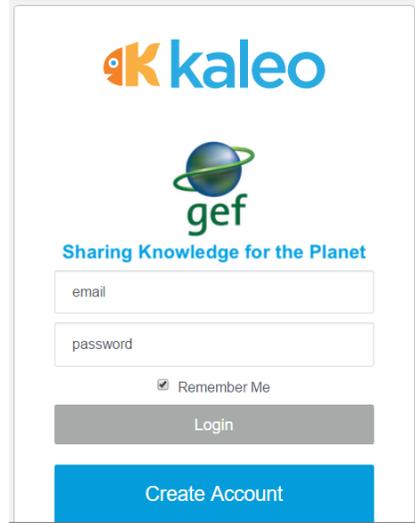
How to register as a user

You have to be a registered user in order to be able to access GEF Kaleo. Please follow the registration procedures below:

Log in to the GEF website at	https://www.thegef.org
<p>Hover your cursor on About Us tab and select Knowledge and Learning to go to the GEF’s Knowledge and Learning webpage.</p> <p>Locate the GEF Kaleo search bar on the right side of the page.</p>	
Click on the GEF Kaleo search bar. It will take you to the login window.	

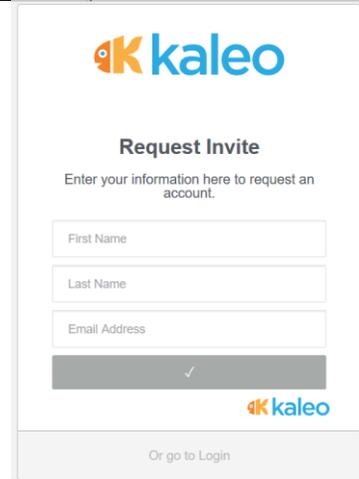
Click **“Create Account”** to register in GEF Kaleo.

Click **“Remember Me”** if you want to have a quicker log in next time.



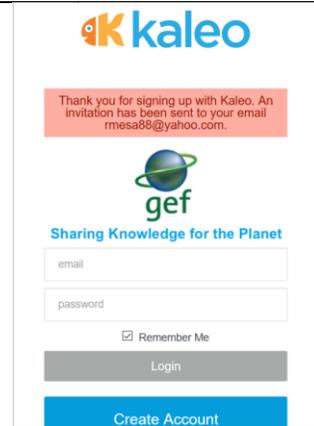
The image shows the Kaleo login and registration interface. At the top is the Kaleo logo (a stylized 'K' with an eye) and the GEF logo (a globe with 'gef' text). Below the logos is the tagline 'Sharing Knowledge for the Planet'. There are two input fields for 'email' and 'password'. A checkbox labeled 'Remember Me' is checked. Below these fields are two buttons: a grey 'Login' button and a blue 'Create Account' button.

Enter the information being requested and click on the check button.



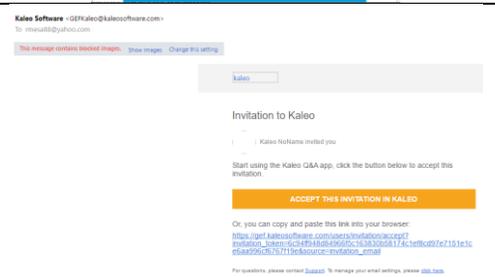
The image shows the 'Request Invite' form. It features the Kaleo and GEF logos at the top. The heading is 'Request Invite' with the instruction 'Enter your information here to request an account.' Below this are three input fields: 'First Name', 'Last Name', and 'Email Address'. A grey button with a checkmark is positioned below the email field. At the bottom right is the Kaleo logo, and at the bottom center is the text 'Or go to Login'.

You will then see a message from GEF Kaleo on the screen, indicating that an invitation has been sent to the e-mail address you have provided.

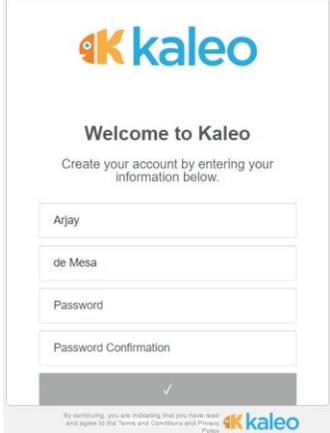
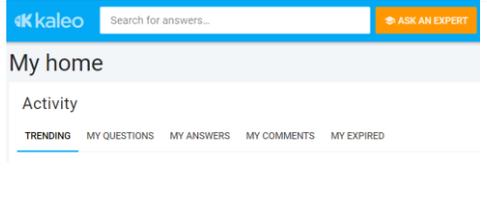


The image shows a confirmation message. At the top is the Kaleo logo. A red box contains the text: 'Thank you for signing up with Kaleo. An invitation has been sent to your email rmesa88@yahoo.com.' Below this is the GEF logo and the tagline 'Sharing Knowledge for the Planet'. There are 'email' and 'password' input fields, a checked 'Remember Me' checkbox, a 'Login' button, and a blue 'Create Account' button.

Check your Inbox for an e-mail from GEF Kaleo, containing an invitation and asking you to accept the invitation.

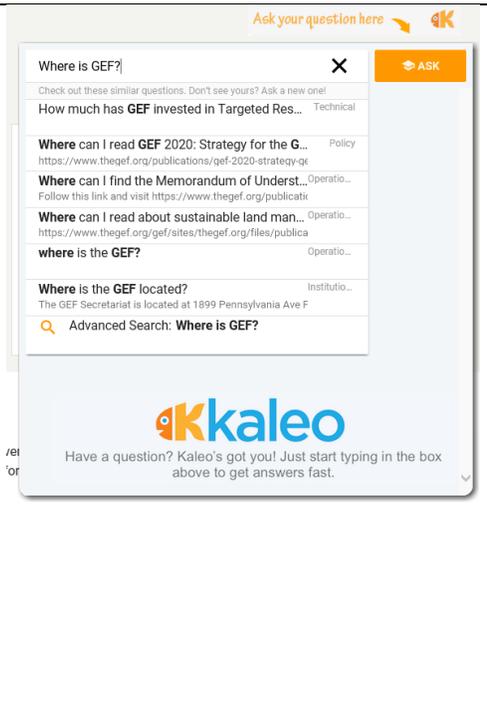


The image shows an email invitation. The header includes 'Kaleo Software - GEFKaleo@kaleosoftware.com' and 'To: rmesa88@yahoo.com'. The main body of the email says 'Invitation to Kaleo' and 'Kaleo NoName invited you'. It instructs the user to 'Start using the Kaleo Q&A app, click the button below to accept this invitation.' A prominent orange button reads 'ACCEPT THIS INVITATION IN KALEO'. Below the button, there is a URL: 'https://gef.kaleosoftware.com/accept/invitation_email=6c4f74408-6960c16ab3008174c7ef60491e71151e1c0ba295c9e17171e4e0source=invitation_email'. At the bottom, there is a small link for 'Help'.

<p>[In case you don't see an email from GEF Kaleo in your Inbox, please check your junk/spam folder .]</p>	
<p>Once you accept the invitation, you will be asked to create and enter a Password.</p> <p>When you click on the “check” button, you will be directed to your “My home” page in GEF Kaleo.</p>	
<p>Your “My home” page is where your questions and answers get stored.</p> <p>You can also ask questions using the search bar on the “My home” page.</p>	

Ask your question

Once you are a registered user, you can go back to the GEF Kaleo search bar on the GEF website and ask your questions.

<p>When you start typing your question on the search bar, the system will respond by checking the GEF Kaleo Knowledgebase for similar questions that have previously been answered by GEF Experts and stored; and by listing them in a drop down menu. If you see a similar question among this list of previously answered questions, then click on that question to <u>immediately</u> see the existing answer.</p> <p>If you do not see a question similar to yours in the drop down menu of existing questions, then finish typing your new question and click on the “ask” button.</p>	
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<p>Your question will get routed automatically to a GEF expert as a new question. Once the GEF expert answers your question, you will receive an e-mail from GEF Kaleo containing his/her response.</p> <p>It may take <u>up to two days</u> to receive a response to a new question.</p> <p>The question you asked and the answer you received will be stored in the GEF Kaleo Knowledgebase and be immediately available to the next user who asks the same (or very similar) question, helping build and expand the GEF Knowledgebase further.</p> <p>Note: If you click on the “Ask an expert” button by mistake, click on the <u>back-button</u> to return to the previous page where you can continue exploring existing content within the system.</p>	
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Need further assistance?

Contact Ms. Lily Uy Hale, GEF Kaleo System Administrator, lilyuhale@gmail.com

Ramon de Mesa, GEF Operations Officer, rmesa@thegef.org