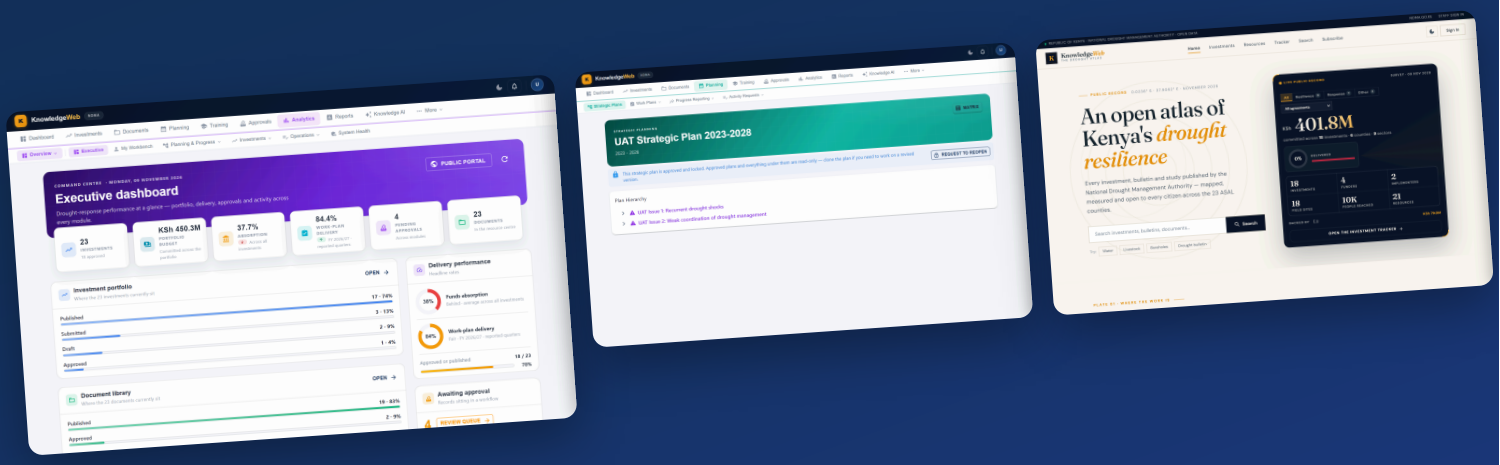
KnowledgeWeb

NATIONAL DROUGHT MANAGEMENT AUTHORITY (NDMA)

TRAINING & UAT · NOVEMBER 2026

Quick User Manual

Set up the platform, then run every core process — investments, documents, approvals, planning, progress, training and analytics — step by step.



https://knowledgeweb.fabtechcloud.com

Version 1.0

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FIND YOUR PART

Who does what

KnowledgeWeb has no fixed roles. What you can do depends on the permissions an administrator grants you and on your placement (HQ or a county). Typical profiles:

PROFILE	WHAT THEY DO	MAIN MODULES
Super Admin	Set-up and support. Bypasses every permission check.	All
Administrator	Users, permissions, master data, approval processes, audit, sessions, settings, announcements.	Admin
HQ Planner	Builds the strategic plan and national work plan; runs the cascade; bulk-imports investments.	Planning, Investments
HQ Department Officer	Plans the HQ entries of the objectives mapped to their department; captures and submits progress for the department's primary objective and any others the administrator allows.	Planning, Progress
County Officer (CDC)	County investments, bulletins, county work plan and quarterly progress, scoped to own county. Only county staff change their county's plan.	Investments, Documents, Planning, Progress
Approver	Named on approval levels; approves or returns records and plans (there is no reject).	Approvals
Publisher	HQ staff who release approved investments and PDF documents to the public portal, converting Office files to PDF and choosing download protection.	Registry
Progress Reviewer	HQ M&E officer who accepts or returns submitted quarterly progress.	Progress
Progress Analyst / Manager	Reads dashboards, scorecards and reports; schedules reports.	Analytics, Reports
Trainer	Builds courses, assessments and assigns learners.	Training
Staff member / Learner	Takes courses, uses Knowledge AI, reads what they are allowed to.	Training, AI
Public visitor	Browses the open atlas: investments, tracker, resources, bulletins; subscribes.	Public portal

SECTION 01 · EVERYONE

Getting started

Use a current Chrome or Edge browser · production address https://knowledgeweb.fabtechcloud.com

Sign in

1. Open KnowledgeWeb in Chrome or Edge and click Staff sign in (or go straight to /auth/login).
2. Enter your work email address and password, then click Sign In.
3. If two-factor authentication is on, enter the 6-digit code from your authenticator app (or one recovery code).
4. First sign-in with a temporary password? You are taken to Change Password and must set your own before anything else opens.

> Five wrong passwords lock the account for 15 minutes. Use Forgot password? on the sign-in page to reset it by email.

Find your way around

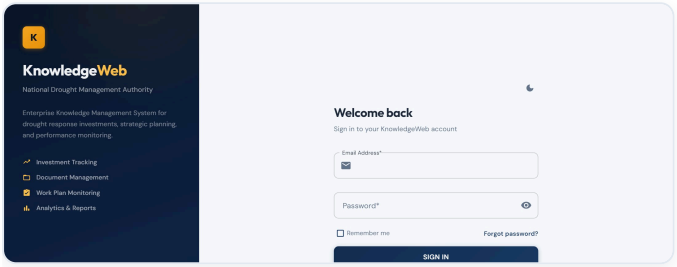
1. The top bar holds the modules: Dashboard, Investments, Documents, Planning, Training, Approvals, Analytics, Reports, Knowledge AI and More (Admin, Data).
2. Hover or click a module to open its sub-menu; the strip under the top bar shows the pages of the module you are in.
3. You only see what your permissions allow. A page you cannot open shows Access refused instead of data.
4. The bell shows new notifications; the moon icon switches dark mode; your initials open the profile menu.

Secure your account

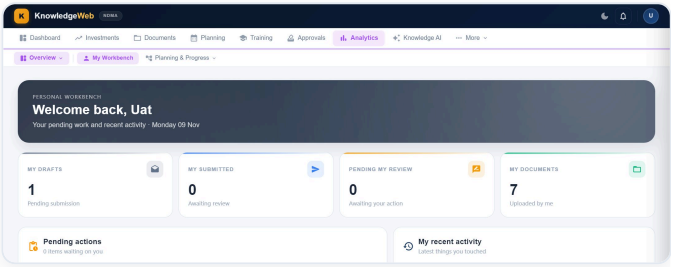
1. Profile menu > My Profile: update your position, phone and photo, then Save Changes.
2. Profile menu > Two-Factor Auth: Enable, scan the QR code with an authenticator app, Verify & Enable, and keep the recovery codes somewhere safe.
3. Profile menu > Passkeys: Add a passkey to sign in with Windows Hello, Touch ID or a security key.
4. Profile menu > Notification preferences: choose email and in-app per notification type, and a daily or weekly digest. Each switch saves immediately.

Notifications and email links

1. Approvals, returns, progress decisions, plan generation and announcements arrive in the bell and, if you allow it, by email.
2. Every email button opens the exact page where you act, for example the plan review page for an approver.
3. Notifications > Mark all read clears the badge; Preferences lets you switch individual types off.



Sign-in page: password, passkey or forgot password



My Workbench: your drafts, submissions and pending actions

SECTION 02 · ADMINISTRATORS

Administrator setup

More > Admin · do these in order before users start

1 **Configure the server**

ICT sets App:BaseUrl (the address used in every email link), the SMTP account, and optionally the AI key. These are server settings, not pages; see the Technical section.

2 **Load master data**

Admin > Master Data: check Counties (with GPS and contact emails), Sub-Counties, Wards, Directorates, Departments, Pillars, Priority Action Areas, Sectors, Fund Sources, Stakeholder Organisations, Funding Agreements, Budget Lines, Document types and Early Warning (livelihood zones and trends). Pick a category on the left, then Add New, edit or deactivate.

3 **Create user accounts**

Admin > Users > New user: names, email, position, department, county and line manager, a Starting Permission Template and a temporary password. The user must change it at first sign-in.

4 **Set placement correctly**

A person's County decides what they reach: no county, or the county named HQ, makes them HQ staff; any other county makes them county staff, confined to that county.

5 **Grant permissions**

Users > Manage permissions (or Admin > Permissions Matrix): tick capabilities per module and choose a scope (Global, Own County, Own Department or a specific unit), then Save Changes. The user signs out and in again to pick up changes.

6 **Build approval processes**

Admin > Approvals > New Process: name it, Add Level 1, 2… and choose the approvers for each level (any one can act). Optionally require an e-signature.

7 **Route documents**

Admin > Document Routing: link each document classification to the approval process its documents should follow.

8 **Prepare planning**

On the strategic plan: map each strategic objective to the departments that deliver it (SO Mappings), then under Progress submission choose each department's primary objective and tick any others it may also submit. Mark the plan current (More > Set as current). HQ department staff see nothing until objectives are mapped, and submit progress only for their primary and allowed objectives.

9 **Set up download protection**

Admin > Download Protection (needs documents.protection-settings): create the protection profiles (or the three starter profiles) and recommend one for each document classification or type. Publishers then publish with the recommended profile in one click. Install LibreOffice on the server so Office files can be converted to PDF.

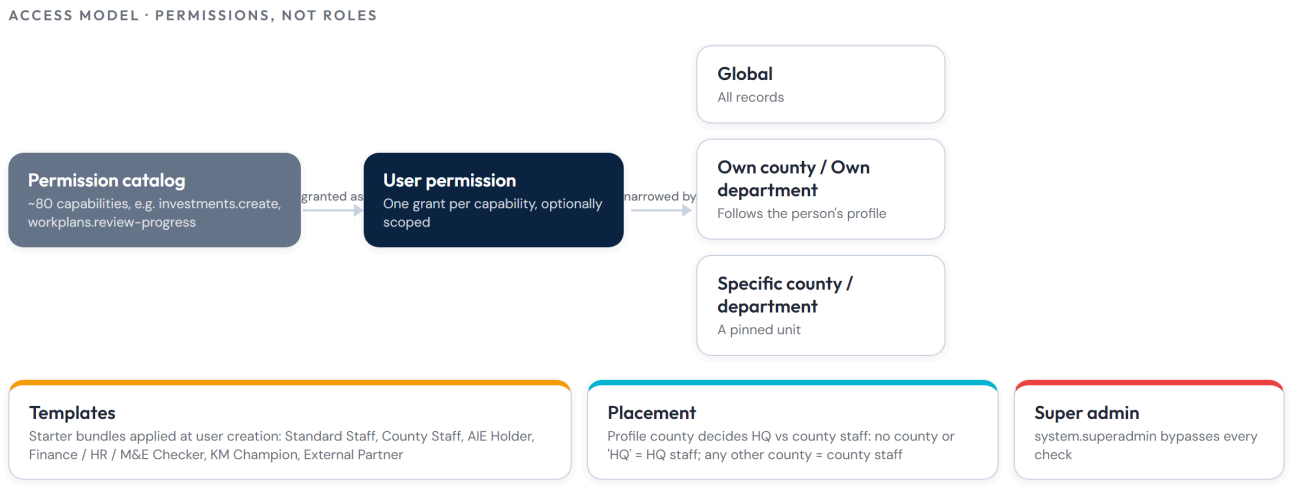
10 **Grant reviewer and analyst rights**

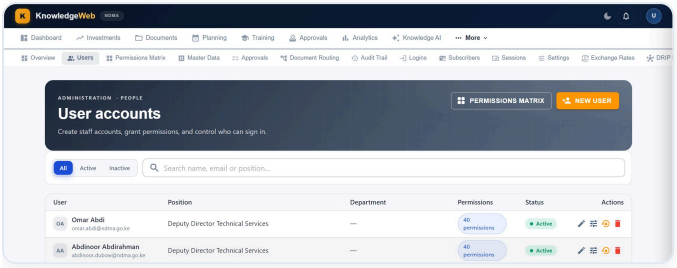
Give workplans.review-progress to the HQ M&E reviewers, workplans.progress-insights to analysts, documents.protection-settings to whoever sets up download protection, and investments.publish / documents.publish to the HQ publishers. None is granted to anyone by default.

11 **Announce go-live**

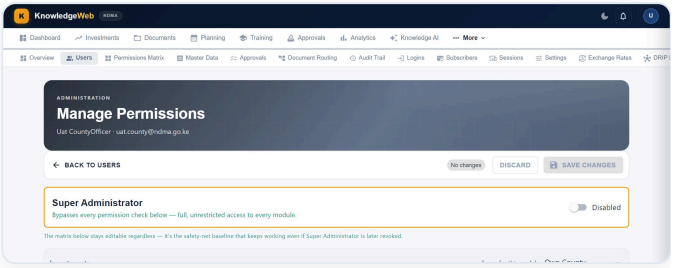
Admin > Overview > Announcements: title, message and an optional link; Send (click twice to confirm). It reaches every active user in-app and by email.

The access model

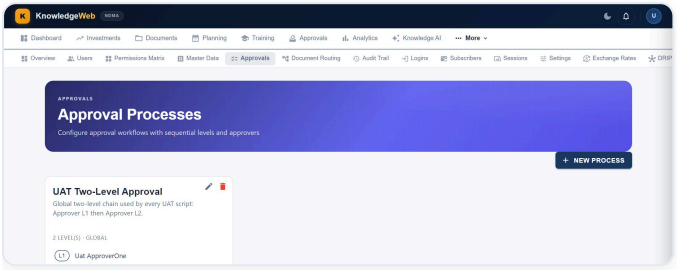




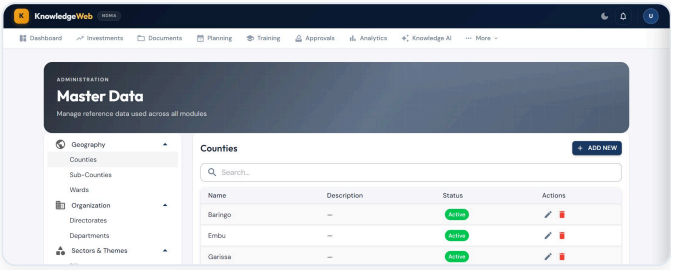
Admin > Users: create, edit, reset password, deactivate



Manage permissions: tick capabilities and choose the scope



Admin > Approvals: levels and approvers



Admin > Master Data: reference lists used everywhere

Good to know

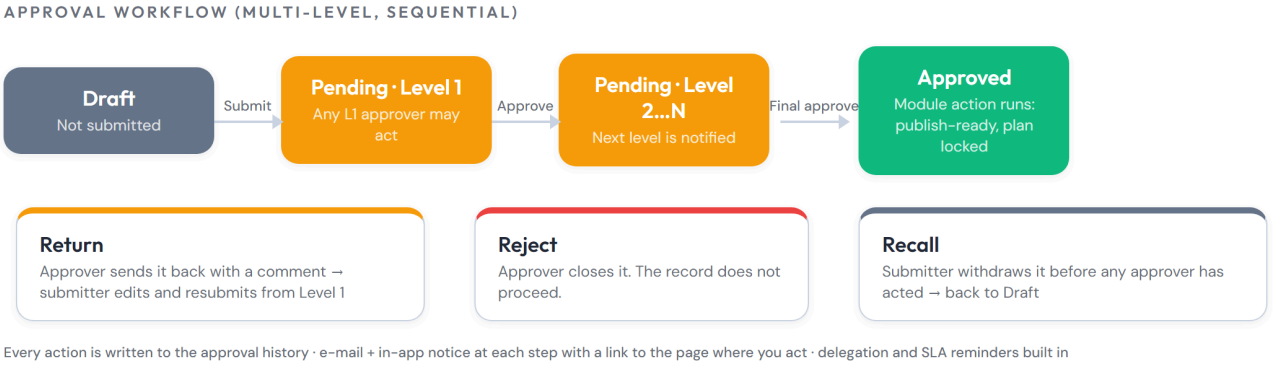
- Permission changes take effect when the person signs in again.
- `workplans.review-progress` and `workplans.progress-insights` are granted to nobody by default — give them to HQ reviewers and analysts.
- Audit Trail, Logins and Sessions show who did what; Terminate signs a session out within about 30 seconds.
- Subscribers is read-only: people leave the mailing list only through their own unsubscribe link.

SECTION 03 · EVERYONE

Workflows at a glance

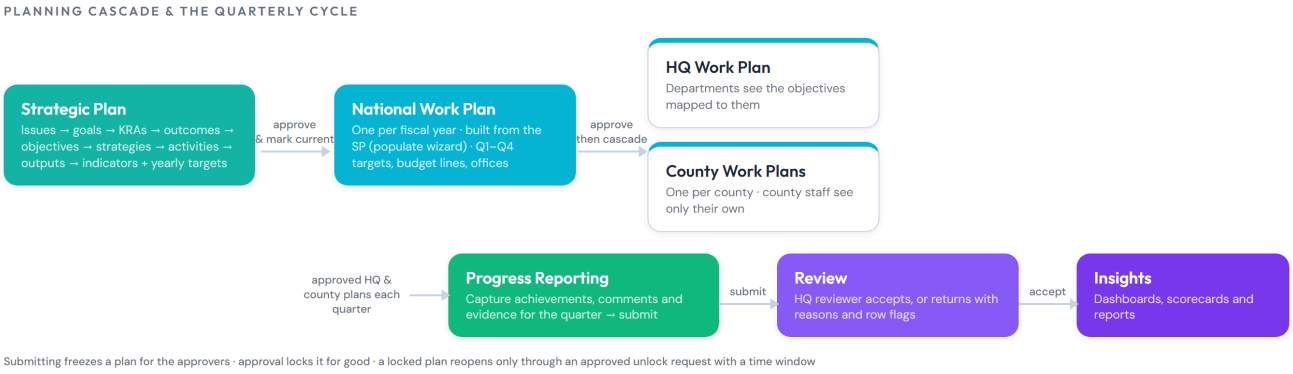
The five processes that tie the platform together

Every approval: submit, decide level by level, approve, return or reject



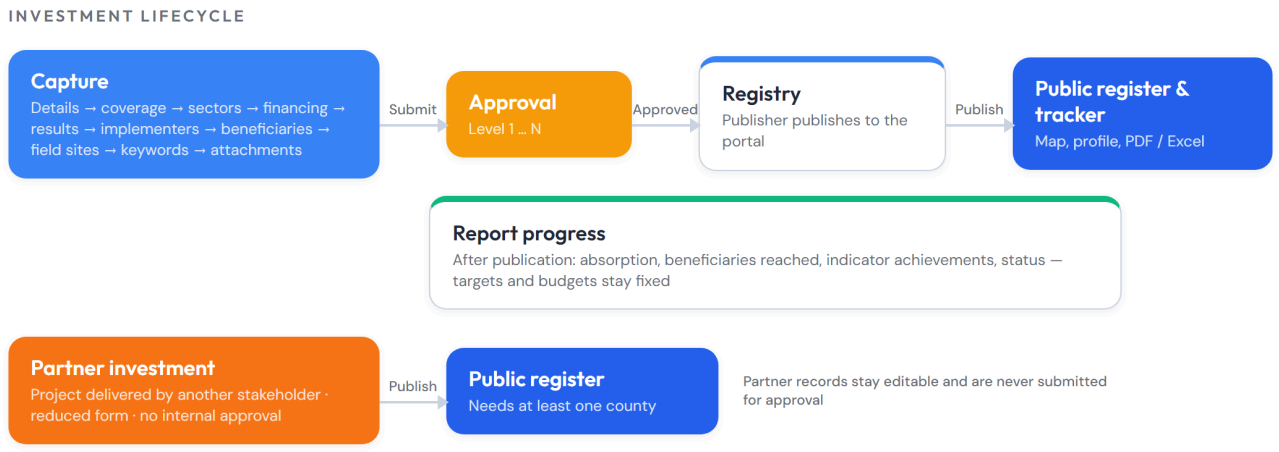
Every action is written to the approval history · e-mail + in-app notice at each step with a link to the page where you act · delegation and SLA reminders built in

Planning: strategic plan to work plans to quarterly progress

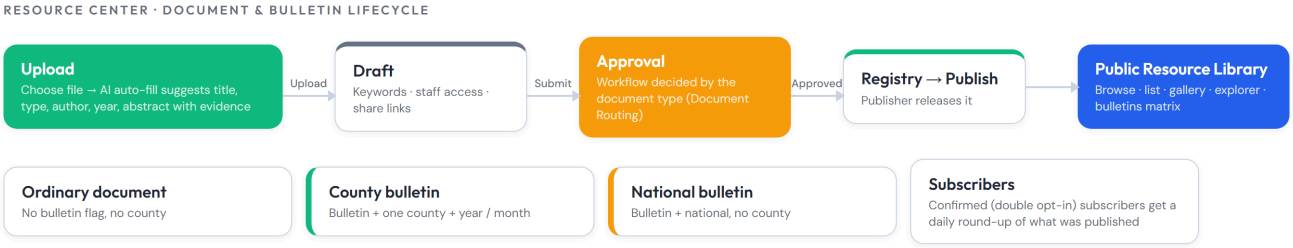


Submitting freezes a plan for the approvers · approval locks it for good · a locked plan reopens only through an approved unlock request with a time window

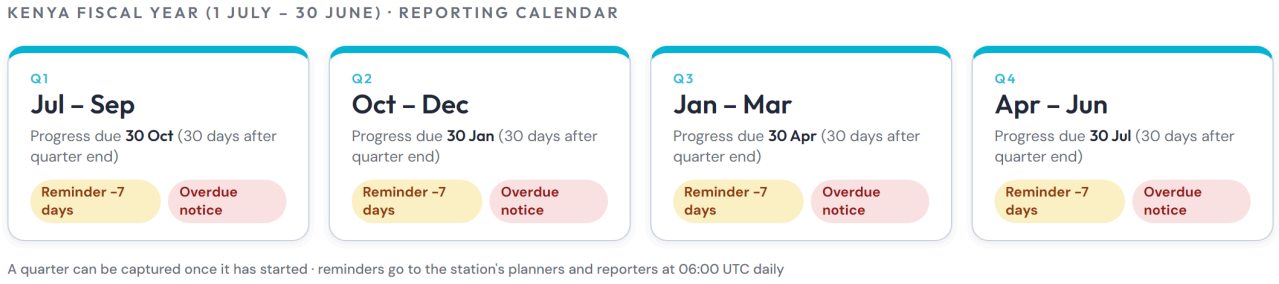
Investments: capture, approve, publish, report progress



Documents and bulletins: upload, approve, publish



The reporting calendar



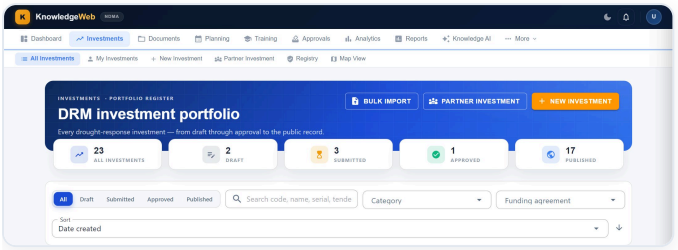
SECTION 04 · INVESTMENTS

Investments

Record every drought-risk-management investment: what it is, where it runs, who funds and implements it, the results it promises, and how it is delivering. Approved investments are published to the public register and tracker.

County Officer / HQ Planner · capture and submit | **Approvers** · decide | **Publisher** · publish

Everyone with view rights · browse, map, export



All Investments: status tabs, filters and the portfolio table

Good to know

- Four identifiers: Code (system, e.g. TUR-2026-0014), Serial no. (from the source; mandatory and unique), Tender no. (procurement, optional) and a public share link. Search finds any of the first three.
- County officers see their own county's investments, plus records they created or collaborate on.
- An NDMA investment is frozen from submission: a return or recall puts it back to draft. After approval only Report progress, documents and photos stay open. Only drafts can be deleted.
- A single funder's amount cannot exceed the total budget, and county allocations together cannot exceed it.
- On the public portal an investment's status is its stage: Complete, In progress, Scheduled or Stalled.

Create an investment

1. Investments > New Investment.
2. Enter the project name, Serial no. (mandatory and unique), Tender no. if it went to tender, Category (Resilience, Response, Recovery or Other), Micro or macro (optional), project manager, funding agreement, budget and currency, start and end dates.
3. Click Create investment. The other sections now unlock.
4. Work through the sections on the left: Coverage (county, sub-county, ward, county funds), Sectors, Financing (fund sources and amounts), Results framework (outputs and indicators — each indicator reported Quarterly, or once for the Whole project), Implementers, Beneficiaries, Field sites (GPS), Keywords and Attachments.

> Draft with AI reads a proposal or agreement and suggests the fields, including a results framework. You review every suggestion before it is applied.

Submit for approval

1. On All Investments (or My Investments) click Submit for approval on the row.
2. Choose the approval process, add a comment and submit.
3. Track it under Approvals > My Submissions. Recall it there if no approver has acted yet; Resubmit after a return.

Record targets and achievements

1. Results framework: add an output, then an indicator; choose Quarterly or Whole project in the indicator row.
2. Quarterly: open the indicator's calendar, pick the fiscal year and enter a target and achievement for each of Q1–Q4. Whole project: enter one target and one achievement.
3. Switching an existing indicator asks first: quarters are added into one whole-project figure; going back to quarterly clears that figure so it can be entered by quarter.

Report progress after approval

1. Open the approved or published investment and click Report progress.
2. Update funds absorption %, achievement status, the stalled flag, beneficiaries reached, indicator achievements and lessons learnt.
3. Click Save progress. Targets, budgets and names cannot change once approved; documents and photos can still be added on the detail page.

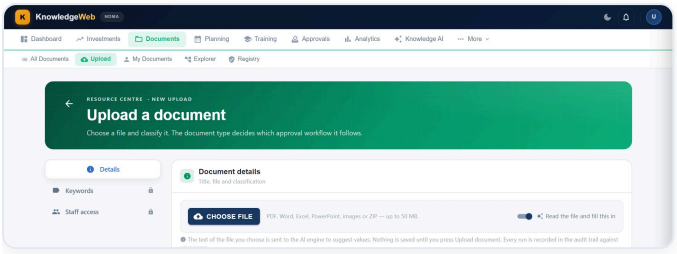
SECTION 05 · DOCUMENTS

Resource Center

Upload, classify, approve and publish NDMA's documents: drought early-warning bulletins, assessments, plans, policies and studies. Published items appear in the public Resource Library.

Any staff with upload rights · upload and submit **Approvers** · decide **Publisher** · publish

Everyone · browse, preview, download



Upload a document: AI can read the file and fill the form

Good to know

- Only your own drafts can be edited; submitted documents need documents.update; published documents cannot be deleted.
- Internal documents are approved like any other but never published. Download protection applies to the public copy only; the original file is never changed.
- County staff see their own county's tagged documents and every untagged one.
- Confirmed public subscribers receive a daily round-up of newly published items (double opt-in).

Upload a document

1. Documents > Upload & Submit (or Upload to keep a draft), then Choose file (PDF, Word, Excel, PowerPoint, images or ZIP, up to 50 MB). A file already in the library is refused, whatever it is called.
2. With 'Read the file and fill this in' on, the AI suggests title, type, author, year and abstract; each filled field shows the quote it came from (Show me where). Switch it off to type everything yourself.
3. Complete title, Document type (it decides the approval workflow), sector, author, publication year and description, then upload.
4. Add Keywords and Staff access (View only or Contributor) on the next tabs.

File a drought bulletin

1. Choose a bulletin document type (for example County Drought Bulletin or National Drought Bulletin): the bulletin panel opens with year and month, and county for a county bulletin.
2. For a county bulletin record the Early Warning phase classification: the county's phase and trend and each livelihood zone's (AI can read the table from the PDF).
3. HQ information officers file a month's county editions at once under Documents > Bulk County Bulletins: each county is read from its file name.
4. Bulletins appear on the public bulletins matrix (counties × months) and the Early Warning board once published.

Submit, approve and publish

1. Documents > My Documents > Submit for approval on the row (Upload & Submit does both at once).
2. Approvers preview and approve under Approvals > Pending Approvals.
3. Only PDFs are published. For a Word, Excel or PowerPoint file a publisher clicks Convert to PDF in the Registry: Check > Convert > Preview (page by page) > Keep. The original stays on the record for staff.
4. A publisher opens Documents > Registry and clicks Publish. The dialog opens on the download-protection profile recommended for the document's type (licence, footer, watermark, copy/print restrictions): publish with it, pick another or adjust it. Unpublish withdraws it.

Share with someone outside NDMA

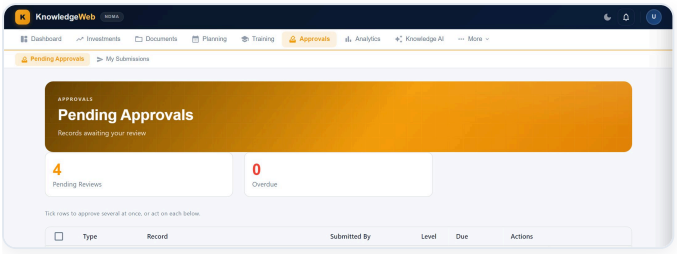
1. Open the document > External share links.
2. Set days until expiry, maximum downloads and (optionally) the recipient's email; Create link and copy it.
3. Revoke the link at any time; it stops working immediately.

SECTION 06 · APPROVALS

Approvals

One approval engine for investments, documents, strategic plans, national/HQ/county work plans and plan-unlock requests. Records move level by level; any approver named on the current level can act.

Submitters · submit, recall, resubmit | **Approvers** · approve, return, delegate | **Tracking-report holders** · monitor turnaround



Pending Approvals: records awaiting your decision

Good to know

- Submitting a plan freezes it for everyone while approvers decide; a return or recall makes it editable again.
- Final approval runs the module action: an investment or document becomes approved (publish-ready); a plan becomes locked.

Decide on a record

1. Open Approvals > Pending Approvals (or click the button in the email).
2. Click the eye icon to view details, or Review plan for a strategic or work plan.
3. Approve (sign if the process requires an e-signature), or Return with a comment so the submitter can fix it. There is no Reject: a record that should not go ahead is returned with the reason.
4. Tick several rows to approve them at once when appropriate.

Delegate while away

1. On the record choose Delegate to a colleague and pick who.
2. The delegate can act at your level; history records who acted.

Follow your submissions

1. Approvals > My Submissions shows status and progress (level x of y).
2. Recall withdraws a submission before any approver has acted.
3. After a Return, edit the record and click Resubmit; it restarts at Level 1.

Monitor turnaround

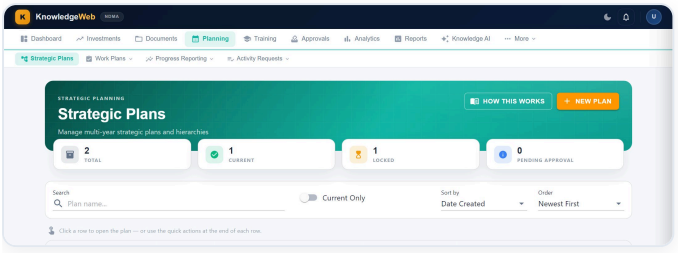
1. Approvals > Tracking Report: filter by record type and status, open a record, export to Excel.
2. Overdue records trigger reminders to approvers and an escalation to administrators.

SECTION 07 · PLANNING > STRATEGIC PLANS

Strategic Planning

Build the multi-year strategic plan as a hierarchy, from strategic issues down to performance indicators with yearly targets and budgets. The approved, current plan is the yardstick every work plan and progress figure is measured against.

HQ Planner · build, submit, reopen | **Approvers** · review and approve | **HQ staff** · read; county staff have no access



Strategic Plans list with status, approval and quick actions

Good to know

- There is no unlock button: approval is the lock, and reopening needs its own approval.
- Strategic plans and national/HQ plans are for HQ staff only.
- There is no cloning: each strategic plan is drawn up new.
- Changing SO mappings and progress roles needs strategicplanning.update; they stay editable on an approved plan.

Create and build a plan

1. Planning > Strategic Plans > New Plan: name, start and end year; save. Upload the signed plan document on the Documents tab.
2. Open the Tree view and add the hierarchy: Add Issue, then Goal, Key Result Area, Outcome, Strategic Objective, Strategy, Activity, Output and Indicator.
3. Open an indicator to set its baseline, whether it is a Percentage indicator, and Aggregation (Sum, or Last value for cumulative indicators), then enter yearly targets and budgets in its side panel. Planning has no unit of measure.
4. For bulk work use Matrix (paste, fill down, Save All) or Import from Excel (Template > Upload > Validate > Commit).

Map objectives and make it current

1. SO Mappings: tick the departments that deliver each strategic objective (each tick saves). A department's first objective becomes its primary.
2. Progress submission (same page): for each department choose its primary objective and tick under Also submits any other objective it may submit. The rest are view only (★ primary · ✓ also submits · ○ view only).
3. More > Set as current. Work plans and progress pages work under the current plan.

Approve, lock and revise

1. More > Submit for approval and choose the process. The plan is read-only while it is pending.
2. Final approval locks the plan permanently.
3. To change a locked plan, Request to reopen: an approved, time-limited editing window.

SECTION 08 · PLANNING > WORK PLANS

Work Plans

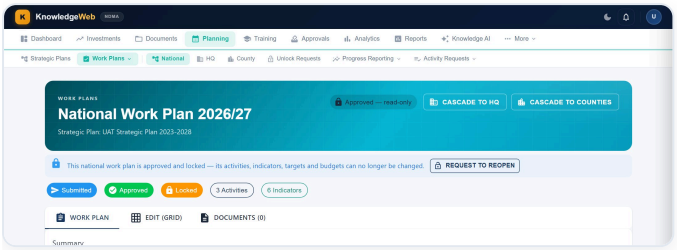
Turn the strategic plan into the year's national work plan, then cascade it to one HQ plan and a plan for each county. Each tier sets quarterly targets, budgets (GoK and donor), budget lines and responsible offices.

HQ Planner · national plan and cascade

HQ departments · their objectives in the HQ plan

County officers · their county plan

Approvers · approve each tier



National Work Plan with Cascade to HQ and Cascade to counties

Good to know

- Only staff placed in a county change its plan. HQ staff and administrators open county plans view only.
- Indicator notes follow the plan's lock: read-only while it awaits approval and once approved. The national plan's Budget notes explain how each budget line's money is spent and show read-only at HQ and county.
- Budget lines on the national plan come from Master Data > Budget Lines; a line carried over from last year is marked Balance b/f.
- Excel uploads are all or nothing: text in a number cell, a changed SP target or a file older than the latest edit is refused.

Create and populate the national plan

1. Planning > Work Plans > National > New work plan; choose the fiscal year (the current strategic plan is filled in); Create.
2. Run the populate wizard: Scope > Select activities and indicators > Review > Done. The SP Target comes from the strategic plan and cannot be edited here.
3. Edit (Grid): enter Q1–Q4 targets, GoK and donor amounts, budget line and office; Save All. Or use Edit in Excel to download, edit offline, upload and review every change before saving.

Approve and cascade

1. Submit for approval; the approvers review the plan on its review page and approve.
2. Once approved, Cascade to HQ (Review > Confirm > Done) and Cascade to counties (select counties > Review > Done).
3. Re-running a cascade updates what changed and never overwrites figures that were already entered.

Complete an HQ or county plan

1. Open your plan from Work Plans > HQ or County. The county list opens on the current fiscal year (Fiscal year filter; clear it for every year); county staff see only their own county.
2. Enter quarterly targets and the annual target in Edit (Grid) or with Edit in Excel. National plan opens the parent plan for reference.
3. Use the rephrase icon to put an activity in local wording without breaking the link to the national row. A county can also remove or add indicators from this year's national plan.
4. Submit for approval. An approved plan is locked; progress is then reported under Progress Reporting.

Reopen a locked plan

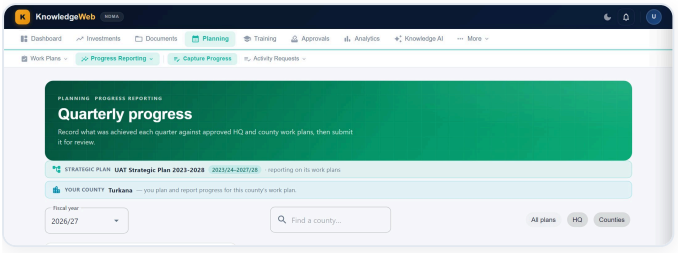
1. On the lock banner click Request to reopen: give the reason, choose the approval process and the window in days.
2. When approved, edit what is needed, then click Finish & re-lock.
3. Planning > Work Plans > Unlock Requests lists every request with a change report of what was touched.

SECTION 09 · PLANNING > PROGRESS REPORTING

Progress Reporting

Each quarter, HQ departments and counties record what was achieved against their approved plan, attach evidence and submit it. HQ reviewers accept it or return it with reasons; accepted figures feed every dashboard and report.

HQ departments and counties · capture and submit | **Progress reviewers (HQ)** · accept or return | **Analysts** · analyse



Progress hub: your plan with four quarter tiles

Good to know

- Only approved plans and quarters that have started can be captured. Kenya fiscal year: Q1 Jul–Sep, Q2 Oct–Dec, Q3 Jan–Mar, Q4 Apr–Jun.
- Progress is due on the 5th of the month after the quarter ends. Daily reminders run from 3 days before the quarter ends to the 5th; after the 5th a first submission needs a late-submission request, granted by a reviewer.
- Reviewing is for HQ staff with workplans.review-progress; county staff report their own progress only.

Capture a quarter

1. Planning > Progress Reporting > Capture Progress; on your plan card click Report Q#.
2. For each indicator enter the achievement and a comment. Percentages must be 0–100 and nothing may be negative. A line with a target for the quarter, or an achievement different from its target, needs a progress comment.
3. HQ: you capture only your department's primary objective and those it is allowed to submit; others show as view only.
4. Save. You are warned before leaving with unsaved edits.

Submit for review

1. Click Submit Q#. HQ submits per strategic objective; a county submits the whole plan.
2. Add a covering note and attach supporting documents. A county submission needs three: the partnership template, the investment template and the CCU minutes.
3. Confirm. At least one indicator needs a value; the rest are submitted as not reported. The quarter is frozen once submitted.

Review a submission (HQ reviewers)

1. Progress Reporting > Review Queue; open the submission.
2. Read figures against targets, the submitter's comments, plan notes, evidence and history.
3. Accept, or Return with a reason and flag the rows that need attention. Tick 'Open the next submission afterwards' to keep going.

Fix a returned quarter

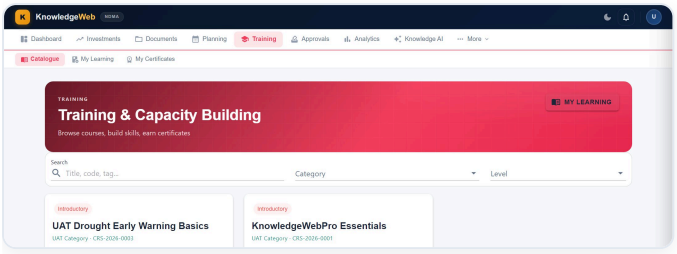
1. Open the capture page; filter 'Flagged by reviewer' to see the flagged rows and the reason.
2. Correct the figures and Resubmit. Flags resolve automatically.

SECTION 10 · TRAINING

Training (LMS)

A built-in learning management system: courses with modules and materials, assessments, assignments with due dates, certificates with a public verification check, and feedback.

Trainers · build, publish, assign, analyse **All staff** · learn, take quizzes, earn certificates **Anyone** · verify a certificate



Catalogue: search, filter and enrol

Good to know

- A course can be published only with content; it can be deleted only while it is a draft with no enrolments.
- Certificates can be verified on the public site at /public/verify-certificate.

Take a course

1. Training > Catalogue: search or filter, open Details, click Enroll.
2. In the player open each material and click Mark complete, then Next. Bookmark anything to come back to.
3. Take the assessment when offered. If you fail, wait the stated time and retake.
4. Training > My Certificates > Download PDF once complete. Leave feedback on the course page.

Build and publish a course (trainers)

1. Training > Manage > Courses > New Course: title, summary, category, level, minutes, CPD points, enrolment, certificate.
2. Curriculum > Add Module, then + Material: rich text, file, video URL or link; mark what is required.
3. Assessment: set the pass mark and retake wait, add questions (or Draft with AI, then approve the verified ones) and switch it on.
4. Publish, then Enrollments > Assign Learners with a due date.

SECTION 11 · ANALYTICS, REPORTS

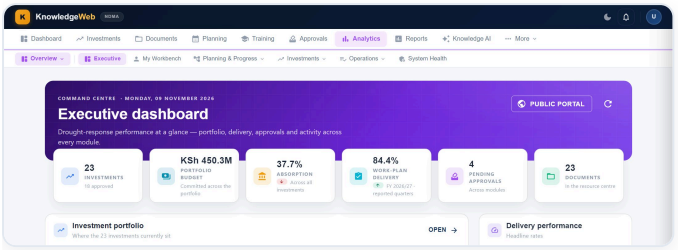
Analytics & Reports

Live dashboards for leadership, planners and analysts, and branded PDF and Excel reports that can also be scheduled for email delivery. Work-plan figures come only from submitted or accepted quarters of the current strategic plan.

Managers · executive and module dashboards

Analysts and reviewers · progress dashboards, explorer, delivery reports

Everyone · My Workbench



Executive dashboard

Good to know

- A 'station' is a reporting office: a county or an HQ department.
- Progress is described in three bands only: Above target, On target, Below target (achievement ÷ target, rounded to the whole per cent).
- Delivery figures are shown to HQ progress analysts only; others see plan structure.

Read the dashboards

1. Dashboard > Executive for the headline figures; Dashboard > My Workbench for your own pending items. Planning > Overview shows how the year's delivery is going through your own lens.
2. Analytics > Planning & Progress: Planning Cycle, Plan Budget, Strategic Plan Scorecard, Progress Analysis, Progress Explorer and My Station Scorecard. Planning > Progress Tracking: Progress Tracker, County Summary, Feedback & Comments.
3. Analytics > Investments: Investment Analytics and Investment Tracker. Operations: Activity Requests and Resources.
4. Filters (fiscal year, quarter or year to date, counties/HQ, station, objective) apply to every panel on the page.

Generate a report

1. Reports > Report Catalogue lists the reports you are allowed to run.
2. Click Generate, choose the parameters and format (PDF or Excel).
3. Reports > Report History re-downloads anything generated before. Progress Reports offers the delivery reports in one place.

Schedule a report

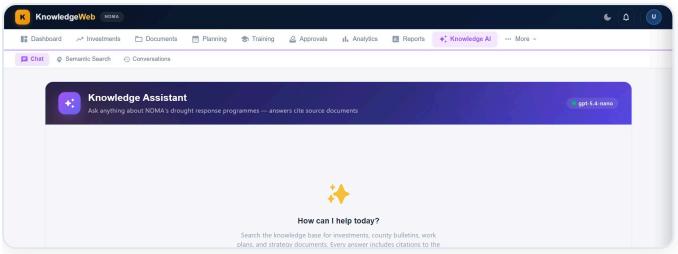
1. Reports > Scheduled Reports > New Schedule: report, format, frequency and recipients.
2. Recipients must be active KnowledgeWeb users. The report runs as you and contains only what you can see.

SECTION 12 · KNOWLEDGE AI

Knowledge AI

Ask questions in plain English (or Swahili) about NDMA's published documents and investments. Every answer cites its sources. The same engine powers document auto-fill and investment drafting.

Staff with ai.use · chat and semantic search



Knowledge Assistant: answers cite their source records

Good to know

- AI suggestions are drafts. Always check them against the source before saving.

Ask the assistant

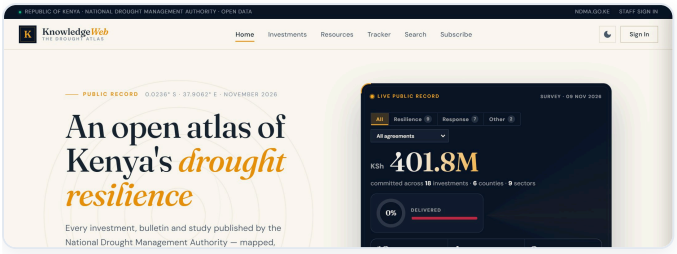
1. Knowledge AI > Chat; type a question or pick a suggestion.
2. Open a citation card to go to the source record. Conversations keeps your history.
3. Semantic Search returns the closest documents and investments by meaning.

SECTION 13 · PUBLIC SITE (NO SIGN-IN)

Public Portal

The open atlas of Kenya's drought resilience work: published investments, the funds tracker, the Resource Library and bulletins, search, and email subscriptions. No sign-in is needed.

Citizens, partners, media · browse, search, download, subscribe



Public home: the open atlas

Good to know

- Only approved and published records appear. Unpublishing in the Registry removes them.
- The portal names its partners (those who fund and those who implement) in an A–Z list; it never ranks or compares them.

Use the portal

1. Home: search everything, or explore by category and county.
2. Investments: filter by county, sector, partner, category, status and micro or macro; open a profile for its map, delivery and PDF/Excel.
3. Tracker: the live funds and delivery survey, with the same filters. Resources: browse, list, gallery or explorer views; Bulletins: the counties × months record; Early Warning: each county's drought phase month by month.
4. Subscribe: choose topics and a county; confirm from the email to start receiving the daily round-up.

SECTION 14 · PLANNING > ACTIVITY REQUESTS

Activity Requests

Plan field missions and activities: purpose, budget, team, itinerary and travel; parallel Finance, HR and M&E checks; final AIE approval; data collection and sign-off afterwards.

Requesters · create and submit | **Finance / HR / M&E checkers** · review in parallel | **AIE holders** · final approval

Good to know

- Not part of this week's UAT scope; available for familiarisation.

Raise and track a request

1. Planning > Activity Requests > New Request: details, funds and logistics, budget lines, team, itinerary and travel; save and Submit.
2. Checkers act from Pending Reviews; the AIE holder approves once Finance, HR and M&E have approved.
3. After the activity, complete the data collection forms and sign off under Sign-Offs.

SECTION 15

Calendar, FAQ & help

Kenya fiscal year — quarterly reporting

Q1	Q2	Q3	Q4
Jul–Sep	**Oct–Dec**	**Jan–Mar**	**Apr–Jun**
Progress due **5 October**	Progress due **5 January**	Progress due **5 April**	Progress due **5 July**

Progress is due 30 days after each quarter ends. KnowledgeWeb sends a reminder a week before the deadline and one overdue notice after it.

Frequently asked questions

I see 'Access refused'.
You do not hold the permission for that page. Ask your administrator to grant it; then sign out and in again.

A plan is read-only.
It is either awaiting approval (it thaws if returned or recalled) or approved and locked. Use Request to reopen, or report delivery under Progress Reporting.

My HQ plan shows no rows.
No strategic objective is mapped to your department yet. Your planner maps them on the strategic plan's SO Mappings page.

I can't capture a quarter.
Only approved plans and quarters that have started can be captured, and a submitted or accepted quarter is frozen until returned. At HQ, an objective that is view only for your department is submitted by another department.

There is no Reject button.
Approvals are approve or return only. Return the record with the reason; the submitter decides what to do with it.

I can't edit a county plan.
County plans are changed only by staff placed in that county. HQ staff and administrators can view them.

Publish is missing on a document.
Only PDFs are published. Click Convert to PDF in the Registry, check the preview and keep it; then publish.

My record came back 'Returned'.
Read the comment in My Submissions (or the reviewer's flags on the capture page), fix it and Resubmit.

The Submit button is missing on a partner investment.
Partner investments are never submitted for approval; a publisher publishes them from the Registry.

I didn't get an email.
Check Notification preferences and your spam folder. In-app notifications in the bell always arrive.

I forgot my password or lost my phone.
Use Forgot password? on the sign-in page; for 2FA use a recovery code, or ask an administrator to reset your password.

This week: Training & UAT, Machakos

DAY	MODULES	UAT CASES
Tue 10 Nov	Orientation · Administration · Public Portal	ADM-001–031, PUB-001–021
Wed 11 Nov	Investments · Resource Center	INV-001–030, DOC-001–025
Thu 12 Nov	Planning: strategic plans, work plans & progress reporting	PLN-001–044
Fri 13 Nov	Training (LMS) · Analytics & Reports · UAT close-out & ToT	TRN-001–022, ANL-001–031

Run each case as the persona on its row, mark Pass / Fail / Blocked on the scoresheet and log every defect with the steps to reproduce it. Pass mark: **85% combined weighted score**.

GETTING HELP

Stuck? Ask in this order.

1. The **Access refused** or error message on screen usually says what is missing.
2. Your **module champion** or test-team lead.
3. **NDMA ICT** service desk — for accounts, permissions and passwords.
4. **FABTECH Solutions** support — for defects, with the page address and a screenshot.

The full Platform Documentation (Word) covers every module, the administration reference and the technical guide in depth.