Connecting to KC:

1. Using Chrome, Firefox, or Internet Explorer, connect to either of the following sites:
   a. LIVE: [https://www.padoh-kc.org](https://www.padoh-kc.org)
   b. TRAINING: [https://training.padoh-kc.org](https://training.padoh-kc.org)
2. Log into Knowledge Center using your User Name and Password and click Log In
   
   Note: The user name and password for the LIVE site and TRAINING sites are separate and may be different.
3. After login you will be taken to the Status Board.

Viewing Log Information:

1. Click Logs to view ALL logs or click Log to view LOGS for an incident.

Updating Log Information:

1. Select the incident/event that you are working on from the Status Board by clicking on the incident link from the Incidents panel.
2. For the selected incident, click Log
3. Click (New Log icon).
4. Type an Activity Date or click
5. Select a log Type from dropdown list.
6. Type your entry in Description.
7. Click on

Viewing Messages:

1. Click Status Board and view Messages area – OR – click Message Read to view a new message on the Messages tab.

Sending a Message:

1. Click on (New Message icon) – OR – click (Message icon) next to the user in Active Users area.
2. Click on Add Individuals, Add Jurisdictions and/or Add Groups to add additional users to the message.
3. Type your message in the Message.
4. Click on

   Note: To capture a message as part of the Incident Log, use the Add Log? function and click to select the Incident from the list.

Viewing Incident Documents:

1. Click on the incident link from the Status Board – OR – click Incident to re-display the incident.
2. For the selected incident, click DocID
3. Click for the document to view.

Reviewing IAP/ICP:

1. Click on the incident link from the Status Board – OR – click Incident to re-display the incident.
2. For the selected incident, click IAP/ICP
3. Click next to Report to view. 
   
   Note: The Data column has a “Y” for reports with current data.
4. Report will generate. Use the to Save the report – OR – right click on Report and select Print to send document to a printer (if connected).
Using the Map:

1. Click Map – OR – Map from the incident tabs.
2. **View Incident Info:** Click incident icon. Incident flyout displays Incident Title and incident details. Click Incident Title to display Incident information tabs. Click Zoom to to zoom in on area around incident.
3. **Find an Address:** Click to find an address. Type the Address information and click Locate to display a list of locations marked by on the map.
4. **Zoom In:** Click Then, click and drag to form a rectangle around the area of interest.
5. **To Pan:** Click Then, click on the map and drag it in the desired direction.
6. **To Set Default View:** Adjust map to desired view. Click to save the view as default. Click to re-display the default view.

Changing Your Password:

1. Click Admin
2. Type a new password in the two Password fields.
   
   Note: PA-DOH Knowledge Center passwords follow the Commonwealth of Pennsylvania password policy: Passwords…
   - Must be at least eight (8) characters.
   - May NOT reuse any of the last ten (10) previous passwords.
   - May NOT contain part of name or user name.
   - Must contain three of the following character types: UPPER CASE letters, lower case letters, Numbers and Special Characters (e.g., ! @ $ % ^ & *)
   - Will expire after sixty days.
   - May NOT be changed more than once every fifteen (15) days.
3. Click
   
   Note: User IDs are locked after five (5) consecutive failed log-on attempts and require administrator-level access to unlock them. Additionally, once a user is logged in, the system will lock after fifteen (15) minutes of inactivity, requiring the user to re-enter a password.
Adding an Incident:

1. From the Status Board, click on Add Incident to create a new Incident.
   -- OR --
   From the Map, zoom in to or locate the area where the incident will be created and click to create a new Incident.

2. Type an Incident Title
   Note: Parent ID is not a required field but may be used to connect related incidents to each other. Leave the Parent ID blank unless you wish to link this incident to a Parent Incident.

3. Click next to Category to select the category of the incident.

4. Click next to Event Type to select the event type based on category selected.

5. Verify the Reported By information.

6. Verify the Phone Number information.

7. Type a Start Date or click Start Now to set the start date and time of the incident.
   Note: Incidents start date and time may be set for past, future, or current. Start Now will set the current date and time.

8. Click next to Jurisdiction to select the primary location of the incident.

9. Select the Event Status for the incident.

10. Select the Priority for the incident.

11. If the incident is an exercise, click the Exercise.

12. Type a Description for the incident.
   Note: The description should capture what the incident is about and describe as much as possible about the type of incident, the cause, key information that other users may need to understand the nature and condition of the incident. Sometimes this information is not available early in an incident but may evolve as the incident matures. Use Logs to provide updates as needed.

13. If applicable, click Location to provide information about the location of the incident such as Address, City, and State, common-place or Location Description and/or latitude and longitude of the incident. You can also add Affected Municipalities, Counties, States, and Regions.

14. If applicable, click Additional to provide information about disaster declaration associated with the incident.

15. If the incident will be sent to another system, click Interface to view Interface information.
   a. Click next to the Interface provider to send an incident to that system.
   b. Click next to the Interface provider to prevent an incident from being sent to that system.

16. Click to save the Incident information.
Receiving KC Alerts

To receive any alert, any user account must have three areas set up to permit each of the type of alerts they wish to receive:

1. Administrative Permissions for the Alert type and Jurisdiction (Set by Administrator)
2. Alert Address set up in their Personal Resource Record (under Contacts) (Set by User)
3. Alert Address Option set to receive (checked) (Set by User)

Set up Personal Alert Address:

1. Click on Resources and Personal tabs.
   a. Search for your last name in Search by Name and click
   b. Click link in ResID column to display your record.
   c. Click Contact and verify that at least one Alert Address is displayed in contacts. If NOT, add at least one Alert Address.
2. Click on PowerSearch tab.
   a. Search for the facility in Search by Name and click
   b. Click link in ResID column to display the facility record.
   c. Click Contact and verify that your record is displayed in the list of Contacts. If NOT, click and add your record to the facility. Note: If you do NOT have permissions, contact a facility administrator to update the contact information.

Note: Alert Address and Alert Address 2 function in the same way but are separate so a user can configure more than one alert function or to alert on more than one device. A user may also have more than one Alert Address with different email addresses to be notified on more than one account (e.g., cell phone, email)

Changing User Options – For Alerts:

1. Click Options
2. Click Alerts.
3. Verify that the Alert Address 1 or Alert Address 2 has at least one (1) alert address identified.
4. Click the next to each Incident Priority for which alerts are desired.
5. Note: Click the Check All (at right) next to select ALL priorities for an Alert Address.
6. Set up your preferences for alerts by jurisdiction:
   a. Incident/Event Alerts: Verify the Incident/Event Alert Options are checked for those you wish to receive and unchecked for those you do NOT wish to receive.
   b. Other Alerts: Verify the selections are checked for those you wish to receive and unchecked for those you do NOT wish to receive.
7. To change, click on alert type column and select alert preference. Then, click the next to the jurisdiction(s) you wish to adjust. Click to save the new settings.

Note: If there is not a checkbox ( or ) next to a jurisdiction and below an alert column, you do NOT have proper permissions to receive that type of alert for the jurisdiction. Consult your Administrator to make these adjustments.