



Knowledge Management (KM) Training Exercise

This handout provides exercises in navigating [Knowledge Management \(KM\)](#). Please note the “article matched” count in KM may differ from the counts illustrated in the training video due to solution updates.

In a few of the questions, you will be searching for a little smiley hiding throughout the Fiduciary Knowledge Management portal. 😊

1. Open the internet hyperlink for Knowledge Management (<http://vawww.fiduciary.km.va.gov>). Now, save this as one of your internet favorites. Go to the “Favorites” menu in your internet browser. Click “Add to Favorites.” When you get to the pop-up window, click “Add.”
2. When you come to the VA Identity and Access Management System (IAM) screen, log in to KM using one of the methods listed. If you’re logging in from a VA-issued computer, use the Windows Authentication log in (option to the far right of the IAM login screen).
3. Using fly-out menus from the home screen
 - a. Hover over “Fiduciary Program Manual”
 - b. Hover over “Chapter 2”
 - c. Click “Section G”
 - d. Select the article titled: “Initial Appointment (IA) Determinations”

Q. What reference in the manual is 😊 hiding in?

4. In the search bar, type **“Where is that little smiley guy?”**

Q. What is the first article in the search results?

5. Save this article as a favorite.

Q. What are the steps you took to save as a favorite?

6. Using fly-out menus, drill down to “Fiduciary Program Manual, Chapter 5, Section D.15.”

Q. What is the name of the attachment on this article?

7. From "5.D.15", click Next Section.

Q. What reference is our friend hiding in?

8. In the search bar, type **fid** as though you will search for "fiduciary." Knowledge Management will provide you with some possible suggestions in a box just below the search bar.

Q. What are the first three results that come up in predictive text?

9. In the search bar, type **Freeman**.

Q. How many articles appear in the results section?

10. Type the words **pooled** and **accounts** into the search bar.

Q. How many articles appear in the results section?

11. Now put quotation marks before pooled and after accounts (ex. "**pooled accounts**").

Q. How many articles appear in the results section?

Q. What are the titles of the article(s)?

12. In this article, click on the "Jump-To" for part "5.d."

Q. What is the first sentence in the reference?

13. On the top right of this article, click "Rate This Article." Rate the article as being helpful or no. Click "submit."

Q. Did you receive a pop-up thanking you for your feedback?

14. At the top of the page, click the "Suggestions" link. Enter your name and VA email address. In the suggestion box, type TEST and click "send."

Thank you for completing Knowledge Management training! Please complete the self-assessment in TMS for training credit for this course.

Any questions or concerns can be submitted through Suggestions in KM or sent to Carrie Szoka, VACO (carrie.szoka@va.gov).