Client Enrichment Series – Q & A

Topic: Kahua - Project Communication and Collaboration Platform

Date of Presentation: June 25, 2024

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Kahua Related Resources:

Kahua Access Request Form

Kahua Resources, Support and Training

Contact Us: kahuasupport@gsa.gov

View this 6/25/24 CES Kahua Session Recording Passcode: R&m1mnDL

Related CES Kahua Sessions - "Say Aloha to Kahua" and **"Kahua Users Klub"**

Click on a heading link for Q&A related to:

Gaining Access	**Navigation**
User Support	**System Features**

Gaining Access

How do we obtain access to Kahua?

    A. You can view the guide on how to get access through GSA's Kahua website.

Who completes the account request form - GSA or the Customer?

    A. Customer project stakeholders complete the account request form and enter their GSA Project Manager's name as a contact. The request is then forwarded to the GSA PM to approve.

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Will GSA customers need to pay anything to have access to Kahua?
  A. No. Following approval by GSA, Kahua accounts are distributed to stakeholders at no charge.

Do customers have to apply for Kahua access for each project via the request form?
  A. No, customers only need to complete an account request form once to obtain a Kahua account. Once licensed, customers can request project access directly from the GSA PM as needed.

How long does it take to gain access to Kahua?
  A. On average, it takes approximately 2-3 days for a customer agency representative to receive approval for a Kahua license. For GSA/PBS employees, once you have Kahua access you are added to the GSA - Observer group that gives you read-only access to all projects. If you need further security privileges, please work with the GSA PM.

I started with Kahua last year, but haven't logged in for a long time. Will I need to submit a new access request?
  A. Your account was likely deactivated. Please contact us at kahuasupport@gsa.gov so we can check your license status.

As a GSA customer, do I need to have Kahua desktop software installed on my machine?
  A. There are multiple ways to access Kahua. The desktop software is just one option - you can also access Kahua via your web browser (Chrome, Edge or Firefox). After obtaining a license, you can access the platform through the federal Kahua website https://launch.kahuafn.com.

Are all GSA Regions required to use Kahua for leased projects?
  A. Some regions have different standards and practices. Kahua is primarily designed for construction projects. Some lease actions, such terminations, will not have Kahua projects. Please contact Tammy Eatough - PRAC at tammy.eatough@gsa.gov, our Kahua lease SME.

Do I need a license if I'm only interested in accessing read-only information?
  A. Yes, a license is needed in order to log into Kahua to view project information and documents.

I have a Kahua login but today it is asking for "ENT User ID:" which I don't know. Where do I go for help with login support?
  A. Please send an email to kahuasupport@gsa.gov for your ENT ID. Typically, it's one word = first name + middle initial + last name, ie. JohnMDoe

Do we need to have an active project in order to gain access to Kahua?
  A. No. A GSA Project Manager can provide approval for a customer to have access to an inactive project.

User Support

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Who can assist us with day to day questions as we learn the program?
- **A.** There are a variety of resources available to you:
  - You can access self-paced guides, including short videos, on the [Project Management Information System gsa.gov website](#).
  - You can email kahuasupport@gsa.gov with your request for assistance.
  - You can reach out to the GSA Project Manager assigned to your project for assistance.

Whom should agency POC's reach out to to be added to the Kahua project directory and customer group for their open projects?
- **A.** Your GSA Project Manager is the best person to contact for access.

How does an agency get a list of all projects in Kahua so they can work with PMs on an individual basis to get added to all their projects?
- **A.** The [GSA Customer Account Lead](#) responsible for your agency should be contacted. They will be able to work with the Kahua GSA core team to review the projects applicable to the agency.

Where can I find a list of Regional Kahua Program Managers/Experts?
- **A.** Contact kahuasupport@gsa.gov for an updated list.

How do I know who my GSA Project manager is?
- **A.** Your agency's main point of contact working with GSA on the project would know the name and email of the GSA Project Manager. You could also reach out to the [GSA Customer Account Lead](#) responsible for your agency and they could find out for you.

Navigation

When I select a project, I do not have the quantity of buttons on the right hand side which is shown on the screen. Why can't I easily locate a lot of files within my project?
- **A.** The applications that appear for each individual are based on the permission group you are given by the GSA Project Manager. As a customer, you will have access to several applications in Kahua, but you will not have access to all of them. If you need access to additional apps, please contact your GSA Project Manager.

Do the pinned apps remain for all your individual projects, or do you have to repin them in each project partition?
- **A.** Your pinned apps are tied to the platform and not to specific projects.

Is the Messages area project specific?
- **A.** The Messages app is an inbox for all of Kahua and is not project specific. The Tasks app works that way as well.

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What is an RFI?

    A. RFI stands for "Request for Information." It is a formal process used in various industries, including construction, engineering, and procurement, to gather information or clarification on specific aspects of a project or contract. RFIs are typically submitted by one party (such as a contractor or client) to another party (such as an architect, engineer, or supplier) to seek details about plans, specifications, terms, or any other relevant information that is needed to proceed with the project.

I struggle with navigating within Kahua, into projects, apps, etc., and out of these. Is there a good source to explain the interface for navigation?

    A. Please visit our [GSA Kahua Training Center.](#) Under the Self-Paced Videos and Reference Guides section, we recommend you begin with the Introduction and Navigation training modules. The video and reference guide for the Project Finder app will also assist you in navigating to projects.

System Features

Are drawings available for download?

    A. Yes, drawing files (PDF, CAD, BIM) can be uploaded and downloaded from the system.

Should all projects have available CAD files that are compatible with AutoCAD or is it possible that only some projects have PDF available?

    A. They should be uploaded as part of the required deliverables, but the GSA project team has to make sure those are being included in the submissions as well. There are subfolders specifically for native drawings in the File Manager application.

Are you able to view all attachments to a project in Kahua? (i.e. documents, drawings, requirements, cpa, etc.)?

    A. The level of access you have in Kahua depends on what the GSA Project Manager grants you. Typically, the customer permission group can download and view the majority of documents in Kahua.

Should an agency that is receiving drawings for a highly secured space feel comfortable sharing and receiving those drawings in Kahua?

    A. Security is one of Kahua's priorities and GSA IT Security's focus. We have approximately 30,000+ projects in the system at different states of activity, many of which include sensitive documentation in one manner or another. It's not possible to determine or guarantee comfort level, but if an agency wanted to discuss, I encourage setting up a meeting with the appropriate GSA groups. Please reach out to Valerie.Pierre@gsa.gov.

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How is Kahua different or better than Tririga or FMS:Workplace?

    A. Kahua is meant more as a project management system during the planning, design and construction phases. I think Tririga is more focused on asset management and O&M with some project phase applications as well.

When does a Project Manager initiate a project in Kahua?

    A. Most projects are automatically created when certain triggers are hit. One example would be if an RWA or Work Request is issued by an agency, a project would be automatically created.

Is it possible to upload Kahua from Google Drive only if you are on the GSA network or can any user upload it from their local drives?

    A. Once the Google toggle is turned on, it should allow you to choose any google drive you have access to. You are able to upload files directly from your local drive as you would any other platform.

How is a Dashboard created?

    A. Learn how a dashboard is created by viewing a short video, Dashboards (5:52), or reading the following reference guide Dashboards [PDF - 355 KB].

Are there any opportunities to develop an API between Kahua and a CMMS or IWMS managed by a client agency?

    A. There are no integrations planned with customer agencies' systems at this time.