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Reporting: Frequently Asked Questions



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Training

Frequently Asked Questions

Completed Colleen Dove
by: Auburger
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Frequently Asked Questions

The following document reflects the most frequently asked questions about the KFS implementation. These questions will be updated on an ongoing basis.

Training Registration

1. When will KFS training be available?

- *KFS Training is available now, and will run through January, 2014. To register or to access online training, click on the **Training tab** on the [KFS Website](#). Campus users have access to online tutorials, printable PDF training materials, and instructor-led training sessions.*
 - *Online tutorials are accessed using the **User Productivity Kit (UPK) Player** hosted on the web server.*
 - *A selection of instructor-led courses are available to the campus, primarily designed for KFS transactional users.*

2. I'm not sure if I need to attend training, how should I confirm my training needs?

- *To determine if you are going to be a KFS User and will require training, please refer to the [KFS User Profile](#), posted on the KFS Website under the Training tab. Please also verify with your Unit Liaison if you still have questions, and confirm with your supervisor before signing up for class.*

3. How do I register for KFS Training?

- *The KFS Training Registration is available on the [KFS Website](#), under the Training tab.*

4. Do I have to fill out the registration form for every class?

- *Yes, you must register separately for each training class.*

5. What is the format to enter your phone # on the registration form?

- *Enter your full 10 digit office phone number - just numbers, no dashes.*

6. How many KFS training sessions will there be? How many sections will there be for a class?

- *All available KFS Training courses are listed under the Training tab, at the [KFS Training Registration page](#) on the [KFS Website](#). Some courses will be adjusted to align for registration – i.e. if a particular date and time has no registration, we may cancel that session. The number of sections will depend on the registration – if the sections are filling up, more will be created if there is sufficient time to schedule.*

7. How long will each class be?

- *The exact times of every class are documented on the Training Registration page.*

8. How do you know if a class is full?

- *On the registration screen, the class that is full will be greyed out; when full, the course will be removed from selection.*

9. I signed up for the wrong training session. How do I cancel and reschedule my training?

- *Send an email to the KFS mailbox at kfs@umd.edu and type [Training cancellation](#) in the Subject line. The KFS Training group will cancel your session for you and send you a confirmation when you can reschedule.*



Online Training and using the UPK Player

10. When is online training available?

- *Online training is available 24/7. For a list of available courses, please look under the **Training** tab on the [KFS Website](#)*

11. If I am in the UPK player in “Do it” mode, am I creating a real transaction in KFS?

- *This functionality will be used after go-live to act as a coach for you while completing a process in KFS. You can open the "Do it" mode within the UPK tutorial and receive step-by-step instructions to assist you in the KFS application.*
- *To create a 'real' transaction in the live system you will need to be in the KFS application.*
- *If you are not working in the live application while using the “Do it” mode, then you will not be creating a real transaction*

12. Can we run UPKs on mobile devices?

- *Yes, The UPK tutorials will work on Android Devices with the FireFox app installed. We recently upgraded the UPK software to allow you to run UPK on your iPad and other Apple devices.*

13. What browser should I use to launch KFS online training and to transact in KFS?

- ***Mozilla Firefox** is the only supported browser for KFS. While you may be able to launch KFS or the UPK Player in another browser, the results will be inconsistent and unpredictable. Contact your local IT support to download a free version of the browser.*

Training Pre-Requisites

14. Before I can sign up for KFS training, do I have to complete the pre-requisites.

- *You can sign up (register) for KFS Training at any time, but before attending a class you must complete the designated online pre-requisite classes.*

15. What is the difference between KFS Fundamentals and KFS Basics?

- ***KFS Fundamentals** is the online pre-requisite class that needs to be completed before attending any KFS training. The KFS Fundamentals course will teach you basic functionality for KFS such as logging in and out of KFS; basic navigation, the action list, the magnifying glass and eDocs.*
- ***KFS Basics** is an instructor-led class that will provide an overview of basic interface and navigation of KFS. Users will learn to navigate the main menu, utilize the action list for electronic documents (eDocs), and conduct basic eDoc search functions. There will also be a brief overview of how to access reports available on KFSWeb.*

16. I cannot find the KFS Fundamentals course that has to be completed before I attend training. How do I launch and run a UPK online course?

- *Click on the link: http://kualifinancial.umd.edu/UPK/upk_login.html
[Note that Firefox is the recommended browser for accessing the UPK online tutorials. Other browsers may provide inconsistent and unpredictable results.]*
- *Once you have signed in using your Directory ID and Password, click on the '+' sign to the left of the KFS Fundamentals Book.*
- *There are four different modes in which you can view the tutorials:*



- Clicking the **See It! mode**, enables you to learn about the selected topic by watching an animated demonstration of a task being completed.
- Clicking the **Try It! mode**, allows you perform the selected task in a simulated environment. Be careful to follow the instructions UPK provides to complete the task.
- Clicking **Do It! mode**, launches a window that will allows you to walk through the steps of the process while working in the application.
- Clicking the **Print It! mode**, opens a word/pdf document that can be used as a job aid. Note: This mode contains no screen-shots of the process and only provides you with the steps to complete the task.

17. I have attended many of the KFS Brown Bag sessions and/or reviewed the recordings. Do I still have to attend training?

- **Yes.** The KFS Brown Bag sessions are informational sessions about the project and the system, that have been presented to the campus over the past year. While these sessions provide insight and a preview of functionality in the system, they are not structured as formal training that will enable you to transact in the system.

Training Facilities

18. Where is the KFS Classroom Training located?

- The KFS Classroom Training facilities for College Park are near the campus, located at 5245 Greenbelt Rd College Park, MD 20740 – directions are available at <http://kualifinancial.umd.edu/KFS/kfs-severn.html>

19. Is there transportation to training in the Severn Building as it is offsite?

- There is not KFS-specific transportation to the Severn Building, but the Department of Transportation Services Shuttle UM operates regular free shuttle service with your UM ID to the Severn Building. The Severn Building is located on shuttle route #130 Greenbelt [Outbound Stop #5; Return Stop #38]. This route begins at the Regents Garage. Please be sure to notify the driver that you will disembark at the Severn Building. The complete Shuttle UM schedule is available at <http://www.transportation.umd.edu/schedules.html>. Please consult the current schedule as you plan your trip.

20. Do I need a permit to park at the Severn Building?

- No, you do not need a permit to park at the Severn Building if you park in the “KFS Training” – posted areas of the Severn parking lot.

Training - Other

21. Can we bring actual examples of transactions and key those in during KFS Training?

- No, the training environment cannot accommodate live data being input ad hoc due to the staging of training data to provide a consistent experience for users while in training.

22. What training do you recommend for my Dean or Department Head?

- Deans and Department Heads are welcome to take any of the training classes. It is recommended that they take the online KFS Fundamentals UPK tutorials and attend the Document Approver instructor-led class at minimum.



23. Will you conduct classroom training at any of the other campuses?

- *KFS training classes are open to all users from other campuses. In addition, classroom training will be coordinated with Campus Liaisons to provide appropriate training for all users within their campus. Please contact your Campus Liaison for further information.*