Guidelines for GEF Kaleo Users - February 2021
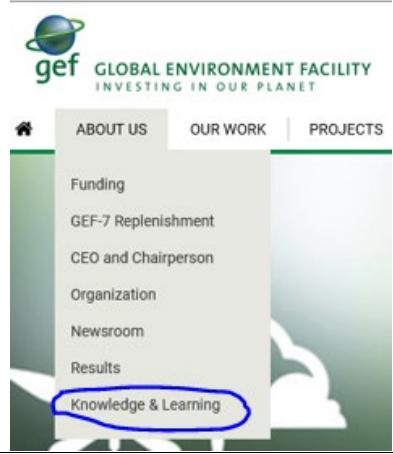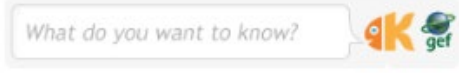
What is GEF Kaleo?

GEF Kaleo is an on-line knowledge-based and information sharing system that is powered by interactive learning software. The system provides a "Question and Answer" platform to serve GEF partners and stakeholders globally on questions related to GEF operations. GEF Kaleo is accessible 24/7 worldwide through the GEF website.

A user must first register in GEF Kaleo by submitting an email address to receive answers from the system. After registering, the user can sign in to ask a question anytime. When a question is asked, GEF Kaleo responds back immediately by listing several curated answers that correspond to the question and are already stored in the GEF Kaleo Knowledgebase. Answers can contain text, links to documents, videos, photos, etc. The user can select the most suitable answer from this list. If no suitable answer is immediately available in the Knowledgebase, then the user can submit his/her question to GEF Kaleo and the question will be automatically routed to a designated GEF expert who can best answer it. The client will then receive a response to his/her question from GEF Kaleo via email. The question that was asked and answered will then be stored in the GEF Kaleo Knowledgebase and be immediately available to the next user who asks the same question. Thus, by asking questions in GEF Kaleo, users across the GEF partnership and the general public are helping build and expand the GEF Knowledgebase further.
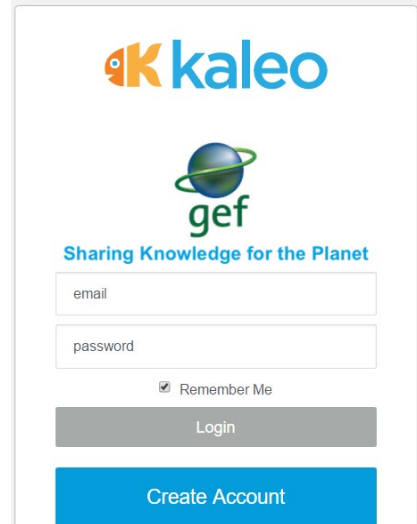
How to register as a user

You have to be a registered user in-order for you to make use of GEF Kaleo. Please follow the procedures below:

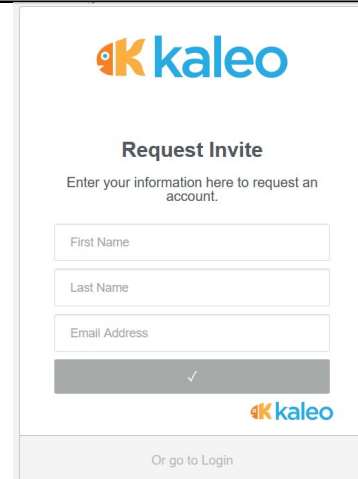|	
Log in to the GEF website at	https://www.thegef.org
Hover your curser on **About Us** and select **Knowledge and Learning** to go to the GEF's Knowledge and Learning webpage. Locate the GEF Kaleo search bar on the right side of the page.	
Click on the GEF Kaleo search bar. It will take you to the login window to register.	

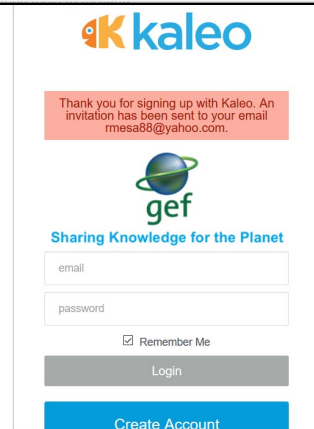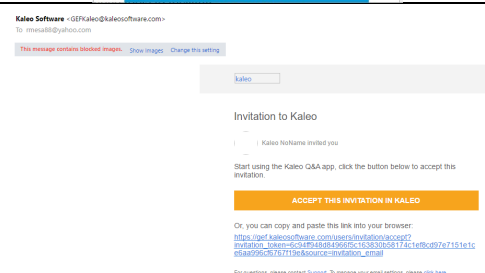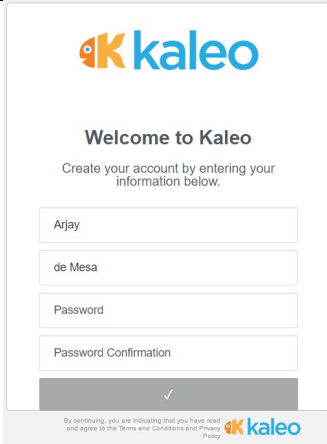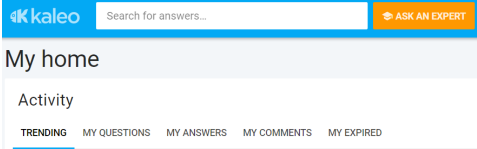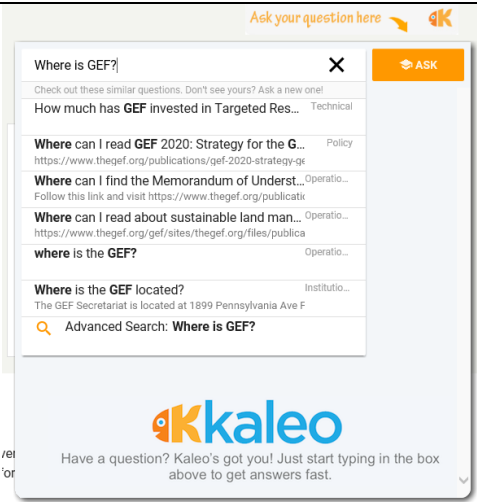|	
Click "**Create Account**" to register in GEF Kaleo. Click "**Remember Me**" if you want to have a quicker log in next time.	
Enter the information being requested and click on the check button.	
You will then receive a message from GEF Kaleo indicating that an invitation has been sent to your email address.	
Your email will contain an invitation from GEF Kaleo asking you to accept the invitation. [In case you don't get an email, please check your junk/spam folder as it may have gone there.]	

Once you accept the invitation, you will be asked to create and enter a Password. When you click on the "**check**" button, you will be directed to your "**My home**" page in the GEF Kaleo.	**K kaleo** **Welcome to Kaleo** Create your account by entering your information below. Arjay de Mesa Password Password Confirmation ✓ By continuing, you are indicating that you have read and agree to the Terms and Conditions and Privacy Policy **K kaleo**
Your "**My Home**" page is where your questions and answers get recorded. You can also ask questions using the search bar on the "**My Home**" page.	**K kaleo** Search for answers... **ASK AN EXPERT** My home Activity TRENDING MY QUESTIONS MY ANSWERS MY COMMENTS MY EXPIRED

Ask your question

Once you are registered, you can go back to the GEF Kaleo search bar on the GEF website and ask your questions.

When you start typing your question on the search bar, the system will respond by checking the GEF Kaleo Knowledgebase for similar questions that have previously been answered by GEF Experts and stored; and by listing them in a drop down menu. If you see a similar question among this list of previously answered questions, then click on that question to immediately see the **existing** answer. If you do not see a question similar to yours in the drop down menu of existing questions, then finish typing your new question and click on the **"ask"** button. Your question will get routed automatically to a GEF expert as a new question. Once the GEF expert answers your question, you will receive an e-mail from GEF Kaleo containing his/her response.	Ask your question here **K** Where is GEF? ✕ **ASK** Check out these similar questions. Don't see yours? Ask a new one! How much has **GEF** invested in Targeted Res... Technical **Where** can I read **GEF** 2020: Strategy for the **G**... Policy https://www.thegef.org/publications/gef-2020-strategy-ge **Where** can I find the Memorandum of Underst... Operatio... Follow this link and visit https://www.thegef.org/publicatic **Where** can I read about sustainable land man... Operatio... https://www.thegef.org/gef/sites/thegef.org/files/publica **where** is the **GEF**? Operatio... **Where** is the **GEF** located? Institutio... The GEF Secretariat is located at 1899 Pennsylvania Ave F 🔍 Advanced Search: **Where is GEF?** **K kaleo** Have a question? Kaleo's got you! Just start typing in the box above to get answers fast.

	It may take up to two days to receive a response to a **new** question. The question you asked and the answer you received will be stored in the GEF Kaleo Knowledgebase and be immediately available to the next user who asks the same (or very similar) question, helping build and expand the GEF Knowledgebase further. **Note**: If you click on the "**Ask an expert**" button by mistake, click on the back-button to return to the previous page where you can continue exploring existing content within the system.	
Can't Remember your password?	In case you have registered before but can't now remember your password, simply click on the **"Reset Password"** button in the login section and you will be asked to enter a new password.	

Needs further assistance?
Contact Ms. Lily Uy Hale, GEF Kaleo System Administrator, lilyuhale@gmail.com

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