



PART OF THE  
Keep Scotland Beautiful  
CHARITY

## **Knowledge Hub overview**



# Using the CC Peer-Peer Resource Library on Knowledge Hub

# What is Knowledge Hub?

Knowledge Hub helps members and communities to freely connect, share knowledge, develop initiatives and share expertise in a secure environment.

**Discover knowledge to help you do your job** – keep up to date with current thinking, compare and share information and data and enhance your skills and expertise

**Connect with people like you and experts to network with** – develop and retain specialist knowledge, share what works with others and network and collaborate with peers

**Save time and money** – Network from your desk, save research time and learn from others and pool resources

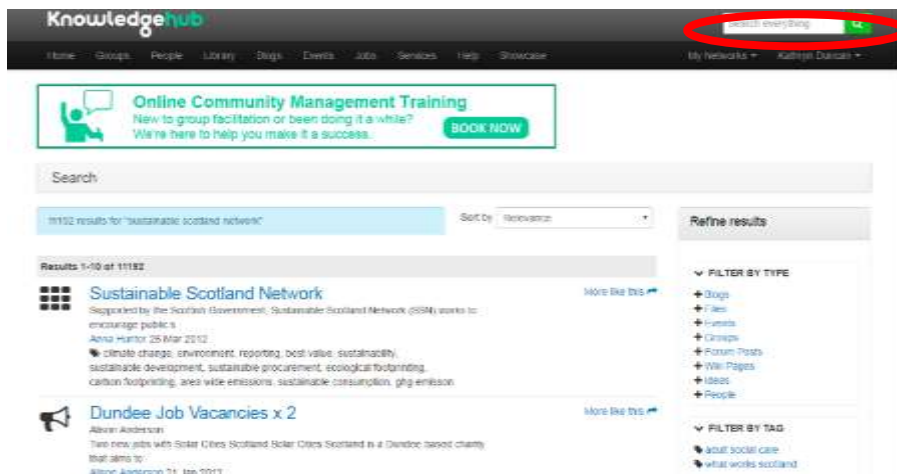
**Generate and incubate ideas to drive improvement** – learn from leaders in your field and inspire innovation and new ways of working

**Raise your profile and that of your organisations** – make new contacts and develop existing relationships

# Signing up



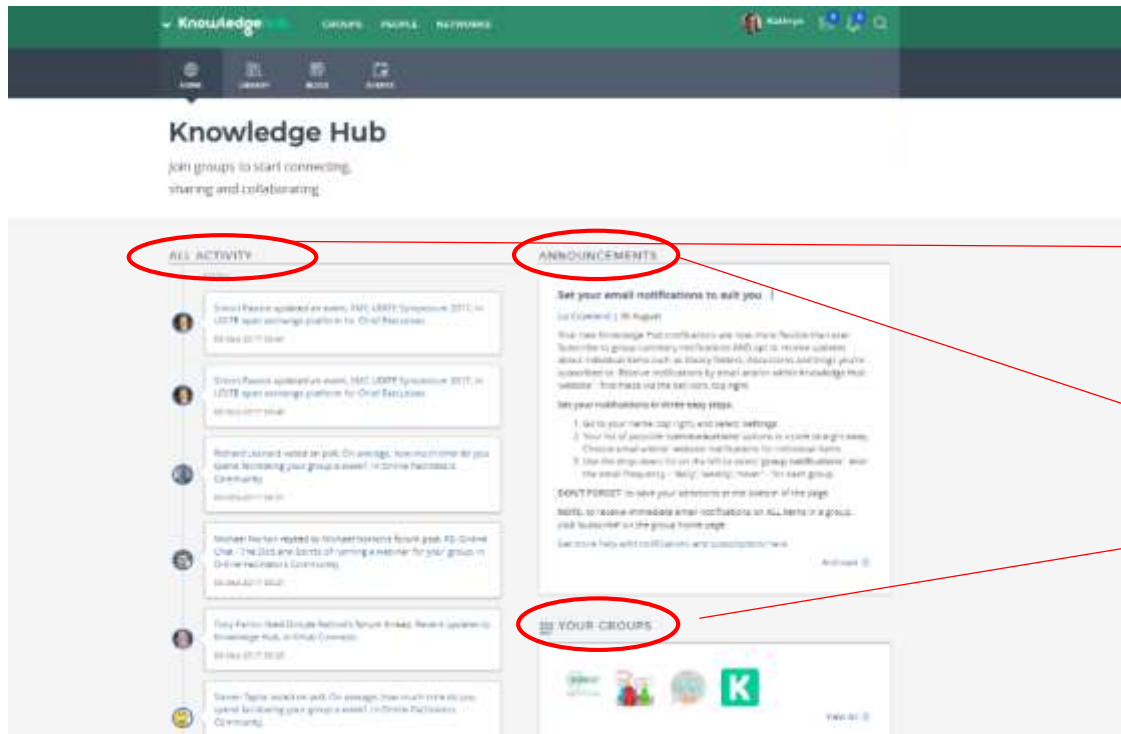
From the [homepage](#), select either the 'register for free today' button or the arrow beside the 'sign in' button and complete the form on the following page.



The homepage also allows you to search and preview groups by selecting 'find a group'

To join the Peer-Peer Resource Library use the search bar at the top right of the screen to search for "[Climate Challenge Fund Peer-Peer Online Resource Library](#)"

# Knowledge Hub home page



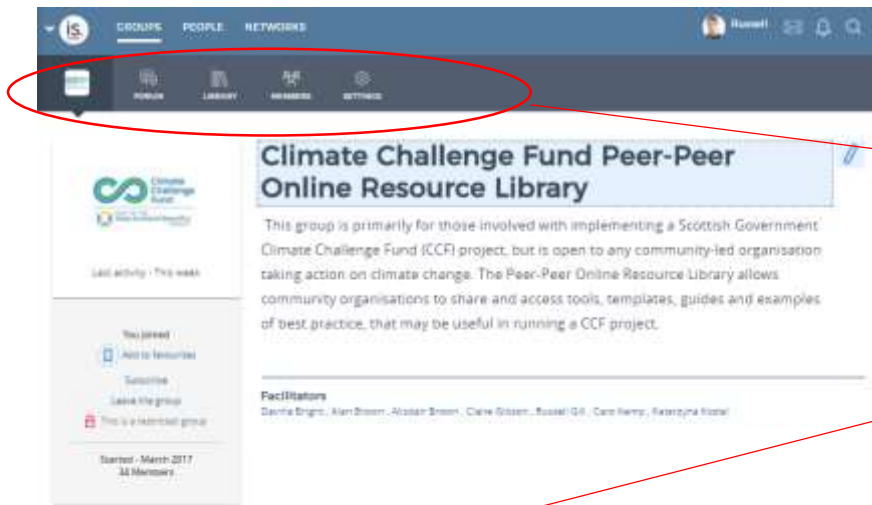
The home page shows a summary of all recent activity for your groups and connections

This section summarises all recent posts and updates for your groups and connections

Announcements for the Knowledge Hub, including updates on functionality, will appear here.

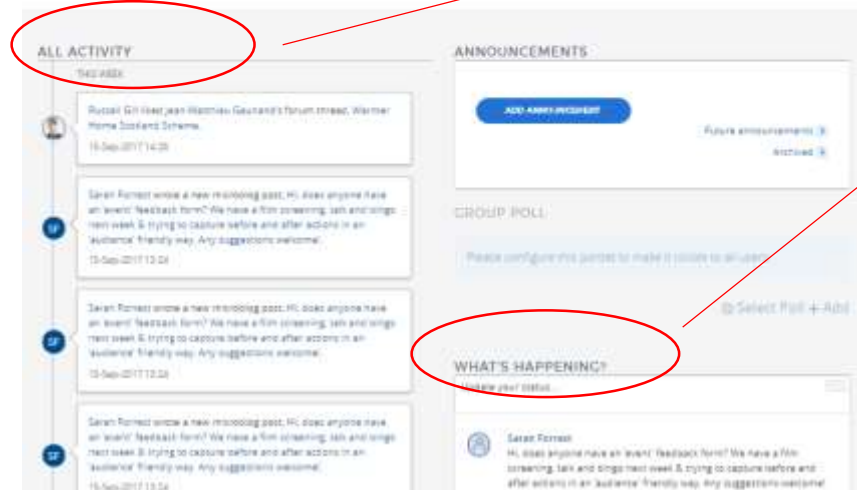
This section allows you to navigate to your group homepage

# Knowledge Hub group home page



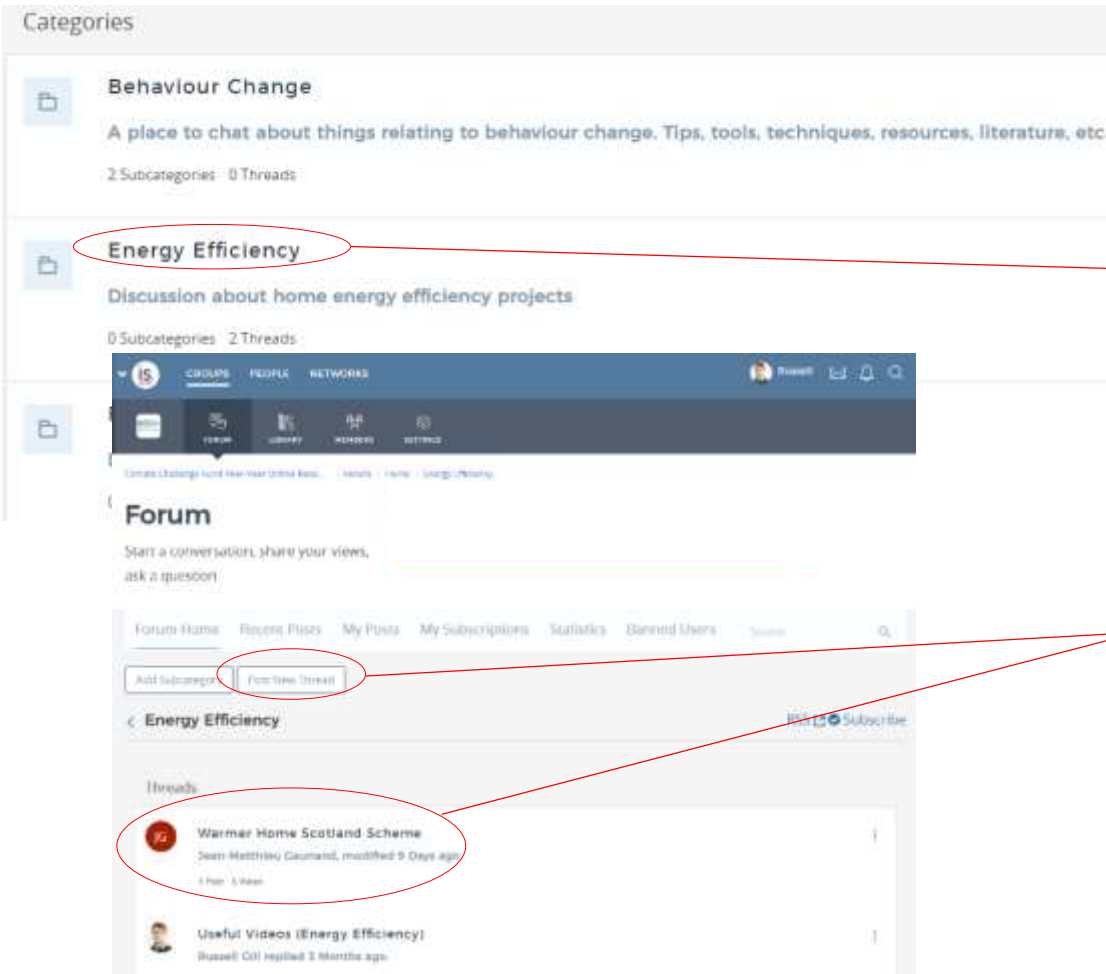
This bar allows you to navigate to different sections of the Peer-Peer Resource Library.

The 'Activity' tab shows the latest activity – what's been uploaded and which forum threads have active discussions going.



If you have a quick message to share with the group, use the 'What's happening?' box

# Posting to the Forum



The screenshot shows the forum's 'Categories' section. The 'Energy Efficiency' category is circled in red. Below it, a 'Forum' section is visible, featuring a navigation bar with 'Forum Home', 'Recent Posts', 'My Posts', 'My Subscriptions', 'Statistics', and 'Banned Users'. A 'Post New Thread' button is also circled in red. The main content area shows a list of threads, with the first thread, 'Warmer Home Scotland Scheme', circled in red.

The forum is where you can post a new topic, reply to a question or comment or browse through previous posts

The forum is divided into categories to make it easier to navigate.

The 'Categories' reflect different types of CCF projects, plus some that will be relevant to all topics, such as 'Behaviour Change'

To post a question or comment on the forum:

- Select the relevant category e.g. Energy Efficiency
- Select a Thread or 'Post New Thread'
- Fill in the subject, body text, attach any documents and add any tags to allow users to search for and find relevant information more easily
- The box at the top of the body section can be used to format the text and add hyperlinks
- Click publish to post or preview to review the post before publication.

# Replying to posts on the forum

The screenshot shows a forum interface. At the top, there's a navigation bar with 'IS' logo, 'GROUPS', 'PEOPLE', and 'NETWORKS'. Below that, a breadcrumb trail reads 'Climate Challenge Fund Peer-Peer Online Reso... Forum Home Energy Efficiency Warmer Home Scotland Scheme'. The main heading is 'Forum' with a sub-heading 'Start a conversation, share your views, ask a question'. A secondary navigation bar includes 'Forum Home', 'Recent Posts', 'My Posts', 'My Subscriptions', 'Statistics', 'Banned Users', and 'Search'. The current thread is titled 'Warmer Home Scotland Scheme'. A toolbar above the post offers actions: 'Add to favourites', 'Post New Thread', 'RSS', 'Subscribe', 'Lock Thread', and 'Move Thread'. The post is by 'Jean-Mathieu Gaunand, modified 9 Days ago' and includes a 'Ban This User' button. A red circle highlights a dropdown menu with options: 'Reply', 'Reply with Quote', 'Quick Reply', and 'Edit'. The post content begins with 'Hi All,' and a link to 'http://www.energysavingtrust.org.uk/scotland/grants-loans/heeps/heeps-warmer-homes-scotland-scheme'.

**The three dots at the top of each post offers you options for replying**

The 'Reply' option allows you to add attachments and tags to your response rather than just text

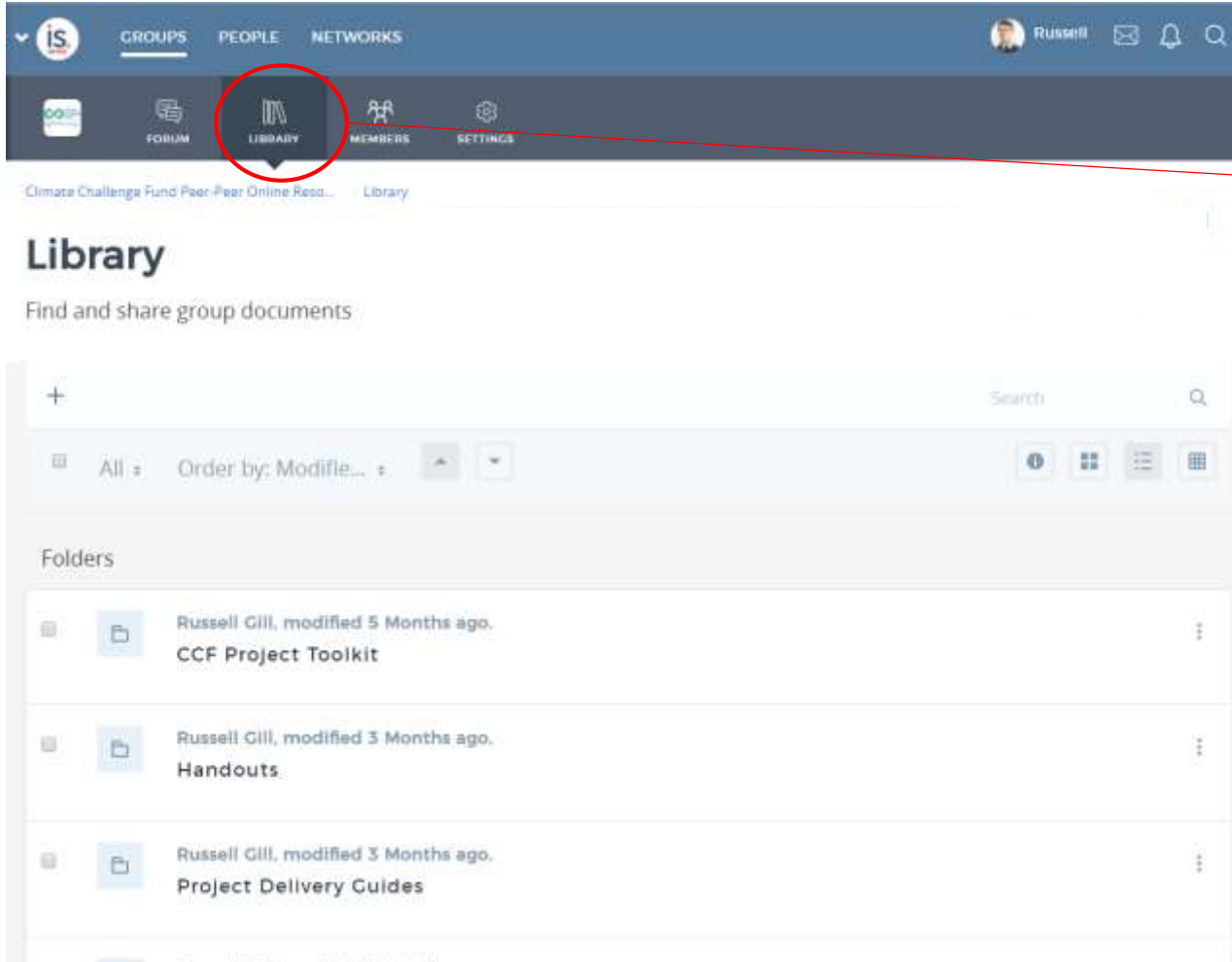
The 'Quick Reply' options opens a text box only

The 'Reply with Quote' allows you to include text from the post you are replying to in your response

If the page does not automatically take you to the text box, scroll to the end of the page to include your response.



# The Library

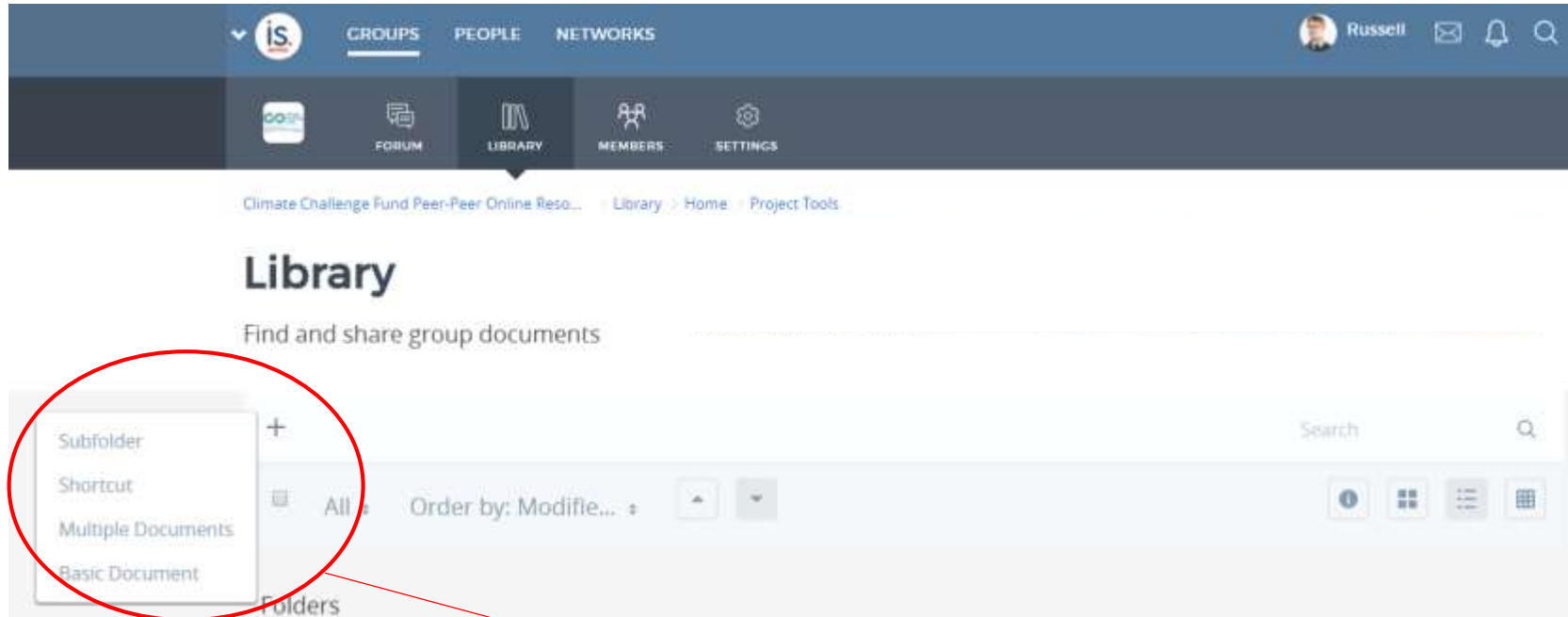


The library section allows you to view, download or upload documents

The folders categorise resources according to how you could use them in your project.

Use the 'search' bar to find documents

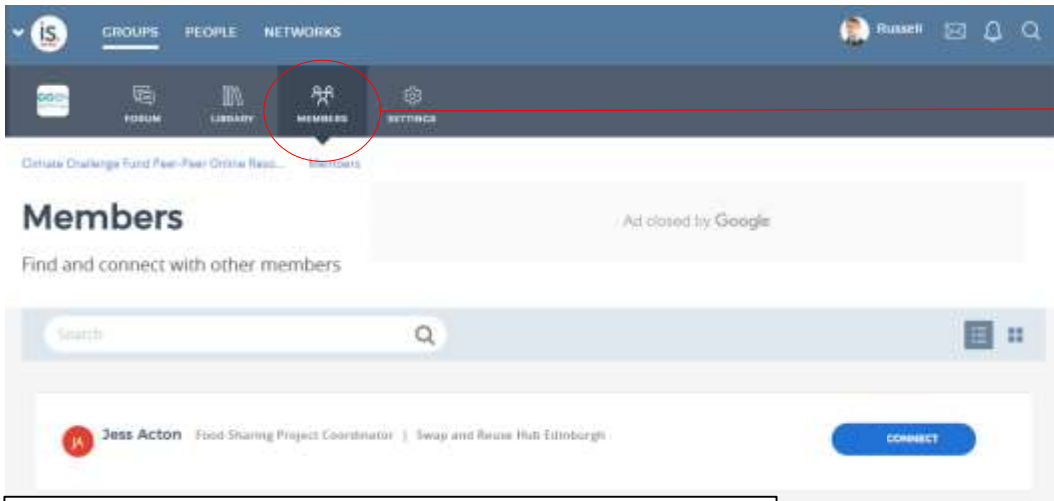
# The Library



Please upload any documents you think may be useful to other groups. KSB will moderate uploaded documents to ensure they are examples of best practice.

To upload a resource click on the folder you wish to add it to. Then click on the + symbol at the top left. You can upload a single document or several documents at once. If you're uploading several related documents you might want to create a 'subfolder' to place them in.

# Adding connections

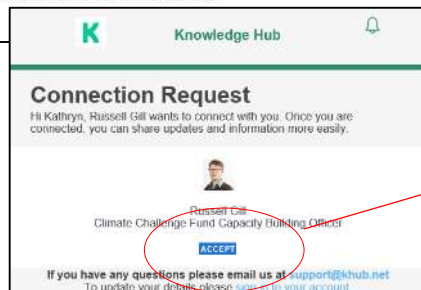
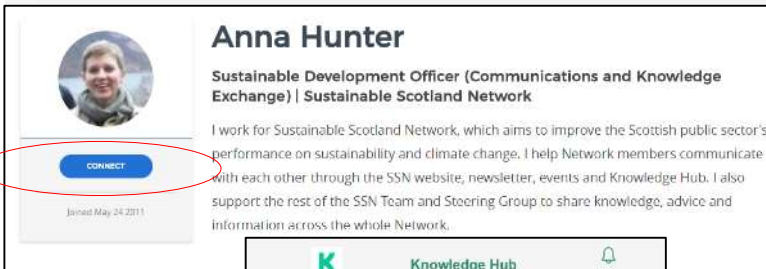


The members tab allows you to see who else is a member of the Peer-Peer Resource Library

By adding other members as connections, it becomes easier to communicate directly with them and view their activity, groups, blog and connections

Either click on the 'connect' button or use the search function to find members you would like to connect with

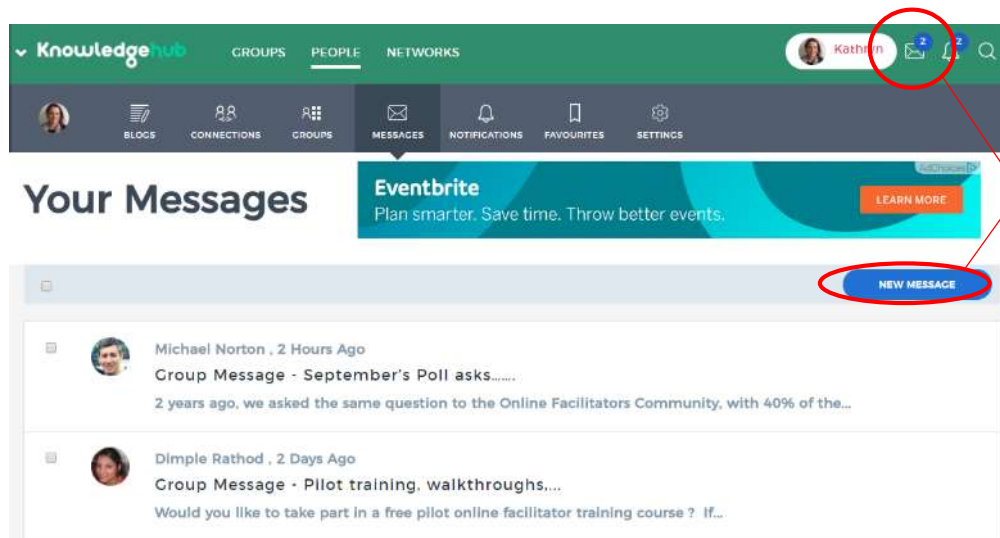
If someone wants to connect with you, you'll receive a connection request – you'll need to accept the request if you wish to connect.



# Direct communication with connections



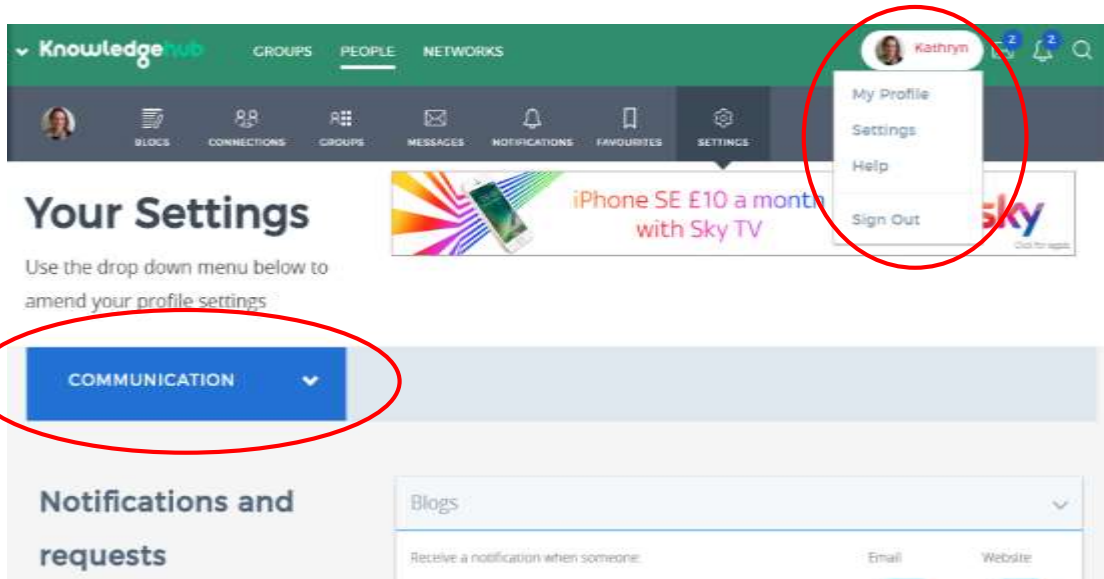
Knowledge Hub has an email function that allows you to directly contact any of your connections



This can be done by the 'new message' option when viewing a connection or by selecting the message icon in the top right corner of the screen then clicking 'new message'

You will be notified of messages you are sent in the top right corner

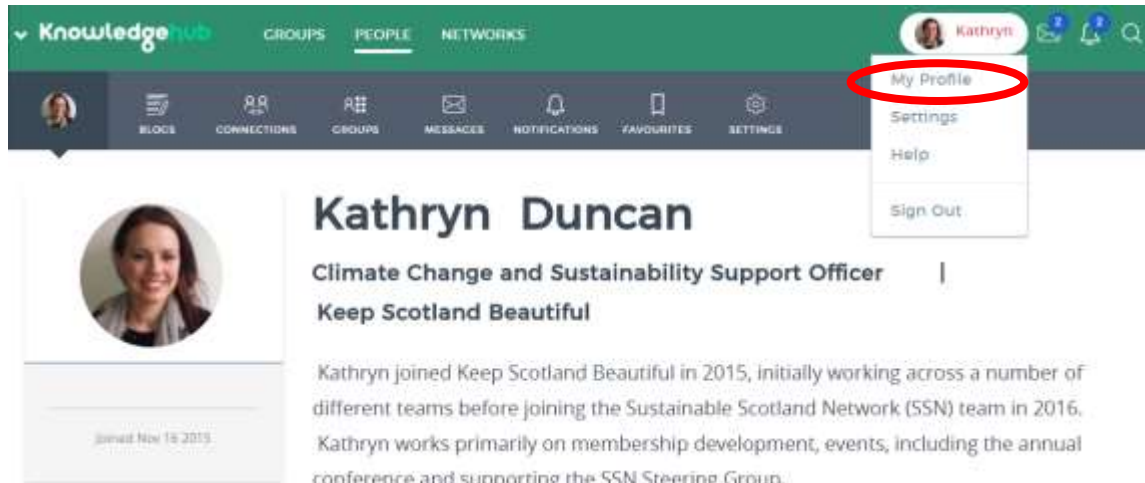
# Changing email preferences



Click on your name and image at the top of the page and select 'settings' to change the frequency and type of notifications you receive

Here you can change settings for both individual and group notifications by clicking on the 'communications' box

# Editing your profile



Navigate to the 'my profile' page to change your profile details

You can also upload and change your profile photo and add links to social media pages from here