

KLE3 Mobile Application Version 1.1.1

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Author: James Fordham (Kontent Labs)

The **KLE3 Mobile App** is a companion Application to the Kontent Labs Engine (**KLE**). KLE3 is designed to allow users of KLE to access latest information, and participate in private chats amongst their peers.

In order to use the KLE3 Mobile App, [you MUST have an active User Account setup in KLE](#).

KLE3 is available in both Apple Store, and Android App Stores now, and is FREE to download & use (as part of your Organisations' KLE license agreement).

Features of KLE3

1. Login/Logout (Authentication). App will remain logged in.
2. Forums (Download latest posts, add comments or Create your own Post)
3. Resources (Download latest Resources and add comments)
4. Private Chat (chat privately with your fellow Group Members).
5. Mentor notes (Mentors can create new Mentor Notes. Mentees can complete a post Mentor session Survey)
6. My Profile (change password, add your Private Chat Bio)

The following Pages outline more details around the above Features.

KLE3 Mobile App will be updated on a quarterly basis, where minor improvements to existing features may occur, in addition to new features.

Accessing the KLE3 Mobile Application



Android Store

Click below to insall App from
Google Play

Install now



Apple Store

Click below to insall App from Apple
Store

Install now

Android:

<https://play.google.com/store/apps/details?id=com.kle3mobile.kle3mobile>

Apple:

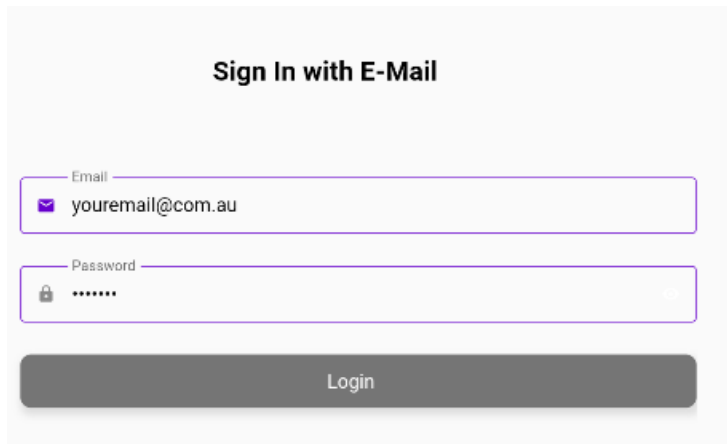
<https://apps.apple.com/app/kle3-mobile/id1600217319>

Authentication

You MUST have an active KLE User Account to access the KLE3 Mobile Application.

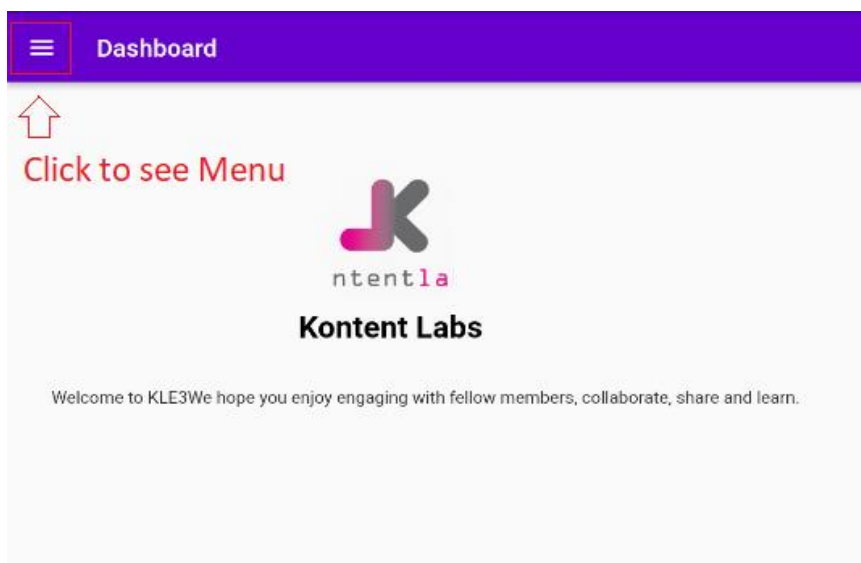
This means you should be able to login via <https://kommunitylabs.io> Website.

If you cannot access, please contact your System Administrator for assistance.



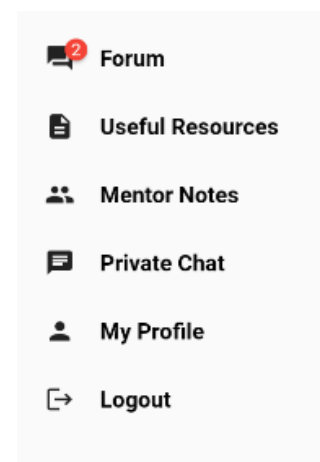
The image shows a login form titled "Sign In with E-Mail". It features two input fields: "Email" with the placeholder text "youremail@com.au" and "Password" with masked characters "*****". Below the fields is a dark grey "Login" button.

If you cannot proceed past this screen contact your Administrator for Assistance.



If you see this screen above (**Note:** The Logo and welcome text will be different based on the Organisation you are a member of), you have successfully authenticated with the KLE3 Mobile Application.

Simply click on the Hamburger Menu ICON (highlighted in RED above) to access the Features of KLE3 Mobile App. You will see the **Menu** as displayed on the Right of screen here.

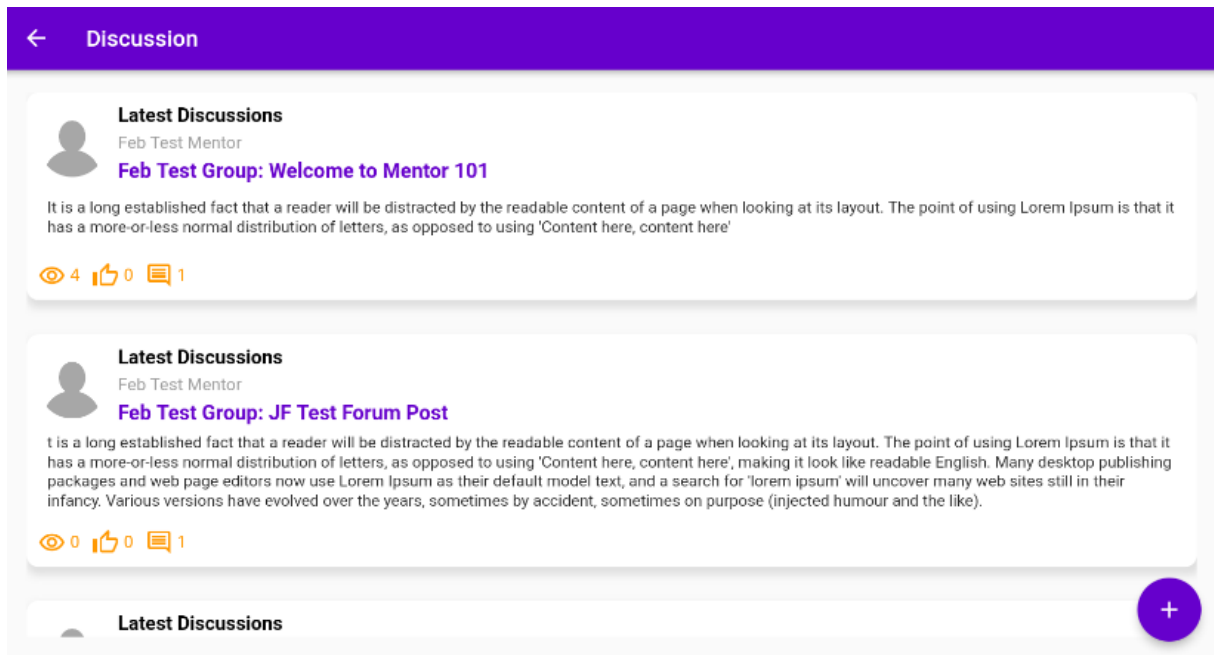


Forum

If you see a red alert on the Forum Menu (as per the example on previous screen), this indicates either;

1. Someone has added a comment to YOUR POST, or
2. There are new posts within x days (**Note: X** is defined by your Administrator. The default is last 24 hours).

If neither of the above conditions exist, there will not be any red alert.



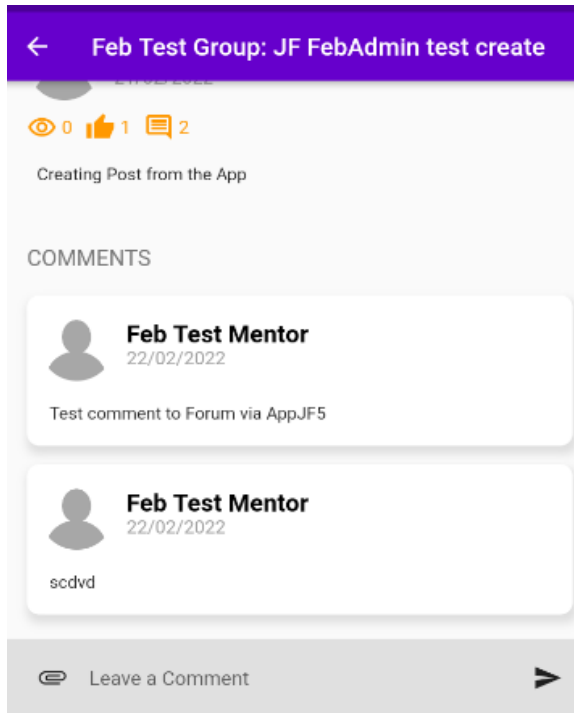
Simple click on any of the posts to view the full post.

To **LIKE** a post, click on the Thumbs UP icon. This will fill in orange when you like a post. To **UNLIKE** a post (when the icon is full orange), click the icon again.

The **EYE** icon indicates how many **views** the post has received. The 3rd ICON is to indicate how many **Comments** have been made on that post

Adding Comments to Forum or Resources (SAME process)

When you click on a **Forum** or **Resource**, if you scroll down past the main post itself, you will see all the comments made (*if any exist*). At the very bottom of the screen, you can add your own comment.



If you click on the **Paperclip** icon, you can attach an **image** from your mobile device. You can simply type away in the Leave a Comment box and click on the ➤ arrow when you wish to POST your comment.

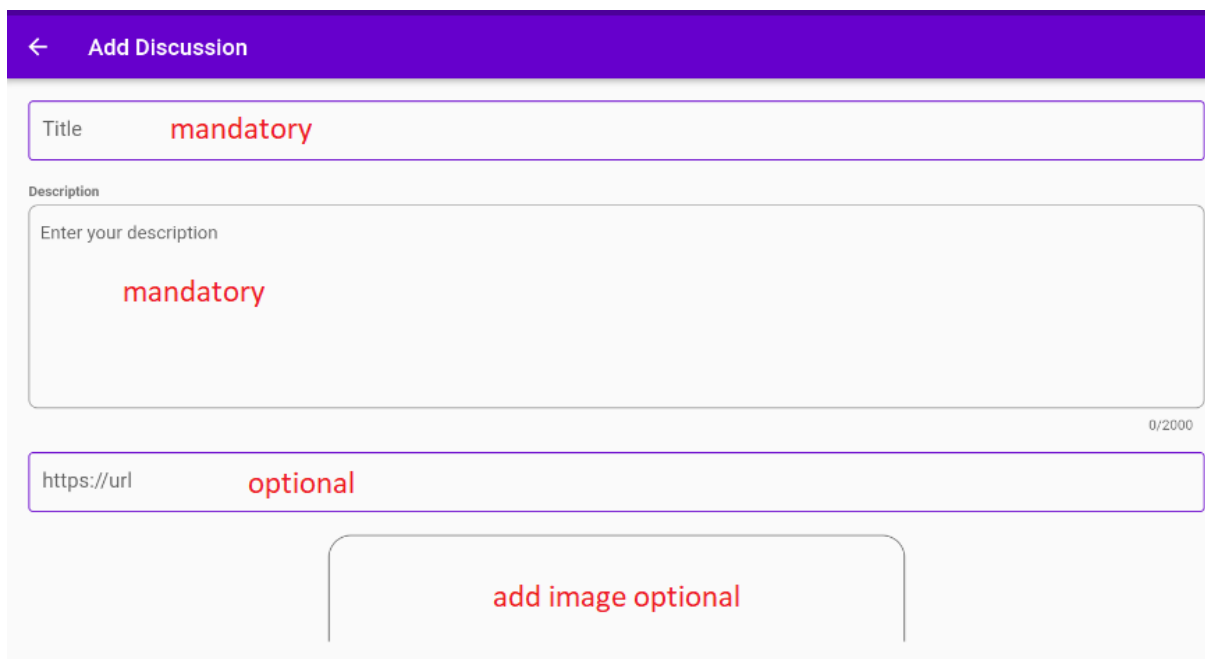
Note: When you post a comment, ALL members of your group will be able to see you comment (and Name against it). Additionally, the Author of the post will receive the Forum notification to advise someone left a comment.

Creating a Forum Post

You can create your OWN POST via the KLE3 Mobile Application.

Note: This will automatically be posted into your GROUP (not Public), so only members of your Group will be able to see/comment on it.

Simply click on the purple + icon bottom right of your screen to create a POST.



The screenshot shows the 'Add Discussion' form in the KLE3 Mobile Application. The form has a purple header with a back arrow and the text 'Add Discussion'. Below the header are four input fields: 'Title' with the placeholder 'mandatory', 'Description' with the placeholder 'Enter your description' and 'mandatory', 'https://url' with the placeholder 'optional', and 'add image optional'. A character count '0/2000' is visible in the bottom right of the description field.

Simply fill in the Form above to create your post.

1. The **Title** and **Description** fields are **required** (Mandatory).
2. The **URL link** and **Attach Image** fields are **Optional**.
3. Simply click the **Submit** button at the bottom of the page to POST your new Forum Post.

Note: All Forum Posts, Resources, and associated comments can also be viewed via the KLE Web portal (for your fellow group members only!).

Resources

← Resources

Latest Resources
wendy mckenzie
Public: World Alzheimer Report 2021 - Journey through the diagnosis of dementia
Description field no longer blank.
13 0 4

Latest Resources
James Fordham
Public: Jf testing Public Res from Catalogue
Be You Fact Sheets provide information about a range of topics and issues connected to the professional learning. Think of them as quick reference resources, with factual information about a particular issue. Many people come to Be You with a particular question or issue in mind, and the Fact Sheets are a great starting point to get answers. They're also a valuable resource to share with colleagues and others in your learning community.
Testing COPY and then EDIT function of Master Resource Catalogue
8 1 4

Resources work the exact same way as Forums, in terms of reading and commenting.

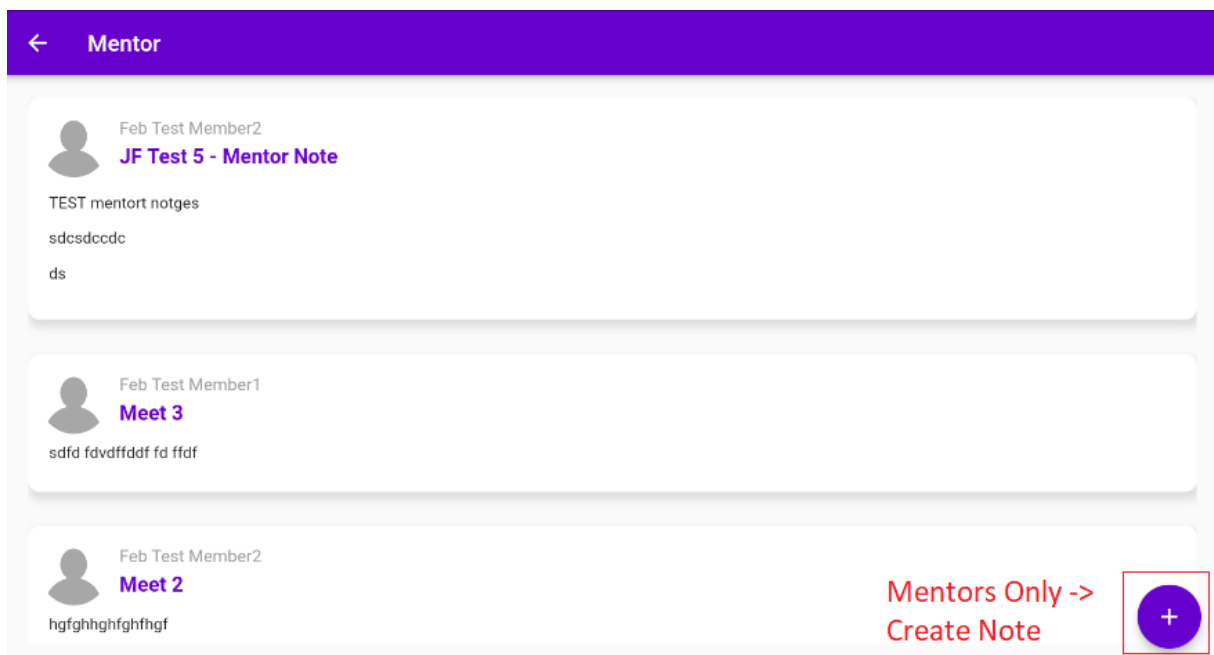
Resources can **ONLY** be created by Mentors or Administrators via the KLE Platform.

Anyone can add/post comments.

Mentor Notes

Mentor Notes screen will be **BLANK** for Students/Mentees unless your Mentor has **SHARED** the Mentor Note with you. This may not occur.

If you are a **Mentor**, you will see ALL your Mentor notes (for your Mentees) as well as the **+** icon to Create a NEW mentor Note.



When you click on the **+** icon (Mentors Only), it will take you to the KLE Website (screen shot below), and open the Create Mentor Note form.

Simply fill this in to:

1. Create a mentor note for your Mentee,
2. And fire off the Complete Survey request for you mentee.

If you scroll down below the above form, ALL your Mentee Notes will be listed for you.

WAVE
Create Mentor Note

Hi Feb Test Mentor

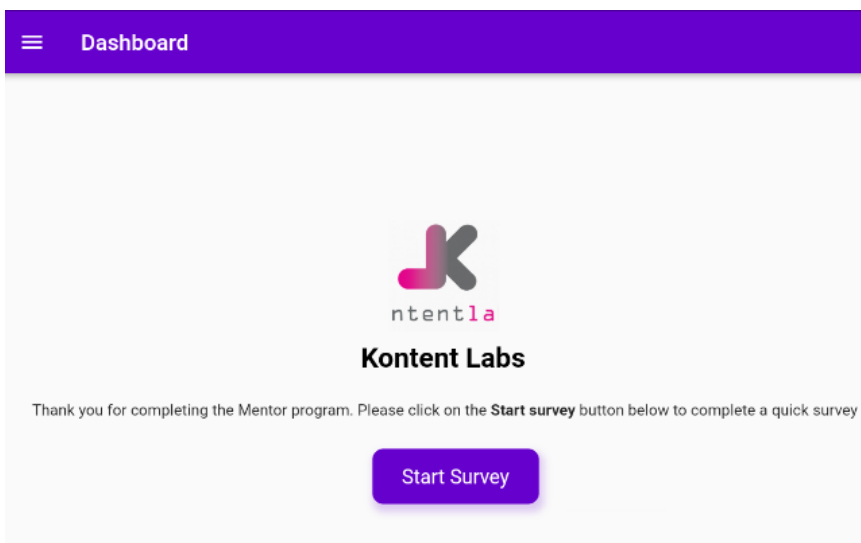
Title
Mentor meeting

Conversation Type
Standard No Type

Conversation Topic (choose up to 3)
0 selected

[Click on options to add topics.](#)

When a Mentor CREATES a note, the Mentee/Student will see a new Dashboard screen on their App.



There will a **Start Survey** button as displayed above.

When you click this button, you will taken to a simple KLE Survey question (web page).

WAVE PROJECT
WAVE PROJECT
WAVE PROJECT

Post Mentor Survey

Hi Feb Test Member! Thank you for completing the Mentor program.

How did you feel after your last mentor meeting?

1 = Very dissatisfied,
2 = Somewhat dissatisfied,
3 = Neither satisfied nor dissatisfied,
4 = Somewhat satisfied,
5 = Very satisfied

1 2 3 4 5

Submit response

Simply select your response (from 1 -5) and click **Submit Response** button on bottom of page.

You can then CLOSE that web page down, and return to your App.

If the button is still on your APP, click on the refresh button (top-right of screen).

When you **change** screens (e.g. click on ANY menu, and then return back to the Home Screen), the Start Survey Button will no longer be there.

Note: There will the same short survey for EACH Mentor session you have.

Private Chat

You can engage in one to one private chats with anyone in your Group.

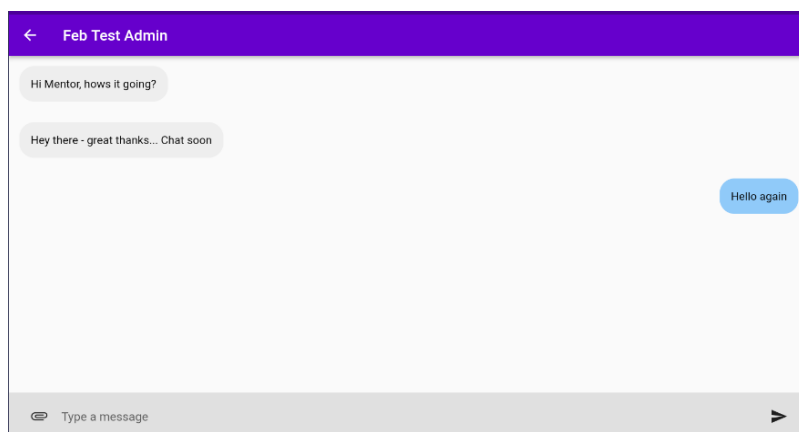


ALL group members will be displayed when you click on the Private Chat Menu.

Note: For the first time you access this, there will be an approximate 10second load time.

If you see a little purple alert (Example top line of image above), this means there is a NEW comment from the person you are speaking with, or someone has initiated a chat with you.

Simple click on the line to OPEN to chat.



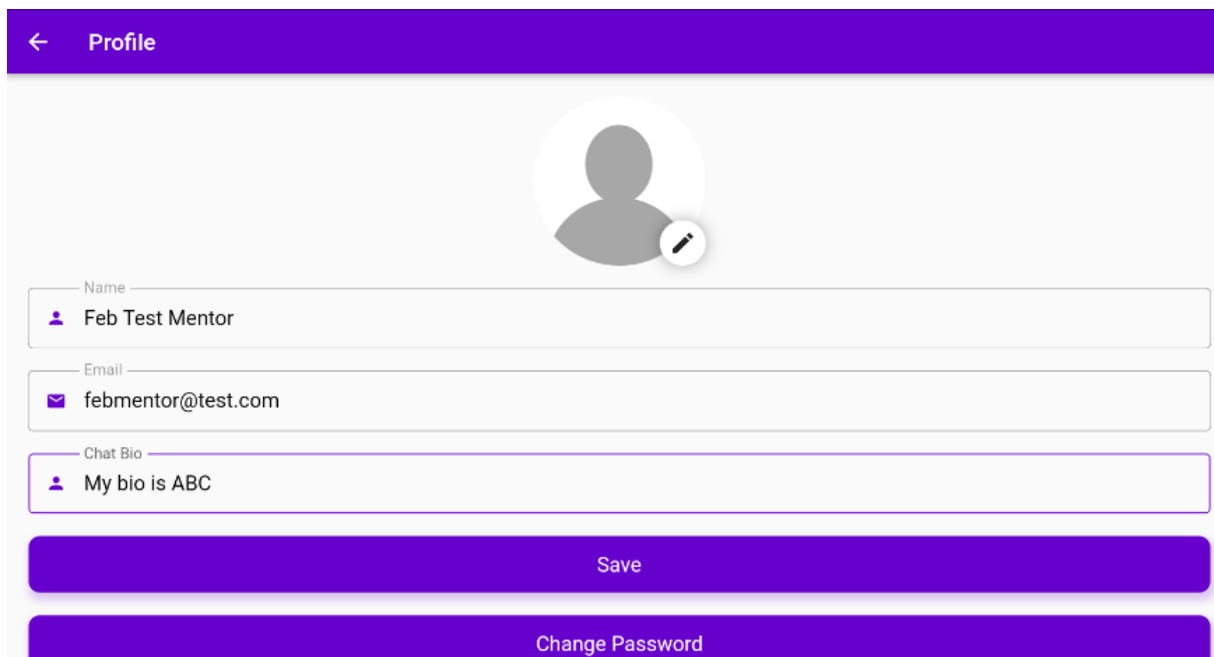
You will see the discussion above (similar to most chat apps). Test in BLUE is YOU, and the grey text (on left) if the other person.

Simply TYPE your message OR attach an image (paperclip icon) and click the > arrow to post to the conversation.

Note: The Private chat is real-time, and will display on the other persons' chat window instantly.

Recommendation: If you are a mentor, add (Mentor) after you NAME. This will appear all over data/app. To edit login to KLE Lab, click on **My Profile** and then **Edit**. Same for Admins (Admins).

My Profile



← Profile

Name
Feb Test Mentor

Email
febmentor@test.com

Chat Bio
My bio is ABC

Save

Change Password

You can change your **password** or **Chat Bio** here, or include an **Avatar** (picture).

If you add a Chat Bio, this will be included in the Private Chat list (under your Name) from previous page. Please keep this to a short # type sentence.

Note: You cannot change your NAME or EMAIL address here, as your email address is the key or unique identifier in the KLE website to authenticate your account. If you need to change your EMAIL address, please contact your Administrator for assistance. You can change your NAME inside the Lab portal (click on My Profile, Edit).

Notifications and Alerts

KLE3 Mobile App supports, two types of Alerts/Notifications; **In App** and **Notifications centre**.

There are two **in App** Alerts (which you have seen on the Private Chat and Forum Menu pages earlier).

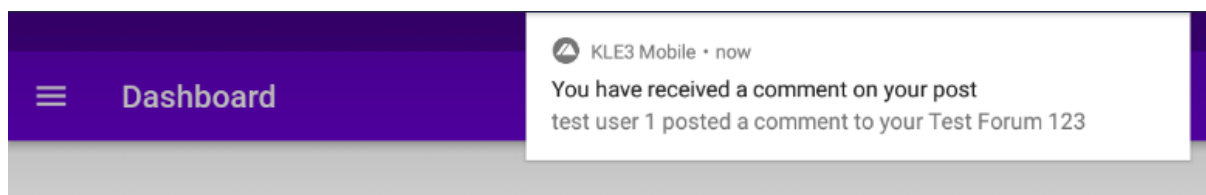
The **Notifications centre** functions will send notifications to your phone. This may include;

1. New chat message received
2. New comment to your post received

Note: The **Notifications centre** notifications are managed via KLE Web portal, and may change (e.g. more notification types may be possible). They may ALSO be turned off at the time you first download the KLE3 Mobile Application.

You will need to ACCEPT permission for KLE3 Mob App to send notifications to your phone (particularly, Apple devices).

Example Push Notification below:



Notification Type 1: You have received a comment

As the Author, you will receive a message whenever anyone posts a comment on your Forum or Resource.

Notification Type 2: You have received a private chat message.

When a Private Chat message is sent to you. You will receive a notification every time a message from the other person is sent to you.

Notifications Type 3: Mentor Survey request

When a Mentor Note is created, the Mentee will see the "Start Survey" button on their Dashboard. A PUSH notification will also be sent to the Mentee's phone to alert them of this.

Notification Type 4: ALL user Blast (see next page for instructions)

Administrators can post a global Push notification to ALL USERS. This done via the Lab.

Important Note:

ALL push notifications are based on a unique secure device token created during LOGIN via the Mobile Application. If a user (or users) *has not ever logged in* to the App, the **Notification Type 3 or 4** above will NOT push that message to these users.

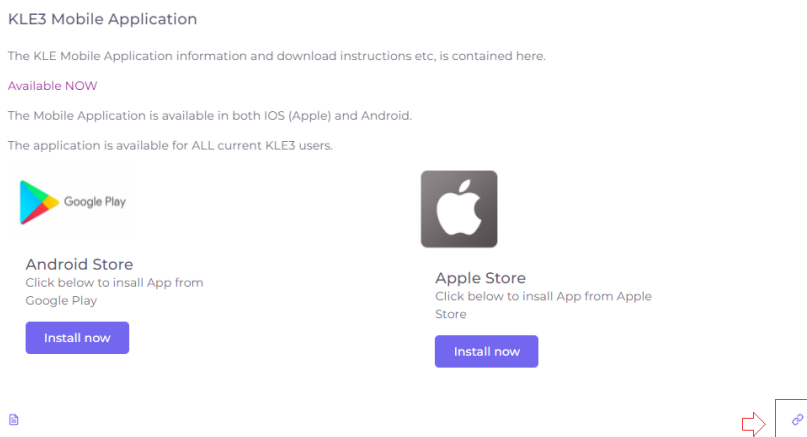
All user blast

As an Administrator or Mentor of the System, you have the ability to push a notice to ALL your users' devices. You can also select ONE person to push a notification to.

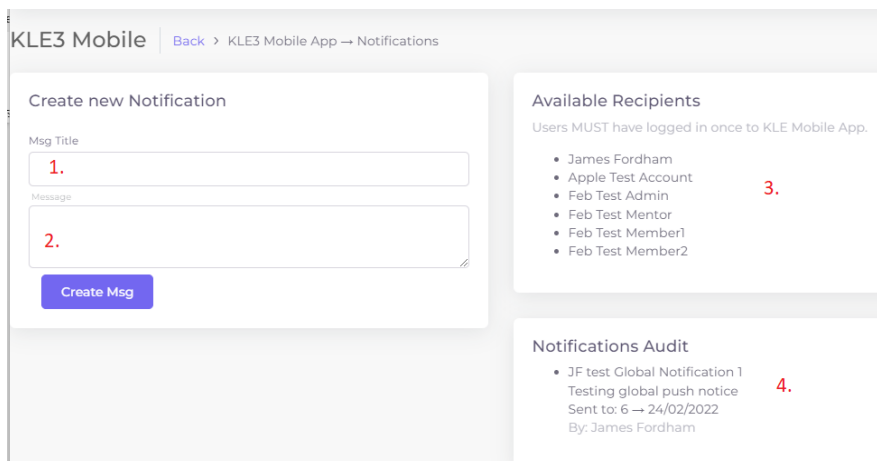
Note: They MUST have logged in once to receive push notifications. This creates the users' unique token required for messaging. They only need to login ONCE via the Mobile App to enable the Push Notifications.

Click on the **Administrator** Menu and scroll down to **Mobile Application**

Bottom right of screen, there is a LINK icon – click this.



You should now see this screen (below):



1. Type in the title (e.g. Event ABC starts at 10am tomorrow)
2. Type in Message (e.g. ABC will host Jane Doe and will finish 11am sharp)
3. Displays ALL users who will receive this Push notification (note, anyone missing suggests they have not logged via the App as yet).
4. All your global push notifications will appear here.

Simply click on the Create Msg button after you've entered In lines 1 and 2. This will instantly push the notice to ALL devices.

The APP versus the DATA

The KLE3 Mobile App is a standalone built mobile application. It is designed to communicate with the KLE platform. As such, it does not behave identically to traditional Mobile Applications.

The APP will be updated regularly and will incorporate user feedback in addition to Kontent LABS new functionality over time.

The DATA is more agile. KLE pushes the DATA down to the Application. This means we can modify the data-set you see within the App.

Examples:

Instead of last 10 posts, we can change to 25.

The NEW forum notification is currently set to “last 24 hours” since last use of App. 24 hours can be set to last 3, 7, 30 etc days.

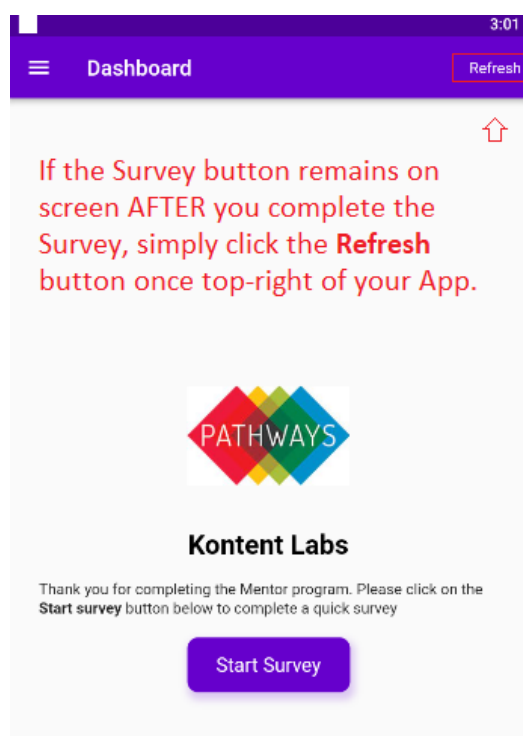
The CHAT LIST which appears in the Private Chat menu, is built by KLE. Currently it looks for ALL members of your default Group. This can be changed if required.

The Mentor Survey and Create Mentor Note functions are Mobile friendly WEB PAGES from KLE platform, and as such can be modified if required.

The **Private Chat module** is NOT an Mobile App module, rather it is a KLE platform module which works in the Mobile Application. Hence, features and changes etc to this module essentially need to occur in the main KLE chat module. Changes made will then filter down to the Mobile Application.

The KLE CHAT module is version 1.0 and is a priority to enhance in 2022.

Currently it only supports 1-1 chat. We will be introducing **Group Chat** as an example.



The Mobile Application will automatically refresh data whenever you change Menu's or Screens.

The refresh button (shown left) is a back hard-refresh just in case, you need to force a refresh.

NB: The Pathways Logo displayed on sample screen will not appear on your App. Rather, the organisation logo will appear.

As mentioned, we can control the data, order of data etc when the App downloads/refreshes data.

For Forum Posts, there are **3 data sets** will be appear under the Forum Menu. They are collated and appear in the following order:

1. **My Posts:** IF COMMENTS are made only within the last 24 hours
2. **Group Posts:** Last 25 Posts created in order of latest to oldest
3. **Public Posts:** Last 35 Posts created in order of latest to oldest

Notes:

- When members comment on My Posts, the Author will receive a Push Notification to their Mobile.
- The bold headings above are displayed on the Forum title (e.g. **My Group Name:** My sample forum post).

[Changing Avatar \(My Profile via App\)](#)

Note: When you change/update your Avatar (or Name), historic posts (and comments) will display the previous settings (e.g. Grey silhouette avatar). Only NEW posts will reflect these new changes.

Troubleshooting

If you experience ANY type of issue using the KLE3 Mobile Application (other than Login), please try the following three things:

1. Logout of the Application, and then back in again,
2. Or Click on the Refresh button top-right of App (see image on previous page),
3. Or if above does not help, try uninstalling the KLE3 Mobile Application, and reinstalling again.

Finally, if you are still experiencing any difficulty, please contact Support or your Administrator for assistance.

If you have having trouble **logging into the App**, it is likely you do not have an active account, or your password may have changed.

Head over to the Web Portal <https://kommunitylabs.io> and try to login. This accepts/uses the same account credentials as the KLE3 Mobile Application. If you cannot login here, you need to contact your Administrator for assistance in getting your Account setup, or password reset.

If a Student says they are NOT receiving Push Notices on their Mobile

1. Confirm they have LOGGED into the KLE3 Mobile App on their mobile device,
2. Check the Phone and **Notifications** and ensure **KLE3 Mobile** is ENABLED to receive Notifications, and if 1 & 2 are confirmed as OK,
3. Login to Lab as Administrator and send a Push Notice to the ONE user to TEST (refer Page 14 above).

Engagement Report







Available via the KLE Lab portal when logging in as Administrator.

1. Click on **Administration** Menu
2. Scroll down to **Reports** (left menu)
3. Click on the blue eye icon next to **Member Engagement**

Engagement Admin Report

Please scroll to the right (bottom of table) to see additional fields.

Show 10 entries Search:

MEMBER	INFO	ACCESS	LOGINS	EVENTS	EMAILS	FORUM VISITS	RES VISITS	COURSES	AUTHORED	COMMENTS	LIKES	COURSES	TASKS	CHAT
 Feb Test Admin	Feb Test Group febadmin@test.com Windows Webkit	Joined: 21/02/2022 Login: 22/02/2022	19	0	0	3	0	0	2	2	2	0	0	1
 Feb Test Member1	Feb Test Group febuser1@test.com	Joined: 21/02/2022 Login: 03/03/2022	33	0	0	14	7	0	4	15	5	0	0	18
 Feb Test Member2	Feb Test Group febuser2@test.com	Joined: 21/02/2022 Login: 22/02/2022	27	0	0	11	4	0	3	19	4	0	0	38
 Feb Test Mentor (Mentor)	Feb Test Group febmentor@test.com	Joined: 21/02/2022 Login: 05/03/2022	42	0	0	8	0	0	6	15	4	0	0	1
 March3 User2	Feb Test Group March3User2@test.com	Joined: 03/03/2022 Login: 05/03/2022	3	0	0	0	0	0	0	0	0	0	0	0
 March3User1	Feb Test Group March3User1@test.com	Joined: 03/03/2022 Login: 05/03/2022	1	0	0	0	0	0	0	0	0	0	0	0

Showing 1 to 6 of 6 entries (filtered from 49 total entries) < Previous 1 Next >

- You can search for a specific Member
- You can download this report to Excel