



Frequently Asked Questions

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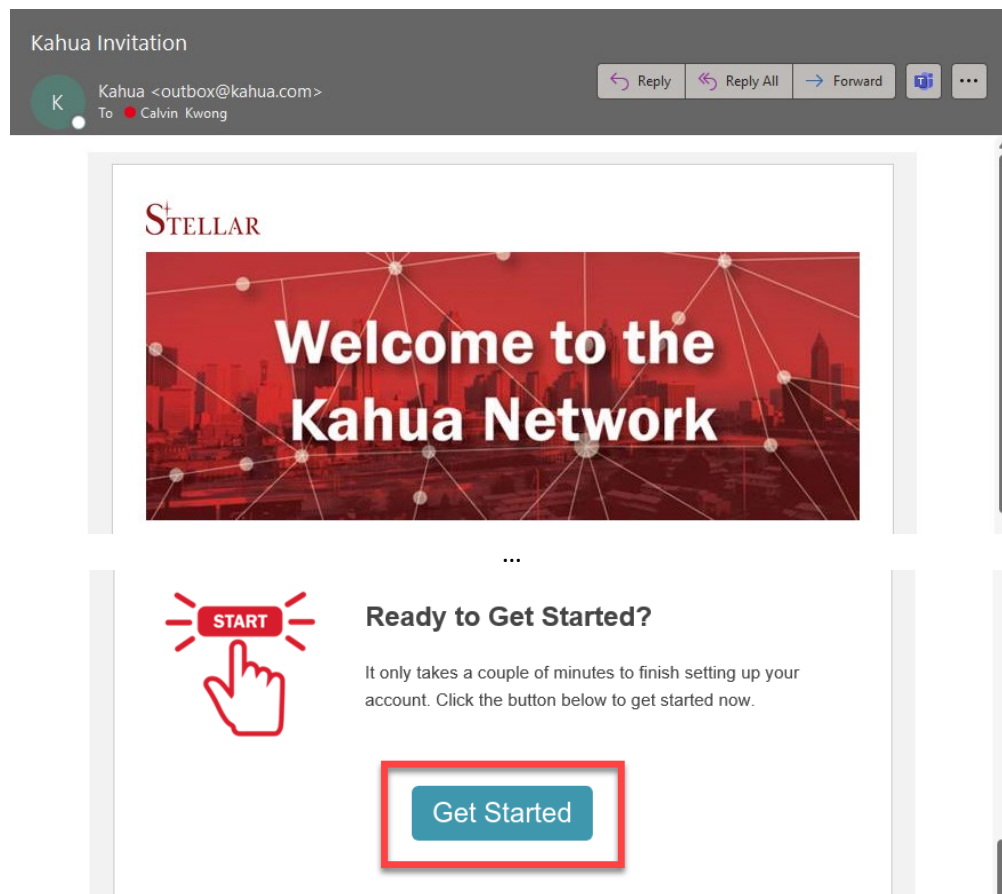
Frequently Asked Questions

How can I request access and register for an account?

- **Internal SCA Users** (your email is @nycsca.org) must fill out the CAMP Access Request Form:
 - From [SMART](#) or by [Clicking here](#) to open the form
- **External Users** (your email is NOT @nycsca.org)
 - Prerequisites:
 - GC Primary Contact needs to login to VAS and assign the appropriate roles to their users (pg. 5 and 6 in [Add CAMP External Contact to VAS](#) guide):
 - A&E CAMP Contact
 - CM – CAMP Contact
 - Mentor GC – CAMP Contact
 - GC must have an ITF form ([click here](#)) on file with the SCA. This can be submitted in advance or with your request.
 - Your contact (example: your PO) at the SCA will need to submit a CAMP Access Request form on your behalf. Make sure to provide the PO with your Project number(s) and who needs access

A registration link from outbox@kahua.com will be provided following the email or request. **At the bottom of the email, click the 'Get Started' link to create an account.**

Note: When registering for CAMP you may encounter a Duplicate Domain Detected issue. In this scenario, please ensure that the name and details of the company are correct before proceeding with the creation of the company.



Is CAMP in Citrix?

CAMP is not located within Citrix. Instead, CAMP can be entered by launching the Kahua application.

How do I install CAMP/Kahua?

To install Kahua, visit the launch page at: <https://launch.kahua.com>. For users using the desktop client for the first time, click on the 'Download for Windows' button. For users who already have the desktop client installed, a prompt should appear requesting to open the Kahua app (alternatively, press the 'Open Now' link).

The desktop client is not supported on Mac and Linux-based systems. Users on non-Windows systems need to use the web client by selecting 'Launch in Browser'.

Note: You will need Microsoft .NET Framework 4.8 and a modern web browser. We prefer that you use the desktop client instead of the web client. (Use the web client when the desktop client is inaccessible).



Get the Kahua App

Launch in Browser →



[Check System Requirements](#)

Already have the app installed on this device? [Open Now](#)



Kahua for Windows Requirements

	Minimum System Requirements	Recommended System Requirements
Operating System	Windows 8.1	Windows 10
Microsoft .NET Framework	Microsoft .NET Framework 4.8	Microsoft .NET Framework 4.8
Processor	1 GHz or faster processor	2GHz or faster multi-core processor (i5 or higher or AMD equivalent)
Memory	4 GB of RAM for base Kahua application	8 GB of RAM
Storage	500MB of free hard disk space	5 GB of free hard disk space
Internet Bandwidth	2+ Mbps Committed Information Rate (CIR) per user	10+ Mbps Committed Information Rate (CIR) per user

Kahua for Browser Requirements

	Minimum System Requirements	Recommended System Requirements
Browser	Chrome Version 96 * Edge (Chromium) Version 96 * Firefox Version 90 * Safari Version 15 *	Chrome Version 96 or higher * Edge (Chromium) Version 96 or higher * Firefox Version 94 or higher * Safari Version 15 or higher *
Processor	2.20 GHz base speed processor	2.60 GHz base speed processor or faster
Memory	4 GB of RAM for base Kahua application	8 GB of RAM
Internet Bandwidth	2.5 Mbps Bandwidth	5 Mbps Bandwidth

* Kahua for Browser requires a 64-bit browser

How do I login?

Internal Users

For internal users, enter your Outlook email address and then select 'Next'. If the entered email address is correct, a pop-up window should appear, allowing you to continue logging in using the Single Sign-On (SSO) service using your SCA NETID (e.g., 031234@nycsca.org) and password.

Note: To access the SSO service, Help Desk will need to add users to the 'AD Group'.

External Users

For external users, enter the email address that was used to register your account and select 'Next'. Input your password and select 'Sign In'.



The Kahua login form features the Kahua logo at the top right. Below it is a text input field labeled 'Email Address' with a red circle '1' next to it. Underneath the input field is a checkbox labeled 'Remember Me'. At the bottom is a dark grey button labeled 'Next' with a red circle '2' next to it.

I need a license to open an app.



A license is required to open this app. Please contact your administrator to have a license assigned or purchase a license from the Kahua kStore.

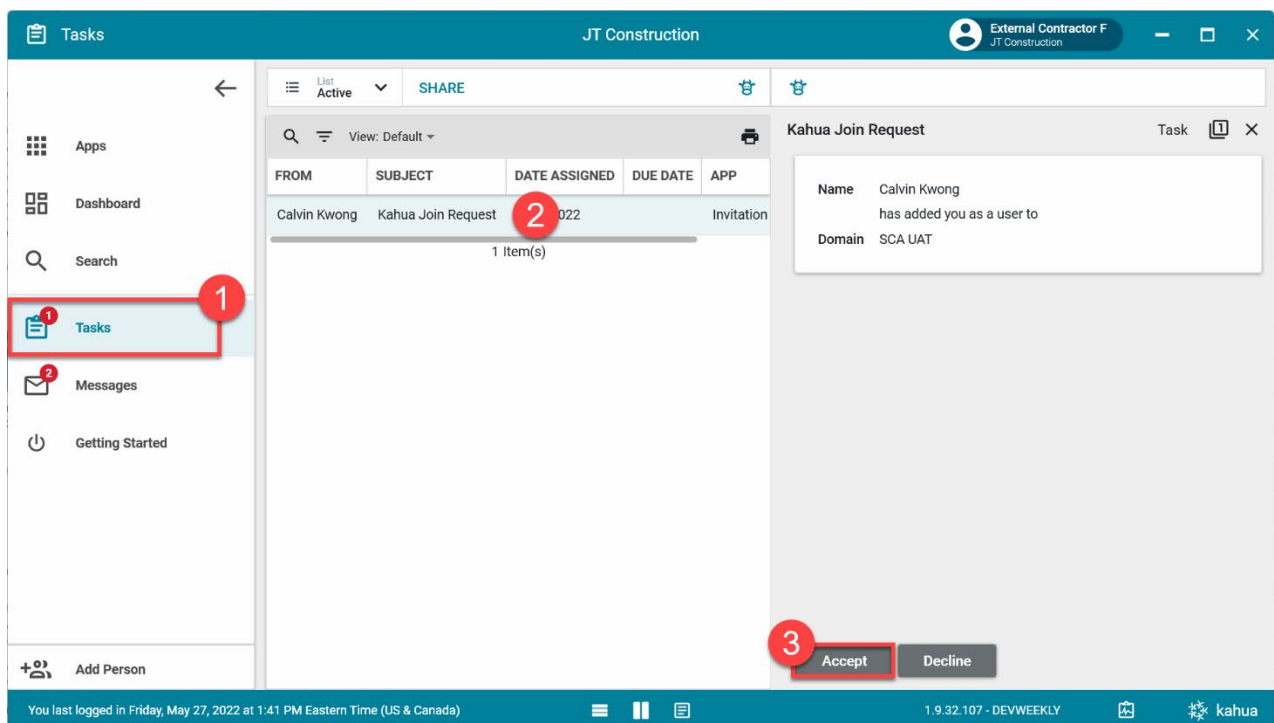
If you receive a message that a license is required, please see the next section on how to switch domains.

I can't access Project Finder or NYCSA (Switching Domains)

After logging into CAMP for the first time, external users will need to join the NYCSA domain. Please notify the help desk if you do not have an invitation in 'Tasks'. If you have already accepted the Kahua Join Request, you can skip the first step.

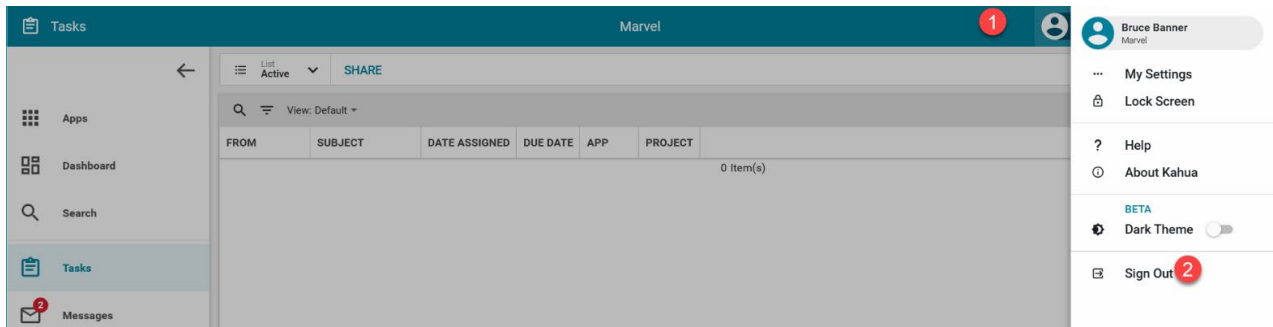
Steps

1. Select 'Tasks' > Select the Kahua Join Request task > Click on 'Accept'

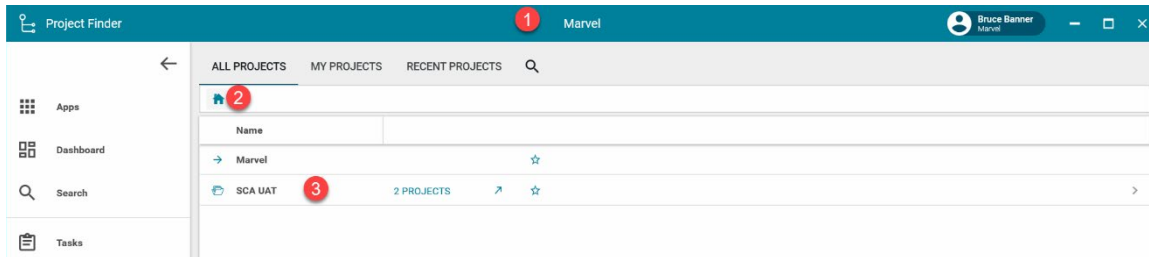


The screenshot shows the Kahua application interface. On the left is a sidebar with a 'Tasks' icon highlighted by a red circle '1'. The main area displays a table of tasks. The first task is 'Kahua Join Request' by Calvin Kwong, dated 5/22/22, with a red circle '2' next to the date. To the right of the table is a details panel for the 'Kahua Join Request' task, showing the user's name 'Calvin Kwong' and the domain 'SCA UAT'. At the bottom right of the details panel, there are 'Accept' and 'Decline' buttons, with the 'Accept' button highlighted by a red circle '3'. The top of the interface shows the user is logged in as 'External Contractor F' for 'JT Construction'. The bottom status bar indicates the user last logged in on Friday, May 27, 2022 at 1:41 PM Eastern Time (US & Canada) and shows the version '1.9.32.107 - DEVWEEKLY'.

- Click on your profile icon > Click on 'Sign Out'.



- Sign in to Kahua.
- Click on your company name > Click on the house icon > Click on 'NYCSCA'



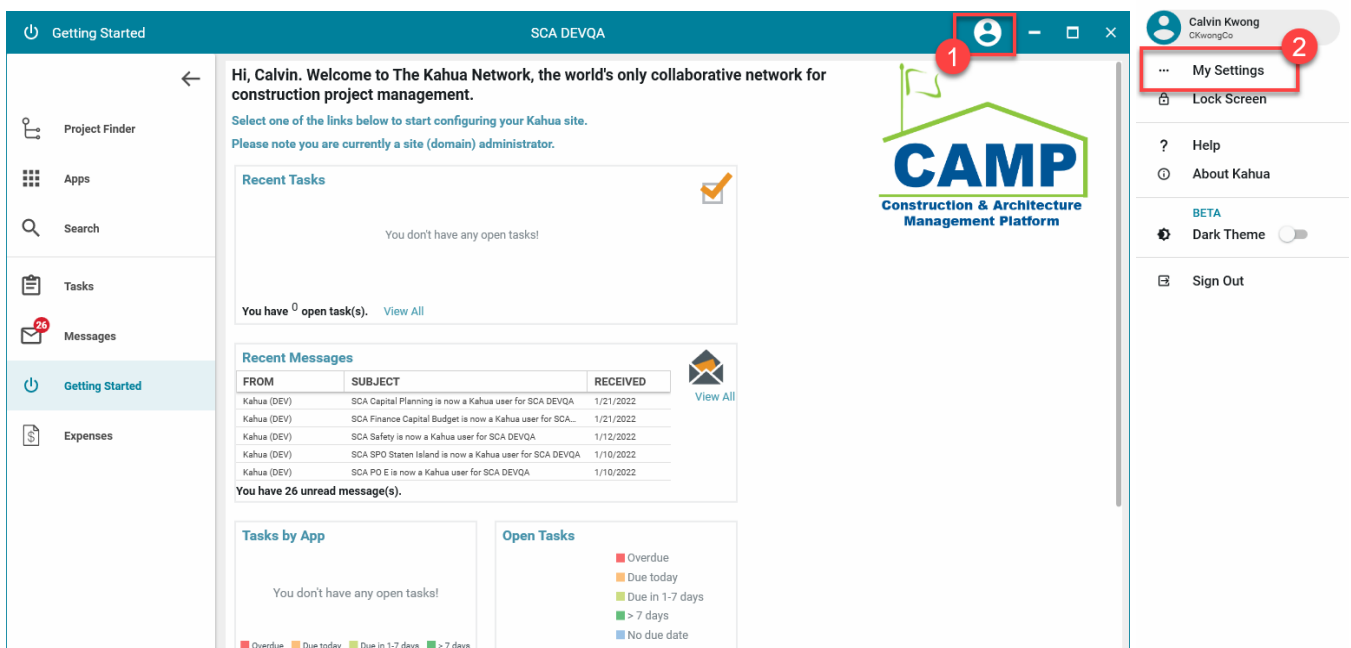
You are now in CAMP! You should see NYCSCA where you previously saw your company name.

How do I receive CAMP Messages through Email?

When items in CAMP require your attention, you will receive an internal notification message. These messages can be automatically forwarded to your email address. In addition, you can reduce the amount of emails received by choosing to receive a summary of new CAMP messages.

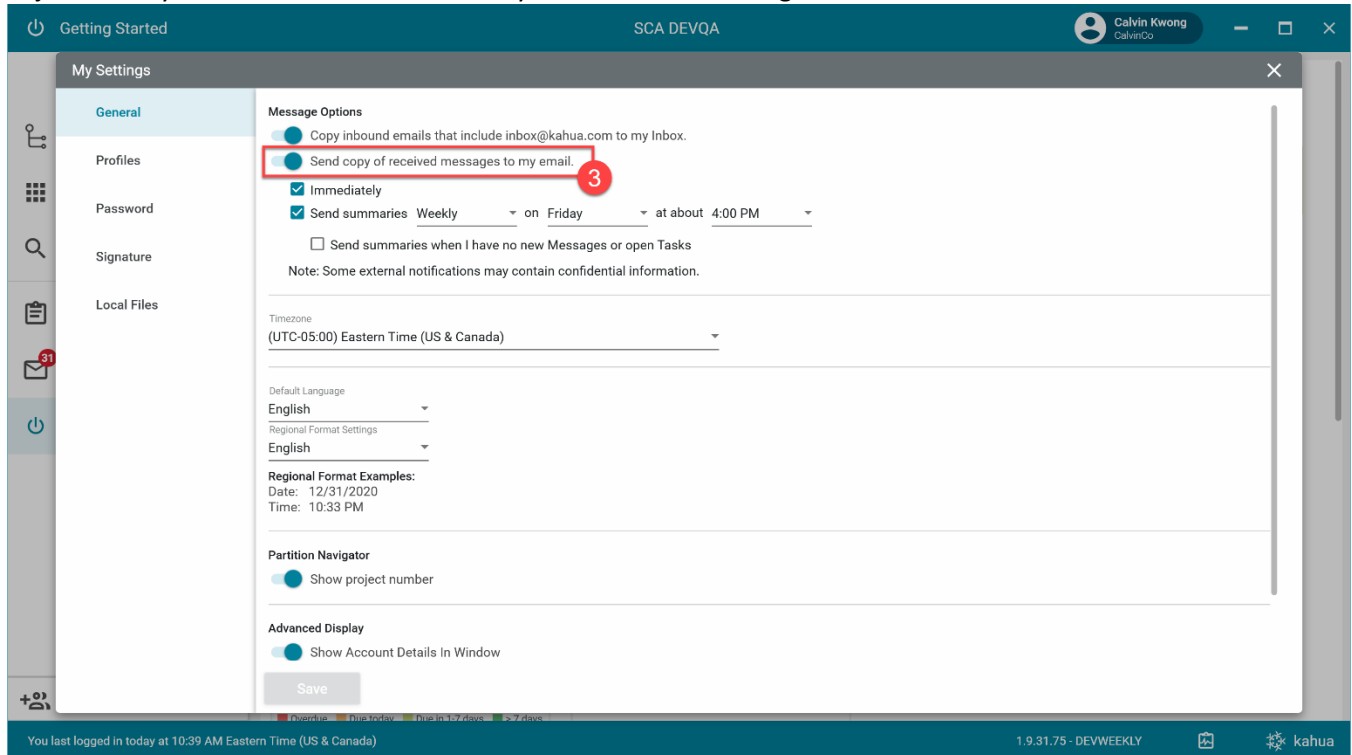
Steps

- Click on your profile icon
- Select 'My Settings'.



3. Enable 'Send copy of received messages to my email.'

By default, all messages will be forwarded to your email. To reduce the number of emails received, you can uncheck the 'Immediately' checkbox. Then, you can adjust the dropdowns in the 'Send summaries' checkbox to adjust when you wish to receive a summary of new CAMP messages.



What is the naming convention in CAMP?

Project Naming Convention

When the CM Firm or ODC is creating the project/subproject, they will need to enter a title. The title should begin with the building ID followed by the title of the project. Any additional information can be added in parentheses.

The following examples are valid project titles:

- X168 New 4 Story Add
- Q002 (PS002Q) Boiler Conversion, Climate Control
- Q485 (Grover Cleveland HS Q) – Reso A Cafeteria Upgrade – Path of Travel

Submittals File Names

Within the Submittals application, users can upload files as part of the application's workflow. The names of the files that are uploaded should begin with the building ID.

How do I DocuSign documents?

Steps

1. Go to email account (external) > Open the DocuSign email

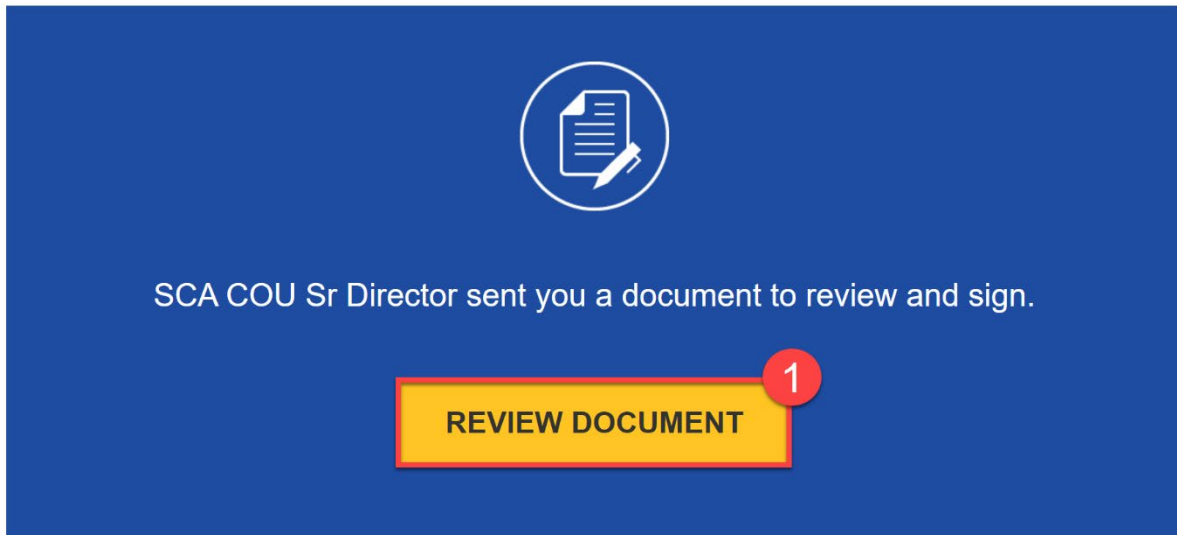
Note: The email subject will be different depending on the originating application.

SCA COU Sr Director.

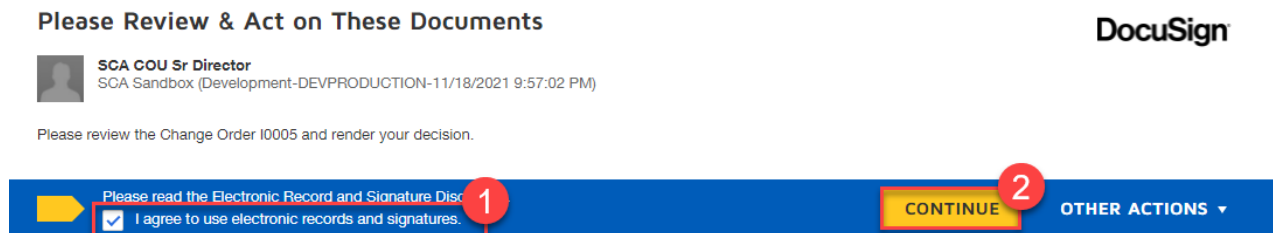
Inbox CPO Review and Signature Task - SCA COU Sr Director sent you a document to

2. In the email, select 'Review Document'

DocuSign



3. Check 'I agree to use electronic records and signatures.' (first time only) > Click 'Continue'



4. Click 'Signature' button > Select appropriate location on document > Click 'Date Signed' button > Select appropriate location on document > Click 'Finish' button

Note: Some documents may have a single button the user can click to enter their signature. For first time users, you will need to select your signature details and click 'Adopt and Sign'.

FIELDS

Signature1

Initial

Stamp

Date Signed3

Name

First Name

Last Name

Email Address

Company

Title

Text

Checkbox

Project Title: X145 C80089 Roofs, Ext Masonry

Location: X145

Contract Number: C000080089

Award Date: 06/03/2021

CM/CONTRACTOR/CONSULTANT:

JE Construction

100 Main Street

New York, NY, 10018

ITEM NO.	CSI CODE	DESCRIPTION OF WORK	SCHEDULED VALUE	%	TOTAL VALUE OF WORK COMPLETED	VALUE OF WORK COMPLETED	THIS PERIOD
		Sub-Total Contract Work	\$7,100,000.00	0.00%	\$0.00	\$0.00	\$0.00
		Total Change Orders	\$0.00		\$0.00	\$0.00	\$0.00
		Sub-Total Contract Work With CO's	\$7,100,000.00		\$0.00	\$0.00	\$0.00
		Retainage (Prev=5.00%, This Period=5.00%)				\$0.00	\$0.00
		Totals	\$7,100,000.00		\$0.00	\$0.00	\$0.00

NOTE: A lien may be active on this Contract.

Certificate for Payment has been completed in accordance with the Contract Documents and where applicable in compliance with Labor Law 220, and that the current payment shown herein is now due. The undersigned further certifies that all subcontractors have been and shall be paid in full within the time specified in Article 16 of the General Conditions.

SIGNATURE OF CONTRACTOR	PRINT NAME	DATE
External Contractor II	External Contractor A	2/17/20224
SIGNATURE OF PROJECT OFFICER	PRINT NAME	DATE
	SCA PO A	
SIGNATURE OF SENIOR PROJECT OFFICER	PRINT NAME	DATE
	SCA SPO Bronx	

DocuSign

Change Language - English (US) ▾

Terms Of Use & Privacy ▾

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5. Select 'No Thanks' if not currently logged into DocuSign.

How can I track DocuSign signatures?

Step

1. Select the desired record > Select 'History'

The screenshot shows the SCA PO D interface. On the left is a sidebar with navigation options: Project Finder, Apps, Search, Tasks, Messages, Notice of Direction (selected), and Getting Started. The main area displays a table of Notice of Direction records. The first record, CI00002, is selected and highlighted. A red circle with the number '1' is placed over this record. Above the table, there are tabs: SEND, VIEW, DELETE, HISTORY (selected), and URL. A red circle with the number '2' is placed over the HISTORY tab. The right pane shows the details for CI00002, including Project Information (Expense Contract, Building ID, Design Number, LLW, Architect, Contractor) and Details (CI Number, Date, Status, Priority, Subject, NOD Description, Linked Issue, Linked RFI). A 'Recall' button is visible at the bottom of the details pane. The bottom status bar shows the user is logged in as kahua.

2. Select 'Sent for eSignature'

The screenshot shows the SCA PO D interface with the 'History of Asbestos Removal' record selected. The left sidebar is the same as in the previous screenshot. The main area displays a table of history records. The first record, CI00002, is selected and highlighted. A red circle with the number '1' is placed over this record. The right pane shows the details for CI00002, including Project Information (Expense Contract, Building ID, Design Number, LLW, Architect, Contractor) and Details (CI Number, Date, Status, Priority, Subject, NOD Description, Linked Issue, Linked RFI). A 'Recall' button is visible at the bottom of the details pane. The bottom status bar shows the user is logged in as kahua.

3. Select 'Recipients' **Note:** You will see the full email addresses

The screenshot shows the Kahua software interface. The left sidebar contains navigation options: Project Finder, Apps, Dashboard, Search, Tasks, Messages, Expenses, and Getting Started. The main area displays a list of contracts, with one selected: 'LS0005 - On Top Renovation Inc. - PS30R(R030)-Installation of a Roof Ladder and Parapet Railing'. A 'History of 00001' window is open, showing a table of DocuSign event notifications. The table has columns for Time, Status, Recipients, Order, Name, Email, Status, and Sent On. A red circle highlights the 'Recipients' column header. Below the table, a list of events is shown with timestamps and status (e.g., '3/23/2022 11:36:53 AM Delivered').

How do I add CSI Codes to my project?

Importing CSI Codes from Spreadsheet

An excel spreadsheet of CSI codes can be added to your project by the AE Facilitators, CM Facilitators, ITSP, or the CM Firm PM. **For Hard Bid projects, please inform A&E if your project does not have CSI Codes.**

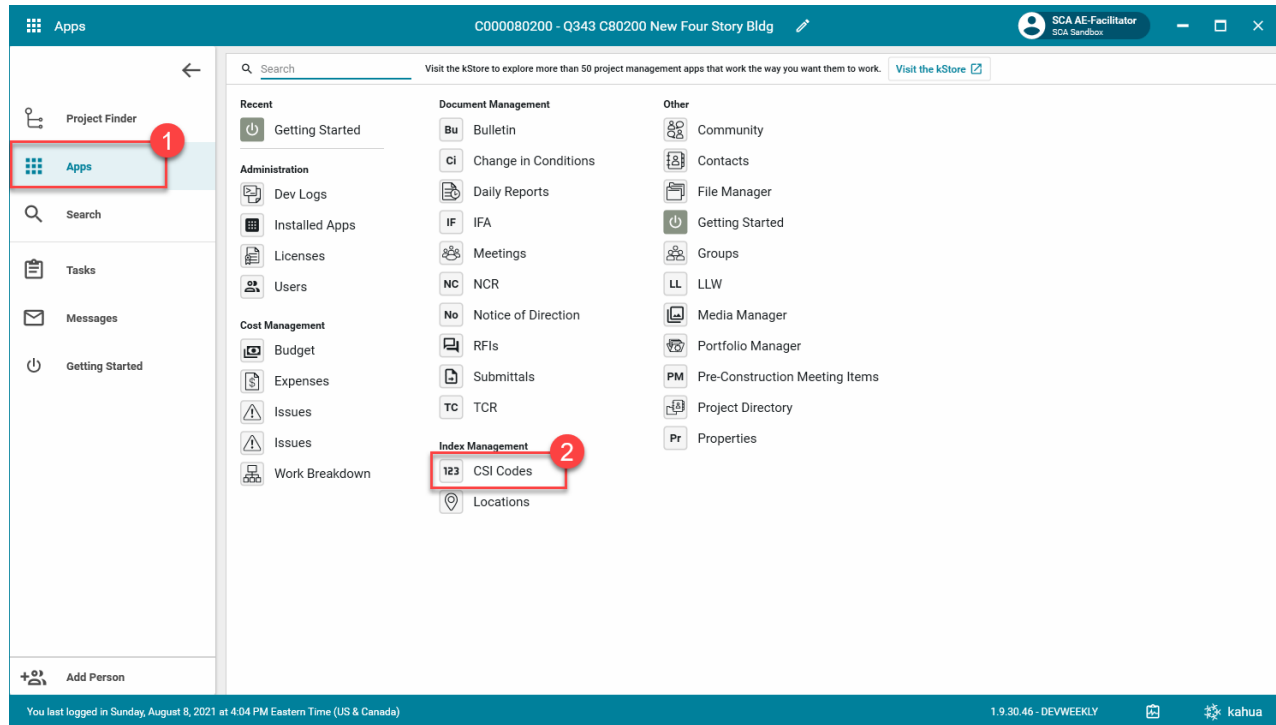
Note: Modifying the headers or columns of the excel file will result in a failed import. Please only add or remove rows.

Example CSI Import Spreadsheet

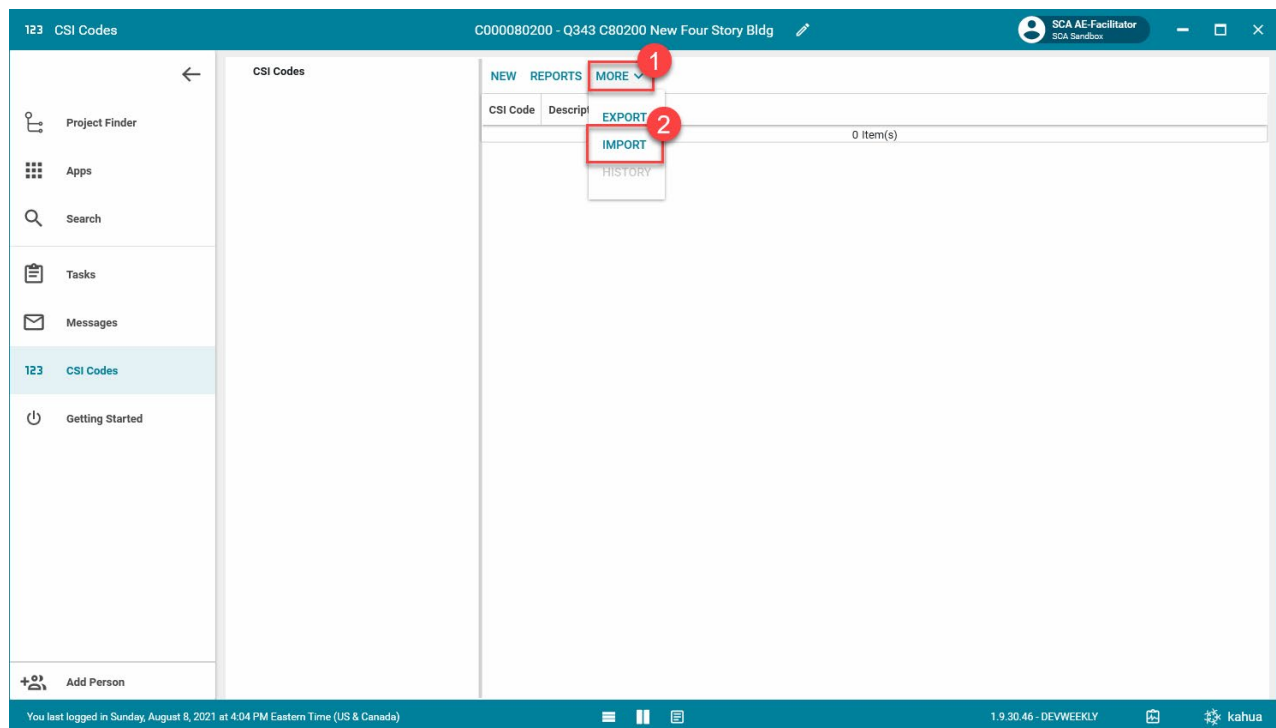
Kahua_CSI_Code_Sample_SCA_Project_NoParen... Last Modified: February 16								
File Home Insert Page Layout Formulas Data Review View Developer Help Inquire Kofax PDF								
I25								
	A	B	C	D	E	F	G	H
1	RowNumber	RecordKey	Code	Parent	Parent_ReferenceColumn	Description	Notes	
2			01010			SUMMARY OF WORK		
3			01015			MISCELLANEOUS PROVISIONS		
4			01060			PERMITS, FEES, AND CERTIFICATES OF OCCUPANCY		
5			01200			PROJECT MEETINGS		
6			01300			SUBMITTALS		
7			01312			PROGRESS SCHEDULE		
8			01400			QUALITY CONTROL		
9			01500			TEMPORARY FACILITIES AND CONTROLS		
10			01524			CONSTRUCTION WASTE MANAGEMENT		
11			01535			SAFETY PROGRAM		
12			01550			INDOOR AIR QUALITY (IAQ) REQUIREMENTS		
13			01600			MATERIAL AND EQUIPMENT		
14			01630			PRODUCT SUBSTITUTIONS		
15			01700			PROJECT CLOSEOUT		
16			01720			RECORD DOCUMENTS		
17			01740			GUARANTEES, WARRANTIES, & BONDS		
18			01900			EXISTING PREMISES WORK		
19			02070			SELECTIVE REMOVALS & DEMOLITION		

Steps

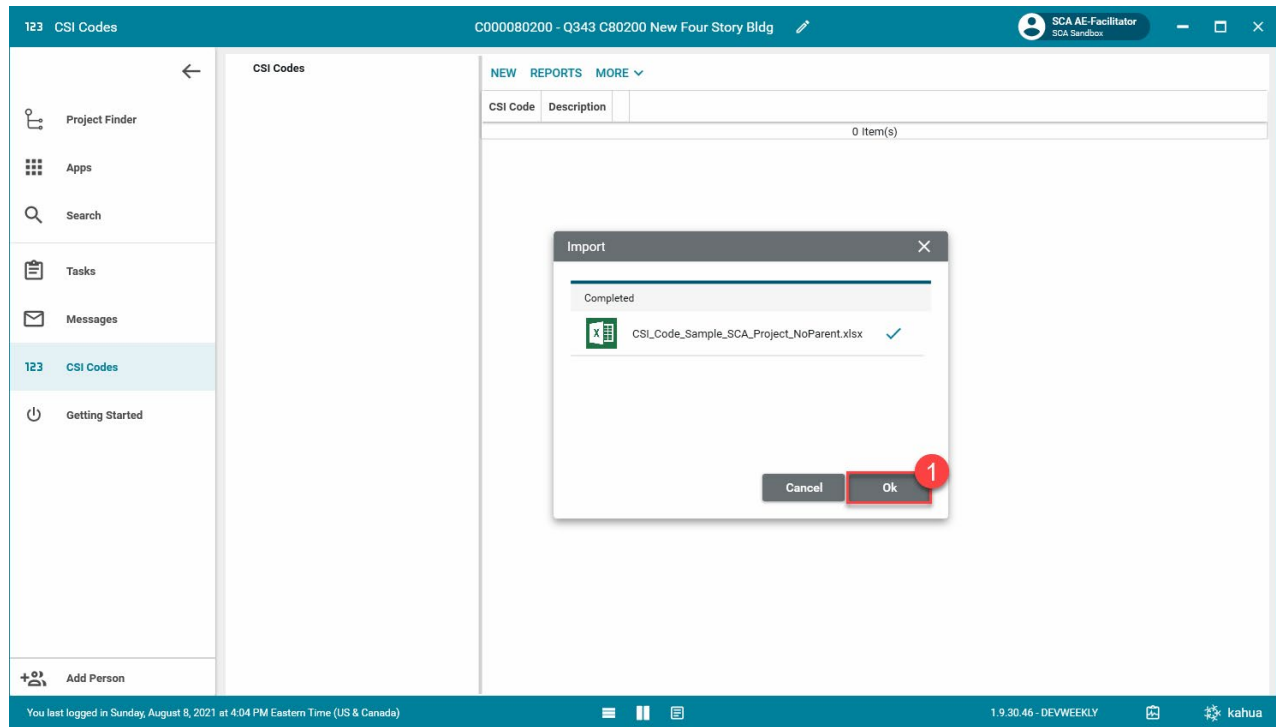
1. Go to 'Apps' > Select 'CSI Codes' app



2. Select 'More' > Select 'Import'



3. Select the file to upload > Click 'Ok'

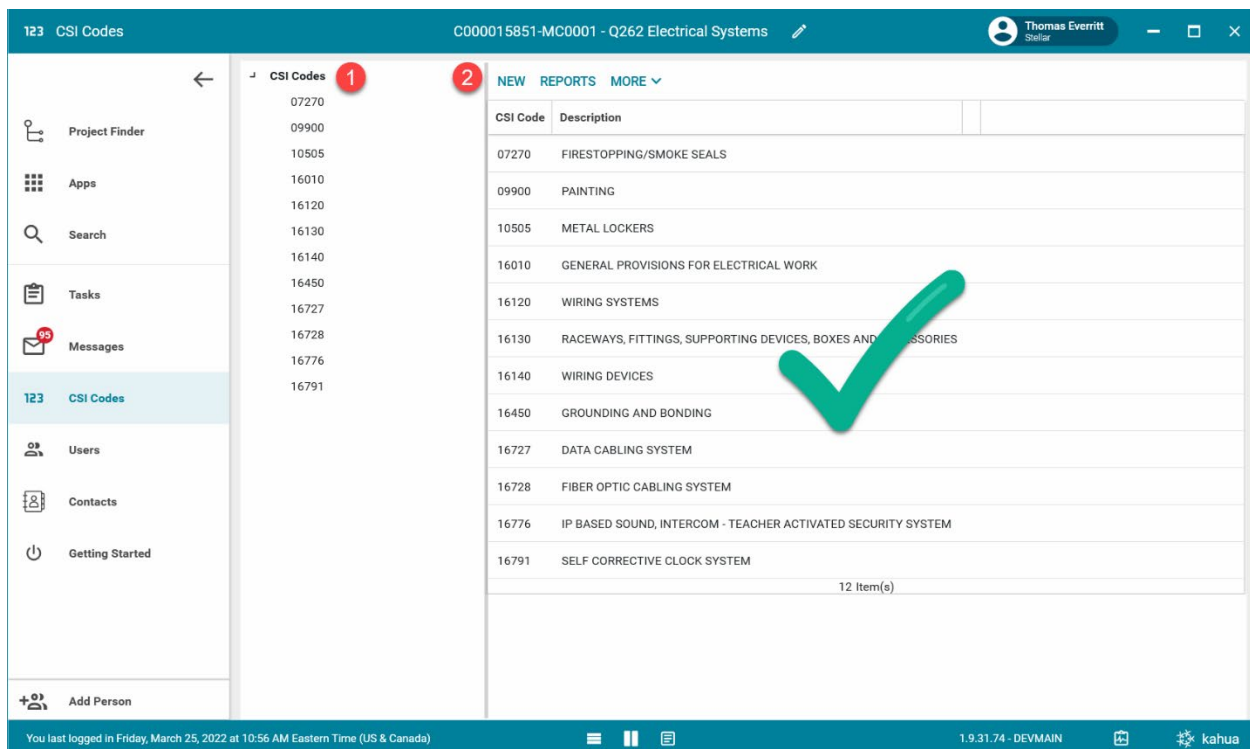


Manually Adding CSI Codes

AE Facilitators, CM Facilitators, ITSP, CM Firm PMs, and AEs can add CSI Codes inside of the CSI Codes application. In the following images, the green check indicates the correct way to add a CSI Code. You should see CSI codes in the right panel. After we show you the correct way, we will show you the wrong way, indicated by a red x.

Correct Steps

1. Making sure there are no CSI Codes selected, click 'NEW'



2. Enter the Code and the Description > Click 'Save'

123 CSI Codes C000015851-MC0001 - Q262 Electrical Systems Thomas Everitt Stellar

NEW REPORTS MORE

CSI Code Description

07270 FIRESTOPPING/SMOKE SEALS

09900 PAINTING

10505 METAL LOCKERS

16010 GENERAL PROVISIONS FOR ELECTRICAL WORK

16120 WIRING SYSTEMS

16130 RACEWAYS, CONDUITS, SUPPORTING DEVICES, BOXES AND

16140 WIRING DEVICES

16450 GROUNDING AND BONDING

16727 DATA CABLING SYSTEM

16728 FIBER OPTIC CABLING SYSTEM

16776 IP BASED SOUND, INTERCOM - TEACHER ACTIVATED SEC

16791 SELF CORRECTIVE CLOCK SYSTEM

12 Item(s)

New CSI Code Details Attachments

DETAILS

Code 16145

Description LIGHTING CONTROL DEVICES

Notes

ATTACHMENTS

UPLOAD ADD KAHUA DOC

DOCUMENT MARKUP? CONTRIBUTOR DATE SIZE PREVIEW STATUS

No Files

Save

You last logged in Friday, March 25, 2022 at 10:56 AM Eastern Time (US & Canada) 1.9.31.74 - DEVMAIN kahua

Wrong Steps

1. The following images show the wrong way to add a CSI Code. Notice the Code 16140 is selected in this image and the right panel is blank. You are headed for trouble.

123 CSI Codes C000015851-MC0001 - Q262 Electrical Systems Thomas Everitt Stellar

NEW REPORTS MORE

CSI Code Description

07270

09900

10505

16010

16120

16130

16140

16145

16450

16470

16727

16728

16776

16791

0 Item(s)

This large open area is an indication you are headed for trouble!

You last logged in Friday, March 25, 2022 at 10:56 AM Eastern Time (US & Canada) 1.9.31.74 - DEVMAIN kahua

2. We tried to warn you but you continued to head for trouble.

123 CSI Codes C000015851-MC0001 - Q262 Electrical Systems Thomas Everitt Stellar

NEW REPORTS MORE

CSI Code Description

0 Item(s)

16141

16145

16450

16470

16727

16728

16776

16791

Code 16141

Description ENTERING AT THE WRONG LEVEL

Notes

DETAILS

ATTACHMENTS

UPLOAD ADD KAHUA DOC

DOCUMENT MARKUP? CONTRIBUTOR DATE SIZE PREVIEW STATUS

No Files

Save

You last logged in Friday, March 25, 2022 at 10:56 AM Eastern Time (US & Canada) 1.9.31.74 - DEVMAIN kahua

3. You may not realize this until later, but the Code you just entered is under Code 16140.

123 CSI Codes C000015851-MC0001 - Q262 Electrical Systems Thomas Everitt Stellar

NEW EDIT REPORTS MORE

CSI Code Description

1 Item(s)

16141 ENTERING AT THE WRONG LEVEL

16145

16450

16470

16727

16728

16776

16791

Code 16141

Description ENTERING AT THE WRONG LEVEL

Notes

DETAILS

ATTACHMENTS

UPLOAD ADD KAHUA DOC

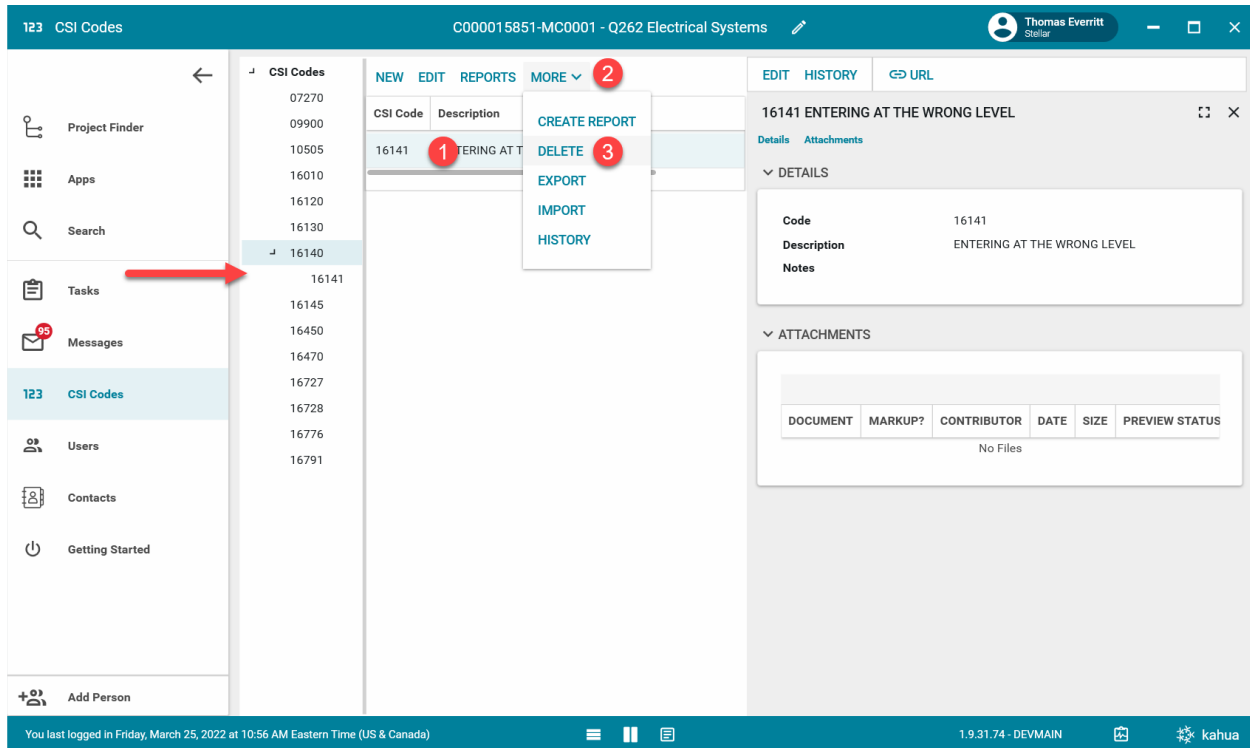
DOCUMENT MARKUP? CONTRIBUTOR DATE SIZE PREVIEW STATUS

No Files

16140

You last logged in Friday, March 25, 2022 at 10:56 AM Eastern Time (US & Canada) 1.9.31.74 - DEVMAIN kahua

4. You now need to Delete the Code that was inserted at the wrong level. Select the parent record, 16140 > Select the child record, 16141 > Select 'MORE' > Click 'DELETE'



How do I add Locations to my project?

Locations can be added to CAMP by importing a spreadsheet or by creating a new record inside the Locations application.

Importing Locations from Spreadsheet

AE Facilitators, CM Facilitators, ITSP, and CM Firm PMs can import a spreadsheet into the Locations application.

Steps (see 'Importing CSI Codes from Spreadsheet' steps for similar instructions)

1. Go to 'Apps' > Select 'Locations'
2. Select 'More' > Select 'Import'
3. Select the file to upload > Click 'Ok'

Manually Adding Locations

AE Facilitators, CM Facilitators, ITSP, CM Firm PMs, and the CM PM/PO can also create a new location from inside the Locations application.

Steps

1. Go to 'Apps' > Select 'Locations'
2. Select 'New' > Enter the details of the location > Select 'Save/Close'

How can I download a document I am viewing?

Using the 'View' button in CAMP allows you to view a generated PDF of the document you have selected. On the right-hand side of the screen, there should be white buttons inside grey boxes. One of the last items should be a pop-out button that will say 'Open PDF'. This button will open the document in your browser where you can download to your local machine.

Expenses

C000014920 - IS419Q New School with Part.Cellar

Calvin Kwong

Contracts

Change Orders

SOV Breakdown

Pay Requests

NEW

MORE

Contract

C000014920 - JJ Construction - IS419Q New School with Par

C000014920 - JJ Construction - IS419Q New School with Par

C000014920 - JJ Construction - IS419Q New School with Par

C000014920 - JJ Construction - IS419Q New School with Par

C000014920 - JJ Construction - IS419Q New School with Par

C000014920 - JJ Construction - IS419Q New School with Par

C000014920 - JJ Construction - IS419Q New School with Par

C000014920 - JJ Construction - IS419Q New School with Par

C000014920 - JJ Construction - IS419Q New School with Par

7 Item(s)

Pay_Request_PayRequestFullSOV_00201.en.en.pdf

Page 1 / 2

82%

1

NYC

SCA

30-30 Thomson Avenue
Long Island City, NY 11101-3045

Application Number: 00201

LLW: 007190

Finance PO No: 1844750

Invoice Number: C14920-201N

Initial Contract Amount: \$67,589,000.00

Period From: 02/16/2022

Period To: 02/23/2022

Capacity

Project Title: IS419Q New School with Part.Cellar

Location: 111-12 ASTORIA BOULEVARD

Contract Number: C000014920

Award Date: 01/15/2022

CM/CONTRACTOR/CONSULTANT:
JJ Construction
488 Main Street
New York, NY, 10018

ITEM NO.	CS CODE	DESCRIPTION OF WORK	SCHEDULED VALUE	%	TOTAL VALUE OF WORK COMPLETED	VALUE OF WORK COMPLETED PREVIOUS APPLICATION	THIS PERIOD
01-00001	00000	Floor 1	\$2,000,000.00	77.80%	\$1,550,000.00	\$1,000,000.00	\$0.00
01-00002	00000	Floor 2	\$1,750,000.00	14.29%	\$250,000.00	\$250,000.00	\$0.00
01-00003	00000	Floor 3	\$2,250,000.00	0.00%	\$0.00	\$0.00	\$0.00
01-00004	10140	Light Switches	\$2,000,000.00	40.00%	\$1,000,000.00	\$1,000,000.00	\$0.00
01-00005	10130	Stucco/Side	\$0,000,000.00	-1.00%	(\$50,000.00)	\$0.00	(\$50,000.00)
01-00006	07212	Exterior Insulation	\$3,000,000.00	0.00%	\$1,500.00	\$1,500.00	\$0.00
01-00007	07212	Sound Insulation	\$2,000,000.00	12.00%	\$240,000.00	\$250,000.00	\$0.00
01-00008	01040	Concrete	\$36,000,000.00	0.33%	\$1,000,000.00	\$1,000,000.00	\$0.00
01-00009	00200	Finishing	\$6,000,000.00	62.50%	\$3,000,000.00	\$0,000,000.00	\$0.00
01-00010	00200	Reinforcement	\$0,000,000.00	2.00%	\$100,000.00	\$100,000.00	\$0.00
Sub-Total LLW 007190			\$67,589,000.00		\$11,101,500.00	\$11,101,500.00	(\$50,000.00)

You last logged in yesterday at 3:07 PM Eastern Time (US & Canada)

1.9.30.39 - DEVSCA

kahua

What is Markup Config in Mentor Expense Contracts?

Mentor Expense Contracts have a section labelled 'Markup Config'. In the Markup Config table, there will one Markup line for each Markup type (e.g., 2120). These lines are generated from the Portfolio Manager's Markup Config items and percentages. After the contract is created, updates to the values can be performed in the contract's 'Markup Config' section.

When Work Authorizations are processed into the Master Contract Authorization (MCA), the 'Cost Items' will separate Markup lines by individual LLWs.

Known Issues

Web Client Speed

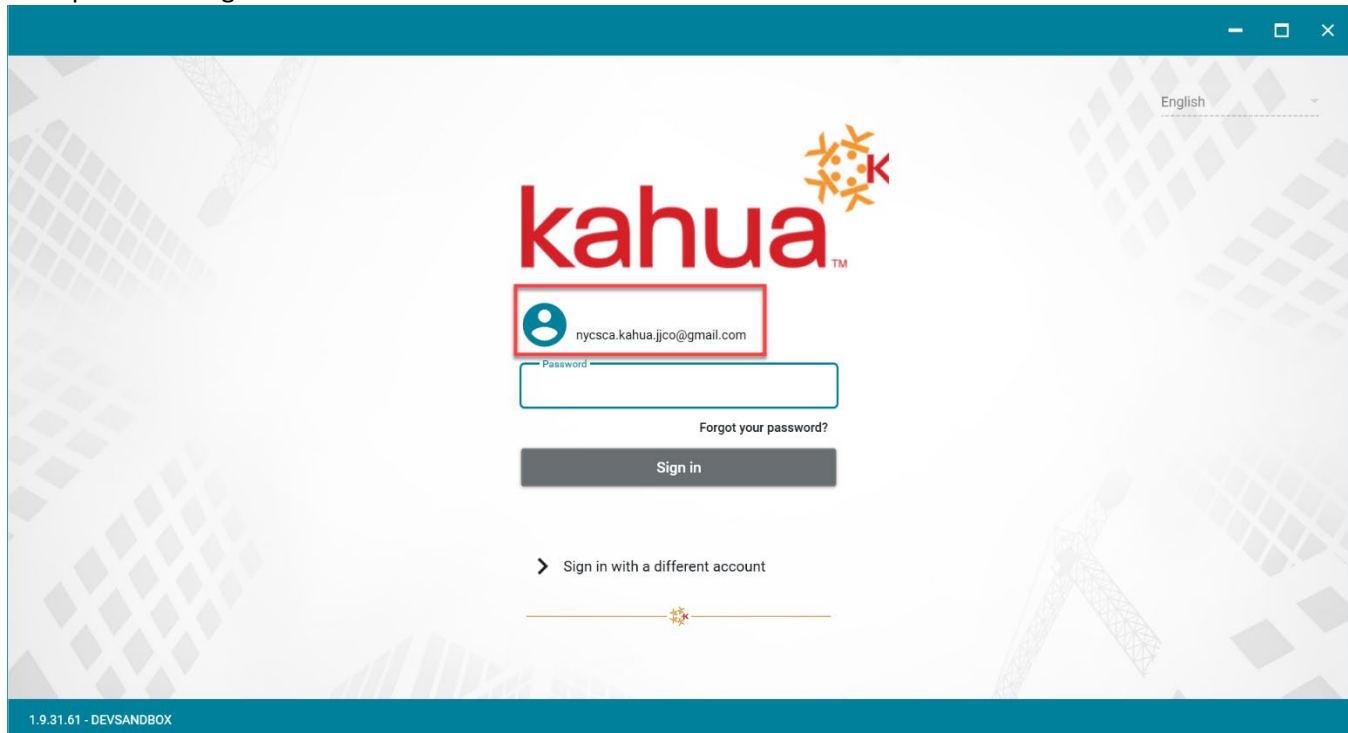
The browser-based version may run slowly and requires a 64-bit browser to function properly. In addition, the web client has not been fully validated to work properly with every single CAMP application. We highly recommend installing the desktop client for full stability and functionality. If you are having issues installing or logging into the desktop client, please contact Help Desk.

Troubleshooting

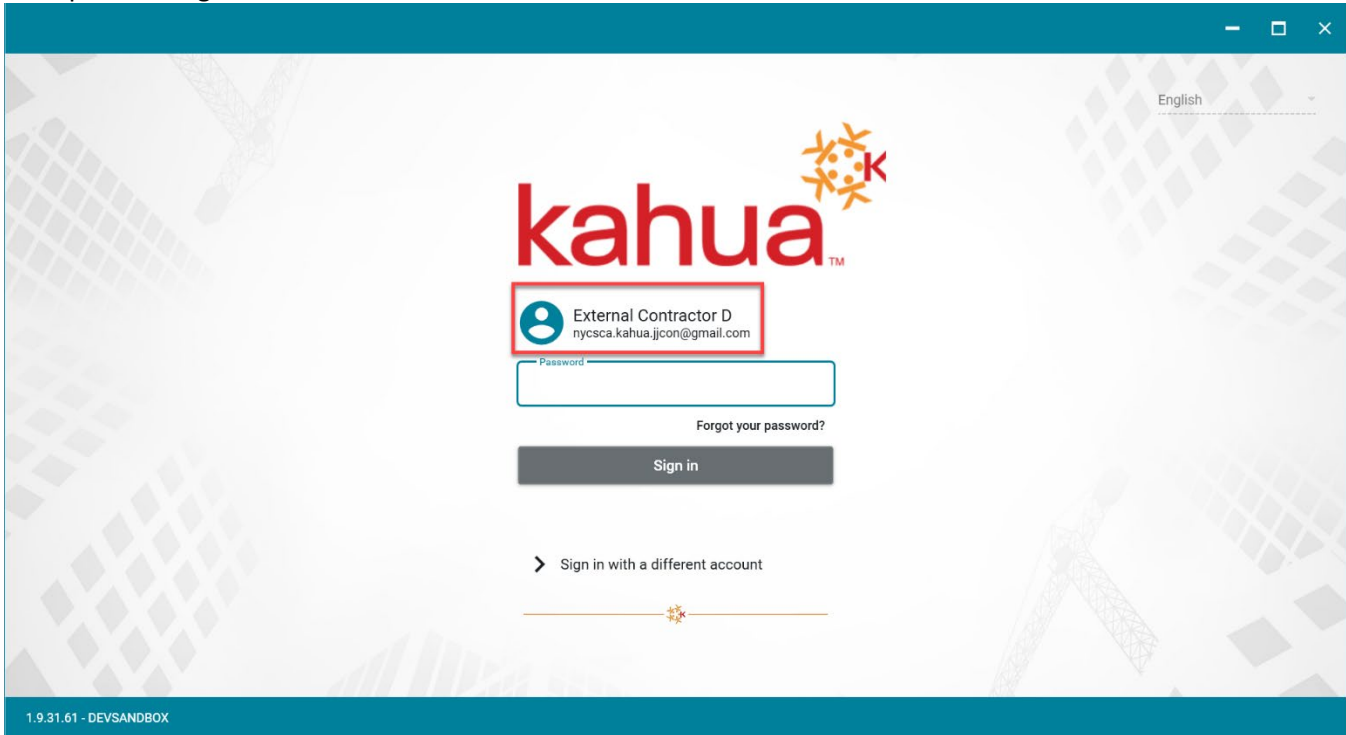
Check if Email is Valid

When you are logging into Kahua, you will be prompted to enter in your email address. Your name should appear above your email address. If your name does not appear above the email address, your email address may be typed incorrectly, or you may need to request access to CAMP.

Example of missing name:



Example showing the name above the email address:



Close All Kahua Windows

Performance or login issues may be caused by having Kahua open in the Windows taskbar. Closing out of every Kahua window in the taskbar can help to solve some problems.

Open the Windows notification area by clicking on the caret in the taskbar. This is normally located at the bottom-right corner of the screen near the date and time.



Right click on the Kahua icons and select 'Exit'.

Additional Support

If you continue to encounter difficulties with CAMP after being trained, you can request assistance from the following email addresses:

- **AE Plans Desk:** AEPLANSDESK@nycsca.org
- **CAMP Help Desk:** DL-CAMP-HELP@nycsca.org
- **Help Desk:** helpdesk@nycsca.org