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.
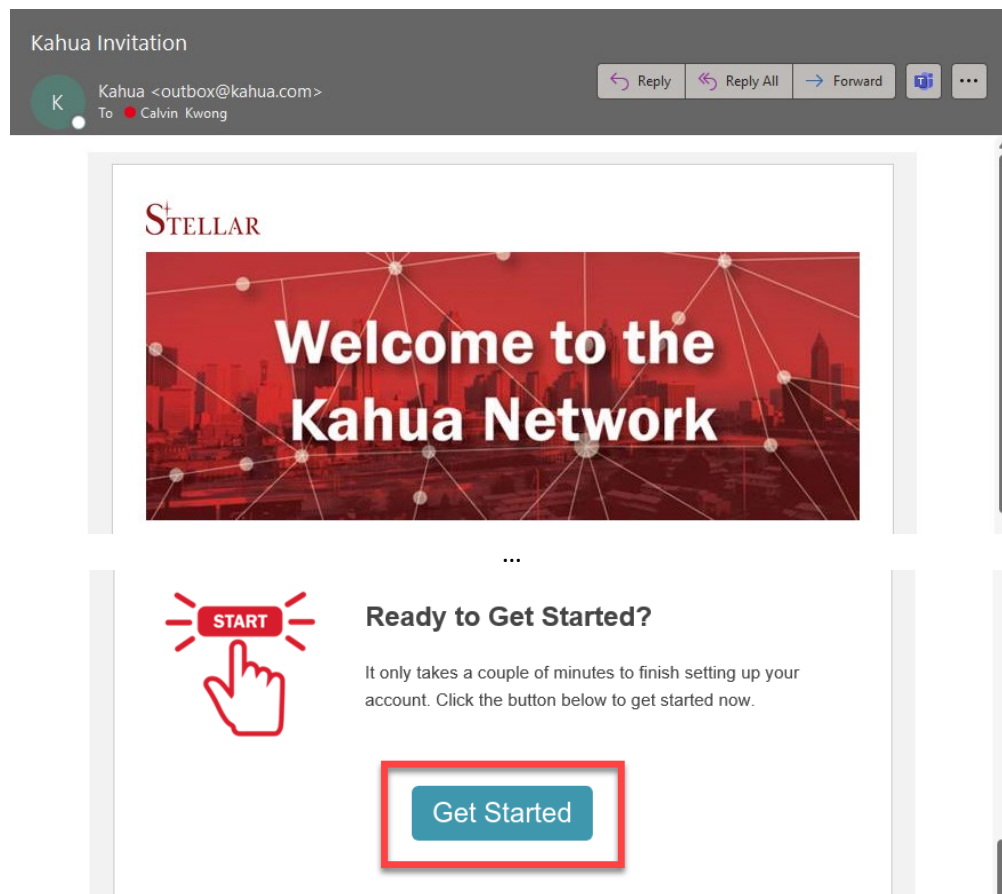
Is CAMP in Citrix?

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 inaccessable).

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'.

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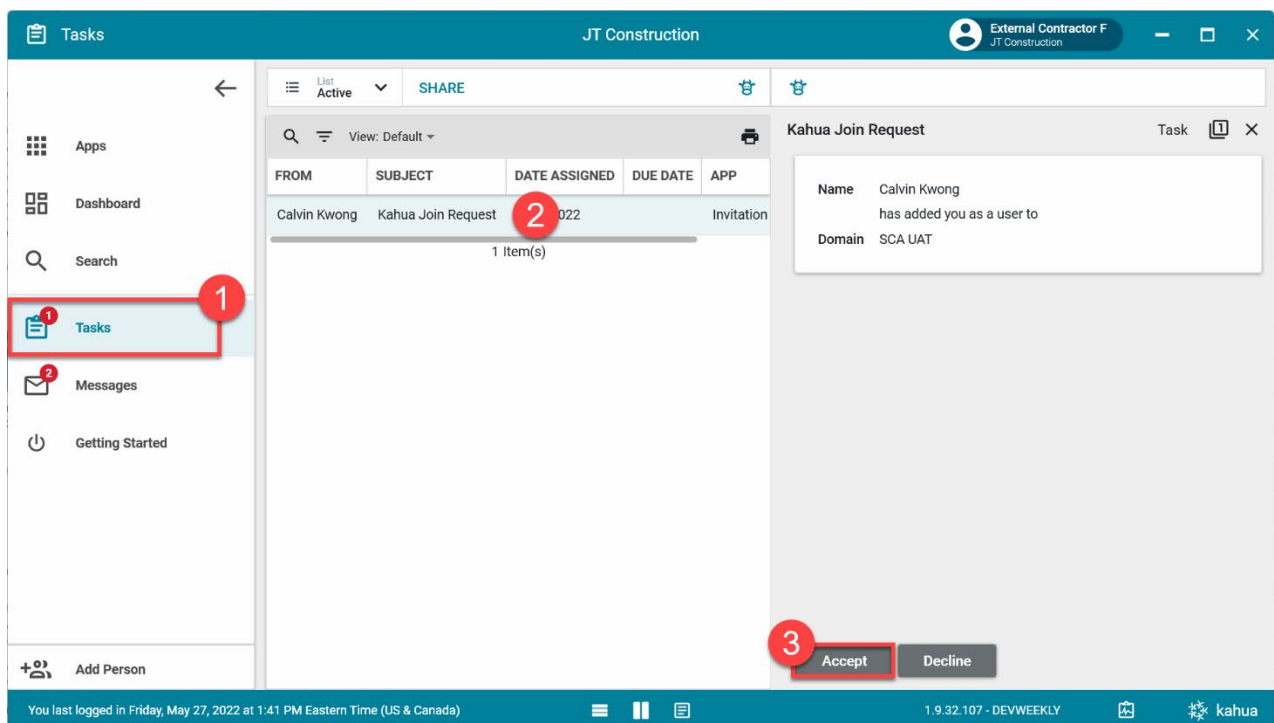
If you receive a message that a license is required, please see the next section on how to switch domains.

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

After logging into CAMP for the first time, external users will need to join the NYCSCA 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'

2. Click on your profile icon > Click on 'Sign Out.
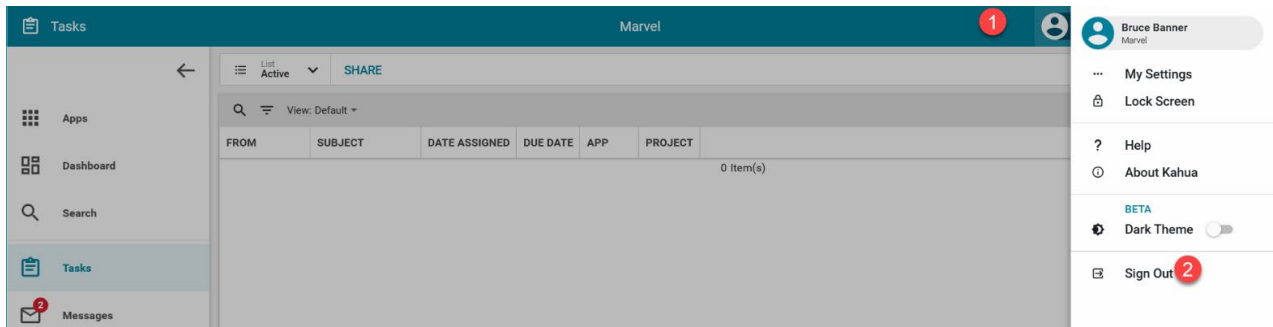
3. Sign in to Kahua.
4. Click on your company name > Click on the house icon > Click on 'NYCSCA'
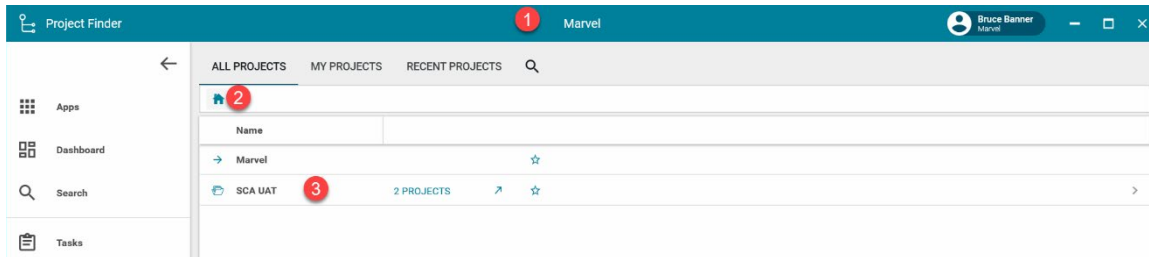

You are now in CAMP! You should see NYCSCA where you previously saw your company name.

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
1. Click on your profile icon
2. Select 'My Settings'.
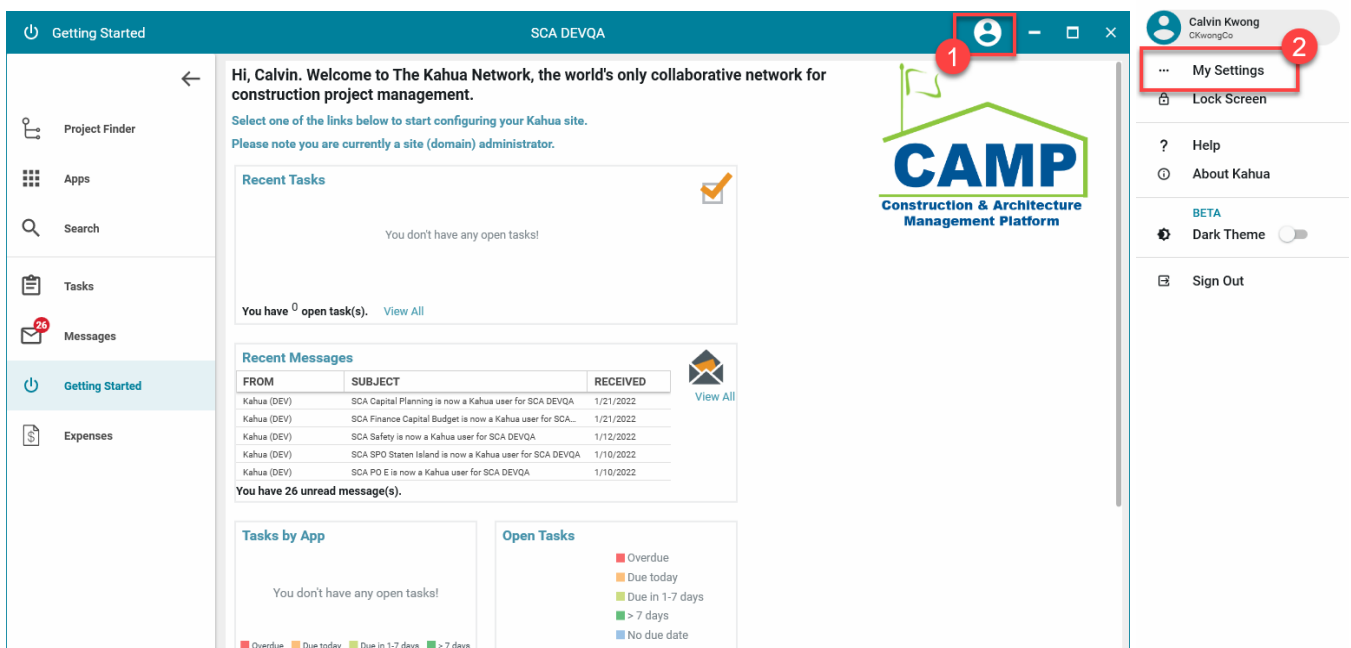
3. Enable 'Send copy of received messages to my email.'

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.
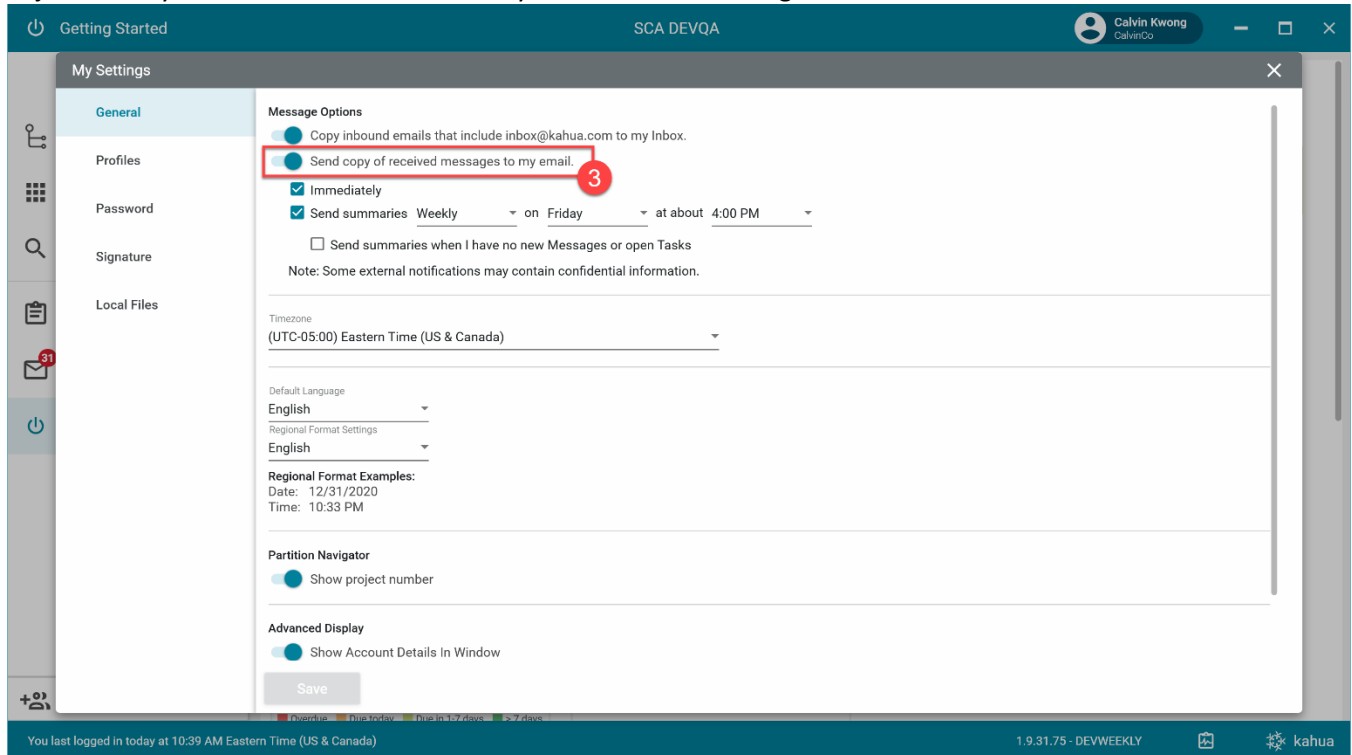
What is the naming convention in CAMP?

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'
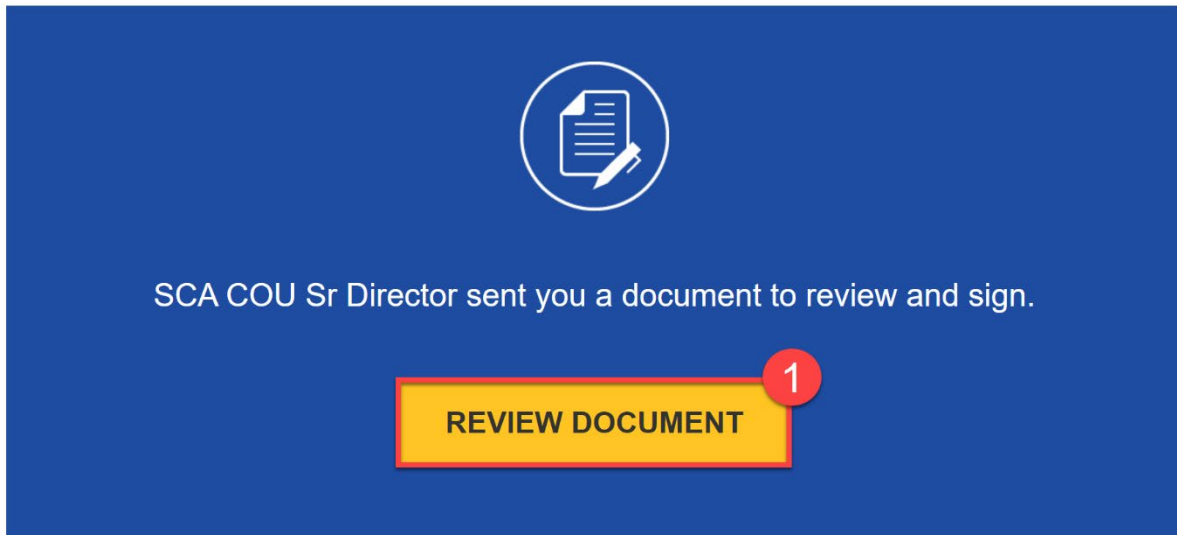
3. Check 'I agree to use electronic records and signatures.' (first time only) > Click 'Continue'
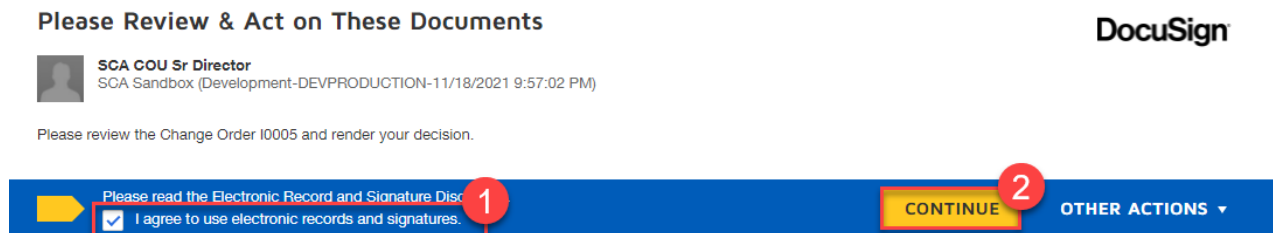
4. Click 'Signature' button > Select appropriate location on document > Click 'Date Signed' button > Select appropriate location on document > Click 'Finish' button

   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'.

FINISH   OTHER ACTIONS ▾

FIELDS

✎ Signature
DS Initial
👤 Stamp
📅 Date Signed

👤 Name
👤 First Name
👤 Last Name
✉ Email Address
🏛 Company
💼 Title

T 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	
						PREVIOUS APPLICATION	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 A	External Contractor A	2/17/2022
SIGNATURE OF PROJECT OFFICER	PRINT NAME	DATE
	SCA PO A	
SIGNATURE OF SENIOR PROJECT OFFICER	PRINT NAME	DATE
	SCA SPO Bronx	

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

How can I track DocuSign signatures?

Step

1. Select the desired record > Select 'History'

2. Select 'Sent for eSignature'

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

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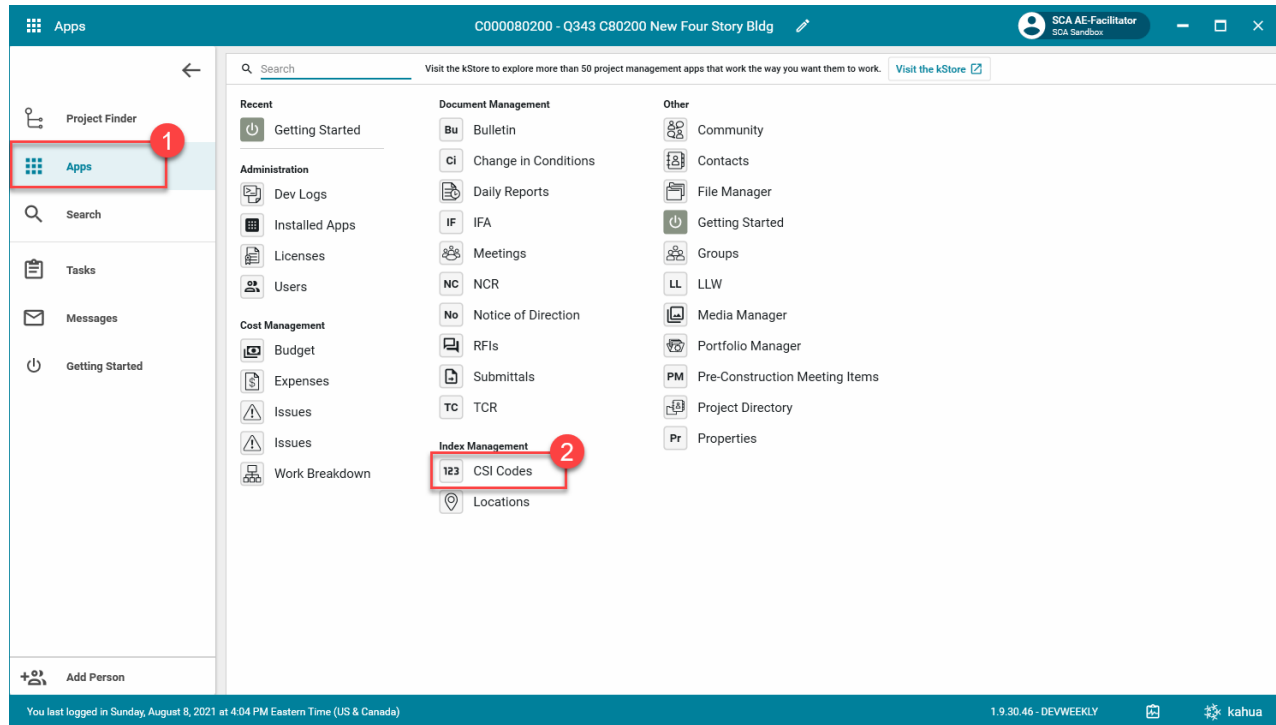
Note: Modifying the headers or columns of the excel file will result in a failed import. Please only add or remove rows.

Example CSI Import Spreadsheet

Steps

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

2. Select 'More' > Select 'Import'
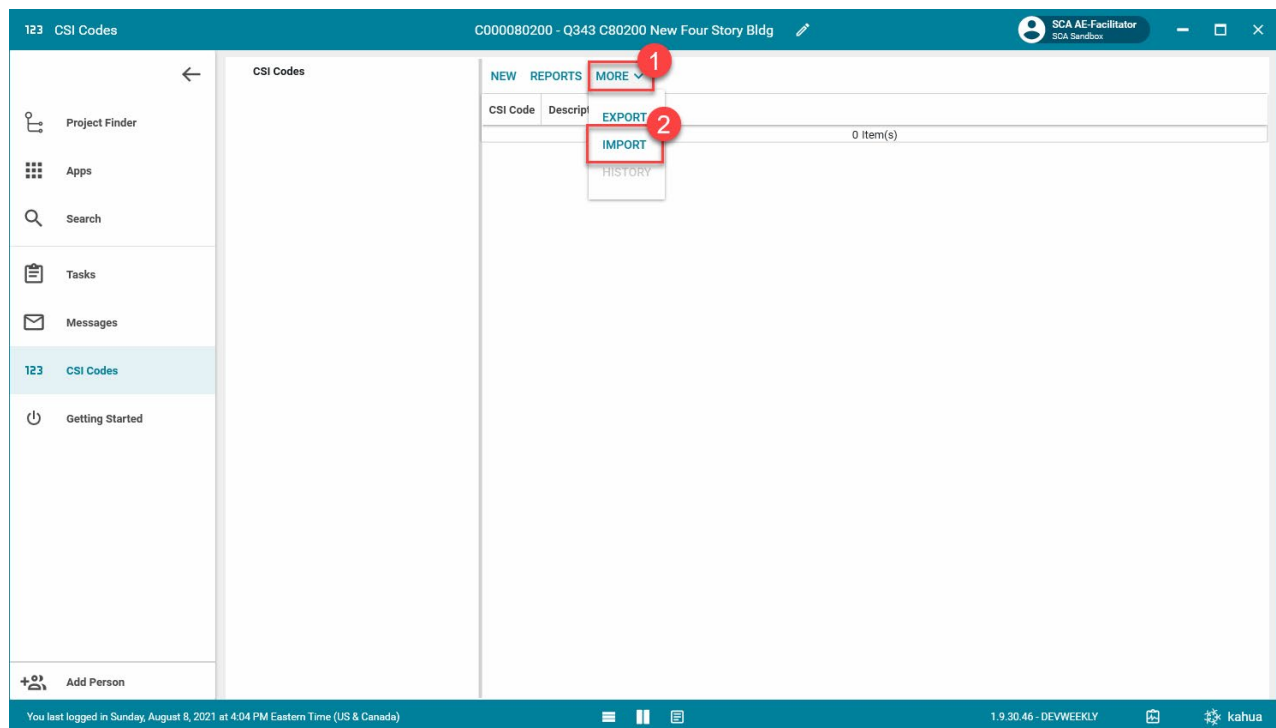
3. Select the file to upload > Click 'Ok'
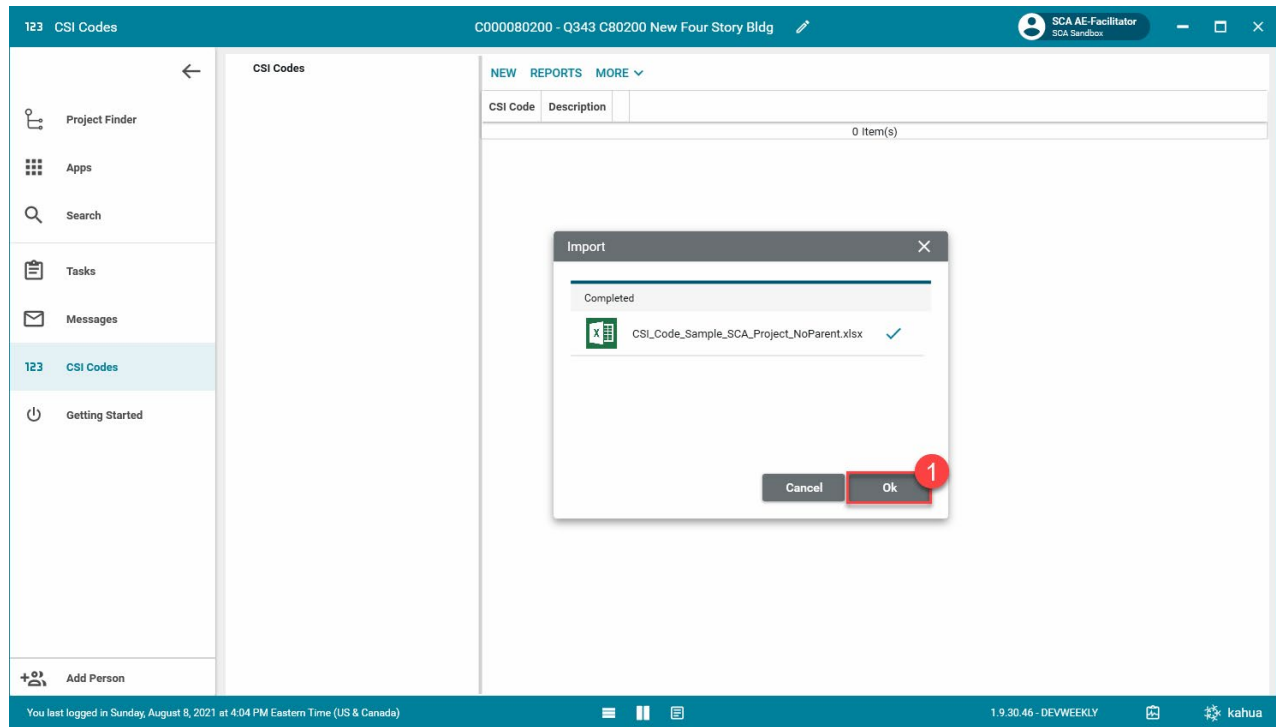
Manually Adding CSI Codes

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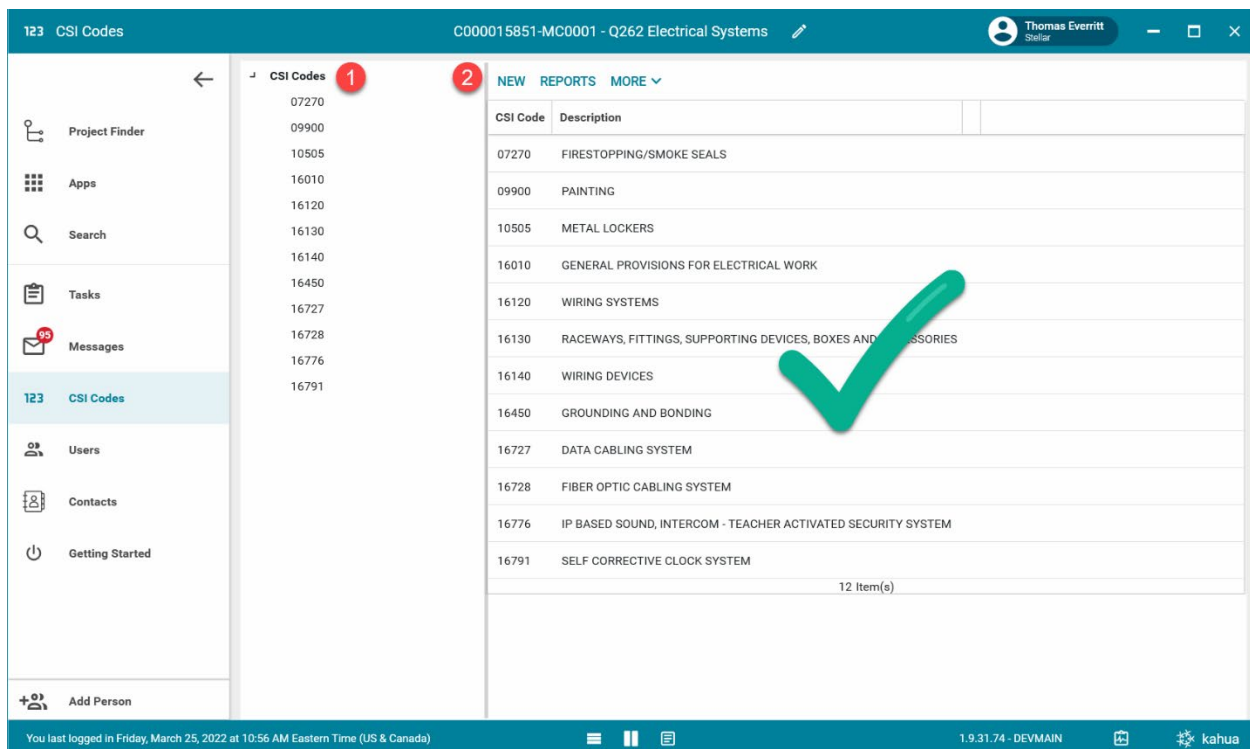
2. Enter the Code and the Description > Click 'Save'

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.

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

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

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'
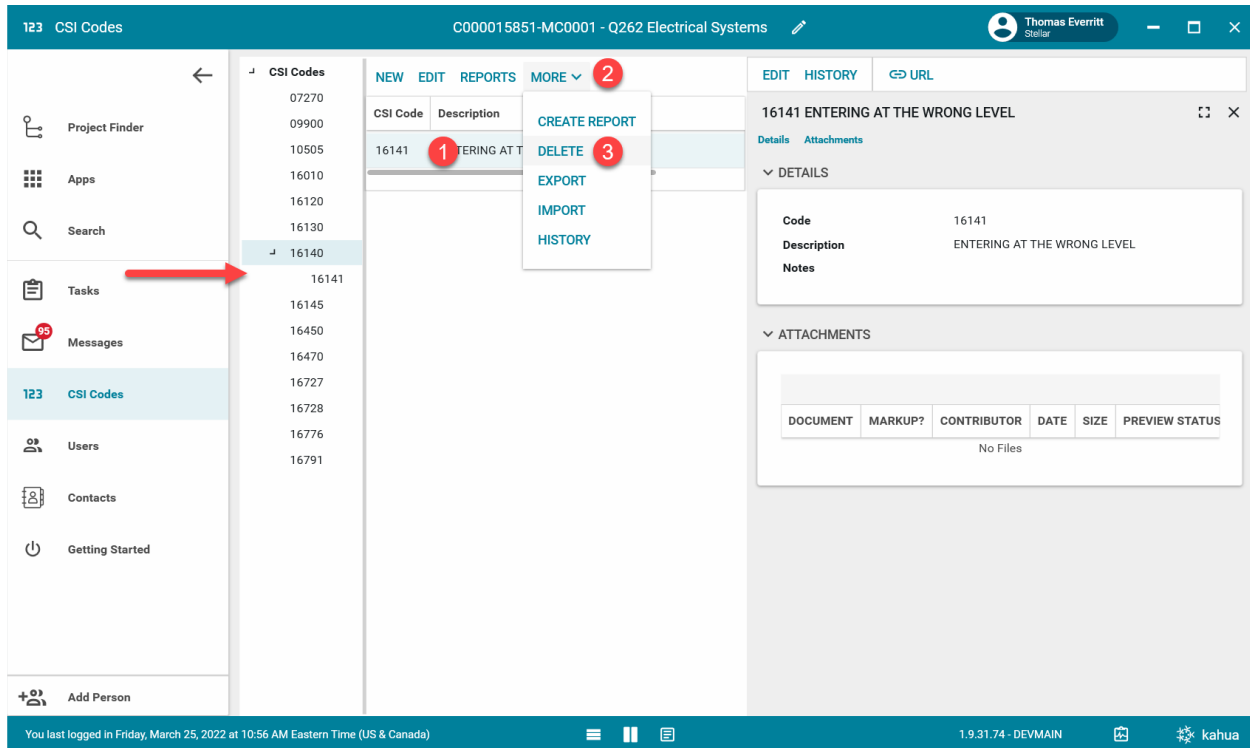
How do I add Locations to my project?
Locations can be added to CAMP by importing a spreadsheet or by creating a new record inside the Locations application.

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.

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:
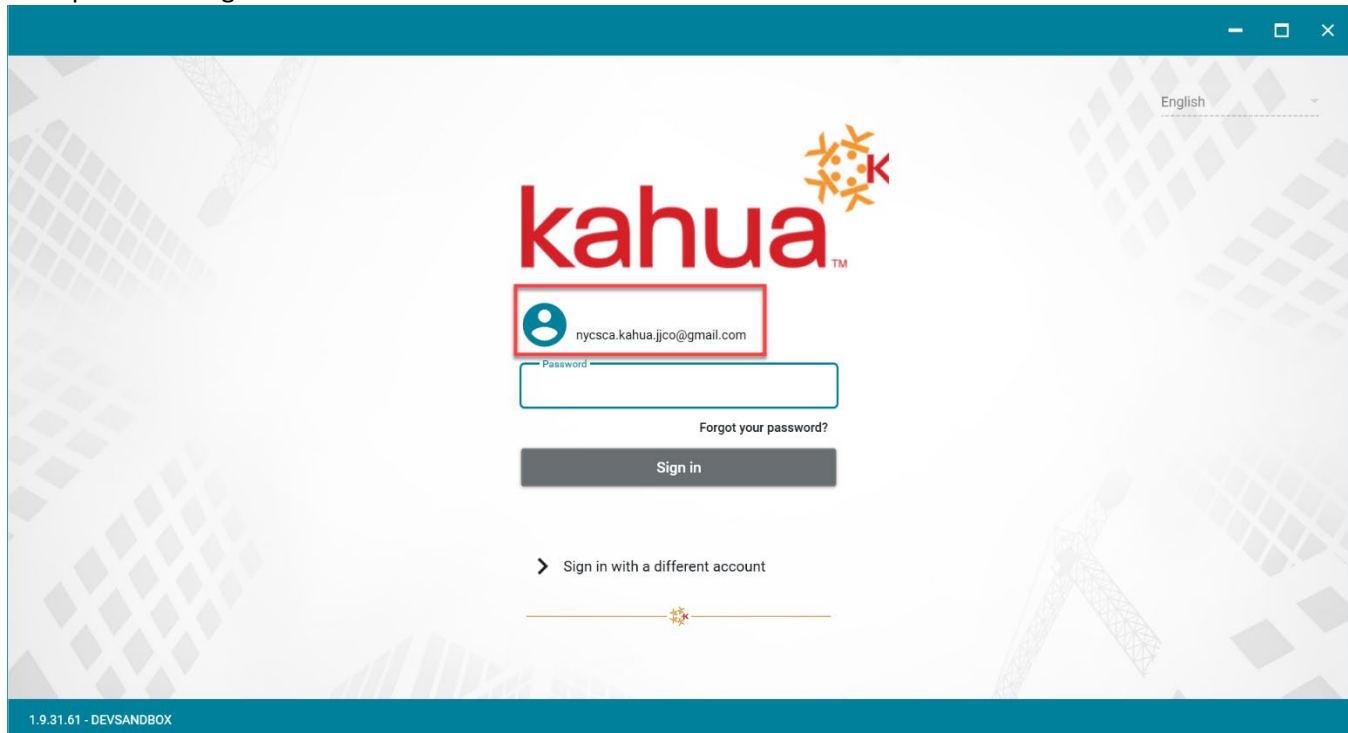
Example showing the name above the email address:
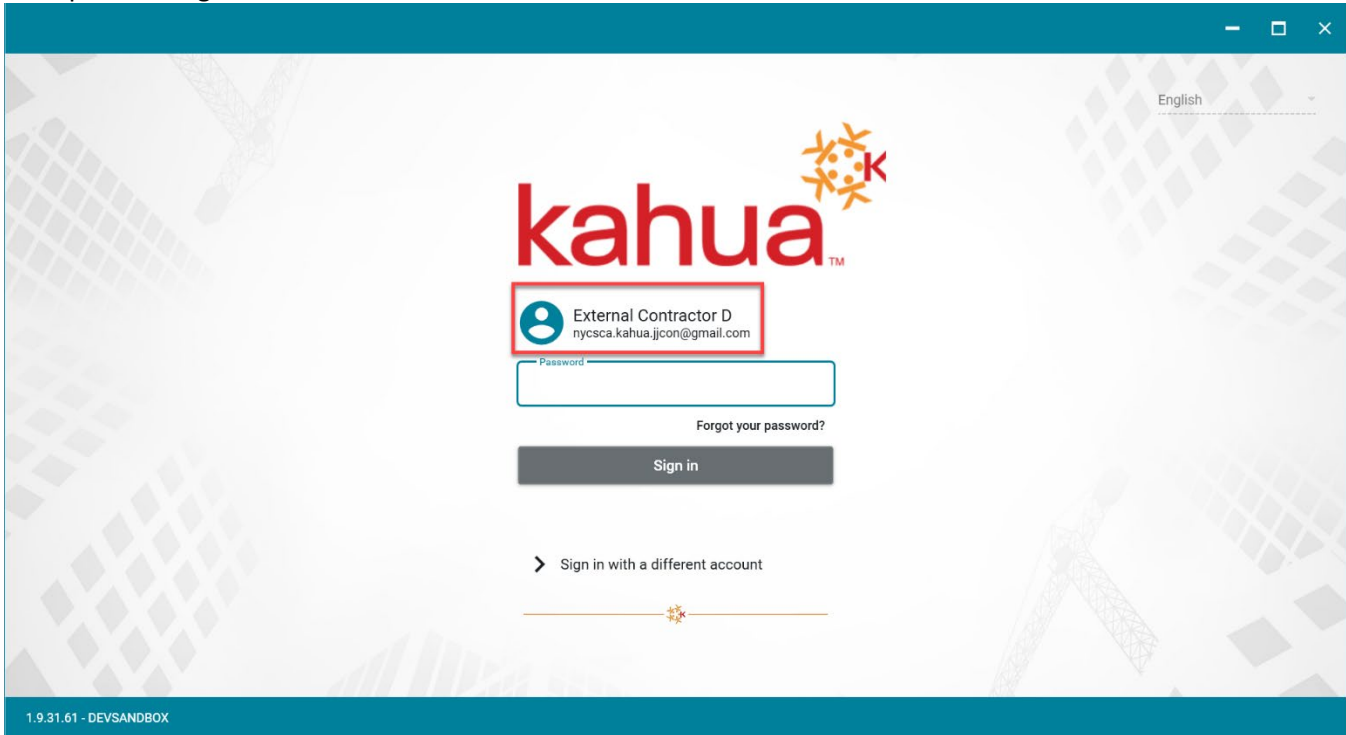
Close All Kahua Windows

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