Support and advice on transition from POLKA to Police ICT Knowledge Hub

Version 2

General user advice

Is Knowledge Hub suitable for my needs?
We are confident that most things you could do on POLKA you can also do on Knowledge Hub, plus much more. See our feature / functionality comparison document[1] (Document stored on POLKA but no login required) between POLKA and Knowledge Hub.

How do I create an account on Knowledge Hub?
Visit https://knowledgehub.group/sign-up to register for an account.

Do I need to use two factor authentication to access Knowledge Hub?
This depends on how you want to use Knowledge Hub and which organisation you belong to.

You will need to use two factor authentication to access the Knowledge Hub if any of the below apply to you:

- You are a group facilitator
- You are a member of an official-sensitive group.
- You are from an organisation outside policing or government, or are not using a work email address.
- Here's a full list of whitelisted organisations[2].

You will not be required to use two factor authentication to access the Knowledge Hub if:

- You are using a police or government email address and you are not a member of an official-sensitive group or a facilitator of any Knowledge Hub group.

For more information please see the 2FA Guidance[3] on the hub.

I don't want to install an authenticator app on my phone. Why am I being told I have to? I didn't have to do that with POLKA
Unlike POLKA, which is hosted on a secure network, the Knowledge Hub is hosted on the public internet. Whilst this is a great benefit (it means you can access it from any internet-enabled device), it also means that the security features need to be more robust to meet accreditation standards and keep the data and content safe. Once the authenticator app is installed and set up, it is quick and easy to use. The most popular app is Google Authenticator, but some users have tried alternative apps and found these to work fine. Search the web for "google authenticator alternatives" and you will find plenty available.

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[1] https://polka.pnn.police.uk/pagefiles/59/polka_transition/comparison-polkavknowledgehub-v0.3.pdf
[2] https://knowledgehub.group/group/guest/whitelisted-domains
[3] https://knowledgehub.group/2fa-help-guidance

Who do I contact for support if I have any issues accessing or using Knowledge Hub?
Please visit Knowledge Hub https://knowledgehub.group/ and then select the Service Management Tool to begin the process of requesting support.

Are there any support pages with 'How to' guides for general users?
Yes, there is a wealth of support information available in the Knowledge Hub user guidance on the top menu.

In the guidance area you can select the section you require by clicking in the box as shown below.
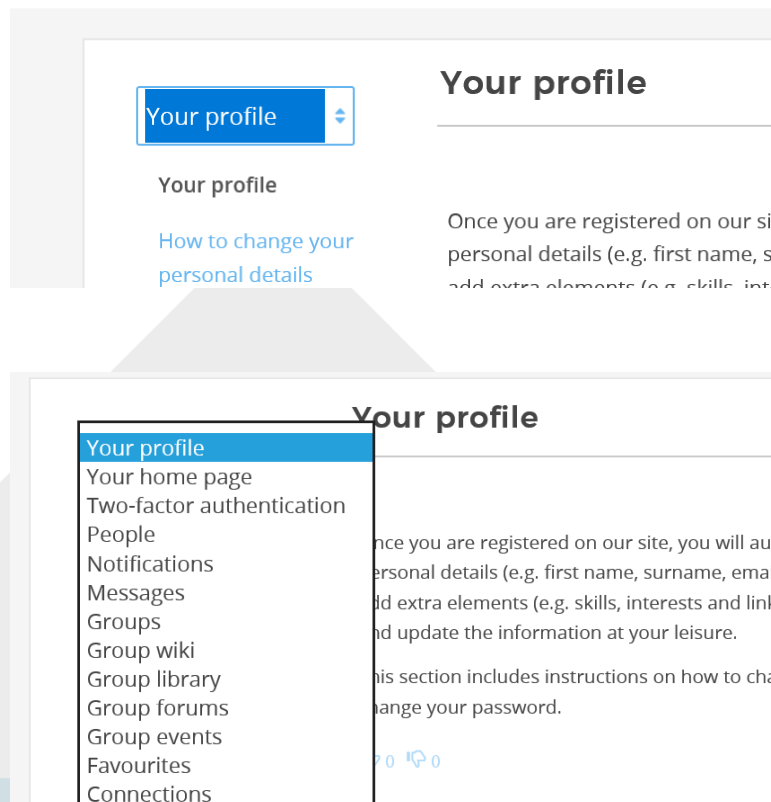
Facilitator advice

Is Knowledge Hub suitable for my community / group?

We are confident that most things you could do on POLKA you can also do on Knowledge Hub, plus much more. See our feature / functionality comparison document[4] between POLKA and Knowledge Hub (This document is stored on POLKA but doesn't require a login).

How do I request / open a Knowledge Hub group?

To support you with the migration, we have created a POLKA facilitator migration guide[5] to help you plan your migration. This guide explains how to request a group and the things you should consider (Again this guide is stored on POLKA but doesn't require a login).

How do Official-Sensitive (OS) groups work?

The key things to note about Official-Sensitive groups are that :

- members will need to have an expiry date and this can be set to a maximum of 12 months
- members will need to verify their email address every 90 days by logging in, and change their password every 90 days
- each member will have to accept a standard caveat with regards the handling of documents in the group
- email address changes will need to be approved by Police ICT

Could the College move POLKA data and communities for me?

Unfortunately, the College can't move communities for facilitators or community owners. Transition of each community's data is the responsibility of the Community Owner. This means that at the right time, the facilitators will need to create a new community on the recommended replacement platform. We will work with those who transfer their data early and share the best ideas and approaches in our POLKA transition community.

Is there a way to download or export all a community's documents and discussions in bulk?

If you have many documents and discussions to move, please contact us at contactcentre@college.pnn.police.uk or 0800 692 1122 and we can work with you to migrate from POLKA to the Knowledge Hub.

I'm currently setting up a group on the Knowledge Hub and have a huge amount of documents to transfer

One of the many advantages of the Knowledge Hub is that it is possible to upload more than one document at a time. Once uploaded the document can then be moved into the relevant folder structure - this was not possible for users on POLKA. See the Facilitator Guide[6] for

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[4] https://polka.pnn.police.uk/pagefiles/59/polka_transition/comparison-polkavknowledgehub-v0.3.pdf
[5] https://polka.pnn.police.uk/pagefiles/59/polka_transition/revised%20-%20steps%20to%20take%20when%20deciding%20to%20migrate%20community.pdf
[6] https://polka.pnn.police.uk/pagefiles/59/polka_transition/facilitator%20user%20guide%20v0.3d-compressed.pdf

instructions on how to do this (This guide is stored on POLKA but doesn't require a login).

How do I add documents to the Library
It is very straight forward to add documents to a group. See page six of the Facilitator Guide[7] for instructions.

How do I invite my POLKA community members to my new Knowledge Hub group?
To support you with the migration, we have created a POLKA facilitator migration guide[8] to help you plan your migration. This short guide explains how to invite people to your new group.

Where does the data left on POLKA go, and what happens to the data in the communities?
A data capture of POLKA will be securely stored within the College of Policing. This data is marked as OFFICIAL-SENSITIVE and will only be accessible to a limited number of College staff when there is a lawful request to access it, for example in relation to public inquiries. All requests will be carefully reviewed and any data that is retrieved will be handled in accordance with the Data Protection Act and the security level of the POLKA community in which the information was originally posted. Information previously held in a private or hidden POLKA community will have restricted access, and requests will be referred to the College legal services team to ensure data compliance. Therefore requests may be refused, or information may be supplied in a redacted form.

How long will it take before I can be fully operational on the new platform?
Once we receive your request for a Knowledge Hub group we aim to complete and create your group within one week. One you have access to your new group you will be best placed to determine how long it will take you to become fully operational.

Am I able to have similar group customisations to the ones I had in POLKA?
Various customisations are available. Extra pages can be added, videos can be embedded etc. Any customisation will need to be requested, please visit Knowledge Hub https://knowledgehub.group/ and then select the Service Management Tool to begin the process of requesting support with customisations.

Can I password protect a document and upload it to Knowledge Hub? This did not work in POLKA
Yes, this has been tested and it works.

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[7] https://polka.pnn.police.uk/pagefiles/59/polka_transition/facilitator%20user%20guide%20v0.3d-compressed.pdf
[8] https://polka.pnn.police.uk/pagefiles/59/polka_transition/revised%20-%20steps%20to%20take%20when%20deciding%20to%20migrate%20community.pdf

I understand the membership of Knowledge Hub is wider than policing. How can I ensure Joe Bloggs is not able to access my Group?
Membership of Knowledge Hub is wider than policing as it was desirable for the platform to enable partnership working, but this does not mean that anyone can join your Group.

A list of whitelisted email domains can be found on the Knowledge Hub website [here](https://knowledgehub.group/group/guest/whitelisted-domains)[9]. Whitelisted domains include police, Home Office, NCA and some .gov organisations. Councils will also be added to the list moving forward. While you can join Knowledge Hub from a non-whitelisted domain, Police ICT have a rigorous approval process for these exceptions and they will require a whitelisted sponsor.

Your Group, if Restricted, can be set to auto accept certain domains such as police.uk emails. If you chose not to auto accept anyone, then all requests will need to be approved by you or another facilitator. A requestor can provide a justification, but whether you choose to accept anyone into your group is completely up to facilitators.

Finally your Group can be set to Private, which is the equivalent of POLKA hidden. This means no one who isn't invited to your Group can find and join your Group.

How do I close my POLKA community?
To support you with the migration, we have created a [POLKA facilitator migration guide](https://polka.pnn.police.uk/pagefiles/59/polka_transition/revised%20-%20steps%20to%20take%20when%20deciding%20to%20migrate%20community.pdf)[10] to help you plan your migration. The short guide explain how to close your POLKA community and other things you should consider.

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[9] https://knowledgehub.group/group/guest/whitelisted-domains
[10] https://polka.pnn.police.uk/pagefiles/59/polka_transition/revised%20-%20steps%20to%20take%20when%20deciding%20to%20migrate%20community.pdf