

How to Utilize Knowledge Management Tools (KMTs) My Plan Administration Account (My PAA)

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How to use the Knowledge Management Tools (KMTs)

What are Knowledge Management Tools (KMTs)?

- ▶ The KMTs are used to provide guidance on how to navigate throughout My PAA, and to provide answers and resources to common questions.
- ▶ Click inside the search bar and type in a word, question, action, etc. pertaining to the information you are trying to retrieve. Then hit “Enter” on your keyboard or click the magnifying glass button to the right of the search bar.



Create New Plan / Add Existing Plan



Plan List



In-Process



Upload Filings



View Upload History

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How to use the Knowledge Management Tools (KMTs)

Published Answers

- ▶ A list of Published Answers, most relevant to what you entered in the search bar, will appear as hyperlinks.
- ▶ Click the link most relevant to what you are looking for. If these Published Answers don't appear to be what you are looking for click on "Show more Published Answers."
- ▶ You can refine your search by selecting the appropriate product and/or category.

*Please note that you may provide any suggestions or concerns you may have about My PAA to PBGC. Simply click on "Give Feedback" in the Contact Us box, and a pop-up will appear where you can provide your statement(s). Click "Submit" when finished, and PBGC will follow up if necessary.

The screenshot shows the PBGC Knowledge Management Tools interface. At the top, there are navigation links for 'Home Page' and 'Ask a Question', and a user profile 'johndoe@t...'. A search bar contains the text 'manage roles'. Below the search bar are two filters: 'Filter by product' with a dropdown menu showing 'Select a product', and 'Filter by category' with a dropdown menu showing 'Select a category'. The search results are displayed under the heading 'Published Answers' with a sub-heading 'Role Management'. The first result is 'How to Manage Roles', which includes a brief description and a link to 'What can the different roles do?'. Below this is 'How to update access to Plans' and 'How to remove a practitioner from a plan'. At the bottom right of the search results, there is a button labeled 'Show more Published Answers'. A 'Contact Us' box is visible in the top right, with a red star icon and a 'Give Feedback' button highlighted by a red box. A red arrow points from this button to a 'Provide Feedback' pop-up window. The pop-up window has a title bar 'Provide Feedback' and a text area labeled 'Your Feedback *' with a 'Submit' button and a 'Cancel' button.

