Frequently Asked Questions

Is the Kudos currency the same as Rands?

Kudos is the virtual recognition currency used on the application. It does not equate to a Rand value

Why is my balance Zero?

If your Kudos balance is zero, it means you already allocated your 1000 Kudos for the quarter in which case well done! Your Kudos balance will reload with your next quarterly allocation.Y ou might also find your balance is zero ify ou joined the programme mid-quarter. If that is the case or for anyo ther query, please log a call on the get help support button on the Kudos home page and the team will investigate.

How do I log an issue or get support?

Log a case on the Kudos home screen help button

Why can't I find the person I want to nominate?

The Kudos programme eligibility is limited to ITO business unit permanent and FTC contractors only. Ify ou cannot find the person by using their name and/or AB number, they are not eligible to receive nominations.

Request for additional features or functionality?

Log a case on the Kudos home screen help button

How do I find the Kudos site?   **Click here**

Why am I not able to login to Kudos?

Check eligibility or log a case on the help button

How are Kudos winners determined?

70 Quarterly winners are selected through a rigorous and fair process by the kudos sub-committee through reviewing the trailblazer boards

How many Kudos should I allocate to someone?

The numbero fK udos you decide to give to someone is completely up to you – you can decide to give 10 or all 1000 Kudos.J ust remember that you onlyg et assigned 1000 Kudos every quarter, and this will not be replenished ify ou run out of Kudos before the next quarter's Kudos allowance gets allocated.

If I receive Kudos from someone, does it count toward my existing Kudos balance?

No,y ou can't give awayK udos that you have received. You may only give awayy our allocated 1000 Kudos per quarter.

Application is not loading correctly?

This is usually a result of poor or no network, please checky our connectivity and ZScaler and retry.

Please refert o the How it works pdf for the below questions.

Can I get guidance on how to use the Kudo application?
What is a campaign?
Who can create a campaign?

How it works

Navigation through the Kudos Application

Login Page

SSO login –Populate your AB number, use your domain Password

Kudos Landing Page

- The search page to pay Kudos forward and menu access
- Kudos is you home button Your name and balance button: is the Menu
- Search for employee - Enter colleague name to access the Kudos page

The Colleague Profile of Kudos summary

- Kudos Received - Summary information
  - Scroll to the bottom to allocate Kudos
  - Select the number of Kudos to be allocated
- Select a category that you would like to nominate your collage for.
- Tell your colleagues why you are allocating them Kudos
  - Click send
- Kudos Given - Summary information of the Kudos the selected colleague has given.
- Search by colleague name, amount of kudos given or comments

Trail Blazers

It is a global view of
- Kudos Received
- Kudos Give
- Filter buy
  - Business Unit
- Category
- Transaction (Nominated/ Nominator)
- Quarter

Access the menu via name and balance

Access the menu via your name and balance and select the menu relevant menu item.

- "My profile" - Customize "My profile"
  - Upload your background image. Avatar or profile image
  - Include a tag line
- Search for "employee" launches Kudos allocation page for the selected colleague.
- Kudos Received - Statistics of your Kudos activity
- Next Campaign - List of campaigns you can participate in and are participating in.
- "Your level- Your tier level reference rules of the game
- Receive Badges - Your badges for participating in campaigns
- Awards - You winning badges from campaigns
- Nominations –Nominations received
- Global Stats - All campaigns statistics

Campaigns

- Create campaign
- Complete the campaigns form
  - Select campaign type "event" for group campaigns to win a prize
  - "task, engage specific colleagues to participate and receive Kudos
  - "Kudos allocation" - kudos are allocated from the campaign organizer's wallet
- Active campaigns
  - List campaigns available to all
  - List campaigns where you are a participant
  - List a campaign you have organize
- Select ... To manage your campaigns
  - View details
  - Edit details
  - Participate
  - Withdraw Participation