Follow the instructions below to log in to Knowledge Link using your UPHS credentials. Also, please see our list of frequently asked questions about this login option at the end of this document.

1. Open your browser and go to [http://knowledgelink.upenn.edu](http://knowledgelink.upenn.edu).

   **NOTE:** Please use MS Edge or Google Chrome and follow the browser configuration documents to ensure best performance.

2. This will open the "gateway" page. Click **LOGIN**.

3. On the page that opens, you may still use your PennKey and password. However, there is now a second option.
   A. Click **Sign in with UPHS**.
   B. Enter your UPHS or LGH network username and password.
   C. Under **Domain**:
      i. If you are using UPHS credentials, leave it selected as UPHS (the default).
      ii. If you are using LGH credentials, click the dropdown arrow and select LGH.
   D. Click **Logon**.
   E. If you are not on the Penn network, you will be presented with an authentication window. Once authentication is complete, your Knowledge Link learning plan will open.

   **Attention LGH users!**
   If you see the screen above and you do not have DUO authentication set up, please follow instructions at this link to set it up.

   (This appears only if you are not on the Penn network)
Frequently Asked Questions (FAQ's)

Are PennKeys still going to be created for UPHS users?
Yes, there are no business process changes. We are only adding the UPHS credentials as an option for someone who more easily remembers their UPHS password.

Does this mean the UPHS login and PennKey are now interchangeable?
No. Other University resources (e.g. the library, Penn Community, the University's WorkDay system, or Canvas) still require a PennKey login. UPHS credentials can only be used for Knowledge Link.

How does this affect LinkedIn Learning?
If you access LinkedIn Learning from Knowledge Link, or if you access LinkedIn Learning directly through the University portal (https://linkedinlearning.upenn.edu), the options are the same: you can log in using your UPHS credentials or your PennKey and password. Please note: we recommend accessing LinkedIn Learning courses through Knowledge Link to ensure that completions are recorded in your Knowledge Link learning history.

Are there any other changes to passwords or login procedures?
No, this change will not affect anyone’s login credentials, passwords, or procedures.

Do I have to update any of my links to courses/curricula in Knowledge Link or any of my bookmarks?
No, the links will stay the same and should prompt users with the same login options (PennKey or UPHS).

Who do I contact for help?
For Knowledge Link issues, please consult the guides below:
- Employee Troubleshooting Guide
- Manager and Delegate (My Team) Job-Aids
- Knowledge Link Administrator Job-Aids

If issues cannot be resolved by following the steps in these guides, please use our Knowledge Link Support Request Form or contact the IS Service Desk at 215-662-7474.