This process can be used to record course attendance in Knowledge Link using the RollCall web application. A magnetic stripe reader must be attached to the computer or laptop in order to use this process.

1. Log in to RollCall:
   A. Go to [https://upenn-rollcall.hcl-cloud.com/#/login](https://upenn-rollcall.hcl-cloud.com/#/login).
   B. Login using your Username and Password.

   *If you do not have a username and password, contact your local Knowledge Link Administrator. (You must have an instructor account in Knowledge Link to use RollCall.)*

   To retrieve your username and password, click “Forgot Password” and submit the email address connected to your instructor account. An email with instructions will be sent to that account.

2. RollCall Dashboard Overview:
   A. Total count of available Course Catalog Items
      - Provides the ability to search the course library for an item or class.
   B. Total count of courses linked to your instructor account that have not started taking attendance.
   C. Total count of courses linked to your instructor account that have begun taking attendance but haven’t been submitted.
   D. Total count of courses linked to your instructor account that have been submitted to Knowledge Link or cancelled.
3. Select “Not Started Sessions.”

4. Search for the course for which you would like to take attendance. Use the start and end date fields and/or type the course title or keyword in the Search box and press Enter. 

Don’t see your class? See the Addendum section for tips.

5. Select the class.

6. When you are ready to start swiping, click “Start Attendance,” then click “Swipe Badge.”

*** If the participant doesn’t have an ID badge, or if the badge is not swiping properly, skip to step #9. ***
7. Make sure your cursor is in the box, and begin swiping:

8. Confirm that the swipe worked by checking that the participant’s Attendance Status changed from “Registered” to “Active.” Continue Swiping.

9. If the participant doesn’t have an ID badge, or if the badge is not swiping properly, click “Record E-Signature.”

10. Search for the participant using first name, last name, Penn ID, or Penn Medicine email address and press Enter. When you find the learner, click the circle on the right hand side, select the attestation at the bottom, and click Accept.

   Continue the swiping/recording e-signature check-in process until everyone who is present has an “Active” status.
11. For Multi-Segment Classes (courses that are more than 1 day), repeat the steps above for each day of the course, toggling to the correct day before swiping. See example below of a 3 day course (Tuesday, Thursday, and Friday). The Overview tab will show you a comprehensive list of participants who successfully swiped in on each day of the course.

12. Cancel or mark participants as no show, as required:
   A. To cancel participants from the class, check the box next to their name, choose “Cancel Selected Attendees” from the drop-down list, then click “Submit” and then click “Yes” to confirm. Once the attendance is submitted to Knowledge Link, their status in Knowledge Link will show as “Course dropped by Administrator.”

   **NOTE:** Do not use the option to “Drop Selected Attendees” -- it will not update registration status in Knowledge Link.

   B. To mark participants as a no show, check the box next to their name, choose “Make Selected Attendees NoShow” from the drop-down list, then click “Submit” and then click ”Yes” to confirm. Once the attendance is submitted to Knowledge Link, their status in Knowledge Link will show as “No Show.”
13. When all days of the course are complete, and participants have been made “Active,” “Dropped,” or “No Show,” then you are ready to submit credit to Knowledge Link. To do so, click “Submit to LMS.” If you are recording attendance for a multi-day course, you will need to be on the “Overview” tab.

14. Confirm you want to submit to the LMS by clicking “Accept.”

Learners can expect to view their course evaluations and/or course certificates in Knowledge Link approximately one hour after credit is submitted in RollCall.
Addendum: Additional RollCall Functions

- Clicking “Cancel Session” through RollCall will not cancel the class in Knowledge Link. This button will only cancel all attendance progress up to that point, and remove the class from the Instructor’s list (“Not Started Sessions” section of the dashboard).

- Clicking “Clear Attendance” through RollCall will change all attendee status to "Dropped" — note that this will not update registration status in Knowledge Link.

- Don’t see your class under the “Not Started Sessions” section? You need to find the offering and assign it to yourself as the Instructor.
  a. From the dashboard, click “Select And Assign.”
  b. In the search bar, type the class ID and press Enter.
  c. When you see your offering, check the box and click “Assign Courses to Instructor.”
  d. The class for that course will now appear in the “Not Started Sessions” section.