This job-aid shows steps to take if you completed a course but did not get credit. For eLearning courses, continue reading below.

For INSTRUCTOR-LED courses, please click here.

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**Get Credit for an eLearning Course**

First, please ensure that you are using an appropriate Health System-supported browser and that your browser is set up as per the exact instructions: click here for instructions. For credit for LinkedIn Learning courses, please click here.

1. Go to [http://knowledgelink.upenn.edu](http://knowledgelink.upenn.edu) and click LOGIN.

2. Enter your PennKey username and password and click Log in.

3. Find the course in your Learning Plan and click Continue Course or Start Course.

4. If a pop-up appears asking if you would like to resume where you left off, click Yes.
5. Continue taking the course until you get to the last slide (it will state that you completed the course - see example below). Take a picture or screen capture of this slide. If you cannot get to the completion slide, take a picture or screen capture of the last slide you were able to reach.

![Completion Slide Example]

6. Log in to the service desk portal, open a ticket, and upload/attach the picture including the name of the eLearning course. Or submit a KL Support Request Form (example below) and attach the picture to your submission.

![Knowledge Link Support Request Form Example]
Get Credit for an Instructor-Led Course

1. Go to [http://knowledgerlink.upenn.edu](http://knowledgerlink.upenn.edu) and click LOGIN.

2. Enter your PennKey username and password and click Log in.

3. Find the course in your Learning Plan and click the Course Title.

4. Click on the Email Address listed under Questions? Contact...

NOTE: If no contact information is available, submit a KL Support Request Form and include the name of the course, the date and time you attended, and state that there is no course contact information in Knowledge Link.
5. A new email window will open. Complete the fields shown below.

A. Contact email (this will automatically populate)
B. Subject (suggest “Requesting completion credit for KL Course”)
C. Message content (include the name of the course, the date and time you attended, and your name and Penn ID)
D. Click **Send**.