



Warning: **ONLY** use these steps for PDFs, or external vendor content (HealthStream, Elsevier).  
For other content, please use the steps in [Upload Content via Content Controller](#).

**Prior to uploading content, please be sure that the following steps have been completed:**

- To create a new item/course, refer to [How to Create an Online Item](#).
- To publish your content using Articulate, refer to [Publishing Articulate 360 Courses in Knowledge Link](#).

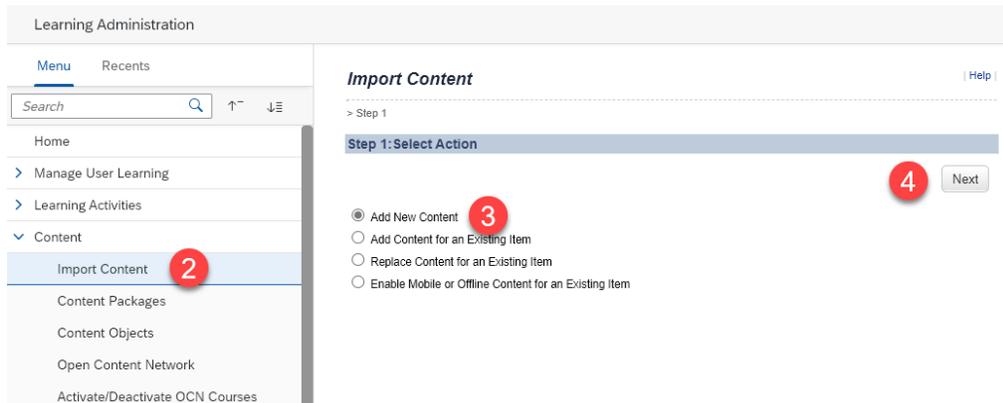
**To continue, refer to the sections below:**

Section	Description
A. <a href="#">Upload Content to Knowledge Link</a>	Upload the content file (PDF or external vendor) to Knowledge Link.
B. <a href="#">Attach Content Object to a Course</a>	Attach the content object to your course in Knowledge Link.
C. <a href="#">Revise the Course and Content</a>	Use these steps if existing content in Knowledge Link needs to be revised.

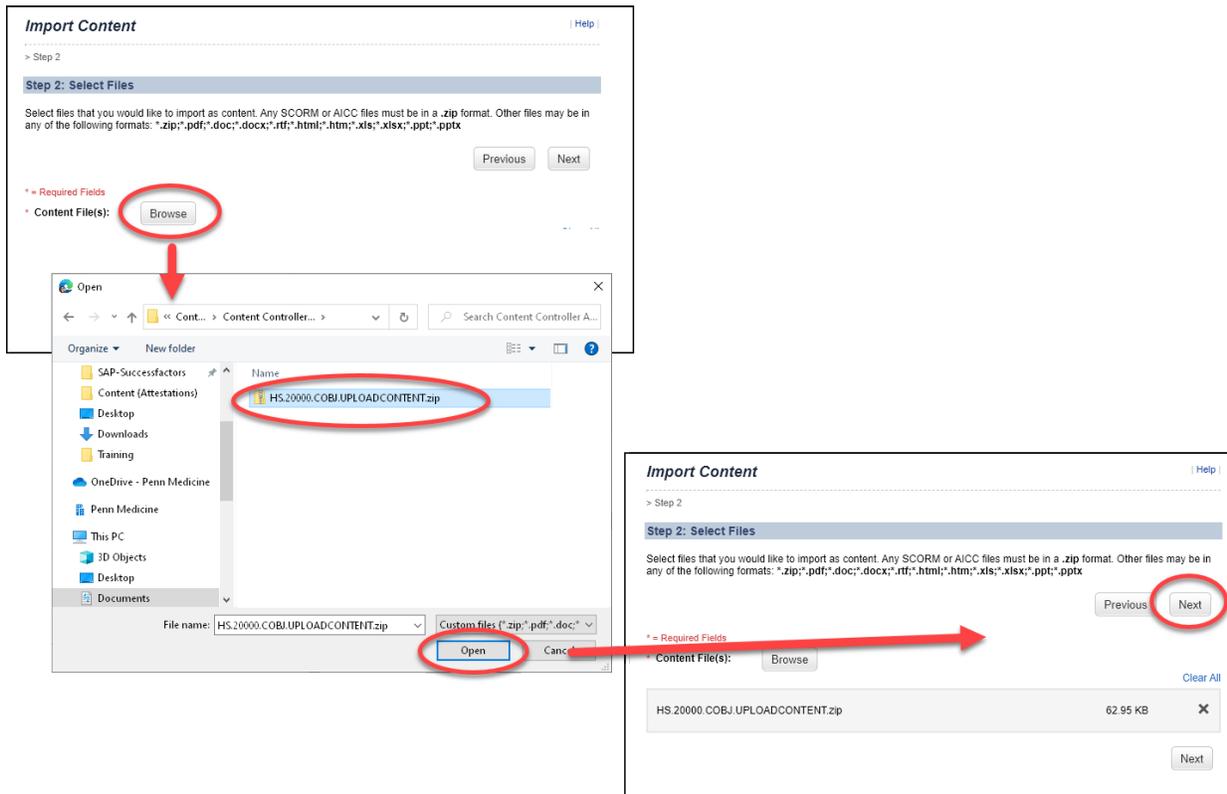
## Upload Content to Knowledge Link

Before beginning, rename your file using Knowledge Link naming conventions. For example, if the item ID is "HS.\_\_\_\_.ITEM.\_\_\_\_\_" then your filename should be "HS.\_\_\_\_.COBJ.\_\_\_\_\_.zip" (or ".pdf").

1. Log into [Knowledge Link](#) and go to **Learning Administration**.
2. Go to **Content > Import Content**.
3. Select **Add New Content**. Only use "Add New Content" option. Other options are not recommended.
4. Click **Next**.



5. Click **Browse**, select the file, click **Open**, and then click **Next**.



6. Complete the Content section.
  - A. Select “iContent” as the **Server Location**.
  - B. Update the **Domain ID** to UPHS.
  - C. For **Content Package ID**, enter the Content Object ID (same as filename minus the extension).
  - D. (Optional) If the content is mobile-ready, click the checkbox to **Enable mobile access for all content**.
  - E. For PDF files only, click the checkbox “Apply AICC wrapper to any non-AICC/SCORM content.” *This will allow the user to click "Attest" and get credit for viewing the PDF.*
  - F. Click **Import Files**.

**Import Content** | Help |

> Step 3

**Step 3: Configure Content and Item Settings**

Previous Import Files

\* = Required Fields

**Content**

The system will create a new content package for each file that you upload. If you upload one file, then you must provide a unique content package ID. If you upload multiple files, you can provide a prefix; the system appends a number to the prefix to ensure that each content package has a unique ID.

Deploy Content:  Deploy content to server A

\* Server Location: iContent B

\* Security Domain ID: UPHS C

Content Package ID: HS.20000.COBJ.UPLOADCONTENT D

Mobile access:  Enable mobile access for all content E  
If checked, mobile access will be enabled for all content objects using the imported files. To add a different file for mobile access, edit the content objects after import.

Offline access:  Enable offline player download  
If checked, offline access will be enabled for all content objects using the imported files. Please note that the AICC Wrapper is not supported in Offline Player. To add a different file for offline access, edit the content objects after import.

Use AICC Wrapper  Apply AICC wrapper to any non-AICC/SCORM content F

Special Instructions:

**Items**

Create a new Learning item for each content package. F

Previous Import Files

7. The content package(s) will be validated. *If the file does not pass validation, consult with your lead KL administrator.*

8. Click the “Edit Content Object IDs” icon.

Status	Zip File Name	Content Package	Item	Reason	Edit Content Object IDs
Success	HS.20000.COBJ.UPLOADCONTENT.zip				

9. Delete the existing content object ID and type a new content object ID, then click **Apply Changes**.
  - The content object ID should be the same as the content package ID in step 6C.
  - The “Title” and “Launch URL” are shown for informational purposes only.

*Import Content*

> Import Summary

**Edit Content Object IDs**

Content Object ID	Title	Launch URL
HS.20000.COBJ.UPLOADCONTENT	Course Object title	/learning/user/onlineaccess/iconent.do? Course=CUSTOM&url=/self- managed/production/HS.20000.COBJ.UPLOADCONTENT/SBO072 Account Maintenance for SBO Customer Service and Self Pay Follow Up.htm

10. Then click **Schedule Job**.

*Import Content* | Help |

> Import Summary

**Import Summary**

The validation was successful, please click on Schedule Job to start the deployment process.

Status	Zip File Name	Content Package	Item	Reason to Highlight	Edit Content Object IDs
Success	HS.20000.COBJ.UPLOADCONTENT.zip				

11. Choose the option to run the job immediately or schedule it for a specific date and time, choose whether or not to be notified via email, and then click **Finish**.

*Content Import*

> Content Import > Schedule Background Job

**Schedule Background Job**

The action you are trying to perform could take a long time to complete. This action must be scheduled to run in the background. Please complete the following information if you want this action to run at a specific date and time. If you choose to be notified by email upon completion, please select "Notify via email upon completion" checkbox and specify an email address.

Run this job immediately, if allowable.
   
 Schedule this job to be executed on: [View Available Time Slots](#)

**Date:** 
  
 (MM/DD/YYYY)

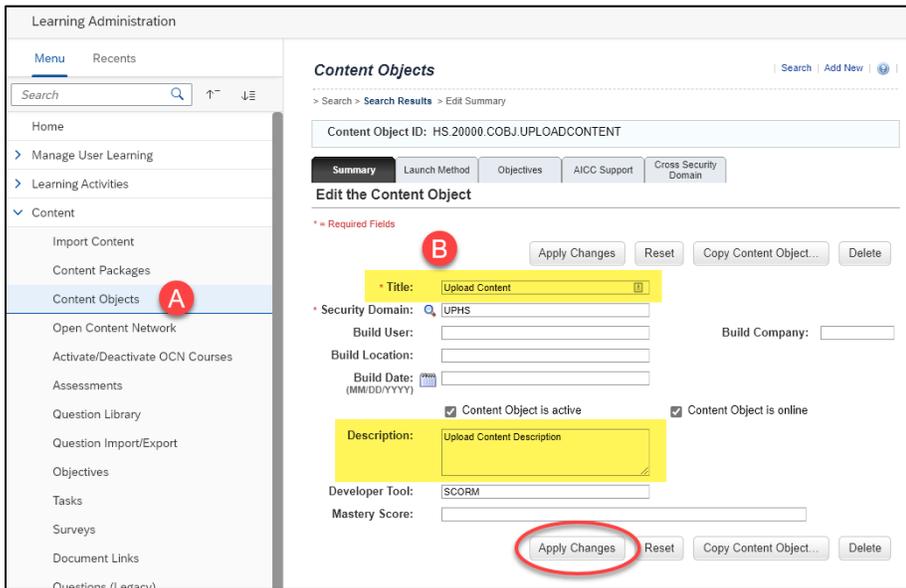
**Time:** 
  
 (hh:mm AM/PM)

**Time Zone:**

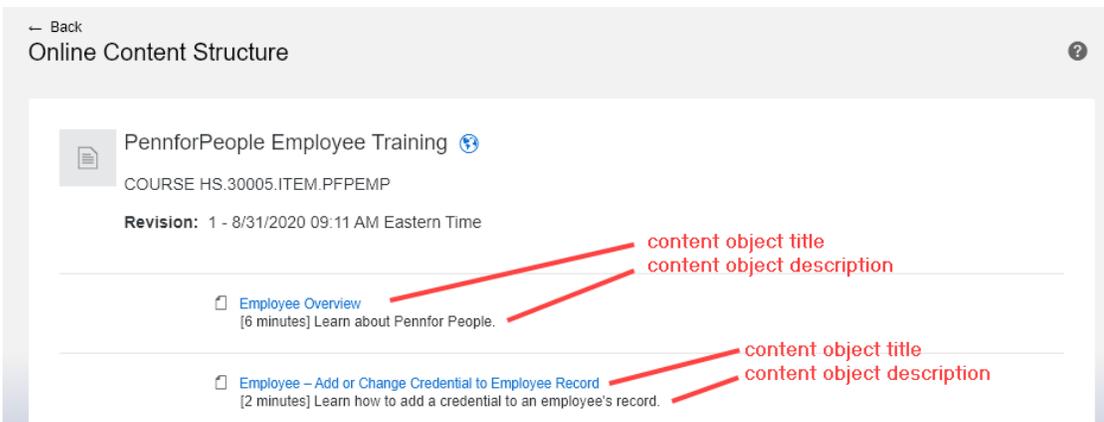
**Job Description:**

**Notify via email upon completion**
  
 Email:

12. Once the process has finished, open the content object and edit the Title and Description.
  - A. Go to **Content > Content Objects**, search for the content object ID and open it.
  - B. Update the Title and Description as needed and click **Apply Changes**. *You will not get a confirmation, but the title and description will be updated after you click Apply Changes.*



**NOTE:** For the end user, the Title and Description appear on the content structure page. See example below.



**NOTE:** If working with **Elsevier or HealthStream** content, additional changes are needed. Continue to the next step for **IMPORTANT** changes.

13. **ONLY if the content is from an external vendor (Elsevier, HealthStream):**

Click **Launch Method**, then copy the Offline Filename field to the Content URL field. Then click **Apply Changes**.

**Content Objects** | Search | Add New | [refresh]

> Search > Search Results > Edit Launch Method

Content Object ID: [redacted]  
Title: [redacted]

Summary | **Launch Method** | Objectives | AICC Support | Cross Security Domain

**Edit the Launch Method for the Content Object**

Apply Changes | Reset

Content Player  Document Type  AICC  Browser  SCORM 1.2  SCORM 2004  SCORM 2004 4Ed.

**Content Parameters**

Note: The parameters need to be URL encoded when containing foreign and special characters.

Content Player (For Content Player Launch Method Only):

Search [input]

Use AICC Wrapper:

Content URL: [input: /learning/user/onlineaccess/i/content.do?Course=CUSTOM&url=/self-managed/production/HS.11000]

Offline Filename: [input: https://contentplayer.elsevierperformancemanager.com/KDSCoconnect/Launcher.aspx?CID=187315&] (highlighted)

Parameters: [input]

Enable Mobile Access:

Mobile Filename: [input]

Apply Changes | Reset

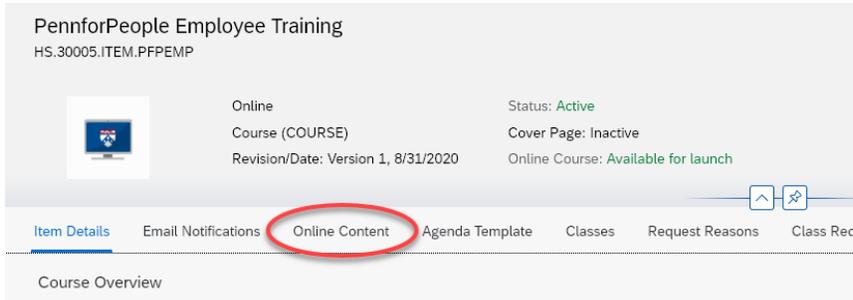
**B**  
Delete Content URL and copy/paste the Offline Filename into the Content URL field

**A**

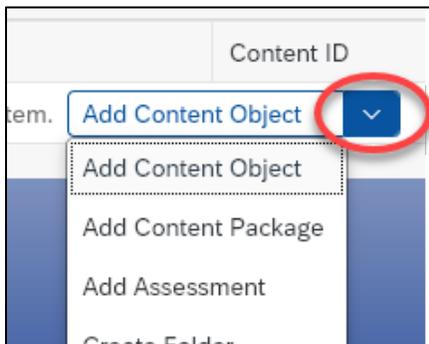
**C**

## Attach Content Object to a Course

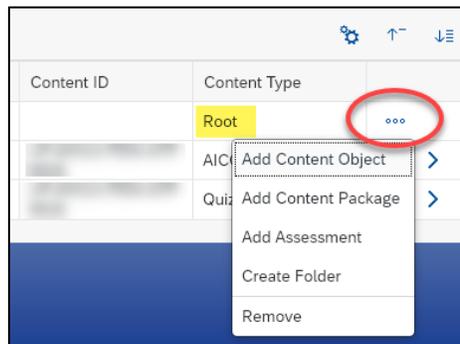
1. Open the Item in Knowledge Link and click on the **Online Content** tab.



2. Click the down arrow (or click the "Root" ellipsis) and select **Add Content Object**.



OR



**NOTE:** If the options above do not appear, then content changes have been locked. In this case you should revise your course. Please consult "[Revise the Course and Content](#)" for more information.

3. Enter the **Content Object ID** and **Object Title**, then click **OK**.

Add Content Object

\*Content Object

HS.20000.COBJ.UPLOADCONTENT

\*Object Title

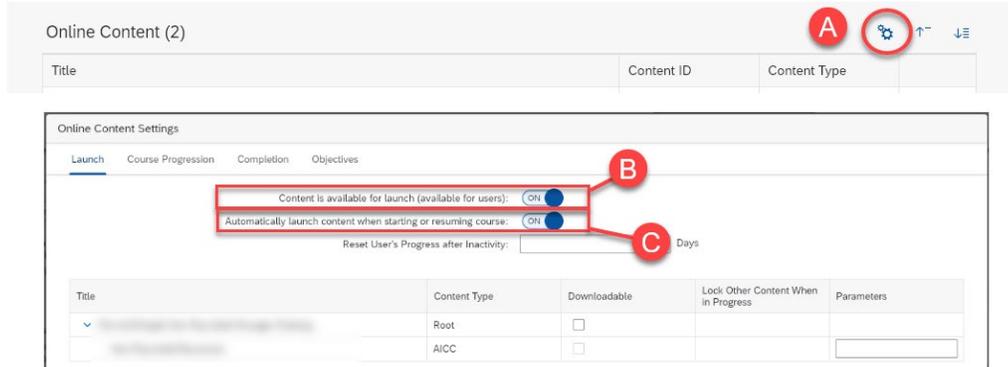
Upload Content

If you do not know the Content Object ID, click the search icon (🔍) to search for the content.

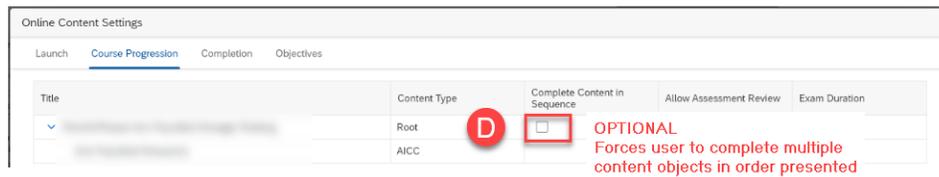
4. If you need to add additional content objects, repeat steps 2-3.

5. Update the Online Content Settings

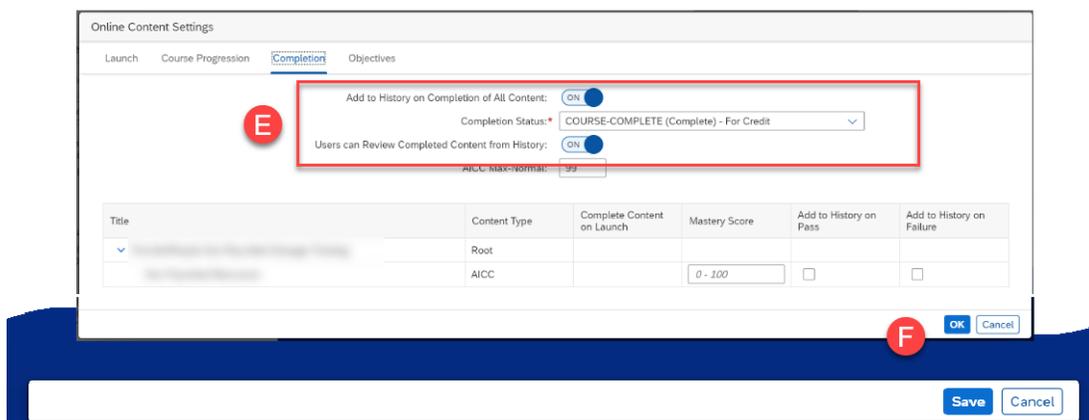
- A. Click the gear (⚙️) to open Online Content Settings.
- B. On the "Launch" tab, turn on **Content is available for launch**.
- C. If there is only one content object, turn on **Automatically launch content....**



- D. On the "Course Progression" tab, if there are multiple content objects AND you want to force users to take them in order, click the **Complete Content in Sequence** checkbox.



- E. On the "Completion" tab,
  - Turn on **Add to History on Completion of All Content**.
  - For Completion Status, select **COURSE-COMPLETE**.
  - Turn on **Users can Review Completed Content form History**.
- F. Click **OK** then click **Save**.



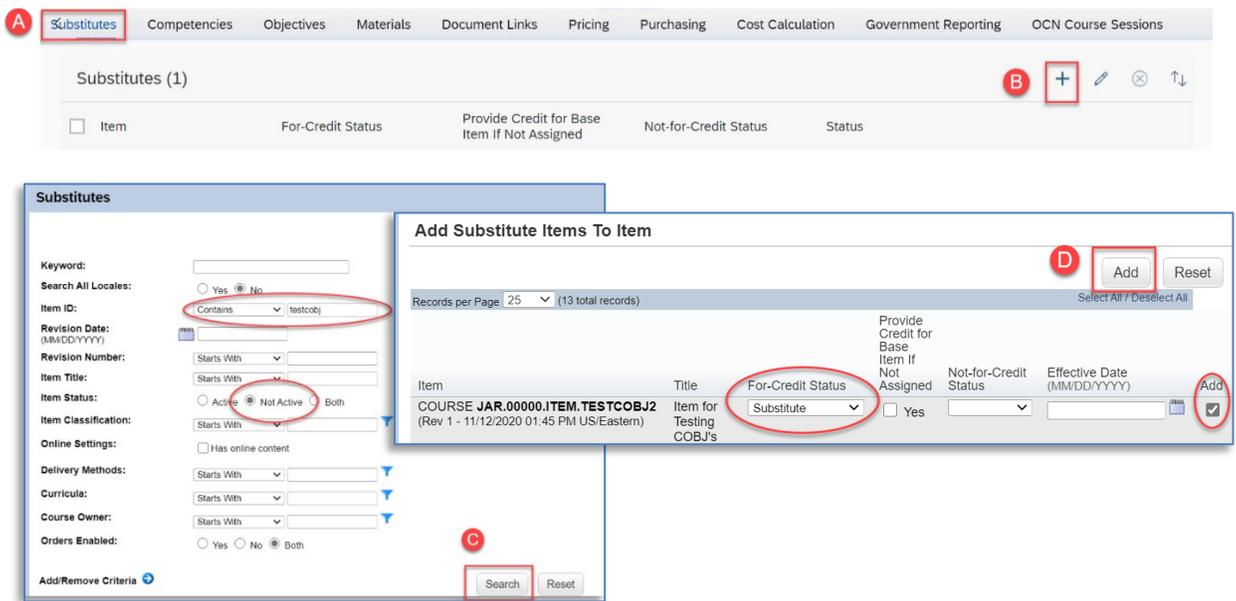
## Revise the Course and Content

Before revising content, consider the questions below and click the recommended actions:

Question	Yes	No
Does the existing item ID need to be replaced – for example, is the ID format incorrect or does the provider code need to be changed?	<a href="#">Create a New Item</a>	Go to next question...
Are there significant changes to the length, structure, or training objectives of the course? 		
Are you adding or removing content objects from the course in Knowledge Link? 	<a href="#">Revise the Item</a>	Keep the existing item and <a href="#">Revise the Content</a>
Do your reports need to include whether a user completed the old content vs. the new content? 		

Create a New Item

1. Follow the steps in [How to Create an Online Item](#).
2. Open the new item and add the old item to the substitute list. This will ensure that users receive credit if they completed the old item.
  - A. In the new item, go to the **Substitutes** tab.
  - B. Click the "+" icon to add a new substitute.
  - C. Search for the old revision (select "inactive" status since the old revision was made inactive).
  - D. Select the old revision, enter the substitute settings, and click **Add**.



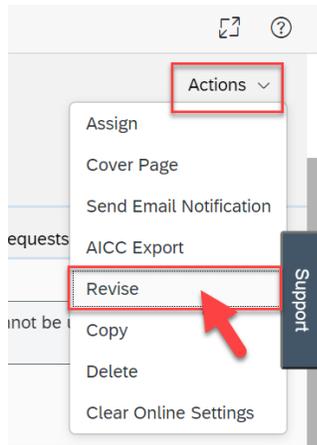
3. To avoid confusion, DEACTIVATE the old course.

NOTE: If there are existing programs, curricula, substitutes, prerequisites, classes, or enrollments for the old course, you will need to update them manually for the new course.

4. Continue to [Revise the Content](#).

## Revise the Item

1. In Learning administration, click **Learning Activities > Items**.
2. Search for the learning item that you want to revise, and then open it.
3. Click **Actions**, then click **Revise**.



4. The learning item revision wizard opens.
5. Proceed as follows:
  - A. Enter **New Revision Date** (or use the calendar selector).
  - B. Enter **Time** and **Time Zone**.
  - C. Enter **Revision Number**. (Add 1 to the previous revision number.)
  - D. Enter a new **Title** (optional).
  - E. Click **Next**.

### Revise

**Items** ?

> Search > Edit Summary > Revise > Step 1

#### Step 1: Item Revision

Please enter the new revision number and date for this item. You may also change the title of the new revision.

A

**\* New Revision Date:** (MM/DD/YYYY)

B

**\* Time:** (hh:mm AM/PM)

**Time Zone:** Eastern Standard Time (US/Eastern)

C

**Revision Number:**

D

**\* Title:**

Title entered here will be saved in English locale. There may be values in other locales that can be edited by clicking the globe icon, after the revised item has been created.

Reset
Next
E

- 6. Proceed as follows:
  - A. Check the box to copy substitutes relationships. By selecting this option, users will continue to get credit for completion of previous substitute courses.
  - B. Check the box to change all authorized instructors to the new revision.
  - C. Check the box to include the online settings in the new revision. You can modify the online settings after the revision is created.
  - D. Click **Next**.

The screenshot shows the 'Revise' interface for 'Step 2: Item Revision'. It includes a breadcrumb trail: > Search > Edit Summary > Revise > Step 2. The main heading is 'Step 2: Item Revision'. There are three questions, each with a 'Yes' option checked:

- A** Do you wish to copy the substitute relationships for this item to the new revision?  Yes
- B** Do you wish to change all authorized instructors to the new revision?  Yes
- C** This item has online settings. Do you wish to include the online settings in the new revision of this item?  Yes

At the bottom, there are three buttons: 'Reset', 'Previous', and 'Next'. The 'Next' button is highlighted with a red box and labeled with a red 'D'.

- 7. Proceed as follows:
  - A. Select **Make this item production ready**.
  - B. Click **Next**.

The screenshot shows the 'Revise' interface for 'Step 3: Item Revision'. It includes a breadcrumb trail: > Search > Edit Summary > Revise > Step 3. The main heading is 'Step 3: Item Revision'. There is one question with the first option selected:

- A**  Make this item production ready.  
 Do not make this item production ready.

At the bottom, there are three buttons: 'Reset', 'Previous', and 'Next'. The 'Next' button is highlighted with a red box and labeled with a red 'B'.

8. Proceed as follows:

- A. Check the box to deactivate previous revisions of this item. *Leaving previous revisions active can be very confusing for administrators and users alike.*
- B. Check the box to update curricula potentially affected by this new item revision. If you do not select this, then the item may be removed from curricula.
- C. Check the box to update learning plan assignments potentially affected by this new item revision. If you do not select this, then those users will never be able to finish the course.
- D. Check the box to change all future classes so they use the new revision. This option is for instructor-led courses and automatically updates all existing future classes, saving you the time of updating those classes manually.
- E. Click **Next**.

**Revise**

*Items*

> Search > Edit Summary > Revise > Step 4

**Step 4: Item Revision**

**A** Do you wish to deactivate previous revisions of this item?  Yes

**B** Do you wish to update curricula potentially affected by this new item revision?  Yes

**C** Do you wish to update User learning plan assignments potentially affected by this new item revision?  Yes

**D** Do you wish to change all future classes to use/access the new revision?  Yes

Reset Previous **Next** **E**

9. If the item is part of one or more curricula, proceed as follows:

- A. For the curriculum listed, double check that the settings are correct or update them if necessary. (If multiple curricula are listed, do the same for each curriculum.)
- B. Check the box to add the revised item to this curriculum.
- C. Click **Next**.

**Revise**

*Items*

> Search > Edit Summary > Revise > Step 5

**Step 5: Item Revision**

Curriculum ID	Assignment Type	Status	Effective Date (MM/DD/YYYY)
JAR.TESTCURR (How to Create a Curriculum)	Required (REQ) <span style="color: green;">+</span>	Active	11/12/2020

**A**

Initial Number: 30 Initial Period: Days Initial Basis: Event

Initial Required Date Basis: Assignment Date

Retraining Number: 30 Retraining Period: Days Retraining Basis: Event

**B**  Add the revised item to this curriculum using the information above.  
(Do not check the checkbox if you do not want to add the revised item to the curriculum.)

Reset Previous **Next** **C**

10. Check the revision information to verify that the data is correct and then click **Run Job Now**.

**Revise**

**Items**

> Search > Edit Summary > Revise > Final Step

**Final Step: Complete**

**Revise Item**

Item: COURSE JAR.TESTCOBJ (Rev 1 - 11/3/2020 02:29 PM US/Eastern)

New Revision Date: 11/12/2020 12:00 PM US/Eastern

New Revision Number: 2

New Revision Title: Course for Testing Online Content

Copy Substitutes: Yes

Update Authorized Instructors: Yes

Copy Online Settings: Yes

Make Item Production Ready: Yes

Inactivate Previous Revisions: Yes

Update Curricula: Yes

Update User Learning Plans: Yes (1 curricula selected)

Update Future Classes: Yes

11. When the job is complete, immediately open the new revised Item and add the old item to the substitute list. This will ensure that users receive credit if they completed the old item.

- A. In the new item, go to the **Substitutes** tab.
- B. Click the "+" icon to add a new substitute.
- C. Search for the old revision (select "inactive" status since the old revision was made inactive).
- D. Select the old revision, enter the substitute settings, and click **Add**.

**Substitutes** Competencies Objectives Materials Document Links Pricing Purchasing Cost Calculation Government Reporting OCN Course Sessions

Substitutes (1) B

<input type="checkbox"/>	Item	For-Credit Status	Provide Credit for Base Item If Not Assigned	Not-for-Credit Status	Status
<input type="checkbox"/>					

**Substitutes**

Keyword:

Search All Locales:  Yes  No

Item ID:  Contains  C

Revision Date: (MM/DD/YYYY)

Revision Number:

Item Title:

Item Status:  Active  Not Active  Both

Item Classification:

Online Settings:  Has online content

Delivery Methods:

Curricula:

Course Owner:

Orders Enabled:  Yes  No  Both

**Add Substitute Items To Item** D

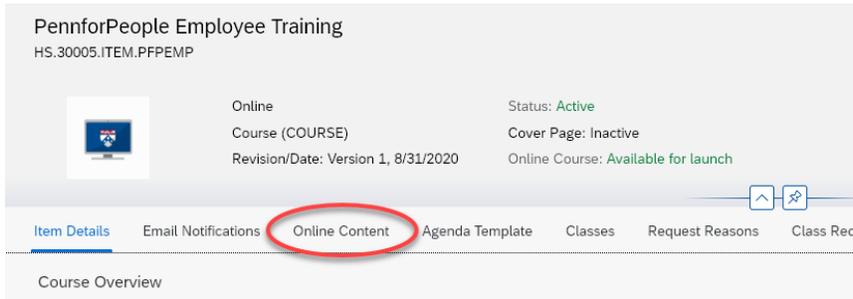
Records per Page: 25 (13 total records) Select All / Deselect All

Item	Title	For-Credit Status	Provide Credit for Base Item If Not Assigned	Not-for-Credit Status	Effective Date (MM/DD/YYYY)	
COURSE JAR.0000.ITEM.TESTCOBJ2 (Rev 1 - 11/12/2020 01:45 PM US/Eastern)	Item for Testing COBJ's	Substitute	<input type="checkbox"/>			<input checked="" type="checkbox"/> <span style="border: 2px solid red; border-radius: 50%; padding: 2px;">D</span>

12. Continue to [Revise the Content](#).

## Revise the Content

1. Follow the steps to [Upload Content to Knowledge Link](#).
2. Open the Item in Knowledge Link and click on the **Online Content** tab.



3. For the content object to be replaced, click the ellipsis (...) and then click **Edit**.

Title	Content ID	Content Type	
▼ PennforPeople Employee Training		Root	
Employee Overview	HS.30005.COBJ.PFPE MPOVVIEW	SCORM 1.2	⋮ >
Employee – Add or Change Credential to Employee Record	HS.30005.COBJ.PFPA DDCREDEMP	SCORM 1.2	Edit
Employee – Add or Change Employee's Address	HS.30005.COBJ.PFP ADEMADD	SCORM 1.2	⋮ >

4. Enter or search/select the new content object ID, update the Object Title (if needed), then click **OK**. Repeat the steps for multiple content objects, if needed.

**Edit Content Object**

Content Object: \*

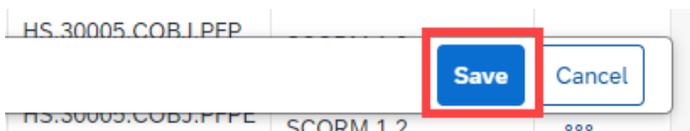
HS.30005.COBJ.PFPEMPOVVIEW

Object Title: \*

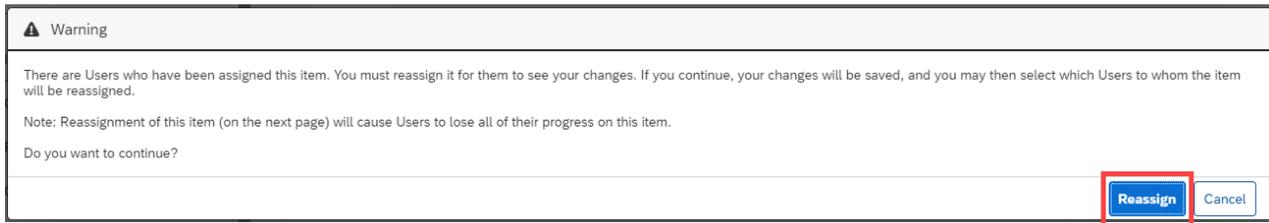
Employee Overview

**OK** Cancel

5. At the bottom of the screen, click **Save**.



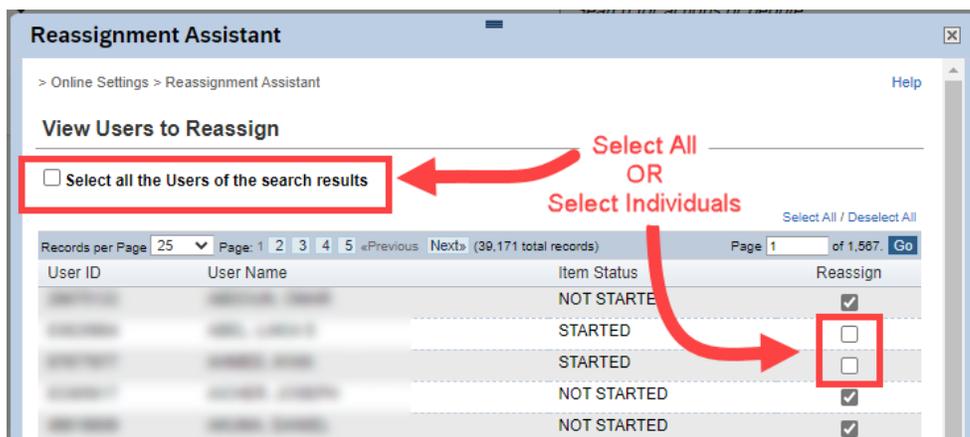
6. You may be asked to reassign the course. Select **Reassign**.



**NOTE:** If you select **Cancel**, your changes will not be saved.

7. On the next screen, decide if users in progress ("STARTED") should start over or finish the old content.
- **Start over:** click "Select all the Users of the search results" or select all checkboxes shown.
  - **Finish the old content:** leave the checkbox BLANK to allow individuals to finish the old content, or select the checkbox for specific individuals if you want them to start over.

**NOTE:** Users who are marked as **NOT STARTED**, should ALWAYS have the checkbox checked.



8. When ready, click **Finish** at the bottom of the window.



9. You may be asked to schedule the job. If so, schedule the job to run at the time of your choosing.