



Warning: Do not use these steps for PDFs, or external content (HealthStream, Elsevier).
Instead, please use the steps in [Upload Content Directly to Knowledge Link](#).

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:

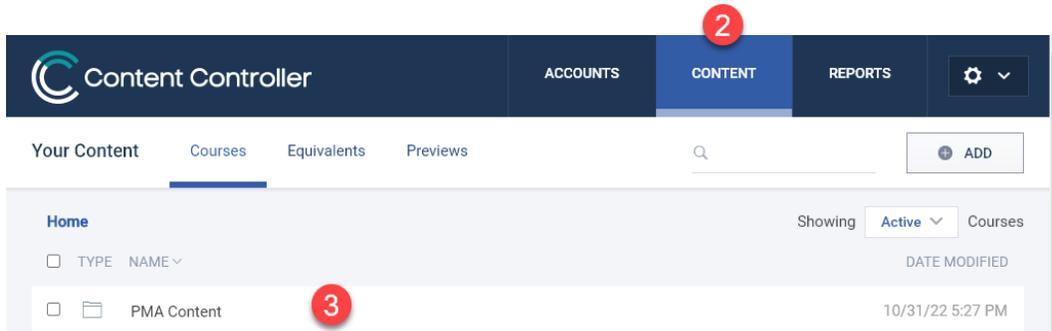
Section	Description
A. Upload Content to Content Controller	Upload content published from Articulate or Captivate to Content Controller.
B. Update Titles and Tags in Content Controller	Ensure that titles and tags match information in Knowledge Link for easier searches.
C. Upload Dispatch File to Knowledge Link	Upload the "dispatch file" to Knowledge Link, creating a bridge between Knowledge Link and Content Controller.
D. Attach Content Controller Object to a Course	Attach the "dispatch file" to your course in Knowledge Link.
E. Revise the Course and Content	Use these steps if existing content in Content Controller needs to be revised.

If needed, additional Content Controller guides are available at: <https://guide.contentcontroller.com>.

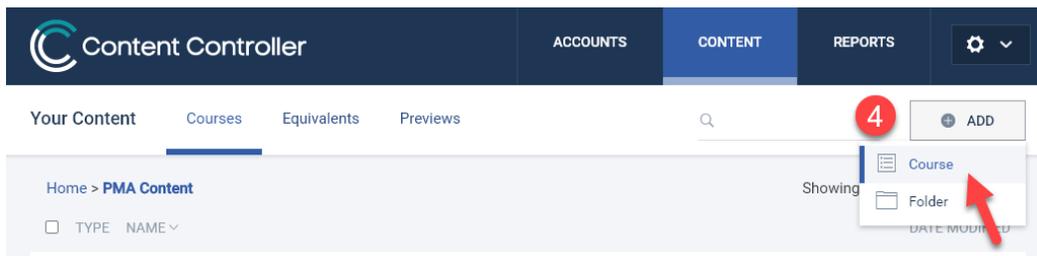
Upload Content to Content Controller

Before beginning, rename your published ZIP file using Knowledge Link naming conventions. For example, if the item ID is "HS.____.ITEM._____" then your ZIP filename should be "HS.____.COBJ._____.zip".

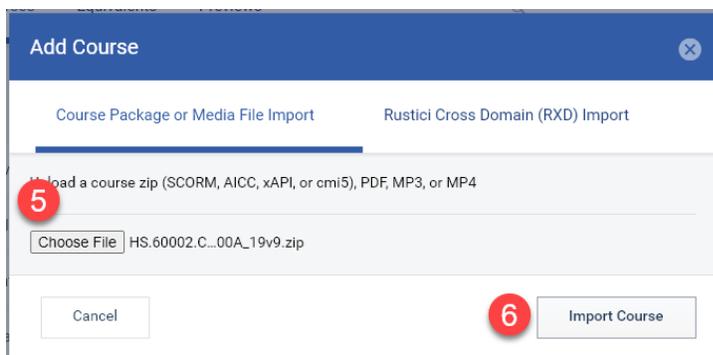
1. Open [Content Controller](#) and log in. If a login has not been granted or if your account is locked out, send an email to PMA@uphs.upenn.edu.
2. Click **CONTENT** in the page header.
3. Double-click on your group's content folder.



4. Click **Add > Course**.



5. Click **Choose File** then select the ZIP file.
6. Click **Import Course**. The course will be uploaded.

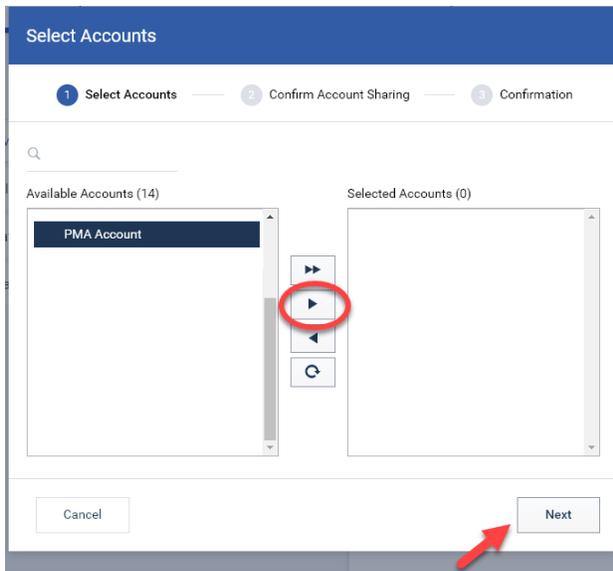


NOTE: If any errors occur during upload, you may need to modify the course and re-publish. *Certain punctuation and symbols in the course name can cause warnings. If the message reads "Import Successful" you may ignore the warnings.*

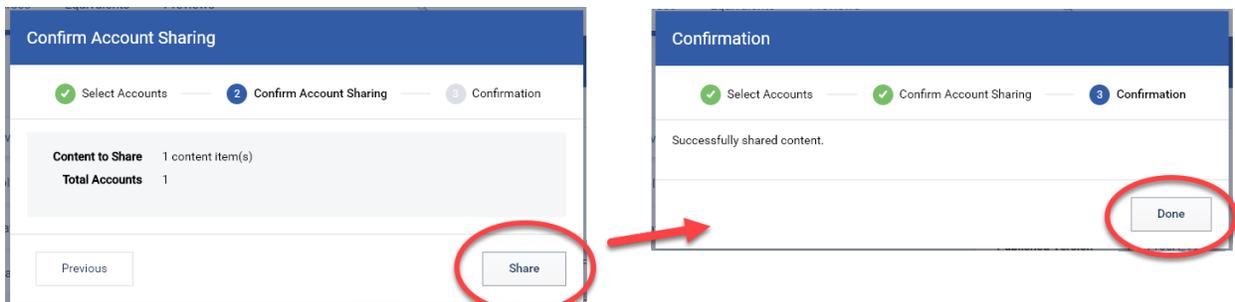
7. Click the checkbox next to the content name then click the **Share** button.



8. Select the account, click the right-facing arrow to move the account to Selected Accounts, then click **Next**.



9. Click **Share**, then click **Done**.



- 10. Test the course as follows:
 - A. Click the **Test** button under Course Details.



- B. The course will open in a new window. Follow the course prompts to complete the course.
- C. When you have completed the course, close the course window.
- D. On the Content Controller page, view the test results. The test result **MUST** include both **COMPLETED** and **PASSED** as shown below. If either is missing, then the test was NOT successful. Check the publish settings in the publishing software and try again.

Test failed
(even though it says "Completed")

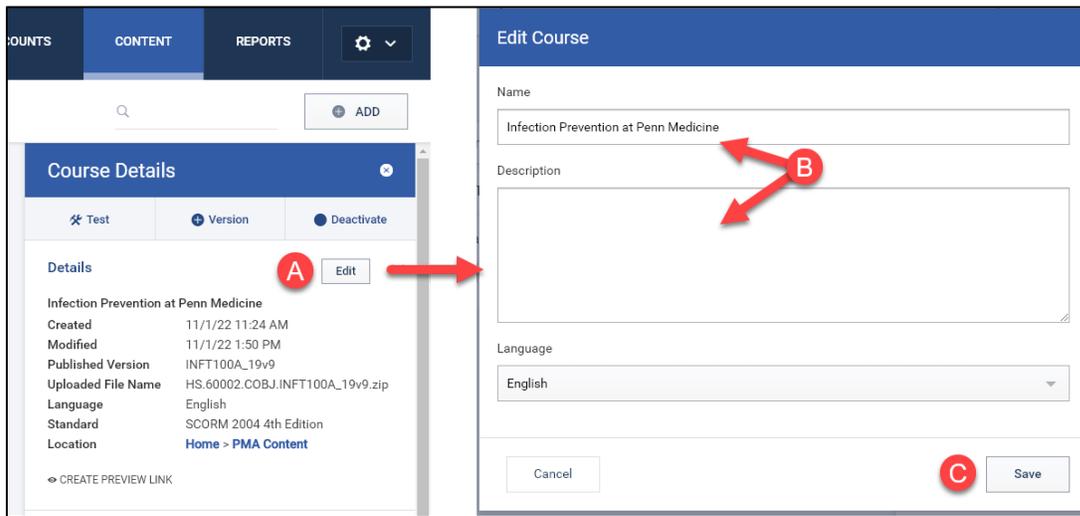
COMPLETION COMPLETED	SATISFACTION UNKNOWN	SCORE UNKNOWN
--------------------------------	--------------------------------	-------------------------

Test passed

COMPLETION COMPLETED	SATISFACTION PASSED	SCORE UNKNOWN
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Update Titles and Tags in Content Controller

1. Click on the content title in your folder to view the Course Details pane.
2. To update the content title:
 - A. Click **Edit**.
 - B. Edit the **Name** field. If desired, you may also edit the **Description** field. *The Name field should match the name/title used in Knowledge Link.*
 - C. Click **Save**.

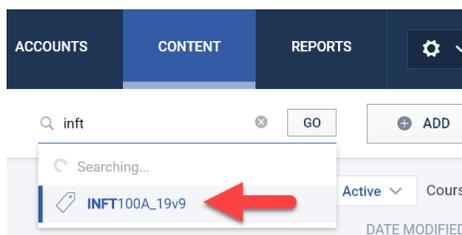


3. To update the tags:
 - A. In the Course Details pane, click the **Tags** link.
 - B. Type your tag and then press **Enter**.



NOTE: We recommend you use the end of the content object ID for the tag. For example, if your ZIP filename ends with "INFT100A_19v9" then add the tag "INFT100A_19v9".

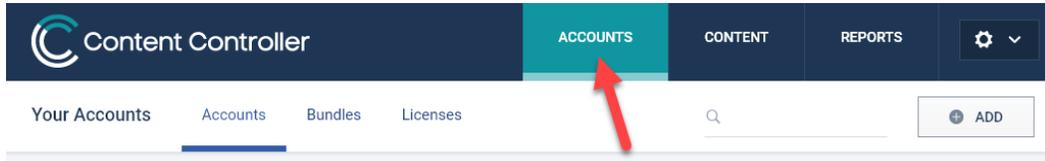
4. To search for tags, you must be on either the **CONTENT** tab or **ACCOUNT > Content**. When you begin typing the tag, the tag suggestions will appear below the search box. Click the tag to display the results.



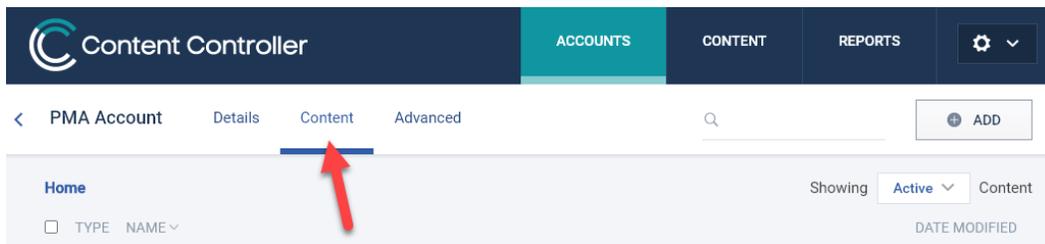
NOTE: If you press Enter and do not click the tag, the results will not appear.

Upload Dispatch File to Knowledge Link

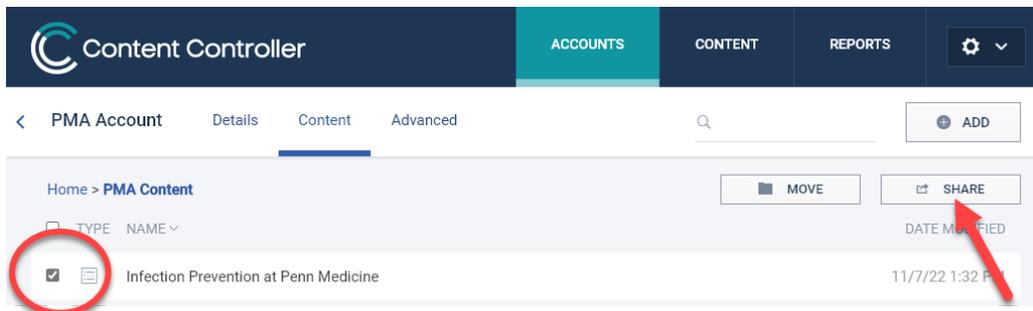
1. Click **ACCOUNTS** in the page header.



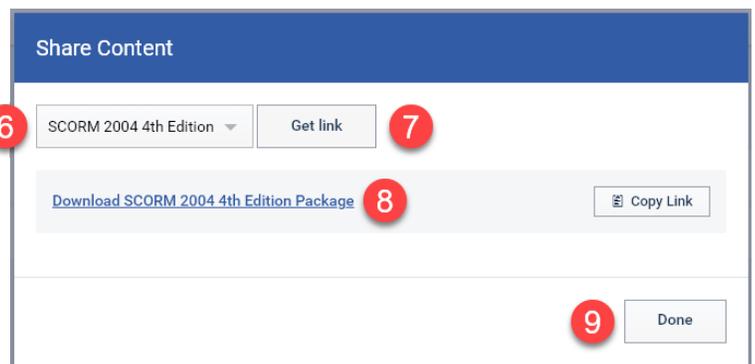
2. Double click your group's account.
3. Click **Content** on the account page. (Not CONTENT in the header.)



4. Double click your group's folder.
5. Click the checkbox next to the content name then click the **Share** button.



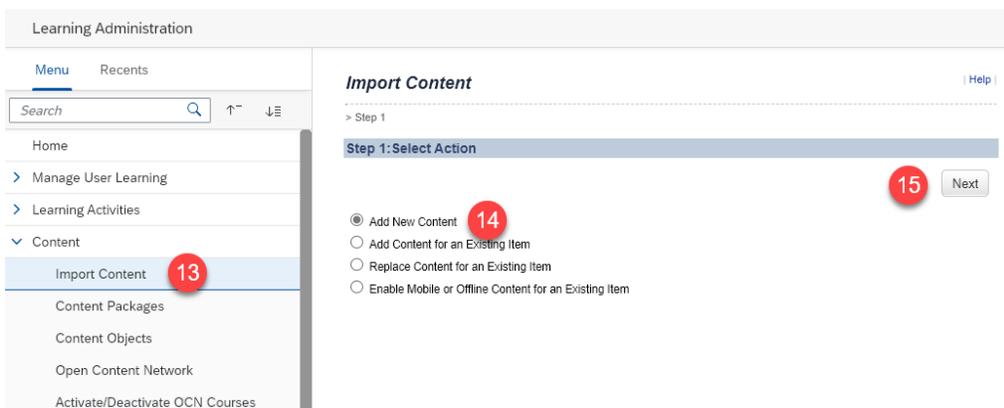
6. Select the type of file to download (AICC, SCORM 1.2, SCORM 2004 4th edition). We recommend selecting the same format as the ZIP file you uploaded.
7. Click **Get Link**.
8. Click the **Download Package** link. The ZIP file will be downloaded to your computer.
9. Click **Done**.



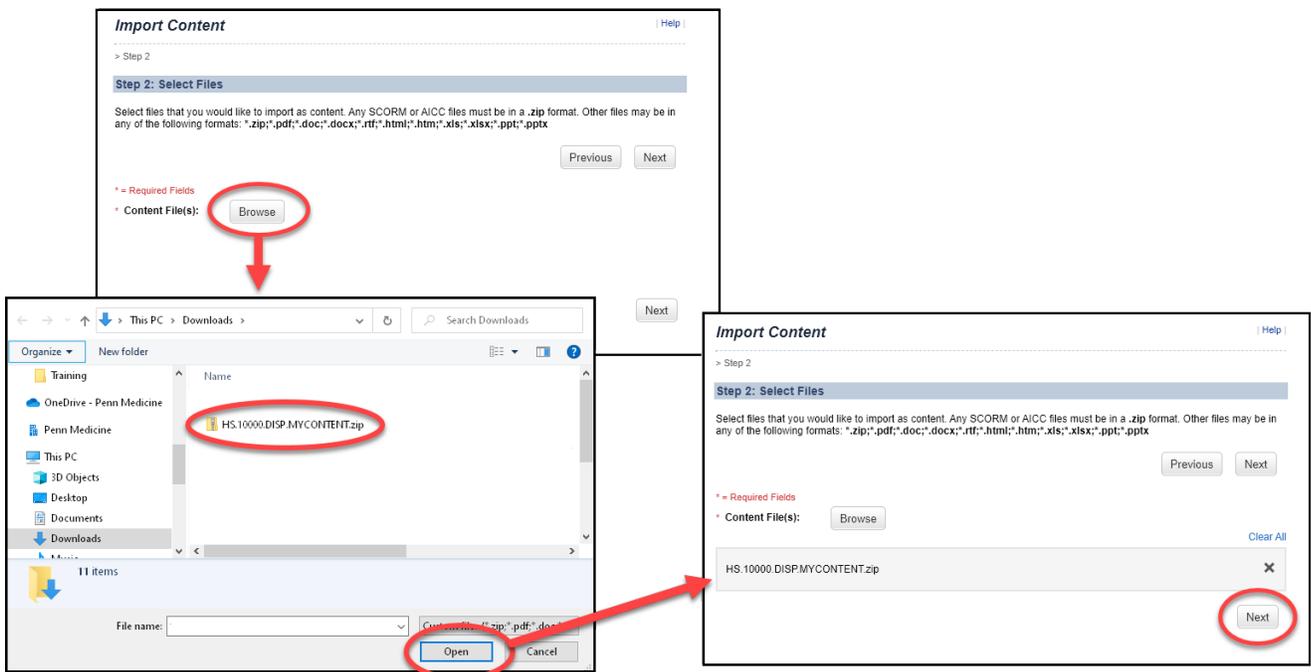
10. Locate the downloaded file. This will be the **dispatch file**.
11. Rename the dispatch file to match the ID used for the original ZIP file, but change "COBJ" to "DISP" -- for example, "HS.10000.**DISP**.MYCOURSE.zip".

NOTE: This step ensures you can easily identify the original content file versus the dispatch file.

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



16. Click **Browse**, select the dispatch ZIP file, click **Open**, and then click **Next**.



17. 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 (use "DISP" naming convention, same as ZIP filename).
- D. (Optional) If the content is mobile-ready, click the checkbox to **Enable mobile access for all content**.
- E. This option should NOT be selected. It is only for PDF documents.
- F. Click **Import Files**.

18. The content file will be validated. *If the file does not pass validation, consult with your lead KL administrator.*

19. Click the "Edit Content Object IDs" icon.

Status	Zip File Name	Content Package	Item	Reason to Highlight	Edit Content Object IDs
Success	HS.10000.DISPMYCONTENT.zip				

20. 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 17C.
- 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.10000.DISPMYCONTENT	Infection Prevention at Penn Medicine	/learning/user/onlineaccess/content.do?Course=CUSTOM&url=/self-managed/production/HS.10000.DISPMYCONTENT/dispatch.html

Apply Changes Close

21. Then click **Schedule Job**.

Status	Zip File Name	Content Package	Item	Reason to Highlight	Edit Content Object IDs
Success	HS.10000.DISPMYCONTENT.zip				

Schedule Job Cancel

22. 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:

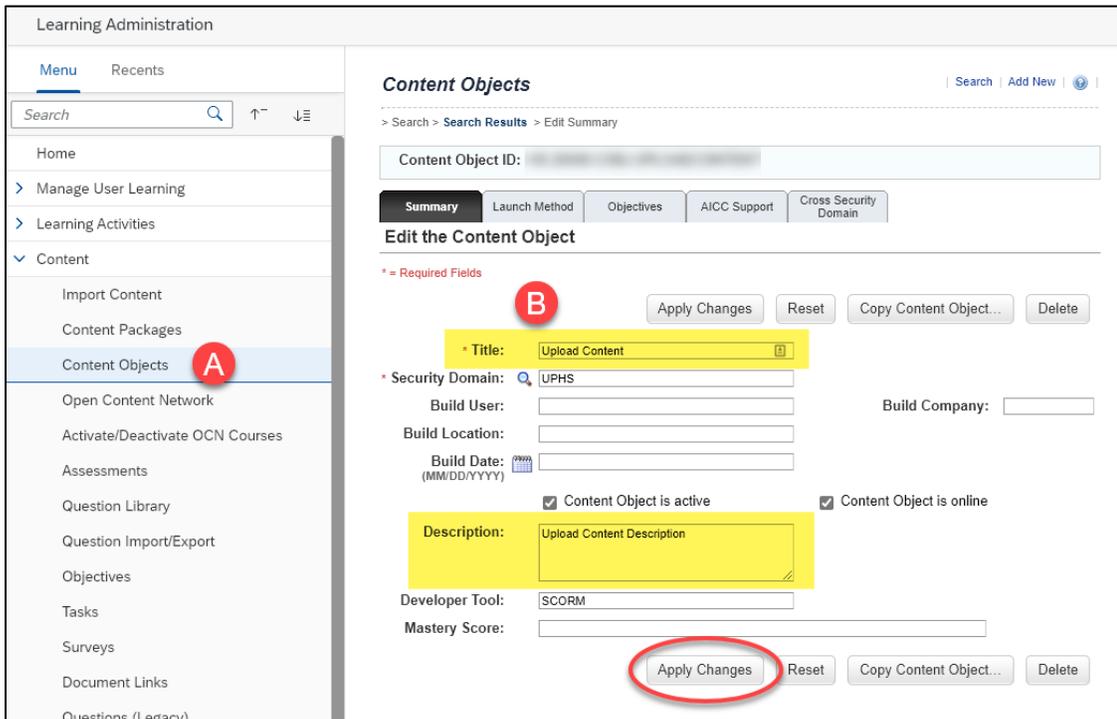
Job Description:

Notify via email upon completion

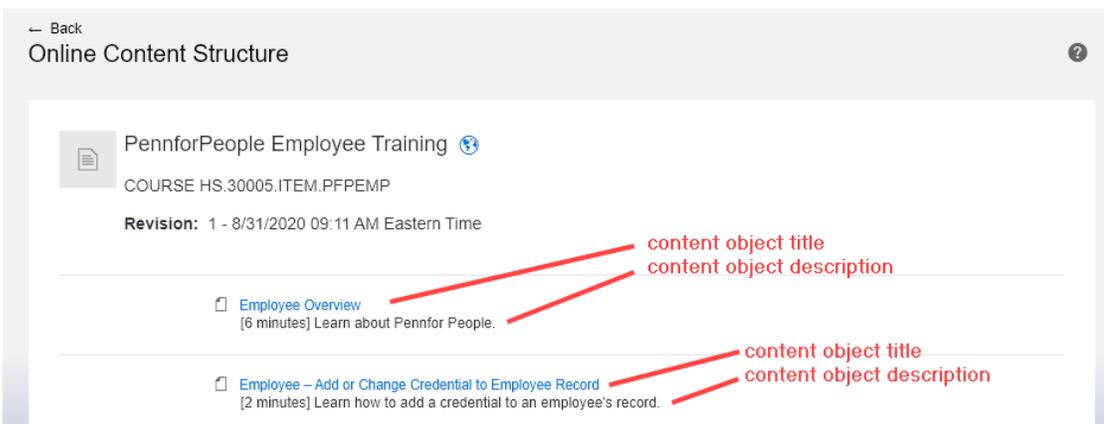
Email:

Reset Finish

23. 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.*



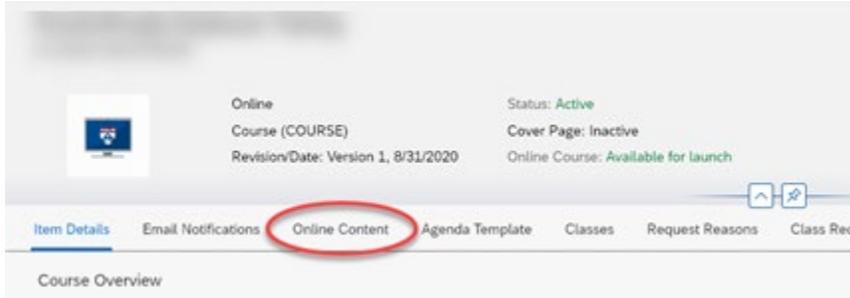
NOTE: For the end user, the Title and Description appear on the content structure page. See example below.



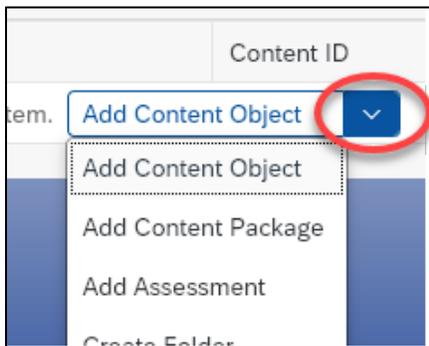
NOTE: If working with external vendor content (for example, LinkedIn Learning or HealthStream), additional changes may be needed. Consult with the vendor or your lead KL administrator.

Attach Content Controller Content to a Course

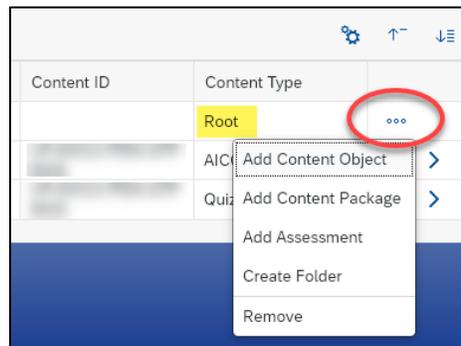
1. Open the Item in Knowledge Link and click on the **Online Content** tab.



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**.

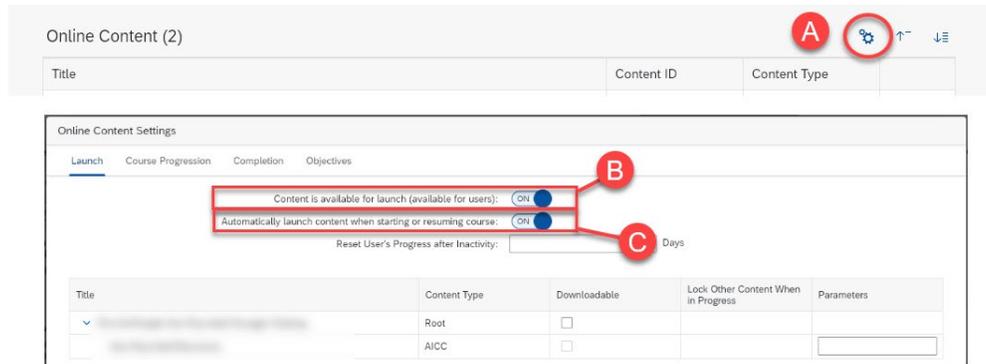
A screenshot of the 'Edit Content Object' form. It has two input fields: 'Content Object: *' with the value 'HS.10000.DISP.MYCONTENT' and a search icon to its right; and 'Object Title: *' with the value 'Uploading Content'. At the bottom right are 'OK' and 'Cancel' buttons.

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

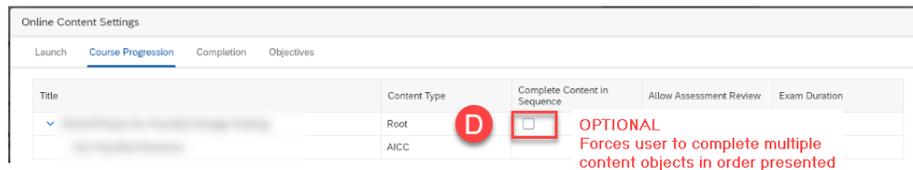
4. If you need to add additional content objects, repeat steps 2-3.

5. Update the Online Content Settings

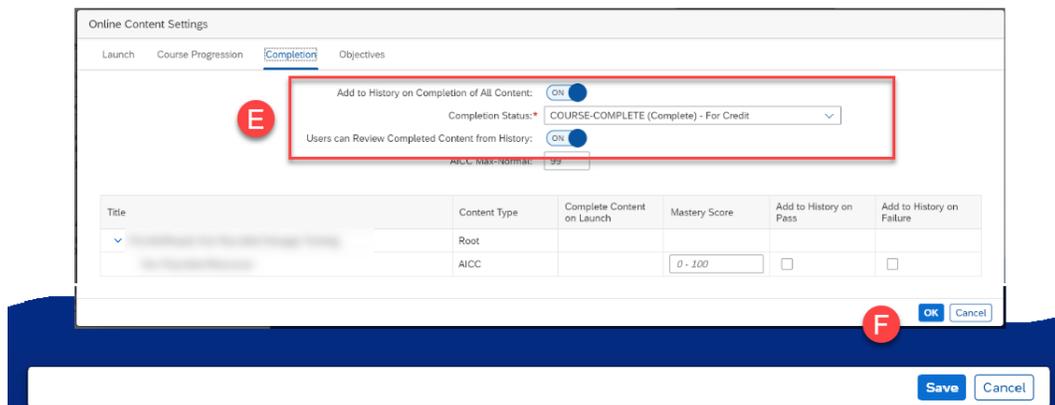
- A. Click the gear (⚙️) to open Online Content Settings.
- B. On the "Launch" tab, turn on **Content is available for launch**.
- C. If there is only one content object, turn on **Automatically launch content....**



- 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 from History**.
- F. Click **OK** then click **Save**.



Revise the Course and Content

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

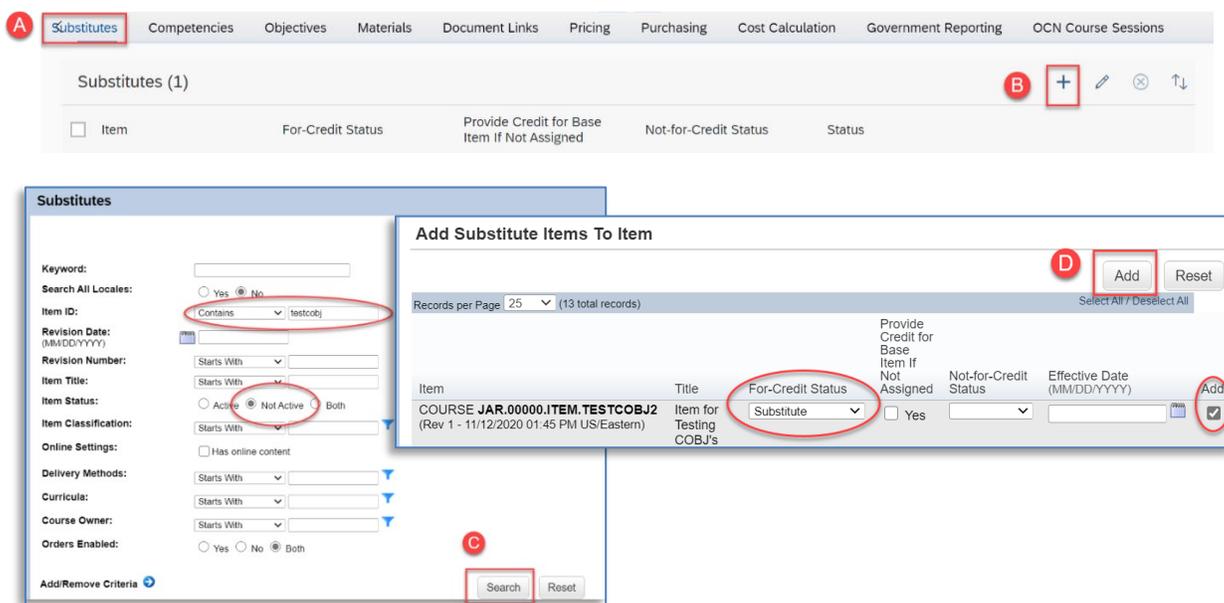
Question	Yes	No
Does the existing item ID need to be replaced – for example, is the ID format incorrect or does the provider code need to be changed?	Create a New Item	Go to next question...
Are there significant changes to the length, structure, or training objectives of the course? 		
Are you adding or removing content objects from the course in Knowledge Link? 	Revise the Item	Keep the existing item and Revise the Content
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. Attach the original dispatch file to the new item. (HS.____.DISP.____)

NOTE: You can re-use the same dispatch file because you will revise the content in Content Controller.

3. 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**.



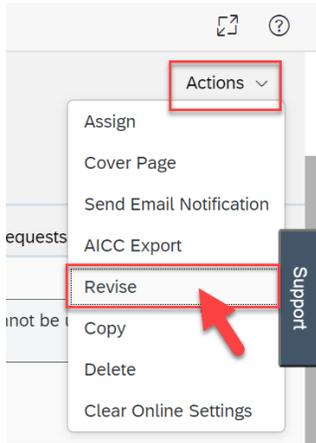
4. To avoid confusion, DEACTIVATE the old course.

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.

5. 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:

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.

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**.

Revise

Items | ?

> Search > Edit Summary > Revise > Step 2

Step 2: Item Revision

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

Reset Previous **Next** **D**

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

Revise

Items | ?

> Search > Edit Summary > Revise > Step 3

Step 3: Item Revision

A Make this item production ready.

Do not make this item production ready.

Reset Previous **Next** **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) +	Active	11/12/2020

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

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

C

Add Substitute Items To Item D

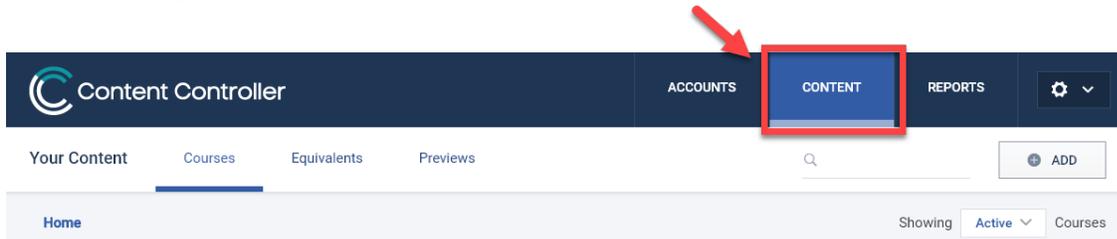
Records per Page: 25 (13 total records) Select All / Deselect All

Item	Title	For-Credit Status	Provide Credit for Base Item If Not Assigned	Not-for-Credit Status	Effective Date (MM/DD/YYYY)	
COURSE JAR.00000.ITEM.TESTCOBJ2 (Rev 1 - 11/12/2020 01:45 PM US/Eastern)	Item for Testing COBJ's	Substitute	<input type="checkbox"/>			Add <input checked="" type="checkbox"/>

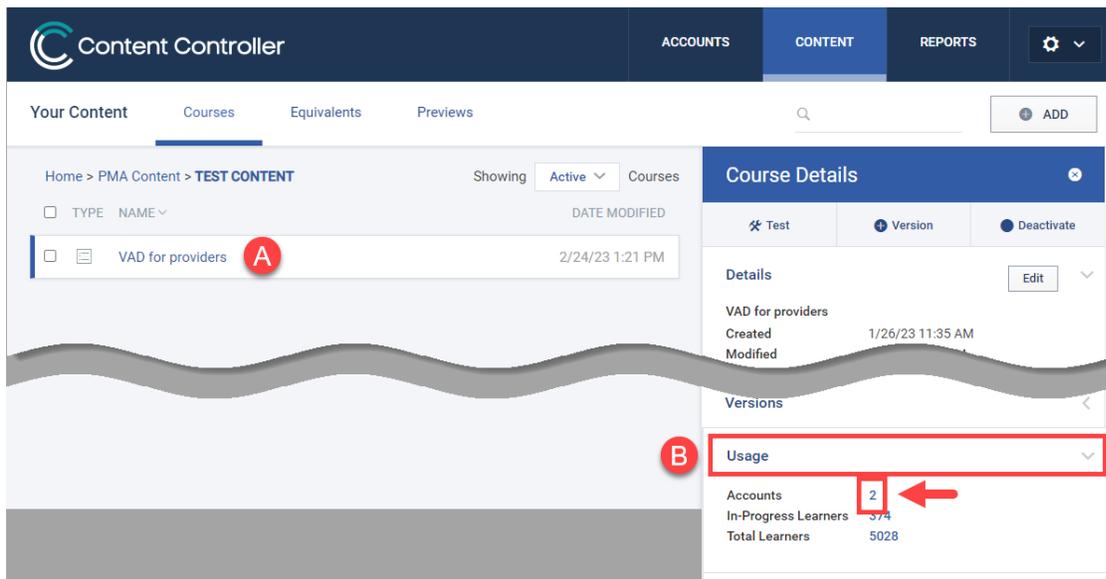
12. Continue to [Revise the Content](#).

Revise the Content

1. Make sure that the “DISP” content object in Knowledge Link is still attached to your item. If not, attach the original “DISP” content object to the item.
2. Log into Content Controller at <https://upenn.contentcontroller.com/>.
3. In the upper right, click **CONTENT**.



4. Navigate to the content.
5. Click the content name (not the checkbox), then click **Usage**.



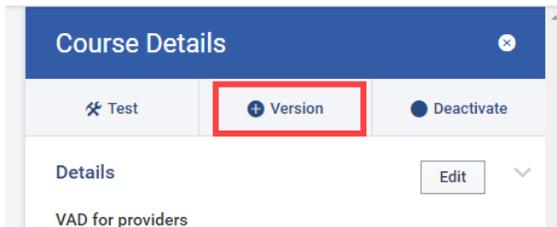
6. If the number of accounts is greater than 1, then click the number to see which other accounts are using this content.

IMPORTANT: Contact the administrator in charge of the other account and let them know that revisions are being made. You may need to collaborate on decisions to reassign the learning.

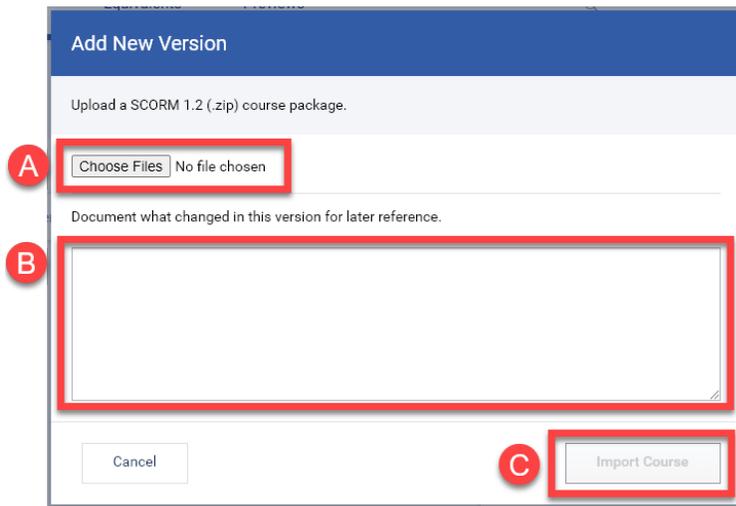
Contact your [local lead administrator](#) if you are unsure who to contact or how to contact them.

Once you are ready to proceed with the revision, continue to the next step.

7. Near the top of the course details, click **Version**.



8. Choose the new content file, type a description of the changes, then click **Import Course**.

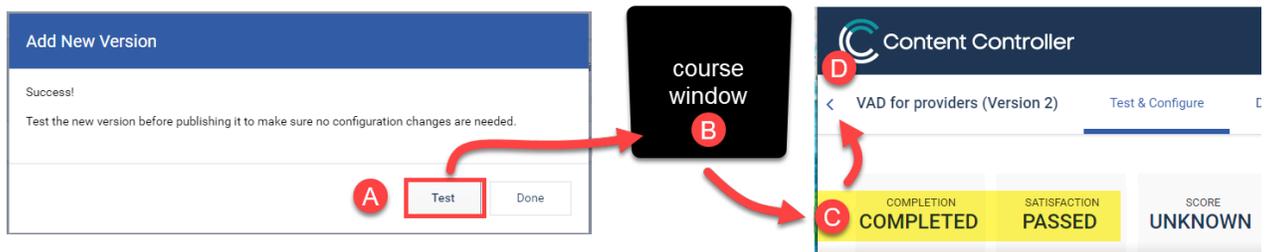


Note that you **MUST** upload the same format as the original file (AICC, SCORM, etc.)

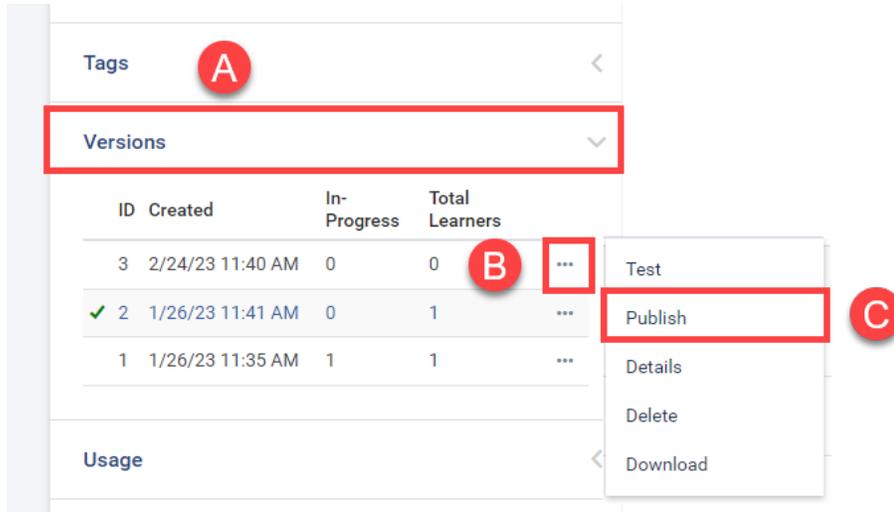
If the new content is not the same format, you will need to upload the new content from scratch. (Use the steps in [Upload Content via Content Controller.](#))

9. Once the import is complete, you will see a pop-up window offering to test the content. Proceed as follows:

- A. Click **Test** to open the testing page.
- B. Your course will open in a new window. Complete the course then close the course window.
- C. After completion, the testing page **MUST** show both **COMPLETED** and **PASSED** as shown below. If either is missing, then the test was **NOT** successful. Check the publish settings in the publishing software and try again.
- D. Click the back arrow (<) to return to the content page.

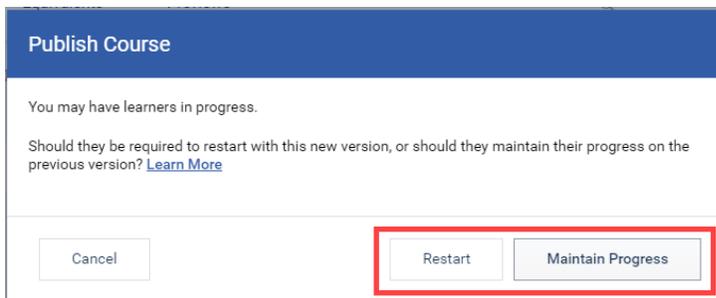


10. Once the content has been successfully tested, you can publish the content as follows:
 - A. Click the **Versions** section to open the versions panel.
 - B. Click the ellipsis (...) next to the version you want to publish.
 - C. Click **Publish**.



11. If the content has been started by a user, but not finished, the system will give you two options. Choose the appropriate option:
 - **Restart:** force users to start from the beginning with the new content.
 - **Maintain Progress:** allow users to complete the course with the old content.

NOTE: Users who have already completed the course will not be required to retake it. If they take the course again (for retraining), they will see the new content.



12. Click **OK** to finish the content revision.

