



This process can be used to record course attendance and give Knowledge Link completion using the RollCall web application. This process can be used with or without a badge swiper.

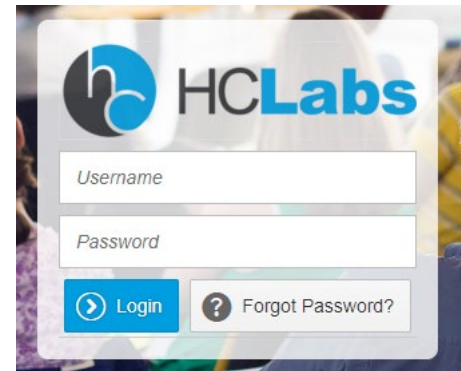
Note: Instructions for using the RollCall mobile app can be found here: [Record Attendance Using RollCall Mobile App](#)

Logging In

Log in to the RollCall web application:

1. Go to <https://upenn-rollcall.hcl-cloud.com/#/login>.
2. Enter your Username and Password and select **Login**.
Your username is your instructor ID in Knowledge Link.

First time users: You must obtain a username/instructor ID from your lead Knowledge Link administrator. **You will not be given a password.** The first time you log in, select the “Forgot Password” button. A password reset link will be sent to the email address associated with your instructor ID.



Note: See [Instructor Account Tips](#) to ensure your Knowledge Link instructor account works efficiently with RollCall.

Attendance Quick Reference

For more detailed steps and screen images, see the [Detailed Attendance Process](#) section.

1. Use **Select And Assign** to assign the session to yourself.
2. Select **Not Started Sessions**, open the session, then select **Start Attendance**.
3. Select **Swipe Badge**. Swipe badges and confirm that each learner’s attendance status changes to “Active.”
4. If badges do not work, select **Record E-Signature**, search for the user (use Penn ID), select the “I attest...” box, then select **Accept**.
5. For those not present, select the checkbox next to each learner’s name, select the action **Make Selected Attendees NoShow**, and then select **Submit**.
6. For multi-day sessions, repeat the steps above on each day.
7. When all attendance and No Shows are marked for all days, select **Submit to LMS**.

Optional - only for primary instructor.

*If attendance was started previously, open the session from **Started Sessions**.*

*Alternately, select the checkbox for each learner who is present, select action **Add Selected Attendees**, then select **Submit**.*

Best used if only a few learners need to be added. If many learners need to be added, award completion in Knowledge Link instead.

See step 8 in the [Detailed Attendance Process](#) section for other options.

*Alternately, you may select **Copy Attendance** to copy that day’s attendance to other days.*

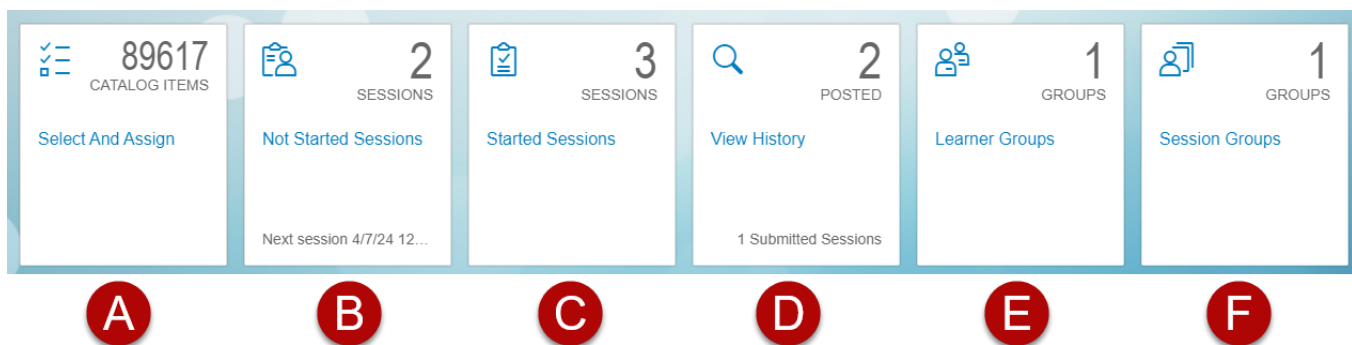
Knowledge Link will update within one to three hours. Further changes can only be made in KL.

Terminology

Use the following reference to learn the terms used in RollCall vs. Knowledge Link:

RollCall Term	Knowledge Link Term (when attendance is submitted)
Username (for login)	Instructor ID
Session	Item/Course <i>when giving credit at the item level</i> Class <i>when giving credit for a class</i>
Unscheduled	Item/Course <i>when giving credit at the item level</i>
Scheduled	Class <i>when giving credit for a class</i>
Registered	Registration Status = "Active Enrollment"
Active	Registration Status = "Active Enrollment" or "Walk-in or addition by administrator" Completion Status = "Complete"
Cancelled	Registration Status = "Course dropped by administrator"
Noshow	Registration Status = "No show"
Drop	No changes in Knowledge Link

Home Page Overview



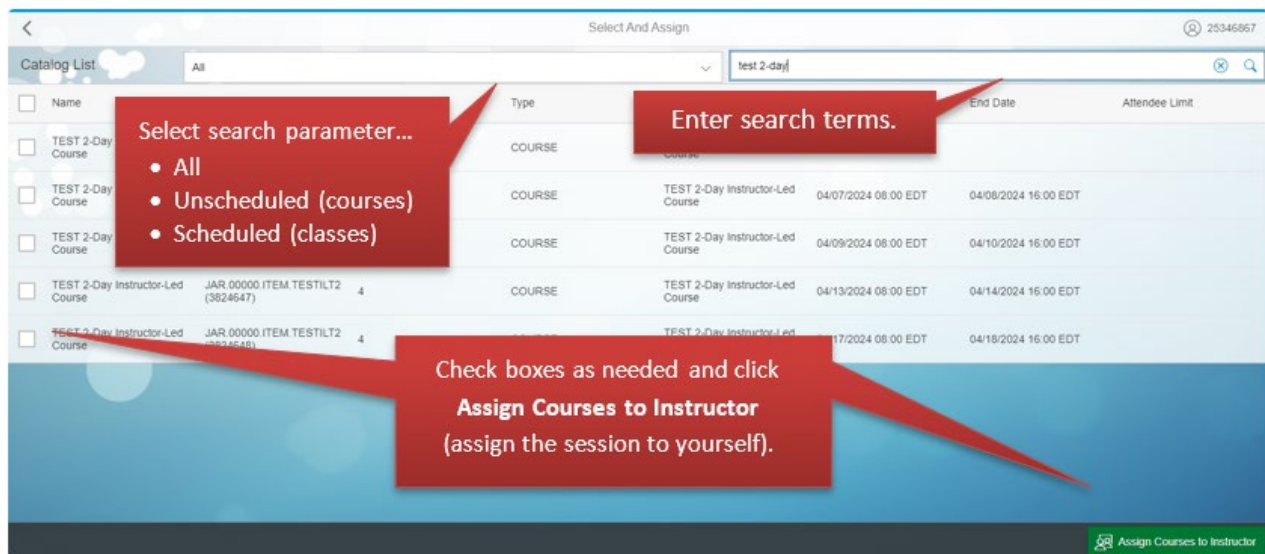
- | | |
|--------------------------------|---|
| A. Select And Assign | If you are not assigned as the instructor, search for a course or class and assign it to your instructor account. See the Attendance Process section for more. |
| B. Not Started Sessions | Use this section to open sessions (items or classes) associated with your instructor account if attendance has not yet been started. See the Attendance Process section for more. |
| C. Started Sessions | Use this section to re-open sessions for which attendance has been started. See the Attendance Process section for more. |
| D. View History | View sessions submitted to Knowledge Link and the status of the submission. See the View History section for more. |
| E. Learner Groups | View/create learner groups that can be quickly added to a session. When learners are added to a session via learner groups, they are marked as attended. See the Learner Groups section for more. |
| F. Session Groups | View/create session groups. Session groups are useful if the same cohort of learners attends multiple courses or classes. Marking attendance for one session in the group marks attendance for <u>all sessions</u> in the group. See the Session Groups section for more. |

Detailed Attendance Process

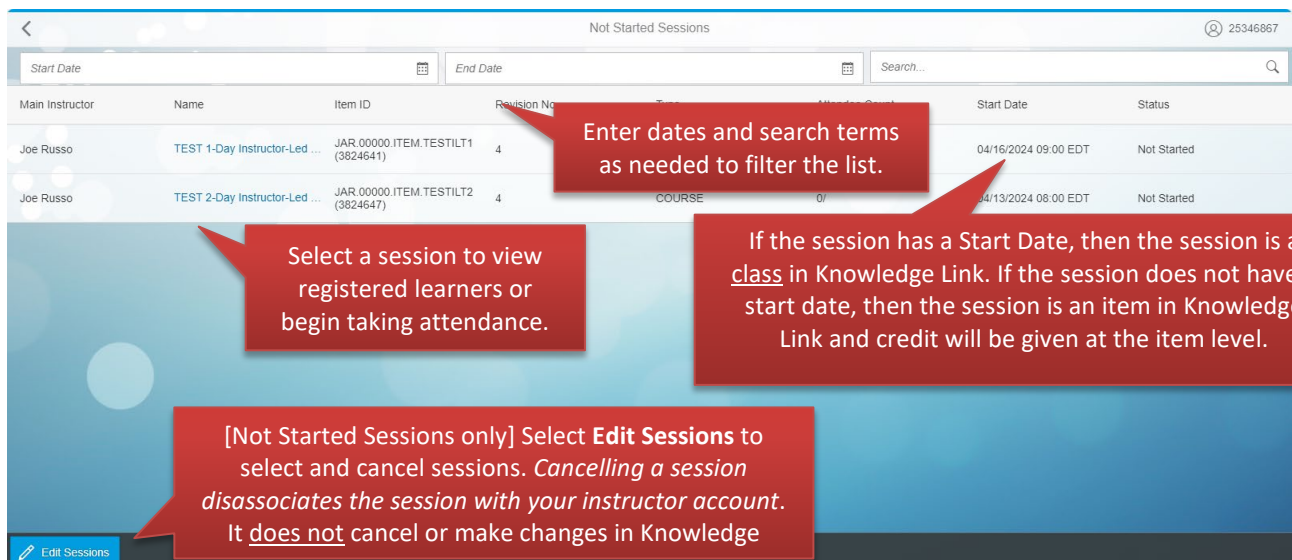
Starting from the home page...

1. If the session is not associated with your instructor account, select **Select And Assign** to assign the session to yourself. Search for the session, check the box, and select **Assign Courses to Instructor**. Select the back button (<) to return to the home page.

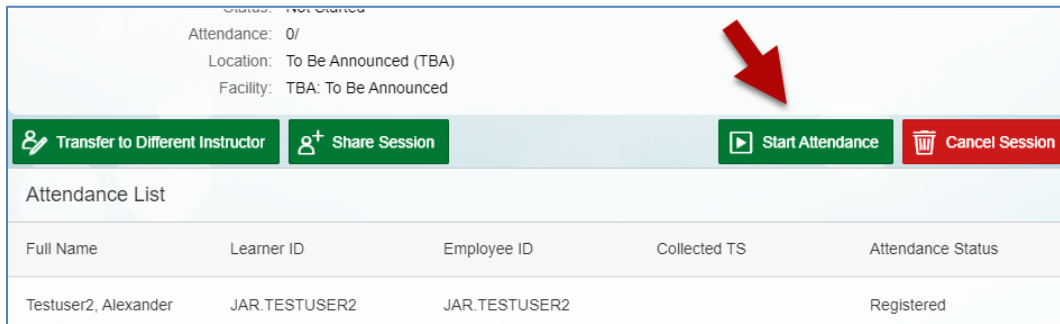
This step is only for the primary instructor. If multiple people are entering attendance, the primary instructor should share the session with other facilitators (see step 4).



2. Select **Not Started Sessions** (if you have not started attendance) or **Started Sessions** (if you have previously started attendance).
3. Select the session title to open it. You may also use the **Edit Sessions** button (see image below).



4. If attendance has not been started, select **Start Attendance**.



Attendance: 0/
Location: To Be Announced (TBA)
Facility: TBA: To Be Announced

Transfer to Different Instructor **Share Session** **Start Attendance** **Cancel Session**

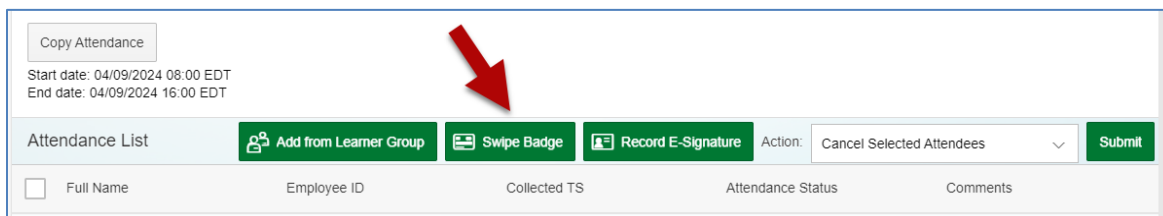
Attendance List

Full Name	Learner ID	Employee ID	Collected TS	Attendance Status
Testuser2, Alexander	JAR.TESTUSER2	JAR.TESTUSER2		Registered

Other options on this screen:

Transfer to Different Instructor	Search and select a different instructor. The session will be transferred to that instructor's account and will no longer be listed in your account.
Share Session	Search and select other instructors. The session will be visible on both your account and the other instructors' accounts. This option is typically used when there is a large class and multiple badge swipers are needed. Note: If the session is shared, a Remove Instructor button will appear.
Cancel Session	Select this option to disassociate the session from your instructor account. This <u>does not</u> cancel the session in Knowledge Link.

5. Select **Swipe Badge**.



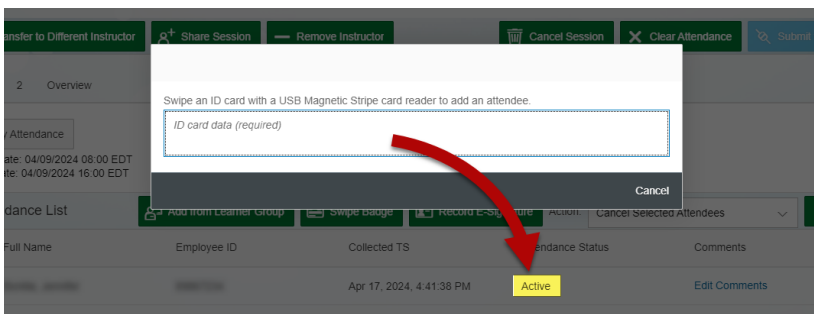
Copy Attendance

Start date: 04/09/2024 08:00 EDT
End date: 04/09/2024 16:00 EDT

Attendance List **Add from Learner Group** **Swipe Badge** **Record E-Signature** Action: Cancel Selected Attendees **Submit**

<input type="checkbox"/>	Full Name	Employee ID	Collected TS	Attendance Status	Comments
--------------------------	-----------	-------------	--------------	-------------------	----------

6. Swipe badges. As each badge is swiped, the learner's data will temporarily display on the screen. Select **Cancel** when finished with badges.



Swipe an ID card with a USB Magnetic Stripe card reader to add an attendee.

ID card data (required)

Cancel

Full Name	Employee ID	Collected TS	Attendance Status	Comments
		Apr 17, 2024, 4:41:38 PM	Active	Edit Comments

With each badge swipe, confirm that the learner's status changes to Active, as shown here.

7. If badges do not work or are not available (for example, an MS Teams class), use these alternate options:

- A. For those in attendance, select the checkbox next to each learner's name, select the action **Add Selected Attendees**, and then select **Submit**.

Full Name	Employee ID	Collected TS	Attendance Status	Comments
<input checked="" type="checkbox"/> Testuser2, Alexander	JAR.TESTUSER2		Registered	Edit Comments
<input checked="" type="checkbox"/> Testuser1, James	JAR.TESTUSER		Registered	Edit Comments

- B. If the learner is not in the list, select **Record E-Signature**, search for and select the user (strongly suggest using Penn ID), select the "I attest..." box, then select **Accept**.

Record E-Signature

Search: testuser5

Test

HS.TESTUSER5

George Testuser5

JAR.TESTUSER5

Select

Attest

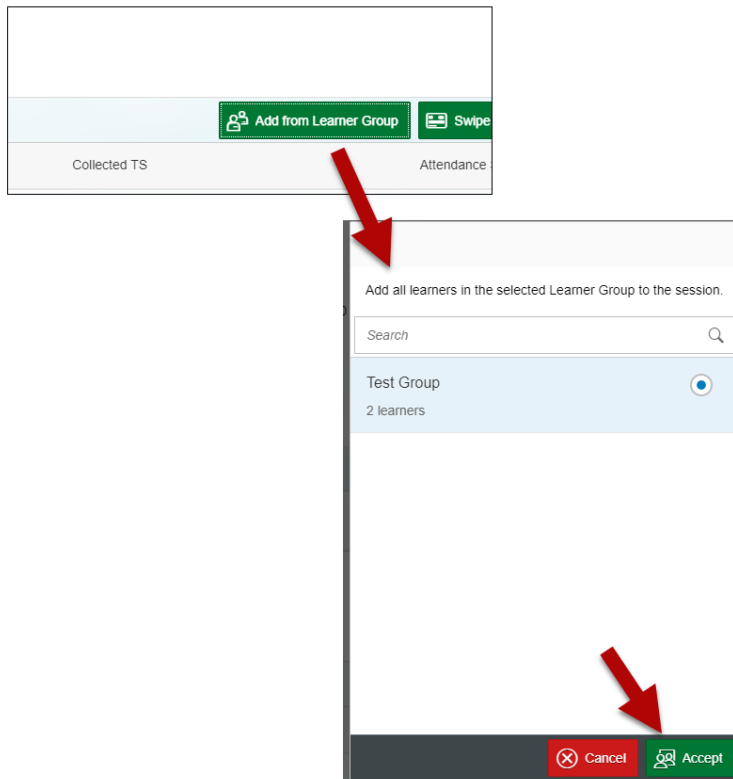
Accept

☒ I attest that I have verified the Learners identity through a form of identification aligned with our policy.

Cancel Accept

Record E-Signature requires that learners be added one at a time. It is best used if only a few learners need to be added. If many learners need to be added, it will take time away from your class. You may be better off using a paper roster and awarding completion in Knowledge Link instead.

- C. If you have created a Learner Group, select **Add from Learner Group**, select the group, and then select **Accept**. See the [Learner Groups](#) section for more information.



If learners are added that were not previously registered, their registration status in Knowledge Link will be updated to "Walk-in or addition by administrator."

8. For those not in attendance, select the checkbox next to each learner's name, select the action **Make Selected Attendees NoShow**, and then select **Submit**.

Transfer to Different Instructor

Share Session

Cancel Session

Clear Attendance

Submit to LMS

Attendance List

Add from Learner Group

Swipe Badge

Record E-Signature

Action: Make Selected Attendees NoShow

Submit

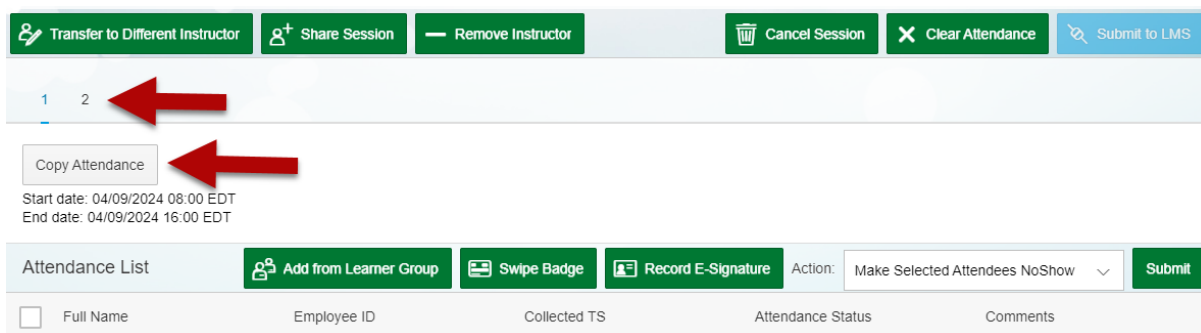
<input type="checkbox"/>	Full Name	Employee ID	Collected TS	Attendance Status	Comments
<input type="checkbox"/>	Testuser2, Alexander	JAR.TESTUSER2		Registered	Edit Comments
<input type="checkbox"/>	Testuser1, James	JAR.TESTUSER		Registered	Edit Comments
<input checked="" type="checkbox"/>	Testuser3, John	JAR.TESTUSER3		Registered	Edit Comments
<input checked="" type="checkbox"/>	Testuser4, Thomas	JAR.TESTUSER4		Registered	Edit Comments

In addition, you may optionally select **Edit Comments** for individual learners and enter comments as needed. CAUTION: When credit is given in Knowledge Link, the comment appears in the learning history/transcript record.

In step 8, these additional options are available. Please use WITH CAUTION:

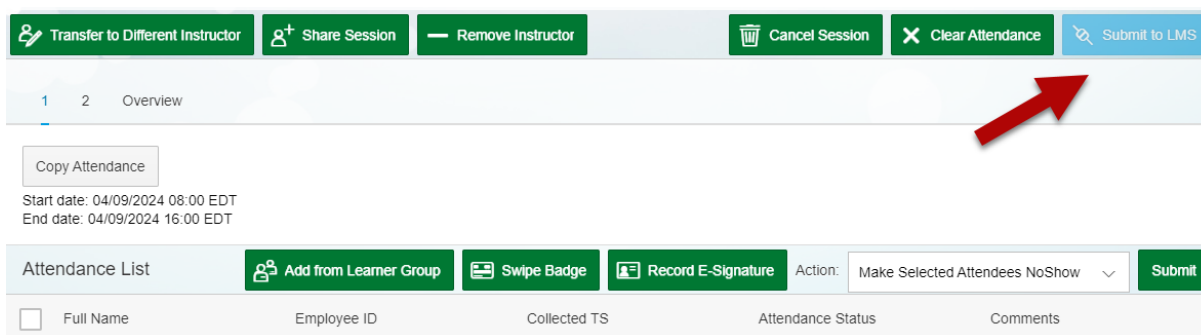
Action: Cancel Selected Attendee	If selected, the registration is marked as "Course dropped by administrator" in KL (not marked as a no show). It is best practice to mark learners as "no show" if they do not attend.
Action: Drop Selected Attendee	If selected, learner status in RollCall will be changed to "Dropped" – no changes will be made in Knowledge Link. Typically used if a user was added by mistake.
Button: Clear Attendance	If selected, ALL learner statuses in RollCall will be changed to "Dropped" – no changes will be made in Knowledge Link. Typically used if you want to start over with attendance.
Button: Cancel Session	Session attendance will be reset and the session will be removed from your account – no changes will be made in Knowledge Link. Typically used if you started attendance on a session you do not own.

9. For multi-day sessions, repeat the steps above on each day. Alternately, you may select **Copy Attendance** to copy that day's attendance to other days.



The screenshot shows the RollCall Web App interface. At the top, there are buttons: "Transfer to Different Instructor", "Share Session", "Remove Instructor", "Cancel Session", "Clear Attendance", and "Submit to LMS". Below these, there are tabs for "1" and "2", with a red arrow pointing to "2". A "Copy Attendance" button is highlighted with a red arrow. Below it, the start and end dates are displayed: "Start date: 04/09/2024 08:00 EDT" and "End date: 04/09/2024 16:00 EDT". The "Attendance List" section shows a table with columns: "Full Name", "Employee ID", "Collected TS", "Attendance Status", and "Comments". The "Action" dropdown is set to "Make Selected Attendees NoShow".

10. When all attendance and No Shows are marked for all days, select **Submit to LMS**. This process updates enrollment statuses and provides completion in Knowledge Link within one to three hours. *Further changes can only be made in Knowledge Link.*



The screenshot shows the RollCall Web App interface. At the top, there are buttons: "Transfer to Different Instructor", "Share Session", "Remove Instructor", "Cancel Session", "Clear Attendance", and "Submit to LMS". Below these, there are tabs for "1", "2", and "Overview", with a red arrow pointing to "Overview". A "Copy Attendance" button is visible. Below it, the start and end dates are displayed: "Start date: 04/09/2024 08:00 EDT" and "End date: 04/09/2024 16:00 EDT". The "Attendance List" section shows a table with columns: "Full Name", "Employee ID", "Collected TS", "Attendance Status", and "Comments". The "Action" dropdown is set to "Make Selected Attendees NoShow".

View History

Select **View History** from the home page to view courses submitted to Knowledge Link and the status of the submission.

Attendance Session History

25346867

☐ Include Archived

Status

Search...

Main Instructor	Name	Item ID	Start Date	Status	Archived
Joe Russo	TEST 2-Day Instructor-Led ...	JAR.00000.ITEM.TESTILT1 (3824673)	04/07/2024 08:00 EDT	Submitted (04/04/2024)	false
Joe Russo	TEST 1-Day Instructor-Led ...	JAR.00000.ITEM.TESTILT1 (3824672)	04/04/2024 09:00 EDT	Posted (04/04/2024)	false
Joe Russo	TEST 1-Day Instructor-Led ...	JAR.00000.ITEM.TESTILT1 (3824673)	04/05/2024 09:00 EDT	Posted (04/05/2024)	false

Select the session to review the attendance status of learners.

- “Submitted” indicates the attendance has been submitted but not yet sent to Knowledge Link.
- “Posted” indicates the attendance has been sent to Knowledge Link.

Select the session title to see attendance list and statuses that were submitted.

Show ViewHistory

25346867

TEST 1-Day Instructor-Led Course (JAR.00000.ITEM.TESTILT1)

Main Instructor: Joe Russo

Item ID: JAR.00000.ITEM.TESTILT1

Scheduled Offering ID: 3824673

Revision: 4 (2024-04-02T19:23:00Z)

Type: COURSE

Dates: 04/05/2024 09:00 EDT - 04/05/2024 12:00 EDT

Status: Posted

Attendance: 4/

Location: To Be Announced (TBA)

Full Name

Attendance Status

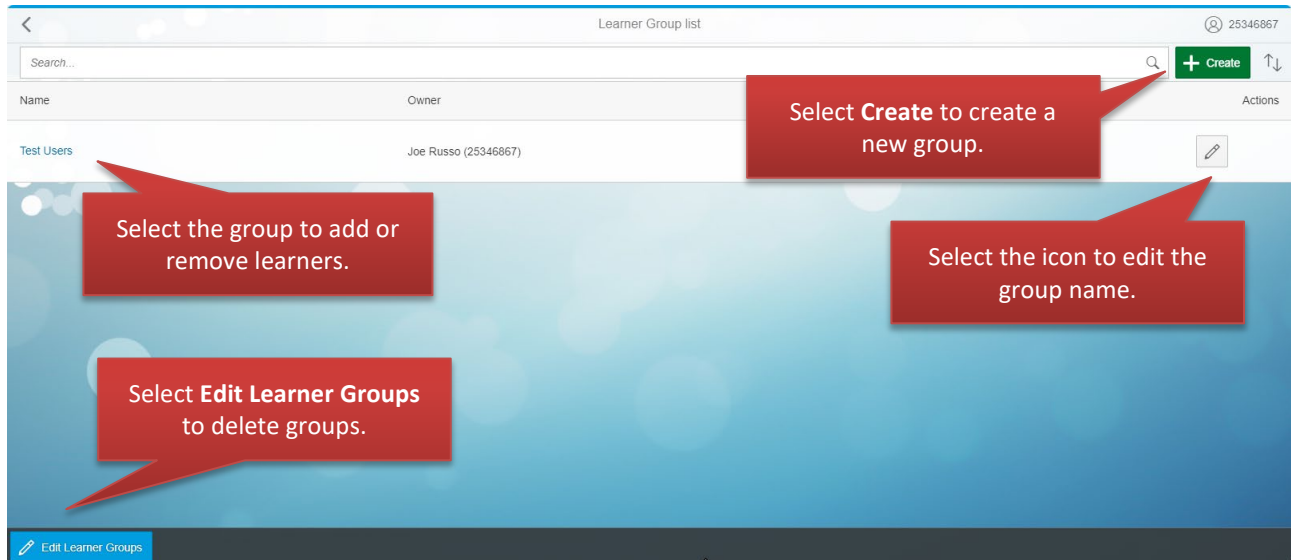
Comments

Testuser3, John	Active	
Testuser5, George	Active	
Testuser2, Alexander	Active	JAR.TESTUSER2 Apr 4, 2024, 4:37:01 PM
Testuser4, Thomas	Active	JAR.TESTUSER4 Apr 4, 2024, 4:37:01 PM

“Active” indicates the learner attended and a completion credit was sent to Knowledge Link.

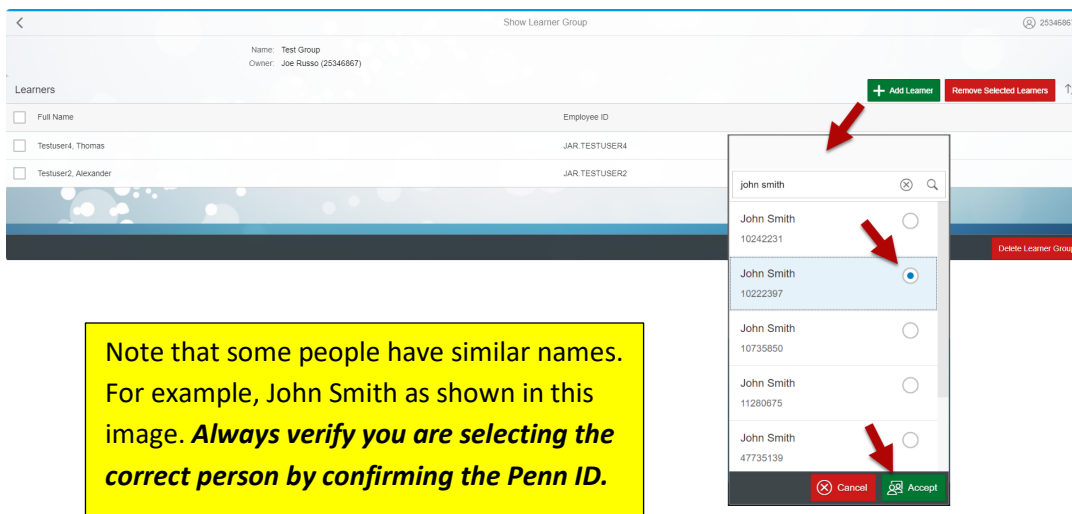
Learner Groups

Select **Learner Groups** from the home page to view and create learner groups that can be quickly added to a session. When learners are added to a session via learner groups, they are automatically marked as attended. Select the **Create** button to create a new group.

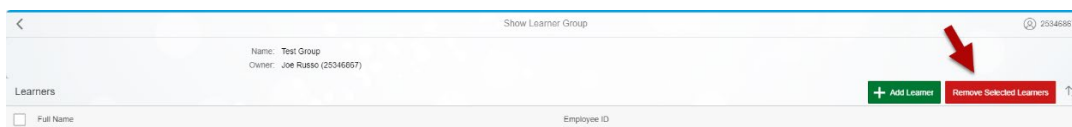


To edit the list of learners in the group, select the group name then...

1. To add learners, select **Add Learner**, search and select the learner, and then select **Accept**.

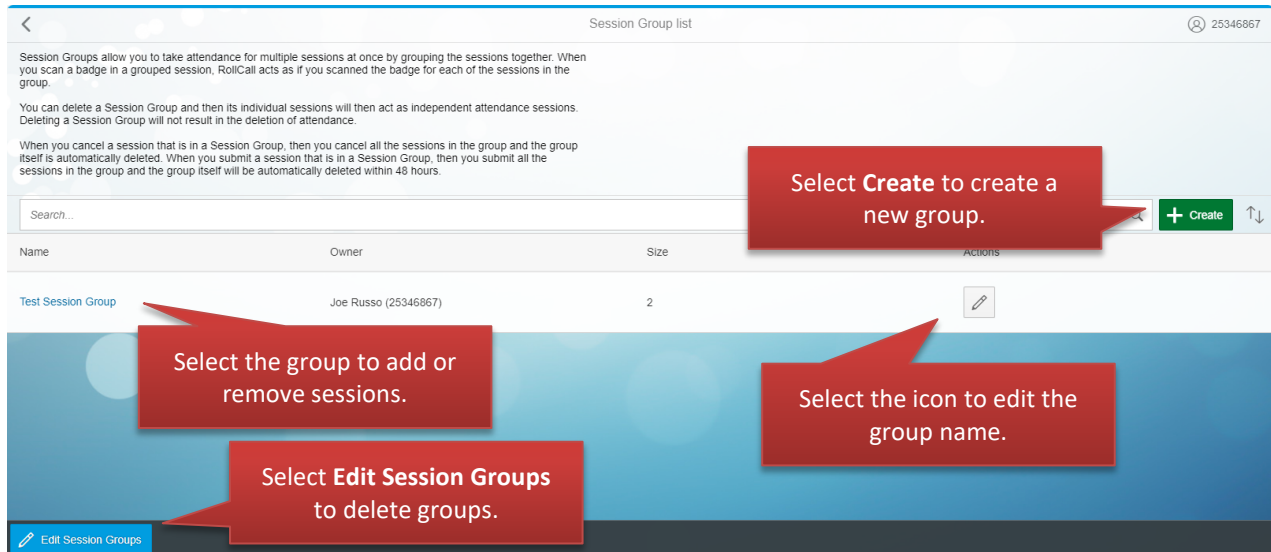


2. To remove learners, check the box next to the name and then select **Remove Selected Learners**.



Session Groups

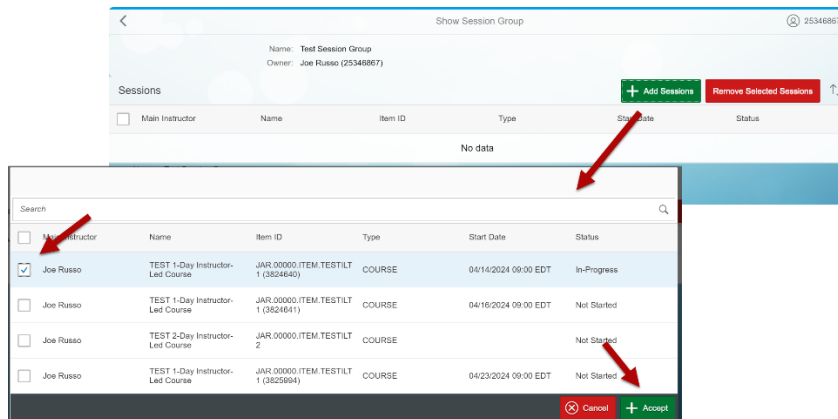
Select **Session Groups** from the home page to view and create session groups. Session groups are useful if the same cohort of learners attends multiple courses or classes. Marking attendance for one session in the group marks attendance for all sessions in the group. Select the **Create** button to create a new group.



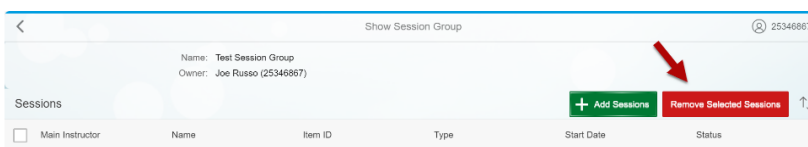
To edit the session group, select the group name then...

1. To add sessions, select **Add Sessions**, search and select the sessions, and then select **Accept**.

Note: You will only see sessions associated with your instructor account.



2. To remove sessions, check the box next to the session, and then select **Remove Selected Sessions**.



Instructor Account Tips

Your instructor account as well as your courses and classes should be set up as follows. This will ensure that your RollCall experience is efficient and smooth.

- When you request an instructor account, provide your full name, Penn ID, and email address. The email address will be used to set (and reset) your password for RollCall.
- In addition, provide the Item ID's that you are "authorized to teach" (in other words, items that you want quick access to in RollCall.) These item ID's will be associated with your instructor account, and will automatically appear in RollCall under **Not Started Sessions**.

Note: You can use items in RollCall to give credit at the item level.

Instructors | Search | Add New | ?

> Search > Search Results > Edit Authorized to Teach

Instructor ID: 25346867
Name: Russo, Joe

VLS Settings | Proctor Status | **Authorized to Teach** | Additional Costs | Item Costs
Summary | Custom Fields | **Authorized to Teach** | Scheduling | Regions | Shipping Info

Edit the Instructor

This window is set up by your lead administrator.
This image is just for reference.

Type: Item ID: Add

Update the Authorized Items for the Instructor Apply Changes Reset

Item ID	Title	Remove
COURSE JAR.00000.ITEM.TESTILT1 (Rev 4 - 4/2/2024 03:23 PM US/Eastern)	TEST 1-Day Instructor-Led Course	<input type="checkbox"/>
COURSE JAR.00000.ITEM.TESTILT2 (Rev 4 - 12/21/2022 01:00 PM US/Eastern)	TEST 2-Day Instructor-Led Course	<input type="checkbox"/>
COURSE JAR.TESTCC-01 (Rev 3 - 3/22/2024 12:00 AM US/Eastern)	Test Content Controller	<input type="checkbox"/>

Select All / Deselect All Apply Changes Reset

Not Started Sessions
4 SESSIONS
Next session 4/23/24 1...

- When setting up classes, add yourself as the Primary Instructor for each time slot. The classes will be associated with your instructor account, and will automatically appear in RollCall under **Not Started Sessions**.

TEST 2-Day Instructor-Led Course Actions

3825993

Start Date: 4/25/2024 08:00 AM Instructor: Joe Russo Enrolled: 0 Status: Active
End Date: 4/26/2024 04:00 PM Location: To Be Announced (TBA) (0000-TBA) Waitlist: 0
Time Zone: Eastern Standard Time (US/Eastern) Facility: TBA: To Be Announced (0000) Open Seats: Unlimited
COURSE JAR.00000.ITEM.TESTILT2 (Rev 4 - 12/21/2022 01:00 PM US/Eastern) Virtual Class: No

< Agenda Special Requests Libraries Contacts Materials Document Links Registration Financial Details Cost Calculation Cost Summary Pricing Purchasing >

Agenda

Title	Primary Location	Primary Instructor	Time Slot Description	Conflict Item
Thu 4/25/2024				
08:00 AM - 04:00 PM	To Be Announced (TBA)	Joe Russo		View Resource Conflicts
Fri 4/26/2024				
08:00 AM - 04:00 PM	To Be Announced (TBA)	Joe Russo		

Not Started Sessions
4 SESSIONS
Next session 4/23/24 1...

- Encourage learners to enroll in Knowledge Link so their names appear in the attendance list in RollCall. Otherwise, if they cannot swipe a badge, you will need to add them to RollCall manually.