

The purpose of this 'How To' is to guide administrators through the step-by-step process of putting web-based content into Knowledge Link courses and making it available to users.

Each web-based, Articulate-published unit needs to become a Course Object first. It then needs to be wrapped in an Item. Then, in many cases, it will need to be included in a curriculum in order to give it periodicity (retraining at a specified interval) and to be able to track its completion history.

- A. Request a Content Object ID
- B. Request an Item ID (if needed) and then configure the new Item
- C. Request a Curriculum ID (if needed) and then configure the new Curriculum
- D. Publish your content for the LMS using Articulate/Storyline
- E. Pre-production content testing
- F. Upload to iContent
- G. Putting it all together in production KL

You can request a Content Object ID, an Item ID, and a Curriculum ID all at the same time. The requests go to ISC, and there is a one-business day turnaround.

A. Request a Content Object ID

Web-based content requires Content Object IDs.

The following URL takes you to the online request form for Content Object IDs.

- <https://secure.www.upenn.edu/knowledgelink/cobjrequest.html>
- See [How to Request New Content Object, Item, and Curriculum IDs](#) for details.

B. Request an Item ID, and then configure the new Item

Web-based content needs to be "wrapped" in an Item and therefore needs an Item ID. Sometimes the item already exists. Otherwise, you have to request a new Item ID.

The following URL takes you to the online request form for Item IDs.

- <https://secure.www.upenn.edu/knowledgelink/itemrequest.html>.
- See [How to Request New Content Object, Item, and Curriculum IDs](#) for details.
- See [How to Configure a New Item](#).

C. Request a Curriculum ID, and then configure the new Curriculum

Web-based content is "wrapped" in an Item and often included in a Curriculum when a retraining interval is needed. The curriculum either already exists or you have to request a new Curriculum ID

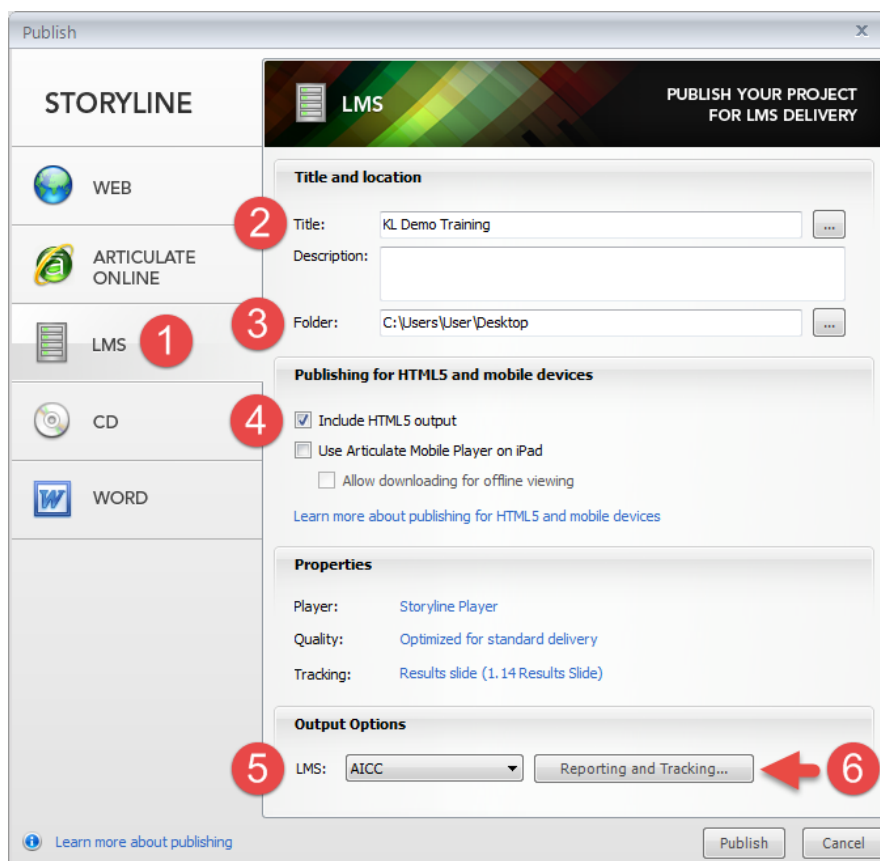
The following URL takes you to the online request form for Curriculum IDs.

- <https://secure.www.upenn.edu/knowledgelink/currrequest.html>
- See [How to Request New Content Object, Item, and Curriculum IDs](#) for details.
- See [How to Configure a New Curriculum](#).

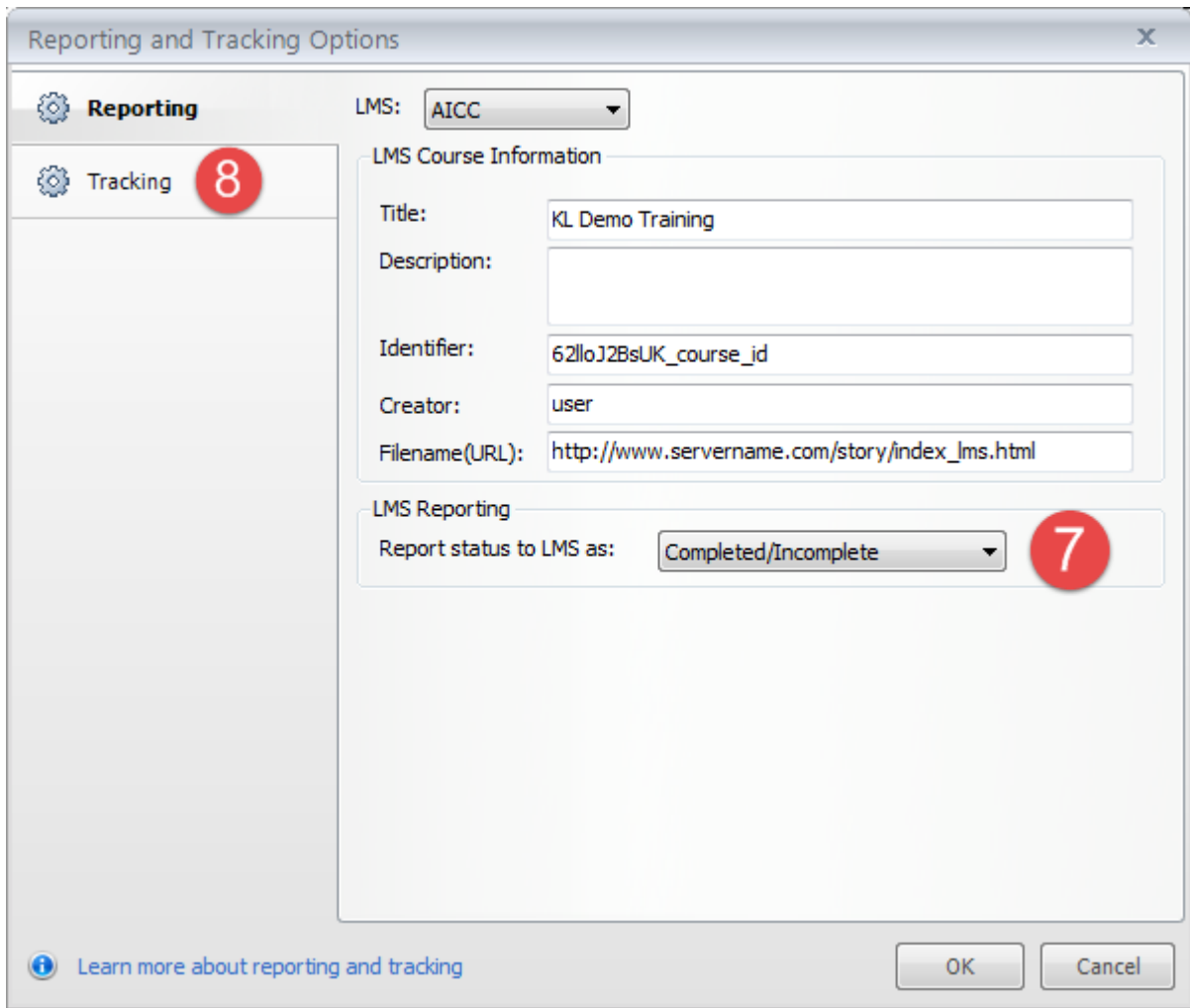
D. Publish your content for the LMS using Storyline/Presenter

Storyline

1. Choose the "LMS" option in the publication dialogue box.
2. Give your training module a title.
3. Choose destination to save your published file.
4. Check the box to include "HTML 5 Output".
5. Choose your LMS Output Option. **AICC format is STRONGLY recommended** though SCORM 1.2 is acceptable.
6. Click the "Reporting and Tracking" button. (Jump to next page in documentation to continue)



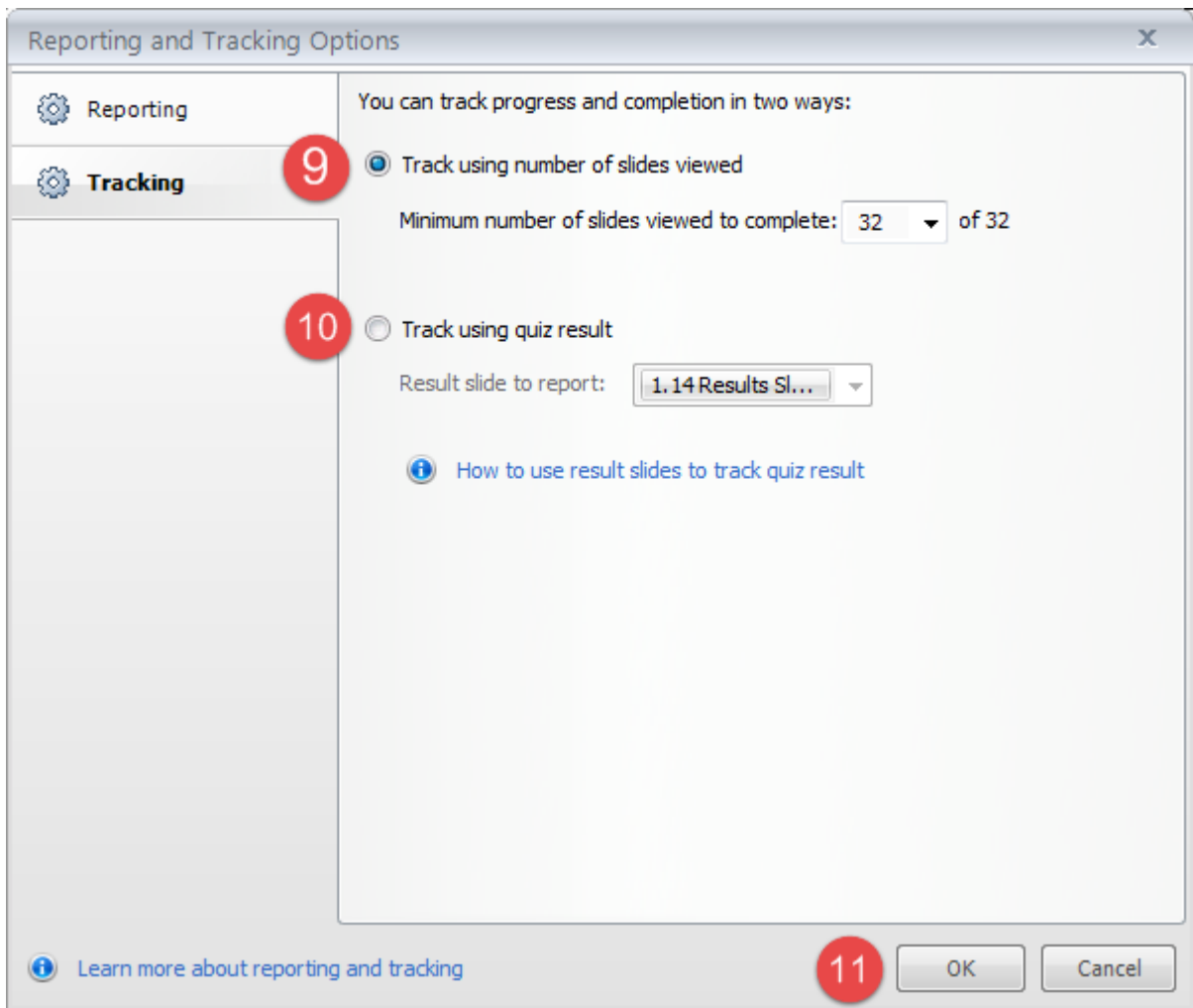
7. Use the **COMPLETED/INCOMPLETE** "LMS Reporting" setting.
8. Click the "Tracking" tab.



The image shows a dialog box titled "Reporting and Tracking Options". It has two tabs: "Reporting" and "Tracking". The "Tracking" tab is selected and highlighted with a red circle containing the number 8. The "Reporting" tab is also visible with a gear icon. The "LMS" dropdown menu is set to "AICC". The "LMS Course Information" section contains the following fields: "Title" (KL Demo Training), "Description" (empty), "Identifier" (62lloJ2BsUK_course_jd), "Creator" (user), and "Filename(URL)" (http://www.servername.com/story/index_lms.html). The "LMS Reporting" section has a "Report status to LMS as:" dropdown menu set to "Completed/Incomplete", which is highlighted with a red circle containing the number 7. At the bottom, there is a link "Learn more about reporting and tracking" and "OK" and "Cancel" buttons.

Note: You will only need to follow either step 9 or 10, not both.

9. If tracking by number of slides viewed, select the appropriate radio button and enter minimum number of slides.
10. If tracking via quiz results, select the appropriate radio button and choose which results slide you would like to report results.
11. Click OK



Reporting and Tracking Options

Reporting

Tracking **9**

You can track progress and completion in two ways:

Track using number of slides viewed

Minimum number of slides viewed to complete: 32 of 32

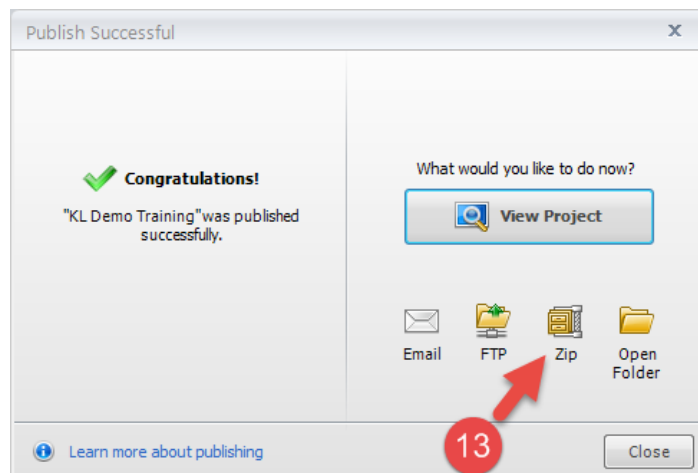
Track using quiz result **10**

Result slide to report: 1.14 Results Sl...

[How to use result slides to track quiz result](#)

[Learn more about reporting and tracking](#) **11** OK Cancel

12. Review all settings and click "Publish." Storyline will now publish your training module to the destination you chose on page 2 of this document.
13. Now would also be a good time to "zip" your module so that it is (almost) ready for testing. To do this, click on the "Zip" function as seen in the "Congratulations" dialogue box. You will be prompted to choose a save destination for your file. Choose one and click "Save."



E. Pre-Production Testing

Completing pre-production testing with your new learning module is one of the most important steps in the process. It will ensure that your module works as intended.

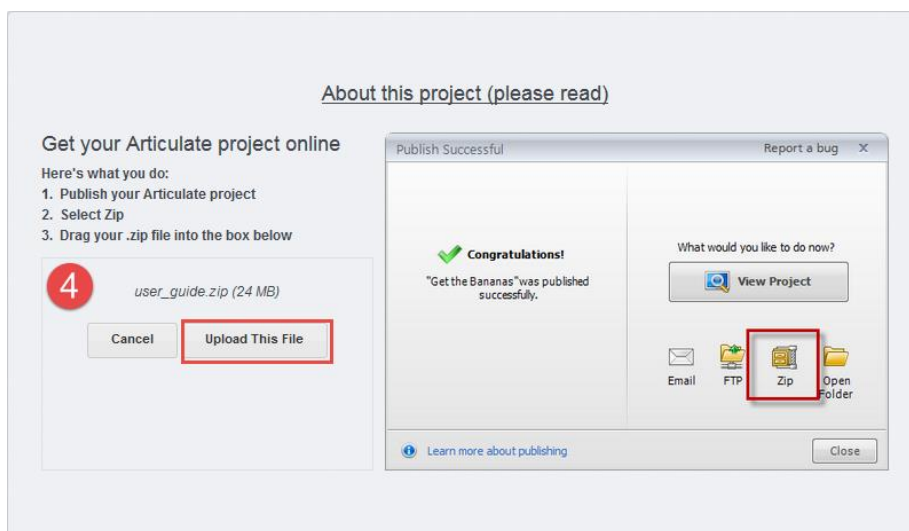
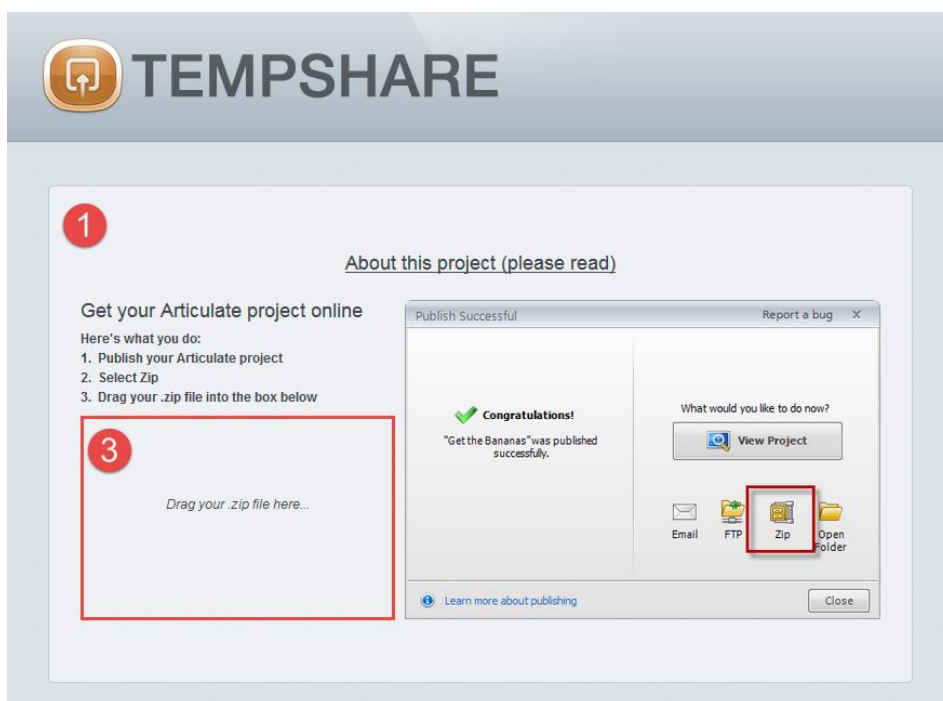
If you are new to using Knowledge Link please contact kl_help@lists.upenn.edu to receive a full instructor-led tutorial on Pre-Production Testing.

If you are an experienced Knowledge Link admin, below are some reminders and instruction on how to use common pre-production testing resources.

1. Articulate TempShare - Articulate TempShare is an "unofficial" free service offered by the publisher of Articulate Storyline/Presenter. It allows you to quickly upload, share and test your new training module with a web link. The downside is that the link is only active for 10 days and the service will not tell you if your training has passed a "completion" to the LMS.
2. ScormCloud - ScormCloud is a free* service much like TempShare in that it allows you to quickly upload, share, and test your new training modules with a web link. Unlike TempShare it will also tell you if a "completion" has passed to the LMS. This is an advantage because you can know for sure that your training is properly communicating completions to the LMS. Disadvantages for ScormCloud include that it is only free for 100mb of training module storage and has a maximum of 10 testers. There are paid options available. (Please contact kl_help@lists.upenn.edu for more information on using ScormCloud).
3. Local server testing (legacy procedure, please see appendix)

Testing with Articulate TempShare

1. Browse to <http://tempshare.articulate.com>
2. Locate the .zip file you created in Storyline or Presenter
3. Drag and drop your .zip file to the designated place on the web page
4. Click the "Upload This File" button to upload your course package



5. Click the "view" button to launch your course for pre-production testing.
6. Optionally, you can copy the link to the course and send to others for feedback. The link will **expire in 10 days**.

Okay, you're all set!

Use the link below to access your content. **It will expire in 10 days.**

View

Copy To Clipboard

<http://s3.amazonaws.com/tempshare-stage.storyline.articulate.com/stp1!>

5

6

Now that you have tested your course and are happy with it, it's time to upload your hard work to iContent hosting. Continue below!

F. Upload to iContent

Now that you have your **Content Object ID (COBJ ID)** and a .zip file of the content object/course, and you have successfully tested it, you will upload the .zip to iContent. The .zip file name should be the same as your COBJ ID. If you need to upload a revision, use the same COBJ ID but append _v2, etc. for the file name to distinguish it.

Go to <https://icontentportal2.plateau.com/> and click on **Log-In** in upper right corner. For login information contact kl_help@lists.upenn.edu.

After the next page displays, click the **Upload** link in the top navigation bar below the "SuccessFactors" banner.

1. Enter the **Item ID** in the field marked 'Course ID'. (This will be a new Item ID if you requested a new one; otherwise it can be any pre-existing Item)
2. Enter the **Course Title** and **Description**. These can be edited later so they don't need to be exact.
3. Enter "UNIV" in the **Course Domain ID** field.
4. Enter "COURSE" in the **Course Item Type ID** field.
5. Enter the following in the Special Instructions textbox (255 character limit)
 - a. YOUR contact information
 - b. YOUR Content Object ID, e.g. UP.91001.COBJ.KL101
 - c. Mastery Score if completion is set by passing a quiz, e.g. 80%
 - d. Format – AICC (preferred) or SCORM 1.2 or 2004
6. Click "Browse" and locate the .zip file you published in Storyline/Presenter
7. Click **Submit** and your file will appear below in the **File Manager box** (highlighted in green). (You should hear back within one business day.)

iContent Deployment Request

If you have subscribed to SuccessFactors' iContent Services for hosting and management of CUSTOM CONTENT, you may upload your course files here. This may include internally-developed custom content, content from vendors, or "non-tracking" content (no native AICC or SCORM tracking functions), such as PDFs, PowerPoints, Word documents, etc.

Please upload your content files from your desktop and be sure to enter a unique Course ID (required), a title, and fill in any other descriptive fields provided. The Domain ID and Item Type ID must be the exact IDs as they exist in your SuccessFactors LMS. Once uploaded, an iContent technical consultant will take it from there.

Please submit any questions or inquiries to icontentsupport@plateau.com.

1 Course ID:

Course Title:

Course Description:

(characters left: 1333)

3 Course Domain ID:

Course Item Type ID:

Special Instructions:

(characters left: 2000)

6 Upload File: No file selected.

2

4

5

7

File Manager

Page 1

ID	Name	Course ID	Course Title	Date	Size	
145184	UP.87024.COBJ.CON	UP.87024.ITEM.CONDUCT001	Student Loan Code of Conduct Knowledge Building	01/15/2015 12:12 PM	2 MB	<input type="button" value="DELETE"/>
145026	UP.87024.COBJ.CON	UP.87024.ITEM.CONDUCT001	Student Loan Code of Conduct	01/14/2015 11:50 AM	2 MB	<input type="button" value="DELETE"/>

G. Putting it all together in production KL

- **Once iContent gets back to you and confirms that your course is ready, you will need to do a few things:**
 - Ensure that your item and curriculum (if applicable) are properly configured.
 - i. [How to Configure a New Item](#)
 - ii. [How to Configure a New Curriculum](#)
 - [Assign yourself](#) the new Item/Curriculum and test the following:
 - i. Does it launch correctly from your learning plan?
 - ii. Does everything look right in your course module?
 - iii. Do you receive credit after successfully completing the module?

If everything is working, then it's time to think about how you would like to assign the training module. If you have any questions, please contact: kl_help@lists.upenn.edu