



UKG KnowledgePass™ Guide

*Linking to KnowledgePass via the Workforce
Central Plug-in*

Guide for KnowledgePass Training Managers



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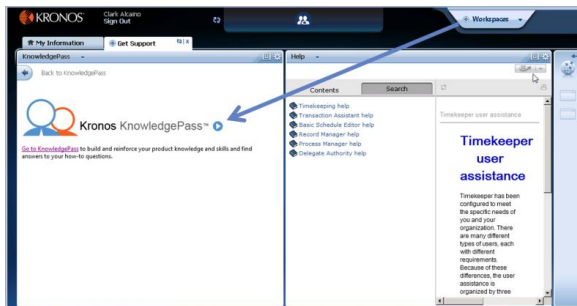
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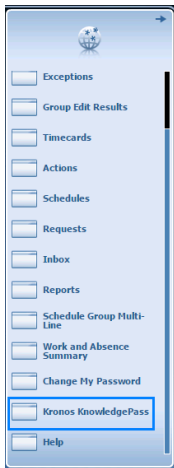
Overview

The Workforce Central Plug-in to KnowledgePass is included with Workforce Central versions 6.3.10+, 7.0.2+, and 8.0+. The plug-in allows you to put the KnowledgePass resources right at your users' fingertips so they can get answers to their how-to questions right when they need them. It is single sign-on – the user does not have to enter any username or password to enter KnowledgePass when they click the link. When configured, your link becomes available to your users as follows:

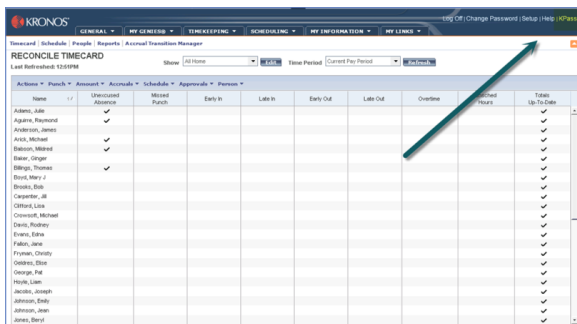
In the version 6.3 and version 7 Navigator, the link is in the KnowledgePass widget in the Get Support workspace



In the version 8 Navigator, the link to KnowledgePass is available in the Related Items Pane.



In versions 6.3 and 7 Classic UI, the link to KnowledgePass becomes visible in the upper right next to the links for Help and logging off.



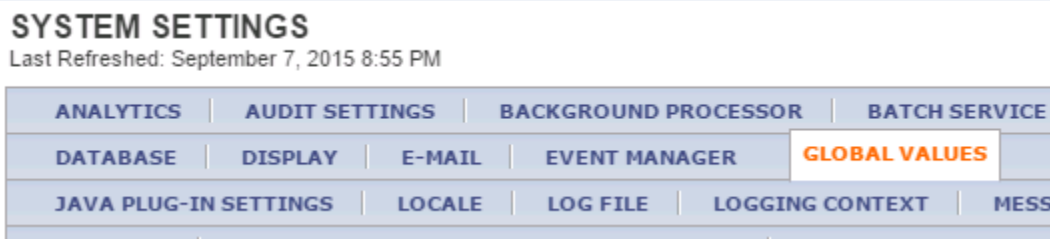
Configuring the Plug-In

Follow these steps to configure the plug-in.

1. Go to Setup and click **System Settings** in the System Configuration box.



2. Click **Global Values**.



3. In global.KnowledgePass.auto.URL enter <https://knowledgepass.kronos.com/auth/kronosportal/kronoswfcportal.php>
4. In global.KnowledgePass.CountryCode, enter your two digit country code. Valid codes are found here: <https://github.com/moodle/moodle/blob/master/lang/en/countries.php> (KnowledgePass uses Moodle as its foundation).
5. If you wish to configure a manual link to KnowledgePass, which requires that your users log into KnowledgePass separately, enter <http://knowledgepass.kronos.com> in global.KnowledgePass.manual.URL. An entry in the global.KnowledgePass.auto.URL field overrides the entry in this field.
6. In global.KnowledgePass.SolutionID enter the solution id associated with your KnowledgePass subscription.

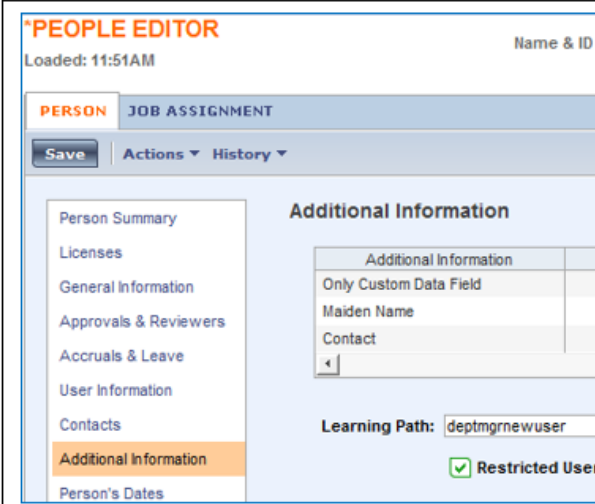
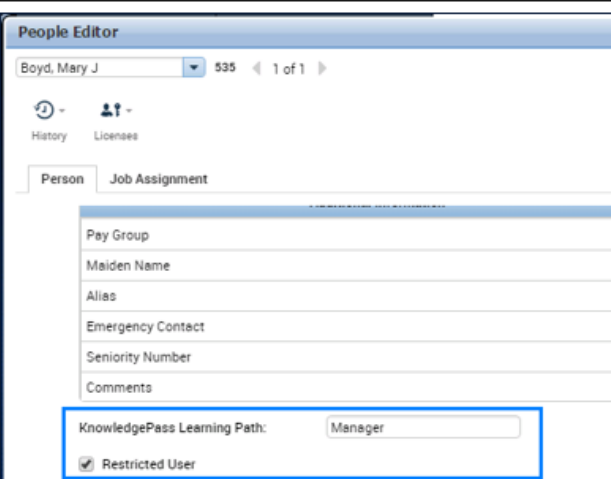
global.KnowledgePass.auto.URL	https://knowledgepass.kronos.com/auth/kronosportal/kronoswfcportal.php
URL to automatically log users to KnowledgePass. If this is blank, automatic login is disabled. The URL must begin with https://.	
global.KnowledgePass.CountryCode	US
The country code to use when automatically logging in to KnowledgePass.	
global.KnowledgePass.manual.URL	http://knowledgepass.kronos.com
URL to send user to in the KnowledgePass widget if automatic login is disabled.	
global.KnowledgePass.SolutionId	6000003
The KnowledgePass customer's solution ID.	

Setting Up users

The first time a user clicks the link to KnowledgePass, Workforce Central sends the user's first and last names and person id to KnowledgePass. It also sends over the solution id. KnowledgePass creates the user's profile with their first and last names and creates the username by combining wfc + solutionid + person id. The password is a secure password that is **not** based on the user's Workforce Central nor is it visible in any interface.

On that first click, Workforce Central also sends values entered into the user's Workforce Central people record in Additional Information. This is where you can establish which learning path the user should be assigned when they first log into KnowledgePass via the plug-in and whether they should be restricted to their My Learning.

IMPORTANT: The KnowledgePass Learning Path value can have no spaces. The value in KnowledgePass Learning Path and the Restricted User option are sent to KnowledgePass only on the user's first click. If you need to change the user's learning path, the KnowledgePass Training Manager uses the KnowledgePass tools do make the change.

Workforce Central 6.3+ and 7.0.2+	Workforce Central 8
	

IMPORTANT NOTE: If you receive the following error message when using Internet Explorer to connect to KnowledgePass with the plug-in “**The following parameters are missing: solutionid, personnumber, firstname, lastname**”, add “*<https://knowledgepass.kronos.com>” to the trusted sites in your Internet Explorer settings. For a step-by-step guide, go to <http://windows.microsoft.com/en-us/windows/security-zones-adding-removing-websites#1TC=windows-7>

Configuring Navigators to Include the KnowledgePass Widget

Once you have properly set the values on the Global Values tab and set up the users, you must configure your Navigator(s) to include the KnowledgePass Widget/part. For more information on configuring Navigators, please review the course in KnowledgePass, *Workforce Central 8.1.3-01: Administering Navigators 8.1.3 (with Sandbox)*.

KnowledgePass Account Assignment Tag

The Personality API allows you to set and retrieve the Learning Path and Restricted User attributes via Workforce Integration Manager. A KnowledgePass Account Assignment Tag has been added for this purpose. The elements included in this tag are as follows

Name	Required?	Default Value	Description
KPassAccountAssignment	Optional		Information on the employee's Knowledgepass account.
LearningPath	Required		The Learning Path that this employee is to be assigned to in KnowledgePass. The value should have no spaces in it.
isRestrictedUser	Optional	false	If true, the user is restricted to seeing only their assigned learning path and has no access to any courses that are not on it.

The following is a simple example of a Person API that populates the People Editor with information that is sent to KnowledgePass when the user first clicks the link to KnowledgePass:

```
<Kronos_WFC version="1.0">
  <Request Action="Update">
    <Personality>
      <Identity>
        <PersonIdentity PersonNumber="8275219D"/>
      </Identity>
      <PersonInformationData>
        <PersonInformation>
          <KPassAccountAssignment>
            <KPassAccount isRestrictedUser="true" LearningPath="FactoryManagerTraining"/>
          </KPassAccountAssignment>
        </PersonInformation>
      </PersonInformationData>
    </Personality>
  </Request>
</Kronos_WFC>
```