

# Oracle Fusion Cloud Talent Management

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## **Implementing Learning**

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# Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

## Get Help in the Applications

Use help icons Help icon to access help in the application. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons.

## Get Support

You can get support at [My Oracle Support](#). For accessible support, visit [Oracle Accessibility Learning and Support](#).

## Get Training

Increase your knowledge of Oracle Cloud by taking courses at [Oracle University](#).

## Join Our Community

Use [Cloud Customer Connect](#) to get information from industry experts at Oracle and in the partner community. You can join forums to connect with other customers, post questions, suggest [ideas](#) for product enhancements, and watch events.

## Learn About Accessibility

For information about Oracle's commitment to accessibility, visit the [Oracle Accessibility Program](#). Videos included in this guide are provided as a media alternative for text-based topics also available in this guide.

## Share Your Feedback

We welcome your feedback about Oracle Applications user assistance. If you need clarification, find an error, or just want to tell us what you found helpful, we'd like to hear from you.

You can email your feedback to [oracle\\_fusion\\_applications\\_help\\_ww\\_grp@oracle.com](mailto:oracle_fusion_applications_help_ww_grp@oracle.com).

Thanks for helping us improve our user assistance!





# 1 Guide and Application Overviews, and Setup Tasks

## About the Implementing Oracle Learning Guide

This guide is primarily for implementers and application administrators. It contains the concepts and tasks to implement Oracle Learning and integrate with external content providers and virtual classroom providers.

The Using Oracle Learning guide is primarily for learning administrators and contains the concepts and tasks to create and manage the learning catalog, learning assignments, and learning recommendations. It also covers the self-service **Me > Learning** and **My Team > Learning** tasks at the end.

## What's Oracle Learning Cloud

Learning is a skills-driven learning platform that lets individuals, teams, and organizations develop the relevant sets of skills. People get a unified learning experience because it combines formal and informal learning from an internal catalog and external providers.

- Learning administrators can deploy and track compliance and development-based learning.
- HR specialists can manage a learning catalog and meet compliance needs across the entire organization.
- Learning specialists can assemble online offerings, courses, and specializations. They do this using videos, PDF documents, web links, and content from external providers. They can also use SCORM-compliant and AICC-compliant content.
- Subject matter experts can easily share their knowledge with the rest of your organization, and gain recognition for their contributions.
- Managers can recommend learning to their teams and track their progress.
- Learners across your organization can discover, consume, publish, and collaborate on content that's relevant to their job roles. They can also consume learning offline by downloading content to their mobile devices.

To start a Learning implementation, someone with the Application Implementation Consultant (ORA\_ASM\_APPLICATION\_IMPLEMENTATION\_CONSULTANT\_JOB) role must opt in to the offerings applicable to your business requirements.

## Before You Start

You need to implement either of these products:

- Oracle Fusion Global Human Resources Cloud Service
- Oracle Fusion Talent Management Cloud Service

You can also review the Learning (Oracle Learning Cloud) technical briefs on the All Fusion HCM Cloud Product Papers page (document ID [1504483.1](#)).

# Learning Setup and Maintenance Tasks

To implement the structure that learning administrators and learners use to create and consume learning, complete these setup tasks.

Task Name	Description	Recommended Help
Manage Profile Options	Enable the applicable learning features controlled by profile options. For example, specify the location of learner selection criteria and control SCORM behavior. Also enable learning administrators to include learning outcomes, enrollment questionnaires, and evaluations for courses and specializations.	<ul style="list-style-type: none"> <li>• <a href="#">Learning Profile Options Overview</a></li> <li>• <a href="#">Profile Options for Oracle HCM Mobile App</a></li> <li>• <a href="#">Overview of Profile Options</a></li> <li>• <a href="#">Create and Edit Profile Options</a></li> </ul>
Manage Common Lookups	Review and modify learning lookups. The lookups handle identifying assignment attribution and content source types. They also ensure consistent measurements and identify the reason for various actions. The actions include marking learning assignments as completed, deleting them, withdrawing them, and withdrawing from learning items.	<ul style="list-style-type: none"> <li>• <a href="#">Learning Lookups Overview</a></li> </ul>
Manage Descriptive Flexfields	Optionally edit, validate, and deploy descriptive flexfields to add company-defined attributes for learning objects. Learning objects include content and instructor-led training resources, course offerings, courses, and specializations.	<ul style="list-style-type: none"> <li>• <a href="#">Learning Descriptive Flexfields Overview</a></li> </ul>
Manage Approval Transactions for Human Capital Management	Optionally change default learning approval rules to better support your policies. For example, require approval before people withdraw from learning items, when they report content, and before they post self-service content to the catalog.	<ul style="list-style-type: none"> <li>• <a href="#">Learning Approval Rules</a></li> </ul>
Manage Task Configurations for Human Capital Management	Optionally change default approval notification workflows to better support your policies. For example, send learners informational notifications about assignment completions and withdrawals. And send approvers actionable notifications to approve assignment completions and withdrawals.	<ul style="list-style-type: none"> <li>• <a href="#">Learning Approval Action Required and Informational Notifications</a></li> </ul>
Scheduled Processes	Review background processes automatically scheduled by Learning. Schedule manual processes, such as Load and Synchronize External Course Data, Process Unfinished Attempts, and Process Learning Alerts, as appropriate. Also run the reconcile processes as needed.	<ul style="list-style-type: none"> <li>• <a href="#">Background Processing in Learning</a></li> </ul>
External Content and Virtual Classroom Providers	Configure integrations with external content providers, such as LinkedIn Learning and Skillssoft, so that learners can manage their learning from a single catalog. Also configure integrations with virtual classroom providers	<ul style="list-style-type: none"> <li>• <a href="#">External Courses Integration with Learning Catalog</a></li> <li>• <a href="#">Virtual Classroom Providers and Learning Catalog Resources</a></li> </ul>

Task Name	Description	Recommended Help
	to provide course offerings with robust virtual instructor-led training (VILT).	
Alerts Composer	Optionally send informational alerts to learners and instructors about specific learning events, such as reminders of upcoming activities or notifications about offering changes.	<ul style="list-style-type: none"> <li>• <a href="#">Learner Alerts</a></li> <li>• <a href="#">Configure Learning Alerts</a></li> </ul>
Work Structures	Create the physical locations that learning administrators use when creating instructor-led and virtual instructor-led training (ILT and VILT).	<ul style="list-style-type: none"> <li>• <a href="#">Locations Used for Learning Classroom Resources</a></li> </ul>



## 2 Profile Options

### Learning Profile Options Overview

A number of profile options control learner selection criteria, learning outcomes and evaluations, and SCORM behavior. Edit the site-level profile values using the Manage Administrator Profile Values task in the Setup and Maintenance work area.

To find all Learning profile options, in the Profile Option Code field, enter **%WLF%** and click **Search**.

**Note:** People see the effect of any changes the next time they sign in to Learning.

### Enable Learning Outcomes Profile Option

Let people include learning outcomes for courses and specializations. To do this, for the WLF\_ENABLE\_LEARNING\_OUTCOMES profile option, set the site-level profile value to **Yes**.

#### *Related Topics*

- [Learning Prerequisites and Outcomes, and Talent Prerequisite and Person Profile Types](#)
- [Person Profile Type and Learning Outcomes for Courses and Specializations](#)

### Learning Profile Options for the SCORM Course Player

To configure various features for the SCORM course player, use these learning profile options.

#### SCORM Learner Progress Update on Every Content Call

To turn on auto-commit after setting Auto Commit to **Default** on the SCORM Content Details page, enable the WLF\_SCORM\_AUTO\_COMMIT profile option. Do this by setting the site-level profile value to **Yes**. But, change it only if told to by Oracle Support.

#### SCORM Learner Progress Update Interval by Content Calls

To specify the number of SCORM set value calls before committing the calls, set the site-level profile value for the WLF\_SCORM\_COMMIT\_INTERVAL\_CNT profile option. The default value is **50**. Change it only if told to by Oracle Support.

## SCORM Learner Progress Update Interval by Time

To specify the number of seconds between commitment of SCORM set value calls, set the site-level profile value for the WLF\_SCORM\_COMMIT\_INTERVAL\_SEC profile option. The default value is **60**. Change it only if told to by Oracle Support.

## E-Learning Full Screen Player Mode Enabled

While still visible, Learning no longer uses the WLF\_LEARN\_ELEARNING\_FULLSCREEN\_ENABLE profile option. The profile option lets you specify to open SCORM course content in a new browser tab or window. By default, the learning SCORM content player launches SCORM content in the same tab, embedded in the page. Opening larger content items in another browser can improve learners' experiences.

**Note:** Your selection, **No** to keep the player embedded or **Yes** to open it in a new tab or window, applies to all SCORM course content. Whether learners get a new browser tab or window depends on the settings and version of their individual browsers.

## Roll up Failed SCORM Attempts

Specify the default setting for Recorded Attempts per SCORM or HACP content item uploaded to Learning using the **Create Content > Import External Content** action. Use the WLF\_ROLLUP\_FAILED\_SCORM profile option.

- If the site-level profile value is **No**, the default value, the import process creates all new content items with Recorded Attempts set to **Unlimited**.
- If the site-level profile value is **Yes**, the import process creates all new content items with Recorded Attempts set to **Single**.

Unlimited recorded attempts lets learners redo SCORM and HACP offering activities from the start until they get a passing score. With a single recorded attempt, Learning updates their assignment records to **Not Passed** if they don't get a passing score on the first try.

### *Related Topics*

- [Import External Content to the Learning Catalog](#)

## Enable Questionnaires Learning Profile Option

Let people include learning enrollment and evaluation questionnaires in courses and specializations. To do this, for the WLF\_ENABLE\_QUESTIONNAIRES profile option, set the site-level profile value to **Yes**.

### *Related Topics*

- [Configure Enrollment, Assessment, and Evaluation Questionnaires for Learning](#)

## WLF BI Folder Containing Analyses for Require by Analysis Profile Option

You can specify the folder Learning references when finding the analysis criteria used as learner selection criteria. For the WLF\_RBA\_BI\_FOLDER profile option, site-level profile value, enter the folder navigation path, such as **/shared/Custom/HCM/HCM Embedded/Learning/Learner population Analyses**.

When you configure analysis objects, you need to select the Worker object and the Person ID field. For the analysis to work with mass processing of learning assignments, the person ID must exist in the report.

### *Related Topics*

- [Learning Assignments](#)





# 3 Learning Lookups

## Learning Lookups Overview

Learning uses lookups to handle identifying assignment attribution and content source types, ensure consistent measurements, and identify the reason for various actions. The actions include marking learning assignments as completed, deleting them, withdrawing them, and withdrawing from learning items.

You manage learning lookup using the Manage Common Lookups task in the Setup and Maintenance work area. The lookup type names all start with either **WLF** or **ORA\_WLF**.

### *Related Topics*

- [Overview of Lookups](#)

## Assignment Attribution Type Lookup for Learning

The ORA\_WLF\_ASSIGN\_ATTR\_LOOKUP lookup type has the choices used to identify who gives learners their assignments. Delivered choices include **Human Resources Department**, **Legal Department**, **Security Team**, **Self**, and **Workplace Safety Department**.

## Assignment Deletion and Withdrawal Lookup Types for Learning

These lookup types are the reasons learning administrators delete or withdraw learning assignments. They're also the reasons that learners' withdraw from learning items.

### Assignment Deletion Reason by Specialist

The ORA\_WLF\_REC\_DELETE\_RSN\_SPEC lookup type has the reasons, such as **Specialist deleted record**, that learning administrators select from when they delete learning assignments.

### Self-Initiated Withdrawal Reason

The ORA\_WLF\_WITHD\_RSN\_SS lookup type has the reasons that learners select from when they withdraw from learning items. For example, they withdraw from learning they couldn't attend or that isn't relevant anymore.

## Specialist-Initiated Withdrawal Reason

The ORA\_WLF\_WITHD\_RSN\_SPEC lookup type has the reasons that learning administrators select from when withdrawing learning assignments. For example, they withdraw assignments that learners can't attend or aren't relevant anymore.

## Content Incident Reason Type Lookup for Learning

The ORA\_WLF\_LEARN\_INCIDENT\_TYPE lookup type has the incident types that learners select from when they report learning content. For example, the content could be inaccurate or inappropriate. You can add translation lookup codes for the reasons delivered in English, as needed.

## Context Source Type Lookup for Learning

The ORA\_WLF\_CONTEXT\_SOURCE\_TYPE lookup type has the source types for contextual learning. Example types include **Change manager**, **Goal**, **Job Profile**, **Legislation**, **Person Profile**, and **Self evaluation**.

## Learn Pricing Type Lookup for Learning

The ORA\_WLF\_PRICING\_TYPE lookup type has the types of pricing that learning specialists select from when creating courses and specializations. For example, the pricing could be the list price or an adjusted list price.

## Specialist-Initiated Completion Lookup Types for Learning

These lookup types have the Reason for Completion choices that learning specialists can select when they change the status of people's learning assignments. The choices depend on what type of learning item they're changing the status for.

### Completion Reason for Instructor-Led Activities

The ORA\_WLF\_COMPLT\_RSN\_ONLINE\_IL lookup type has the reasons for learning specialist to mark virtual instructor-led activities as complete. And the ORA\_WLF\_COMPLT\_RSN\_ONSITE\_IL lookup type has the reasons learning specialists select from to mark instructor-led activities as complete.

Example reasons for both lookups include them exempting a learner because the learner completed the activity elsewhere or attained a higher-level certification. Or they verified that the learner completed the activity offline or didn't attend.

## Completion Reasons for Self-Paced Activities

The `ORA_WLF_COMPLT_RSN_OFFLINE_SP` lookup type has the reasons learning specialists select from to mark self-paced offline activities as completed. And the `ORA_WLF_COMPLT_RSN_ONLINE_SP` lookup type has the reasons for learnings specialist to mark self-paced online activities as complete.

Example reasons for both lookups include them exempting a learner because the learner completed the activity elsewhere or attained a higher-level certification. Or they verified that the learner completed the activity offline.

## Specialist-Initiated Completion Reason

The `ORA_WLF_COMPLT_RSN_SPEC` lookup type has the reasons learning specialists mark learner assignments completed. For example, they exempt a learner because the learner completed the assigned learning elsewhere or attained a higher-level certification. Or they verified that the learner completed the assigned learning offline.

## Specialist-Initiated Completion Reason for Evaluation

The `ORA_WLF_COMPLT_RSN_EVAL` lookup type has the reasons learning specialists mark evaluations as completed. For example, they exempt a learner because the learner completed the evaluation elsewhere or attained a higher-level certification. Or they verified that the learner completed the evaluation offline.

# Units of Measure Lookup Types for Learning

These lookup types have the units of measure learning specialists use to specify the actual effort need to complete learning items and their duration.

## Effort Unit of Measure

The `ORA_WLF_LEARN_EFFORT_UOM` lookup type has the units of measure used to specify the actual effort required to complete learning items. For example, you can measure the effort in days per week or months, or hours a day, per week, or per month.

## Learn Duration Unit

The `ORA_WLF_LEARN_DURATION_UOM` lookup type has the units of measure used to specify the duration of learning items. For example, you can measure a course or specialization duration in seconds, minutes, hours, days, weeks, or months.



# 4 Learning Descriptive Flexfields

## Learning Descriptive Flexfields Overview

To add company-defined attributes for learning objects, such as content and instructor-led training resources, offerings, courses, and specializations, use descriptive flexfields. Edit, validate, and deploy descriptive flexfields using the Manage Descriptive Flexfields task in the Setup and Maintenance work area.

### *Related Topics*

- [Overview of Descriptive Flexfields](#)
- [Edit Descriptive Flexfields](#)
- [Validate Descriptive Flexfields](#)
- [Considerations for Deploying a Descriptive Flexfield to a Sandbox](#)
- [Deploy Descriptive Flexfields](#)

## Custom Attributes for Resource Descriptive Flexfield for Learning

To record additional attributes for content and instructor-led training resources, use the WLF\_RESOURCE\_DFF descriptive flexfield. These additional attributes appear for learning resources, such as classrooms, instructors, and training suppliers.

## Learning Course Additional Attributes Descriptive Flexfield

To record additional information specifically for learning courses, use the WLF\_LI\_COURSE descriptive flexfield. Learners and learning administrators see these additional attributes on the course details pages.

## Learning Offering Additional Attributes Descriptive Flexfield

To record additional information specifically for learning course offerings, use the WLF\_LI\_OFFERING descriptive flexfield. Learners and learning administrators see these additional attributes on the offering pages.

## Learning Specialization Additional Attributes Descriptive Flexfield

To record additional information specifically for learning specializations, use the WLF\_LI\_SPECIALIZATION descriptive flexfield. Learners and learning administrators see these additional attributes on the specialization details pages.

## Learning Item Additional Attributes Descriptive Flexfield

To record additional attributes for learning items, use the WLF\_LEARNING\_ITEM descriptive flexfield.

Learning specialists see them when they're configuring the general information for creating offerings, courses, and specializations. Learning administrators and learners see these additional attributes on the relevant details pages. When people search the learning catalog, the results include offerings, courses, and specializations with learning item additional attributes that match the search criteria.

## Learning Request Additional Attributes Descriptive Flexfield

To record additional information on the learning request page and details pages of learning assignments, use the WLF\_LEARNING\_REQUEST\_DFF descriptive flexfield. Learners, managers, and learning administrators can see these additional attributes in the Request Details section of the learning request form.

# 5 Approval Rules and Notification Tasks

## Learning Approval Rules

To require approval before withdrawing from learning items, reporting content, and posting self-service content to the catalog, Learning uses approval rules. Approval rules also let learners request learning and record learning completed elsewhere.

You can view and edit the approval rule configurations for Learning using the Manage Approval Transactions for Human Capital Management task. Search for the task in the Setup and Maintenance work area, using Search on the Tasks panel tab.

Rule Process Name	Description
Learning Assignment Completion	Let learners record learning they completed outside of the learning catalog, such as a seminar or college course, so it appears in their transcript.
Learning Assignment Withdrawal	Require approval when learners request to withdraw from course, offering, and specialization assignments.
Learning Incident	Require approval when learners report a learning item, such as course or offering, as inappropriate, inaccurate, and so on.
Learning Item Contribution	Require approval before learner-created contributions, such as videos and learning journeys, become available in the learning catalog.
Learning Request	Require approval before learners can start working on requested learning items. You can change the rule configuration so that the rule applies to both catalog and noncatalog learning requests. If a requested learning item has prerequisites, the approval notification indicates what they are, if they're required, and if the learner meets the requirements.

## Learning Approval Action Required and Informational Notifications

To notify learners and approvers about assignment completions, withdrawals, and learning requests, Learning uses BPM task notifications. It also uses notifications for learner catalog contributions and for reported learning content.

You can view and edit the task configurations for learning notifications using the Manage Task Configurations for Human Capital Management task. Search for the task in the Setup and Maintenance work area, using Search on the Tasks panel tab.

BPM Task	Notification Type	Description
Learner	N/A	No longer used

BPM Task	Notification Type	Description
LearningAssignmentApproval	N/A	No longer used
Learning AssignmentCompletionApproval	Approval Action Required	Notifies learners when the approver approves or rejects the completion request
LearningAssignmentCompletionLearner	Informational	Notifies learners about a submitted completion request for a learning assignment Notifies learners when the approver approves or rejects the completion request
LearningAssignmentWithdrawalApproval	Approval Action Required	Notifies learners about a submitted withdrawal request for a learning assignment Notifies learners when the approver approves or rejects the withdrawal request
LearningAssignmentWithdrawalLearner	Informational	Notifies learners about a submitted withdrawal request for a learning assignment Notifies learners when the approver approves or rejects the withdrawal request
LearningItemApproval	Approval Action Required	Notifies the configured approver when a learner has a new contribution to add to the learning catalog
LearningItemOwner	Informational	Notifies learners about a submitted request to contribute to the learning catalog Notifies learners when the approver approves or rejects the contribution request
LearningRequestApproval	Approval Action Required	Notifies the configured approver when about a learning request
LearningRequestCancel	Informational	Notifies the learner and their manager when the learner cancels a processed learning request enrollment
LearningRequestLearner	Informational	Notifies learners about a learning request that they or their manager submitted Notifies learners when the approver approves or rejects the learning request
AdminHumantask	Approval Action Required	Notifies the configured content administrator when a learner reports inappropriate content
RequireLearnerContentDeleteTask	Informational	Notifies learners with active assignments when a reported learning item was deleted



# 6 Background Learning Processes Overview

## Background Processing in Learning

Several background learning processes handle data-intensive operations. You can run some of these processes on demand using various Learning actions. You schedule others depending on your learning environment.

Learning has four categories of background processing:

- Processes that Learning automatically schedules, such as rebuilding and optimizing indexes, having determined the best time to run them. We recommend that you keep our schedules for these processes. If you don't use the corresponding features, you can cancel these processes. If you later decide to use them, you need to reschedule the processes using our frequency.

To see these processes, you need permissions that let you view processes submitted by others.

- Processes you manually schedule depending on your Learning environment. For example, when you integrate with external content providers, you need to load and sync their content. Configuration procedures for relevant learning objects include information about what processes to schedule and the recommended intervals.
- Processes that you can run as needed, such as reconciling learning rich media.
- Processes that run automatically when you perform certain learning actions. For example, on the Import External Content page, when you click **Submit**, the Import External Learning Content process starts running.

### *Related Topics*

- [Overview of Scheduled Processes](#)
- [Statuses of Scheduled Processes](#)
- [Submit Scheduled Processes and Process Sets](#)



# 7 Background Learning Processes Scheduled by Learning

## Rebuild Learning Item Stop Word Index Process

This process creates and updates indexes to provide search results on me and my team learning pages. It runs every 5 minutes.

- To avoid conflicting concurrent schedules, we recommend you don't set up any additional schedules for this process. These schedule conflicts can cause the processes to end in a **Warning** status.
- To control the amount of parallel processing, you can change the concurrency setting. Use the Configure Background Processing task on the **My Client Groups > Learning** page.

When you change the stop words configuration on the Catalog Search Tuning page, you need to submit this process manually. Be sure to select the **Process Pending Stop Words** option.

## Process eLearning Package Process

This process ensures that SCORM (Sharable Content Object Reference Model) and HACP (HTTP-based AICC/CMI Protocol) content items uploaded by learning administrators are playable in Learning. It runs every day at 3:00 AM (UTC).

You can control whether the daily processing handles the uploaded content or the content upload processes it. You can also control the amount of parallel processing. Use the **Configure Background Processing** task on the **My Client Groups > Learning** page.

## Optimize Learning Text Indexes Process

This process optimizes the Oracle Text indexes needed to search the learning catalog. Search remains available during optimization. It runs on the 25th day of every month at 2:30 AM (UTC).

To drop and recreate the Oracle Text indexes, in the Recreate Index field, select **Yes**. Do this only when asked to by Oracle Support. Search becomes unavailable during the recreate process.

**CAUTION:** To keep performance from degrading over time, don't run this process more than once per month.

## Process Learning Cover Art Image Process

This process generates the different branding image renditions used on the details pages for list and catalog items. It runs every day at 2:00 AM (UTC) and always handles the images uploaded from the me and my team learning pages.

You can control whether the daily processing handles images uploaded from **My Client Groups > Learning** pages, or the image upload processes them. You can also control the amount of parallel processing. Use the Configure Background Processing task on the **My Client Groups > Learning** page.

## Video Transcoding and Processing Process

This process makes sure that uploaded videos are playable in Learning. It runs every day at 1:00 AM (UTC).

The process always handles the videos uploaded from me and my team learning pages. It also always handles trailer videos.

You can control whether the daily processing handles videos uploaded from **My Client Groups > Learning** pages, or the video upload processes them. You can also control the amount of parallel processing. Use the Configure Background Processing task on the **My Client Groups > Learning** page.

## Learn Migration Process

This process handles upgrade tasks after a quarterly release update. You can submit it manually for specific data correction tasks when asked to by Oracle Support, such as restoring missing cover art. It runs every day at 12:45 AM (UTC).

**Note:** You may need to run this process manually after an upgrade, per announcements in the What's New release documentation. You don't have to cancel the scheduled job when you run it manually.

# 8 Background Learning Processes You Manually Schedule

## Evaluate Person IDs for Assignment Rule Process

This process reconciles active learning initiatives and access groups by evaluating all destinations to determine the intended audiences. Destinations include analysis, learner, or assignment criteria and organization groups. We recommend you run it daily.

To fully reconcile learning initiatives, access groups, community membership groups, and required community assignments, you need to run all of these processes:

1. Evaluate Person IDs for Assignment Rule
2. Reconcile Access Groups
3. Reconcile Dynamic Assignments
4. Process Access Groups

## Reconcile Access Groups Process

This process reconciles local and global access groups by adding and removing access records depending on the intended audiences. The Evaluate Person IDs for Assignment Rules process determines the intended audiences.

We recommend that you run this process daily, 1 hour after the Evaluate Person IDs for Assignment Rule process runs.

To fully reconcile learning initiatives, access groups, community membership groups, and required community assignments, you need to run all of these processes:

1. Evaluate Person IDs for Assignment Rule
2. Reconcile Access Groups
3. Reconcile Dynamic Assignments
4. Process Access Groups

## Reconcile Dynamic Assignments Process

This process reconciles dynamic learning initiative, community membership, and community assignments and recommendations. It adds and withdraws assignments or recommendations depending on the intended audiences. The Evaluate Person IDs for Assignment Rules process determines the intended audiences.

We recommend that you run this process daily, 1 hour after the Evaluate Person IDs for Assignment Rule process runs.

To fully reconcile learning initiatives, access groups, community membership groups, and required community assignments, you need to run all of these processes:

1. Evaluate Person IDs for Assignment Rule
2. Reconcile Access Groups

3. Reconcile Dynamic Assignments
4. Process Access Groups

## Process User Access Process

This process expands and reconciles local and global access groups by evaluating the member criteria to determine the intended audiences. Then it creates or withdraws access records depending on the intended audiences.

The process automatically generates child processes to handle the necessary work. We recommend that you run it daily instead of the Evaluate Person IDs for Assignment Rule and Process Access Groups processes.

- For this process to work correctly, you need to enable the site and user levels for the Enable batch processing for user access (ORA\_WLF\_ENABLE\_PROCESS\_USER\_ACCESS\_KEY) profile option. You also need to make them updatable. Then, because the Reconcile Access Group process won't reconcile anymore, cancel its daily schedule. For help with the profile option, see: [Create and Edit Profile Options](#).
- If you use learning initiatives, keep the Evaluate Person IDs for Assignment Rule and Reconcile Dynamic Assignments processes on their appropriate schedule. Reconciliation still requires them.

To reduce the overall time spent expanding and reconciling the access groups, you can control the amount of parallel processing. Use the Configure Background Processing task on the **My Client Groups > Learning** page.

## Process Learning Recommendations Process

This process expands and reconciles recommendation initiatives separately from required or voluntary learning initiatives. It evaluates the destinations used in access groups to determine the intended audiences. Then it creates or withdraws recommendations depending on the intended audiences.

The process automatically generates child processes to handle the necessary work. We recommend that you run it every 12 hours if you use recommendation initiatives.

- For this process to work correctly, you need to enable the site and user levels for the Enable batch processing for recommendations (ORA\_WLF\_ENABLE\_PROCESS\_RECOMMENDATIONS\_KEY) profile option. You also need to make them updatable. Then, because the Evaluate Person IDs for Assignment Rule process won't evaluate destinations used in recommendation initiatives anymore, cancel its daily schedule. Also cancel the daily schedule for the Reconcile Dynamic Assignment process because it won't reconcile recommendation initiatives anymore. For help with the profile option, see: [Create and Edit Profile Options](#).
- If you use required or voluntary learning initiatives, keep the Evaluate Person IDs for Assignment Rule and Reconcile Dynamic Assignments processes on their appropriate schedule. Reconciliation still requires them.

To reduce the overall time spent expanding and reconciling the access groups, you can control the amount of parallel processing. Use the Configure Background Processing task on the **My Client Groups > Learning** page.

## Process Unfinished Attempts Process

This process updates offering activity statuses to **Completed** for learners with a completed attempt that the activity may not have reflected. We recommend that you run it once daily.

When using this process, you need to specify the grace period in hours. The process then verifies all SCORM attempts completed before the grace period and updates incomplete activities to **Completed** using the current date and time.

## Load and Synchronize External Course Data Process

This process loads the available courses from external content providers to Learning, such as LinkedIn and Skillsoft. We recommend that you run it daily and manually as needed to force syncs.

This process:

- Creates the necessary Learning HACP content items, course, offering, and offering activities so learners can access these external courses directly in Learning.
- Syncs all courses, including ones you haven't imported. If you manually added a branding image to an imported course managed by the external provider, the import overwrites that image.

Learning transcripts also show learner progress in and completion of this content.

### *Related Topics*

- [Configure External Content Providers for Learning](#)
- [Import External Content to the Learning Catalog](#)
- [Content Resources for the Learning Catalog](#)

## Process Learning Alerts Process

This process sends learning alerts for instructor-led training (ILT) and virtual instructor-led training (VILT) as appropriate to learners or instructors. We recommend that you run it twice daily.

**CAUTION:** Event alerts, such as reminders to instructors about an upcoming activity, don't happen if you don't run this process.

## Reconcile Learning Assignment Status Process

This process updates learning assignments when you use learning prerequisites. It supports two operations that you can schedule independently. You select the appropriate operation in the Reconciliation Type choice list. We recommend that you run it daily.

### Reconcile Pending Prerequisite Assignments with Talent Profile

This option checks if the learning prerequisite exists on a person's talent profile and moves pending prerequisite assignments to the next applicable status.

You only need to use this process to unblock pending prerequisite assignments when the prerequisites are achieved outside of Learning. In Learning, when a completion includes a learning outcome, the completion process automatically updates pending prerequisite assignments.

## Reconcile Pending Prerequisite Assignment Status Expiration

This option withdraws learning assignments if they still have a **Pending prerequisite** status after the configured expiration period.

## Update Assignment Status on Date-Driven Activities Process

This process updates the assignment status on date-driven activities from **Not Started** to **In Progress** status if the activity start date is in the past. We recommend that you run it daily.

## Virtual Classroom External Provider Synchronization Process

This process creates the corresponding sessions on the provider's site for offering activities that use virtual classrooms. It assigns or withdraws learners from those sessions. And it pulls attendance reports and session recordings from the provider.

The process adds the reports and available recordings as attachments to the relevant VILT activity details pages. Learning administrators and virtual classroom instructors can view the attached reports in Edit mode. The information that the process pulls depends on the automation supported for the virtual classroom provider. For example, it can't pull attendance reports for Microsoft Team activities.

We recommend that after you configure your first virtual classroom provider, you schedule this process to run it once daily.

**Note:** Classroom providers generally don't provide attendance reports or session recordings immediately. Also, after the provider generates the reports and recordings, it can take several hours after the process starts running before people can view them.



# 9 Background Learning Processes That You Can Run as Needed

## Reconcile Learning Rich Media Process

This process identifies discrepancies between content items in Learning and the rich media storage that delivers them for playback in Learning. Run this process only if Oracle Support asks you to.

## Reconcile Rich Media Post Environment Refresh Process

This process completes the cloning of SCORM, AICC, PDF, or videos after an environment refresh (commonly referred to as P2T or T2T) ends.

It republishes the content items selected for refresh to the rich media delivery service. This makes the content available for playback in the refreshed environment.



# 10 Background Learning Processes That Run Automatically as Part of Learning Actions

## Generate a List of People from Analysis Report Process

This process creates learning records, recommendations, and access records when administrators create learning assignments, initiatives, recommendations, or access groups.

It also runs when learning administrators save changes to learning initiatives and access groups. And it runs when they click the **Reconcile** action for a specific learning initiative.

## Import External Learning Content Process

This process imports courses from external content providers to Learning and creates the courses, offerings, and HACP content items.

It runs when a learning administrator clicks **Import** or **Import All** on the Import External Content page.

**Note:** **Import All** imports all courses regardless of your search criteria. To import courses in your search results, you must select and import them manually.

## Learning Item Assignment Change Processing Process

This process updates learning assignment progress and status as needed when a learning administrator changes an offering or specialization definition.

For example, the administrator removes a section from a specialization and saves the change. The process updates the specialization status to **Completed** for the learners who already completed all the remaining sections.

## Oracle Learning Cloud Bulk Processing Process

This process runs the mass action submitted by a learning administrator for learning records or learning record activities. The process determines what it needs to do with learner assignments based on the mass action the learning administrator submitted.

## Recalculate Learning Item Rating Process

This process recalculates and updates the average rating for a learning item when learners rate it.

## Learning Item Bulk Processor Process

This process updates learning item comment settings when the Configure Social page settings change in **My Client Groups > Learning**.

## Learning Assignment Post Processing Job Process

This process updates learning activity status in related learning assignments as necessary when learners self-enroll.

For example, a learner enrolls in a self-paced offering with a SCORM activity that's also part of other offerings. The process determines whether the learner already successfully completed the SCORM activity in another offering. If the learner has, the process updates the status of the current activity to **Completed**.

**Note:** This process updates the status of a course from **Requested** to **Active**. It needs to run if you want learners to see the course and enroll in it.

# 11 Completion Certificate Configuration and Printing

## Let Learning Administrators Configure Completion Certificates

To configure completion certificates, learning administrators need to edit the certificate templates using Oracle Business Intelligence Publisher. They also need to set the certificate defaults for courses and specializations.

Make sure that their Learning Specialist abstract role, or your equivalent, includes this role and these privileges:

Name and Code	Description
BI Author Role BIAuthor	This role lets you create and modify certificate templates
Manage Learning Setup WLF_MANAGE_LEARNING_SETUP	This privilege lets you configure completion certificates in setup
Use REST Service - Learning Administrator Lists of Values WLF_REST_SERVICE_ACCESS_LEARNING_ADMINISTRATOR_LOVS_PRIV	This privilege populates the list of values in the Certificate Title LOV

## Let Learners Print Completion Certificates

To access the **Print Completion Certificate** action, make sure that the learners' Employee abstract role, or your equivalent, includes this role and privilege:

Name and Code	Description
Print Learning Completion Certificate WLF_PRINT_COMPLETION_CERTIFICATE_PRIV_OBI	This role gives the learner access to the completion certificate
Print Learning Completion Certificate WLF_PRINT_COMPLETION_CERTIFICATE_PRIV	This privilege enables the print certificate action in self-service



# 12 External Content Providers

## External Courses Integration with Learning Catalog

You can let learners search a single catalog for all available learning provided by your organization with integrations between external providers and Oracle Learning. The integrations also let you manage learning and transcripts in one place.

If you have subscriptions to the providers listed on the Configure External Providers page, you can include their online courses in the learning catalog. The configuration page includes these content providers:

- BizLibrary
- Intuition
- LinkedIn Learning
- OpenSesame
- Skillsoft

To import external content, you need the Manage External eLearning Content security privilege.

**Note:** Akamai appears on this page for troubleshooting purposes. Oracle enables this integration as part of your implementation, as appropriate.

## How External Course Properties Map to Learning Course Properties

When you import an external course, the process creates a corresponding HACP (HTTP-based AICC/CMI Protocol) content resource, course, self-paced offering, and offering activity. These objects are pointers to the external content hosted in the provider's catalog.

Here's how the imported external course properties map to learning item properties:

External Course Properties	Learning Item Properties
Name	<ul style="list-style-type: none"> <li>• Content resource title</li> <li>• Course title</li> <li>• Offering title</li> <li>• Offering activity title</li> </ul>
Description	<ul style="list-style-type: none"> <li>• Content resource description</li> <li>• Course description</li> <li>• Offering description</li> </ul>

External Course Properties	Learning Item Properties
	<ul style="list-style-type: none"> <li>Offering activity description</li> </ul>
Thumbnail image	Course branding image
Language	Offering language
Provider name	Content resource author
Import date	<ul style="list-style-type: none"> <li>Content resource start date</li> <li>Course publish start date</li> <li>Offering publish start date</li> </ul>
Retired date	<ul style="list-style-type: none"> <li>Content resource end date</li> <li>Course publish end date</li> <li>Offering publish end date</li> </ul>

Imported properties don't include any expected effort properties, including minimums and maximums.

The import learning content process uses the learning setting for recorded attempts when it creates the HACP content resources. It also uses the applicable global learning settings when it creates the courses and offerings. To review and configure the global settings, use the Configure Catalog Defaults task on the **My Client Groups > Learning** page. Learning administrators can change these global settings when they're creating or editing a learning item.

#### Related Topics

- [Default Access and Enrollment for Learning Catalog Content](#)
- [Optional Access and Enrollment Overrides for a Course, Offering, or Specialization](#)
- [Optional Enrollment and Access Overrides for Static and Dynamic Learner Sets](#)

## How Learning Imports External Content Offered in Multiple Languages

To support global learning needs, most providers offer courses in multiple languages. How the import learning content process handles these courses depends on the provider.

### Separate Courses

An import for these providers creates a distinct set of corresponding Learning objects for every language available in the provider's catalog:

- BizLibrary
- Intuition
- LinkedIn Learning
- OpenSesame



For example, the external provider offers a Microsoft Basic course in English and Spanish. The import creates two learning courses, each with a single offering.

## One Course with Separate Offerings

An import for these providers creates a single set of the corresponding content resource and course objects. It also creates a distinct set of the self-paced offering and offering activity objects for each language available in the Skillssoft catalog.

- Skillssoft

For example, the provider offers a Microsoft Basics course in English and Spanish. The import creates a single learning course with separate offerings for the English and Spanish versions.

# Configure External Content Providers for Learning

To import external content into the Learning catalog, use the Configure External Providers task on the **My Client Groups > Learning** page. The Configure External Providers page lists all of the providers currently integrated with Oracle Learning.

### Before you start

Get the information you need to complete the connector configurations. Unless otherwise specified, you get the information from that company's customer support.

- For BizLibrary, get their billing ID and API key.
- For Intuition, get the provider URL, client ID, and client secret key for each of your accounts. You can import the Intuition learning catalog to only 1 environment per account. To import the catalog to, for example, a test environment and a production environment, you need a unique account for each environment.
- For LinkedIn, you can find the relevant information on the LinkedIn Settings page, Integrate tab, API Application Provision subtab.
- For OpenSesame, get their customer integration ID, client ID, and client secret key.
- For Skillssoft, if you plan to use more than one environment, get a unique server account for each environment. Having separate servers keeps content updates in sync across environments.

### Here's what to do

1. On the Configure External Providers page, in the row for the appropriate provider, click **Configure**.
2. On the Configure External Provider page, complete the configuration parameters using the information given to you by the provider. The specific parameters depend on the provider you're configuring.

**CAUTION:** To ensure correct validation for Skillssoft, in the Provider URL field, enter the full URL and not just **service name/company name**.

3. To validate that the configuration parameters are correct, click **Validate**.
4. Select the applicable advanced options.
5. Click **Save and Close**.
6. To keep the content up to date, schedule the Load and Synchronize External Course Data process to run at regular intervals. Use the **Navigator > Tools > Scheduled Processes** task.

### Related Topics

- [Load and Synchronize External Course Data Process](#)
- [Import External Content to the Learning Catalog](#)

## Stop Importing External Content to the Learning Catalog

You need to inactivate the relevant external provider, such as Skillsoft or LinkedIn. Inactivation doesn't remove previously imported content because you want to keep it for reference in learner transcripts.

### Before you start

In the learning catalog, end date all of the content for the external provider that you're inactivating.

### Here's what to do

1. On the **My Client Groups > Learning** page, click **Configure External Providers**.
2. On the Configure External Providers page, in the applicable row, click **Configure**.
3. In the Status field, select **Inactive**.

## Set Up the LinkedIn App for Learning Integration

To integrate correctly with Learning, you need to complete these tasks on the Settings page, Integrate tab of the LinkedIn Learning app.

1. Add your Oracle Learning Cloud environments on the Playback Integrations subtab.  
Make sure you complete this setup before continuing to step 2. When you enable API access, LinkedIn Learning sends a course completion and course progress percentage back to Learning. If Learning is present, LinkedIn Learning provides the AICC launch URL with the learning asset. AICC-compliant learning management applications use this URL to start tracking course completion. LinkedIn Learning includes the URL in its response only when the requestor has AICC enabled in their LinkedIn Learning settings.
2. Enable API access to query LinkedIn Learning activity data on the API Application Provision subtab by adding Oracle Learning Cloud. If you plan to use more than one environment, ask LinkedIn Learning to give you a unique server account for each environment. Having separate server accounts lets you keep data updates in sync across all environments.

# 13 Virtual Classroom Providers

## Virtual Classroom Providers and Learning Catalog Resources

You can provide robust virtual instructor-led training (VILT) as part of course offerings by integrating with virtual classroom providers. For example, let learners and instructors add VILT classroom info to their calendars ahead of the event.

If you have subscriptions to the providers listed on the Configure External Providers page, you can include their virtual classrooms as resources for instructor-led courses. The configuration page includes these virtual classroom providers:

- Adobe Connect
- Microsoft Teams
- WebEx, integration covers both WebEx Meeting Center and WebEx Training Center

The integration configurations support key virtual classroom automations:

Automation	Supported Configurations
Session and roster management	All
Attendance retrieval	Adobe Connect and WebEx
Session recording retrieval	Adobe Connect and WebEx

Here are examples of what the integration configurations let learners do from the activity details page and learning administrators do from the offering details page:

- Enroll in and withdraw from offerings.
- Join the active training.
- View the recorded training.

After the training, instructors can also view the attendance report in Edit mode on the activity details page.

Learning administrator can create, change, and delete VILT activities that include the appropriate virtual classroom account. When they save the activities, a background Learning process creates or updates meetings for the instructors and learners enrolled in the activity.

**Note:** The specific features available to learners, learning administrators, and instructors depend on the virtual classroom provider.

## Set Up the Microsoft Teams App for Learning Integration

For Microsoft Teams integration to work with Learning, you need to create a tenant, register an app, and configure access policies. Do this in Azure Active Directory using your Microsoft E5 account.

1. *Setup up a tenant.*
2. *Register app or web API.*
3. *Expose scopes in web API registration.*
4. *Grant scoped permission to web API.*
5. *Configure application access* for `OnlineMeetings.ReadWrite.All` and `User.Read.All`.

## Set Up the WebEx App for Learning Integration

For WebEx integration to work with Learning, you need to complete these tasks in the WebEx app:

1. So that you don't need to maintain separate WebEx credentials for each instructor, create a delegate account in WebEx. This delegate account lets integration create meetings on an instructor's behalf when people create virtual instructor-led training (VILT) meetings in Learning for the instructor.  
For setup details, in WebEx Help Center see <https://help.webex.com/en-us/article/nub7z8c/Allow-another-host-to-schedule-meetings-or-training-sessions-on-your-behalf>.
2. Create at least one meeting template each for Meeting Center and Training Center in WebEx by creating meetings and saving them as templates. All of the meeting options you selected for each meeting become part of the template and apply when people create future meetings.  
Templates must exist in WebEx Users for each WebEx service. The templates appear in the WebEx Users profile preferences, where you can set default templates. As part of adding instructors in Learning, learning administrators must select a meeting template.

## Configure the Virtual Classroom Provider for Learning

To integrate with virtual classroom providers, you need to configure them using the Configure External Providers task on the **My Client Groups > Learning** page. The Configure External Providers page lists all of the providers currently integrated with Oracle Learning.

1. On the Configure External Providers page, in the row for the appropriate virtual classroom provider, click **Configure**.
2. On the Configure External Provider page, click **Create**.

- Complete the configuration parameters using the information given to you by the provider. The specific parameters depend on the provider you're configuring. Here are descriptions of key parameters:

Field	Description
Account Name	Display name for the provider in Learning choice lists, such as on the Create Instructor Provider Account page.
Status	Make the provider available or unavailable to instructors and for virtual instructor-led activities (VILT). <b>Tip:</b> When you change the status from <b>Active</b> to <b>Inactive</b> , you also need to remove the provider from any VILT offerings that currently use it.
Provider URL User Name Password	These parameters are unique to Adobe Connect and WebEx and you need to get the relevant information from them.
Site ID	The parameter is unique to WebEx configurations and you need to get the relevant information from WebEx.
Secret Tenant ID Client ID	These parameters are unique to Microsoft Teams and you need to get the relevant information from Microsoft.

- To validate that the configuration parameters are correct, click **Validate**.
- Click **Save and Close**.

### What to do next

To keep the session details and assigned learners in sync, schedule the Virtual Classroom External Provider Synchronization process to run once daily. You only need to schedule the process after you set up the first virtual classroom provider. The process automatically includes any providers you set up later. But do check to confirm that the process is still scheduled when you set up additional providers.

#### Related Topics

- [Virtual Classroom External Provider Synchronization Process](#)
- [Link an Instructor to a Virtual Classroom Provider](#)

## Adobe Connect and Learning Data Exchange Reference

Here are the Oracle Fusion Cloud Learning actions that start communications with the configured Adobe Connect external classroom provider, and the endpoint used. You can also see what information each action sends to Adobe Connect.

Adobe Connect endpoint: <https://helpx.adobe.com/adobe-connect/webservices/getting-started-connect-web-services.html>

Action in Learning	Sent to Adobe Connect
Configure and validate external provider	<ul style="list-style-type: none"> <li>Delegate user name and password defined in provider setup</li> </ul>
Validate an instructor	<ul style="list-style-type: none"> <li>Delegate user name and password defined in provider setup</li> </ul>
Create or update an offering activity that uses a named virtual classroom	<ul style="list-style-type: none"> <li>Delegate user name and password defined in provider setup</li> <li>Instructor user name</li> <li>Activity title, description, date, and time</li> <li>Meeting ID</li> </ul>
Delete an offering activity that uses a named virtual classroom	<ul style="list-style-type: none"> <li>Delegate user name and password defined in provider setup</li> <li>Meeting ID</li> </ul>
Enroll in or get assigned an offering with activities that use a named virtual classroom	<ul style="list-style-type: none"> <li>Site ID</li> <li>Delegate user name and password defined in provider setup</li> <li>Meeting ID</li> <li>Attendee name and primary email address</li> </ul>
Withdraw or get withdrawn from an offering with activities that use a named virtual classroom	<ul style="list-style-type: none"> <li>Site ID</li> <li>Delegate user name and password defined in provider setup</li> <li>Meeting ID</li> <li>Attendee primary email address</li> </ul>
Get the virtual session recording using the scheduled Virtual Classroom External Provider Synchronization background process	<ul style="list-style-type: none"> <li>Delegate user name and password defined in provider setup</li> <li>Meeting ID</li> </ul>
Get the attendance report using the scheduled Virtual Classroom External Provider Synchronization background process	<ul style="list-style-type: none"> <li>Delegate user name and password defined in provider setup</li> <li>Meeting ID</li> </ul>

## Microsoft Teams and Learning Data Exchange Reference

Here are the Oracle Fusion Cloud Learning actions that start communications with the configured Microsoft Teams external classroom provider, and the endpoint used. You can also see what information each action sends to Microsoft Teams.

Microsoft Teams endpoint: <https://docs.microsoft.com/en-us/graph/api/overview?view=graph-rest-1.0>

Action in Learning	Sent to Microsoft Teams
Configure and validate external provider	<ul style="list-style-type: none"> <li>Tenant ID</li> </ul>

Action in Learning	Sent to Microsoft Teams
	<ul style="list-style-type: none"> <li>• Client ID</li> <li>• Client Secret</li> </ul>
Validate an instructor	<ul style="list-style-type: none"> <li>• Tenant ID</li> <li>• Client ID</li> <li>• Client Secret</li> <li>• Instructor primary email address</li> </ul>
Create or update an offering activity that uses a named virtual classroom	<ul style="list-style-type: none"> <li>• Tenant ID</li> <li>• Client ID</li> <li>• Client Secret</li> <li>• Instructor primary email address</li> <li>• Activity title, description, date, and time</li> <li>• Meeting ID</li> </ul>
Delete an offering activity that uses a named virtual classroom	<ul style="list-style-type: none"> <li>• Tenant ID</li> <li>• Client ID</li> <li>• Client Secret</li> <li>• Instructor primary email address</li> <li>• Meeting ID</li> </ul>
Enroll in or get assigned an offering with activities that use a named virtual classroom	<ul style="list-style-type: none"> <li>• Tenant ID</li> <li>• Client ID</li> <li>• Client Secret</li> <li>• Instructor primary email address</li> <li>• Meeting ID</li> <li>• Attendee primary email address</li> </ul>
Withdraw or get withdrawn from an offering with activities that use a named virtual classroom	<ul style="list-style-type: none"> <li>• Tenant ID</li> <li>• Client ID</li> <li>• Client Secret</li> <li>• Instructor primary email address</li> <li>• Meeting ID</li> <li>• Attendee primary email address</li> </ul>
Get the virtual session recording using the scheduled Virtual Classroom External Provider Synchronization background process	<ul style="list-style-type: none"> <li>• Not supported</li> </ul>
Get the attendance report using the scheduled Virtual Classroom External Provider Synchronization background process	<ul style="list-style-type: none"> <li>• Not supported</li> </ul>

## WebEx and Learning Data Exchange Reference

Here are the Oracle Fusion Cloud Learning actions that start communications with the configured WebEx external classroom provider, and the endpoint used. You can also see what information each action sends to WebEx.

WebEx endpoint: <https://oracle-stage-2.webex.com/WBXService/XMLService>

Action in Learning	Sent to WebEx
Configure and validate external provider	<ul style="list-style-type: none"> <li>Site ID</li> <li>Delegate user name and password defined in provider setup</li> </ul>
Validate an instructor	<ul style="list-style-type: none"> <li>Site ID</li> <li>Delegate user name and password defined in provider setup</li> <li>Instructor user name</li> </ul>
Create or update an offering activity that uses a named virtual classroom	<ul style="list-style-type: none"> <li>Site ID</li> <li>Delegate user name and password defined in provider setup</li> <li>Instructor user name</li> <li>Activity title, description, date, and time</li> <li>Meeting ID</li> </ul>
Delete an offering activity that uses a named virtual classroom	<ul style="list-style-type: none"> <li>Site ID</li> <li>Delegate user name and password defined in provider setup</li> <li>Meeting ID</li> </ul>
Enroll in or get assigned an offering with activities that use a named virtual classroom	<ul style="list-style-type: none"> <li>Site ID</li> <li>Delegate user name and password defined in provider setup</li> <li>Meeting ID</li> <li>Attendee name and primary email address</li> </ul>
Withdraw or get withdrawn from an offering with activities that use a named virtual classroom	<ul style="list-style-type: none"> <li>Site ID</li> <li>Delegate user name and password defined in provider setup</li> <li>Meeting ID</li> <li>Attendee name and primary email address</li> </ul>
Get the virtual session recording using the scheduled Virtual Classroom External Provider Synchronization background process	<ul style="list-style-type: none"> <li>Site ID</li> <li>Delegate user name and password defined in provider setup</li> <li>Meeting ID</li> </ul>
Get the attendance report using the scheduled Virtual Classroom External Provider Synchronization background process	<ul style="list-style-type: none"> <li>Site ID</li> <li>Delegate user name and password defined in provider setup</li> <li>Meeting ID</li> </ul>







# 14 Deep Links

## Learning Deep Links

Deep links are URLs that people can use to open pages directly, instead of using a navigation path or menu structure. Learning supports deep links to the self-service and administrator pages of learning catalog courses, offerings, and specializations.

For example, you create a deep link to a learning item. Then you copy and paste that link in an email message or notification. The recipient can use the link to directly access the learning item from the email or notification.

You can create deep links to these objects for both self-service learners and learning administrators:

- Offerings
- Courses
- Specializations
- Communities

**Note:** The access control rules defined for the objects affect the deep links. For self-service links that's the self-service access rules. For administrator links, that's the functional and data security.

## Get Learning Deep Links

You access learning deep links the same way you access all other HCM deep links:

1. Go to **Navigator > Tools > Deep Links**.
2. To see all available learning links, on the Deep Links page, search for **learn**.
3. Copy the appropriate link and paste it in the appropriate location.

### What to do next

*Make Learning Deep Links Visible to Learners*

## Make Learning Deep Links Visible to Learners

To make a deep link to a learning item visible to learners, use Page Composer to place the deep link on a Learning page.

### Before you start

*Get Learning Deep Links*

### Here's what to do

1. Open Page Composer in Source View mode and select the self-service page where you want to place the deep link for the learning item.

2. Add the HTML component to the page.
3. Edit the component properties and in the expression builder **Value** field, paste the deep link.
4. Confirm that the link appears on the page.
5. Save your changes and close Source View mode.
6. Confirm that the learning deep link appears correctly on the self-service page to learners.

# 15 Alerts

## Learning Alerts

You can send informational alerts to learners about specific learning events, such as reminders of upcoming activities or notifications about offering changes. You enable the learning alerts using the Alerts Composer tool.

Predefined conditions send notifications for two types of learning alerts:

- **Event:** These alerts depend on the context provided by the calling client. They send notifications when a specific event occurs in the application. For example, you notify learners when an assigned offering changed. You can't change the triggering criteria for these alerts.
- **Resource:** These alerts depend on Oracle Learning Cloud REST API endpoints. For example, you notify all the learners about required learning assigned to them in the most recent 24-hour period.

You can change the triggering criteria for these alerts by defining filters on the resource attributes, if you have the appropriate privileges. We deliver the REST endpoints and you build the alerts. For additional information about configuring resource alerts, see Understanding Alerts in Oracle Learning Cloud (document ID [2543297.1](#)) on [My Oracle Support](#).

## Configure Learning Alerts

Here's the basic process to configure learning alerts:

1. Review the existing Learning alerts and create your own using the Alerts Composer tool. All learning alert codes start with **WLF**. For example, the code for the Learning Recommended to Learner alert is WLF-00001.

You can also set the appropriate frequency for the alerts.

- a. In the row of the alert, on the Actions menu, select **Edit**.
- b. On the Edit Resource Alert page, click the Run Options tab.
- c. In the Automatically Run field, select the appropriate option:
  - **On demand:** The alert runs when learning administrators select it on the **Mass Actions** menu of the Learning Assignment pages.
  - **Schedule:** The alert runs at the specified frequency, such as hourly, daily, weekly, or monthly. It also runs when learning administrators select it on the Mass Actions menu of the Learning Assignment pages.

2. Enable the relevant learning alerts using the Configure Alerts task on the **My Client Groups > Learning** page.
3. Schedule the Process Learning Alerts process.

### Related Topics

- [Process Learning Alerts Process](#)
- [Background Processing in Learning](#)
- [Configure Learner, Instructor, Payment, and Calendar Invite Alert Settings for Learning](#)
- [Overview](#)

## Learner Alerts

You can notify learners about new learning assignments, changes to instructor-led activities, learning recommendations, course completion, and learning assignment withdrawals. Use the Alerts Composer tool and the Configure Alerts task. The task is on the **My Client Groups > Learning**.

### New Learning Assignments

The WLF-00010 alert notifies learners of new assignments. This alert contains example expressions to filter assignment, message text with tokens, and communication method expressions that you can change as needed.

Here's what the delivered alert does:

- Finds all of the assignments created since the last time the alert appeared
- Sets the learner who received the assignment as the recipient
- Uses tokens to pull in values specific to the learning assignment
- Uses conditional messages to show certain text depending on whether the assignment is required or voluntary
- Uses examples for conditional messages based on assignment type and statuses
- Loops through an offering, in an activity, on a specialization

### Offering Definition Has Changed

The WLF-00002 alert notifies learners when a learning administrator changes the details to one of their instructor-led activities. Here are the valid tokens for this alert:

- LearningItemName
- assignmentSubType
- FirstName
- LastName
- LearnerEmail
- LearningItemType
- learningItemTypeKey
- ImageTag
- AttributedAssigner
- DueDate

- notificationUserName
- LearnerDisplayName
- AssignmentStartDate
- LearningItemDescription
- LearningItemName
- learningItemLink
- offeringCoordinatorName
- offeringCoordinatorEmailAddress
- offeringCoordinatorPhoneNumber
- Learning Item FlexFields
  - Offering FlexFields
  - Course FlexFields
  - Spec FlexFields
- isClassroomChanged -> ClassRooms
- isVirtualClassRoomUrlChanged -> VirtualClassRoom
- isDateChanged -> ActivityStartDate,ActivityEndDate
- ChangeDetails
- ActivityName

## Learning Recommended to Learner

The WLF-00001 alert notifies learners about a learning item recommendation.

## Recently Withdrawn Assignments

The WLF-00011 alert notifies learners when a learning administrator withdraws them from learning assignments.

# Learning Instructor Alerts

You can notify instructors when learning administrators change their activities and remind them about the start of upcoming activities. Use the Alerts Composer tool and the Configure Alerts task. The task is on the **My Client Groups > Learning**.

## Learning Cloud Instructor Booking Event Removal

The WLF-00009 alert notifies instructors when a learning administrator removes one of their activities. Here are the valid tokens for the alert:

- learningActivityDate
  - learningActivityStartTime
  - learningActivityEndTime

- learningActivityTimezone
- learningActivityTitle
- learningActivityDescription
- learningActivityExpectedEffort
- learningActivityClassroom
- learningActivityVirtualClassroom
- learningActivitVirtualClassroomLink
- learningActivityInstructors
- learningActivityLocation
- learningActivityResources
- learningActivityAdhocResources
- learningActivityAddToCalendar
- OfferingTitle
  - OfferingDescription
  - learningItemLink
- Learning Item FlexFields
  - Offering FlexFields
  - offeringFlexFieldMap
- courseTitle
  - CourseTitle
  - CourseSyllabus
  - thumbnailURL
  - thumbnail
  - Course FlexFields
- ChangeDetails
- bookingEventType
  - learningItemType
- offeringCoordinatorName
- offeringCoordinatorEmailAddress
- offeringCoordinatorPhoneNumber
- isRemoved
- InstructorWorklistUser
- notificationUserName
- InstructorFirstName
- InstructorLastName
- InstructorEmail
- InstructorLineManagerUser



- InstructorLineManagerEmail

## Offering Activity Definition Has Changed for an Instructor

The WLF-00008 alert notifies instructors when a learning administrator changed the details of one of their instructor-led activities. Here are the valid tokens for this alert:

- learningActivityDate
  - learningActivityStartTime
  - learningActivityEndTime
  - learningActivityTimezone
  - learningActivityTitle
  - learningActivityDescription
  - learningActivityExpectedEffort
  - learningActivityClassroom
  - learningActivityVirtualClassroom
  - learningActivitVirtualClassroomLink
  - learningActivityInstructors
  - learningActivityLocation
  - learningActivityResources
  - learningActivityAdhocResources
  - learningActivityAddToCalendar
- OfferingTitle
  - OfferingDescription
  - learningItemLink
- Learning Item FlexFields
  - Offering FlexFields
  - offeringFlexFieldMap
- courseTitle
  - CourseTitle
  - CourseSyllabus
  - thumbnailURL
  - thumbnail
  - Course FlexFields
- ChangeDetails
- bookingEventType
  - learningItemType
- offeringCoordinatorName
- offeringCoordinatorEmailAddress

- offeringCoordinatorPhoneNumber
- isRemoved
- InstructorWorklistUser
- notificationUserName
- InstructorFirstName
- InstructorLastName
- InstructorEmail
- InstructorLineManagerUser
- InstructorLineManagerEmail

## Upcoming ILT Activity to Instructors Reminder 1

The WLF-00004 alert reminds learning instructors that one of their activities is starting soon. Here are the valid tokens for this alert:

- activityName
- activityDescription
- activityStartTime
- activityStartDate
- activityTimezone
- activityEndTime
- activityNumber
- activityVirtualURL
- classroomList
- instructors
- resources
- offeringName
- learningItemLink
- Learning Item FlexFields
  - Offering FlexFields

## Learn Custom Alert

Learning administrators send the WLF-00003 alert from learning assignment pages by clicking **More Actions > Send Alert**. On the Select Alert Template dialog box that appears, they select the appropriate templates.

Each alert template includes the message text, the recipient, and the communication method to use, either email or worklist. Here are the valid tokens for this alert:

- FirstName
- LastName

- LearnerEmail
- notificationUserName
- LearnerDisplayName
- ManagerEmail
- ManagerUserName
- LearningItemDescription
- LearningItemName
- learningItemLink
- ImageTag
- ThumbnailUrl
- LearningItemType
- LearningItemStartDate
- LearningItemEndDate
- LearningItemShortDescription
- OfferingStartDate
- OfferingEndDate
- offeringCoordinatorName
- offeringCoordinatorEmailAddress
- offeringCoordinatorPhoneNumber
- Learning Item FlexFields
  - Offering FlexFields
  - Course FlexFields
  - Spec FlexFields
- assignmentSubType
- assignmentType
- attributedAssigner
- AssignmentStartDate
- DueDate
- AssignmentStatus
- AssignmentSubStatus

To review the default configuration, use the Alerts Composer tool and the Configure Alerts task. The task is on the **My Client Groups > Learning**.

## Payment Request and Confirmation Alerts for Learning

You can send payment requests and confirmations for learning items using the Alerts Composer tool and the Configure Alerts task. The task is on the **My Client Groups > Learning** page.

## Pay for Learning Item

The WLF-00006 alert reminds the learning assignment creator that they need to pay for an offering. Here are the valid tokens for this alert:

- FirstName
- LastName
- LearnerEmail
- notificationUserName
- LearnerDisplayName
- ManagerEmail
- ManagerUserName
- LearningItemDescription
- LearningItemName
- learningItemLink
- ImageTag
- ThumbnailUrl
- LearningItemType
- LearningItemStartDate
- LearningItemEndDate
- LearningItemShortDescription
- OfferingStartDate
- OfferingEndDate
- offeringCoordinatorName
- offeringCoordinatorEmailAddress
- offeringCoordinatorPhoneNumber
- Learning Item FlexFields
  - Offering FlexFields
  - Course FlexFields
  - Spec FlexFields
- assignmentSubType
- assignmentType
- attributedAssigner
- AssignmentStartDate
- DueDate
- AssignmentStatus
- AssignmentSubStatus
- assignerFirstName
- assignerLastName

- assignerEmail
- assignerWorklistUser
- assignerDisplayName
- assignerManagerEmail
- assignerManagerUserName
- selfServicePrice
- selfServiceCurrency
- numberOfDaysToPay

## Learning Payment Successfully Processed

The WLF-00007 alert notifies the person requesting learning that their payment was successfully processed. Here are the valid tokens for this alert:

- FirstName
- LastName
- LearnerEmail
- notificationUserName
- LearnerDisplayName
- ManagerEmail
- ManagerUserName
- LearningItemDescription
- LearningItemName
- learningItemLink
- ImageTag
- ThumbnailUrl
- LearningItemType
- LearningItemStartDate
- LearningItemEndDate
- LearningItemShortDescription
- OfferingStartDate
- OfferingEndDate
- offeringCoordinatorName
- offeringCoordinatorEmailAddress
- offeringCoordinatorPhoneNumber
- Learning Item FlexFields
  - Offering FlexFields
  - Course FlexFields
  - Spec FlexFields

- assignmentSubType
- assignmentType
- attributedAssigner
- AssignmentStartDate
- DueDate
- AssignmentStatus
- AssignmentSubStatus
- assignerFirstName
- assignerLastName
- assignerEmail
- assignerWorklistUser
- assignerDisplayName
- assignerManagerEmail
- assignerManagerUserName
- numberOfDaysToPay
- pricePaidAmount
- pricePaidCurrency
- learningActivityLocation
- learningActivityURL

## Configure Learner, Instructor, Payment, and Calendar Invite Alert Settings for Learning

Notify learners about recommended learning and learning assignment withdrawals. Notify learners and instructors about changes to instructor-led activities. Remind instructors about upcoming courses and send calendar invites to learners. And send payment requests and confirmation alerts.

### Before you start

*Configure Learning Alerts*

### Here's what to do

1. On the **My Client Groups > Learning** page, click **Configure Alerts**.
2. To change the default settings, click **Edit**.
3. Enable and disable the alerts as appropriate.

Alert	Description
Enable alerts to instructors when instructor led activities change	When enabled, notifies an instructor about changes to one of their instructor-led activities.

Alert	Description
Enable alerts for recommended learning items created in self-service	When enabled, notifies people when an individual submits a learning recommendation for them.
Enable alerts for recommended learning items created by the learning administrators	When enabled, notifies people when a learning administrator submits a recommendation for them.
Enable alerts to assignees for classroom changes	When enabled, notifies learners about changes to the classroom for one of their instructor-led activities.
Enable alerts to assignees for changes to activity dates	When enabled, notifies learners about changes to the date or time for one of their instructor-led activities.

To enable the corresponding alert, in the Days before the start of training to send instructors an alert reminder field, enter a number. If you enter **0**, the alert happens on the day of the activity. To disable the alert, make sure that the field is empty.

4. Finalize or update the calendar invite settings.
  - o Enter an email address for the default meeting organizer. Alerts use this email address for offerings that don't have an email address for the primary offering coordinator, or the email address is null.
  - o To use the email address provided for the primary offering coordinator instead of the email address specified for the default organizer, click the check box.
5. Click **Save and Close**.





# 16 Mobile

## Mobile Learning

You can let learners download their active learning assignments to their mobile devices using the Oracle HCM mobile app. That way they can continue working through their learning content while they are offline.

Oracle HCM downloads the learning data when learners are online and sign in to the app. The download happens automatically when they have access to Oracle Learning Cloud and you enable offline learning. Every time a learner makes connects to the server, there's a check to see if there is new learning data to download.

When learners are offline, Oracle HCM prompts them to switch to the offline mode. They can then access their offline content in the mobile app using the last logged in server and user combination. If the server session expired while they were offline, Oracle HCM might require learners to sign in again when they go back online. When they go online, their learning progress syncs with Oracle HCM Cloud.

For more information, including frequently asked questions (FAQs) you can also see these documents on [My Oracle Support](#):

- Oracle Human Capital Management Cloud HCM Mobile Application ([document ID 2400657.1](#))
- Oracle Human Capital Management Cloud Mobile Offline Learning Security ([document ID 2459258.1](#))

## Limitations with Offline Learning

Offline limitations exist for learning evaluations and assessments, SCORM (Sharable Content Object Reference Model) content, and HACP and web links.

While evaluations and assessments can have attachments, learners can't upload attachments for an answer while offline. Also, while the evaluations and assessments support rich text and offline learning shows it, learners can respond in only plain text.

Any SCORM content that contains Flash components won't work on iOS because that platform doesn't support Flash. Also, any SCORM content with external URLs to online content won't work offline.

HACP (HTTP\_based IACC/CMI Protocol) and web link learning items appear offline in the learners' current learning listings. But learners can launch them in only online mode.

## HCM Learning REST Web Service Access

People using mobile learning need access to the public HCM Learning REST web service. This service is how people download all of their learning content for offline access.

Use the security console in Oracle HCM Cloud to add these privileges to the relevant roles, typically some copy of the Employee abstract role:

- Use REST Service - Learner Learning Record Read Only

- WLF\_REST\_SERVICE\_ACCESS\_LEARNER\_LEARNING\_RECORD\_RO\_PRIV

## Profile Options for Oracle HCM Mobile App

When you implement the mobile Oracle HCM app, you use profile options to configure various features, including for Learning. For example, set up authentication. Also specify server idle and session timeouts. All applicable profile option codes start **HCM\_MOBILE**.

Edit the site-level profile values using the Manage Administrator Profile Values task in the Setup and Maintenance work area.

### *Related Topics*

- [Create and Edit Profile Options](#)
- [Search for a Task](#)
- [My Learning on a Mobile Device](#)

## Offline Access Authentication Profile Option for Oracle HCM Mobile App

To improve performance during subsequent sign ins, configure authentication for offline access to Learning. Use the HCM\_MOBILE\_OFFLINE\_LEARN profile option to grant the Oracle HCM mobile app permission to store data locally between sessions.

### *Related Topics*

- [Create and Edit Profile Options](#)

## Active and Completed Learning Cache Expiration Profile Options for Oracle HCM Mobile App

You can set the duration that the Oracle HCM mobile app locally stores active and completed learning. Use these profile options:

- HCM\_MOBILE\_ACTIVE\_LEARNING\_CACHE\_EXPIRATION: By default, Oracle HCM stores active learning content for 1 month.
- HCM\_MOBILE\_COMPLETED\_LEARNING\_CACHE\_EXPIRATION: By default, Oracle HCM stores completed learning content for 1 week.

### *Related Topics*

- [Create and Edit Profile Options](#)

# Learn Sync Interval Profile Option for Oracle HCM Mobile App

To specify how frequently that the Oracle HCM mobile app checks the server for learning data updates, use the HCM\_MOBILE\_LEARN\_SYNC\_INTERVAL profile option. The default frequency is 10 minutes.



# 17 Classroom Locations

## Locations Used for Learning Classroom Resources

You use locations with learning classroom resources. A classroom is a physical location where an instructor provides training to a group of learners. Learning specialists link a classroom to instructor-led training (ILT) or a virtual instructor-led training (VILT) activity.

You create classroom locations using the Manage Locations task on the **My Client Groups > Workforce Structures** page. As part of the creation, you link it to a location set, which defines who has access to those locations. The Common Location Set set lets everyone access the location. These classroom locations are then available when learning administrators click the **Select Named Location** link while creating a classroom.

### *Related Topics*

- [Locations](#)
- [Create a Classroom for Your Learning Catalog Resources](#)

