Certification Updates

Updating Certifications

While a certification's rules cannot be edited, Site Managers have options when certification requirements change. Determine the best method using the table below.

Method A Multiple Active Certifications for the Same Product(s)	Method B Replacement Certification	Method C One Certification for Both Upcoming & Previous Users
Deciding Factors:	**Deciding Factors:**	**Deciding Factors:**
• Individuals currently in progress should not be affected. • Simple set up for the Site Manager. • Reports must be run on multiple certifications. • May present a challenge to individuals running reports that may not be aware of multiple certifications. • Individuals may be able	• Individuals currently in progress could be affected. • Simple set up for the Site Manager. • Reports must be run on multiple certifications. • May present a challenge to individuals running reports that may not be aware of multiple certifications. • Individuals may only	• Individuals currently in progress could be affected. • More complicated set up for the Site Manager. • Reports will be run on only one certification. • individuals are only able to obtain one certification. • Products and assets from the original certification must be included in

Method A	Method B	Method C
Multiple Active Certifications for the Same Product(s)	Replacement Certification	One Certification for Both Upcoming & Previous Users
to obtain multiple certifications if in associated user groups. • Products and assets from the original certification must not be included in certification rules.	obtain one certification. • Products and assets from the original certification must not be included in certification rules. • This method is ideal for annually revised certifications.	certification rules.
Certification Steps:	**Certification Steps:**	**Certification Steps:**
1. Create new certification .	1. Create new certification .	1. Create new certification .
2. Reference the new assets within the rules.	2. Reference the new assets within the rules.	2. Reference both the new and original assets within the rules.
3. Do not inactivate original assets within the certification rules.	3. Inactivate original assets within the certification rules.	3. Inactivate original assets within the certification rules.
4. Do not inactivate the original certification.	4. Inactivate the original certification.	4. Delete the original certification.

Method A Multiple Active Certifications for the Same Product(s)	Method B Replacement Certification	Method C One Certification for Both Upcoming & Previous Users
		5. Ask Support to temporarily disable certification email alerts, so individuals won't receive an email about a certification they've already obtained.
		6. Use the Check Eligible Users tool to apply the certification to all individuals who obtained the previous certification.

How Content Updates Affect Certifications

Modifications to products and assets may affect associated certifications. The most common scenarios are described below.

Adding or Inactivating Products and Assets

Adding a new asset or product that is required for an existing certification requires the creation of a new certification to include rules for the new asset or product.

> Inactive assets are not visible for selection when creating a certification. If you wish to include rules that point to both an inactive asset and an active asset, then you will need to temporarily activate the older assets so you can select them.

Deleting Products and Assets

The system will prevent you from deleting a product or asset that is associated with a certification.

Updating Assets (Excluding SCORM)

Updating the content within most assets should not affect your certifications. This includes adding or removing questions within a test. SCORM assets may be affected. See **Changing a SCORM Package** below for more details.

Changing a SCORM Package

Certifications that point to a specific SCORM Section (SCO file) are broken when you direct your asset to a new SCORM package. If the SCORM has only one SCO file and a grade or other completion component, then you can direct the certification to the asset alone and not worry about creating a new certification each time you update the SCORM package.

Overwriting a SCORM Package

Overwriting a SCORM package by uploading it with the exact same name as the original will not require you to update associated certifications.

You will affect individuals currently in progress. Overwriting essentially replaces the original file, so this process is not best practice if you intend to keep earlier versions of the SCORM packages.