KMx Version 6.0 Release Notes

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Integration and Session Security Management

Single Encrypted Session Variable

Previous releases of KMx relied on multiple encrypted session variables (also known as soft cookies) to maintain session identification and security information. This approach is commonly used by banks and other secure sites to identify user permissions and attributes during navigation of a website. In V6 we have preserved this approach which has been extremely successful with our clients, and added a new approach that consolidates the multiple variables into an encrypted data string. This new option will allow clients that require space in the session variable header to have soft cookies to support their portals, site monitoring services and other content that require access to the session header. For most clients, there will be no change in operation. Clients will need to request the shift to the single encrypted session variable. Clients that wish to shift to the single variable approach that also have extensive student interface add-ons may require a work order to support the testing of the add-on applications under the single variable approach.

Updates to Single Sign-on

Single sign-on has been enhanced to facilitate direct access to specific administrative functions. Customers can now direct supervisors and company administrators to specific functions by specifying the form_id and other parameters as part of their integrated access path from intranets, portals or other websites set up as KMx access points.

New KMx Web Services

Catalog web service

This read only service provides customers a means to query the KMx course catalog for course titles, descriptions, access restriction information and ecommerce details such as pricing and discounts. This service also includes classes and schedules. This can be useful for customers who wish to market training offerings on other web sites. KMx can serve as the master record of all training offerings, while allowing other sites to advertise the offering details.

Some customers may also find it useful for integration with HR systems, allowing the KMx platform to serve as a master record of training offerings while keeping the HR system up to date with course numbers, titles and descriptions.

Company web service

This service allows customers to retrieve and maintain a list of companies (subordinate organizations) in KMx for their organization. This service is intended for large organizations that operate many divisions, or have large groups of dealers, resellers, or customers operating as independent entities within their KMx implementation.

Course Finder web service

This service provides methods to search for course and class offerings by topic, date and location. Location based searches can by state or by zip code + radius. It will complement the Catalog Service by allowing customers to provide search functions from within their own portal or intranet web interfaces before redirecting interested users to the KMx interface for registration.

Enrollment Web Service

This is a read only service with a variety of methods allowing users to query the enrollment status of an individual in a course, a list of courses, or a list of individuals in a course. The result sets returned can be used in a wide assortment of applications including:

- Custom Reporting
- Data-warehousing to merge to correlate with other corporate performance, or personnel data
- To implement access rules to applications or systems that has training pre-requisites.

Medbiquitous Activity Reporting

This service will let customers who must collect and manage Continuing Medical Education information use the Medbiquitous activity report schema to post training activity to the KMx platform to provide a central repository of CME credit earned from a variety of sources.

Content Management

Content Requires Own Window Option

Certain authoring tools (like Articulate and Captivate) provide templates that include an exit button that closes the student browser. While this is approach is obviously not conformant with the SCORM standard, we have added the ability for clients to use these authoring templates with a new “Content Requires Own Window” setting on the Content Record. We however still recommend that clients replace this template button with a button that sends the SCORM LMSFinish command and navigates the user to a completion page to conform to the SCORM standard. To use this new option, post content import, clients can set this option to “Yes” on the Content Record to enable the content to run in a Popup window that the content can safely close with an exit button.

Standardization of Content Window Framing/Sizing

In order to allow clients to leverage Cascading Style Sheets and the KMx Language Packs more effectively, V6 includes a standardized framing system that leverages Web 2.0 technology. The content types affected are:

- Microsoft Word
- Microsoft Excel
- Adobe PDF
- Adobe Flash
- Video/Audio
- Presentation Broadcasts (KMxLive Recordings)
- Message Boards
- Exams/Surveys/Performance Evaluations
- Images

The content types that are not affected (the entire screen is turned over to the content object) are:

- HTML/Zip
- SCORM Content Aggregation Packages
- External URLs (links to Intranet/Extranet/Internet sites/content)

New CSS variables for Exam/Survey/Performance Evaluation Text have been added to enable clients to more easily render these materials for mobile devices. This approach is especially useful for creating common materials that will render nicely on standard computers and the Apple iPhone.

Browser and Mobile Device Content Capabilities

KMx has been thoroughly tested on all the major Operating Systems (OS) and Browser variants. Even so, clients are sometimes surprised and disappointed that their courseware will not operate on certain a certain OS or Browser. This is a function of the client selected content media. The key to decision-making with regard to learning content is a thorough understanding of the end-user environment. The following chart illustrates the capabilities of OS and Browser technologies with regard to the content technologies supported.

Platform	Windows OS (89.4%)			MAC OS (7.83%)			Handheld OS (3.2%)				Total
Rich Media	I E	Safari	Firefox	IE	Safari	Firefox	MS CE	iPhone	Palm	Black berry	End-Users
VML/XML											73%
SWF											98%
FLV											99%
WMV											100%
JVM											50%
JavaScript											100%
Users %	71.1%	0.1%	18.2%	0.5%	7.13%	0.2%	1.2%	1.1%	0.1%	0.8%	100%

Available
Limited Availability
Not Available

Currently, Microsoft Windows on the PC-Based computing platform enjoys the market leadership position with over 89% share. Microsoft's Internet Explorer browser has become the standard for compatibility and compliance. The chart above provides current statistics and technology availability information for clients that are in the process of selecting rich media tools. The "Total" column represents the percentage of Internet users who have the ability use each of the rich media technologies with their preferred OS and browser. It is important to note that even though 18.2% of PC users prefer Firefox, these users have access to Microsoft Internet Explorer and can run VML/XML based courses.

Content Sources and Required Plug-in Support

Source Technology	KMx Delivered SCORM eLearning Content	Required Supporting/Plug-in Technologies
Microsoft Word	VML/XML	JavaScript
Microsoft Excel	VML/XML	JavaScript
Microsoft PowerPoint	VML/XML	JavaScript, (IE Only)
Adobe PDF	No Change (PDF)	JavaScript, Adobe PDF Reader
Adobe Flash	No Change (SWF)	JavaScript, Adobe Flash Player
Video/Audio	No Change (WMV. WMA, MPG, 3GP, etc.)	JavaScript, Microsoft Media Player or Apple Quicktime
Presentation Broadcasts (KMxLive Recordings)	VML/XML	JavaScript, Media Player , (IE Only)
Message Boards	HTML	JavaScript
Exams/Surveys/Performance Evaluations	HTML	JavaScript
Images	No Change (GIF, JPG, PNG etc)	JavaScript

As can be seen from the table above, JavaScript is required for every KMx content type. This is a function of the SCORM record keeping capabilities and the ability to track student progress, answers and bookmarks. Thankfully, every major OS/Browser supports JavaScript. Certain third-party course libraries (like Skillsoft) require the use of a Java Virtual Machine (JVM) and are severely limited in their cross-platform capabilities. Most third-party authoring tools (like Articulate and Captivate) render their output using Adobe Flash or SWF files. The SWF (Adobe Flash) content type was at one time an almost universally accepted rich media type for cross-platform courseware delivery. With the advent of mobile devices, like the Apple iPhone and Blackberry, this is no longer the case (see the illustration above). Many third-party authoring tools claim to be able to provide content that will operate on mobile devices, however in almost every case the content delivered to the mobile device is a separate course (with disconnected or no student record keeping). Most clients are very disappointed at the dumbed-down approach that these third-party authoring tools use for delivery of courseware to a mobile device. KMSI is dedicated to assisting our clients with the selection of content and media types that are appropriate for their end-users. KMx V6 provides the industry's most capable cross-browser and OS compatible environment for the delivery of virtually any type of eLearning content.

Exam, Survey and Performance Evaluation Updates

Drop-Down Lists

Many clients have leveraged the ability to provide KMx "fill-in" questions on their surveys and performance evaluations. Based on input from our clients, we have added a new option for "fill-in" questions that provides a drop-down list of possible "fill-in" responses. The approach allows for very long lists of possible answers to be presented to the end user and makes it easier for clients to tabulate the response data for reports and further action. In order to use the drop-down feature, create or edit a "fill-in" test item and select the drop-down option from the menu. Below the drop-down selection option a text box will appear that will enable you to create the list of possible responses for the end-user. The list can be words, numbers or phrases delimited with a pipe character (usually shift-backslash on a standard QUERTY keyboard).

Expanded Multiple Choice Options

KMx V6 now allows for up to 9 possible answers to a "multiple-choice" type question. This capability was primarily added to facilitate surveys and performance evaluations, however all "multiple-choice" type questions can have a correct answer and can be scored.

Creating Matching Type Questions

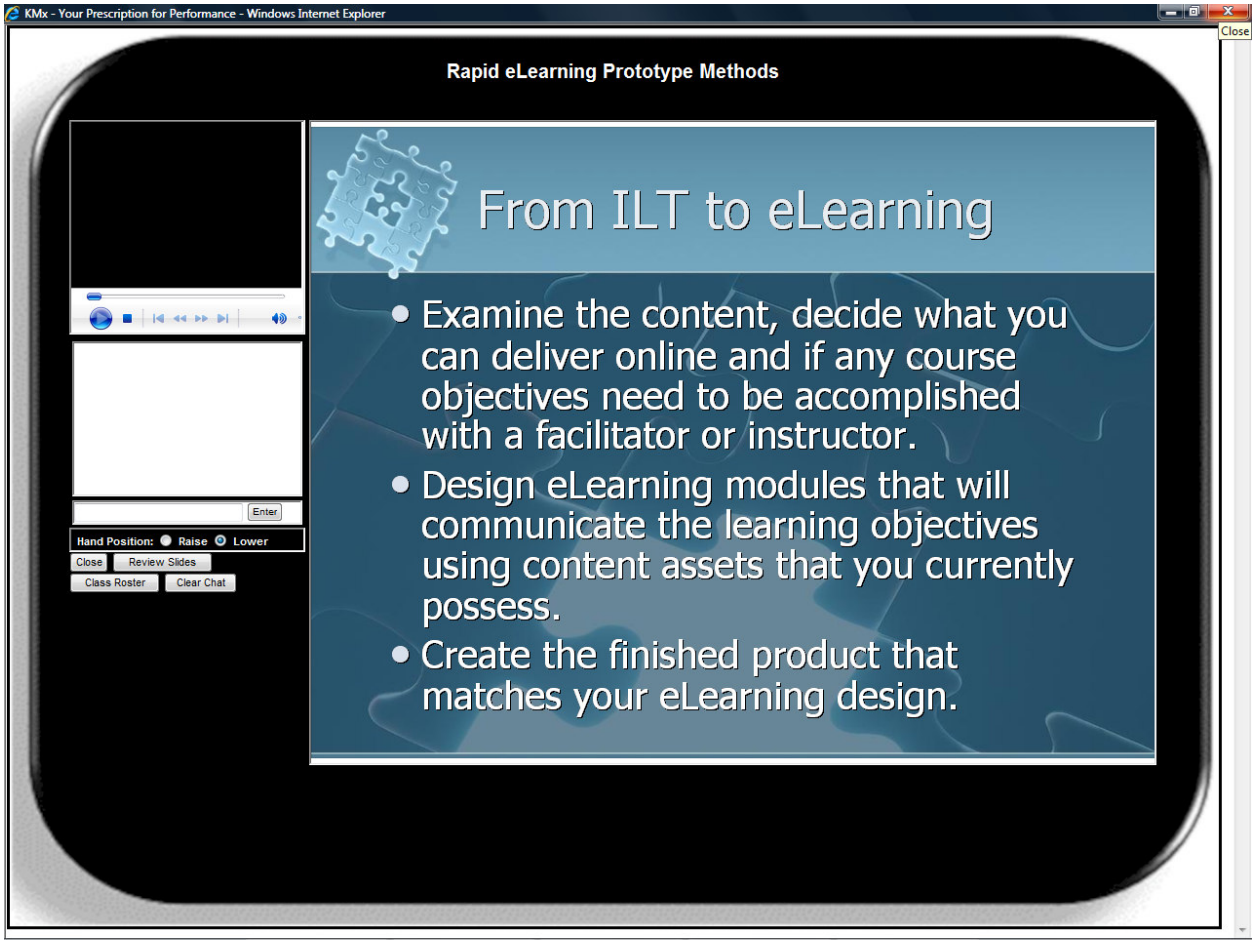
In KMx V6 all test item types, including table view and Lykert Scale items can have a correct or multiple correct answers. This approach also enables clients to "score" surveys and performance evaluations for reporting purposes. This approach also enables clients to develop Matching questions. To create a matching series of questions, select Multiple Choice with the appropriate number of responses for the number of items to be matched. Matching is accomplished by using the Table View option when assigning the test item(s) to the test. For example:

Match the following items with the correct purpose statement:	**Used to slow or stop the vehicle**	**Used to smooth bumps in the road**	**Transfers Power from the Engine to the wheels**	**Enables the vehicle to be pointed**
1. Brakes	**X**	o	o	o
2. Suspension	o	**X**	o	o
3. Drive Train	o	o	**X**	o
4. Steering	o	o	o	**X**

KMxLive

Student Presentation Interface

KMx V6 includes a revision to the KMxLive student console. The revision is cosmetic and includes client configurable brand elements including the background image, fonts, control styles, etc. The image below is a screen capture of the revised student console.



Use of Content, Exams and Surveys during Presentation

KMx V6 provides a revised method of delivering content elements to students during a KMxLive presentation. In previous releases, the instructor would need to insert special slides generated by KMx with the appropriate exam and survey elements. In KMx V6 the instructor can select any element present in the course outline for "Push" to the students. See Content" Push" Controls below for more information.

Instructor Console Updates

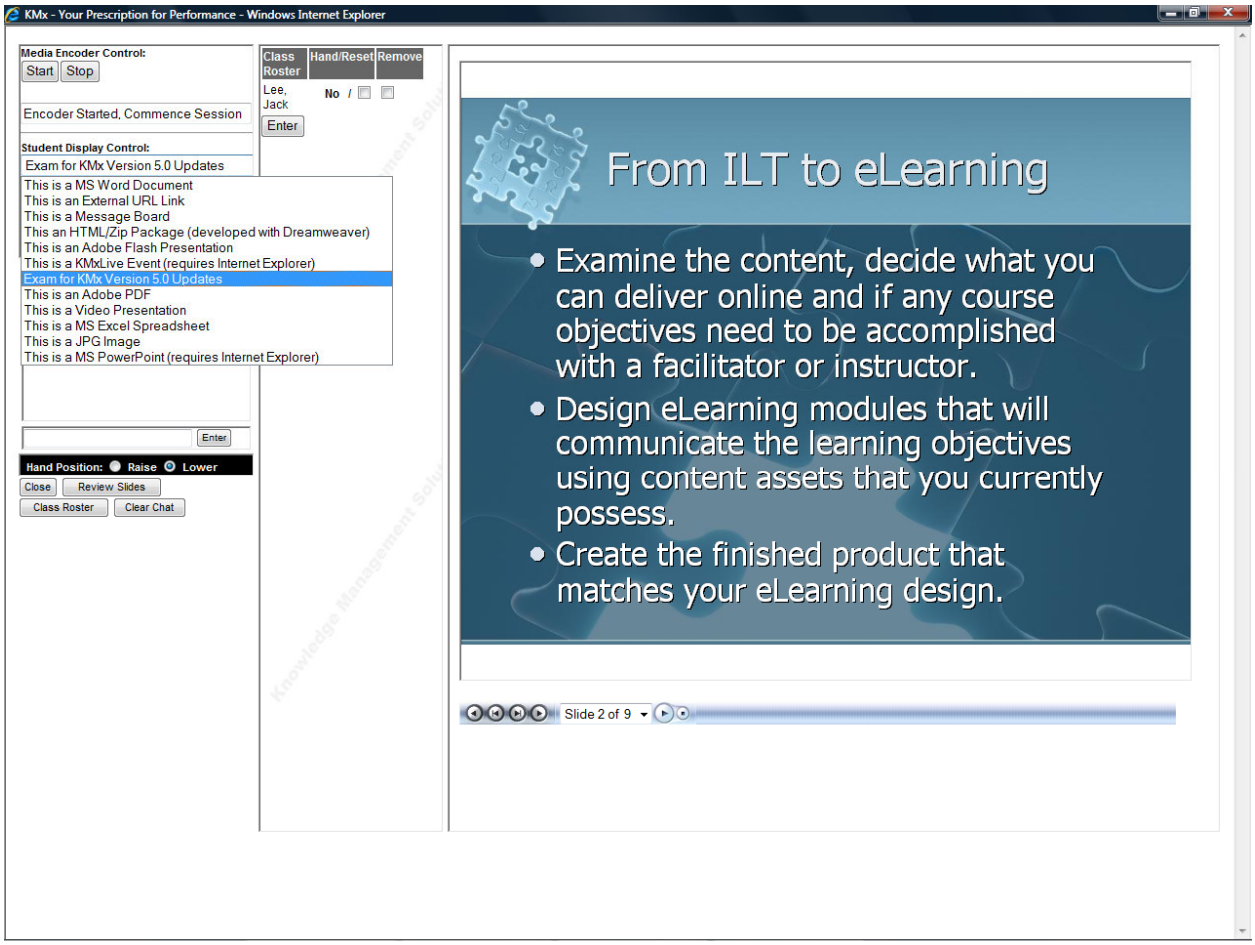
KMx V6 includes the following updates to the KMxLive Instructor Console:

Full Screen Video Controls

Provides the instructor with the ability to change the student's video from ¼ screen to full-screen and back with the press of a button. In previous KMxLive version, the instructor would have to insert a special slide into their presentation to change the student video display.

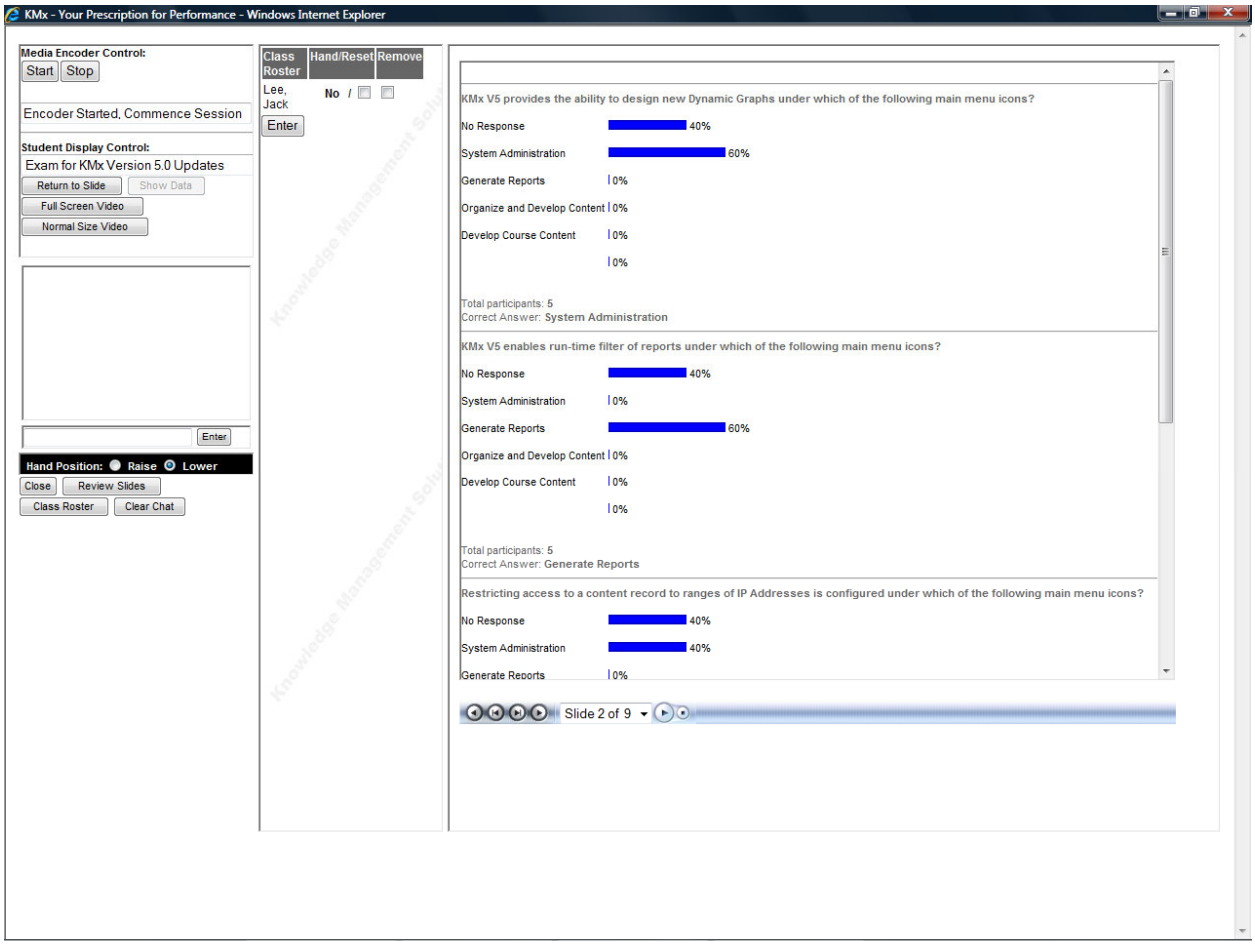
Content "Push" Controls

Provides the instructor with the ability to "Push" any KMx content object to the student display window by selecting the available content object in the course outline and then selecting the push control. In previous version of KMxLive, only slides, exams and surveys setup in advance of the presentation could be pushed to the students.



Survey/Exam Results Sharing Controls

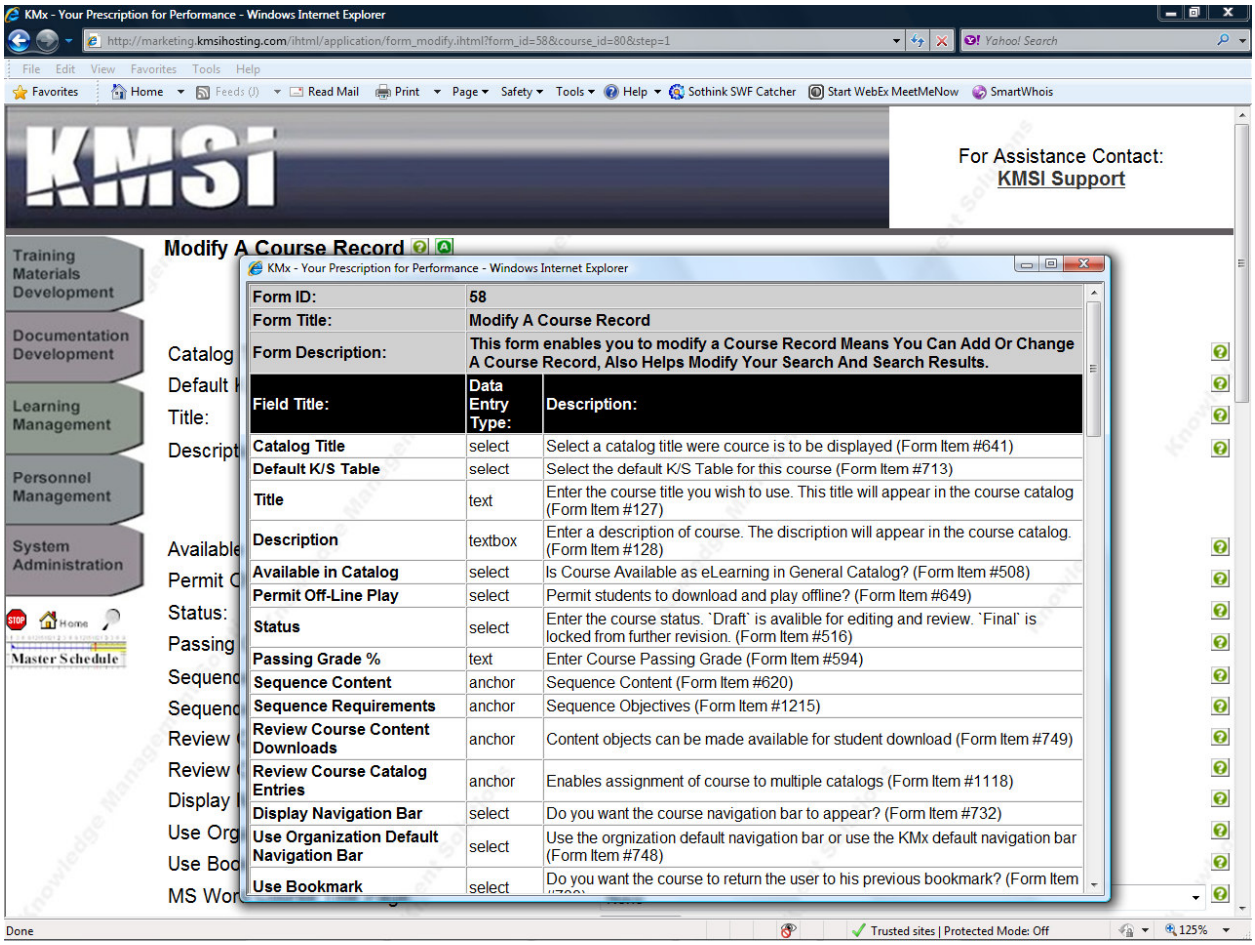
Provides the instructor with the ability to share both exam and survey statistical results with the student with the press of a button. The button is enabled for any content that enables collection of student response data (scored or un-scored) and presents a bar chart of the student responses. In previous KMxLive version, the instructor would have to insert a special slide into their presentation to share exam and survey statistical results with the students.



KMx Administrator/Developer Interface

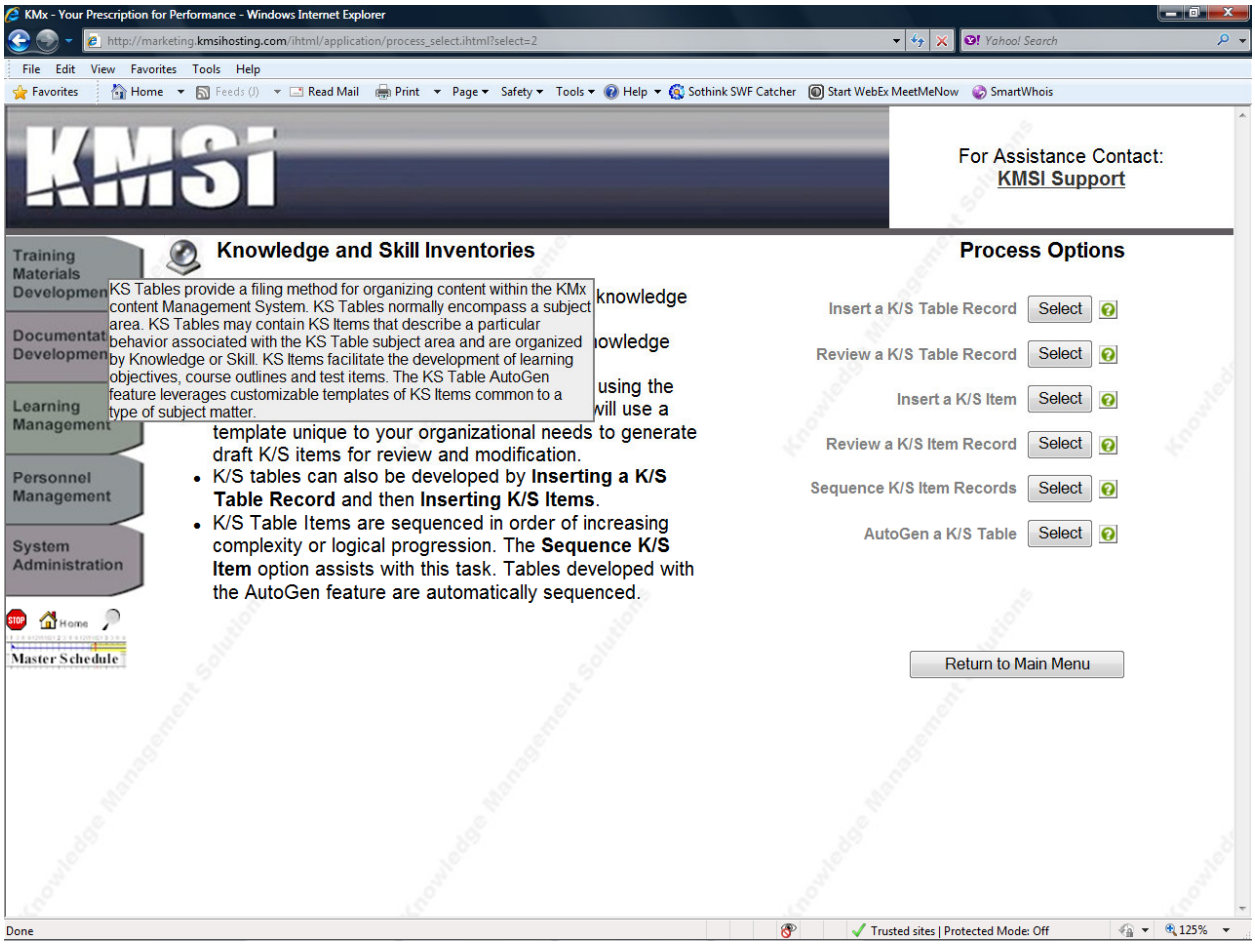
New Help Pages on All Forms

In addition to the help icons available on each data entry field and dropdown on the administrative interface, KMx V6 includes help icons at the top of each form. These icons provide a description of the forms purpose and use on hover-over and provide a popup reference for all possible entries on click.



New Help Hover Icons on All Menus

The KMx Administrator/Developer Interface Process Menus now include hover-over icons that provide an in-depth description of the options available and the purpose of the selected process elements.



Form Updates

There have been updates to many of the longer forms (Course Record, Class Record, Test Item Record, Content Record) to eliminate entries that at not required based on user selections. For example, the various Navigation Bar options (Notepad, Grade Book, Outline, etc.) are no longer on the Course Record Form if the Navigation Bar is set to No. This change was incorporated to make form entry easier for the administrators on the longer forms.

Dynamic Report Help Information

Since there are now more than 5,000 possible report table/field combinations available under dynamic reports, KMx V6 now has a Help Information link on the Dynamic Report setup form. This link generates a popup that provides an index of the available table/field combinations for the selected report type (Enrollment Data, Certification Detail, SCORM Data, etc.). The help information also provides a brief description for each field.

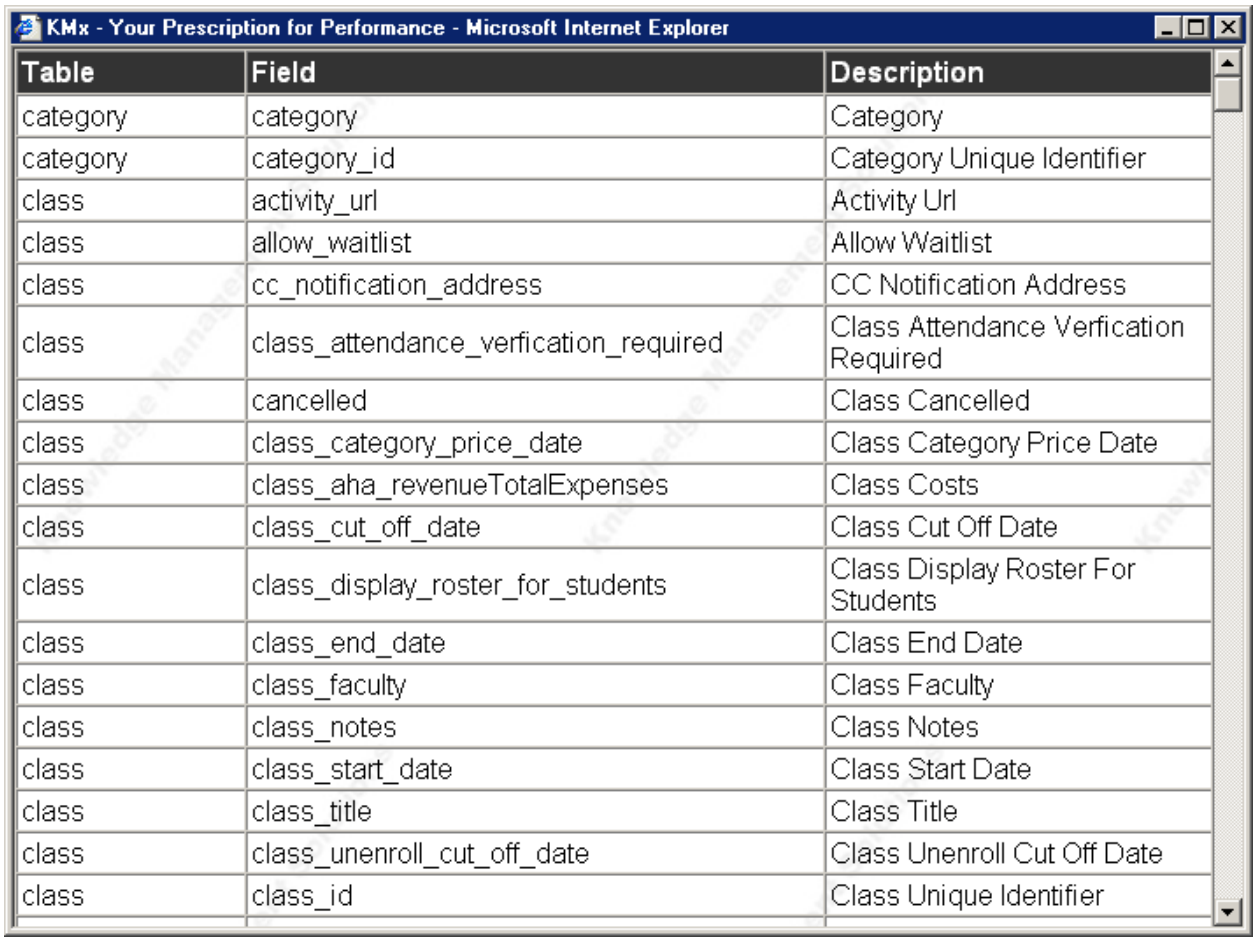

KMx - Your Prescription for Performance - Microsoft Internet Explorer

Table	Field	Description
category	category	Category
category	category_id	Category Unique Identifier
class	activity_url	Activity Url
class	allow_waitlist	Allow Waitlist
class	cc_notification_address	CC Notification Address
class	class_attendance_verfication_required	Class Attendance Verfication Required
class	cancelled	Class Cancelled
class	class_category_price_date	Class Category Price Date
class	class_aha_revenueTotalExpenses	Class Costs
class	class_cut_off_date	Class Cut Off Date
class	class_display_roster_for_students	Class Display Roster For Students
class	class_end_date	Class End Date
class	class_faculty	Class Faculty
class	class_notes	Class Notes
class	class_start_date	Class Start Date
class	class_title	Class Title
class	class_unenroll_cut_off_date	Class Unenroll Cut Off Date
class	class_id	Class Unique Identifier

KMx Student/Instructor/Supervisor Interface

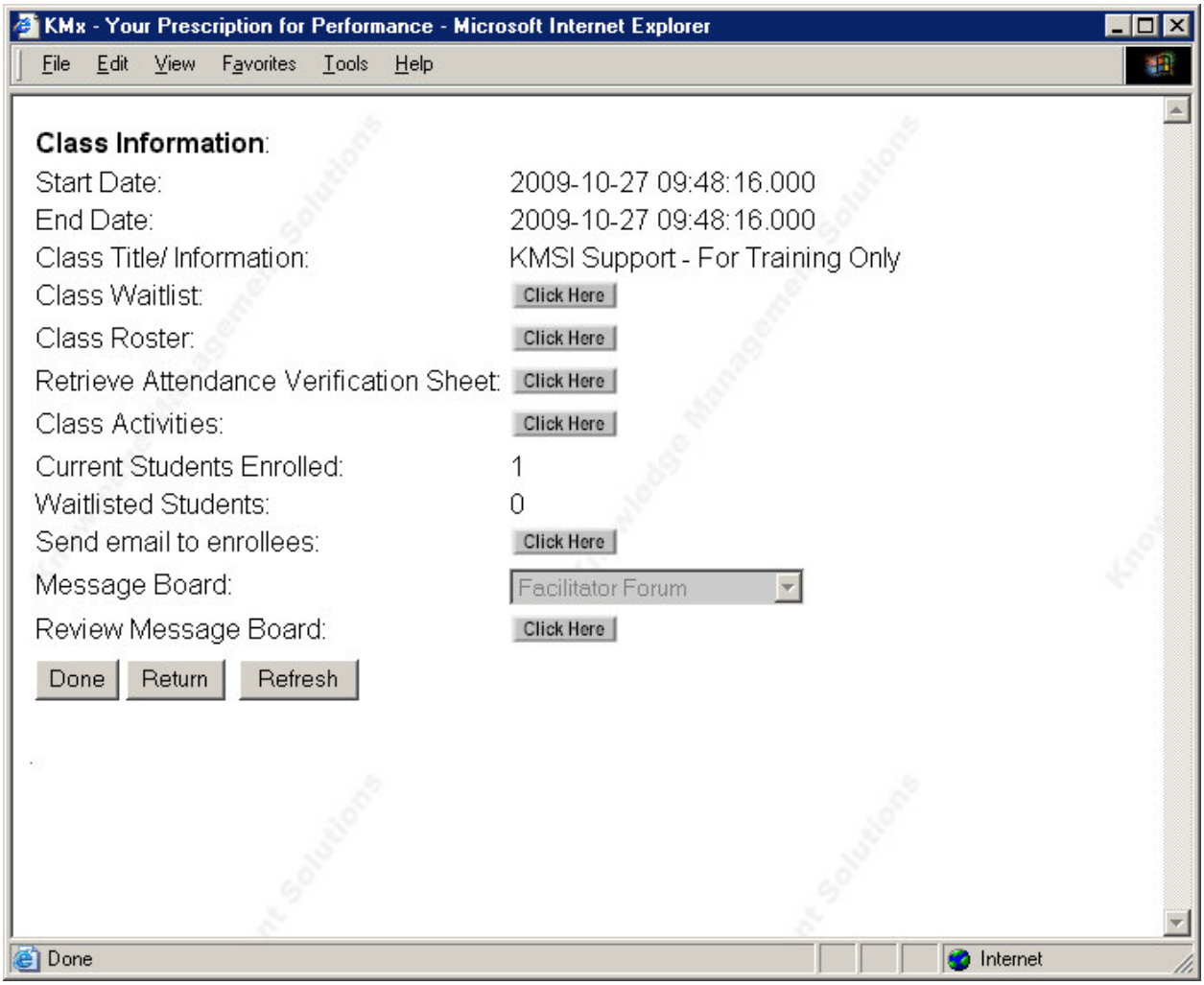
New Language Resource Variables

The Following Language Resource Variables were added with this update

Identifier	Default English Value	Primary Usage
395	#7	Test Item Response Option #7
396	#8	Test Item Response Option #8
397	#9	Test Item Response Option #9
398	small_test_item_ctrl.htm	URL to Test Item Navigation Bar (client custom design)
399	LEFT: 0%; BOTTOM: 0%	Placement of Test Item Navigation Bar relative to users screen
400		Used to present additional information or instructions on the course grade book.
401	Alternate Course Completed	Used to inform students that a certification based course does not need to be completed because an alternate or equivalent course has already been completed.
402	Completed Satisfactorily	Default enrollment status indicator for a User Self-Claimed Course
403		Used to provide a hyperlink on the student transcript for a custom transcript PDF or other format report.
404	The screen name you submitted is already in use, please make another selection	Used to assist users that attempt to change their login name for self-registration sites.
405	Return to bookmarked location?	Used to support PowerPoint presentations that have been converted by KMx into SCORM eLearning lessons.
406	The course package you have downloaded may be out of date. Please login to the LMS and download a fresh copy.	Used to inform students that an Offline Course Player Package has expired.

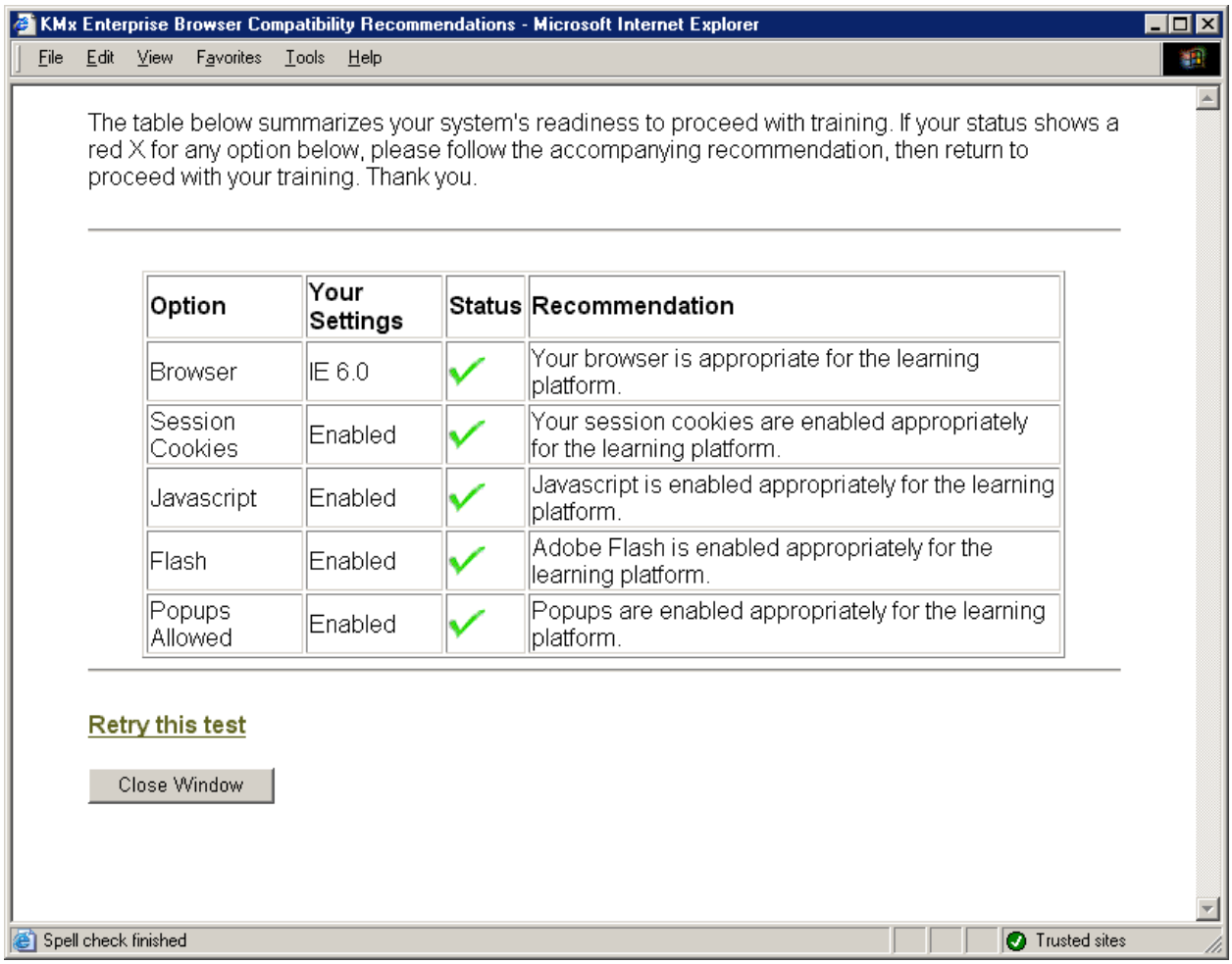
Instructor Class Management Options

With the changes made in the KMx security and session management system, the ability to identify an Instructor as a scheduled resource for reporting purposes is now available via the Student/Instructor/Supervisor Interface. The goal of this change was to enable clients to delegate via the Student/Instructor/Supervisor Interface, both administrative and reporting options, previously only available to Class Administrators and above via the Administrator/Developer Interface. Please review the following screen shot for an example:



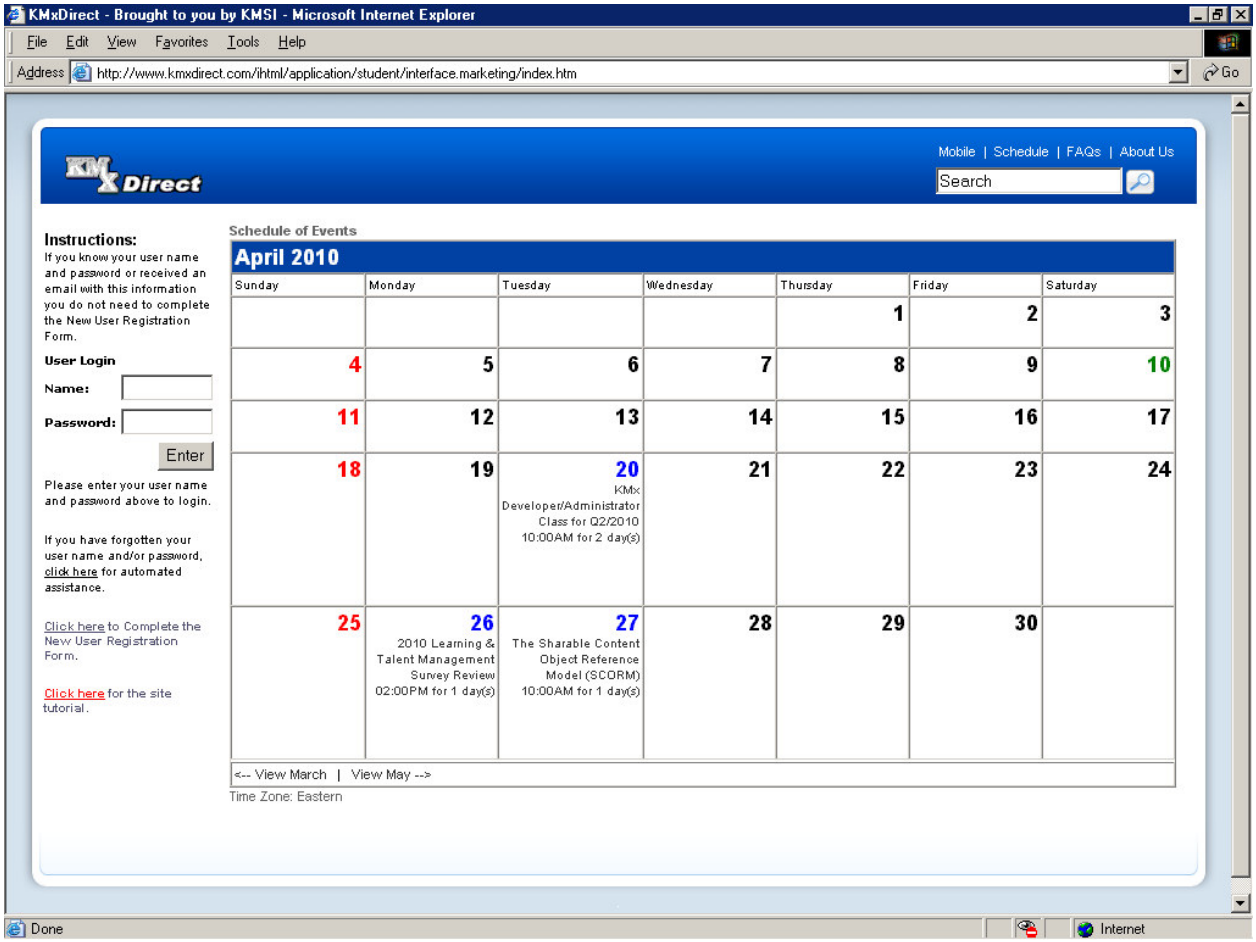
BrowserHawk Student Workstation Testing

KMSI has purchased an unlimited use license of the BrowserHawk testing system. This third-party software is capable of determining the end-users browser and workstation configuration to quickly isolate issues. For example, many clients use Adobe Flash presentations in their training programs. Using the BrowserHawk software will enable the client to provide the end-users with a browser test link to determine if they have Adobe Flash installed before the student runs into an error. This testing system is configurable to client specifications regarding browsers, plug-in requirements, Java versions and much more.



Web 2.0 Framing

KMx V6 includes a new default Student/Instructor/Supervisor interface kit that is based on the Web 2.0 methodology. This approach presents a cleaner and more user friendly interface for end-users and is easily branded with client custom graphics and style sheets. For an example of the default interface kit, please visit www.KMxDirect.com.



Student Shopping Cart

KMx V6 includes a new option for clients to provide the ability for users to combine multiple eCommerce purchases with nearly unlimited discounting rules and payment options directly from their shopping cart. The shopping cart approach makes it easy for users to enroll in multiple course/class offerings with a single ecommerce transaction.

Shopping Cart

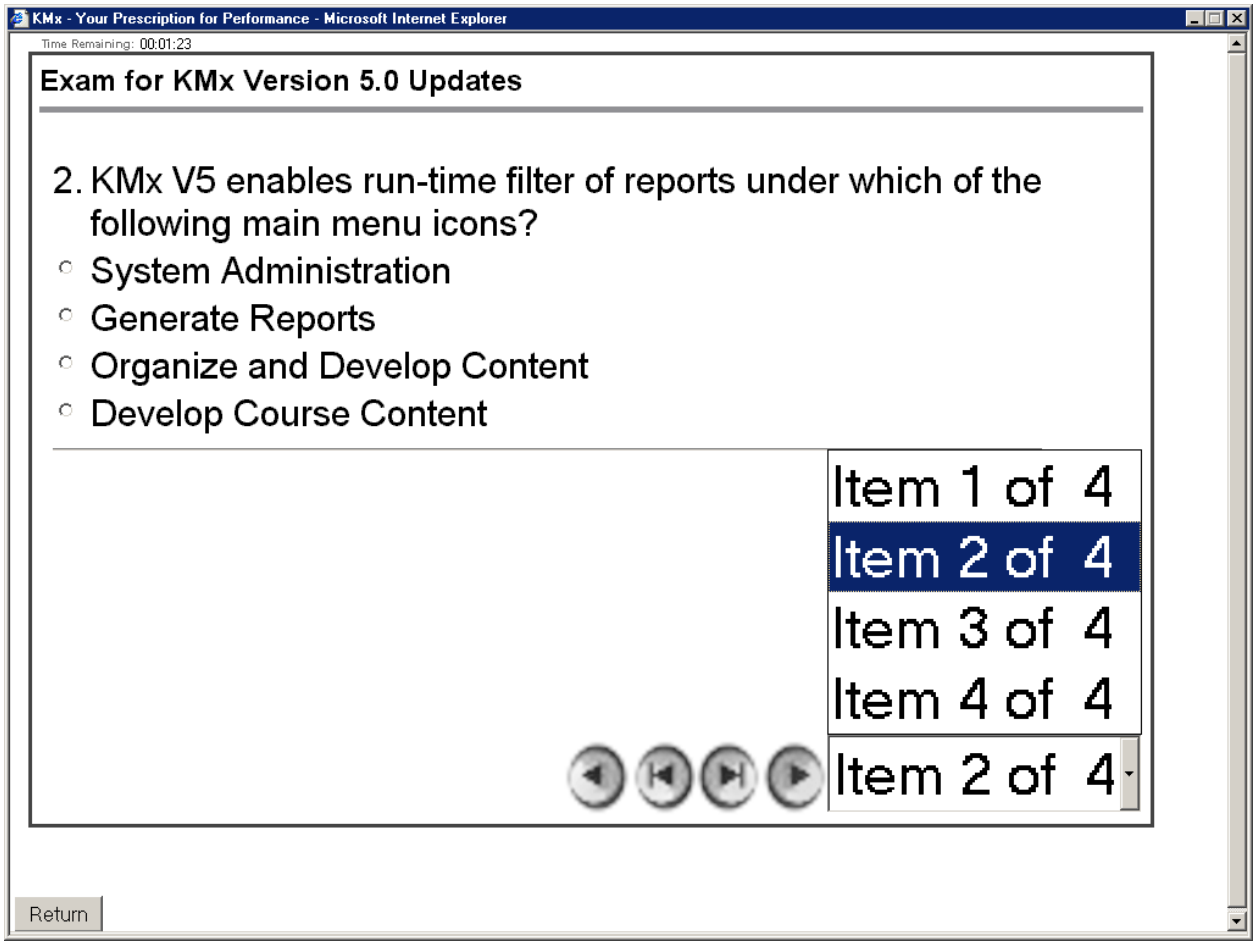
Course / Class Title	Schedule	Price	Delete Enrollment
Course/Enrollment AutoComplete Test	-	$100.0	
Dummy eCommerce Course	01/21/2008 - 11/21/2009	$100.0	
Total		$200.0	Buy Now

A new Yes/No option has been added to the Configure eCommerce Information screen under the System Administration main menu icon. If set to Yes, then all eCommerce transactions will be completed using the cart.

Mobile Device Options and Features

Test/Survey Navigation

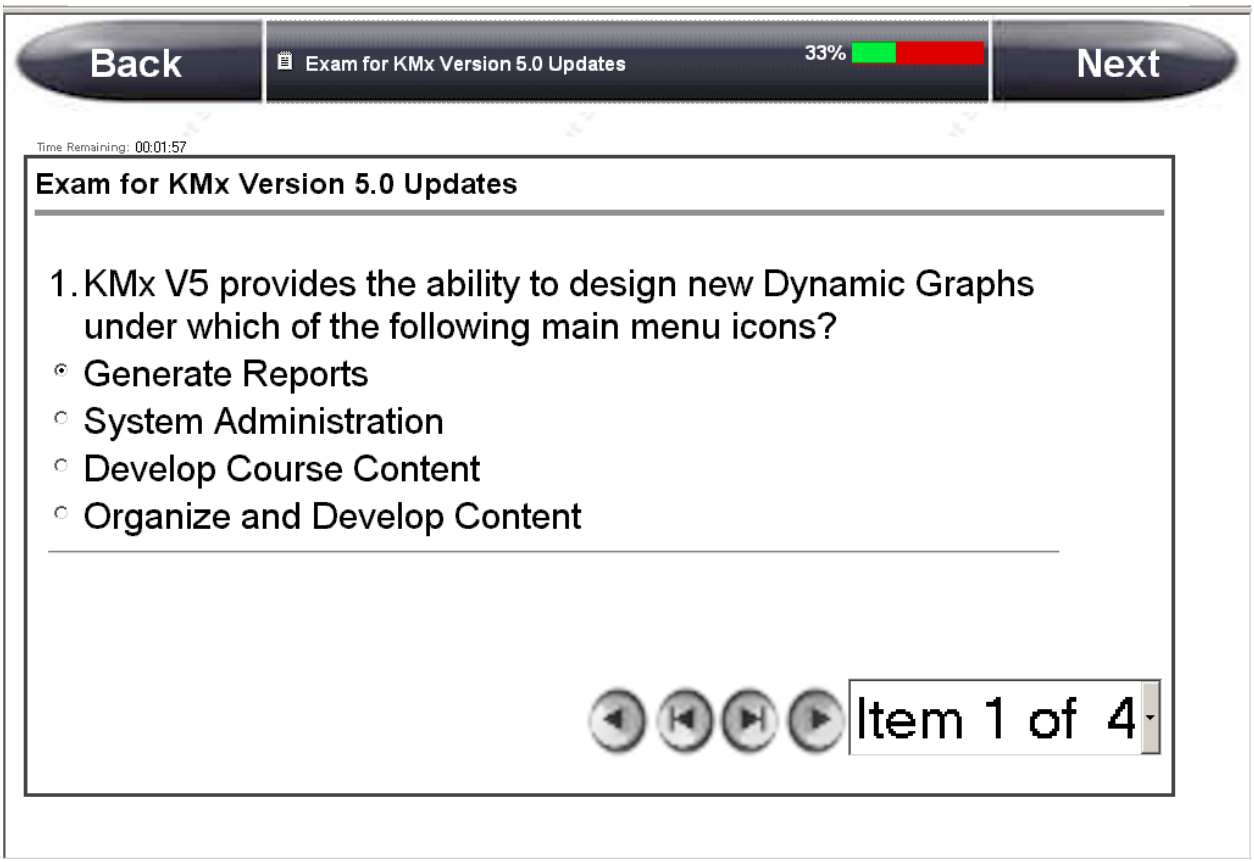
In order to enable the delivery of exams, surveys and performance evaluations to mobile devices, KMx V6 includes a new test delivery interface than enables the end-user to select from multiple-choice responses without having to use a radio button or a checkbox as the primary interface. Under KMx V6, all multiple choice test item options are "hot" spots with a color change to make mobile selection easier and readily visible. In addition to the "hot" spot changes, the KMx Test Item Navigation Bar is no configurable in the KMx language packs. This enables clients to create their own item to item interface controls using simple HTML and images. See the example below:



Course Navigation

KMx V6 includes a new Navigation Bar designed for mobile device use. This new Navigation Bar has been tested on most major mobile devices, including the iPhone, iPod Touch, Blackberry and Windows Mobile platforms. While, the

Mobile Navigation Bar is less capable than the standard browser Navigation Bar, it does provide a convenient mechanism for deployment of sequenced content to a mobile audience.



Device Specific Video Content Behavior

With the advent of the Apple iPhone and 3G networks, video based mobile content is more popular than ever. KMx V6 now supports the MP4, 3GP, FLV and MOV video standards in addition to the ASF, WMV streaming media formats we have always supported. In order to ensure that the video play correctly on the selected device, we have tuned the video behavior to adjust based on the users device and browser. This may cause some minor display differences between devices as resolutions vary greatly, but the overall experience for the end-user will be the best possible based on the device used.

SCORM Run-Time Environment

KMx V6 provides the industry's only fully conformant Sharable Content Reference Model (SCORM) Run-Time Environment (RTE) compatible with all popular handheld and mobile devices. The only requirement for the device is that it accepts session cookies (to maintain good security during the session) and that it have JavaScript enabled. Many

of our clients are very surprised to see their content (even content developed or provided by third-parties) working perfectly on their iPhone or Windows Mobile device. This presents a significant advantage for our clients that would like to leverage their investment in mobile technologies for performance support, training and talent management activities.

Course Options

User Self-Claimed Courses

KMx V6 now provides the ability for clients to easily setup courses for end-users to report courses taken outside of the workplace (Forklift certification, Medial Seminars, Company Reimbursable Education, etc.). Added to support Continuing Education reporting requirements, this new feature also provides clients with the ability to control the data entry screens needed to record the course completion. The new feature is enabled on a Course Record with an option to make the Course a Self-Claimed Course. Clients can also allow the end-user to enter the title of the course to be recorded in their transcript.

Universal Prerequisites

Unlike the prerequisites established as part of a certification or personnel category continuum, Universal Prerequisites are designed to force a sequence of courses to be completed in a specific order for all users. This new feature is enabled on the Course Record and is activated by selecting one or more courses as prerequisite to the current course.

Completion Reminders

KMx V6 now includes up to three timed completion reminders to be sent to the end-user post enrollment unless they have completed the course. This is particularly helpful for clients that have established required training programs that want to automate the reminders for end-users to complete training within a prescribed timeframe. Each reminder can be set to be delivered at any time period available.

Instructor Qualification

KMx V6 provides the ability for clients to create instructor qualification programs and manage instructor scheduling based on qualifications achieved. In addition to the ability to create the certification program a requirement leading to qualification, the administrator now has the ability to enforce the resource scheduling system to allow only those instructors determined to be qualified to be scheduled. On the Course Record there is an option to “Review Qualified Instructors”. This option presents a list box control to add/delete and edit instructor qualifications for the course. Under System Administration, Review Organization Information, there is a new option titled “Use Advanced Resource Scheduling”. If this feature is set to “Yes”, then only those instructors that are qualified to teach a particular course will be available for scheduling.

Course Student Interface Options

KMx V6 includes two additional options on the Course Record as follows:

- Enable Launch from Student History Page/Transcript – provides the ability to enable/disable launch of a course following completion for review purposes. In previous releases of KMx, this was an organization-wide option (all courses enabled/disabled).
- Disable Prerequisites when Launched from Student History/Transcript – provides the ability for a student to have continued access to course materials from their transcript even if a new Universal Pre-Requisite is established after the student has completed a course.

Batch Enrollment Feature

KMx V6 includes a new batch enrollment feature designed to replace the current spreadsheet method available under System Administration, Batch User Import. The current Batch User Import options are still available for maintenance of user records; however the ability to enroll users in courses/classes with the spreadsheet has been deprecated. The new feature is available on the eLearning Course Enrollment Record. To use the new feature, select the Batch User Enrollment option from the class record and in the popup window, enter the Directory Services IDs of the users you would like to enroll in the course.

Class Options

Batch Enrollment Feature

KMx V6 includes a new batch enrollment feature designed to replace the current spreadsheet method available under System Administration, Batch User Import. The current Batch User Import options are still available for maintenance of user records; however the ability to enroll users in courses/classes with the spreadsheet has been deprecated. The new feature is available on the Class Record. To use the new feature, select the Batch User Enrollment option from the class record and in the popup window, enter the Directory Services IDs of the users you would like to enroll in the class.

After Class Notifications

KMx v6 includes a new After Class Notification feature that enables a time-based email template to be used for notifications at a specified period of time after class completion to be sent to individuals on the class roster. Many clients requested this feature to enable post class surveys, activities and other information to be provided to the class participants.

Certification Options

Maintenance of All Courses in a Certification

In previous releases of KMx, the administrator would need to open the course record to change it's properties as related to a certification. In KMx V6 we have added the ability to review all course/certification properties from the Review a Certification Record option under System Administration.

Language Specific Assignments

In KMx V6, courses within a certification profile can be designated as required for a specific language. This feature is useful when certification programs are created that have courses designated for users that speak a certain language (English, French, Russian, etc.). Language specific course certification assignments are made on the Course Certification Record. The preferred method is to create language specific certifications, however certain clients have multi-lingual workforces at a single location where provision of language independent certifications are more useful for reporting and management.

Summary Dynamic Reporting Option

In the previous release of KMx, Dynamic Reports for certification programs was limited to a highly detailed methodology. In KMx V6 a new report type for summary reporting of Certification completion information has been added. The primary difference is that the summary report type is designed to limit the detail of the data reported to overall individual progress in a certification program, vice course by course accomplishment level detail.

Cascading and Prerequisite Certifications

KMx V6 now provides the ability to establish certification hierarchies that include prerequisite certifications and the ability to cascade this hierarchy to create branching certification paths from common or foundation certification entry programs. These options are available on the Certification Record setup form.

Email Templates

KMx V6 includes the following new Email Templates:

Template Title	Usage
Enrollment by Supervisor	Sent to end-user when their supervisor has enrolled them in an eLearning course.
Enrollment by Supervisor with Class	Sent to end-user when their supervisor has enrolled them in an instructor-led class.
Send Notification to Instructors when Assigned to Class	Sent to instructors when an administrator has assigned them to instruct a class

These templates are available for review and modification under System Administration, Review Email Templates

Standard Reports

Test Report By Course Content Item/Enrolled Test (multi choice & text):

By selecting a course then a survey or test within that course outline, an administrator will receive a graphical display of the responses to each multiple choice question in the survey or test showing how the enrollees in that course responded. All free text questions and answers are then listed in a separate section below the graphical display for the multiple choice responses.

Test Report By Instructor (multi choice & text):

This report presentation is similar to the course based response. But after selecting the course and the test, the administrator also has the option to select an instructor. The results are further filtered to only those responses from enrollees in classes where that instructor was designated as the default instructor. This is useful for customers who want to see feedback survey results addressing instructor performance in the classroom.

Dynamic Reports/Graphs

New Report Types

Report Type	Description
Certification Completion Data - Detail	This report type replaced the previously available Certification report type and included additional fields to produce more detailed certification based reports.
Resource Utilization	This report type provides the ability to produce instructor and classroom schedule reports based on assignments.
Course Inventory	This report type provides the ability to create custom course inventory reports, including catalog availability.
Content Inventory	This report type enables the creation of detailed content inventory and utilization reports.
Test Item Inventory	This report type enables the creation of detailed test item inventory and utilization reports.
Company	This report type provides the ability to produce organizational reports including hierarchy and location information.
Certification Completion Data - Summary	This report type provides the ability to produce summary level certification completion reports that do not include individual course completion level detail.
Email History	This report type provides the ability to query the email history queue and produce reports on system email transactions.
Course Audit	This report type provides the ability to query the course audit system to produce reports detailing changes to the class records, including dates and person responsible for the update.
Class Audit	This report type provides the ability to query the class audit system to produce reports detailing changes to the course records, including dates and person responsible for the update.
Content Audit	This report type provides the ability to query the content management audit system to produce reports detailing changes to the content records, including dates and person responsible for the update.
Test Event Data	This report type provides the ability to produce detailed reports containing test event data, including the number of test attempts, score and dates of a test/exam.
Enrollment Archive Data	This report type provides the ability to produce reports concerning inactive or deleted users.
Course Access Template (Black List / White List)	This report type provides the ability to produce reports that document the ability for individuals to access courses using the course access template.
Catalog Inventory	This report type provides the ability to create reports that detail the structure and contents of catalogs available, including restrictions and access settings.

New Customer Training Programs

The following chart provides information on new and revised training opportunities for our clients. All of the training programs offered are available at http://www.KMxDirect.com.

Course Title	Description
An Introduction to KMSI	This course provides an overview of KMSI and our Advanced Distributed Learning Platform, KMx.
Developing Employee Certification Programs	This course provides a detailed ``step-by-step`` guide to creating KMx certification programs.
Example KMx Course with All Content Types	This course provides an example of the various types of content that can be imported for use as eLearning with KMx. All SCORM conformant 3rd party content and content developed using any 3rd party SCORM authoring tool can also be imported into the the KMx LCMS for use in a course outline. A KMx Course can include content from virtually any source, including Images, Microsoft Word, Microsoft, PowerPoint, Microsoft Excel, Adobe PDF, Adobe Flash, Video, Audio, KMx Message Boards, External URL Links, KMx Live (virtual classroom), KMx Exams, 3rd Party SCORM Course Libraries, 3rd Party SCORM Authoring Tools
KMx Tutorial and Reference Guide	This course provides a searchable tutorial covering the use of KMx and includes links to reference documentation available for download.
KMx QuickClick Tutorials	A collection of 63 process based tutorials that demonstrate commonly used KMx Administrative and Developer tasks. These tutorials are accessed using the Search Content option on the www.KMxDirect.com student interface.

New Customer Support Features

KMSI Ticketing System

The KMSI Customer Support Ticketing System has been enhanced to enable clients to check on the status of a support request by using a convenient form driven interface now available at http://support.kmsi.us. You will need to have your ticket number and the email address of the person submitting the request in order to review the status.

Customer Support Links and References

Our customer support page on www.kmsi.us now includes a comprehensive set of links to reference documentation, application training schedules and a searchable tutorial that incorporates the user documentation, lessons on primary KMx features and tutorials on individual processes.