isolved Learn - Adding a Course from the Content Library

This guide walks through adding courses from the Content Library in isolved Learn and how to assign them to employees.

1 Navigate to **https://connect.threadhcm.com/default.aspx**
Make sure you log in as your Client User login.
Once you are logged in. You can click in the top left on your name.

2   From that drop down, Click "University" to go into isolved Learn

3   Once you are in the university. You will Click "Classroom Admin" in the top right.

4 To start by adding courses from the Content Library, you can Click "Marketplace" on the left hand menu, or Click "Explore More Content" on the bottom.
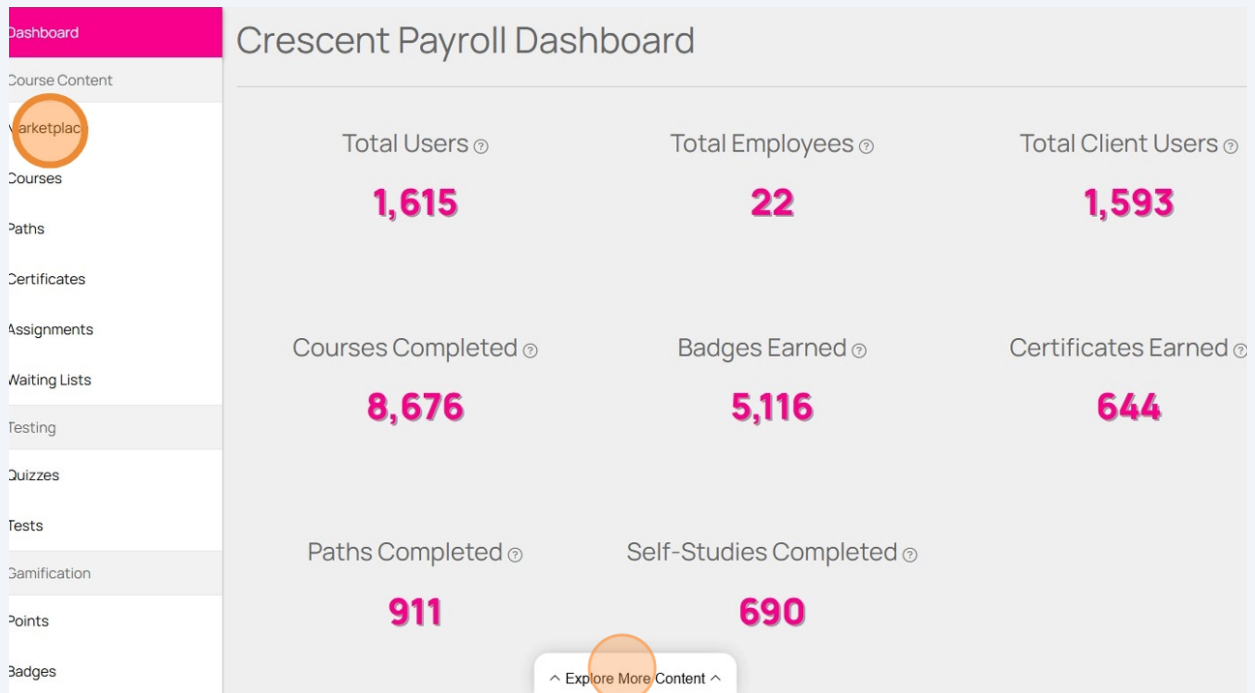
5 This will take you into the Content Library. In here you can click to Search for courses where it says "Ask a question or search".
There are over 90,000 courses and are updated regularly.

6 Click the "Ask a question or search..." field.

VIEWING AS CLIENT USER ⌄

🏠 Home   🔍 Search   ✦ AI Chat   🔖 My Playlists   📖 Library 128   📈 Insights New

🔍 Ask a question or search...

Or try one of these to get started...

🔍 How to prevent burnout   🔍 Developing leadership skills   🔍 Inclusion and diversity for supervisors   🔍 Identifying and mitigating unconscious bias

🔍 Enhancing emotional intelligence in the workplace   🔍 How to deliver performance reviews   🔍 Navigating organizational change
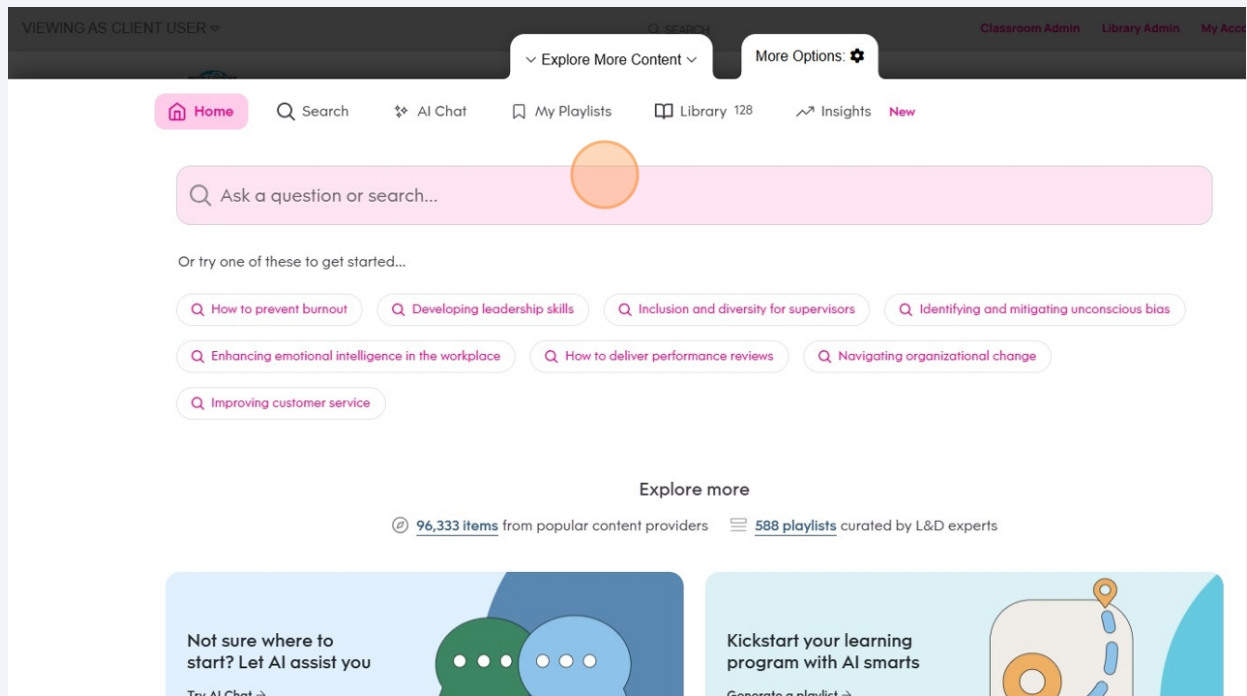
🔍 Improving customer service

Explore more

🧭 96,333 items from popular content providers   ≡ 588 playlists curated by L&D experts
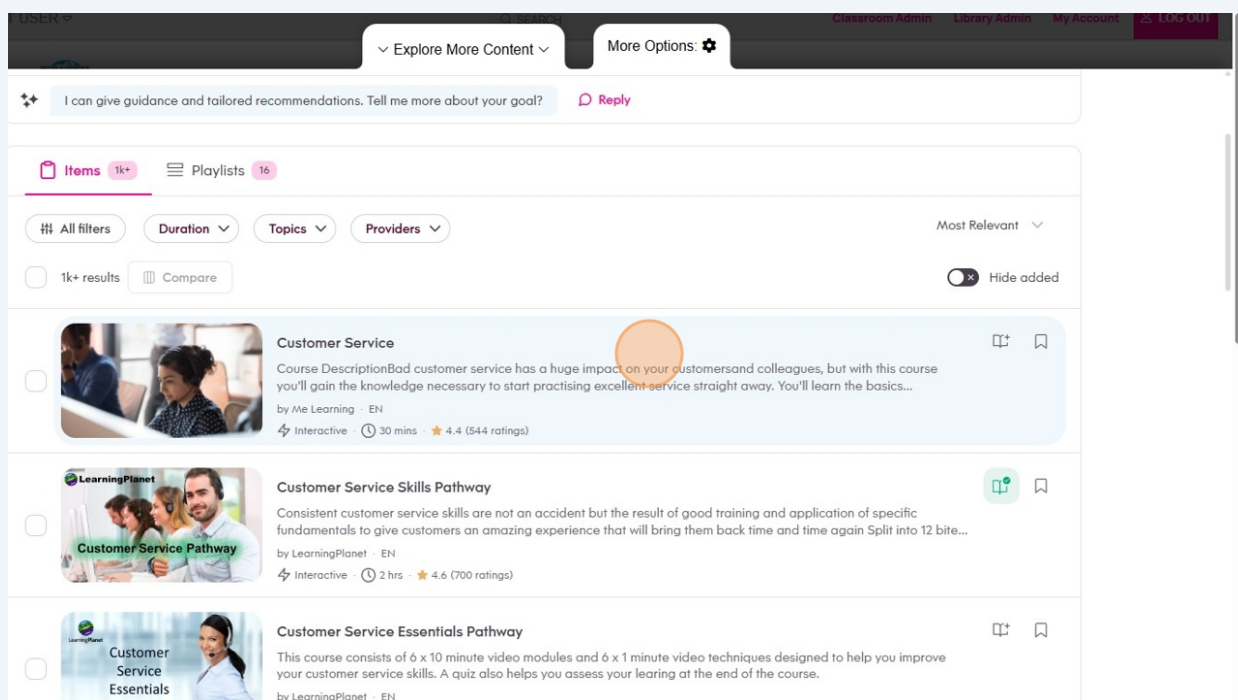
Not sure where to start? Let AI assist you
Try AI Chat →

Kickstart your learning program with AI smarts
Generate a playlist →

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7 Once you find the course you're looking for. You can click on it and it will open up a summary and a preview, as seen on the next step.

✦ I can give guidance and tailored recommendations. Tell me more about your goal?   💬 Reply

📋 Items 1k+   ≡ Playlists 16

⊞ All filters   Duration ⌄   Topics ⌄   Providers ⌄   Most Relevant ⌄

☐ 1k+ results   ⊞ Compare   ⬤✕ Hide added

Customer Service
Course DescriptionBad customer service has a huge impact on your customersand colleagues, but with this course you'll gain the knowledge necessary to start practising excellent service straight away. You'll learn the basics...
by Me Learning · EN
⚡ Interactive · 🕐 30 mins · ⭐ 4.4 (544 ratings)

Customer Service Skills Pathway
Consistent customer service skills are not an accident but the result of good training and application of specific fundamentals to give customers an amazing experience that will bring them back time and time again Split into 12 bite...
by LearningPlanet · EN
⚡ Interactive · 🕐 2 hrs · ⭐ 4.6 (700 ratings)

Customer Service Essentials Pathway
This course consists of 6 x 10 minute video modules and 6 x 1 minute video techniques designed to help you improve your customer service skills. A quiz also helps you assess your learing at the end of the course.
by LearningPlanet · EN

8 If you'd like to use this course, you can click on the "Add to Library" button.

9 Once you have added all the courses you want, you can minimize the Content Library.

10 Next, go to "Paths".

There are individual Courses, Paths" and Assignments in the left side menu.
Courses are where you set up individual courses (unless it is coming from the Content Library)
Paths is where you set up a group of courses (or in this case, videos from the Content Library)
Assignments is how you assign courses or paths to employees

11 From there, Click "Create Path"

12 Add the information for your course.

13 Then navigate to Content & Permissions

14 Here you can choose the audience that will be able to see this course.

15 Click the "Courses" field and search for the courses you have added from the Content Library.

Marketplace	Metadata Content & Permissions Relations Appearance Featuring Supplemental Materials
Courses	
Paths	**Content & Permissions**
Certificates	Audiences *
Assignments	Client Users
Waiting Lists	Employees
Testing	Partners
Quizzes	Public
Tests	Courses
Gamification	☐ Include Unlisted/Hidden Courses to be visible on this Path.
Points	My Classroom Courses ⌄ SELE
Badges	customer service
Ranks	GO1-10622406 – Customer Service 101 Audience(s)
Gamification Listeners	GO1-14005532 – Customer Service Self-Management Audience(s)
	GO1-20421257 – Excellent Customer Service from Mind Tools for Business (Emerald Works) Audience(s)
	GO1-24783302 – Customer Service Skills ⌃ Explore More Content ⌃ Audience(s)

16 Click "Relations"

:solved **WORLD**

MY CLASSROOM ⌄   CLASSROOM ⌄   LIBRARY ⌄   QUICK HELP VIDEOS

Classroom Admin   Library Admin   My Account

Q SEARCH

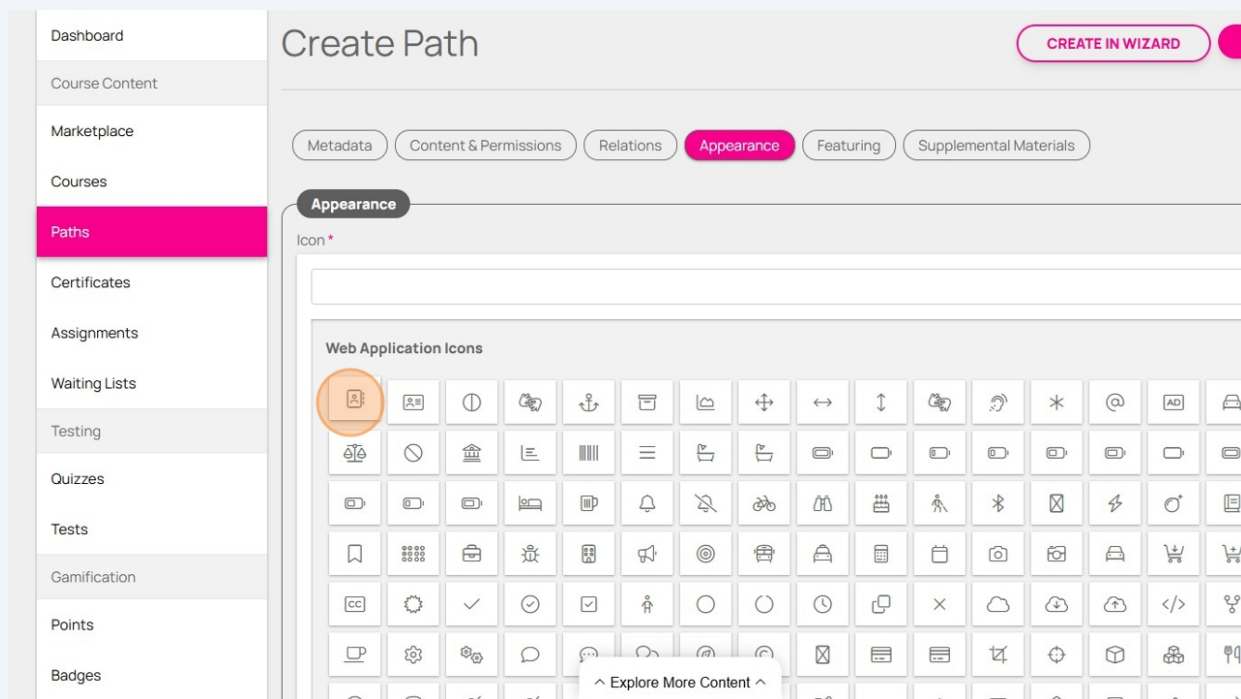| Dashboard	Create Path CREATE IN WIZARD S
Course Content	
Marketplace	Metadata Content & Permissions Relations Appearance Featuring Supplemental Materials
Courses	
Paths	**Content & Permissions**
Certificates	Audiences *
Assignments	Client Users
Waiting Lists	Employees
Testing	Partners
Quizzes	Public
Tests	Courses
	☐ Include Unlisted/Hidden Courses to be visible on this Path.
	My Classroom Courses ⌄ SELECT
	⋮ ⊘ GO1-10622406 – Customer Service 101 Audience(s)

17 Here, you will choose the company you want to add this to.
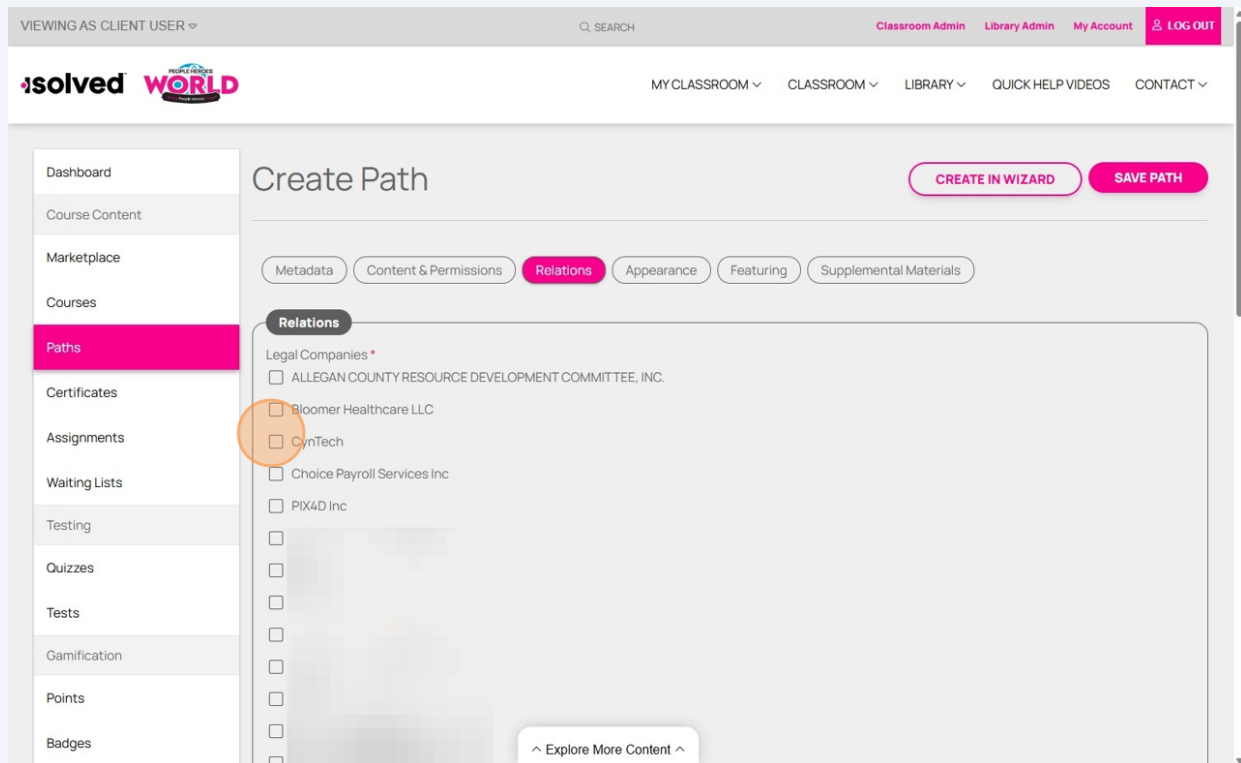
18 Click "Appearance". Here, you will pick an icon.

19 In Featuring or Supplemental Materials, you will be able to feature this course, or connect other material to this course.

20 Once all looks good, you can hit "Save Path"

21 The last step will be to add this to Assignment to be able to assign this to employees. Click "Assignments" on the left side menu.

22 Click "Create Assignment"

23 Name your assignment.

VIEWING AS CLIENT USER ▽   Q SEARCH   Classroom Admin   Library Admin   My Acco

Dashboard	**Create Assignment** CREATE IN WIZARD SAVE AS
Course Content	
Marketplace	Name
Courses	
Paths	Assignment Type ⑦ *
Certificates	Manual
	Assignable Type *
Assignments	Article
Waiting Lists	Article *
Testing	
Quizzes	Recently Updated Articles
Tests	Giving & Volunteering - Company Matching Questionnaire ⊕ Audience(s): Client Users, Inte
Gamification	API Overview ⊕ Audience(s): Client
Points	Under Construction ⊕ Audience(s): Client Users, Internal, Partne

24 Choose the assignment type.
Manual - You will manually assign this course to employees. Leave it in this status until you are ready to assign the Assignment to Employees.
Automatic by Org/Labor - This will automatically assign it to any groups that fit the Org/Labor you choose and the settings at the bottom of the screen.
Automatic by Team - This will automatically assign it to a Team that you create and the settings at the bottom of the screen.

VIEWING AS CLIENT USER ▽   Q SEARCH   Classroom Admin   Library Admin   My Acco

Dashboard	**Create Assignment** CREATE IN WIZARD SAVE AS
Course Content	
Marketplace	Name
Courses	test course
Paths	Assignment Type ⑦ *
Certificates	Manual
	Assignable Type *
Assignments	Article
Waiting Lists	Article *
Testing	
Quizzes	Recently Updated Articles
Tests	Giving & Volunteering - Company Matching Questionnaire ⊕ Audience(s): Client Users, Inte
Gamification	API Overview ⊕ Audience(s): Client
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25 Select the "Path" option.

26 Search for the Path you created in the previous steps.

27   Click on your Path

28   Down below, you will be able to choose a Hire Date Filter
Hire Date - This field will allow you to determine employees who need to take this course based on their Hire Date.

29 Choose the company you want to assign this course to and Click "Save Assignment"

30 Once you save, you can assign to users if you chose to do it manually.

31 This completes creating courses from the Content Library. You can repeat this process for all courses you need, as well as creating your own content through the Courses and tying them to Paths and Assignments.