



# Emtrain and Workday® CCL Admin Support Guide

Emtrain's integration with Workday Cloud Connect for Learning (CCL) allows you to sync Emtrain training content directly into Workday Learning — no more manual SCORM files uploads or content metadata maintenance. You can assign Emtrain training or make it available for self-enrollment just like any other course in Workday, and Learner training progress & completions are seamlessly captured & reported in your Workday environment.

## Table of Contents

1. [Prerequisites for Setting Up the Integration](#) (page 2)
2. [Prepare to Connect An External Content Provider](#) (page 3)
3. [Set Up Emtrain as an External Content Provider in Workday](#) (page 4)
4. [Curate & Sync Content](#) (pages 5-6)
5. [Content Updates & Retirement](#) (page 7)
6. [Additional Emtrain Account Setup Steps](#) (page 8)
7. [Learner Experience Overview](#) (page 9)
8. [Troubleshooting & Other FAQs](#) (page 10)

## Prerequisites for Setting Up the Integration

- **Active Account with Emtrain**
  - Need to set up SSO for employee login
  - Recommended to set up an HRIS integration to pull employee data
- **Active Account with Workday:** Licensed for Learning and the CCL add-on
  - To set up Workday Learning, follow the steps provided in [Steps: Set Up Learning](#)
  - To set up Workday CCL, follow the steps provided in the [Steps: Set Up Cloud Connect for Learning \(CCL\)](#) guide. Once you can visit the "Configure Cloud Connect for Learning" task, you have completed the necessary setup work.
  - Optional - to set up Workday Skills Cloud, follow the steps provided in: [Steps: Set up Skills Cloud](#). Only needed if enabling skill-syncing.
- **User Roles with Necessary Permissions:**
  - a Workday **Learning Admin** for generating Cloud Connect credentials
    - Should have at least "View and Modify" access to the following domains:
      - Manage: Learning Content
      - Manage: Learning Course Enrollments
      - Manage: Learning Additional Data
      - Person Data: Learning
      - Reports: Learning Record
      - Set Up: Learning Catalog
    - Should have both "View and Modify" and "Get and Put" access to the following domains:
      - Cloud Connect for Learning Service
      - Set Up: External Content
      - Set Up: Learning External Content Integrations
  - an Emtrain **Client Admin** for content selection & sync
    - Should have "Unrestricted Admin Access" in Emtrain

## Prepare to Connect An External Content Provider

Before setting up Emtrain as an external content provider in your Workday tenant, you will need to create an Integration System User (ISU) and add it to an Integration System Security Group (ISSG) configured with the necessary security domains. These steps must be completed in your Workday tenant by a user with Admin access.

### Part A. Create an Integration System User (ISU)

1. In Workday, run the “Create Integration System User” task & enter all required fields.
  - a. We recommend using **Emtrain\_Learning\_ISU** for the username.
  - b. Check “Do Not Allow UI Sessions.”
2. Click “OK” to save the user.

### Part B. Create an Integration System Security Group (ISSG)

1. Run the “Create Security Group” task, enter all required fields, & click “OK” to save.
    - o Select Integration System Security Group (Unconstrained) for the “Type”
    - o We recommend **ISSG\_Cloud\_Connect\_For\_Learning** for the user name
    - o Add the ISU you just created (Emtrain\_Learning\_ISU)
  2. From the “Related Actions” menu, click “Security Group, and select “Maintain Domain Permissions for Security Group”
  3. Add the following security domains:
    - o To the “Report/Task Permissions” section with “View” and “Modify” access:
      - i. “Cloud Connect for Learning Service”
      - ii. “Set Up: External Content”
      - iii. “Set Up: Learning External Content Integrations”
    - o To the “Integration Permissions” section with “Put” access:
      - i. “Cloud Connect for Learning Service”
      - ii. “Set Up: External Content”
      - iii. “Set Up: Learning External Content Integrations”
    - o Click “OK” to save.
  4. Run the “Activate Pending Security Policy Changes” task → Workday then assigns the ISU as part of the Cloud Connect for Learning security group.
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## Set Up Emtrain as an External Content Provider in Workday

Before syncing content, a Workday Learning Admin must set up Emtrain as an external content provider and generate the integration credentials.

### 1. Run the Configure CCL Report

Log into Workday as a Learning Admin user and run the **Configure Cloud Connect for Learning** report.

### 2. Add Emtrain as an External Content Provider

In the wizard, choose **Emtrain** from the provider list, then take the following steps:

- Select the ISU you configured for this integration
- If your organization uses Workday Skills Cloud and wants to sync external skills, also check the "Import External Vendor Skills" box.
- Select a default Learning Topic
- Toggle on **Generate Credentials**.

### 3. Copy Credentials

Workday displays:

- **Client ID**
- **Client Secret** (*visible only once*)\*

Copy these values to a secure location and share them with your Emtrain point of contact.

**\*Note:** The Client Secret cannot be retrieved again—store it securely.

### 4. Complete the Connection

Proceed to the review screen and click "OK" to complete the provider setup.

### 5. Validate Connection

Your Emtrain implementation manager will paste the Client ID, Secret, and Workday Tenant Alias into Emtrain's Admin site and validate the connection.

- a. A green banner – "**Credentials validated successfully.**" – indicates success.
- b. A red error message – "**Error: Invalid Credentials**" – indicates that the credentials provided are invalid.

## Curate & Sync Content

Once the integration is active, you will need to select which Emtrain courses to import (sync) into Workday. Emtrain's **Content Library** page lists all content you have access to, with filter and search functionality available to streamline single-title or bulk content syncs.

### 1. Apply Filters & Search

- **Training Type** filter: Courses, Microlessons, Lessons
- **Show Type** filter: In CCL, Not in CCL, Pending Sync to CCL
  - i. Indicates the content's sync status
- Search by **Keyword** or **Content ID**

The screenshot shows the Emtrain Content Library interface. On the left is a navigation sidebar with options: Dashboard, Reports, Site Config, Content Library (selected), Resources, Users, and Analytics. The main content area is titled 'Content Library' and features a search bar with a 'Clear' button. Below the search bar are filter options: 'Training Type' with checkboxes for 'Course' (checked), 'Microlesson' (checked), and 'Lesson' (unchecked); and 'Sort By' set to 'Alphabetic'. A 'Show titles' section has checkboxes for 'In CCL' (checked), 'Not in CCL' (checked), and 'Pending Sync to CCL' (checked). A blue button labeled 'Add all displayed titles to CCL' is present. The content list includes three items: 1. 'Antitrust and Colluding with Competitors' (Microlesson) with a description, ID: 2896, assigned to account: 4/15/2025, and an 'Add to CCL' button highlighted with a blue box. 2. 'Antitrust Compliance and Competition 3' (Course) with a description, ID: 2463, assigned to account: 4/15/2025, and a 'Sent to CCL 4/16/2025' status. 3. 'Code of Conduct 6'.

### 2. Select Content to Sync

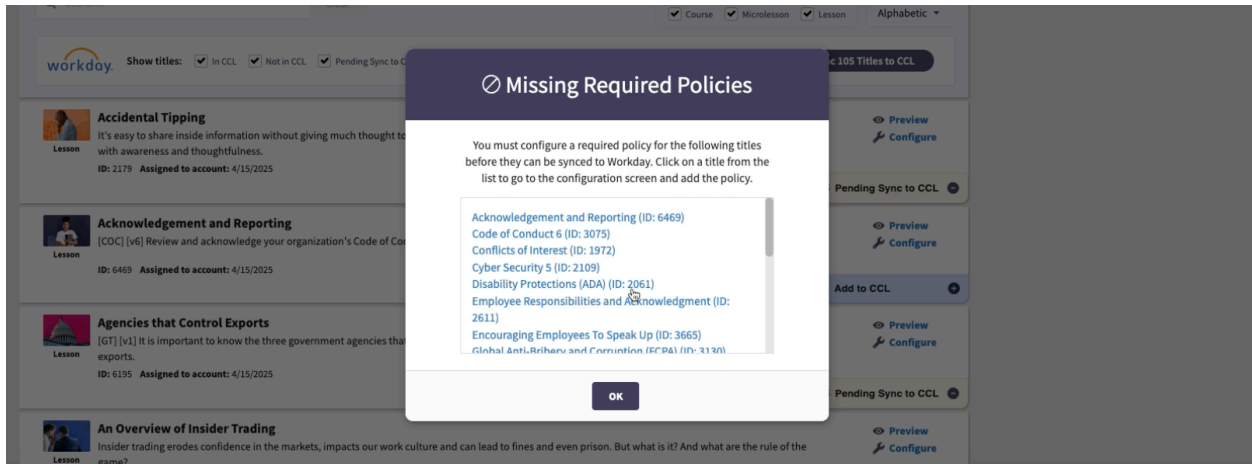
- To select a single piece of content to sync to Workday, click “Add to CCL”\*
- To bulk sync content:
  - i. Use the libraries filter/search functionality to filter down to the desired subset of content you want to sync to Workday
  - ii. Click **Add All Displayed Titles to CCL**\*
- Selected content will display the status **Pending Sync to CCL** → you can click that button to remove it from the sync queue if you no longer want to sync it

\*If a “Missing Required Policies” modal pops up, complete the steps in section 3

### 3. Policy Assignment

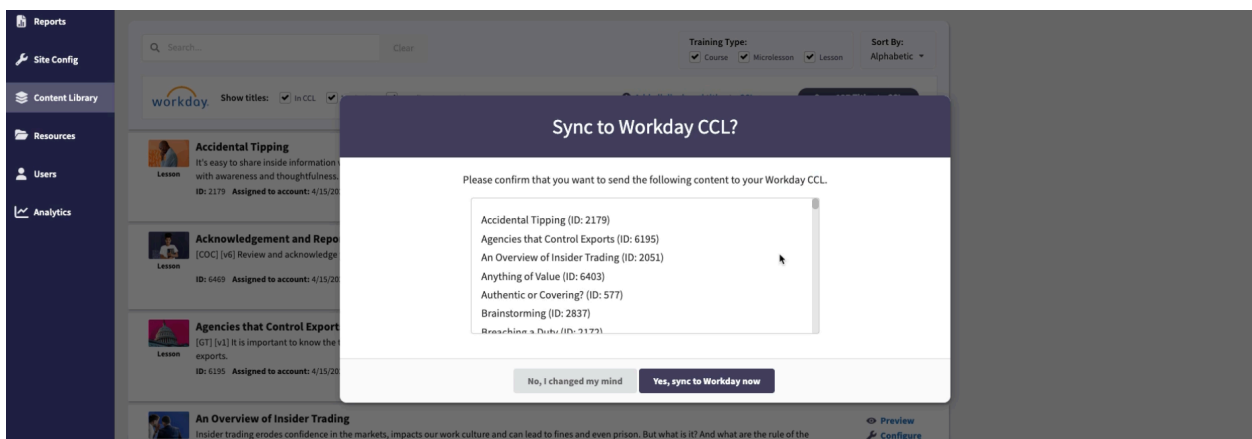
- If any content selected to sync requires a policy configuration, a **Missing Required Policies** modal will open listing each title with a missing policy.
- Click on each linked title in that modal to open its **Configure** page in a new tab.
- On the **Configure** page, upload a PDF or add a link to an online document for each missing policy, then click **Save**.
- Return to the **Missing Required Policies** modal tab and click **OK** to refresh the content policy status.

- Reselect the content that initially triggered the **Missing Required Policies** Modal, by clicking “Add to CCL” or “Add All Displayed Titles to CCL” again.



#### 4. Sync Selected Content to CCL

- Once you’ve selected all content you want to sync to Workday, click **Sync X Titles to CCL** (*X = number of content titles selected to sync*).
- In the **Sync to Workday CCL?** modal:
  - Review the content selected to sync.
  - Click **Yes, sync to Workday now** to sync content, or **No, I changed my mind** to cancel.
- Upon sync success, you will see a success message, and once you click “OK” to close it, you will see that the synced content titles will be updated to **Sent to CCL [date synced]**.
  - Please note that the synced content will only appear in your Workday tenant after a delay required for library reindexing (1–2 hours in prod; up to 6 hours in non-prod).
  - If instead you see a “Sync Failed” or “Sync Partially Successful” message, send the error message to Emtrain support.



# Content Updates & Retirement

## 1. Content Updates Automatically Sync to Workday

- Content configuration changes you make in your Emtrain account (eg. editing a content item's title) appear in both Emtrain and Workday in near-real-time.
- Content metadata changes made by Emtrain (eg. updating a content item's description) will take up to 2-3 hours to become visible in Workday.
  - i. Due to this, you might see a temporary discrepancy between content metadata in the Emtrain and Workday before the change is reflected in both libraries.


## 2. Retiring / Inactivating Content


- When Emtrain retires outdated content, it appends “(Inactivated)” to the title in Workday and removes it from learner views after library reindexing.
- Content items retired by Emtrain display as **Sent to CCL (Retired)** in Emtrain Manage and cannot be reactivated.
- Workday admins may mark an imported course as **Inactive** from Workday; Emtrain Manage reflects that status as **Sent to CCL (Inactive)** and it is reversible by reactivating in Workday.
- Learners retain access to any retired / inactivated content they had previously launched, and completion of that content will still be tracked in Workday.


### Content Library


**Training Type:**  Course  Microlesson  Lesson


**Sort By:** Alphabetic ▾

 **Show titles:**  In CCL  Not in CCL  Pending Sync to CCL ➕ Add all displayed titles to CCL

▶  **Smoke Test Program D**  
...  
**Course**  
ID: 2898 Assigned to account: 4/16/2025

 Sent to CCL (inactive)

▶  **Test Course**  
Test program for NLE-277 - Please ignore  
**Course**  
ID: 3167 Assigned to account: 4/16/2025

 Sent to CCL (inactive)

## Additional Emtrain Account Setup Steps

Once you've successfully synced content to your Workday tenant, you can make it available for or assign it to your Learners as you would any other course in Workday. However before doing so, you will need to complete the additional implementation steps in your Emtrain account:

- **Set Up SSO Login** - an SSO integration is **required** for Learners to authenticate into Emtrain when launching courses from Workday.
- **Import your user roster** - via HRIS integration (recommended) or manual .csv import
  - **IMPORTANT:** users must have **identical** email addresses in Workday and Emtrain in order to correctly record training completion data.

From the learner's perspective, Emtrain content will appear just like any other Workday course from an external content provider — they can enroll, launch, and complete with minimal friction. To have a better understanding of that experience, review the Learner experience outlined below.

## Learner Experience Overview

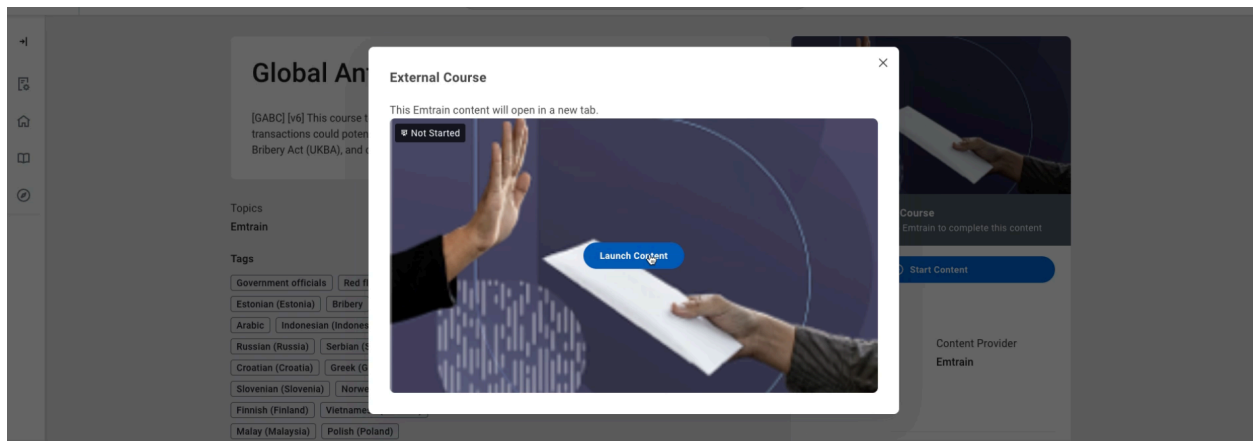
From the learner's perspective, Emtrain content appears just like any other external course in Workday – they can enroll, launch, and complete with minimal friction.

### 1. Discover Content

- Open **Browse Learning** or view assigned items on **Learning Home**.
- Filter by **Content Provider = Emtrain**, search for particular courses or keywords, or filter by tags tied to Emtrain's concepts

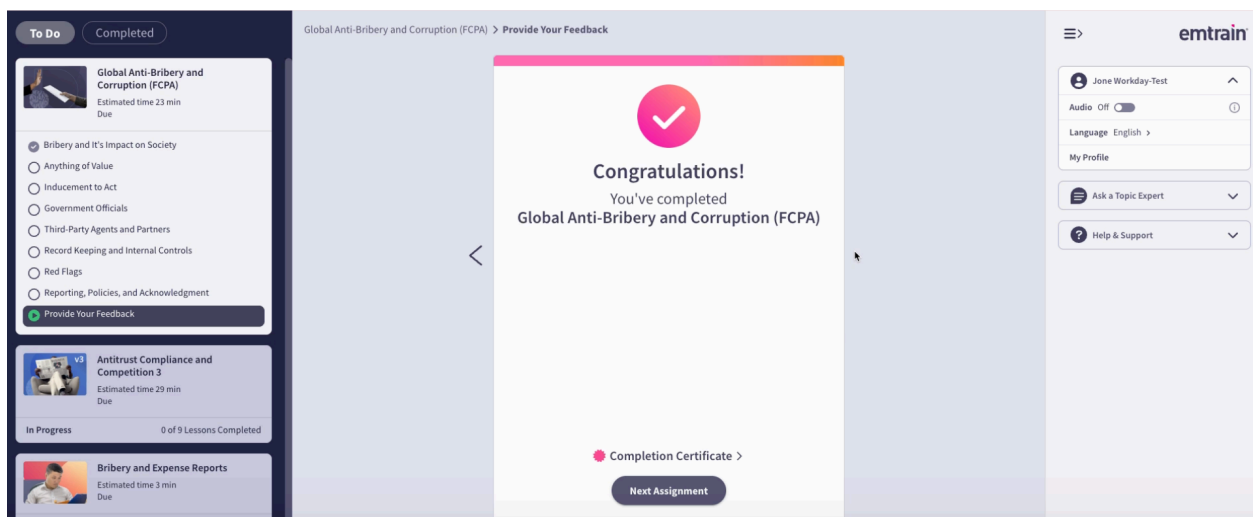
### 2. Enroll & Start

- If enrollment is required, click **Enroll** → **Submit**; otherwise, click **Start Content**.
- In the **External Course** modal that opens, click **Launch Content**.
- Workday redirects to Emtrain via SSO and opens the course in a new tab.



### 3. Track Progress & Completion

- Progress through the course in Emtrain's interface.
- Upon completion, return to Workday, refresh the course's **Content Overview** page or access your **Transcript**, and see the status updated to **Completed**.



## FAQs / Troubleshooting

- **Who can set up the integration?**

This will depend on your specific implementation, but your technical Workday Learning administrator should be able to perform the steps to configure Cloud Connect for Learning and set up the integration in your Workday tenant.

- **Why is the Missing Policies Modal Reappearing After I've Added Policies?**

Most likely a policy may have been missed or failed to save properly. Assign the missing policy again (make sure you assign all of them, some content titles require multiple), then try selecting them to sync again.

- **Why is the Missing Policies Modal Appearing After I Click "Sync X Titles to CCL"?**

Most likely a content item had its policy removed after being selected to sync to CCL - just assign the missing policy before attempting to sync again

- **Why is content showing up as Retired/Inactive in Emtrain but is still active in Workday?**

It takes allow time for the sync to occur; same applies for updates like content marked "Inactive" in Workday syncing back to Emtrain

- **Will my learners have to re-authenticate to Emtrain when they launch content from Workday Learning?**

Yes, but by using Single Sign-on (SSO) the authentication process should be seamless – at most Learners would need to login to their SSO provider, then they will be automatically authenticated into their Emtrain account.

- **How are content searches, discovery, and recommendations managed through Workday Learning?**

Workday Learning uses the metadata about Emtrain content delivered through the content sync process. Workday Learning has its own algorithms for displaying content, handling learner's searches, and providing content recommendations which is different from Emtrain.

- **Does Emtrain support Workday Skills Cloud?**

Yes. If your organization is licensed for Workday Skills Cloud, Emtrain can include skills metadata with content synced to Workday. Skills are mapped from Emtrain's content concepts to Workday SkillsCloud skills, improving content discoverability and enabling skills-based learning recommendations. To enable this, check "Import External Vendor Skills" in your Workday Configure CCL task and contact your Emtrain implementation team to enable the setting on the Emtrain side.

- **Can Skills Cloud be enabled after the integration is already set up?**  
Yes. If you enable Skills Cloud after content has already been synced to Workday, Emtrain will automatically perform a one-time update to push skills metadata to all previously synced content — no manual re-sync is required. Allow up to 2 hours on a production tenant (up to 6 hours on a preview or sandbox tenant) for it to appear.
- **Why is a Learner's progress or Completion Data Missing in Workday?**  
Check if the Learner's email address in Emtrain exactly matches their Workday Learner email address — mismatched emails will prevent tracking of progress/completion data
- **Will a learner's progress and completion data be recorded in Workday Learning if they access the content directly in Emtrain?**  
Yes. Workday Learning will record any progress or completion of content a Learner makes directly in Emtrain.