

# How to export custom content for EMR

Ignite provides two possible mechanisms for downloading all non-video content files in a single ZIP file format.



**Note:** We have a different method for video. Please email [help@krames.com](mailto:help@krames.com) for more information, as it varies depending on the content.

## Method 1 - Download via FTP

The first method is to receive a username/password for our Electronic File Transfer site that uses FTP (file transfer protocol) to download our ZIP file. When the ZIP files are created and posted by our content team, we send out a notification via email that the ZIP files are ready to download.

Each client receives a username/password for their account on the FTP site, and the ZIP file(s) can be downloaded from this location: <https://eft.webmdhealth.com/EFTClient/Account/Login.htm>

If a username/password is not functioning correctly for the FTP site, please send an email to [help@krames.com](mailto:help@krames.com) with a summary of the issue for assistance.

## Method 2 - Export as Ignite On-Demand Administrator

The second method is to log into Ignite On-Demand website as an Administrator, then use the "Export Content" tab to generate a ZIP file whenever needed. With this method, you can choose to include only certain content, or all content.

Once the ZIP file has been built by the Ignite On-Demand web server, any Ignite On-Demand Administrator can log into Ignite On-Demand and download it. The ZIP file will be available on the "Export Content" tab in Ignite On-Demand for up to 14 days. ZIPs older than 14 days are considered outdated and automatically removed. You can simply regenerate a new ZIP if needed.

Ignite On-Demand can also send an email notification to any email addresses registered on the "Export Content" tab to notify when the ZIP file has finished generating and is available for download.

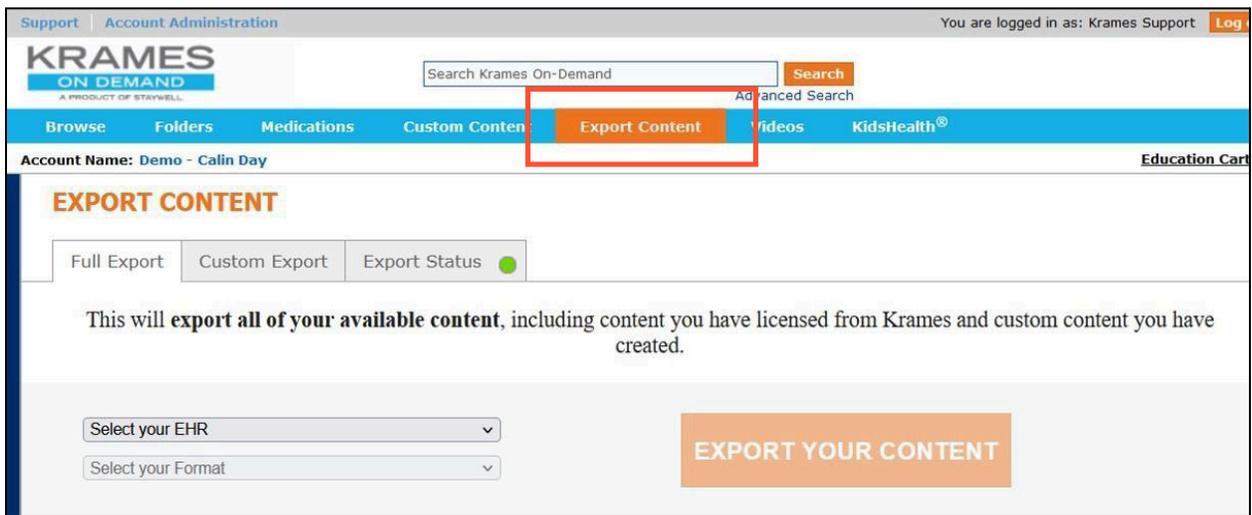


**Note:** Exports often exceed 800MB in size and may require several hours to generate, so we recommend requesting the ZIP file as an overnight process whenever possible.

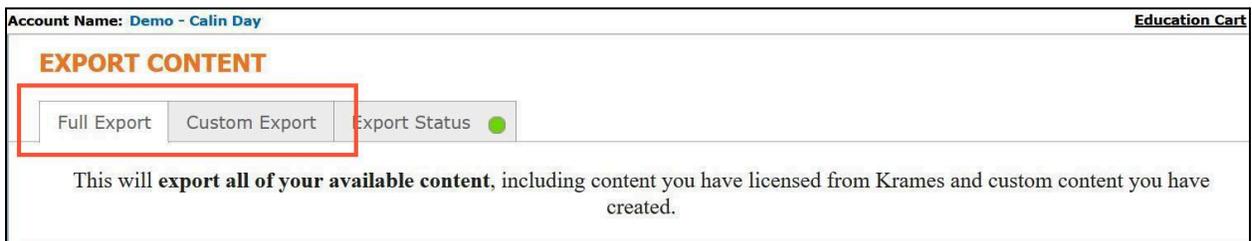
## Method 2 detailed instructions



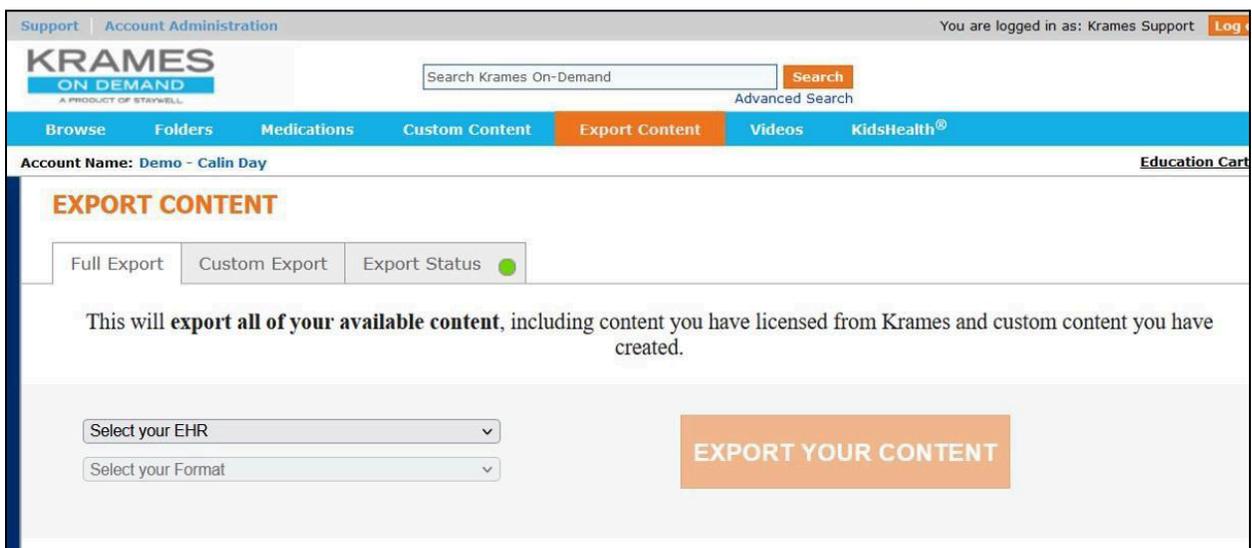
1. Log into Ignite On-Demand as an Account Manager (not as a regular user), and click the “Export Content” tab at the top of the page.
  - o If the tab is not available, please contact [help@krames.com](mailto:help@krames.com) – we may need to set it up on the account.



2. Select either the “Full Export” or “Custom Export” tab.



- o Select “Full Export” to include all files.



- o Select “Custom Export” to select individual files. Use the checkboxes in the tabs on the left to select groups of sheets, or select individual content from the list in the center.

Account Name: Demo - Calin Day Education Cart

### EXPORT CONTENT

Full Export Custom Export Export Status ●

Select the content you want to export from the collections shown on the left.

<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Custom</li> <li><input type="checkbox"/> HealthSheets™</li> <li><input type="checkbox"/> Exit-Writer Languages</li> <li><input type="checkbox"/> Cancer Knowledgebase</li> <li><input type="checkbox"/> KidsHealth Discharge Instructions</li> <li><input type="checkbox"/> Video Healthsheets</li> <li><input type="checkbox"/> VUCA Video Sheets</li> <li><input type="checkbox"/> Coronavirus All Resources</li> <li><input type="checkbox"/> KidsHealth Video Sheets</li> <li><input type="checkbox"/> Krames Video HealthSheets</li> <li><input type="checkbox"/> Folders</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <b>Chili Peppers - June 2013</b></li> <li><input type="checkbox"/> Chinese Table Prints Correctly</li> <li><input type="checkbox"/> Chloride (Urine) - Lab Test</li> <li><input type="checkbox"/> Chrons</li> <li><input type="checkbox"/> Colon Cancer</li> <li><input type="checkbox"/> Colon Surgery, Having Laparoscopic</li> <li><input type="checkbox"/> Combined 18</li> <li><input type="checkbox"/> Combo Table</li> <li><input type="checkbox"/> Cómo Administrar los Medicamentos</li> <li><input type="checkbox"/> Complex Table Layout</li> <li><input type="checkbox"/> Concussion</li> <li><input type="checkbox"/> Concussion MHT</li> <li><input type="checkbox"/> Conversion Disorder, KidsHealth</li> <li><input type="checkbox"/> Copy of Allergic Reactions, General</li> <li><input type="checkbox"/> Copy of Ankle Fracture, Understanding</li> <li><input type="checkbox"/> Copy of Ankle Fusion, Understanding</li> <li><input type="checkbox"/> Copy of Ankle Replacement Surgery, Understanding</li> <li><input type="checkbox"/> Copy of AS Test: Carotid Endarterectomy, Preparing for</li> <li><input type="checkbox"/> Copy of Brain, Anatomy of the</li> </ul>	<p>Select your EHR <span>▼</span></p> <p>Select your Format <span>▼</span></p> <p><b>EXPORT YOUR CONTENT</b></p>
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3. Select the EMR/EHR in the dropdown, then click “EXPORT YOUR CONTENT.”
  - o In the “Full Export” tab:

### EXPORT CONTENT

Full Export Custom Export Export Status ●

This will **export all of your available content**, including content you have licensed from Krames and custom content you have created.

Select your EHR ▼

Select your Format ▼

**EXPORT YOUR CONTENT**

- o In the “Custom Export” tab:



Account Name: Demo - Calin Day Education Cart

## EXPORT CONTENT

Full Export Custom Export Export Status ●

Select the content you want to export from the collections shown on the left.

Custom

HealthSheets™

Exit-Writer Languages

Cancer Knowledgebase

**Chili Peppers - June 2013**

Chinese Table Prints Correctly

Chloride (Urine) - Lab Test

Chrons

Colon Cancer

Colon Surgery, Having Laparoscopic

Combined 10

Select your EHR ▼

Select your Format ▼

EXPORT YOUR CONTENT

4. Add an email address to receive an email notification when the ZIP file is ready to download. This is optional, but recommended. The amount of time the ZIP file requires to be generated depends on how many requests for a ZIP file are currently in the queue, and how large the ZIP file is.
5. When the export is ready, it will be available in the “Export Status” tab. Log into Ignite On-Demand and click the “Export Status” tab.
6. The current export will display in green, indicating a “Completed” status. Click “DOWNLOAD YOUR CONTENT” to download the ZIP file.
  - o If more than one export has been generated in the past 14 days, they will all appear in the “LAST 14 DAYS” table further down the page. Each export is timestamped with the date and time they were generated. You can click the download icon next to the export you want.

## EXPORT CONTENT

Full Export Custom Export Export Status ●

**Current Export**

Requested  
  In Queue  
  Processing  
  Completed

DOWNLOAD YOUR CONTENT

KOD will send an email to: help@krames.com when your download is ready. EDIT EMAIL ADDRESS

### LAST 14 DAYS

DATE	TYPE	EHR	FORMAT	RESULT	DOWNLOAD
01/24/2022 06:36:53 PM	Custom	Epic	HTML	●	

**Note:** With larger exports, we recommend closely monitoring the downloaded file size to make certain that all of the files have been downloaded in the ZIP file. If the download is interrupted, it

could result in an incomplete ZIP file, which will lead to errors when importing into the EMR. Please retry the download if it is interrupted.

## About EMRs and content integration

Ignite does not currently provide direct support for Electronic Medical Record (EMR/EHR) software or CMS systems. Please reach out to your EPIC, Meditech, Cerner, Allscripts, Greenway, or other rep for assistance with content integration in your respective EMR/EHR/CMS.

