



Ignite On-Demand: User Guide

November 2025

*Quick Start Guide: A step-by-step guide for the Ignite On-Demand®
electronic patient education system*

For additional support visit <https://igniteu.webmdignite.com/>

ALL CONTENTS ARE CONFIDENTIAL

Confidential © Copyright 2025 WebMD Ignite. All rights reserved.

May not be reproduced or redistributed without the express permission of WebMD Ignite.

Access

To use Ignite-On Demand, visit www.kramesondemand.com and log in with your:

- Account Name
- User Name
- Password

If you are missing this information or need to reset your password, contact your organization's dedicated admin or your WebMD Ignite representative. You can also use the "Forgot Password" link.



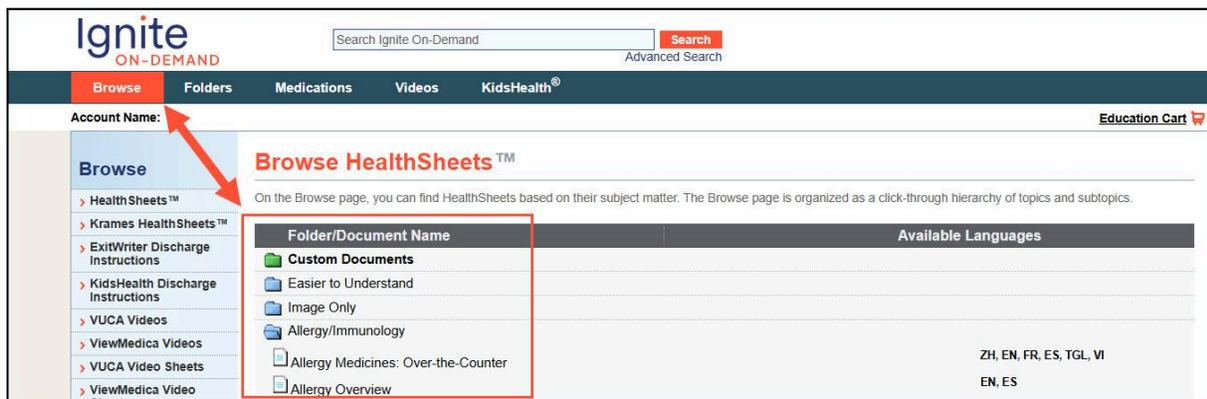
Browse

Ignite On-Demand comes preloaded with 40+ folders organized by topics and subtopics. The **Browse** feature allows you to navigate through the prepopulated folders to find Ignite patient education and any custom education your organization has added to Ignite On-Demand.

Use the left **Table of Contents** or the top navigation to access resources such as:

- Ignite HealthSheets™
- Ignite Exit-Writer Discharge Instructions
- ASHP Drug Sheets
- KidsHealth Discharge Instructions
- Education Videos (e.g., Ignite, ViewMedica, VUCA, KidsHealth)
- Experience Videos (Patient, Caregiver and Expert)



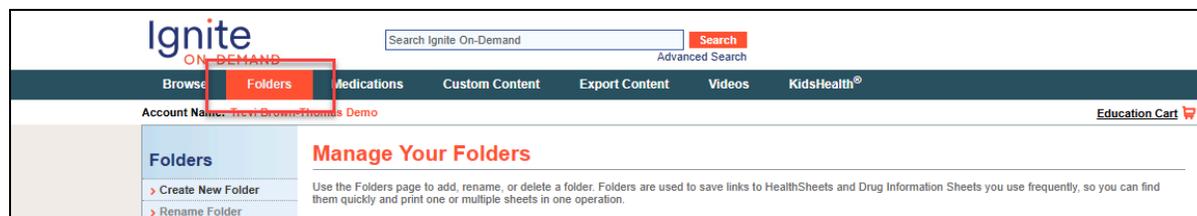


Using Browse:

1. Select the **Browse** tab in the top navigation panel.
2. Click a folder to display a list of subtopics.
3. Click the title of a document to preview it.
4. Click your browser's back button to return to the Browse page.

Folders

Unlike the preloaded Browse folders, custom folders are created and populated by a designated admin user at your organization. Custom folders allow your organization to build a folder hierarchy specific to your needs, enabling efficient access to frequently used documents and providing consistency when educating patients.



Using Folders:

1. Select the **Folders** tab in the top navigation panel.
2. Click a top-level folder.
3. Click a subfolder (custom folders can be nested up to three-levels deep).
4. Click the title of a document to preview it.
5. Click your browser's back button to return to the Browse page.



Medications

The **Medications** tab allows you to find drug information by name, indication, or classification. When searching via this tab, you're only searching the medications database. You can perform a drug search by name in the primary search box, but the search is not limited to drug sheets and will return all relevant Ignite On-Demand content.

Searching by Drug Name:

1. Select the **Medications** tab in the top navigation panel.

2. Under **Start a New Search**, click **Name**.
3. Enter your search term: brand name, generic name or ingredient.



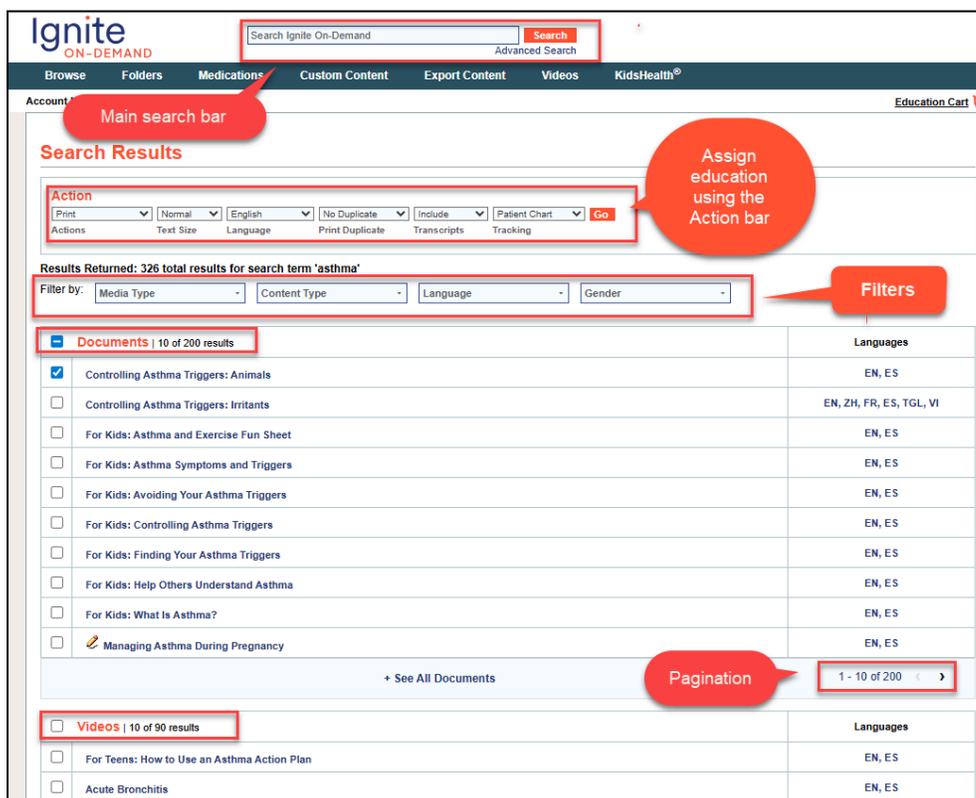
4. The default search looks for drugs that begin with the search term you enter. To find drugs that contain your search term in any position, choose **Contains**.
5. Click **Search**. A list of drugs matching your search term will be displayed.

Search

The primary Ignite On-Demand search is an “or” type search so it crawls every title, every document, and every metadata keyword within Ignite On-Demand looking for any word in your search term; for example, if your search term is “heart disease”, Ignite On-Demand will return results for “heart” and “disease.”

Key features

- Results organized into labeled sections (documents, videos, etc.) instead of tabs for faster scanning.
- Dynamic filters that update results instantly as you toggle options.
- Applied filters remain visible so users always see why results appear.
- Custom document tags to surface client-specific materials.
- Smarter pagination to manage large result sets without losing context.
- Language filters use an inclusive “OR” approach to avoid unintentionally excluding matches.
- Performance comparable to the previous system (no backend changes).



The screenshot displays the Ignite On-Demand search interface. At the top, there is a search bar with the text "Search Ignite On-Demand" and a "Search" button. Below the search bar, there are navigation tabs: "Browse", "Folders", "Medications", "Custom Content", "Export Content", "Videos", and "KidsHealth®". The main search results section is titled "Search Results" and shows "Results Returned: 326 total results for search term 'asthma'". The results are organized into sections: "Documents | 10 of 200 results" and "Videos | 10 of 90 results". Each section contains a list of items with checkboxes and an "Action" bar. The "Action" bar includes options like "Print", "Text Size", "Language", "Print Duplicate", "Transcripts", and "Tracking". There is also a "Filters" section with dropdown menus for "Media Type", "Content Type", "Language", and "Gender". At the bottom, there is a pagination control showing "1 - 10 of 200".

Use the Advanced Search to find documents using:

- Single or compound (“and”) search terms
- Age

ALL CONTENTS ARE CONFIDENTIAL

Confidential © Copyright 2025 WebMD Ignite. All rights reserved.

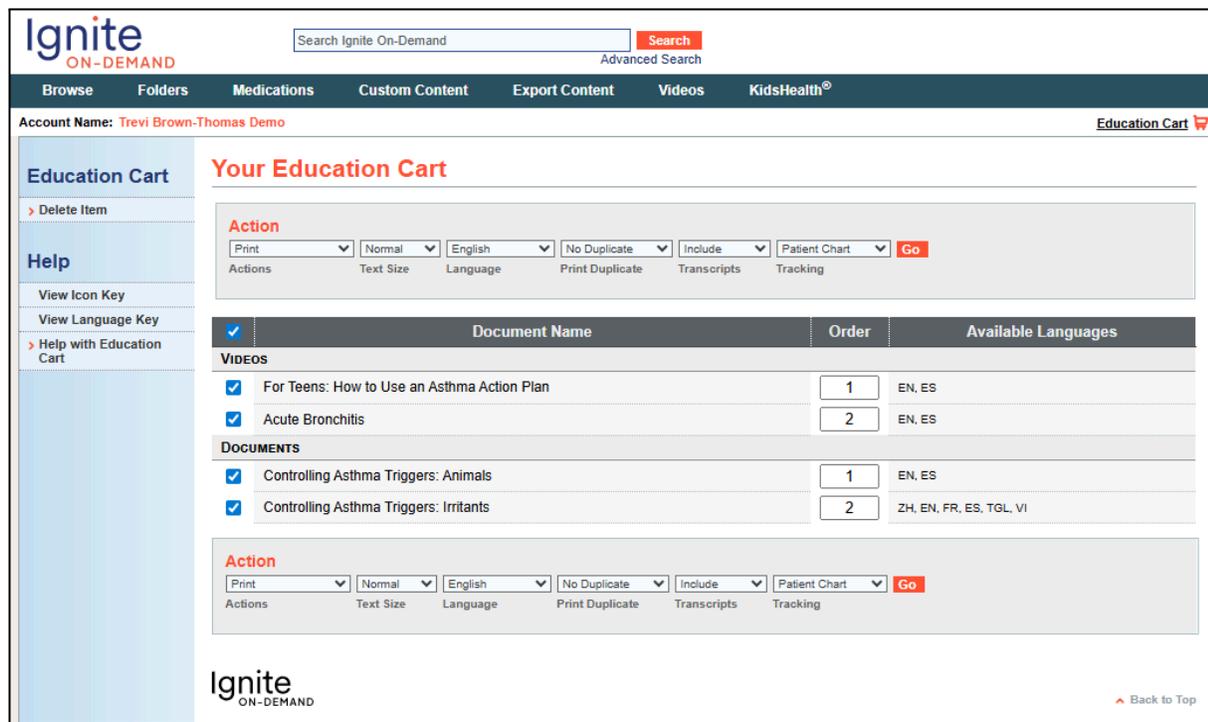
May not be reproduced or redistributed without the express permission of WebMD Ignite.



- Document ID
- Gender
- Medical taxonomies (e.g., ICD-10-PCS, ICD-10-CM, CPT, ICD-9 and SnoMed)

Education Cart

If you need to provide more than one document to a patient, you can add multiple documents to the Education Cart and provide them all at the same time. The Education Cart operates as your online shopping cart and will automatically empty when you provide the education to the patient, when Ignite On-Demand is closed, or when your internet browser is closed.



Using the Education Cart:

1. Select the document(s) you want to provide to your patient.
2. From the **Action** dropdown, select **Add to Education Cart**.
3. Click **Go**.

[UPDATED SCREENSHOT]

4. Click the **Education Cart** link in the upper-right corner to view the documents in the cart.
5. Choose an **Action** from the dropdown menu to apply to the documents.

Dropdown menus

When viewing a document or a list of documents, you have multiple options for providing them to a patient. These options are available via the following dropdown boxes:

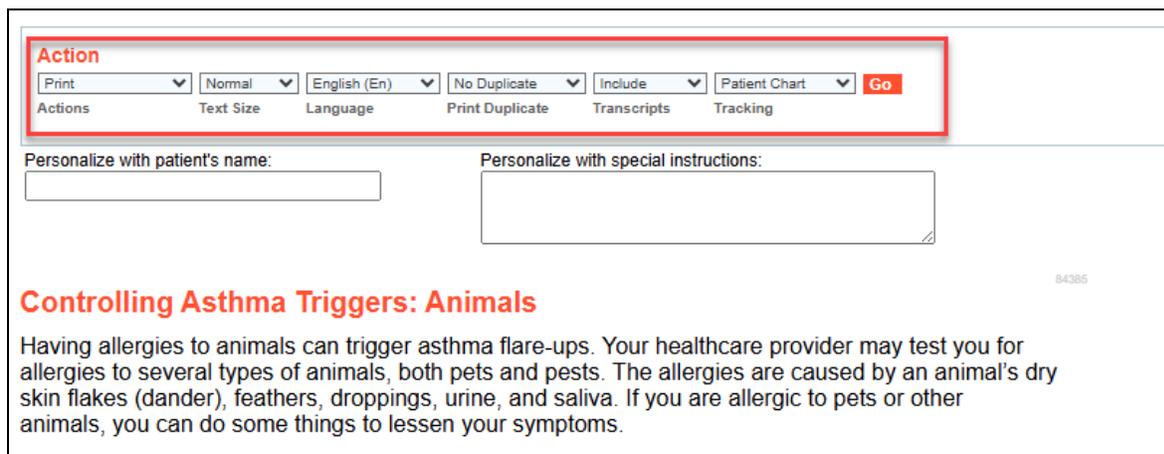
ALL CONTENTS ARE CONFIDENTIAL

Confidential © Copyright 2025 WebMD Ignite. All rights reserved.

May not be reproduced or redistributed without the express permission of WebMD Ignite.



- Actions
- Text Size
- Language
- Print Duplicate
- Transcripts
- Tracking (optional)



Action

Print Normal English (En) No Duplicate Include Patient Chart **Go**

Actions Text Size Language Print Duplicate Transcripts Tracking

Personalize with patient's name:

Personalize with special instructions:

Controlling Asthma Triggers: Animals

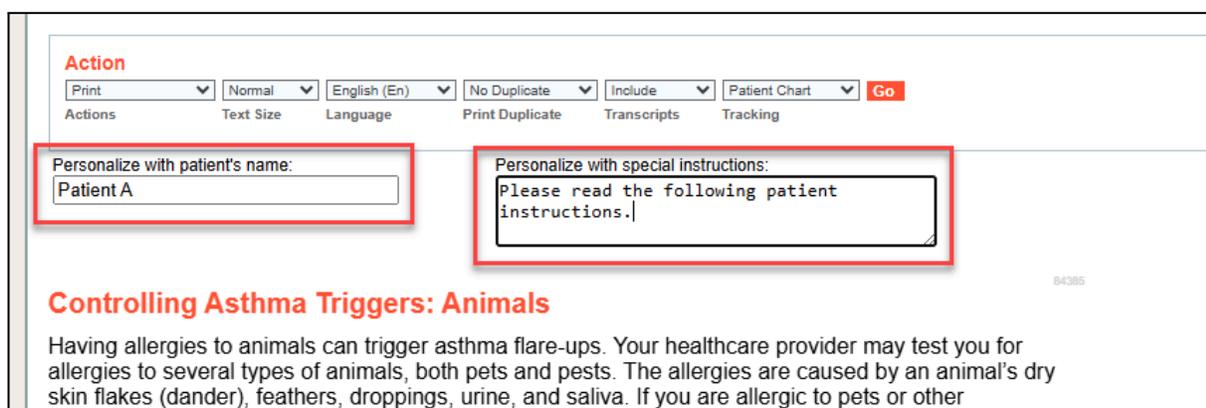
Having allergies to animals can trigger asthma flare-ups. Your healthcare provider may test you for allergies to several types of animals, both pets and pests. The allergies are caused by an animal's dry skin flakes (dander), feathers, droppings, urine, and saliva. If you are allergic to pets or other animals, you can do some things to lessen your symptoms.

The following can be performed from the **Action** dropdown by selecting an option and clicking the **Go** button:

- **Print** — Sends a document or list of documents to your local printer.
- **Education Cart** — Stores multiple documents in the cart so all education materials can be provided at the same time.
- **View in...** — Allows you to preview a document in an available foreign language.

Personalize and print a document

Any document can be personalized with a patient's name and instructions before printing.



Action

Print Normal English (En) No Duplicate Include Patient Chart **Go**

Actions Text Size Language Print Duplicate Transcripts Tracking

Personalize with patient's name:

Personalize with special instructions:

Controlling Asthma Triggers: Animals

Having allergies to animals can trigger asthma flare-ups. Your healthcare provider may test you for allergies to several types of animals, both pets and pests. The allergies are caused by an animal's dry skin flakes (dander), feathers, droppings, urine, and saliva. If you are allergic to pets or other

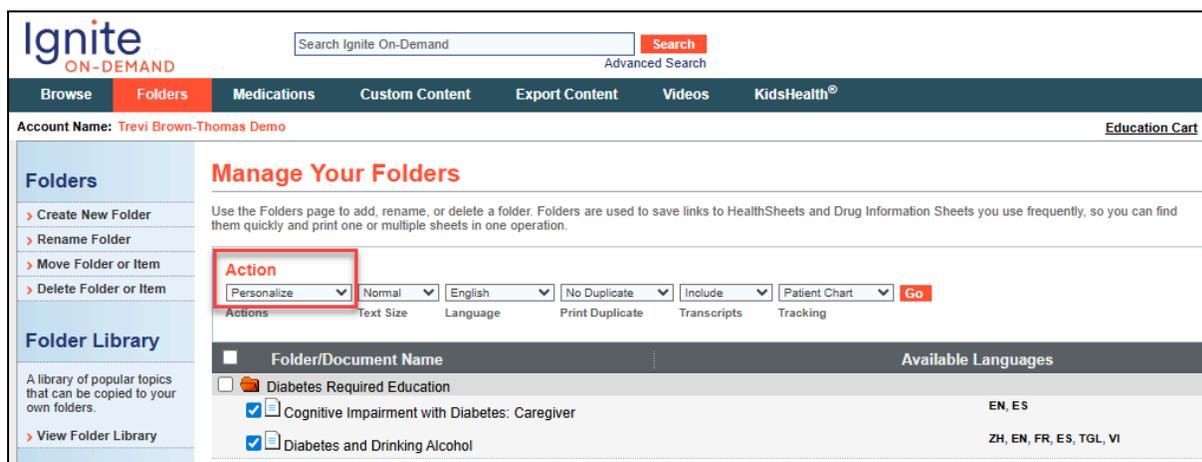
Personalize and print a sheet while viewing it:



1. Enter a patient's name and instructions in the text boxes at the top of the document.
2. From the **Action** dropdown, select **Print** (the default).
3. Select the **Text Size**. Normal (12 pt font) is the default and standard for health literacy. If changed, the new size will appear on the printed document, but not change in the preview.
4. Select the **Language**. English is the default. If changed, the selected language will appear on the printed document, but not change in the preview.
5. The **Print Duplicate** option enables you to print an English version of the document along with the selected foreign language. The default is **No Duplicate**.
6. The **Transcripts** option enables you to choose whether the transcript of a video prints along with the bit.ly link and QR code. The default is **Include**.
7. If your organization enabled it, the **Tracking** option controls whether a cover sheet prints along with the individual document(s). The default is **Patient Chart**.

Personalize and print multiple documents

You can personalize multiple documents from the folders page, a search results page, or from the Education Cart. From the **Personalize & Print** interface, you can add a patient's name, notes that will appear on each document, and notes that will appear on all documents.



The screenshot shows the Ignite ON-DEMAND interface. At the top, there is a search bar and a 'Search' button. Below that is a navigation bar with tabs for 'Browse', 'Folders', 'Medications', 'Custom Content', 'Export Content', 'Videos', and 'KidsHealth®'. The 'Folders' tab is selected. The main content area is titled 'Manage Your Folders' and includes a description: 'Use the Folders page to add, rename, or delete a folder. Folders are used to save links to HealthSheets and Drug Information Sheets you use frequently, so you can find them quickly and print one or multiple sheets in one operation.' Below this is an 'Action' section with a dropdown menu set to 'Personalize', and other options for 'Text Size' (Normal), 'Language' (English), 'Print Duplicate' (No Duplicate), 'Transcripts' (Include), and 'Tracking' (Patient Chart). A red box highlights the 'Action' dropdown, and a red 'Go' button is visible. Below the action section is a table with columns for 'Folder/Document Name' and 'Available Languages'. The table lists three items: 'Diabetes Required Education', 'Cognitive Impairment with Diabetes: Caregiver', and 'Diabetes and Drinking Alcohol'. The first item is unchecked, while the other two are checked. The available languages for the first item are 'EN, ES', and for the other two, they are 'ZH, EN, FR, ES, TGL, VI'.

Personalize and Print:

1. From the Action dropdown, select **Personalize** and click **Go**.
2. Enter a patient's name.
3. Add notes to be included on all documents.
4. Add notes to be included on each document.
5. Click the **Print** button.

Languages

All patient education is available in English and Spanish, and a subset of education is available in up to 15 additional languages. For a full list of foreign languages, contact your Account Manager.



Search Results

Results Returned: 326 total results for search term 'asthma'

Filter by:

<input type="checkbox"/> Documents 10 of 200 results		Languages
<input type="checkbox"/>	Controlling Asthma Triggers: Animals	EN, ES
<input type="checkbox"/>	Controlling Asthma Triggers: Irritants	EN, ZH, FR, ES, TGL, VI
<input type="checkbox"/>	For Kids: Asthma and Exercise Fun Sheet	EN, ES
<input type="checkbox"/>	For Kids: Asthma Symptoms and Triggers	EN, ES
<input type="checkbox"/>	For Kids: Avoiding Your Asthma Triggers	EN, ES
<input type="checkbox"/>	For Kids: Controlling Asthma Triggers	EN, ES
<input type="checkbox"/>	For Kids: Finding Your Asthma Triggers	EN, ES
<input type="checkbox"/>	For Kids: Help Others Understand Asthma	EN, ES
<input type="checkbox"/>	For Kids: What Is Asthma?	EN, ES

Folder pages and search result pages display the available languages for a document.

1. Click the primary search box, enter a keyword(s) for your search, and click **Go**.
2. The **Search Results** page lists the document titles and abbreviations of the languages in which each document is available.
3. Click the document title to view the document in English or click the language abbreviation to view the document in that language.
4. It is also possible to view a document in a chosen language by selecting the language from the dropdown menu, selecting **View in...** and clicking **Go**.

Action

[Actions](#)
[Text Size](#)
[Language](#)
[Print Duplicate](#)
[Transcripts](#)
[Tracking](#)

Personalize with patient's name:

Personalize with special instructions:

84398
Controlling Asthma Triggers: Animals

Control de los desencadenantes del asma: animales



