

Hands-on Technical Training

CommunityLIVE 2027 schedule and course descriptions

Monday morning - May 17, 2027

OnBase System Administration Recertification

As an experienced OnBase administrator, it can be challenging not only to understand the substantial changes in the product, but to recall the components and features that were released previously that may help enable you and your users today. This course will enable you to update your certification status with coverage of the most impactful expansions of the product. We'll explore changes to security, auditing, methods to provide more administrative capabilities to your solution owners, and much more. From upgrade strategies to troubleshooting, you'll understand how the evolution of the product can influence your existing solutions, improve your own administrative efforts, and better connect your solutions across your ecosystem.

Hyland Content Federation Service Architecture and Installation for OnBase

This course provides administrators and technical professionals with the knowledge and hands-on experience needed to install, configure, and validate Content Federation Service (CFS) for use with OnBase. Participants explore how CFS serves as the connection layer between OnBase repositories and Hyland Content Innovation Cloud™ solutions, enabling secure access to content and metadata while allowing content to remain in the customer's environment without requiring changes to the existing network.

OnBase Administration Essentials

This comprehensive course equips new Hyland administrators with the foundational skills and techniques needed to manage OnBase ecosystems effectively. Designed for IT professionals, system administrators, and technical analysts, the curriculum integrates core OnBase capabilities with Hyland IDP, Hyland RPA, Workflow/WorkView, and Content Innovation Cloud tools.

Elevate OnBase UX with Web UI Framework

This course introduces the fundamentals of Web UI Framework, a powerful tool for creating modern, responsive, and user-friendly web experiences on the OnBase platform. You will explore how it enables the design and delivery of polished, web-based portals for both internal and external users. Core concepts, essential configuration techniques, and common use cases are covered, with a focus on building intuitive interfaces that align with organizational needs. The course also examines how Web UI Framework integrates with Hyland Content Innovation Cloud's Knowledge Discovery capabilities to enhance search, insight, and content interaction within modern portals.



Monday morning (continued)

Unlocking Unity Forms — Advanced Techniques, Scripts and What's New in 26.1

Ready to build smarter, more powerful forms? In this hands-on technical session, you'll explore advanced Unity Forms techniques through real-world examples, live scripting demonstrations, and practical development tips. Learn how to create dynamic, responsive form experiences, leverage new capabilities introduced in Unity 26.1, and apply proven approaches to solve complex business requirements. Leave with deeper technical expertise and ideas you can put to use immediately.

Introduction to Content Innovation Cloud — Automate core concepts and functionality

This course provides a high-level overview of the Content Innovation Cloud and its three pillars of intelligence: Content Intelligence, Process Intelligence and Application Intelligence. Get hands-on with Hyland Automate as you build processes, create forms and explore integration with OnBase.

OnBase Solution Management — Monitoring Your Solution with SQL

This session is for system administrators who are looking to better monitor the health of their OnBase solutions, adhere to best practices, and discover troubleshooting steps. Learn how to monitor solution health, identify errors and support routine maintenance. When issues arise, you'll explore practical troubleshooting approaches and potential fixes.

The Agentic Workflow — Designing AI-Powered OnBase Solutions with Agent Builder

This course shows how to bring always-on intelligence into OnBase solutions using Hyland's Agentic AI framework. You'll build Task and Document Agents in Content Innovation Cloud Agent Builder, then connect them to Workflow and WorkView using the Send Content Innovation Cloud Event action, with no custom scripting required. Through hands-on exercises, you'll send document and WorkView data to agents for tasks like classification, extraction, and summarization, then map their responses back to drive smarter routing, decisions, and business logic. Along the way, you'll learn when AI adds real value and how it complements traditional automation.

Connecting the Healthcare Technology Ecosystem — Architecture, Standards, and Integration in Action

Gain a clearer understanding of how today's healthcare technology ecosystem works together. This session explores the roles of OnBase/Perceptive, Content Innovation Cloud, Enterprise Imaging, EHRs, and key interoperability standards that connect them. Attendees will learn how healthcare content and images move across systems, where technologies such as HL7, FHIR, SMART on FHIR, and DICOM fit into the picture, and what organizations should consider as they modernize their healthcare architecture. You'll leave with a practical framework for understanding integrations, evaluating solutions, and participating in healthcare technology discussions with confidence.

Perceptive Content Leveraging Content Innovation Cloud Forms and Automate

This course explores how organizations can modernize business processes by combining Perceptive Content with Content Innovation Cloud Forms and Automate. Participants will learn how AI-assisted form creation can accelerate solution development by transforming existing forms into digital Content Innovation Cloud forms, reducing manual design efforts and speeding time to value. The course also demonstrates how automated workflows can streamline data collection, document processing, and business operations across the organization.



Monday afternoon

Accelerated System Administration Recertification

Designed for seasoned, technical OnBase administrators, this session will cover enhancements, functionality, techniques, and approaches that evolve an OnBase solution, improve user experiences, and create a more responsive environment. Additional details on the course content will be provided closer to the conference.

Reporting Dashboards: Design and Strategy Essentials

This course provides a flexible, hands-on introduction to Reporting Dashboards, tailored to meet a variety of learning goals— from foundational design to advanced integration and strategic application. Topics include configuring data providers, designing interactive dashboards, using calculated fields, integrating with WorkView and Workflow, and leveraging dashboards for operational and strategic insights. Whether you're enhancing existing dashboards or exploring new ways to visualize and act on data, this course will equip you with practical skills and adaptable techniques to support your evolving OnBase solutions.

Creating Tailored User Experiences with OnBase App Builder

This session gets you hands-on experience with the new OnBase App Builder. App Builder allows administrators to reimagine OnBase user experiences. End users can now access OnBase through tailored web interfaces that are designed to optimize the work they do, rather than organized by the software module they are using. Tiled “quick access” layouts provide direct access to frequently used OnBase features like document upload, search, and processing— all labeled in the user’s language! These new persona-based apps are OnBase like you’ve never seen but designed in familiar OnBase Studio remaining true to its point-and-click configurable roots.

Enterprise Context Engine — Combining Content with Context

Discover how Hyland Enterprise Context Engine helps organizations connect information with the business context surrounding it. This course introduces the role of ECE in making enterprise information more connected, meaningful, and discoverable, so you can put that context to work in your solutions. Explore practical examples of how ECE can bring together content, metadata, and business context to support the solutions you build.

Introduction to Scripting in OnBase

Join us to learn where you can enhance your solution with scripting and REST API. You can add scripting to the WorkView and Workflow portions of your solution to provide more custom and advanced functionality. In WorkView we'll introduce JavaScript and CSS. In Workflow we'll introduce C# and REST API. Prior knowledge of scripting or REST API is not required, but basic WorkView and Workflow knowledge is required for this session.



Monday afternoon (continued)

Coaching for What's Next — Guiding Technical Professionals Through Career Growth and AI Transformation

As AI reshapes technical roles, skills, and career paths, technical leaders are increasingly expected to help others navigate uncertainty, identify growth opportunities, and prepare for the future. In this highly interactive workshop, participants explore how career development is changing in an AI-enabled workplace through industry data, real-world case studies, collaborative problem-solving, and practical planning activities. Attendees will learn how to identify emerging skill needs, use reflection to drive growth, explore career paths beyond promotion and people management, and create meaningful development experiences tied to real work. Participants will work through realistic scenarios and leave with a toolkit of ready-to-use templates, frameworks, and action plans to support employees, peers, mentees, and technical communities as they prepare for what's next.

Hyland IDP in the Content Innovation Cloud

Explore the Hyland IDP built within the Content Innovation Cloud. This AI-powered platform enables low-code classification and extraction, transforming unstructured data into valuable insights. Through hands-on exercises, you'll learn to configure document classes, upload and classify files and extract relevant information. The course concludes with integrating Hyland IDP into a Hyland Automate process to create an AI-enabled intelligent capture solution.

Making Accountable Agents Work Together — Orchestrating and Governing AI with Agent Mesh and Control Tower

Building on The Agentic Workflow class, this course moves from individual agents to coordinated, governed agent teams. You'll see how an Orchestrator Agent directs Document and Task Agents through multi-step business processes, working alongside Automate processes, repository content, and human-in-the-loop tasks within Agent Mesh. You'll then use Control Tower to keep every agent accountable: verifying it's the approved version, tracing what it did and why, and pausing or stopping it without disrupting the wider process. You'll leave ready to combine deterministic automation with agent-driven decisions, and to scale from a single agent to a trusted, governed fleet.

Beyond the Repository — Perceptive Content and Content Federation Service

Discover how Hyland Content Federation Service connects Perceptive Content to the Content Innovation Cloud, enabling organizations to leverage automation, AI, and intelligent content solutions without moving their content. Learn how CFS securely bridges existing repositories with modern Content Innovation Cloud services, helping customers extend the value of their Perceptive Content investment while accelerating innovation.

Transforming Healthcare Content with Intelligence

Discover how healthcare organizations are leveraging Hyland Content Innovation Cloud solutions to improve efficiency, reduce administrative burden, and unlock greater value from their content. In this CommunityLIVE session, we'll explore real-world use cases and best practices for Intelligent Medical Records (IMR), Intelligent Correspondence for Revenue Cycle (ICRC), and emerging Agentic AI capabilities. Connect with peers, share experiences, and learn how these innovative solutions are helping healthcare organizations streamline operations, accelerate information access, and support better patient and financial outcomes.



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Automating Work with OnBase Workflow

Are you a system or workflow administrator tasked with building or maintaining workflow solutions? If so, this course is for you. We'll introduce you to OnBase Studio and create a basic lifecycle. Learn essential workflow functions, such as ad hoc tasks, rules, actions, timers and basic security. In this hands-on session, you'll gain an understanding of the workflow interface, interactions and possibilities.

Elevate OnBase UX with Web UI Framework

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Working with Capture and Indexing in Titan

The Capture and Indexing App brings document capture and indexing into Titan, allowing users to process both batches and individual documents from a single web-based interface. Automated data lookups and advanced search capabilities help streamline indexing and connect with external systems.

Enterprise Imaging in Practice: VNA Maintenance, Workflow Intelligence, and Interoperability Best Practices

This immersive, hands-on technical workshop is designed for PACS Administrators, Imaging Informatics professionals, and Enterprise Imaging architects responsible for maintaining and optimizing Acuo VNA environments. Participants will gain practical experience reviewing and implementing recent Acuo VNA updates and patches while exploring how NilNexus can enhance study workflow orchestration, worklist management, operational visibility, and clinical decision support across the imaging enterprise. The session is aligned with current Enterprise Imaging modernization initiatives focused on workflow optimization, interoperability, DICOM services, and operational resilience.

Through guided lab exercises and real-world scenarios, attendees will work directly with administrative tools, review configuration considerations, validate interoperability workflows, and evaluate how NilNexus can improve productivity and decision-making across radiology and enterprise imaging environments. Industry best practices related to DICOM standards, DICOMweb, image exchange, workflow orchestration, and enterprise interoperability will be incorporated throughout the workshop to support professional development and continuing education objectives.

Tuesday afternoon

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Creating Business Applications with WorkView

Start from the beginning of WorkView in this course by clicking through an existing solution. Then, dive into point-and-click configurability designing your first solution. Gain hands-on experience with the building blocks of WorkView, including applications, classes, attributes, filters, screens, and views, and see how they come together to create a complete business application.

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Healthcare System Administrator Recertification

Keep your healthcare solution knowledge current and your skills sharp. This recertification session reviews key Healthcare for OnBase concepts, administration best practices, solution workflows, and recent platform enhancements relevant to healthcare environments. Attendees will revisit core configuration and support topics, strengthen troubleshooting skills, and learn about important updates that can help improve system performance, user adoption, and overall operational efficiency.

Automating User Management with the Perceptive Content SCIM Adapter

The Perceptive Content SCIM Adapter enables organizations to automate user provisioning and identity management by integrating Perceptive Content with enterprise identity providers. In this course, participants will learn how to configure, manage, and troubleshoot SCIM-based user provisioning, helping ensure user accounts, roles, and access remain synchronized across systems while reducing administrative effort.

