

Take charge of your career.
LinkedIn Learning

LinkedIn Learning Pilot FAQ

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LINKEDIN LEARNING PILOT OVERVIEW

What is LinkedIn Learning?

LinkedIn Learning is one of the largest eLearning platforms in the world and offers over 5,000 online professional skills development courses to help employees learn and grow. To learn more about the course topics, click [here](#).

- **Unlimited access.** Participants will have unlimited access to courses, on topics such as leadership, management skills, workplace communications skills, project management, software training, and more. Courses range from short videos to in-depth trainings. Select here to learn about several ways on how to view courses.

How does LinkedIn Learning help me with my career development?

LinkedIn Learning is a new and improved platform, so you'll notice features such as automated, personalized content recommendations based on your interests and profession, and a new Q&A on courses. Recently, they've significantly increased the number and variety of courses offered with the new platform.

Can my co-workers or family members use my LinkedIn Learning account?

No. The license is specific to you and your LinkedIn account.

What happens to my LinkedIn Learning account after I complete the pilot?

We will be evaluating the program effectiveness for pilot users and making recommendations on how to move forward. If you choose to connect your LinkedIn Learning profile to your LinkedIn account, you will retain access to your learning history after the pilot ends and you can transfer it to another account in the future

PILOT USER ACCOUNT ACTIVATION AND ACCESS

How do I know if I have access, or how do I request access?

Please reach out to your training director to verify if you do have or if you should have access to LinkedIn Learning.

How do I activate my account?

Once your administrator adds you as a user, you will receive an email with an activation link; this link is personalized to you and should not be shared with others in the organization. Note: these emails sometimes end up in junk/spam folders. Click on the activation link in this email to start your login process. You will have the option to set up your account in 1 of 2 ways: 1) By creating a separate organizational login (email and password), or 2) By logging in with a username/password for a personal LinkedIn profile. There are some benefits to connecting with an existing LinkedIn profile (covered below), and this is to help enrich your personalized learning experience, never to share any of your personal LinkedIn.com activity with your organization.

If I want to activate using a LinkedIn profile, does it matter if it's a personal email address associated with that account and not my work email?

It does not matter what email address you use for your LinkedIn.com profile. Because the activation link was sent to your work email, we can associate the learning history from your LinkedIn account to your organization's dashboard. And if anything happens where you leave the organization and have your LinkedIn Learning access disconnected, this won't have any impact on your LinkedIn.com profile.

How do I return to login?

Once you've activated your account, you can return anytime by going to linkedin.com/learning and typing in the email and password you used for activation. If you activated your account with an existing LinkedIn username/password, you can also go into your LinkedIn.com account and find the "go-to learning" button at the top right.

If I activate using a LinkedIn profile, what are the benefits?

Activating your account by tying it to a LinkedIn profile can have some additional benefits. First, LinkedIn Learning can help personalize content recommendations to you based on the public information (such as job title, existing skills and interests, and education) from your LinkedIn profile, LinkedIn Learning can help show you some trending or popular content amongst others within your network, and you would be able to access a live Q&A with other learners and instructors for each course. Plus, easy 1-click adding, of course, completion badges to your LinkedIn profile, and a learning history that remains with you even after you leave the organization and might be disconnected from the LinkedIn Learning coursework.

If I activate using a LinkedIn profile, what can my employer have access to?

Even if you choose to activate your account using a personal LinkedIn profile, that's okay LinkedIn Learning won't share your personal information (such as job search history, connection request, in emails, etc.) with your employer. Your employer will have access to a record only of your LinkedIn Learning course viewings.

If I activate without a LinkedIn profile but later want to connect it, can I do so?

Of course. Go to a course Q&A section and click connect my profile.

If I activate with a LinkedIn profile but later want to disconnect it, can I do so?

Of course. Depending on your account settings, your administrator (enter name here) might be able to disconnect your profile for you. Otherwise, please contact the LinkedIn help center here for support on this request.

How do I use LinkedIn Learning as a user?

There are many features and functionality available within LinkedIn Learning, so the easiest way for a full preview of the offering is to watch the LinkedIn Learning course here.

How do I use LinkedIn Learning as an administrator?

Same as above, there's too much to cover in text. For a full preview of the administrator offerings, watch this LinkedIn Learning course here.

PASSWORD AND SUPPORT

What if I forget my password?

If you used your LinkedIn profile to activate your LinkedIn Learning account, then click the "forgot your password" field provided in the login flow. If you are using a separate organizational login (email and password), please call LinkedIn support line (1-888-335-9632) to reset your password.

What if I did not receive my "Password Assistance" email?

If you requested the "Password Assistance" email and haven't received it, check the following:

1. Timing. It may take up to 24 hours to process your request.
2. Confirm you used the email address that is linked to your Virgin Pulse account.
3. Check your Junk, Spam, or Trash folders in case the email was automatically filtered.

If you still can't find the email, contact **LinkedIn** support line 888-335-9632.

What if I need additional support?

Individuals can reach out for support anytime through the help center or via LinkedIn 24/7 support line: 1-888-335-9632. Alternatively, if you want more administrative resources for promoting & getting full use out of your access, you can find lots of resources in LinkedIn customer success center.

Can I provide feedback on functionality or report bugs with the platform?

Yes, please! LinkedIn Learning is constantly working to improve LinkedIn offering and your experience with it. For ideas or suggestions, please log in to LinkedIn Learning, and at the bottom right corner, there is a feedback selection.

PILOT REQUIREMENTS

Are there required courses?

1. Complete two required courses.
 - a. [How to use LinkedIn Learning](#). This course is designed to give you all the details on how to get the most out of LinkedIn learning.
 - b. **Workplace Inclusion Course**. These courses are designed to help employees build a cultural of diversity and inclusion, where all employees feel valued and respected. Please select one of the courses listed in the [Individual Development Plan](#).
2. Complete any courses required by your agency, if applicable.
3. View the course requirements [here](#).

How do I make sure I am fulfilling the requirements?

Please work with your supervisor to complete the LinkedIn learning Pilot Requirements and Action Plan.

How are the courses that I take being tracked?

Enterprise Talent Development is able to pull reports of course taken and upload the courses you've taken into your learning record. LinkedIn Learning also tracks course progress based on how long you spend viewing the course and how many videos you have watched in the course.

Where can I see my learning history?

Your own learning history is available to you at any time. Log into your LinkedIn Learning account, and under the "me" button at the top right, you can select "Learning History."

Where do I find some recommended Learning Paths?

We have some recommended learning paths here to start and watch for your personalized recommendations from LinkedIn Learning and your agency.

COURSES AND CERTIFICATIONS

What certifications & continuing education units/professional development units are offered through LinkedIn Learning?

LinkedIn Learning has lots of certifications & continuing education units available already; for a full listing visit [here](#). Don't forget to check back a few times a year as LinkedIn Learning is regularly adding new content and new partnerships to expand this area of LinkedIn offering.

How often are new courses added?

New courses are added to the platform every single week (every Monday to be precise). LinkedIn Learning adds approximately 30-70 new courses weekly, so check back frequently often.

How can I see when new courses are added?

There are a few ways to see the new courses that are added. First, you can subscribe to LinkedIn learning blog here, and every Monday, an article will be sent to you that lists the new course titles added that week. Second, your homepage content recommendations will show you the newest and most popular courses. Lastly, if you're searching for a particular topic using the search bar, once you've done a search, click on the "sort by" drop-down at the top right and click "newest" and it will show you the newest courses on that topic first.

Where can I see my learning history?

Your own learning history is available to you at any time. Log into your LinkedIn Learning account, and under the "me" button at the top right, you can select "Learning History."

Can I download/print course completion certificates?

Yes. In your learning history, navigate to any completed course and click the "more" button to the right. Here you can add to your profile (if you've connected with a LinkedIn account) or download certificate to save a digital file or to print and display at home/work.

COURSE VIEWING AND LANGUAGES

Is there a mobile app?

Yes, and many people prefer to learn on-the-go. In the app/play store on your device, find the LinkedIn Learning app for download. Once downloaded, you will log in with your same desktop credentials, and your learning will automatically go with you wherever you go. Using the mobile option is a bit different and has the option to turn the courses to "audio-only" via a toggle within each course.

Can I download content for offline viewing?

Yes. When using the device connected to the internet, navigate to a course you want to watch later offline and click the "download" button. This will download courses to your device that you can watch while offline, like when taking a flight or in a location where internet access is not available.

What languages is the content available in?

LinkedIn content is currently available across seven languages: English, French, Spanish, Japanese, Mandarin, German, and Brazilian/Portuguese. That said, LinkedIn course catalogs do not have the same courses available in all languages because each course is made as a standalone course with native speaking authors; the courses are not translations, intentionally for a more enriching and authentic experience.

How do I change my language settings?

To change your language settings at any time, there are two easy ways to do this. First, you can click on the "me" button at the top right and go to your language settings default. Second, when searching for courses using the search bar, search a keyword, then once you are on the results page, at the bottom left, you can switch your language via a drop-down arrow. When you do it this way, the search will rerun in the new language of choice.