



PARLIAMENTARY PROTECTIVE SERVICE
SERVICE DE PROTECTION PARLEMENTAIRE
CANADA

FAQ For LinkedIn Learning

ONLINE TRAINING WITH LINKEDIN LEARNING

What is the difference between a LinkedIn profile and LinkedIn Learning?

You've heard of **LinkedIn** by now. It's a platform for professional networking where you can present yourself as a professional, find colleagues and potentially land a job.

LinkedIn Learning itself is a subsidiary to LinkedIn. The *Learning* version is an online educational platform designed to help you learn useful and essential skills that could build your career path.

How do I use LinkedIn Learning? LinkedIn Learning bridges the gap between the career you want and the skills you need. Learn how to find courses and customize your learning experience with this [introduction course](#) for a full preview of what LinkedIn Learning has to offer.

What themes/topics are available? LinkedIn Learning provides access to more than 15K+ courses across a variety of topics; with new courses added weekly. Under each theme, the Service has provided topics to specify appropriateness of the learning associated with each [job profile model](#).

What languages is the content available in? LinkedIn Learning currently offers approximately 8,000 courses available in English and 2,100 courses in French. They also have content other languages such as Spanish, Japanese, Mandarin, German and Brazilian/Portuguese if you wish to explore. We invite you to explore the course content in both official languages as there are a rich and different selection in both.

How do I change my language settings? To change your language settings at any time, there are two easy ways to do this.

1. You can click on the "me" button at the top right and go to your language settings default.
2. When searching 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.

What certifications & continuing education units/professional development units are offered through LinkedIn Learning? LinkedIn Learning have lots of [certifications & continuing education units available already](#). Don't forget to check back occasionally as LinkedIn Learning is regularly adding new content.



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How often are new courses added? Approximately 30-70 new courses are added every Monday.

How can I see when new courses are added?

- You can subscribe to the learning blog [here](#), and every Monday an article will be sent to you that lists the new course titles added that week.
- Your homepage content recommendations will show you the newest and most popular courses.
- 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. Simply 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.com profile account) or download certificate to save a digital file or to print and display at home/work.

ACTIVATING YOUR ACCOUNT

How do I activate my account? You should have received an email with an activation link; this link is personalized to you and should not be shared to others within the organization.

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.com profile.

I didn't receive an email with an activation link, what should I do? These emails sometimes end up in junk/spam folders. Check there first. If you didn't receive such email, please contact us at HRQuestionsRH@pps-spp.parl.gc.ca.



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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, LinkedIn Learning can associate the learning history from your LinkedIn account to the organization's dashboard. And if you leave the organization and your LinkedIn Learning access is disconnected, it won't impact your LinkedIn.com profile.

How do I return login? Once you've activated your account you can return anytime by going to [linkedin.com/learning](https://www.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 "Learning" button at the top right.

If I activate using a LinkedIn profile, what are the benefits? First, they can help personalize your content recommendations based on your LinkedIn profile (such as job title, existing skills and interests, and education). They 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 it won't share your personal information (such as job search history, connection request, inmails, etc.) with the 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. Simply 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. Please contact the [LinkedIn Learning Customer Support](#) or dial 1-888-335-9632 for support on this request.



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ACCESS FROM MOBILE DEVICES

Is there a mobile app? Yes, and many people prefer to learn on-the-go. In the app/play store on your device, simply find the LinkedIn Learning app for download ([Apple](#) | [Android](#)). Once downloaded, you will login 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, simply 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.

TROUBLESHOOTING

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

What if I need additional support? Individuals can reach out for support anytime through the [LinkedIn Learning Customer Support](#) or via the 24/7 support line at 1-888-335-9632 .

Can I provide feedback on functionality or report bugs with the platform? Yes please! They are constantly working to improve their 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.

If you have any other questions/comments, please contact us by email at HRQuestionsRH@pps-spp.parl.gc.ca