

LinkedIn Learning FAQ's

We hope these commonly asked questions can help you enjoy your LinkedIn Learning license faster and more easily!

I do not know my password.

Please use your Commonwealth email address to log in: [LinkedIn Learning Log In](#). If you have forgotten your password, you can reset it from the LinkedIn Learning landing page after you enter your email address.

How do I access the LinkedIn Learning landing page?

Please go to [LinkedIn Learning Log In Page](#)

I am being prompted to “Sign Up” for a 30-day free trial.

The Commonwealth has provided you with a LinkedIn Learning license. Please ONLY USE the Commonwealth-provided email address to access LinkedIn Learning trainings for the Commonwealth. You must verify this email address and create a new password, to gain access to LinkedIn Learning.

I am unable to log in using my Commonwealth email address.

Have you activated your LinkedIn Learning license? This is done by verifying your email address and creating a new password. If not, please request a new activation code by submitting a [LinkedIn Learning Support Request](#). If you have done this, please try any previous email address State employee email addresses you may have create this account with.

My activation code has expired.

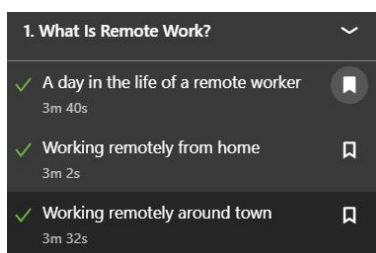
Please request a new activation code by submitting a [LinkedIn Learning Support Request](#).

I am unable to open LinkedIn Learning on my internet browser.

We understand that from July 1st 2020, LinkedIn Learning will not be supporting the Internet Explorer browser. Please review [Supported Internet browsers for LinkedIn Learning](#).

I have finished all the required training, but it is still marked incomplete.

Please check to see if there is a green check mark indicating course completion on the left side bar, where each section within the training video is located. Please also check that the banner icon on the right side of the training course chapters **is not filled in**.



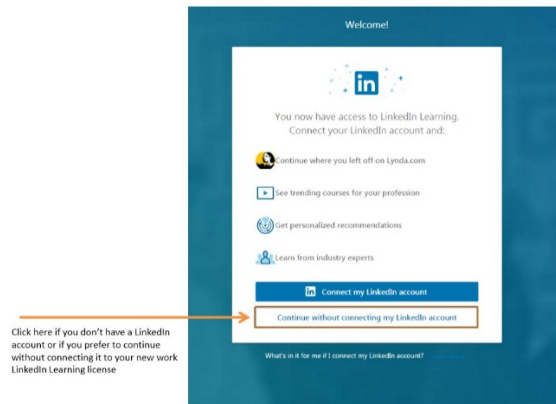
I can't locate the required training.

Have you been able to activate your account? If so, please use the search bar at the top of the page to search "Making Telework Work" and "Leading at a Distance."

Otherwise, please activate your account.

Do I have to connect to my LinkedIn profile to my Commonwealth LinkedIn Learning license?

No, you do not have to connect your personal LinkedIn profile to the Commonwealth LinkedIn Learning license. To do this, please choose "Continue without connecting my LinkedIn account".



When I receive the "Welcome email", there is no "Get Started" button, I see multiple links?

If your email address does not support HTML, the "Get Started" button will not show, and you will be promoted to use the links provided.

