

## HUMAN RESOURCES CENTRALIZATION FREQUENTLY ASKED QUESTIONS

### LinkedIn Learning

#### 1. What is LinkedIn Learning and what do I use it for?

LinkedIn Learning is a leading provider of online video-based courses covering the most in-demand business, tech and creative skills taught by industry experts. The platform offers modern and relevant just-in-time microlearning, or short pieces of content that can be consumed when you need it. You also have the option to complete a Learning Path, which is a curated collection of sequenced courses guiding you through an in-depth topic.

The platform is used for professional growth and development and to access certain State mandatory offerings. You will be amazed at the array of topics available to suit your needs.

#### 2. Who has access to LinkedIn Learning?

The Department of Administrative Services has purchased corporate enterprise licenses for employees of *in-scope Executive Branch agencies*. Please contact your agency HR Administrator or HR Business Partner to determine if your agency is covered under this licensing agreement.

#### 3. When can I use LinkedIn Learning?

Employees are encouraged to have ongoing discussions with their leader about professional growth needs and interests. Seeking prior approval from your leader allows for discussion of possible learning paths, relevant assignments, and projects, and most importantly, time to learn during the workday. Usage during work must always comply with the [Acceptable Use of State Systems Policy](#) and also respect a business unit's priorities and policies.

#### 4. I found some cool courses in LinkedIn Learning that are not job-related. Can I use the platform outside of work to support my personal interests?

Usage of LinkedIn Learning for personal development, hobbies, and interests must occur outside of working, only on a personal device, and never on a State device.

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#### 5. How do I access LinkedIn Learning?

LinkedIn Learning is available to in-scope Executive branch employees, as follows:

If you work in:	Then:
Connecticut Technical Education and Career System (CTECS)	<a href="#">activate your account here.</a>
All other in-scope Executive Branch agencies	<a href="#">activate your account here.</a>

**Note:** If you encounter difficulty activating your account, contact [DAS.SHRMlearning@ct.gov](mailto:DAS.SHRMlearning@ct.gov) and provide your name, agency, and department.

#### 6. Do I need to connect my existing LinkedIn profile to my new learning account?

No, but it is recommended for the best experience. Upon registering, you will be able to choose whether to connect your LinkedIn profile or create a separate LinkedIn Learning-only account. When you connect your LinkedIn profile, you receive personalized recommendations and additional functionality. For further information, refer to the [Unique Benefits of LinkedIn Learning and Your LinkedIn Profile.](#)

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**LinkedIn Learning**

**7. Where can I learn how to use the platform?**

To get up and running quickly, new users should complete the course, *How to Use LinkedIn Learning* which can be found through the Search function on the platform’s home page.

**8. How do I access LinkedIn Learning once I am registered?**

You can access the platform through <https://www.linkedin.com/learning>.

**9. Who do I contact for additional support?**

Issue	Contact
LinkedIn Learning prompts a new user to update Microsoft Edge and user encounters difficulty	Agency IT Support Desk
User is unable to complete the account activation process	<a href="mailto:DAS.SHRMlearning@ct.gov">DAS.SHRMlearning@ct.gov</a>
LinkedIn Learning usage, policies, and content	<a href="mailto:DAS.SHRMlearning@ct.gov">DAS.SHRMlearning@ct.gov</a>
LinkedIn Learning functionality	<a href="#">LinkedIn Learning Help Center</a>

**10. What if I already have a personal LinkedIn Learning subscription?**

If you already have a personal LinkedIn Learning subscription, you will see an option to switch between your personal and state account on your profile. While your entire learning history will display in your personal account (regardless of which account you use to complete the material), the State of Connecticut will only be able to report on the learning you completed using your corporate enterprise account.

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#### **11. Do I have control of the information that displays on my profile?**

Yes. Your LinkedIn Learning activity does not display on your LinkedIn profile unless you choose to add a completed course or skills learned to share with your network.

#### **12. Who can view my LinkedIn activity or private data from my personal account?**

Your employer cannot view your private LinkedIn activity, nor has access to any of your personal private data. Only the LinkedIn Learning administrator can view the learning activity completed using your corporate enterprise account.

#### **13. What happens to my LinkedIn Learning account if I leave the State of Connecticut?**

Your account will be deactivated. It is recommended that you download or print any notes or certificates you want to keep before departing.

#### **14. How do I tailor the type of courses LinkedIn Learning recommends to me?**

To get the most out of your LinkedIn Learning subscription, you can flag skills that you're interested in building. By doing so, the platform generates content recommendations, and continues to refine the recommendations based on the courses you access and complete. At any time, you can add or remove skill interests by accessing the **My Learning** menu, then selecting **Skills**.

#### **15. Does LinkedIn Learning offer courses I can take to fulfill professional certification or recertification?**

Yes. LinkedIn Learning offers a variety of courses to help you prepare for professional certification exams and earn continuing education units (CEUs). Refer to [Certification and Continuing Education Programs | LinkedIn Learning Solutions](#).

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**16. How do I print a certificate after I complete LinkedIn Learning content?**

Refer to [View and Download Learning Certificates of Completion | Learning Help \(linkedin.com\)](#)

**17. I connected my LinkedIn profile to my LinkedIn Learning account. How do I share a LinkedIn Learning video with my network?**

Refer to [Share LinkedIn Learning Videos | Learning Help](#)