

LyndaLibrary Frequently Asked Questions

1. What is LyndaLibrary?

LyndaLibrary is an eLearning courseware that offers an on-demand library of instructional videos covering topics such as business, creative design, technology and more. It provides personalized course recommendations and is designed to help users achieve their full potential.

2. What can I do with LyndaLibrary?

With LyndaLibrary, users get:

- **Diverse range of learning topics.** Users can choose from over 5,000 video tutorials covering business, creative design and technology topics.
- **Personalised recommendations.** Users can search, explore and get recommended courses relevant to their interest and tailored to their knowledge and level of experience.
- **Expert advice and tips.** Users can learn and get tips through LyndaLibrary's engaging, top-quality courses taught by recognized industry experts.
- **Access to courses anywhere, anytime.** Users can access courses and conveniently switch mode of learning between their desktop, tablet, or mobile device.
- **Helpful resources.** Users can apply and reinforce new knowledge with a variety of learning tools e.g. quizzes, exercises and hands-on practice.

3. What should I do if I am a first-time user of LyndaLibrary?

Library members who are accessing LyndaLibrary for the first time are encouraged to sign up following these steps:

- Access LyndaLibrary from desktop via the NLB's eResources website (<http://eresources.nlb.gov.sg/>). This step prompts users to do a one-time creation of their Lynda.com profile.
- Please note that myLibrary ID sign-in is required. More details at this link (<https://www.nlb.gov.sg/myLibraryInfo.aspx>).

LyndaLibrary will display the created profile in the subsequent logins via desktop and mobile. The profile creation enables users to track their training progress on LyndaLibrary.

3. LyndaLibrary

LyndaLibrary is a leading online learning platform that helps users learn business, software, technology and creative design skills to achieve personal and professional goals. Through NLB's subscription to LyndaLibrary, users will have access to a video library of engaging, top-quality courses taught by recognized industry experts.

Limited to 150 concurrent access only. Available at all libraries and home. Kindly note that, you are now leaving the National Library Board (NLB) web resources and entering the LinkedIn online eLearning Courseware services. The NLB accepts no liability whatsoever for LinkedIn's services; data collection features; and their online courses that you will be accessing next. You are encouraged to read the LinkedIn's terms and conditions of use.

Refer to the step-by-step guide located under the Help resources on NLB's eResources website.

4. Where can I get the Lynda mobile app?

The Lynda mobile app is free for download on iOS and Android devices.

iOS Users

Search and download 'Lynda' from the Apple App Store.

Alternatively, scan the QR code or use the following link to locate the app.

<https://itunes.apple.com/us/app/lynda-com/id356169777?mt=8>



Android Users

Search and download 'Lynda - Online Training Videos' in the Google Play Store.

Alternatively, scan the QR code or use the following link to locate the app:

<https://play.google.com/store/apps/details?id=com.lynda.android.root&hl=en>



5. Besides iOS and Android, is the Lynda app available on other platforms?

The Lynda app is also available on Windows.

6. What are the recommended settings for the mobile apps?

For optimal site experience, Lynda.com recommends using the mobile OS listed below:

App Type	Compatible device	Operating system
iOS	iPad2+, iPhone 4GSM or iPod touch (5th generation)	iOS 7.0+
Android	All android phones and tablets	Android 4.0+
Windows	All tablets, laptops and desktops	Windows 8.1+

7. Are all the features offered on Desktop also available in Lynda mobile apps?

Using LyndaLibrary on Desktop via an internet browser offers users the full features for all the courses. Some site features, such as exercise files, notes, transcripts, bookmarks and updating 'my interests' (under User Profile) are currently not available on the mobile apps.

8. How do I use LyndaLibrary?

Users can learn how to make the most out of the online training video resources on LyndaLibrary, and quickly find the training and tools needed to create their own personalized learning path.

Some course features include:

- Learning history & playlists
- Downloaded courses for offline viewing
- Notes, transcripts & bookmarks
- Exercise files and assessments
- Certificates of Completion

To find out more, watch the [How to use Lynda.com](#) course on LyndaLibrary.

Note:

First-time users need to first log in to LyndaLibrary via the NLB's eResources website using myLibrary ID to create and complete their profile. Refer to point 3 of this FAQ.

9. Will I incur any cost when I access the courses and video tutorials on LyndaLibrary?

No. NLB Users will not be charged for the online training videos provided by NLB's subscription to LyndaLibrary.

10. Is there a limit to the number of courses I can access?

There is no limit to the number of online training courses that users can download and access from LyndaLibrary.

11. Is there a limit to the number of devices I can login and access LyndaLibrary?

There is no limit to the number of devices that user can concurrently access. Users can conveniently switch to their preferred mode of learning between their desktop, tablet, or mobile device.

12. Is there a limit to the number of concurrent access that NLB subscribed to?

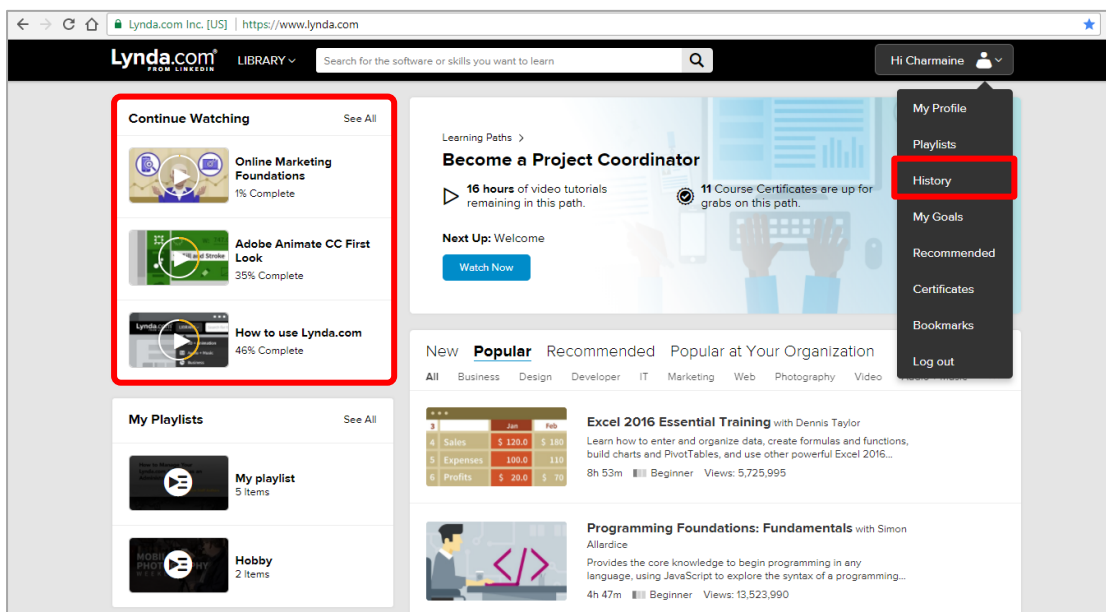
NLB's subscription is for up to 150 concurrent learner access.

13. Do I need internet connection to access the downloaded courses and video tutorials?

No. Users are not required to connect to the internet as the downloaded courses and videos can be accessed offline. Users are encouraged to download over WiFi so as not to incur excessive data charges.

14. How do I continue watching my recently viewed courses and where to find my course history?

Users can view their recently viewed courses under 'Continue Watching' or under 'History' located under 'My Profile'.



15. How do I download and view videos offline?

To download and view videos offline, you can watch the steps shown in [How to use Lynda.com](#) course on LyndaLibrary. Navigate to 'Chapter 1. Browsing the Online Training Library' and directly to the 'Exploring offline viewing' video.

Note:

- To access downloaded content on desktop, library users will be prompted to download the Lynda desktop app.
- After opening the Lynda desktop app, library users must first login using myLibrary ID on the Lynda desktop app.
- Please note that the downloaded content will only be available for 30 days on the same device being used for the download.

To login on the Lynda desktop app, refer to the step-by-step guide located under the Help resources on NLB's eResources website.

16. Does LyndaLibrary offer Certificates? Why do some courses offer Certificates and others do not?

NLB users require myLibrary ID sign in to LyndaLibrary for complimentary access to Certificates of Completion. Upon completion of a course, users can view their Certificate of Completion under their profile. There is no additional charge for Certificates.

The majority of LyndaLibrary courses are eligible for earning a Certificate of Completion. However, courses that are very short (under 10 minutes) or have frequent updates, such as Deke's Techniques or 10-Minute Tips, are not eligible for earning a Certificate of Completion because new content is always being added.

17. I have a Lynda.com account. Can I still enjoy NLB's subscription to LyndaLibrary to access training courses?

Yes. All NLB members can enjoy free access to training courses from NLB's subscription to LyndaLibrary, even if they have their own personal subscription to Lynda.com. Users have the option to keep both accounts separate.

18. I have a LinkedIn account. Can I sign in to LyndaLibrary using my LinkedIn account on the Lynda mobile app?

No. To enjoy NLB's subscription to LyndaLibrary via the mobile app, Library members have to select the Organization tab and enter 'nlb.gov.sg' under Web Portal, and proceed to login using myLibrary ID.

Library members who are accessing LyndaLibrary for the first time are encouraged to access LyndaLibrary from NLB's eResources website to do a one-time creation of their Lynda.com profile on the desktop using myLibrary ID sign in.

Refer to the step-by-step guide located under the Help resources on NLB's eResources website.

19. I am not able to log in LyndaLibrary and I need help. What should I do?

Please email our contact centre at enquiry@nlb.gov.sg and provide details of the issue you face e.g. the screenshot of the issue encountered.

Help topics are also available on <https://www.linkedin.com/help/lynda>.