LinkedIn Learning

Frequently Asked Questions

1. What is LinkedIn Learning?

LinkedIn Learning is an 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 LinkedIn Learning, users will have access to over 21,000 quality courses taught by industry experts with real-world experience.

NLB's LinkedIn Learning is available at all libraries and from home for NLB patrons.

2. Is a LinkedIn profile required to access LinkedIn Learning?

No, you will only need your myLibrary username and a PIN to access the content. The PIN refers to your year of birth.

3. What if I have forgotten my myLibrary username and/or password?

You can recover your username/password by logging in with your SingPass/NRIC at http://account.nlb.gov.sg/.

4. Does anything appear on my LinkedIn profile when I start or complete a course?

No, nothing will appear on your profile unless you proactively share an update on it. This is as NLB's LinkedIn Learning subscription does not require NLB patrons to register as LinkedIn users.

5. What can I expect as a first-time user of LinkedIn Learning?

NLB patrons who are accessing LinkedIn Learning for the first time will be asked to personalize their learning experience on the LinkedIn Learning platform.

6. Will I incur any cost when I access the courses and video tutorials on LinkedIn Learning?

No. NLB patrons will not be charged for the online training videos provided by NLB's LinkedIn Learning subscription. (Do note that if you download the video tutorials using your mobile data plan, you may incur charges from your telco for the data used.)

7. 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 access and download from LinkedIn Learning.

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

No, NLB's subscription to LinkedIn Learning is for unlimited concurrent access. That is, there is no limit in the number of NLB patrons who can register and access the platform simultaneously.

9. Can I log in to LinkedIn Learning on multiple devices at the same time?

There is no limit to the number of devices that you can log in to LinkedIn Learning.

10. Will courses be removed from LinkedIn Learning?

LinkedIn will remove courses on occasion. For more information, refer to the LinkedIn Learning Help:
https://www.linkedin.com/help/learning/answer/a705901?hcppcid=search

11. How can I provide feedback on a course?

LinkedIn members can provide feedback on a course. For more information, refer to the LinkedIn Learning Help:
https://www.linkedin.com/help/learning/answer/a703992?hcppcid=search

12. Can I download a certificate of completion with my name on it?

Due to LinkedIn's continued commitment to privacy, LinkedIn does not capture any personally identifiable information from patrons. Therefore, LinkedIn is unable to include names on the certificates of completion.

13. I have a LinkedIn Learning account. Can I still enjoy NLB's subscription to LinkedIn Learning to access training courses?

Yes. All NLB patrons can enjoy access to training courses from NLB's LinkedIn Learning subscription, even if they have their own personal subscriptions to LinkedIn Learning.

Both accounts are separate and NLB patrons are encouraged to "Sign out" from their personal account before accessing NLB's LinkedIn Learning.

NLB patrons' LinkedIn Learning accounts are separate from their personal/Corporate LinkedIn Learning accounts. This means that if a library member has a Corporate or Personal account, this will not be synced with his/her NLB LinkedIn Learning Library account. NLB patrons may download their certification of course completion from NLB platform and upload on their LinkedIn profile for proof of completion.

For more information, please click here for details of individual/ corporate subscription.

14. What should I do if I have other issues/queries on LinkedIn Learning?

You can email us at enquiry@nlb.gov.sg and tell us about the issue(s) you have encountered. Sending us screenshots related to the issue(s) would help us assist you better!

Alternatively, you may visit LinkedIn Learning Help at this link: https://www.linkedin.com/help/learning

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