Udemy Business

Frequently Asked Questions

1. What is Udemy Business?

Udemy Business is an online learning platform that offers thousands of courses on key soft skills and technical topics such as Software Development, Leadership, Marketing, Sales, Programming, IT, and more. Through the National Library Board (NLB), users have access to over 13,000 courses.

NLB's Udemy Business is <u>available at all libraries and from home</u> for NLB patrons.

Please note that you must be at least 13 years of age to use Udemy Business.

2. What is the difference between Udemy Business and Udemy.com (individual subscription)?

NLB's subscription is to Udemy Business. The main difference between Udemy Business vs the Udemy.com (individual subscription) is that Udemy Business is selectively curated by Udemy's curation team with selection criteria such as high learner satisfaction, instructor reputation, and market demand i.e. courses with high ratings in the Udemy.com Marketplace.

Courses that do not meet the Udemy curation team's selection criteria will not be included in NLB's Udemy Business.

3. Why is there an age restriction of at least 13 years of age to use Udemy Business?

This is in accordance to Udemy's terms and conditions of use.

4. Do I need a myLibrary username and/or password to access Udemy Business?

Yes, you will require your myLibrary username and password to access Udemy Business via NLB's platforms.

Additionally, do ensure you have added or updated your email address in your myLibrary username/account as the NLB's Udemy Business account requires the email address for a personalised learning experience. Refer to #16 below on how to add/update your email address.

For registration & recovery of an existing myLibrary username/password, please go to: http://account.nlb.gov.sg/.

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

5. What can I expect as a first-time user of Udemy Business?

If you are accessing Udemy Business for the first time, you will be asked to complete an initial onboarding. This sets up your Udemy Business profile to personalise your learning experience.

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

6. How can I access Udemy Business?

You can access Udemy Business via the following user touchpoints:

(i)   NLB's eResources website (Go to https://eresources.nlb.gov.sg/elearn)
(ii)   NLB's Corporate website (Go to https://www.nlb.gov.sg/static/digitalresources/)
(iii)   NLB Mobile app (Download the app here: https://mobileapp.nlb.gov.sg/)
(iv)   Learning Pods @ Yishun Public Library and library@harbourfront
(v)   Udemy Business mobile app (Refer to #7)

7. Where can I get the Udemy Business mobile app?

The Udemy Business mobile app is available for download on both iOS and Android devices.
- Download the iOS app here.
- Download the Android app here.

Alternatively, you can search "Udemy Business" in the Apple App Store or Google Play store.

Please note that:
- The Udemy Business app is distinct from the Udemy.com app. Udemy Business accounts cannot be accessed via the Udemy.com mobile app.
- The Udemy Business Android mobile app is not supported on Chromebooks or Chrome OS devices.

8. What are the features available on the Udemy Business mobile app?

The Udemy Business mobile app lets users:
- Stream course videos, listen to audio lectures and view course materials
- Discover and search for relevant content
- View archived or favorite courses
- Optimise learning with the ability to take quizzes or practice exams on your phone
- Download and watch lessons offline
- Adjust download Quality: Select the video resolution for the offline content and manage the file size to be downloaded
- Set your own pace and choose different speed options
- Interact with instructors through our Q&A feature
- Use Mini Player: Multi-task while learning
- Apply Background Player: Listen to course lectures in the background
- Download certificates of completion.
  (For instructions on how to download certificates of completion, please refer to # 14.)

9. What are the minimum system requirements for Udemy Business?

You can access Udemy Business from various devices and platforms, on both PC and Mac desktops / laptops, as well as Android and iOS mobile devices. The system requirements are as follows:

Minimum System Requirements
- The latest [Chrome](#), [Firefox](#), [Safari](#), [Edge](#) or [Opera](#) for desktop/laptop
- A broadband connection with a minimum speed of 5Mbit or 800kbps

PC Specific Requirements

- Platform: Windows 8.1 or higher with the latest updates installed
- RAM: 4GB or more
- Video: Graphics output capability
- Sound: Sound output capability

Mac Specific Requirements
- Platform: Mac OS X 10.12 or higher with the latest updates installed
- RAM: 4GB or more
- Video: Graphics output capability
- Sound: Sound output capability

Mobile Requirements
- iOS 13.0 and above
- Android 6.0 and above

For latest updates on minimum system requirements, please refer to the link [here](#).

10. Will I incur any cost when I access the courses and video tutorials on Udemy Business?

No. Library members will not be charged for the online training videos provided by NLB's subscription to Udemy Business. (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.)

11. 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 Udemy Business.

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

No. NLB's subscription to Udemy Business is for unlimited user concurrent access.

13. How do I save, download and view learning videos offline?

Entire courses, course sections, and course lectures can be saved for offline viewing via Udemy Business mobile app.

Please note:
- Practice activities like quizzes and practice tests, etc. cannot be downloaded and completed offline.
- Course content that has been downloaded for offline viewing on the Udemy Business mobile app will expire after 30 days. To regain access to the downloaded content, simply connect your mobile device to the internet.

More information available here.

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

Yes. All courses in the Udemy Business content collection offer a Udemy certificate of completion, which you can access after you have completed all of the curriculum items of a course.

- Learn how to download your certificate of completion on a browser.

- Learn how to download your certificate of completion on the Udemy Business mobile app

15. Can I edit my profile information or change the name on my certificate of completion?

No. You will not be able to edit your profile information or change the name that appears on your certificate of completion on Udemy Business. The certificates of completion are generated using the name that you registered for your NLB library account.

You will encounter the below message prompt when accessing "Edit profile". This is an expected user experience.


You don't have permission to access this page

Visit our support page for further assistance.

16. Can I update or change my email address for my NLB's Udemy Business account using myLibrary username/account?

Yes. You will be able to update or change your email address for your NLB's Udemy Business account using the below steps or as prompted.

1) Login to myLibrary account via https://www.nlb.gov.sg/mylibrary/Account
2) Click to edit "Email"
3) Click "Send OTP" to your valid email address
4) Enter "OTP" sent to your valid email address, and click "Verify OTP and Update Email"
5) You will see the below email address update success screen.
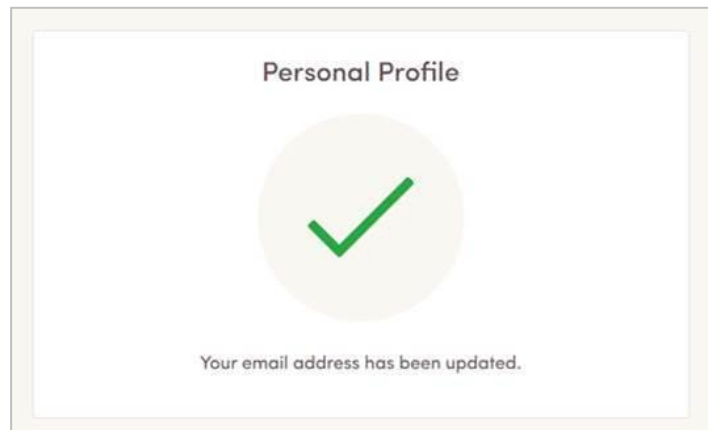
Please note that your updated email address will be reflected for NLB services (including Udemy Business) that use your myLibrary username/account.

17. How can I unsubscribe from Udemy Notifications?

If you no longer wish to receive promotional email notifications from Udemy, you can unsubscribe from them by changing your notification settings here.

Alternatively, you can navigate to your NLB's Udemy Business profile, "Account settings", "Notifications" and uncheck "Personalized learning recommendations, tips to accelerate my progress and helpful reminders". Click Save.

18. I have a Udemy account. Can I still enjoy NLB's subscription to Udemy Business to access training courses?

Yes. All NLB patrons can enjoy free access to training courses from NLB's subscription to Udemy Business, even if they have their own personal subscriptions to Udemy. Both accounts are separate, and users are encouraged to "Log out" from their personal account before accessing Udemy Business.

19. Can I suggest a new course to be added to the Udemy Business collection?

The Udemy Business content collection includes over 13,000 courses that are curated from the consumer marketplace (www.udemy.com). Udemy curates the most relevant and high-quality courses from the marketplace's extensive catalog, using criteria such as course ratings, user engagement and demand from Udemy's global customers.

If you would like to suggest a new course be added to the Udemy Business collection, you can do so using the form under Submit a course suggestion here. Note that this form submits suggestions for courses to be added to the general Udemy Business collection, which is available to all Udemy Business users, not just users in NLB's account.

After you submit your recommendation, Udemy's Content team will assess your suggestion based on a number of criteria, such as course ratings, user engagement and demand from all of our customers. The Udemy Content team will notify you of its decision within 3 - 5 weeks. Submit a course suggestion here.

20. What happens when I have enrolled in a Udemy Business course that is retired or set to retire?

Udemy is always updating the Udemy Business collection to make sure the courses are up-to-date and relevant. Therefore, Udemy does retire and add new courses to the Udemy Business collection regularly.

For courses that are set to retire, you will receive Udemy notifications 3 months before the scheduled removal date. There will also be alerts shown across different areas of the Udemy Business platform, such as course pages and learning paths, as shown below.

If you have enrolled in that course at the time of the course's retirement, you will continue to have access. However, if you unenroll from a course that has been retired, you will no longer be able to access the course. Additionally, you may also consider alternative course recommendations in the retirement alert, where available.

More information is available on retired courses and new courses.

21. I am not able to log in to Udemy Business. What should I do?

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

More help topics are available on: https://business-support.udemy.com/hc/en-us