

## Staff FAQ

### Lynda.com Becomes LinkedIn Learning

#### **What will change when we transition to LinkedIn Learning?**

Besides rebranding Lynda.com to LinkedIn Learning, all users will need a LinkedIn account.

#### **What does this mean for current Metro Library Lynda users?**

If they wish to continue using LinkedIn Learning, they will either have to enter their library card number and library card PIN (last name) in their LinkedIn account or if they don't have a LinkedIn account, they will have to create one. Lynda users will soon see a banner on their Lynda.com home page prompting them to "Learn More" about the transition. After the upgrade is complete, a banner will redirect them to the LinkedIn Learning login flow.

#### **What if my customer already has a LinkedIn account?**

LinkedIn users will be prompted to log into their LinkedIn account and enter their library card number and library card PIN. After the user has authorized the account, they should have access to their learning paths, playlists and certificates. However, users should not need to login to both services twice every time. If they are on the same private computer and their cookies have not been cleared, they should be able to stay logged in for multiple sessions.

#### **Does the customer's Lynda.com learning history migrate to LinkedIn Learning?**

Yes. However, the event only happens through the upgrade process.

#### **Will customers have access to the LinkedIn Learning mobile app?**

Yes, but only after they first authenticate via desktop/mobile browser. Second login onwards they can use the [mobile app](#).

#### **How does this affect the privacy of our library customer's information?**

We value the privacy of our library customers and we want staff to have the information necessary to answer customer concerns about privacy as we make the LinkedIn Learning transition.

LinkedIn Learning requires the user to have a LinkedIn account. Users can make their LinkedIn account private so that it will not be indexed by search engines. LinkedIn users can also opt-out of entering personal information like employment history, importing email contacts, etc.

Visit <https://privacy.linkedin.com/faq?#> to learn more about LinkedIn's privacy settings.

#### **Are there training materials available to help us guide customers through the new product?**

Below we cover some of the ways users can make their profile private. In addition to this, there is a PowerPoint presentation with screenshots of the customer transition experience.

## **If a customer chooses not to transition, where can they download their certificates and learning history before the change?**

Without a LinkedIn account, a customer will not be able to reach Lynda.com content, including any certificates they've acquired or courses they've completed. If a customer does not want a LinkedIn account, it's recommended they download and save their completed certificates *before September 30th*. You can find those in the user menu at the top right of the Lynda.com page.

## **How can I help customers change or unsubscribe to communications from LinkedIn?**

To adjust communication settings, go to "Me" in the top right-hand corner of your LinkedIn Home page. A dropdown menu will appear, then click "Settings & Privacy". Click on the "Communications" menu at the top. This is where customers can change the type and frequency of notifications they receive.

## **How can I assist customers in making their LinkedIn account private?**

Customers can personalize the level of privacy set on their LinkedIn account in the settings. See below for more details.

### ***General profile privacy settings***

To adjust privacy setting go to "Me" in the top right-hand corner of your LinkedIn Home page. A dropdown menu will appear, then click "Settings & Privacy". By clicking "Edit your public profile" it will allow users to select how their profile appears to non-logged in members. Users are taken to their profile page with a list of setting to the right side of the screen. By selecting and adjusting different settings, users can see how it makes their profile appear. There are toggle on/off switches that either show or hide certain aspects of the user's profile including headline, summary, posts and activities, education and groups.

### ***Making the entire account private***

Under "Edit Visibility" on the right-hand side of the profile preview page under "Edit your public profile" users can toggle the on/off switch to change whether their profile is public or not.

### ***Making the email address private***

To adjust email privacy setting go to "Me" in the top right-hand corner of your LinkedIn Home page. A dropdown menu will appear, then click "Settings & Privacy". From there users can click "Who can see your email address", then select who can see the email address from the dropdown menu. Connections will also have the ability to download a list of email addresses from LinkedIn, if the user would like to be unlisted from this feature they can toggle the "No" switch.

### ***Manage who can discover your profile if they have your email address/phone number***

If someone has the user's email address, they can discover their LinkedIn profile. To change this, go to "Manage who can discover your profile if they have your email address" and select from the dropdown menu the groups who are able to find the user on LinkedIn via their email address. There is also a setting for who can use a phone number to discover the user's LinkedIn account.