

LinkedIn Learning (Lynda.com) FAQs

How do I get a PIN (Personal Identification Number)?

You can create a PIN by going to www.bocalibrary.org and clicking on “My Library Account Login.” You’ll see a “Forgot your PIN?” link on the next page. Follow the steps to either create a new PIN or reset an existing PIN.

You can also get a PIN in person at either library location, or by calling the Account Services Dept. at 561-544-8570. Let library staff know you need it for Lynda/LinkedIn Learning access, as PINs are not otherwise given over the phone.

Do I need to log in to my LinkedIn Learning account through the library’s website each time?

No. Once you have set up your LinkedIn Learning account through the BRPL website, you have a few options for logging in:

- Through the BRPL website
- Through www.Lynda.com. Click on “Sign In,” then choose “Sign in with your organization portal.” For your organization’s url, enter “bocalibrary.org”. You’ll then be asked for your library card number (23656...) and your PIN.
- Through the LinkedIn Learning app. See instructions below.

Can I use the LinkedIn Learning app?

Yes. Follow these steps to access your account on the mobile app:

1. Create your LinkedIn Learning account through the BRPL website.
2. Download the LinkedIn Learning app from the Google Play or App Store.
3. Open the app and press “Sign in.”
4. Choose “Sign in with your library card.”
5. Enter your Library ID, which is “[bocalibrary](http://bocalibrary.org).” The url should look like this:
<https://www.linkedin.com/learning-login/go/bocalibrary>
6. Enter your Library card number (236560...) and PIN.

How do I recover/reset my LinkedIn Learning password?

As an organizational member, you'll need to contact LinkedIn Learning directly to do this.

Call (888) 335-9632 or (888) 33LYNDA

or visit this website: <https://www.linkedin.com/help/lynda/ask> to submit a request.

My login information is correct, but I get bounced back to the login page. Why is this happening?

The site may be full, meaning the maximum of 35 BRPL users are logged in at the same time. As soon as one logs off, you should be able to gain access again.

Or, there is a problem with your library account. You may have an expired card or fines in excess of \$10.00. Call our Account Services Dept. at 561-393-7852, press 2, to check on your account status.