

# AUSU User Guide for lynda.com



AUSU provides free, unlimited access to Lynda.com for all current AUSU members, including access to the downloadable training resource files.

## Am I a Member?

All **AU undergraduate students** in open courses for credit are AUSU members.

AUSU membership begins on the start date of your course (*not when you enrol*). We update our member list twice per month. You will remain a member until the contract end date of your course, or the date your final grades are posted, whichever is sooner. If you extend your course through AU, we automatically extend your membership for free. Your lynda.com access ends when your membership ends (*but you may have continued access for up to 30 days*).

## Who to Contact

The **lynda.com** membership is provided solely by AUSU, your AU Students' Union. Please note, Athabasca University is a separate entity and AU staff cannot help you with issues related to lynda.com.

Also, make note that **lynda.com** is a third party entity offering a licence deal to AUSU for our members. If you cannot get through the AUSU website to **lynda.com**, do not contact **lynda.com** support. They cannot provide any assistance with our authentication system.

Please troubleshoot issues using this manual. If you have gone through this manual and have any further questions, please direct them to AUSU directly at [admin@ausu.org](mailto:admin@ausu.org). Please be very specific about what the issue is, and what page the issue occurred on. Include screen shots if possible so that we can best assist you.

## Steps to Access Lynda.com

Lynda.com must be accessed through the AUSU website. You are not able to gain access directly at lynda.com, as our site must first authenticate you as an AUSU member in order to allow you to make use of the free membership that AUSU is providing for you.

1. Visit our website at [AUSU.org](http://AUSU.org)
2. Go to **Services > Student Resources > Lynda.com Online Learning** (or go the page directly [here](#)).

3. This will take you to our authentication portal. You will need to enter in your **First Name, Last Name, and Student ID number**. Make note, these must be entered in exactly as they are on file with Athabasca University.

**Troubleshooting:** If you receive an **error message** on this page after entering in your information saying **“We are unable to verify that you are an active AU student”**, this means one of the following:

- *Your First Name, Last Name, and ID number do not match what AU has on file. Check your My AU Portal to see how your name is listed.*

**OR**

- *You are not a current AUSU member. Please review the previous section titled “Am I a Member”.*

To access Lynda.com, you must provide the following information. You must be a current AUSU member (in an open AU undergraduate course for which final grades have not yet been posted) to qualify for the Lynda.com free membership and the info you enter below must exactly match your information with AU.

First Name:

Last Name:

Student Id:

4. This will take you to the AUSU Lynda.com log-in screen. **Do not bookmark this page.** To continue getting free access you must come through the AUSU website each time using the steps above (1 through 3).

lynda.com®

lynda.com » AU Students' Union login

ATHABASCA UNIVERSITY  
STUDENTS' UNION

AU Students' Union login

Log in to your account

User name:

Password: [Forgot password?](#)

remember user name

New to lynda.com?

5. For your first time accessing this service, you must “**create a profile**”. This is a one-time process. For all subsequent visits you will use the log-in credentials you set up on this page.

Please do not forget your username and password! AUSU cannot provide you with your **lynda.com** log in credentials. If you forget your password, please **do not create a new account**, as AUSU pays for each account created. Use the “**forgot password**” link.

**NOTE:** The same account can be used in the future once you cease being an AUSU member if you subscribe to paid **lynda.com** access. There is a benefit to having only one **lynda.com** account: it will track your completed courses, allow you to set preferences, and you can print certificates when you complete areas of training.

## On Lynda.com

Once you have logged into **lynda.com** (*after the page with the rainbow banner*), if you have any issues on the site itself, please **use the help links on lynda.com**. AUSU is not able to assist with issues directly on **lynda.com**.

## Troubleshooting and FAQ's

### I am trying to log into lynda.com but getting an error message saying my IP address is not correct.

If you try to log in through the **lynda.com** homepage page directly, you will get a message stating that you are logging in from an IP not associated with your account. Make sure to go through AUSU.org first using the steps listed above.

### Can I access lynda.com through their downloadable app?

Unfortunately, no. If you try to log in through the mobile app, the system has no way to authenticate that you are an AUSU member and thus have free membership. You can only access this free service by going through our website using the steps outlined above. Note: *This will be changing in 2019, stay tuned!*

### When does the subscription expire?

AUSU currently plans to continue this service indefinitely, so you will continue to have access as long as you are an AUSU member. For a definition of AUSU member, see above under “Am I a Member”.

### How do I use lynda.com?

There is a training video online [here](#).

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If you have any issues or questions about this manual or lynda.com, please contact [admin@ausu.org](mailto:admin@ausu.org).