Identify your Account 'Type'

The first step is to identify what 'type' of account you have:

1. Purchased Through Cart   2. Branded Corporate   or   **3. Hosted.**

Guidelines below will help you identify your 'type':

1. Purchased Through Cart

This applies if you registered for a course or exam on our website, either via a credit card or by using a pre-paid coupon code (aka discount code). Cart customers access their account via the Linux Foundation Training 'My Portal' (see screenshot below).
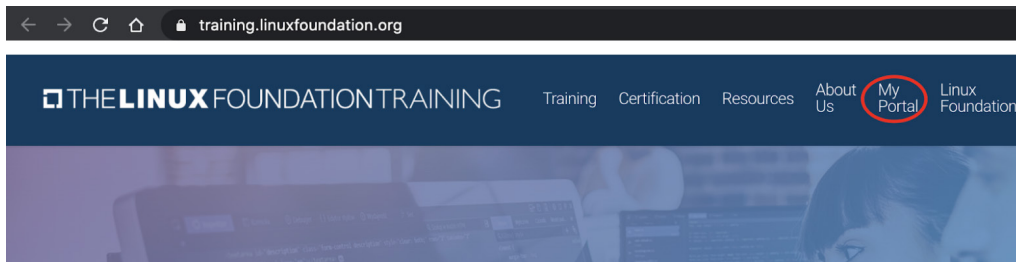

2. Branded Corporate

Some corporate customers have set up branded portals with the Thought Industries (TI) Panorama. While others set up via the QuickStart Learning Management System (Quickstart).

TI Panorama - you enrolled via URL: **https://trainingportal.linuxfoundation.org/redeem** and utilized either a Redemption code or Registration code given to you by your corporate administrator. Once either code is utilized, you would be prompted to create an LF Login if you had not already created one.
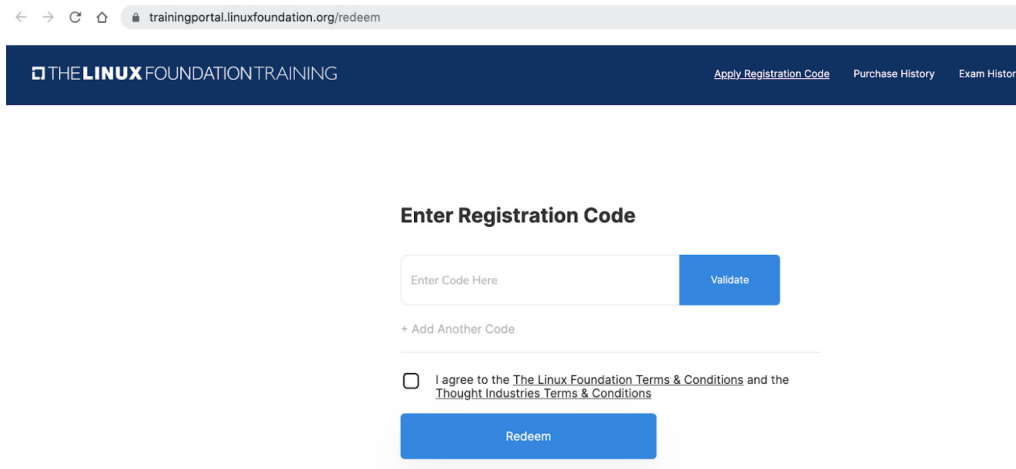
Once logged in, you have full access to the training course/exam content within your panorama dashboard.
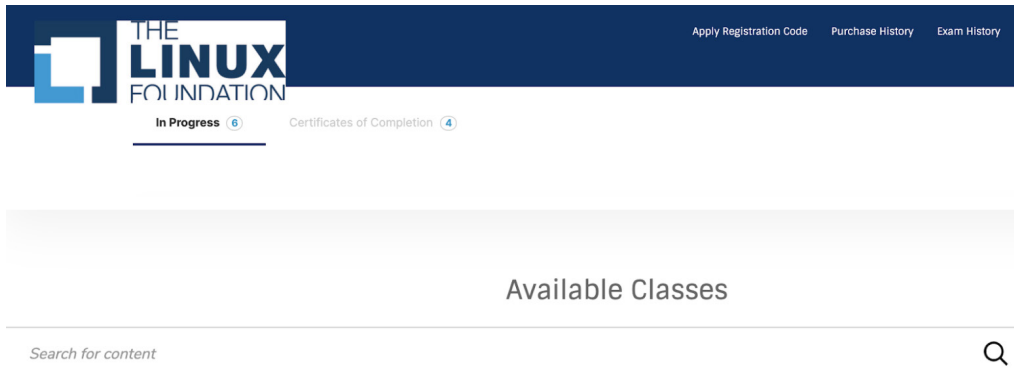
If Quickstart - you may have been enrolled in the system either by a corporate administrator or via an emailed invitation to register. In either case, you access the courses via a customized url in the format: **https://lms.quickstart.com/lms/login. do?brand=[YOURCOMPANY]**
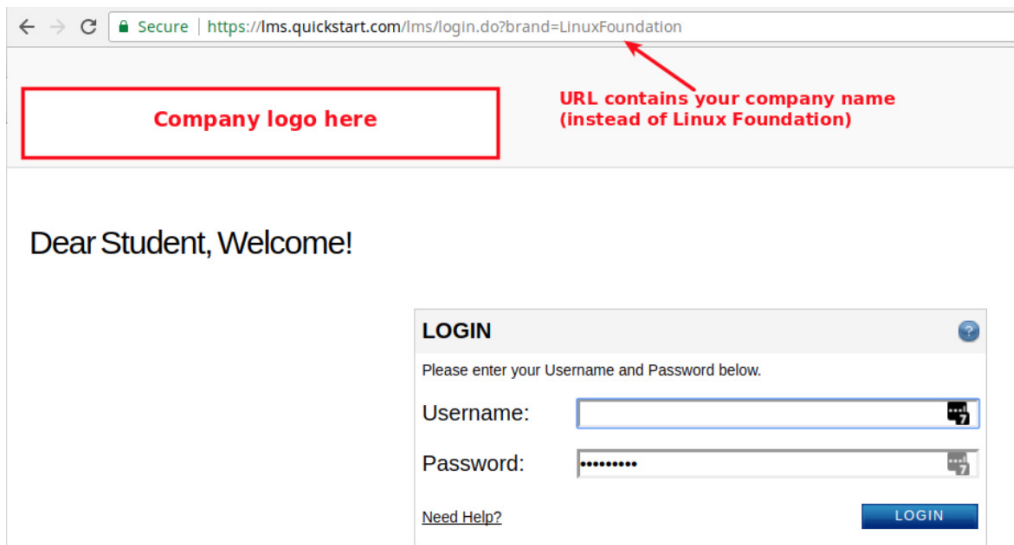
3. Hosted

Some customers have chosen to load Linux Foundation courses directly to their corporate Learning Management System (LMS). In this case your Linux Foundation courses are available to you using the same system and login credentials as for your other (non-LF) courses.

FAQs

Q. Where do I log in?

A. Depends on your customer 'type':

Purchased Through Cart: https://trainingportal.linuxfoundation.org/learn/dashboard

Branded Corporate: After you have redeemed your Registration or Redemption coupon code via TI Panorama URL: https://trainingportal.linuxfoundation.org/redeem. You may access your account via the Linux Foundation Training 'My Portal' or, your company's branded URL (formatted as https://lms.quickstart.com/lms/login.do?brand=[YOURCOMPANY]

Hosted: log into your company's LMS (ask your training administrator for help if needed)

Q. What are my login credentials?

A. Depends on your customer 'type':

Purchased Through Cart: Use the same Linux Foundation ID that you used to register (https://identity.linuxfoundation.org/)

Branded corporate: In TI Panorama -use your LF ID. In QS - ask your corporate administrator for help

Hosted: ask your training administrator for help

Q. How do I retrieve/reset my password?

A. Depends on your customer 'type':

Purchased Through Cart: Request a reset by clicking on "Forgot Password?"

Branded corporate: TI Panorama: Request a reset by clicking on "Forgot Password?". Within QS you may ask your training administrator for help

Hosted: ask your training administrator for help

Q. I'm having problems playing my course, it was working but now it won't play, what do I do?

A. For course playback issues (e.g. screens not loading) please log out, clear your browser cache and log back in.

Q. How do I contact an instructor or report content errors?

A. There is a discussion board hosted on **https://forum.linuxfoundation.org/** for every eLearning course. Please see the link in the intro chapter of your course on the screen called "Course Support".

Q. I'm not seeing my course after I log in, what do I do?

A. It depends on your customer 'type':

Purchased Through Cart: Check 'In Progress'

Branded corporate: ask your training administrator for help

Hosted: ask your training administrator for help

Q. How do I retrieve my certificate of completion?

A. The appropriate support contact depends on your customer 'type':

Purchased Through Cart: You can download your certificate of completion from The Linux Foundation website > Training > My Portal > Certificates of Completion > [completed e-Learning course] > View Certificate.

Branded Corporate: You can download your TI Panorama certificate from your dashboard 'Certificates of Completion' or your company's branded QuickStart LMS

Hosted: Ask your training administrator if your company's LMS provides a certificate of completion, and how to retrieve it

Q. I don't see my issue listed here, how do I reach support?

A. The appropriate support contact depends on your customer 'type':

Cart: email **training@linuxfoundation.org**

Branded Corporate or Hosted: ask your training administrator for help

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