

# Identify your Account ‘Type’

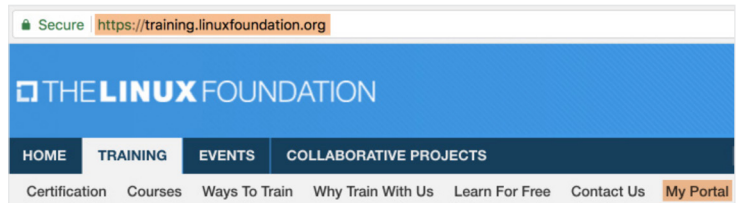
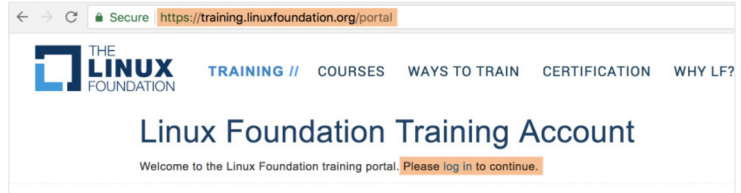
The first step is to identify what ‘type’ of account you have:

- 1. Cart** **2. Branded Corporate** or **3. Hosted.**

Guidelines below will help you identify your ‘type’:

## 1. Cart

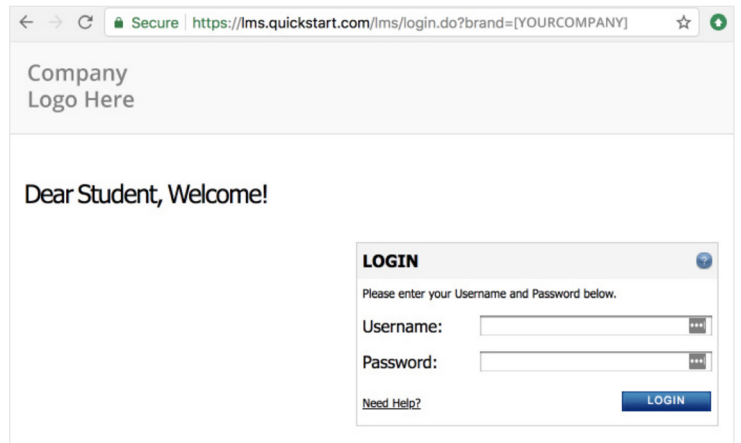
This applies if you registered for a course or exam on our website, either via a credit card or by using a pre-paid coupon code (aka discount code). Cart customers access their account via the Linux Foundation Training Portal. See screenshots at right:



## 2. Branded Corporate

Some corporate customers have set up branded portals with the QuickStart Learning Management System (Quickstart). In this case 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=\[YOURCOMPANY\]](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

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## Q. Where do I log in?

A. Depends on your customer 'type':

**Cart:** <https://training.linuxfoundation.org/portal>

**Branded Corporate:** your company's branded URL (formatted as [https://lms.quickstart.com/lms/login.do?brand=\[YOURCOMPANY\]](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':

**Cart:** use the same Linux Foundation ID that you used to register (<https://identity.linuxfoundation.org/>)

**Branded Corporate:** ask your training administrator for help

**Hosted:** ask your training administrator for help

## Q. How do I retrieve/reset my password?

A. Depends on your customer 'type':

**Cart:** request a reset at: <https://identity.linuxfoundation.org/>

**Branded Corporate:** 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 [linux.com/forums](https://linux.com/forums) for every eLearning course. Please see the link in the intro chapter of your course on the screen called "Discussion Board Guidelines"..

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

A. It depends on your customer 'type':

**Cart or Branded Corporate:** Check 'Enrolled Courses' dropdown or 'Previous Classes' tab if course not shown on 'Recently Accessed',

**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':

**Cart:** You can download your certificate of completion from The Linux Foundation website > Training > My Portal > Training Classes > Previous Classes > [completed e-Learning course] > Download Certificate.

**Branded Corporate:** You can download your certificate from 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](mailto:training@linuxfoundation.org)

**Branded Corporate or Hosted:** ask your training administrator for help

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