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Introduction to Microsoft Viva Learning

11/12/2021 • 2 minutes to read • [Edit Online](#)

Microsoft Viva Learning empowers employees to make learning a natural part of the day by bringing learning into the flow of work within the tools and platforms they already use. Discover, share, and track learning across a variety of sources from a center of learning in Microsoft Teams.

Get started

The resources in this section help you learn more about what Viva Learning is and how it can help your organization.

IF YOU'RE LOOKING FOR THIS INFORMATION:	GO TO THIS RESOURCE:
Learn more about Viva Learning	Microsoft Viva Learning overview
Learn how to get Viva Learning	Viva Learning product page
Find resources in the Microsoft Tech Community Resource Center	Microsoft Viva Learning Tech Community
Find Viva Learning guidance for end users	Microsoft Viva Learning help

Setup and administration

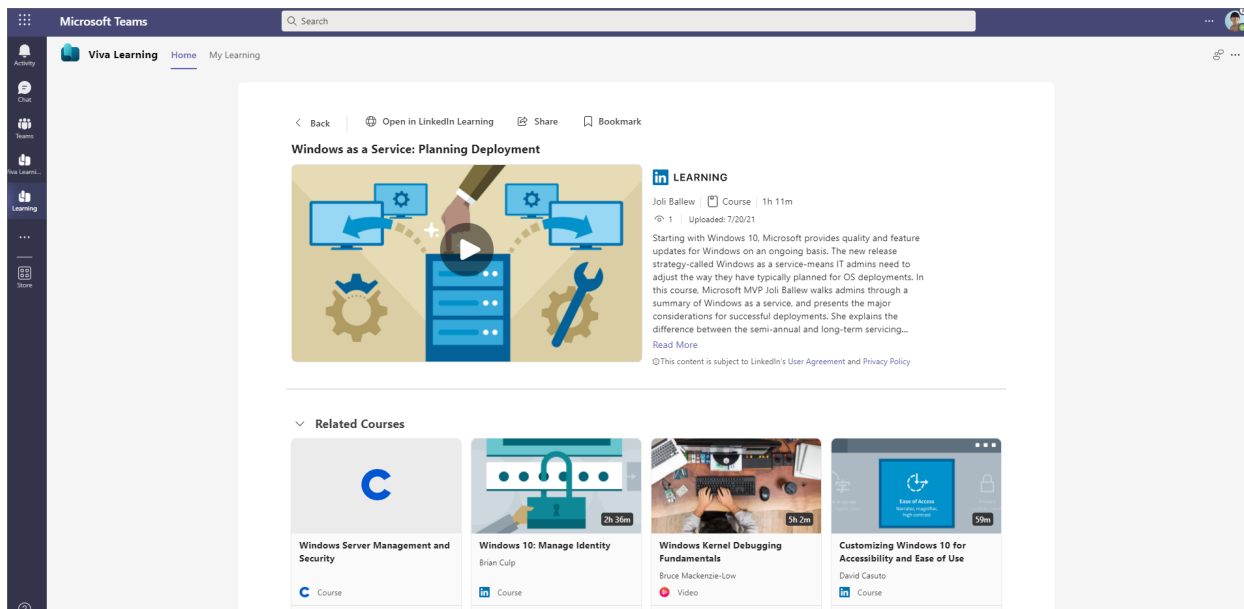
The resources in this section help the admin in your organization to set up and configure Viva Learning in your Microsoft 365 environment.

IF YOU'RE LOOKING FOR THIS INFORMATION:	GO TO THIS RESOURCE:
Learn how to set up and configure Viva Learning	Set up Microsoft Viva Learning
Learn how to configure and manage content sources	Manage learning content sources
Learn how to add your own learning content	Add SharePoint as a content source
Learn how to add content from other providers	Add other providers as a content source

Overview of Microsoft Viva Learning

11/12/2021 • 3 minutes to read • [Edit Online](#)

Viva Learning is a centralized learning hub in Microsoft Teams that lets you seamlessly integrate learning and building skills into your day. In Viva Learning, your team can discover, share, recommend, and learn from content libraries provided by both your organization and partners. They can do all of this without leaving Microsoft Teams.



Viva Learning makes it easy to create learning and growing opportunities for your organization without the need to step away from the communication tools you already use.

Learn while working

Everyone

Viva Learning makes it easy to incorporate learning into your day. When you open Viva Learning in Microsoft Teams, you'll see a personalized view of learning content from both your organization and partners such as LinkedIn Learning. As you continue to search for and complete more training, your recommended content will update to reflect your interests.

- Easily find learning opportunities provided by your organization.
- Browse courses from Microsoft and third-party content providers.
- Search for specific learning content that appeals to you or supports your career goals.
- Share relevant, interesting, and important learning content with your team members or groups in a Microsoft Teams chat or channel.
- Organize your custom selections of learning content in Microsoft Teams channels and tabs.
- Bookmark courses you're interested in.
- Play LinkedIn Learning courses in the embedded player without leaving Microsoft Teams.

Managers

Keep your team engaged and up to date with necessary skills without the need to coordinate learning across platforms. You can recommend learning content to individuals, share content with your team, and track the reported completion status of learning that you've recommended.

Admin roles

Viva Learning is by default available in Microsoft Teams with some content already available. To set up learning content sources in Viva Learning and manage individual licensing, you'll need these permissions:

- Microsoft Teams admin
- Microsoft 365 global admin or SharePoint admin
- Knowledge admin

Knowledge admin

The knowledge admin is a new Azure Active Directory (Azure AD) role in the Microsoft 365 admin center that can be assigned to anyone in the organization. This role manages the organization's learning content sources through the Microsoft 365 admin center. For more information, see [Azure AD built-in roles](#).

The knowledge admin should be moderately technical and have existing SharePoint administrator credentials. The knowledge admin should be well versed in the education, learning, training, or employee experience part of the organization.

Learning content sources

Content from Microsoft Learn and Microsoft 365 Training is automatically available in Viva Learning. You'll also have free access to a set of 125 courses from LinkedIn Learning. In addition, Viva Learning can integrate with select third-party content providers and learning management systems. For more information about how to set up content sources, see [Manage content sources for Viva Learning](#).

Supported languages

Viva Learning adapts to your organization's Microsoft 365 language preferences. However, Viva Learning doesn't currently support right-to-left languages. Currently, Viva Learning is supported in the following locales:

- az-Latn-AZ
- bg-BG
- bn-IN
- ca-ES
- ca-Es-VALENCIA
- cs-CZ
- cy-GB
- da-DK
- de-DE
- el-GR
- en-GB
- en-US
- es-ES
- es-MX
- et-EE
- eu-ES
- fi-FI
- fil-PH
- fr-CA
- fr-FR
- gl-ES

- gu-IN
- hi-IN
- hr-HR
- hu-HU
- id-ID
- is-IS
- it-IT
- ja-JP
- ka-GE
- kk-KZ
- kn-IN
- ko-KR
- lt-LT
- lv-LV
- mk-MK
- ml-IN
- mr-IN
- nb-NO
- nl-NL
- nn-NO
- pl-PL
- pt-BR
- pt-PT
- ro-RO
- ru-RU
- sk-SK
- sl-SI
- sq-AL
- sr-Latn-RS
- sv-SE,ta-IN
- te-IN,th-TH
- tr-TR
- uk-UA
- vi-VN
- zh-CN
- zh-TW

Data and privacy

Viva Learning data residency is tenant-specific and follows the standard Microsoft 365 data storage guidelines by available geography. For more information, see [Where is my Microsoft 365 customer data stored](#).

Integration with SharePoint is currently only supported for sites hosted from the home geography of the tenant. For example, a French tenant can only link SharePoint sites hosted in France to Viva Learning.

Data stored from Viva Learning includes:

- Learning object content metadata, such as title, description, author, and language

- User data, such as bookmarks, recently viewed, recommended courses, assigned courses, and completion records
- Required service data, such as error logs
- Diagnostic data usage

NOTE

Admins can turn storage of diagnostic data on or off.

Get started

When you're ready to set up and configure Viva Learning in your Microsoft 365 environment:

- Use the Microsoft Teams admin center to [manage Viva Learning across your organization](#).
- Use the Microsoft 365 admin center to [configure learning sources available to specific groups](#).
- Use the SharePoint admin center to [manage and store your own learning content](#).

Understand terms and conditions

11/12/2021 • 2 minutes to read • [Edit Online](#)

Content accessible through Viva Learning is subject to terms other than the Microsoft Product Terms.

- Microsoft Learn content is subject to terms available [here](#) or at a successor location.
- Microsoft 365 Trainings content is subject to terms available [here](#) or at a successor location.
- LinkedIn Learning content is subject to LinkedIn's User Agreement (available [here](#) or at a successor location) and Privacy Policy (available [here](#) or at a successor location).
- Non-Microsoft third-party content and any associated services are subject to the content provider's privacy and service terms.
- Any content you add to Viva Learning, such as SharePoint-hosted content, is subject to the privacy and service terms associated with that content.

Help and support

11/12/2021 • 2 minutes to read • [Edit Online](#)

You can get help with Viva Learning by filing a support request.

[Learn how to file a support request.](#)

You can also get help from the [Viva Learning tech community forum](#).

NOTE

If you need help related to an external content provider, you'll need to contact that provider directly.

Set up Microsoft Viva Learning in the Teams admin center

11/12/2021 • 2 minutes to read • [Edit Online](#)

Viva Learning is enabled by default for all Microsoft Teams users in your organization. You can turn off or turn on Viva Learning at the organization level on the **Manage apps** page in the Microsoft Teams admin center. For more information, see [Manage your apps in the Microsoft Teams admin center](#).

To allow or block specific users in your organization from using Viva Learning, make sure Viva Learning is turned on for your organization on the **Manage apps** page in the Microsoft Teams admin center. Then create a custom app permission policy and assign it to those users. For more information, see [Manage app permission policies in Teams](#).

Next step

[Manage content sources for Viva Learning in the Microsoft 365 admin center](#)

Manage content sources for Microsoft Viva Learning in the Microsoft 365 admin center

11/12/2021 • 4 minutes to read • [Edit Online](#)

The administrators for the Microsoft 365 admin center—either by themselves or by assigning the knowledge admin role to selected individuals in your organization—can manage settings related to Viva Learning and can configure the learning content sources.

The administrator selects which other learning content sources (for example, SharePoint or supported third-party content provider sources) will be available to users of Viva Learning. The admin then configures those sources to make sure the content is available for search and discovery and can be browsed by the employees who use Viva Learning. Content from Microsoft Learn, Microsoft 365 Training, and select content from LinkedIn Learning is available for free and enabled by default.

NOTE

Content accessible through Viva Learning is subject to terms other than the Microsoft Product Terms. Content and any associated services are subject to the content provider's privacy and service terms.

NOTE

For non-Microsoft content (except free LinkedIn content), ensure your organization has a subscription for your users to access that content using a work account before connecting it to Viva Learning. Users' personal subscriptions to non-Microsoft learning providers will not be integrated with Viva Learning. Users sign in to non-Microsoft and LinkedIn Learning Pro learnings in a browser or embedded viewer. This configured learning is subject to the separate license, privacy and service terms between your organization and the third party, and not the Viva Learning terms. Before selecting this type of learning, verify you have an agreement in place for your organization and users. If users navigate to content where they do not have an organizational subscription, they may see a provider page where they could sign up for an individual subscription. All non-Microsoft learning is provided under the non-Microsoft provider's terms and not as part of Viva Learning.

Assign the knowledge admin role (Optional)

You must be a Microsoft 365 global administrator to perform these tasks.

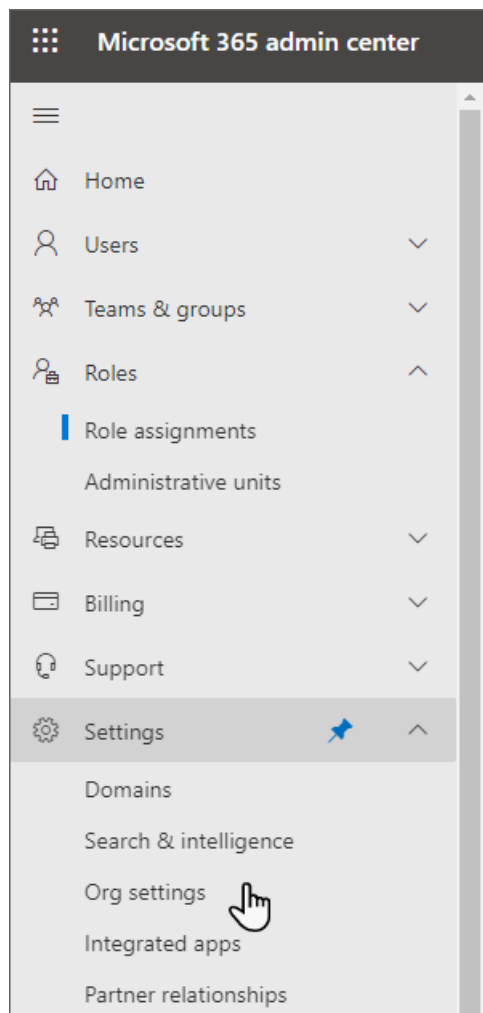
TIP

The knowledge admin should be moderately technical and have existing SharePoint admin credentials, preferably someone who is well-versed in the education, learning, training, or employee experience part of the organization.

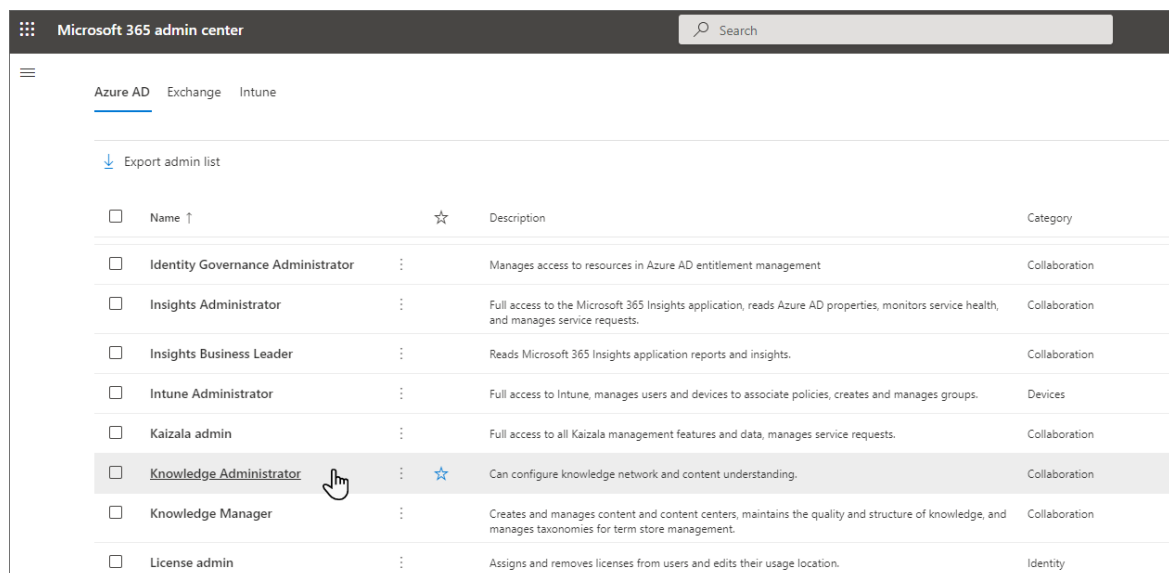
Add a knowledge admin

To add a knowledge admin for Viva Learning, follow these steps:

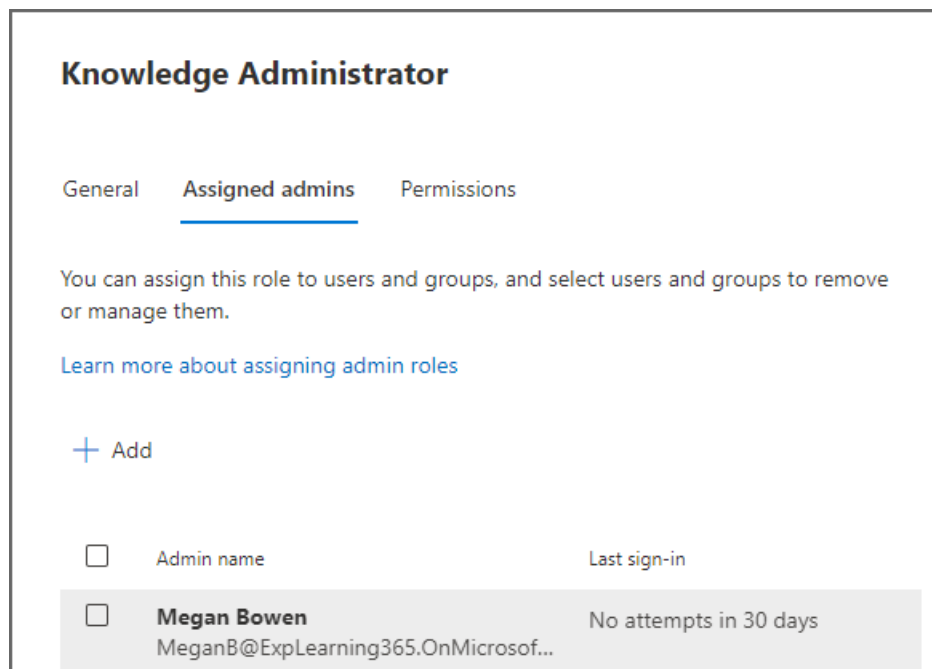
1. In the left navigation of the Microsoft 365 admin center, go to **Roles** and select **Role assignments**.



2. On the **Role Assignments** page, on the **Azure AD** tab, select **Knowledge Administrator**.



3. On the **Knowledge Administrator** panel, select **Assigned admins**, and then select **Add**.

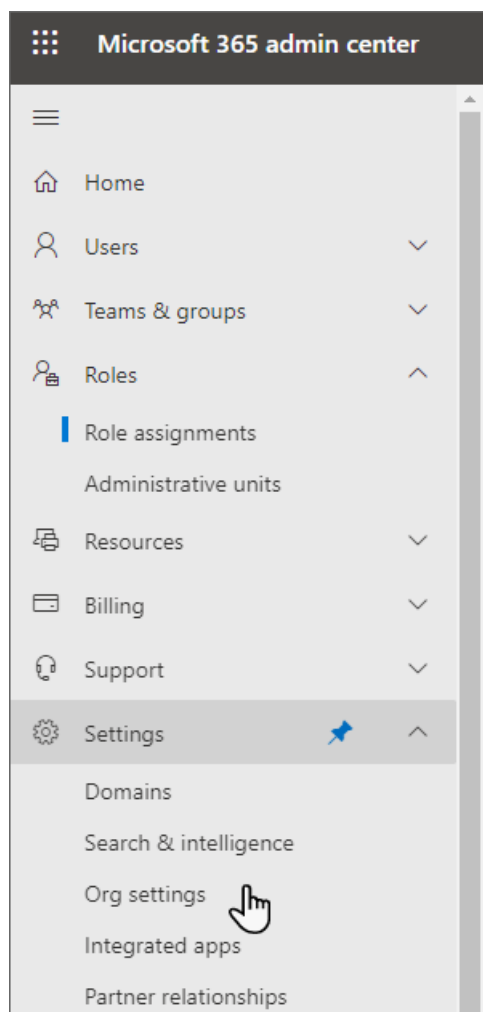


4. On the **Add admins** panel, select the person you choose for the role, and then select **Add**.

Remove a knowledge admin

To remove a knowledge admin for Viva Learning, follow these steps:

1. In the left navigation of the Microsoft 365 admin center, go to **Roles**, and select **Role assignments**.



2. On the **Role assignments** page, go to the **Azure AD** tab, and then select **Knowledge Administrator**.

Microsoft 365 admin center				
Search				
Azure AD Exchange Intune				
Export admin list				
<input type="checkbox"/>	Name ↑	☆	Description	Category
<input type="checkbox"/>	Identity Governance Administrator	⋮	Manages access to resources in Azure AD entitlement management	Collaboration
<input type="checkbox"/>	Insights Administrator	⋮	Full access to the Microsoft 365 Insights application, reads Azure AD properties, monitors service health, and manages service requests.	Collaboration
<input type="checkbox"/>	Insights Business Leader	⋮	Reads Microsoft 365 Insights application reports and insights.	Collaboration
<input type="checkbox"/>	Intune Administrator	⋮	Full access to Intune, manages users and devices to associate policies, creates and manages groups.	Devices
<input type="checkbox"/>	Kaizala admin	⋮	Full access to all Kaizala management features and data, manages service requests.	Collaboration
<input type="checkbox"/>	<u>Knowledge Administrator</u>	⋮ ☆	Can configure knowledge network and content understanding.	Collaboration
<input type="checkbox"/>	Knowledge Manager	⋮	Creates and manages content and content centers, maintains the quality and structure of knowledge, and manages taxonomies for term store management.	Collaboration
<input type="checkbox"/>	License admin	⋮	Assigns and removes licenses from users and edits their usage location.	Identity

- On the **Knowledge Administrator** panel, on the **Assigned Admins** tab, select **Remove**, and then select the person you want to remove from the role. To confirm, select **Remove**.

Knowledge Administrator

General
Assigned admins
Permissions

You can assign this role to users and groups, and select users and groups to remove or manage them.

[Learn more about assigning admin roles](#)

Remove (1)
Manage roles

<input type="checkbox"/>	Admin name	Last sign-in
<input type="checkbox"/>	Allan Deyoung AllanD@ExpLearning365.OnMicrosoft....	No attempts in 30 days
<input checked="" type="checkbox"/>	Megan Bowen MeganB@ExpLearning365.OnMicrosof...	No attempts in 30 days
<input type="checkbox"/>	Diego Siciliani DiegoS@ExpLearning365.OnMicrosoft....	No attempts in 30 days
<input type="checkbox"/>	Khoi Tran kntran10@ExpLearning365.onmicrosof...	No attempts in 30 days
<input type="checkbox"/>	Shakun Grover shgrover@ExpLearning365.onmicrosof...	October 13, 2021, 3:50 AM

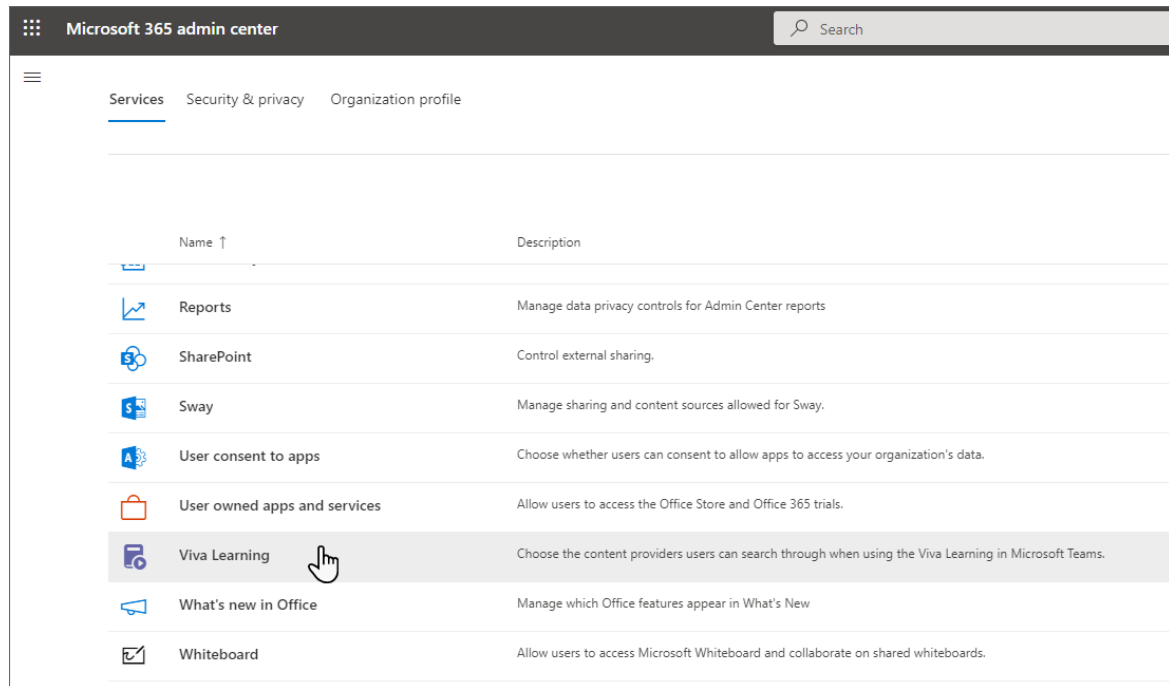
Configure settings for the learning content sources

You must be a Microsoft 365 global administrator or knowledge admin to perform these tasks.

To configure settings for learning content sources in Viva Learning, follow these steps:

- In the left navigation of the Microsoft 365 admin center, go to **Settings > Org settings**.

2. On the **Org settings** page, on the **Services** tab, select **Viva Learning**.



3. On the **Viva Learning** panel, select the learning content sources you want to configure for the organization, and then select **Save**. You can view the date of the last successful sync with your selected sources from the same panel.

NOTE


You'll need a Premium license to connect external content sources, with the exception of the select free courses from LinkedIn Learning. [Learn more about licensing.](#)

Viva Learning


The Viva Learning app in Microsoft Teams helps your users find and access training and guidance from different content providers. Choose the content providers your users can search through. Select at least one or the app will be empty.

Microsoft Learn and Microsoft 365 Training content is subject to terms other than the Microsoft Product Terms. LinkedIn Learning and other non-Microsoft content is subject to the third-party content provider's terms. Content you add to Viva through SharePoint is subject to the terms associated with that content.

☐ Diagnostic data
Enabling it will send diagnostic data to Microsoft for product improvements.

 Go to the Teams admin center to set up or manage the Viva Learning app.

- ☒ Microsoft Learn
- ☒ Microsoft 365 Training

 Last successful sync at 10/7/2021 5:47:06 AM UTC

Save

4. To enable or disable a learning content source, select the check box next to the source. If a source is enabled, a check mark will be visible.

Some learning content sources will be enabled by default. These learning sources include:

- LinkedIn Learning select free content
- Microsoft Learn
- Microsoft 365 Training

NOTE

For data that you copy to Viva Learning from a non-Microsoft service (learning provider or learning management system), you are not able to directly extract, correct, or delete that data in Viva Learning. We refresh the data you import from non-Microsoft providers promptly to reflect changes and deletions in the non-Microsoft source data. You need to work with the supplier of the non-Microsoft service to access, correct, delete or extract data under the license, service, or privacy terms of the non-Microsoft service. The changes made there will be reflected in the data processed for your use in Viva Learning upon completion of the data update cycles of the non-Microsoft service and Viva Learning. If you turn off the connection between Viva Learning and a non-Microsoft service, all data you had previously imported from that service will be deleted.

Next step

[Add SharePoint as a content source for Microsoft Viva Learning](#)

Add SharePoint as a content source for Microsoft Viva Learning

11/12/2021 • 5 minutes to read • [Edit Online](#)

You can configure SharePoint as a learning content source to make your organization's own content available in Viva Learning.

NOTE

Content accessible through Viva Learning is subject to terms other than the Microsoft Product Terms. Any content you add to Viva Learning, such as SharePoint-hosted content, is subject to the privacy and service terms associated with that content.

Overview

The knowledge admin (or global administrator) provides a site URL to where the [Learning Service](#) can create an empty centralized location in the form of a structured SharePoint list. This list is called the Learning App Content Repository. Your organization can use this list to house links to cross-company SharePoint folders that contain learning content. Admins are responsible for collecting and curating a list of URLs for folders. These folders should only include content that can be made available in Viva Learning.

Viva Learning supports the following document types:

- Word, PowerPoint, Excel, PDF
- Audio (.m4a)
- Video (.mov, .mp4, .avi)

For more information, see [SharePoint limits](#).

Multi-geo

If you're using [Microsoft 365 Multi-geo](#), the site URL provided by the knowledge admin (where the Learning App Content Repository will be located) needs to belong to the central location where your Microsoft 365 subscription was originally provisioned. Folders linked to in the repository should also belong to the central location. Viva Learning has added this restriction to conform to data residency requirements.

[Microsoft 365 Multi-geo](#) is designed to meet data residency requirements. For more information, see [Multi-geo capabilities in SharePoint Online](#).

Permissions

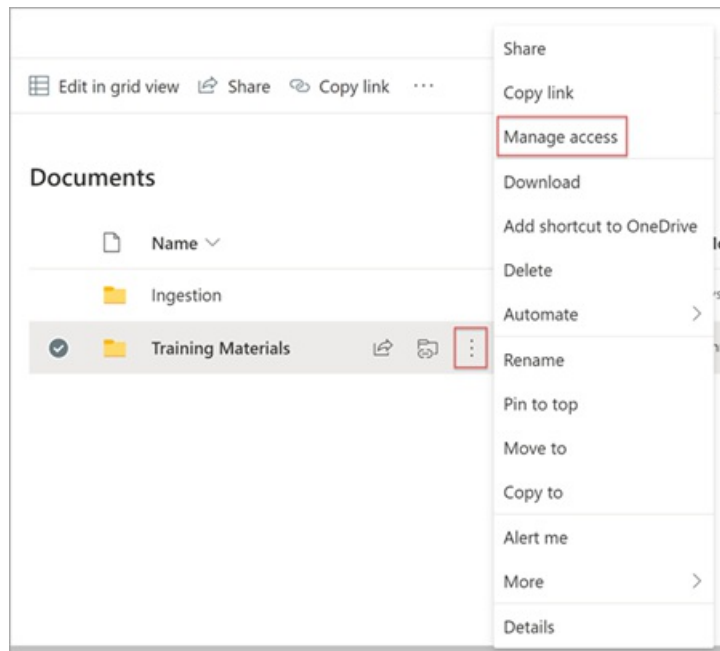
Document library folder URLs can be collected from any SharePoint site in the organization. Viva Learning follows all existing content permissions. Therefore, only content for which a user has permission to access is searchable and visible within Viva Learning. Any content within these folders will be searchable, but only content to which the individual employee has permissions can be used.

Content deletion from your organization's repository is not currently supported.

To remove unintentionally surfaced content, follow these steps:

1. To restrict access to the document library, select the **Show actions** option, and then select **Manage**

access.



2. Delete the original document within the document library.

For more information, see [Sharing and permissions in the SharePoint modern experience](#).

Learning Service

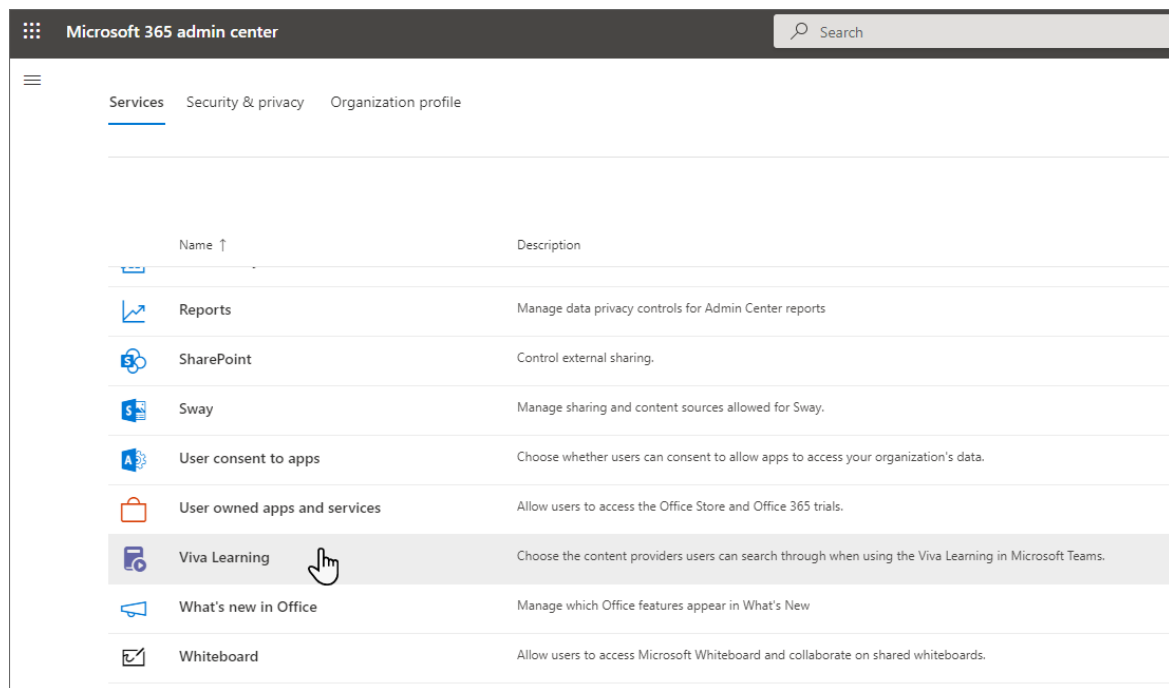
The Learning Service uses the provided folder URLs to get metadata from all content stored in those folders. Within 24 hours of supplying the folder URL in the centralized repository, employees can search for and use your organization's content within Viva Learning. All changes to content, including updated metadata and permissions, will also be applied in the Learning Service within 24 hours.

Configure SharePoint as a source

You must be a Microsoft 365 global administrator, SharePoint administrator, or knowledge admin to perform these tasks.

To configure SharePoint as a learning content sources in for Viva Learning, follow these steps:

1. In the left navigation of the Microsoft 365 admin center, go to **Settings** > **Org settings**.
2. On the **Org settings** page, on the **Services** tab, select **Viva Learning**.



- On the **Viva Learning** panel, under SharePoint, provide the site URL to the SharePoint site where you want Viva Learning to create a centralized repository. If your SharePoint site is new, you'll need to wait 1 hour after site creation to add it here.

Viva Learning

is subject to the third-party content provider's terms. Content you add to Viva through SharePoint is subject to the terms associated with that content.

☐ Diagnostic data

Enabling it will send diagnostic data to Microsoft for product improvements.

Go to the Teams admin center to set up or manage the Viva Learning app.

☒ LinkedIn Learning
 ☒ Microsoft Learn
 ☒ Microsoft 365 Training
 ☒ SharePoint

Enter the URL of the SharePoint site for your organization's learning content catalog. *

[Learn how to set up Viva Learning App Content Repository in SharePoint](#)

If your organization uses [Microsoft 365 Multi-geo](#), you can find your region or country at [Microsoft 365 Multi-geo availability](#). The **Viva Learning** panel also shows this information.

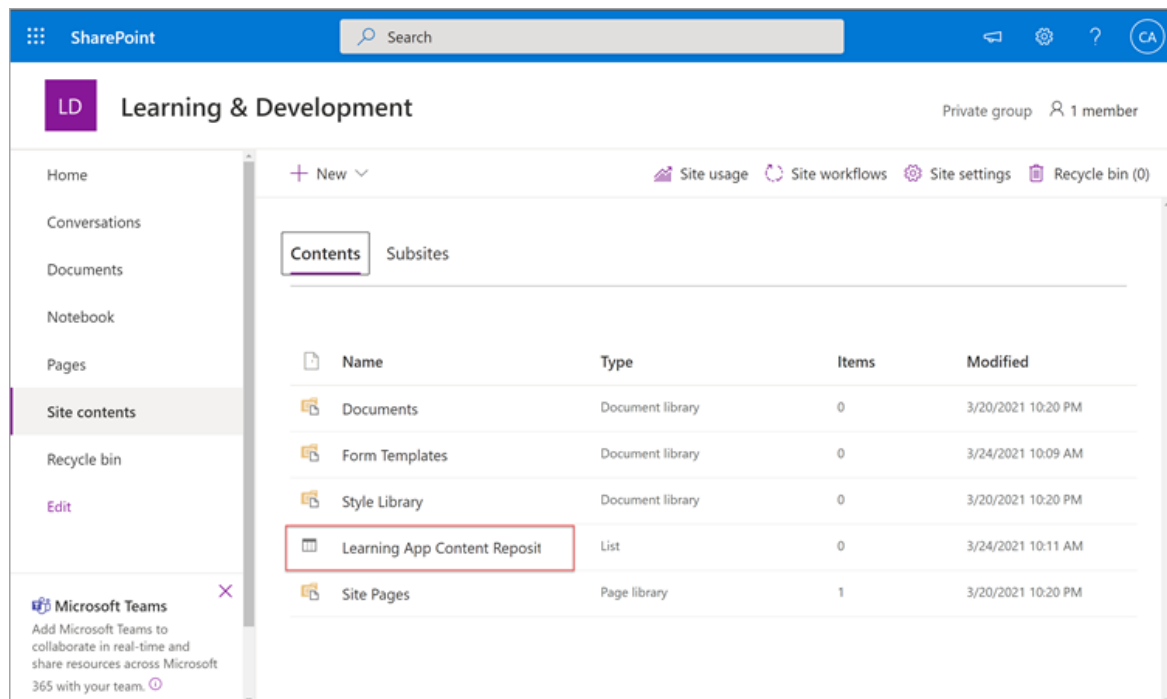
Enter the URL of the SharePoint site for your organization's learning content catalog. *

[Learn how to set up Viva Learning App Content Repository in SharePoint](#)

i Your organization uses Microsoft 365 Multi-Geo. You must choose a site located in the central location: NAM

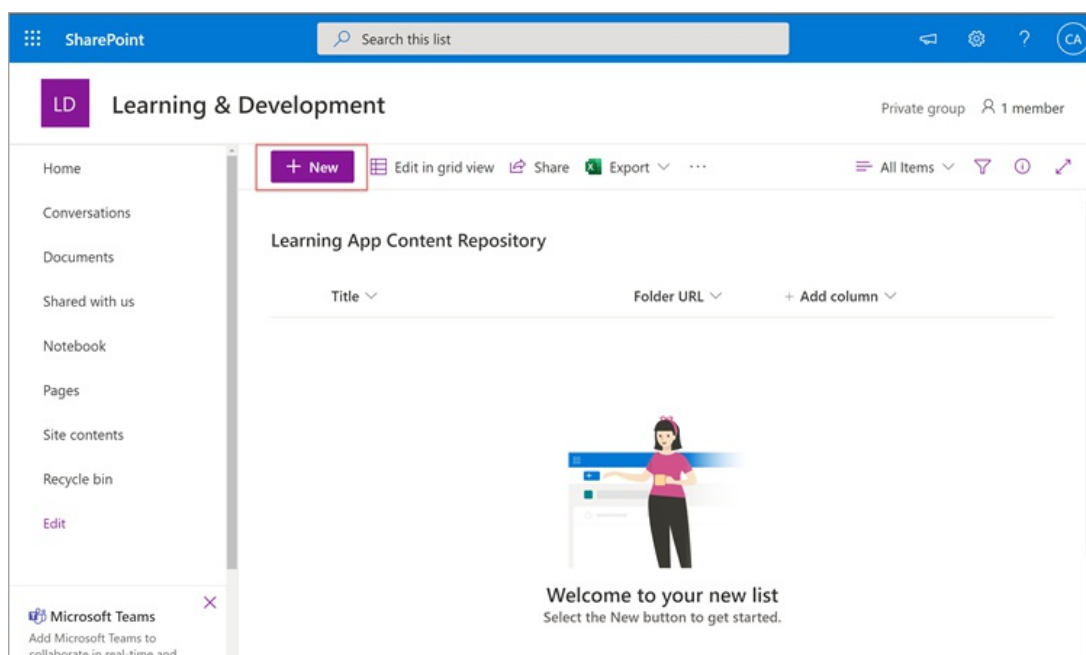
4. A SharePoint list is created automatically within the provided SharePoint site.

In the left navigation of the SharePoint site, select **Site contents** > **Learning App Content Repository**.



5. On the **Learning App Content Repository** page, populate the SharePoint list with URLs to the learning content folders.

a. Select **New** to view the **New item** panel.



- b. On the **New item** panel, in the **Title** field, add a directory name of your choice. In the **Folder URL** field, add the URL to the learning content folder. Select **Save**. [Learn how to create the folder URL](#).

SharePoint

Search this list

LD Learning & Development

Home

Conversations

Documents

Shared with us

Notebook

Pages

Site contents

Recycle bin

Edit

Microsoft Teams

Add Microsoft Teams to collaborate in real-time and

New item

Title *

HR Library

Folder URL *

https:// yourorg .sharepoint.com/f/s/Learning

Attachments

Add attachments

Save Cancel

- c. The **Learning App Content Repository** page is updated with the new learning content.

Learning App Content Repository		
Title ▾	Folder URL ▾	+ Add column ▾
HR Library	https:// yourorg .sharepoint.com/f/s/LearningTest/ folder	

- d. If your organization uses [Microsoft 365 Multi-geo](#) and you try to add a link to a folder that doesn't belong to the central location, you'll get an error message. All folders need to belong to the central location.

SharePoint

Search this list

LD Learn - Design

Home Documents

+ New Edit in grid view Share Export ▾

Learning App Content Repository ☆

Title ▾ Folder URL ▾

New item

Error: Your organization uses Microsoft 365 Multi-Geo. You must upload folders located in the central location: NAM

Title

Design

Folder URL *

https://

Attachments

Add attachments

Save Cancel

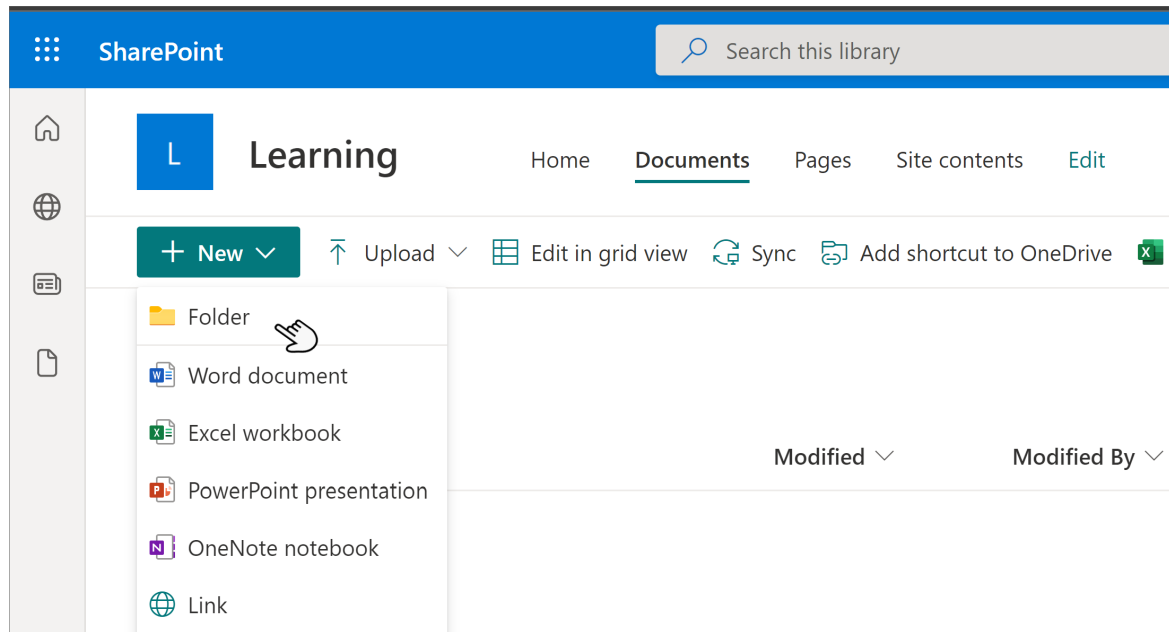
NOTE

To allow for broader access to the Learning App Content Repository, a link to the list soon will be available in the Viva Learning interface where users can request access and ultimately help populate the list. Site owners and global administrators will be required to grant access to the list. Access is specific to the list only and does not apply to the site where the list is stored. For more information, see [Provide your own organization's content](#) later in this article.

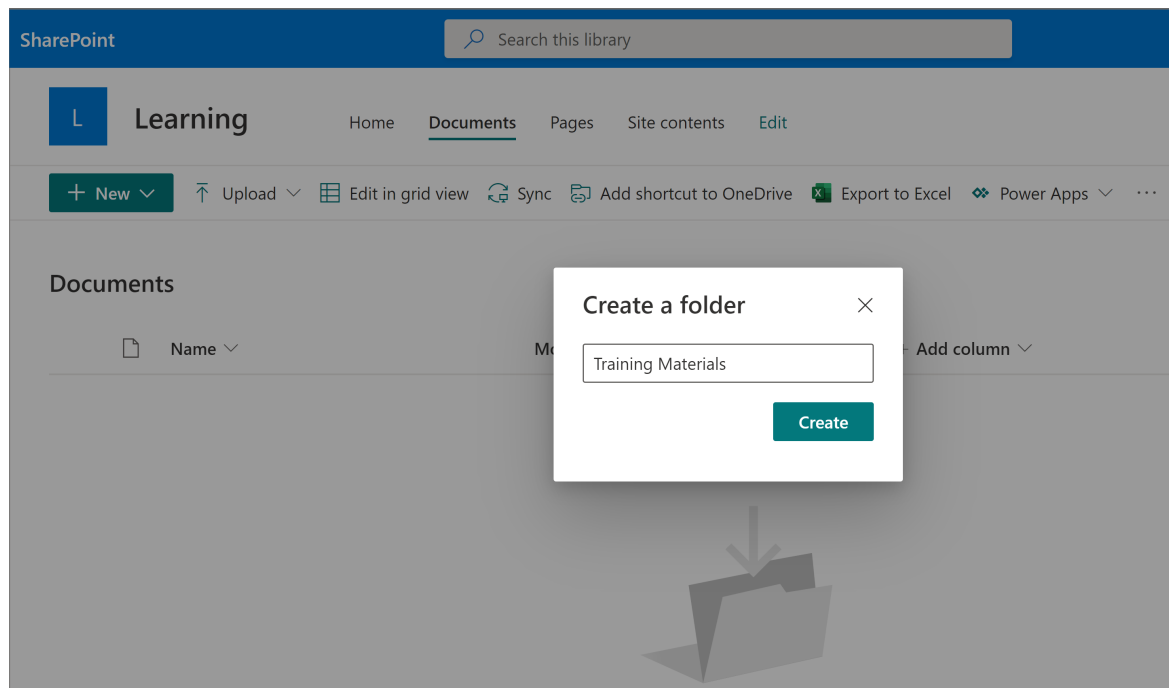
Folder URL document library curation

Create a folder to store learning content for your organization.

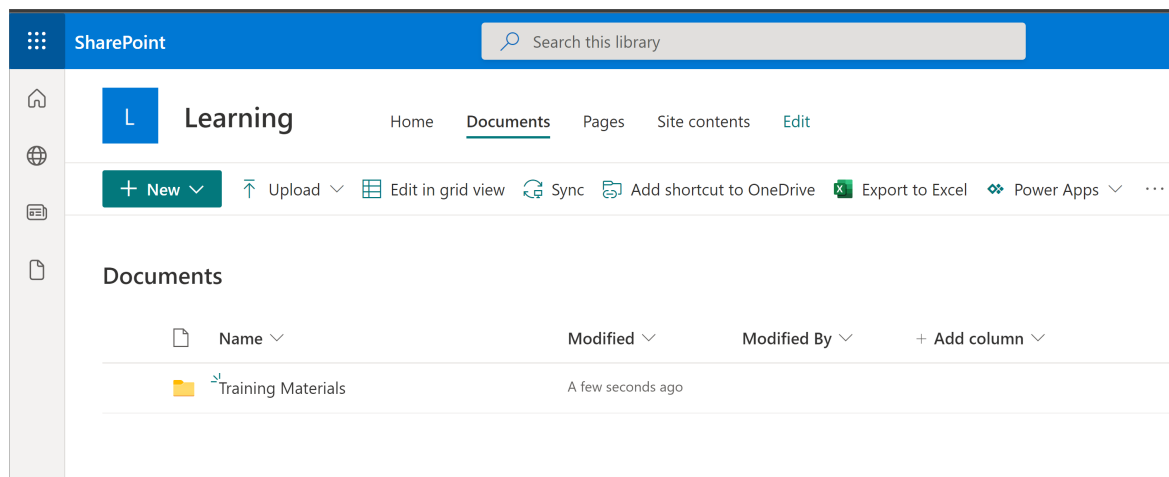
1. Go to your Documents library and select **+ New**.



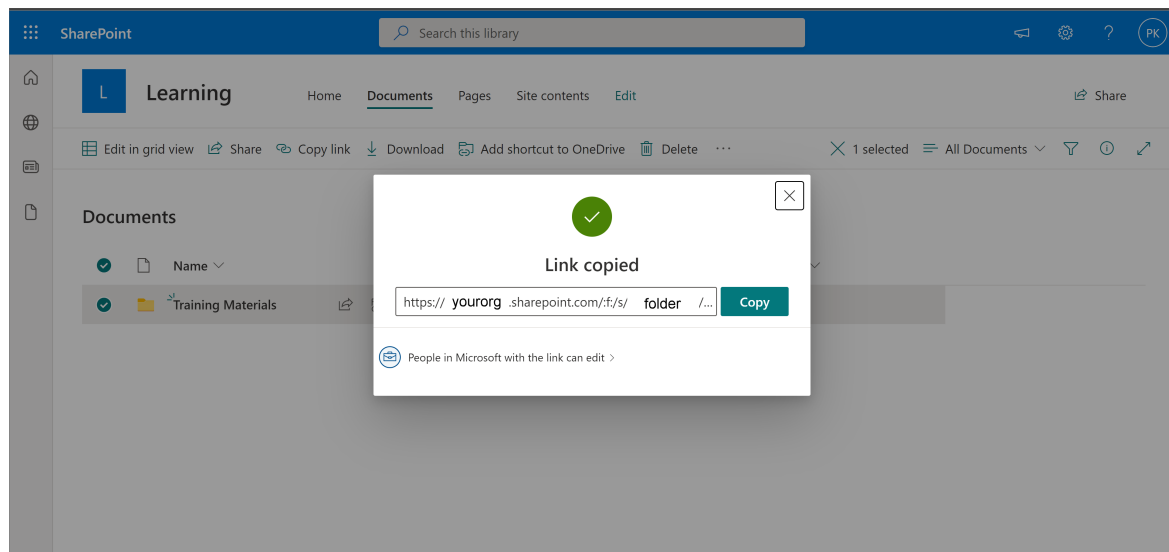
2. Choose **Folder** and enter a folder name.



3. Select **Create**. The folder will now show up in your document library.



4. Upload files that you want to publish as learning content in this folder.
5. To get the folder url, choose this folder and select **Copy link**.



Default metadata (such as modified date, created by, document name, content type, and organization name) is automatically pulled into Viva Learning by the Microsoft Graph API.

To improve overall discovery and search relevance of the content, we recommend adding a **Description** column. If there's already a description column present, you can delete it and add a new one by following the steps below.

To add a **Description** column to the document library page, follow these steps:

1. On the **Documents** page, select **Add column**.
2. Select the **Show actions** option, and then select **Single line of text**.

SharePoint Search this library

LearningTest
Private group

Home
Conversations
Documents
Shared with us
Notebook
Pages
Site contents
Recycle bin
Edit

+ New Upload Edit in grid view Share ...

Documents > **Training Materials**

	Name	Modified
	Learning Team	March 9
	Ad Planning.pdf	March 14
	Annual Report.docx	March 9
	Cost Analysis.xlsx	March 9
	Geographical Analysis.pptx	March 14

Single line of text
Multiple lines of text
Location
Number
Yes/No
Person
Date and time
Choice
Hyperlink
Currency
Image
More...
Show/hide columns

Return to classic SharePoint

- On the **Create a column** panel, in the **Name** field, add a descriptive name for the column. Select **Save**.

Create a column X

Learn more about column creation.

Name *

Description

Description

Type

Single line of text

Default value

Enter a default value

☐ Use calculated value ⓘ

More options ∨

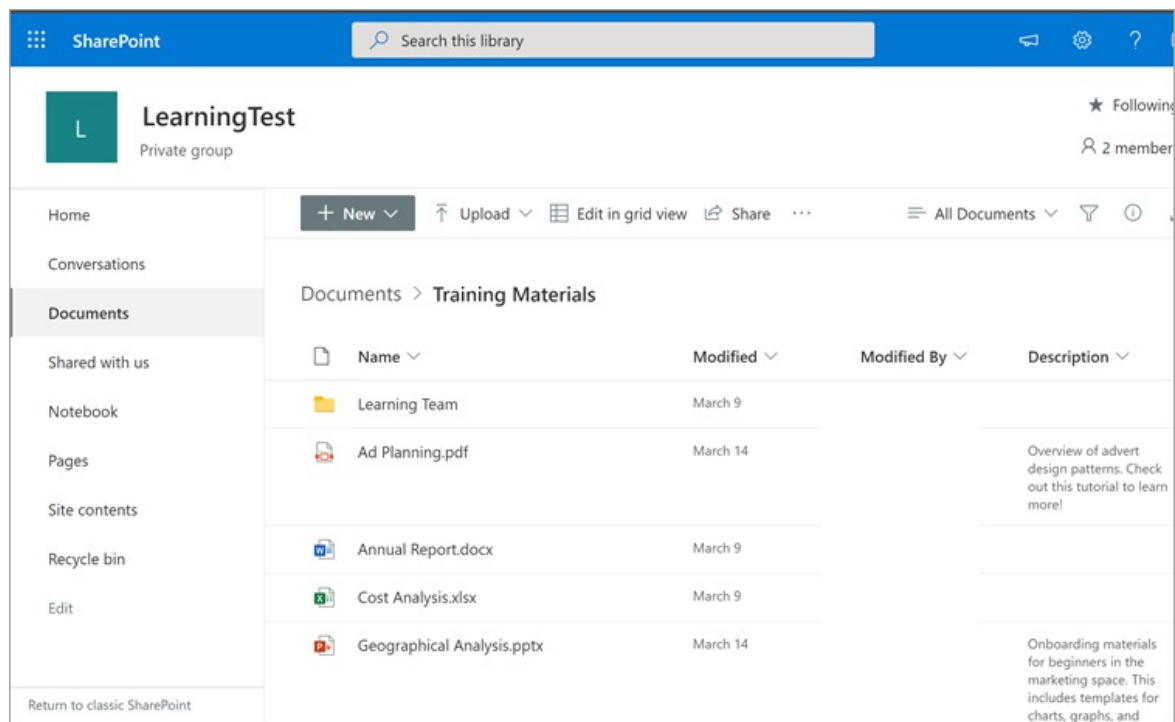
Maximum number of characters

255

Require that this column contains

Save Cancel

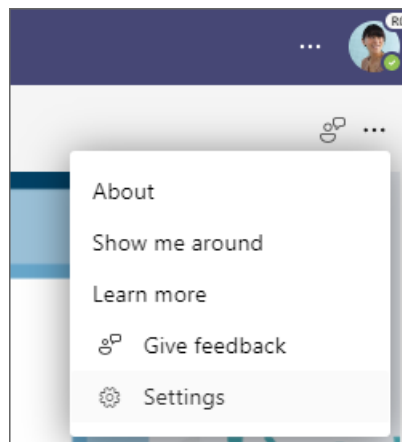
- On the **Documents** page, in the **Description** column, add custom descriptions for each item. If no description is supplied, Viva Learning will provide a default message that highlights the content as being from your own SharePoint library.



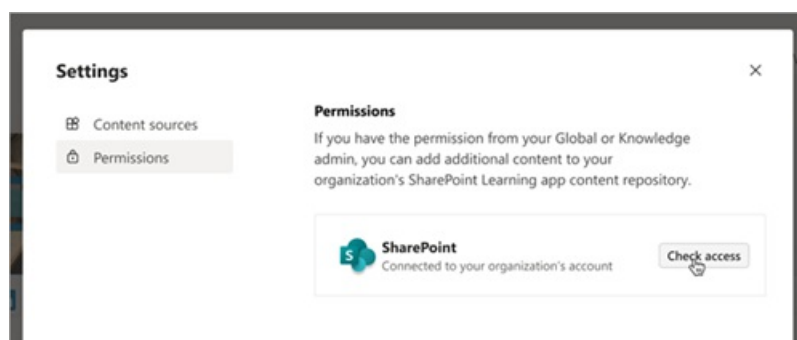
Provide your own organization's content

Knowledge admins can access their organization's Learning App Content Repository in SharePoint, where they can provide references to cross-organization document libraries. Content within these libraries will be then surfaced as learning content in Viva Learning.

1. In Viva Learning, select the ellipses (...), and then select **Settings**.



2. Under **Settings**, select **Permissions**.



3. Select **Check access** to connect to your organization's centralized library.

Next step

[Add learning management systems for Viva Learning](#) or [Add other content providers for Microsoft Viva](#)

Learning.

Add learning management systems for Microsoft Viva Learning

11/12/2021 • 2 minutes to read • [Edit Online](#)

A growing set of learning management systems are available through Viva Learning. This set may change at any time as more providers join or change their status with the program.

Learning management systems are not enabled by default. To enable these sources, you will need to [add them in the Microsoft 365 admin center](#) and follow the specific instructions shown in the following table.

NOTE

You'll need a Premium license to connect learning management systems. [Learn more about licensing.](#)

NOTE

It can take 24 to 48 hours for Viva Learning users to see content for the sources you enabled in the admin portal.

Learning management systems

LEARNING MANAGEMENT SYSTEM	CONFIGURATION INSTRUCTIONS
Cornerstone OnDemand	Configure Cornerstone OnDemand as a content source
Saba	Configure Saba as a content source
SAP SuccessFactors	Configure SAP SuccessFactors as a content source

NOTE

Available learning management systems are subject to change. Depending on your organization, you may have access to different learning management systems than are listed here.

Content ingestion errors

If you experience any errors in your Microsoft 365 admin center during content ingestion, refer to the table below for next steps. Please note that this is an exhaustive list and may contain more error codes in the future.

LEARNING MANAGEMENT SYSTEM	ERROR CODE	ERROR CODE DESCRIPTION
All LMSs	USR_ERROR_INVALID_RESOURCE_CREDENTIALS	The authentication credentials you provided are Invalid. Make sure you enter the correct credentials. You can contact Microsoft customer support for more details.

LEARNING MANAGEMENT SYSTEM	ERROR CODE	ERROR CODE DESCRIPTION
All LMSs	USR_ERROR_ACCESS_DENIED	Access denied by partner. Confirm that the credentials you entered are correct or contact the content provider's support team.
SuccessFactors	USR_ERROR_SFTP_NO_FILES_FOUND	No new content ingested because there were no files present in the SuccessFactors SFTP server.
SuccessFactors	USR_ERROR_SF_PACKAGE_NOT_FOUND	No new content ingested as the required package was not found in the SuccessFactors SFTP server.
Cornerstone OnDemand	USR_ERROR_INVALID_RESOURCE_CREDENTIALS	The authentication credentials you provided are Invalid. Make sure the credentials are being copied from Microsoft Viva Learning in Cornerstone OnDemand portal.

Content consumption for end users

Once you've added a learning management system as a content source from the Microsoft 365 admin center, content from the LMS will flow to the Viva Learning app and will be visible to end users.

Once a user chooses to play a course in Viva Learning, they will be directed to the LMS webpage and will need to enter the login credentials on the LMS sign in page. [Learn more about how to consume content with Viva Learning.](#)

Add other content providers for Microsoft Viva Learning

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A growing set of learning content providers are available through Viva Learning. This set may change at any time as more providers join or change their status with the program.

Some learning sources will be enabled by default and will be available without a premium Viva Learning license. These learning sources include:

- LinkedIn Learning select 125 courses
- Microsoft Learn
- Microsoft 365 Training

Third-party content sources are not enabled by default. To enable these sources, you will need to [add them in the Microsoft 365 admin center](#) and follow the specific instructions shown in the following table.

NOTE

You'll need a Premium license to connect external content sources, with the exception of the select LinkedIn Learning free courses. [Learn more about licensing.](#)

NOTE

It can take 24 to 48 hours for Viva Learning users to see content for the sources you enabled in the admin portal. It can also take 24 to 48 hours to hide content from LinkedIn Learning, Microsoft Learn and Microsoft 365 trainings from Viva Learning after you have disabled them in the admin portal.

CONTENT PROVIDER	CONFIGURATION INSTRUCTIONS
Go1	Configure Go1 as a content source
Skillsoft	Configure Skillsoft as a content source
Udemy	Configure Udemy as a content source
edX	Follow the steps below to add edX in your Microsoft 365 admin center.
Coursera	Follow the steps below to add Coursera in your Microsoft 365 admin center.
Pluralsight	Follow the steps below to add Pluralsight in your Microsoft 365 admin center.
Infosec	Follow the steps below to add Infosec in your Microsoft 365 admin center.

CONTENT PROVIDER	CONFIGURATION INSTRUCTIONS
Josh Bersin Academy	Follow the steps below to add Josh Bersin Academy in your Microsoft 365 admin center.

1. Log in to your [Microsoft 365 admin center](#).
2. Navigate to **Settings**, then **Org settings**. Select Viva Learning, and enable your chosen content provider or learning management system in the panel.
3. Fill in your details.
4. Select **Save**.

NOTE

Available content providers are subject to change. Depending on your organization, you may have access to more content providers than are listed here.

Content ingestion errors

If you experience any errors in your Microsoft 365 admin center during content ingestion, refer to the table below for next steps. Please note that this is an exhaustive list and may contain more error codes in the future.

CONTENT PROVIDER	ERROR CODE	ERROR CODE DESCRIPTION
All providers	USR_ERROR_INVALID_RESOURCE_CREDENTIALS	The authentication credentials you provided are Invalid. Make sure you enter the correct credentials. You can contact Microsoft customer support for more details.
All providers	USR_ERROR_ACCESS_DENIED	Access denied by partner. Confirm that the credentials you entered are correct or contact the content provider's support team.

Content consumption for end users

Once you've added a content provider as a content source from the Microsoft 365 admin center, content from the provider will flow to the Viva Learning app and will be visible to end users.

Once a user chooses to play a course in Viva Learning, they will be directed to the content provider's webpage and will need to enter the login credentials on the provider's sign in page. [Learn more about how to consume content with Viva Learning](#).