



Camila

Active

Hi, there. As LinkedIn's help assistant, I make sure you find an answer or connect with the right person. To get started, choose a topic:

[Sign-up](#)

[Log-in or activate](#)

[Courses and certificates](#)

[Billing](#)

[Cancel or refund](#)

[More topics](#)



2:22 PM

Courses and certificates

2:23 PM

Great. I can help you learn about these topics:

[Find course certificate](#)

[Add certificate to profile](#)

[Missing certificate](#)

[Something is broken](#)

[More topics](#)

 2:23 PM

Something is broken

2:24 PM

If you are experiencing issues loading a LinkedIn Learning course, please [clear your cache and cookies](#).

Once cleared, try logging back into LinkedIn Learning and reloading the course.

Full article: [Video/Audio Playback Troubleshooting](#)

 2:24 PM

Did this solve your question?

Yes

No

 2:24 PM

No

2:24 PM

If you need more help, please try one of these options.

[Try a different topic](#)

[Chat with our team](#)

 2:24 PM

## Chat with our team

2:24 PM

OK. I'll connect you with a member of our team. First, please share a brief summary of your question to help them understand your issue.



2:24 PM

Whenever I finish a course I get an option to share my certificate and download it but it does not let me do either of the options instantly sometimes it gives me the certificate after some time and other times it just clears off all my progress excluding the chapter quizzes and exams .Kindly help me solve this problem

2:29 PM

Thank you. A team member will be with you shortly.

In order to answer your question or troubleshoot a problem, a LinkedIn representative may need to access your account, including, as needed, your messages and settings.



2:29 PM

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Transferring to Agent

Hi Kartik, thanks for connecting with LinkedIn Learning. You are currently #1 in queue.

If you prefer to connect with us via email instead, use this link:

Hi Kartik! Thank you for waiting, this is Camila from Learning Support and I'll be happy to help you today. Allow me just a moment to review the information above please



2:29 PM

I understand you're having issues with certificates for completed courses, is that correct?



2:31 PM

yes

2:31 PM

I can give you an example proof for it if you need it

2:32 PM

no need!



2:33 PM

Can I ask if I have your permission to log in to your account and where necessary, take action on your behalf to address the specific issue you're reporting?  
If yes, I won't require any additional details to securely access your account



2:33 PM

yeah sure

2:34 PM

can you tell me the name of the course  
please?



2:35 PM

having problem with seo foundations

2:35 PM

also how can I even give the last exam  
if I don't complete learning and  
completing all the videos

2:36 PM

Bear with me for a moment please



2:37 PM

no issues

2:37 PM

I don't see any courses named "seo  
foundations" in your account



2:37 PM

can you please double check?



2:38 PM

I see it now



2:38 PM

I'm sorry



2:38 PM

np

2:38 PM

please check into the problem and resolve it

2:38 PM

Something may be blocking our player beacon events, while you are viewing the content.

Please try the test outlined here:  
<https://www.linkedin.com/help/learning/answer/a1343618?trk=hc-articlePage-sidebar>

You might need to check your personal or enterprise firewall to see if it is blocking video stream information, by disabling it, to see if that clears up the problem.

If so, you might try adding linkedin.com and \*licdn.com to your firewall 'allowed' list.

Ad blockers and security/privacy software can similarly block player beacon events.

Please also rule out all ad blockers and privacy/security software by temporarily disabling them.

In the same way; If that is found to be the problem, try adding linkedin.com and \*licdn.com to the application's 'allowed/trusted' list/zone.

If you find out that this is causing the

issue, before you watch the complete course again, please try with one single video. Watch it and when it appears to be completed (marked with a green check mark) refresh the page and confirm the check mark is still there



2:39 PM

In any case, you will need to watch the course again I'm afraid



2:39 PM

these are mostly security softwares and ad-blockers, we found out from our members that disabling them clears up the problem



2:39 PM

Ok I will try disabling ad blockers and firewalls but if even then the issue isn't resolved then kindly send me a mail so that I can provide you with proof so that I can get the credit to finish the course and not do it multiple times wasting my time and energy.

2:42 PM

I suggest letting the course run in the background after disabling ad blockers and security softwares




2:43 PM

so you won't need to watch it again



2:43 PM


we can't complete the course for you  
I'm afraid

 2:43 PM

the same thing happened to me for  
the html essentials course too

2:43 PM


you can contact us again on chat if you  
need more help

 2:43 PM


No use if the issue is not resolved

2:44 PM

you need to try the troubleshooting  
steps I sent first. If you need further  
assistance, you can contact us on chat  
24/7

 2:45 PM


is there anything else I can help you  
with?

 2:45 PM

thank you I will try as you mentioned  
above and let you know

2:45 PM

Perfect Kartik, all the best and have a  
great day

 2:46 PM



Session ended

Write a message

