

User Activation Rate Improvement for Admins

Guide your users through the activation process so that they can get started learning.

The approach outlined below is relevant for accounts using manual upload or bulk upload using a CSV file. If you added users with a different method, you can increase activation by re-sending your internal promotion email. Generating awareness and promoting excitement with potential users will encourage them to set up their account and start learning. [Check out resources to help you spread the word.](#)

Check activation status and resend welcome email

Locate unregistered users and resend the Welcome Email in four easy steps:

1. Log in to your LinkedIn Learning account and [navigate to the People tab.](#)
2. Use the **License Status** filter to find unactivated users by selecting “Invited”.

License status: (1) ▼

50 results

☐ Activated

☒ Invited

☐ No license

[Clear all](#)

3. **Select all users** on the list.

4. Choose “Resend invite” from the menu at the top right of the users list.

The screenshot shows the LinkedIn Learning 'Your products' page. At the top, there are four boxes: '100 Total LinkedIn Learning Licenses', '25 Activated Filter table', '50 Invited Resend invite', and '25 Available Assign'. Below these is the 'Filtered users (50)' section. A table lists users with columns for selection, user profile, name, title, groups, last active, and license status. Two users are shown: Ronald Herrera and Louis Brewer, both with 'Invited' status and a 'Resend invite' link. A circular callout highlights the 'Resend invite' link in the table. Another circular callout shows a dropdown menu with options: 'Manage licenses' and 'Resend invite'.

	User	Groups	Last active	License
<input checked="" type="checkbox"/>	Ronald Herrera User experience researcher	Information Technology, California, San Francisco Office	Today	Invited Resend invite
<input checked="" type="checkbox"/>	Louis Brewer Software engineer	Sales, Marketing, North America, Canada, Toronto Office + 38 more	Never	Invited Resend invite

You can also quickly resend the invite email to all unactivated users by selecting “Resend invite” at the top of the People tab. It’s good practice to do this once a week. The registration link in the email expires after two weeks for security reasons.

This screenshot shows the same LinkedIn Learning interface, but with a circular callout highlighting the 'Resend invite' button in the '50 Invited' box at the top. The 'Filtered users (50)' section is also visible, showing the same table of users with their license status.

	User	Groups	Last active	License
<input type="checkbox"/>	Ronald Herrera User experience researcher	Information Technology, California, San Francisco Office	Today	Invited Resend invite
<input type="checkbox"/>	Louis Brewer Software engineer	Sales, Marketing, North America, Canada, Toronto Office + 38 more	Never	Invited Resend invite

Troubleshoot Welcome Email Deliverability Issues

If users aren’t receiving the invite email, it may be landing in their spam folder. You’ll need to provide this [whitelist information](#) to your technical team. This will ensure that LinkedIn Learning emails are successfully delivered to your users.