

## How do I accept a group plan invitation to Pluralsight Skills? What if I already have a subscription?

Tags: Skills (<https://pluralsight.knowledgeowl.com/help/search?phrase=:Skills>)



Welcome to Pluralsight—  
THE technology skills platform

### How do I join my organization's group plan?

If you don't have a Pluralsight Skills account already, this is a quick process.

If you already have an individual Skills account, or if you already have access to Skills from a paid or a free subscription like [Visual Studio](https://help.pluralsight.com/help/visual-studio-partnership) (<https://help.pluralsight.com/help/visual-studio-partnership>), you can still join a Skills group plan provided by your organization. Plus, you can bring your learning history, Skill IQs, and notes with you.

**Tip:** If you are looking for [how to send invites](#) or troubleshooting steps, please click [here](https://help.pluralsight.com/help/invite-learners-to-plan). (<https://help.pluralsight.com/help/invite-learners-to-plan>)

### Here's the first step to accept an invitation.

Your organization's plan administrator or team manager will send you an invite to the group plan. Typically, this is sent to your work email address.

Please click the **Accept Invite** button in your invitation email. You **must** click this button!

Here's what this email looks like:



## You're Invited

Your organization has set you up with an account on Pluralsight, the tech skills platform. Click "Accept Invite" below to get started now!

Accept Invite

Visit our [Support Center](#)

Email: [support@pluralsight.com](mailto:support@pluralsight.com)

Call: [1-801-784-9007](tel:1-801-784-9007)

Great! The page you see next, depends on a few factors. Please click the links below for the scenario that describes you best. If you see an error that isn't described in one of these situations, check out some [steps for additional troubleshooting](https://help.pluralsight.com/help/invite-learners-to-plan#troubleshooting) (<https://help.pluralsight.com/help/invite-learners-to-plan#troubleshooting>).

**Scenario 1:** I've never had a Pluralsight Skills account.

**Scenario 2:** I already have a Pluralsight Skills account, and I'm using the same email address as my invitation email address.

**Scenario 3:** I have a Pluralsight Skills account, and it has an email address that's different from my invitation email address.

**Scenario 4:** I have an active, individual Pluralsight Skills paid or trial subscription.

**Scenario 5:** I already have a subscription through a third party, such as iTunes or Amazon.

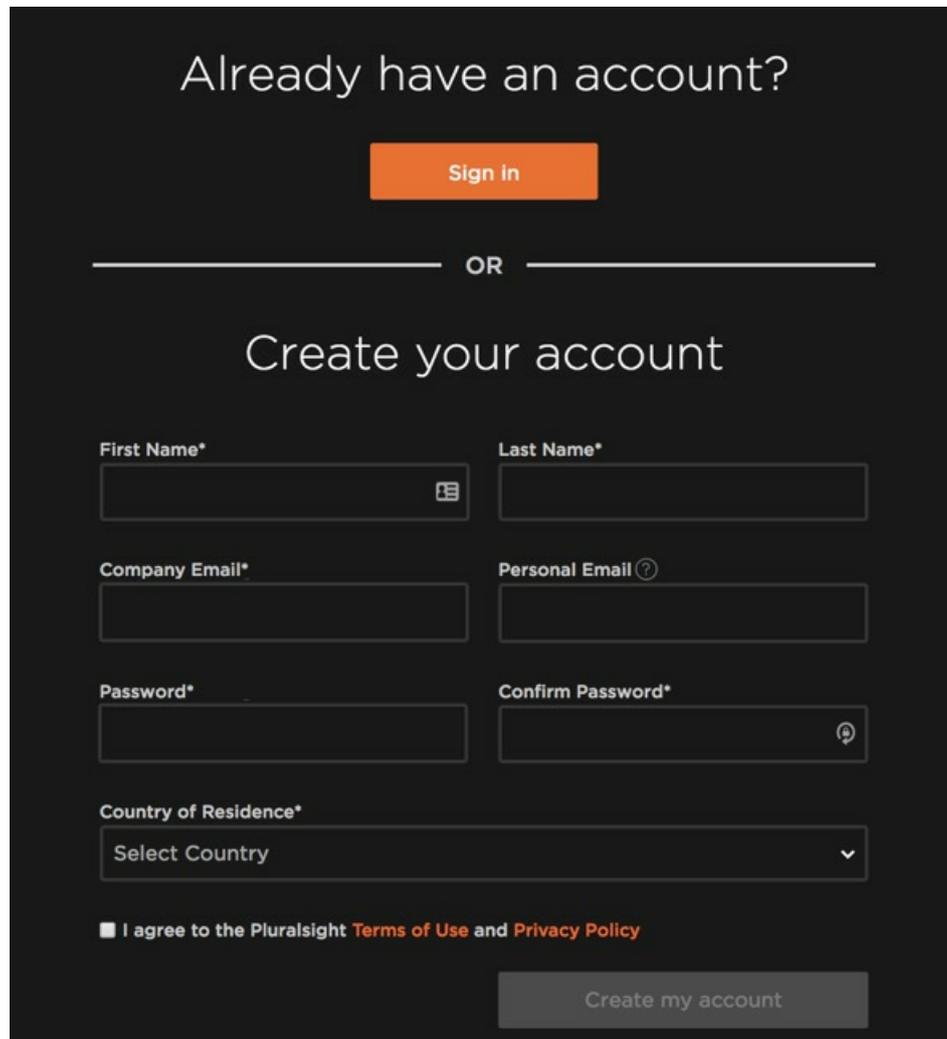
**Tip:** Unsure if you have a paid Pluralsight Skills subscription? You can check your subscription status on the **Subscription & Billing** tab of your [Account page](#) (opens in new tab) (<https://app.pluralsight.com/id/subscription>).

## Scenario 1

I've never had a Pluralsight Skills account.

**What you'll see after clicking Accept Invite in your invitation email:**

You'll see this page, which shows a form to create your account.



The screenshot shows a dark-themed user interface for account creation. At the top, it asks 'Already have an account?' with an orange 'Sign in' button. Below this, it says 'OR' and 'Create your account'. The form includes fields for 'First Name\*', 'Last Name\*', 'Company Email\*', 'Personal Email' (with a help icon), 'Password\*', and 'Confirm Password\*' (with a help icon). There is also a 'Country of Residence\*' dropdown menu with 'Select Country' and a downward arrow. At the bottom, there is a checkbox for 'I agree to the Pluralsight Terms of Use and Privacy Policy' and a grey 'Create my account' button.

**What you'll do:**

Create an account. You can retype your work email address in the Personal Email field.

**What will happen:**

The system will create your account, and you'll get access to Pluralsight.

Welcome, we're so happy to have you!

[back to top](#)

## Scenario 2

# I already have a Pluralsight Skills account, and I'm using the same email address as my invitation email address.

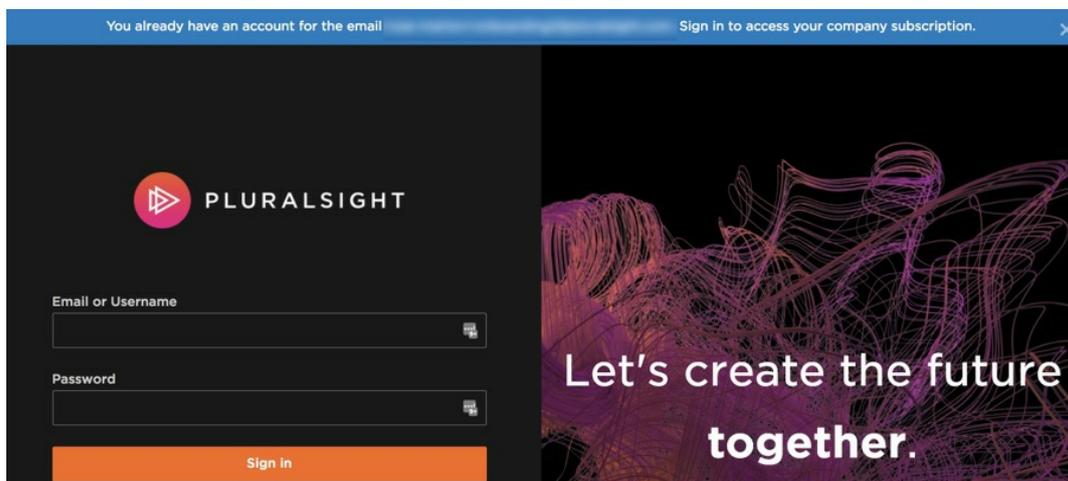
The most common reasons are:

- You used your work email address to get an individual subscription.
- You used your work email address to get free limited-library access to Skills through a [benefit](https://help.pluralsight.com/help/partnerships) (https://help.pluralsight.com/help/partnerships) such as Visual Studio.
- You used your work email address to get a partnership benefit which expired, and now you're eligible to join a group plan.

**Tip:** If you have a Skills subscription through a third party such as iTunes or Amazon please stop and go to [Scenario 5](https://app.knowledgeowl.com/kb/article-preview/id/5ab160f9ad121caa2f97b677/aid/5c928e446e121cdd3a56f5b0#scenario-5) (https://app.knowledgeowl.com/kb/article-preview/id/5ab160f9ad121caa2f97b677/aid/5c928e446e121cdd3a56f5b0#scenario-5) instead.

## What you'll see after clicking Accept Invite in your invitation email:

You'll see the login page with this blue banner:



## What you'll do:

Log in using your existing Skills account credentials.

Now, what happens next depends if you have a full Skills subscription, or just limited library access.

### **What will happen if you do not have a paid, individual subscription or Visual Studio benefit access to Pluralsight:**

The system will grant you learner access to your company's group plan.

### **What will happen if you do have a paid, individual subscription or Visual Studio benefit access to Pluralsight:**

Sign in using your existing Skills credentials. Then, continue to [Scenario 4](#).

[back to top](#)

## Scenario 3

I have a Pluralsight Skills account, and it has an email address that's different from my invitation email address.

The most common reasons are:

- You used your personal email address to get an individual subscription. Now, you want to cancel your individual subscription, bring your account's history with you, and use your work email address to join your company's group plan.
- You used your personal email address to get free limited-library access to Skills through a benefit such as the Microsoft Azure partnership. Now, you want to use your work email address to join your company's group plan.
- You used personal email address to get a partnership benefit which expired. Now, you want to use your work email address to join a group plan.

**Tip:** If you have a Skills subscription through a third party such as iTunes or Amazon, please stop and go to [Scenario 5](#) instead.

### **What you'll see after clicking [Accept Invite in your invitation email](#)**

You'll see this page, asking you if you already have an account.

Already have an account?

Sign in

OR

Create your account

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Company Email*	Personal Email 
<input type="text"/>	<input type="text"/>
Password*	Confirm Password*
<input type="password"/>	<input type="password"/>
Country of Residence*	
<input type="text" value="Select Country"/>	
<input type="checkbox"/> I agree to the Pluralsight <a href="#">Terms of Use</a> and <a href="#">Privacy Policy</a>	

Create my account

#### What you'll do:

Click the orange **Sign in** button. **Do not create a new account** if you already have one. Log in with your Skills credentials.

Don't worry, the system has already stored the email address from your invitation.

Now, what happens next depends if you have a full Skills subscription, or just limited library access.

#### What will happen if you do not have a paid, individual subscription or Visual Studio benefit access to Pluralsight:

Your personal or previous email address will be added to your [Account Settings \(opens in new tab\)](#) (<https://app.pluralsight.com/id/account>) as an additional email address. Your work email address, or the email address your invitation email was sent to, will automatically get added as your primary email.

#### What will happen if you have a paid, individual Skills subscription OR Visual Studio benefit access to Pluralsight:

Sign in as just described, then, continue to [Scenario 4](#).

**Tip:** Once you join a group plan, you can add additional email addresses to your account, but you can't change the primary email address. Only plan admins have the ability to make changes to the primary email address. If your plan admin needs to know how to do this, [you can send them this article. \(https://help.pluralsight.com/help/how-do-i-change-a-learner-email-address\)](https://help.pluralsight.com/help/how-do-i-change-a-learner-email-address)

[back to top](#)

## Scenario 4

### I have an active, individual Pluralsight Skills paid or trial subscription.

You arrive at this scenario from [Scenario 2](#) or [Scenario 3](#) if you have the [Visual Studio Enterprise, Professional, or Dev Essentials benefit \(https://help.pluralsight.com/help/visual-studio-partnership\)](#), or if you have an active paid subscription to Pluralsight.

**Tip:** If you have a Skills subscription through a third party such as iTunes or Amazon, please stop and go to [Scenario 5](#) instead.

#### **What you'll do when you receive a business plan invite email:**

1. Click **Accept Invite** in your business plan invitation email
2. Click **Sign-In** on the **Already have an account?** page.

If your individual subscription email is different from your business plan invitation email, you'll see this page:

# Sorry!

Looks like there was an issue redeeming your invite.  
The email on the invite doesn't match the email(s) on your account.

## To fix the problem:

1. Go to your **profile** and add the invited email to your account
2. After verifying the email, go back to the invite and attempt to redeem again

Alternatively, you can ask your company's account administrator to send another invite to a different email.

If you have any additional questions, please [contact support](#).

Before finalizing joining your business plan, you **must** manually add your business plan invited email as a secondary email address to your individual account.

Once you add your invited email to your account, go back to your invite email and follow the above steps again.

Once logged in, you'll see the following page:

The screenshot shows the Pluralsight 'Sorry!' error page. At the top left is the Pluralsight logo. The main heading is 'Sorry!'. Below it, a message states: 'We are unable to set up your company subscription because your email is already associated with a personal subscription. To activate your company subscription, please select an option below.' There are two options presented side-by-side, each with a 'Select' button. Option 1 is 'Option 1: Terminate your personal subscription'. It includes the text: 'Accept the business license (including management permissions if applicable). This will remove your personal subscription and accept your business license, using your original account. (RECOMMENDED)'. Option 2 is 'Option 2: Keep your personal subscription'. It includes the text: 'Join the business plan by having a second account. Your personal subscription will remain intact (including your password, course history, bookmarks, etc.) and your new account will be created on the group plan.' Below the options is a 'Frequently Asked Questions' section with three questions and answers: 1. 'Option 1: Terminate your personal subscription' - 'What happens to my personal history when I join the group plan?' - 'Your personal history will remain intact including your course history, bookmarks, notes, etc.' 2. 'What will my login information be?' - 'Your primary account, email address will become your company email. Your password will remain the same unless your company has opted-in for SSO.' 3. 'Option 2: Keep your personal subscription' - 'What should I do if my personal subscription is using my company email address?' - 'You will need to update the email address on your personal account using a personal email address, following the steps below.' - A bulleted list: 'Go to the Settings tab on your Account page', 'Click Add email and enter your email address', 'Verify your address', 'To set the new address as your primary email, click on the small key icon that appears to the right of it on that same Settings tab'. At the bottom, there is a question: 'If I leave the company plan will I be able to merge accounts or transfer account history?' - 'No, Pluralsight is currently unable to merge accounts. They will remain as two separate accounts.' At the very bottom, it says: 'If you have any additional questions, please [contact support](#).'

## Option 1

This is our recommended option. Selecting this option terminates your individual subscription.

This means your account will remain fully intact (including course history, bookmarks, etc), but we are converting it from an individual subscription to a business plan subscription. Your primary account email address will become your company email.

If eligible, once you terminate your personal subscription, you will receive a prorated refund for the remainder of your paid subscription.

### Option 2

Select this option to have two accounts - your business plan and your individual subscription. Your individual subscription will remain intact (including password, course history, bookmarks). Once you click **Select**, click **Request Support** on the next page. This sends a request to support, who will reach out to you to help guide you the rest of the way.

**Tip:** Once you join a group plan, you can add additional email addresses to your account, but you can't change the primary email address. Only plan admins have the ability to make changes to the primary email address. If your plan admin needs to know how to do this, [you can send them this article. \(https://help.pluralsight.com/help/how-do-i-change-a-learner-email-address\)](https://help.pluralsight.com/help/how-do-i-change-a-learner-email-address)

[back to top](#)

## Scenario 5

### I already have a subscription through iTunes or Amazon

First, please contact your service provider and terminate your subscription directly through them. Pluralsight Support **cannot** issue refunds for subscriptions purchased through iTunes, Amazon, or other third parties.

Then, after your subscription has been canceled, if you'll use the same email address to join the group plan, please follow the steps in [Scenario 2](#).

If you'll use an email address, such as a work email address, to join the group plan, and you haven't used that email address to access Skills before, please follow the steps in [Scenario 3](#).

[back to top](#)

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If you need help, please email [support@pluralsight.com](mailto:support@pluralsight.com) () for 24/7 assistance.