Accepting a team plan invite

If you don’t have a Pluralsight Skills account already, joining your organization’s team plan is a quick process.

If you currently have or previously had a Skills account—including from a past employer, a paid individual subscription, or a free promotional benefit—you can still join a team plan provided by your organization. Plus, you can bring your profile, learning history, Skill IQs, and notes with you.

**Tip:** If you’re looking for how to send invites—including troubleshooting steps—please see [Inviting users to a team plan](#).

In this article

- Step 1: Accept the invite
- Step 2: Determine your scenario
- Step 3: Select your account option

**Step 1: Accept the invite**

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

Please click **Accept invite** in your invite email.

**Step 2: Determine your scenario**

What happens next depends on a few factors. To see your next steps, click the scenario below that best describes your situation:

- **Scenario A:** You’ve never had a Skills account
- **Scenario B:** You already have a Skills account using the same email address as your invite email address
- **Scenario C:** You already have a Skills account using a different email address than your invite email address
- **Scenario D:** You already have a subscription through a third party, such as Apple or Google
Tip: Unsure if you have an active Skills subscription? You can check your subscription status on the Subscription & Billing tab of your Account page (opens in new tab).

Scenario A: You’ve never had a Skills account

What you’ll see

After clicking Accept invite in your invite email (see Step 1, above), you’ll see a form prompting you to either sign in or create an account.

What you’ll do

1. Complete the required fields in the Create your account section of the form.
2. Add a personal email (optional). This will allow you to log in to your account if you ever lose access to your organization’s email address.
3. Review and agree to the Terms of use and Privacy notice.
4. Click Create my account.

What will happen

The system will create your account and give you access to Skills. Jump to Next steps to begin your journey of skilling up.

Scenario B: You already have a Skills account using the same email address as your invite email address

This likely means that in the past, you used your work email address for one of the following:

- A paid individual subscription
- A free promotional subscription
- A partnership benefit which is now expired
- Previous access to your organization’s team plan

Note: If you have a Skills subscription through a third party such as Apple or Google, please stop and go to Scenario D instead.
What you’ll see

After clicking Accept invite in your invite email (see Step 1, above), you’ll see a login page.

What you’ll do

Log in using your existing Skills account credentials.

What will happen

- If you do not already have an active Skills subscription, the system will grant you learner access to your organization’s team plan. Jump to Next steps to begin your journey of skilling up.
- If you do already have an active Skills subscription, sign in using your existing Skills credentials. Then, continue to Step 3.

Scenario C: You already have a Skills account using a different email address than your invite email address

This likely means that in the past, you used your personal email address for one of the following:

- A paid individual subscription
- A free promotional subscription
- A partnership benefit which is now expired
- An account tied to a team plan from a previous organization

Now you want to join your organization’s team plan, but retain course history and Skill IQs from your existing Skills account.

Note: If you have a Skills subscription through a third party such as Apple or Google, please stop and go to Scenario D instead.

What you’ll see

After clicking Accept invite in your invite email (see Step 1, above), you’ll see a form prompting you to either sign in or create an account.

What you’ll do

1. Click Sign in in the Create your account section of the form. Do not create a new account if you already have one.
2. Log in with your Skills credentials. The system may pre-populate the email address from your invite.

You may see a message that there was an issue redeeming your invite because of an email address
mismatch. If this happens, follow the steps listed in the message to manually add the email address from your invite to your existing account. Once you’ve done that, go back to your invite email and follow the above steps again.

What will happen

- If you do not have an active Skills subscription:
  - Your work email address, or the email address your invite email was sent to, will be added as your primary email.
  - Your previous email address will be added as an additional email address.
  - Jump to Next steps to begin your journey of skilling up.

- If you do have an active Skills subscription, sign in using your existing Skills credentials. Then, continue to Step 3.

Scenario D: You already have a subscription through a third party such as Apple or Google

Please cancel your subscription directly through Apple or Google. Pluralsight Support cannot issue refunds for subscriptions purchased through third parties.

After you’ve canceled your subscription:

- Follow the steps in Scenario B if you’ll use the same email address to join the team plan.
  —or—
- Follow the steps in Scenario C if you’ll use an email address to join the team plan that you’ve never before used to access Skills.

Step 3: Select your account option

This step only applies if you already have an active Skills subscription. If that’s true for you and you came to this step after following Scenarios B, C, or D (above), you’re in the right place. Otherwise, go ahead and skip to Next steps to begin your journey of skilling up.

Once you’ve logged in, you’ll see a page telling you your email is already associated with a personal subscription. You’ll see two options to proceed:

Option 1

This is our recommended option. Selecting this option will terminate your individual subscription. This means your account will remain fully intact (including password, profile, course history, bookmarks, etc.), but we’ll convert it from an individual subscription to a team plan. Your organization’s email address will become your
primary account email.

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

**Option 2**

Select this option to have two accounts—your team plan and your individual subscription. Your individual subscription and account information will remain intact. Once you click **Select**, click **Request Support** on the next page. Our Support team will reach out to help guide you the rest of the way.

**Important:** If you select Option 2 and later leave your organization, you will **not** be able to merge the two accounts or transfer your account history. For this reason, Option 1 is a better choice for most users.

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**Next steps**

Once you join a team 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 do that. If your plan admin needs to know how, you can point them to [Changing a user's email address](#).

Now that you've successfully accepted your invite, it's time to start skilling up. See [Getting started: Skills learner](#) to learn how to get going.

If you need help, please contact [Pluralsight Support](#).