Troubleshooting and common questions

Skills

Firewall, browsers, and OS
- Firewall and mail server configuration for Skills
- Recommended browsers and operating systems for Skills
- Invalid certificate warning
- Errors when trying to access Pluralsight

Subscription
- Redeeming an offer code
- Canceling an individual subscription

Account
- Changing your email address
- Resetting your password
- Deleting your personal data

Video Player
- Video player troubleshooting

Organizing and assigning content
- Creating a channel and adding content
- Adding channel members, contributors, and owners
- Understanding the different roles in channels
Mobile
- Mobile and offline systems support
- Using SSO or device authorization with the mobile app
- Using SSO or device authorization with the macOS or Windows app

Skill assessments and Skill IQ
- Skill IQ levels
- Skill IQ accuracy
- Skill IQ path placement
- Skill IQ and privacy
- Retired skill assessments

Invites and licenses
- Accepting a team plan invite
- Changing a user's email address
- Inviting users to a team plan
- Adding, removing, and renewing team plan licenses

Analytics
- How analytics data follows learners
- Analytics available to leaders
- Course progress vs. view time
- Automating reporting with the Reports API
- Understanding analytics reports

Flow

Commits and reports
• Missing and duplicate commits
• Flow reports

Troubleshooting
• Troubleshooting ticket data
• Troubleshooting common issues

If you need help, please email support@pluralsight.com for 24/7 assistance.