



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.