



Team member FAQs

Tags: **ACG**

If your company has chosen ACG for Business, you're probably busy exploring all the amazing benefits that come with your new membership. We've compiled some frequently asked questions to help you along your discovery journey.

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Account options

If you have a personal ACG account, you're already well ahead of your peers. Your admin is able to invite your existing personal account, which is the easiest way to go and will automatically keep all of your course progress.

However, if they require the business email to be in the organization there are two options:

1. If you set your account up using an email and password, you can simply change your account email address to the business email to join. Just follow these instructions for [updating an email address \(opens in new tab\)](#).

Important: Please ensure your individual membership is canceled within your account settings.

2. If you set your account up using a single sign-on (think Google, LinkedIn, Facebook, etc.), then changing your account email isn't an option, as we aren't the ones managing it. You'll need to create a separate account using the business email address.

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Multiple memberships

If you already have an annual membership with time remaining, we'll happily refund the prorated amount for you. [Contact Support \(opens in new tab\)](#) and choose A Cloud Guru support from the dropdown list.

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Swag

You can win swag from contests we hold periodically via marketing emails, Facebook, and Twitter. If you're not yet connected with us on those platforms, you can find us on [Facebook \(opens in new tab\)](#) and [Twitter \(opens in new tab\)](#).

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Learning paths

Simply put, your admin cares about your success. Your admin can assign you [learning paths \(opens in new tab\)](#) to give you a clear understanding of what you should be studying to move most efficiently to true Guru status.

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Changes to membership

There are a number of reasons the membership may expire or your administrator may remove you from a license. The best way to get answers is to go directly to your administrators/managers to find out why.

If you no longer have access to a company membership and you want to continue learning, you can sign up for either a monthly or annual renewing membership. You can learn more about [A Cloud Guru memberships \(opens in new tab\)](#) and what each one has to offer. If you sign up for a membership using the same account you've been learning on, your progress is saved, so you can pick right up where you paused

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