

UDEMY BUSINESS FAQs

1. How do I access my County Udemy Business account?

Please refer to the [Guide to Getting Started](#) for instructions on accessing your County Udemy Business account for the first time. Please note, you must have a County-assigned email address and login password. Your County-assigned login password is the same password you use to access mylacounty.gov. Also, please make sure that you are using Google Chrome or Microsoft Edge (not Internet Explorer).

2. Can I access my County Udemy Business account with my personal email address?

No – you must use your County-assigned email address and login password to access your County Udemy Business account. You can access Udemy through the County’s [TalentWorks Learning Management System \(TalentWorks Learning\)](#) or directly through [Udemy](#) at <https://lacounty.udemy.com/organization/home/>.

3. Does my department need to pay for my County access to Udemy Business?

Your County Udemy Business account has already been purchased by your department. No additional payment is required.

4. Will all County employees automatically have access to Udemy Business or will departments need to request a certain number of licenses for their staff?

All full- and part-time County employees have automatic access to Udemy Business.

5. How long will I have access to my County Udemy Business account?

The County plans to continue to provide its employees with access to Udemy Business. The Department of Human Resources will email all employees with any change to their Udemy Business access (renewal or cancellation) before it takes effect.

6. Can I access my County Udemy Business account from a personal device?

Yes – you can access your County Udemy Business account from any device as long its operating system supports the Udemy Business site.

7. Do I need formal approval from my supervisor, manager, or department human resources office to enroll in a Udemy Business course?

You must have approval from your supervisor or your management to take a Udemy Business course while on County time. For additional requirements related to the use of online learning resources, consult with your supervisor/manager, [PPG 205 – Online Training Provided by External Providers](#), and any other applicable department policies.

8. Can I take courses using my County Udemy Business account while on my personal time?

Yes – you may take any Udemy Business course while on your personal time. However, the time you spend on Udemy Business learning during your personal time/off hours will not be counted as regular work hours and/or overtime. Please refer to [PPG 205 – Online Training Provided by External Providers](#) and any other applicable department policies for additional guidance on this matter.

9. How can I certify that I completed a Udemy Business course?

Learners can download a certificate of completion for each course they complete. (See FAQ #18 for instructions on downloading course certificates from the Udemy Business site or the TalentWorks Learning site.)

10. Will a certificate of completion of a Udemy Business course qualify me for a County job opportunity?

No – Udemy Business certificates of completion do not give you credit towards meeting the minimum requirements of a job classification with LA County. However, referencing your completed Udemy Business courses in your resume and during interviews may help you stand out from other eligible job candidates by highlighting your knowledge of a field or topic.

11. Does my Udemy Business account include any usage restriction (i.e., a certain number of trainings can be launched per quarter, fiscal year, etc.)

You have no restrictions on the number of courses you can take. Please refer to [PPG 205 – Online Training Provided by External Providers](#) for guidelines on use and limitations of online learning resources, including Udemy Business.

12. Do employees of County-affiliated agencies have County Udemy Business accounts?

No – employees of Grand Jury, LACERA, LA County Development Authority, and Superior Court do not have County Udemy Business accounts.

13. Can County contractors be issued County Udemy Business accounts?

Contractors were not provided with Udemy Business licenses. In very limited situations, we are providing licenses to contractors when there is a *compelling reason*. We would need a request sent by your upper management or Departmental HR Manager with the compelling business reason explained, and information on the contractors who require a license (First & last name, c-number, county email address). We would then confer with our Assistant Director.

Note: In your management’s response, they should describe why the contractor(s) would need Udemy Business training when they are meant to already have the needed skills/knowledge to perform the job upon contract start. Primarily, contractors would need County specific training that is not offered anywhere outside the County.

14. How do I determine if a Udemy Business course will meet my learning needs or interests?

When selecting a course, we recommend you review the course profile, which includes learning objectives (“What you’ll learn”), a course description, instructor credentials, an average rating, reviews from other learners, an introductory course video, and other information to help you decide if the course is right for you.

15. Are Udemy Business courses counted as professional education?

Udemy Business courses may count toward college, continuing education, or professional certification credits. You will need to consult with your academic institution or applicable professional certification organizations for their guidance on whether a Udemy Business course qualifies for professional education credits.

16. I found a course on Udemy’s general site that is not offered in the Udemy Business catalog. Can this course be added to the Udemy Business catalog for me to have access to this learning?

We can request that Udemy add the desired course to the Udemy Business catalog. Approval will depend on whether the course meets the qualifying criteria listed below:

- **DHR requirement**

The course must meet a County business learning need. *Courses intended for personal development will not qualify.*

- **Udemy requirements**

In order to assure the highest quality customer experience, the course must

- have an average rating greater than 4.4
- have more than 25 learner reviews
- be currently relevant to a business audience

17. Can I upload training I’ve developed for work into the Udemy Business site?

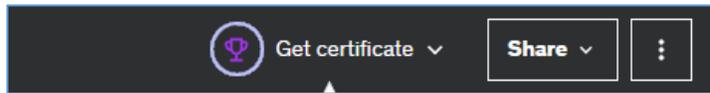
Use **TalentWorks** (the County’s official learning management system) to host trainings created in your department. Contact your department’s TalentWorks administrator or open a support ticket using the [LA County Enterprise Service Portal](#) for assistance with uploading learning content into TalentWorks.

18. How do I obtain a certificate of completion for a Udemy Business course?

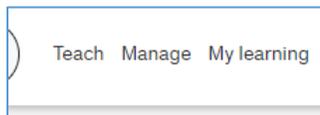
You can obtain a certificate in the Udemy Business site or in the TalentWorks Learning site. Instructions are provided below for both approaches.

Follow the next steps to obtain a certificate directly through the Udemy Business site:

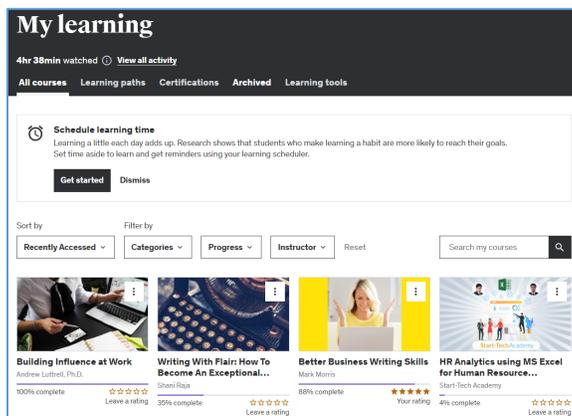
- Once you complete the course, go to the top right corner of the course page and click “Get certificate”. We recommend you save the downloaded certificate in your own records.



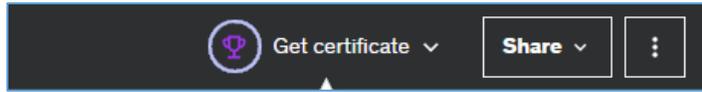
- If trying to obtain a certificate for a previously completed course, go to your County Udemy Business homepage and at the top right corner, click “My learning”.



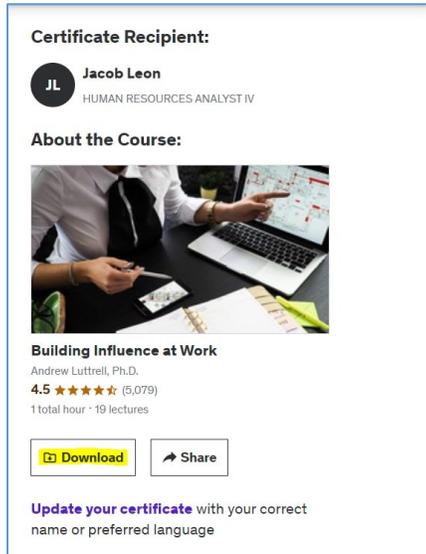
- From your “My learning” page, open the course for which you need a certificate (e.g., Building Influence at Work).



At the top right corner of the course page, click “Get certificate”.



- The certificate will display in a new browser tab. To obtain the certificate, click the “Download” button from the menu options on the right side of the certificate page.

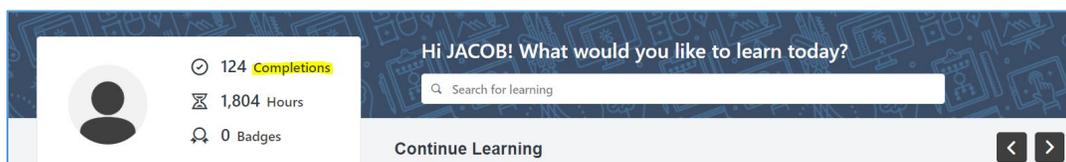


Note: certificates obtained from the Udemy Business site will include:

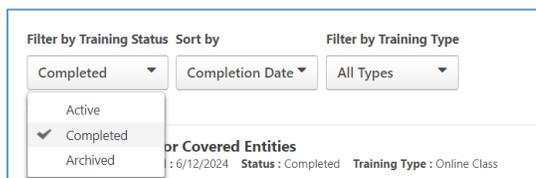
- Your first and last name
- Date you completed the course
- Instructor’s name
- Course duration

Follow the next steps to obtain a certificate from the TalentWorks Learning site:

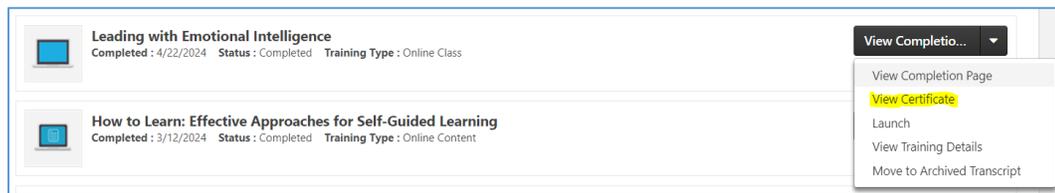
- On your TalentWorks Learning homepage, click the “Completions” link in the top left box.



- In the Transcripts page, click the “Filter by Training Status” drop down and select “Completed”.



Find the Udemy Business course for which you need a certificate (e.g., Leading with Emotional Intelligence), then click the “View Completion Status” dropdown and select “View Certificate”.



- Your certificate will display in a pop up with the options to download or print.



Note: certificates obtained from the TalentWorks site will **not** include the instructor’s name nor course duration.

19. Can I unsubscribe to email notifications from Udemy Business?

Yes – to unsubscribe from email notifications, scroll to the bottom of the email message and click “Unsubscribe”.

20. Will I be able to access my County Udemy Business account if I’m no longer a County employee?

No – you will not have access to your County Udemy Business account after you leave County service. Please note, you will also **not** have access to certificates of Udemy courses you completed. To obtain digital copies of your certificates once you are no longer a County employee, please contact [Udemy Business help and support](#) with your certificate request and provide your County employee number and the date of your last day of County service. This information will be used by DHR to verify your previous employment with the County. Following identity verification, DHR will provide you with digital copies of the certificate(s) you requested. **To avoid this process, you should save all your course certificates to your personal files before leaving County service.**