

<b>Applies to:</b>	Health Care Support Workers (HCSWs) who need to set up a LearningHub account and take courses offered through LearningHub.
<b>Purpose:</b>	To provide information on how to set up a LearningHub account and register for courses offered through LearningHub.

## What is LearningHub?

LearningHub is a secure, Province-wide course registry and learning management system. It is hosted by PHSA (Provincial Health Services Authority), and shared by 7 BC health authorities.

LearningHub is where you will go to register for the courses you need to take to become an HCSW.

## Creating a LearningHub Account

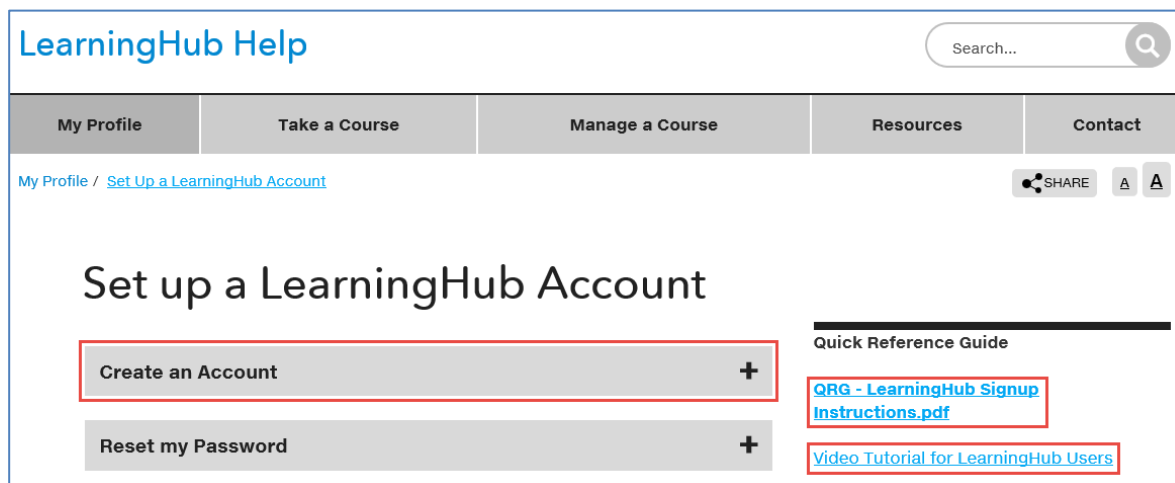
Before you can register for and take courses through LearningHub, you need to create, or set up, a LearningHub account.

**Please note** – if you need help setting up your account at any time, please see *Need Help?* at the bottom of this document.

Instructions for creating a LearningHub account are available on PHSA's *Set up a LearningHub Account* page: <http://learninghubhelp.phsa.ca/my-profile/set-up-a-learninghub-account>.

There are three resources on the page to help you:

- **Create an Account** has the most detailed information on how to set up your account, and has screenshots of the different steps.
- **QRG – LearningHub Signup Instructions** has high-level steps on how to set up an account; there are no screenshots. It also includes steps for searching for courses and other tasks.
- **Video Tutorial for LearningHub Users** shows the process in a YouTube video.



The screenshot shows the 'LearningHub Help' page. At the top, there is a search bar and navigation tabs for 'My Profile', 'Take a Course', 'Manage a Course', 'Resources', and 'Contact'. Below the tabs, the breadcrumb path is 'My Profile / Set Up a LearningHub Account'. The main heading is 'Set up a LearningHub Account'. There are two buttons: 'Create an Account' and 'Reset my Password', both with plus signs. To the right, under 'Quick Reference Guide', there are two links: 'QRG - LearningHub Signup Instructions.pdf' and 'Video Tutorial for LearningHub Users'. There are also 'SHARE', 'A', and 'A' icons.

## Island Health Affiliates' Quick Reference Guide

### Tips for setting up your LearningHub account:

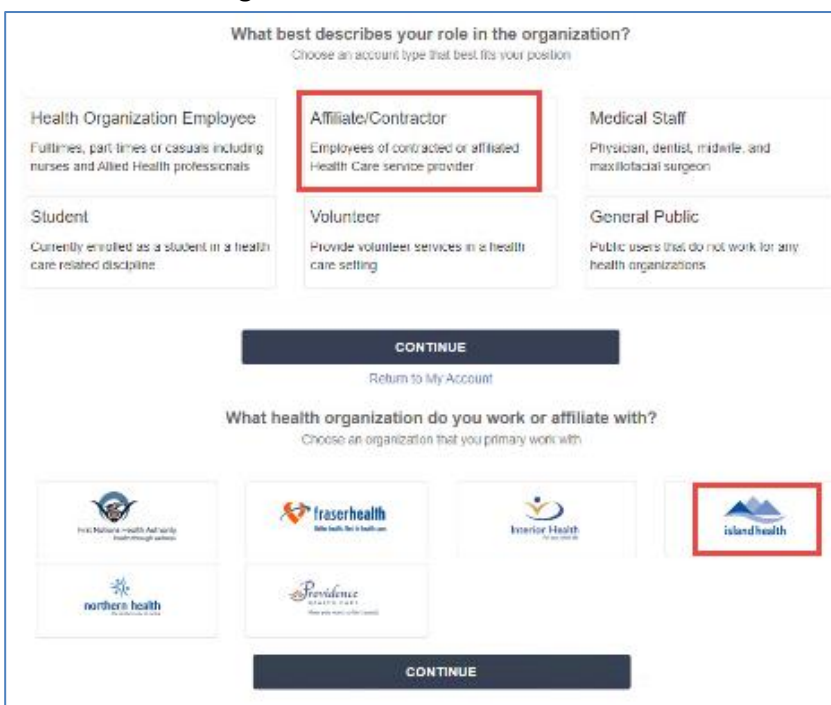
Follow these tips when creating your LearningHub account:

- Use **Google Chrome** when using LearningHub, as other web browsers (e.g., Internet Explorer) can cause issues.
- On the *Create your LearningHub Account* page, in the **Email address** field, enter your *personal* (not Island Health) email address.



The screenshot shows two input fields for email addresses. The first field is labeled "Email address \*" and contains the text "john.smith@example.com". Below it is a note: "Please use a health organization or school email address if possible". The second field is labeled "Confirm Email \*" and also contains "john.smith@example.com". Both fields are highlighted with a red border.

- On the *What best describes your role in the organization?* page, select **Affiliate/ Contractor** and the **Island Health logo**.



The screenshot shows a selection screen titled "What best describes your role in the organization?". Below the title is the instruction "Choose an account type that best fits your position". There are six selection boxes: "Health Organization Employee", "Affiliate/Contractor", "Medical Staff", "Student", "Volunteer", and "General Public". The "Affiliate/Contractor" box is highlighted with a red border. Below the boxes is a "CONTINUE" button and a "Return to My Account" link. Below that is another question: "What health organization do you work or affiliate with?". Below this question is the instruction "Choose an organization that you primary work with" and seven logos: "Fraser Health", "Fraser Health", "Interior Health", "Island Health", "Northern Health", "Providence Health Care", and "Providence Health Care". The "Island Health" logo is highlighted with a red border. Below the logos is another "CONTINUE" button.

## Registering for Courses

To register for a course, you need to log in to LearningHub first.

### To log in to LearningHub:

1. Click this link to get to the LearningHub log in screen:  
<https://learninghub.phsa.ca/Learner/Home>.

2. Click **Login to LearningHub** and then enter the password you created when you set up your LearningHub account and click **LOG IN**.

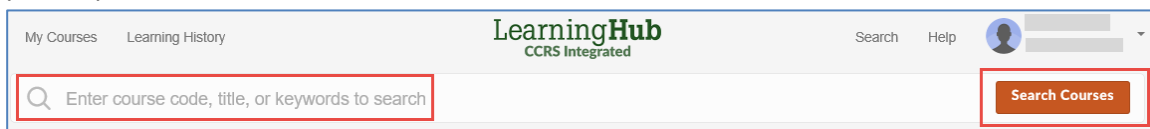
### To register for a course:

1. Click the course link (e.g., from your orientation checklist) to access the course in LearningHub.
  - The course appears.
2. Click **View Sessions** to see all of the available dates and times the course is offered.
3. Select the session that is best for you.
  - If the session you want is full, click **Join Waiting List**. There is no guarantee that you will get into that session. It is best to select a different session that is not full.

### To search for a course:

If you do not have a course link, you can also search for courses.

1. Type the title of course in the **Search Courses** field and click **Search Courses** or press **Enter** on your keyboard.



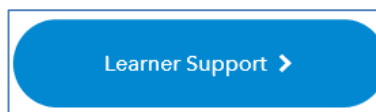
- A list of courses with the same or similar title appears.
  - If the course you want to register for does not appear, try searching again with different words. If you are still having trouble, speak to your leader or manager.
2. Select the course for which you want to register, and follow **Steps 2** and **3** in *To register for a course*, above.

After you register for a course, you will get an email from “noreply-learninghub@phsa.ca” telling you that you are enrolled in the course.

- This email will go to the email address you entered when you set up your account.
- If you do not get an email shortly after you register for a course, check your spam or junk folder.
- If you still do not see the email, please see *Need Help?* below.

## Need Help?

If at any time you have *technical* issues (e.g., trouble creating a LearningHub account) please review [PHSA's Contact Us page](#), first. This page has resources, such as the *Learner's FAQ Sheet*, that may answer your question.



If you cannot find the answer to your question, scroll down the *Contact Us* page and click **Learner Support** to get help.