**Minimum System Requirements**
Recommended Web Browser: Google Chrome

Windows users: Internet Explorer 10, Firefox, Google Chrome
Mac users: Firefox, Google Chrome

eLearning courses: Flash Player 7; Mac users require Silverlight for MediaSite content

Learning Hub does not currently support mobile or tablet devices.

**Learning Hub Account Types**

1. **Employee account**
   - Fulltime, part-time or casual employees.
   - Must have an employee number in the first two weeks of employment

2. **Affiliate account**
   - Employees of contracted or affiliated health care service providers

3. **Student**
   - Currently enrolled as a student in a health care related discipline

4. **Volunteer**
   - Provide volunteer services in a health care setting

5. **General Public account**
   - Members of the public and patients.
   - Restricted access to courses on the Learning Hub

**Create an Account**

1. Go to (URL)

2. Click **Sign up for an account**

3. Enter in your Profile Information

4. Click **Create Account**

5. Check your email and Activate your Account

6. Click Agree to the Notice of Collection

**Quick Reference Guide**

**User Guide**

7. Select **Account Type** and enter your Health Authority

8. After completing the rest of the mandatory information, click **Complete Profile**

**Update your Account**

1. Login to your Learning Hub account.

2. Click on your name and select **My Profile**.

3. Click on **Change Account Type** to upgrade your General Public or Affiliate Accounts to Employee Account

4. Verify your Employee ID Number if applicable

**Add another Profile**

1. Click on your name and select **My Profile**

2. Click **Switch Profile**

3. Click **Add another Health Organization**

4. Select which **role** and **Health Authority** you are with
Searching for Courses
1. Login to your account
2. Search for Course near the top of the page or click Browse Catalogue on the Navigation bar to the left.
3. Use the Filters to narrow your search
4. Click on the title of the course
5. Click Register

Cancelling Course Registration
1. On the main landing page
2. Click on the Course Title
3. Click cancel

Starting a Course
1. On the main landing page, click All Enrollments on the My Courses Navigation bar
   
   All Enrollments
2. Click Start Course on the right hand side of the course

Course Completion Issues
1. If you experience issues with starting a course, please ensure:
   a. Web Browser meets the recommended requirements
   b. Flash Player is updated
   c. Internet connection is working
2. If you experience issues with course completion, please ensure:
   a. You have viewed or answered all slides, interactions, questions
   b. You have a checkmark next to all activities
3. Submit an issue through the Ticketing System

Printing Certificate or Transcript
1. On the main landing page, click Learning History at the top of the page
   
   Learning History
2. Click Certificate next to the Course
   
   Certificate
3. Click Print PDF Certificate

Quick Reference Guide
User Guide
4. Click Print Transcript for your entire training history

Print Transcript

Contacting Course Manager
To contact the Course Manager of a course you are currently registered in, use the following steps:
1. On the main landing page
2. Click on the Course Title
3. Under contact info, click the email of the course manager to bring up a new email

Contact Info

Using Ticketing System to Submit an Issue