

## Overview

The LearningHub provides classroom and online training services to learners at B.C. health organizations and HEABC-affiliated organizations. The LearningHub is open to health care employees, affiliates, physicians, students, and volunteers.

Please visit the LearningHub through on a desktop or laptop. Mobile devices (smartphones or tablets/iPads) can access registration and account activities, but it is recommended that courses be accessed through a desktop or laptop.

This FAQ sheet contains frequently asked questions regarding the learner account, course information, and learning history.

If you require further LearningHub assistance outside of this FAQ Sheet, please submit a **Learner Support** ticket: <http://learninghubhelp.phsa.ca/contact>.

## Account Changes

**Issue:** How to change login email

**Solution:**

1. Click **My Profile** -> Click **Change Login Email** -> Enter the **New Email Login**

More information can be located here: [Change Login Email](#)

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Account, Test

Employee

Verify Employment Status

### Account Information

Account Type

Employee

[Change Account Type](#)

Login Email

Test@account.ca

[Change Login Email](#)

Password

[Change Password](#)

### Profile Information

Organization

Provincial Health Services Authority

[Change Organization](#)

Department

Department

Job Title

Job Title

[Change Profile Information](#)



[Have there been any changes in your job or any missing data?](#)

2. If you are unable to change your login email as the “email is already registered”, then you have an account under this email already. Please submit a **Learner Support** ticket for an account merge: <http://learninghubhelp.phsa.ca/contact>.

**Issue:** Multiple accounts that require to be merged

**Solution:** If you have multiple accounts, please submit a **Learner Support** ticket for an account merge: <http://learninghubhelp.phsa.ca/contact>. Please provide all possible **emails** and **employee ID(s)**.

**Issue:** I work for multiple B.C. health organizations

**Solution:** Please see instructions at [Add Health Organization](#) to add another health organization profile under your existing account. Learning History will be shared across all profiles. Do **not** create another account using a different email if you work at multiple health organizations.

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Have there been any changes in your job or any missing data?

## Employee ID

**Issue:** Unable to verify my employee ID as a **new hire**

**Solution:** If you are a new employee, we advise new employees to try to verify their employee ID after their start/entry date, as by then, the employee ID will be in the system.

If prompted to verify your employment, please select **Remind Me Later** for the time being. You should be able to register/access most courses without verifying your employee ID.

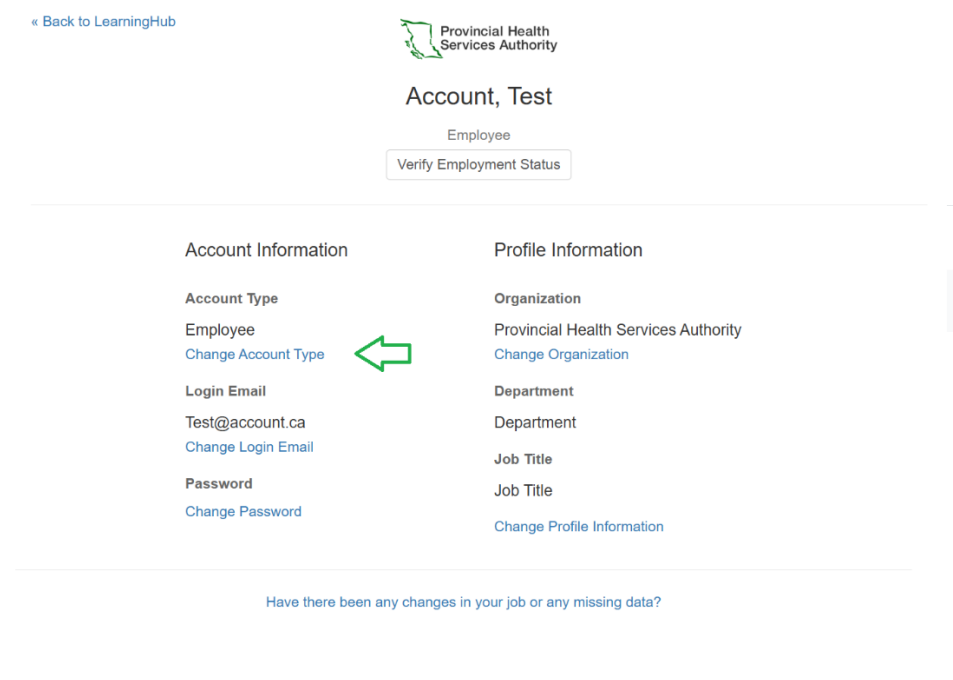
# LearningHub Learner FAQ Sheet

**Issue:** Unable to verify my employee ID as an employee who is not directly under a B.C. health organization

**Solution:** Employees who are not directly under a B.C. health organization cannot verify their employee IDs. Most likely you will need to update your account type to an Affiliate.

If prompted to verify your employment, please select **Remind Me Later** to complete the profile first. Then go to **My Profile -> Change Account Type**.

More information can be located here: [Update Account Type](#)



**Issue:** Incorrect profile employment information associated with employee ID

**Solution:**

- 1. New position:** if you have changed positions but have the same employee ID, your profile information will automatically update shortly after your start date.
- 2. Multiple job positions:** if you have multiple positions under the same employee ID, only one position can be displayed. To request to change the displayed job information, submit a **Learner Support** ticket: <http://learninghubhelp.phsa.ca/contact>.
- 3. New employee ID:** if you need to change the employee ID verified under your profile, submit a **Learner Support** ticket: <http://learninghubhelp.phsa.ca/contact>.

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## Course Information

**Issue:** Unable to display the course content due to an error page/blank screen/Flash Player

**Solution:** If you are viewing a **blank screen**, or receive a **Flash Player** notice when opening a course, please try opening the course through an Incognito Window on Google Chrome to clear your cache. Please find instructions to do so here: [Opening an Incognito Window in Google Chrome.pdf](#)

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**Issue:** Unable to display the course module as pop-up windows are blocked

**Solution:** If you receive a message stating that "*it appears that **popup windows are blocked**, stopping this SCORM package from playing. Please check your browser settings before trying again*", you will need to enable pop-ups. Please see instructions on how to do so here: [Allowing PopUps.pdf](#)

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**Issue:** Course module is not being marked as complete

**Solution:**

1. Please always use Google Chrome (unless Microsoft Edge is advised) on a desktop or laptop for accurate completion tracking.
2. After viewing, interacting and passing all required slides in the module, select **Save Results and Exit**. Once all conditions beside the module turn green/done, the module is considered complete.



Module

✓ **Done:** View

✓ **Done:** Complete or pass the activity

✓ **Done:** Receive a grade

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**Issue:** Require more information on BCEHS EMALB credited courses

**Solution:** For information on BCEHS EMALB approved courses and the accreditation process, please contact [learning@bcehs.ca](mailto:learning@bcehs.ca).

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**Issue:** Did not receive the webinar information for virtual classroom course

**Solution:** LearningHub Admin do not have any Skype/Zoom links as we do not administer the Classroom courses. These links will be sent out by the Course Managers prior to the session start time to your LearningHub login email. Please contact the Course Manager for more information.

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### Learning History

**Issue:** Updating expired courses

**Solution:** For courses with expirations, previous completions of those courses will always be listed as Expired in the Learning History. As long as there is a recent Completed record in the Learning History, the Expired record(s) can be disregarded as it is only for tracking purposes.

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**Issue:** Classroom course completion not updated (course is showing as Pending)

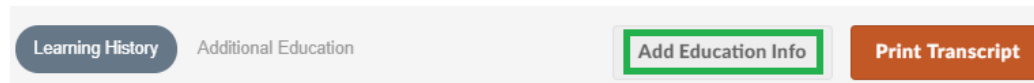
**Solution:** For Classroom courses that have grades pending, the Course Managers have yet to update your completion status. For more information, please contact the Course Managers. Course Manager contact information can be found by selecting the title on the record and then, selecting "Course View".

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**Issue:** Courses taken outside of LearningHub are not showing as completed under the Learning History

**Solution:** Unfortunately, we cannot add any course records that are outside of LearningHub.

You can add the course titles as additional education records for personal reference on LearningHub (this can be found under the Learning History).



**Issue:** The [San'yas cultural safety course \(ICS\)](#) is not showing as completed under the Learning History

**Solution:** The San'yas Cultural Safety courses are hosted externally from LearningHub. Completion and certificates for the courses are not generated by LearningHub and will not appear under your Learning History.

You can add this course title as an additional education record for personal reference on LearningHub (this can be found under the Learning History).

For more information on San'yas ICS courses and your completions, please contact [ics@phsa.ca](mailto:ics@phsa.ca) - <https://www.sanyas.ca/home>.

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