

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. Select courses are available to the general public.

Please visit the LearningHub through Google Chrome 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>.

If you are a Northern Health employee and require further LearningHub assistance, please contact Education@northernhealth.ca rather than submitting a ticket.

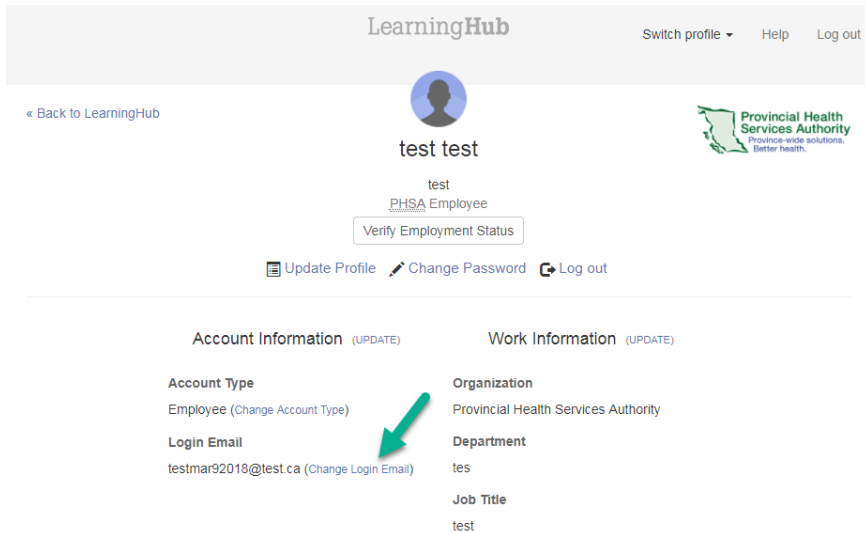
Account Changes

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](#)



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

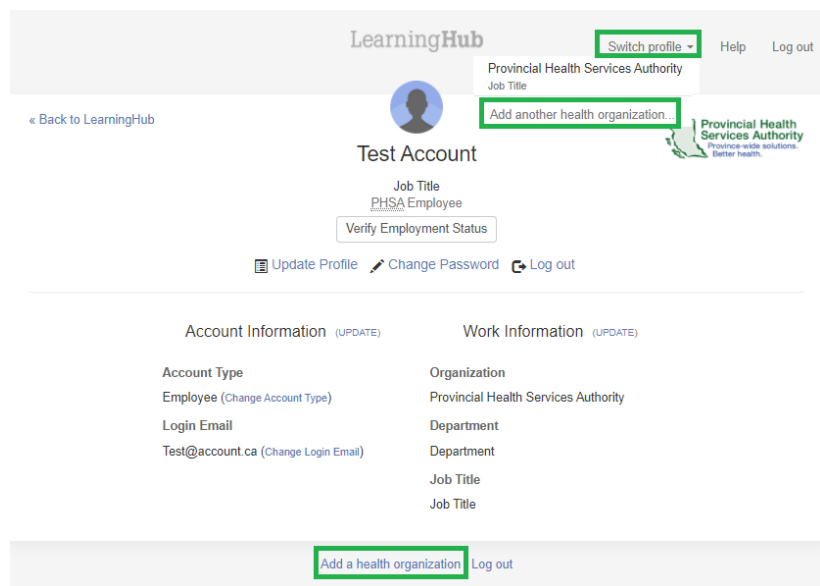
Solution: If you have multiple accounts, please submit a **Learner Support** ticket for an account merge: <http://learninghubhelp.phsa.ca/contact>. Please provide all possible **emails** and **employee ID(s)**.

LearningHub Learner FAQ Sheet

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

Solution: Please 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.

More information can be located here: [Add Health Organization](#)



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.

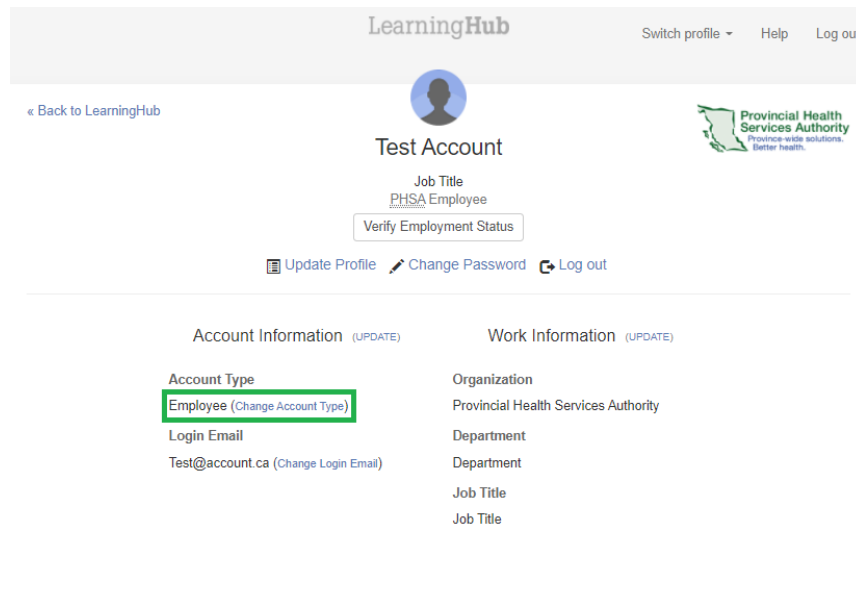
LearningHub Learner FAQ Sheet

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>.

Issue: Manager is not able to see my course completions in their report

Solution: Please make sure your employee ID is verified under your account. Please refer to [Verify Employment Status](#) if you are unsure how to do so. Once verified, your manager's report will be updated after 24 hours. Please also make sure you are completing the correct course or curriculum that your manager is tracking. Otherwise, you should connect back with your manager as there could be an issue on their end.

If you are employed with multiple health authorities and have multiple employee IDs, then you need to make sure all your employee IDs are verified under your account. For more information on this, please see [Add Health Organization Profile](#).

Course Information

Issue: Unable to display the course content due to a(n) 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](#)


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](#)

Issue: Course module is not being marked as complete

Solution:

1. Please always use Google Chrome (unless Internet Explorer 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**.
3. Some modules require manual completion by the learner. These modules would have a solid checkbox instead of a dotted checkbox. Please manually click on the solid checkbox after completion to receive a checkmark.

 Manual Completion

 Auto Completion

LearningHub Learner FAQ Sheet

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.

Issue: Access webinar information for virtual classroom course

Solution: LearningHub Admin do not have any Skype/Zoom links as we do not administer the Classroom courses. Webinar and Course Contact information will be included in your classroom registration confirmation email. Please email the Course Contact if you have further questions about the webinar.

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 and cannot be removed. 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.

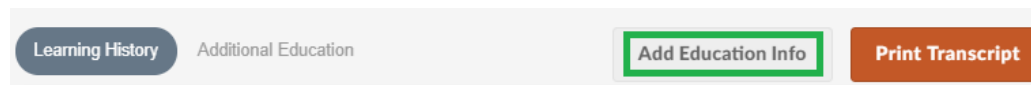
Issue: Classroom course completion not updated (course is showing as Grading Pending)

Solution: For Classroom courses that have Grading Pending, the Course Managers have yet to update your completion status. For more information, please email the Course Contact. Course Contact information can be found by selecting the title on the record and then, selecting "Course View".

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).



LearningHub Learner FAQ Sheet

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 - <https://www.sanyas.ca/home>.
