

# LearningHub Guide for Students

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## Purpose

This document outlines the account creation and update instructions for students who are doing a placement at a British Columbia (BC) Health Organization or Authority that their institution has an affiliation agreement with, such as:

- Provincial Health Services Authority
- Fraser Health Authority
- Island Health
- Northern Health Authority
- First Nations Health Authority
- Providence Health Care
- Vancouver Coastal Health
- Interior Health Authority

## What is LearningHub?

LearningHub is a Learning Management System (LMS) that is available to multiple Health Organizations across the province of BC and supports their employees and affiliated staff and students in taking part in important education.

There are a variety of different ways to access the education on LearningHub, from self-paced online modules to registration for in-person webinars.

For general LearningHub support, please review the [LearningHub Help Site](#).

## Technical and Course Support

- Technical support – for issues accessing LearningHub, review the [LearningHub Help Site](#) first and, if the issue persists, [submit a ticket](#) to the support team. Please note that this team is available Monday to Friday, 8:00am to 4:00pm, excluding statutory holidays.
- Course support – questions regarding course content or navigation should be directed to the Course Owner under the Contact Information section on each course page.

### Contact Information



PHSA Violence Prevention

[violenceprevention@phsa.ca](mailto:violenceprevention@phsa.ca)

## Accessing LearningHub

The recommended web browser is Google Chrome, especially for online course completion.

The way you access LearningHub will depend on whether you have had an account before. Please select the scenario below that best applies to you:

- [I have never had a LearningHub account before](#)
- [I do/have had a LearningHub account, and I used to work for a Health Organization](#)
- [I do/have had a LearningHub account, and I have a confirmed placement at a different Health Organization](#)
- [I am an employee and a student at the same Health Organization](#)
- [I have multiple LearningHub accounts](#)

### [I have never had a LearningHub account before](#)

The following instructions are for users who have never had a LearningHub account before.

**Note:** If you transition to another Health Organization during your time as a student, or graduate to an employee or other role, you can follow the steps in the [next section](#) to update your account and retain your learning history.

1. Go to <https://learninghub.phsa.ca/>
2. Click 'New to LearningHub? Sign up for an account'.
3. Select 'I am new to LearningHub'. Click 'Continue'.
4. Select the Health Organization you are/will be working with. Click 'Continue'.
  - a. **Note:** if you are unsure, select the Health Organization you will most likely start your placement with.
5. Select 'Student'. Click 'Continue'.
6. Fill in the required fields, such as name, email address, and password. Click 'Create Account'.
  - a. **Note:** we recommend using your student email address. You can change this later if needed.
7. You will be sent an activation email to activate your account. Follow the instructions in the email.
8. Complete your profile by filling in the required and optional fields. Click 'Complete Profile'.

Your account has now been created. Please select 'Back to LearningHub' and login to be taken to the main page where you can search for courses and start your learning.

## I do/have had a LearningHub account, and I used to work for a Health Organization

The following instructions are for users who have a LearningHub account, but the information is now outdated as there has been a change in their status with a Health Organization.

1. Go to <https://learninghub.phsa.ca/>.
2. Click 'Login to LearningHub'.
3. If you:
  - a. believe you know the email address associated with your account, enter it and click 'Continue'. If your email address is not recognized, you can try again or click 'Open a support ticket to recover login email'.
  - b. are unsure of the email address associated with your account, click 'I'm having trouble logging into my account' and then 'Open a support ticket to recover login email'.
  - c. know your email and have access to it, but are unsure of your password, click 'I'm having trouble logging into my account' and enter your email under the Forgot password section. Click 'Send Password Reset Email'.
    - i. If you had added a Password Recovery Email to your profile, it will provide you the option to select the email you would like the password reset email to be sent to.
    - ii. If you have not added a Password Recover Email, an email will be sent to the designated email address. Follow the instructions in the email to reset your password.
4. Once you have logged in, click 'My Profile' in the top right of the screen.
  - a. If you need to change the Health Organization, [submit a ticket](#) to the support team.
  - b. If you need to change your profile information, account type, email, or password, click the relevant options under those fields to update that information.

Your account has now been updated.

**Note:** Changes to your profile should always be a true representation of your employment or affiliation status. For example, do not change to an Employee account type if you are not an employee of a Health Organization.

### I do/have had a LearningHub account, and I have a confirmed placement with a different Health Organization

The following instructions are for users who have an active LearningHub account and have a confirmed placement with a different Health Organization.

1. Go to <https://learninghub.phsa.ca/>.
2. Click 'Login to LearningHub' and login.
  - a. If you are unsure of your email address or password, follow step 3 in the [above](#) section.
3. Once you have logged in, click 'My Profile' in the top right of the screen.
4. Scroll down and click 'Have there been any changes in your job or any missing data?'
5. Select 'I work for multiple jobs under different BC health organizations'. Click 'Add Another Organization'
6. Select the Health Organization you are/will be working with. Click 'Continue'.
  - a. **Note:** if you are unsure, select the most likely Health Organization you will start your placement with.
7. Select 'Student'. Click 'Continue'.
8. Click 'Create New Profile'.
9. Complete the profile creation by filling in the required fields.

**Note:** You will be able to switch between profiles by clicking your name in the top right corner and then 'Switch Profile'. The SPECO curriculum is available to all Health Organizations. Learning history from all profiles is shared under your main account, so you will not need to complete SPECO again.

You may need to switch profiles to access courses or curricula that are locked to certain Health Organizations. You should only do this if you have an active placement or role with that Health Organization.

### I am an employee and a student at the same Health Organization

If you are employed and are also a student with the same Health Organization, you do not need to add an additional profile and should continue using your Employee account type associated with your employee email address.

Schools do not have access to view your learning history. You can provide your school with your learning history through your learning transcript and should be able to access all required learnings using your Employee account, including SPECO.

## I have multiple LearningHub accounts

It is not recommended to have multiple LearningHub accounts under different email addresses. If you believe you do have multiple accounts, please [submit a ticket](#) and include all the required information outlined on the [LearningHub Merge Request](#) to the support team.

Keeping all of your information under one account is beneficial as it is easy to switch between profiles and all your learning history is shared under the one account, even if you completed the course or curriculum under a different profile.

## General Support for Common Queries

### “I need to add another Health Organization to my account”

On LearningHub, you can have multiple profiles under one account if you are actively working with more than one Health Organization:

- To add another profile under a different Health Organization, follow the instructions [above](#) or on our [Help Site](#) under ‘Add Health Organization Profile’.

### “I have submitted a support ticket, but I’m unsure if it has been received”

You will not receive a confirmation email to confirm your request has been received. Instead, you will see a pop-up on screen:



You will be contacted via the email address provided when you submitted the ticket.

Our support team typically respond to requests within 24 hours, excluding weekends and statutory holidays.

**Note:** Please do not submit another ticket or attempt to find a workaround to the issue yourself. If you are unable to access your account, do not create another account.

### “I can’t see my completion certificate”

Course and curriculum completion should appear under your Learning History within one hour after the course or curriculum is complete. If you are still unable to see the completion record or certificate (if applicable) after this time, return to the course or curriculum and check that all modules have been completed:

- If there are any modules incomplete, review this module and check your Learning History one hour after it is completed.
- If there are no modules incomplete, and the course is part of a curriculum, ensure you have enrolled into the curriculum and check your Learning History one hour after you have enrolled.
- If there are no modules incomplete, [submit a ticket](#) to the support team.

**Note:** Not all courses or curricula will issue a completion certificate. If you see “N/A” beside the completion record under your Learning History, the Course Managers have not set the course or curriculum to issue a completion certificate. Follow all information stated under the Learning History tab and on the [Help Site page](#). You can download your Learning Transcript, if needed.

Classroom courses depend on the Course Owner confirming your completion of the course. If your record says Grading Pending, contact the Course Owner under the Contact Information section on each course page.

### “The Infection Control (IPAC) course is showing as incomplete”

You will need to enroll for this course separately:

- Follow the link in the SPECO checklist or click [here](#).
- Click ‘Register Course’ and then click on the ‘Direct Care’ module – the link will redirect you to the module, but you won’t need to re-do it since you already completed it during your SPECO curriculum.
- Close the window and wait for your Learning History to be updated.

### “I can’t enroll in this course”

Course or curriculum enrollments are controlled by the Course Owner and can be dependent on profile type or Health Organization:

- a. If you believe your profile type and Health Organization is correct – contact the Course Owner under the Contact Information section at the bottom of each course page.
- b. If you believe your profile type or Health Organization is incorrect, you may need to make changes to your profile:
  - i. If you need to change the Health Organization, [submit a ticket](#) to the support team.
  - ii. If you need to change your profile type or add another profile under a different Health Organization, follow the instructions [above](#) or on our [Help](#)

[Site](#). Do not create another profile if you need to update the Health Organization under your account.

**Note:** You should not be changing your Health Organization in order to access specific courses. Your profile should always be a true representation of your employment, placement, or affiliation status.

## Glossary

**Profile or profile type** – used interchangeably, your profile or profile type refers to the specific information relevant to the role you hold within the associated Health Organization. This includes the Health Organization, location, worksite, and job title.

**Account** – your LearningHub account refers to the login email and password associated with all your LearningHub profiles under the same account. You will use this same email address and password to log in to any profiles under the same account.

- If you have profiles that are not under this account, then you will have different account and login information for them. If this is the case, please [submit a ticket](#) to merge your accounts.

**Account type** – your LearningHub account type refers to the role you hold within the associated Health Organization. This may change depending on which profile you have selected, if you have multiple profiles.

- You can see the different definitions for each account type [here](#), under ‘Account Types’.

**Course Owner or Course Manager** – used interchangeably, the Course Owner or Course Manager are the original creators of the course or curriculum and manage the administration and settings. This includes registration rules, content, prerequisites, and certification.

**Course** – courses are individual educational sessions that may contain multiple modules or multiple date and time options for classroom and webinar courses. You need to complete all modules to mark the course as complete.

**Curriculum** – curricula often contain multiple courses, and you need to complete all courses, including all modules within those courses, to mark the curriculum as complete.



## Version Control

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1.0	January 04, 2026	LearningHub Operations