

## Student Requirements

All Students are required to create and use Learning Hub accounts with **student emails**. This makes it possible for the CST team to verify previous Cerner training and speed up the provisioning process.

However, if you are or have been employed by any health authority, you may have completed training on Learning Hub using your *work* or *personal* emails. In this case, please refer to the following instructions to change that.

### **If you have completed training on only one account using your personal or work email:**

Simply *Change Your Login Email* to your *student email*. You can easily change it back after you graduate if you prefer. (Page 2)

### **If you have completed different courses on multiple learning hub accounts with separate emails:**

You will need to submit a ticket to *Merge Your Accounts* and set your *student email* as the login email. (Page 3-4)

## Change Your Login Email

### Step 1

Click on **My Profile** on the top right corner of the homepage.

The screenshot shows the LearningHub homepage. At the top right, the user's name 'John Smith' and role 'PHSA - Employees' are displayed. A dropdown menu is open, showing options: 'My Courses', 'Learning History', 'My Profile' (highlighted with a red box), 'Help', 'Switch profile', and 'Log out'. A red banner at the top contains a 'LearningHub Downtime' notice. Below the banner is a search bar and a sidebar with navigation options like 'My Courses', 'All Enrollments', 'Ending Soon', 'On Waitlist', 'Curricula', and 'Learning History'. The main content area is titled 'eLearning Course' and contains instructions about using Google Chrome and links to help documents.

### Step 2

Click on “**change**” next to your current Login Email.

Then set your **student email** as your New Email.

The screenshot shows the 'My Account' page in LearningHub. The user's name 'John Smith' and role 'Employee' are shown, along with a 'Verified Employment' badge. The page is divided into two columns: 'Account Information' and 'Profile Information'. In the 'Account Information' column, the 'Login Email' field is highlighted with a red box, showing 'J\_Smith@gmail.com' and a 'Change' link. In the 'Profile Information' column, the 'Organization' is 'Provincial Health Services Authority', 'Agency' is 'PHSA Corporate', and 'Department' is 'Administrative Resource Team'. On the right side, the 'Change your login email address' form is shown, with the 'Old email' field containing 'J\_Smith@gmail.com' and the 'New email' field containing 'Jsmith@student.ubc.ca'. A 'CHANGE LOGIN EMAIL' button is highlighted with a red box at the bottom of the form.

## Merge Your Accounts

### Step 1:

Submit a learner support ticket at <http://learninghubhelp.phsa.ca/contact> by clicking the blue "Learner Support" button.

### Submit a Help Ticket

If you are not a Course Manager or do not require reporting done within a BC Health Authority, please submit a "**Learner Support**" ticket.

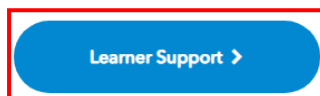
If you are a **Northern Health** learner, please do not submit a ticket and instead, scroll up for the contact information.

**Learners** : Please also refer to our [Learner's FAQ Sheet](#) **before** submitting a Learner Support ticket.

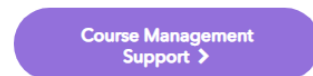
For an account merge, please refer to the [Merge Accounts page](#).

**Course Managers** : Please scroll up to visit the "**Manage a Course**" tab for guides that may be of assistance before submitting a ticket. Please also refer to our [Course Manager's FAQ Sheet](#) **before** submitting a ticket.

**\*If you are unable to open the below ticket links, please try accessing the helpsite page through a browser other than Google Chrome (i.e. Internet Explorer or Firefox), or email us at LearningHubAdmin@phsa.ca.**



Please submit a Learner Support Ticket for any general user support inquiries.



Please submit a Course Management Support Ticket **only if** you are a Course Owner, Course Manager, instructor for a course.



### Step 2:

Fill out the Learner Support Ticket with the following information:

1. **TYPE** out your full name, including any previous names if applicable
2. **LIST ALL** possible email(s) that you might have created/used on Learning Hub
3. **IDENTIFY** your student email to set as your login email
4. **LIST ALL** of the organization(s) you have previously and currently work for
5. **LIST ALL** your employee ID(s) as current or previous (if applicable)

## Example Learner Support Ticket

**Learner Support**

First Name\*

Last Name\*

Email Address\*

Health Authority\*

Employee ID

Issue Subject\*

Description

No file chosen

Learner Support\* Category

Phone Number

Work Number

### Step 3:

A Learning Hub admin will follow up with you after receiving your Learner Support Ticket, then process your request.