Guide to Update Learning Hub Accounts

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.

Step 2

Click on **"change"** next to your current Login Email.

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

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.
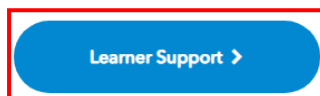
[Learner Support >]

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

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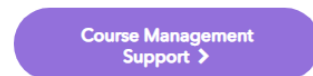
Please submit a Course Management Support Ticket **only if** you are a Course Owner, Course Manager, instructor for a course.

[Manager Reporting >]

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)

3

Example Learner Support Ticket

Step 3:

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