

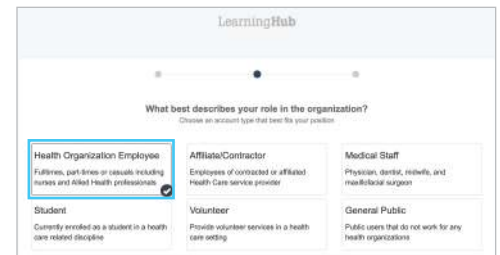
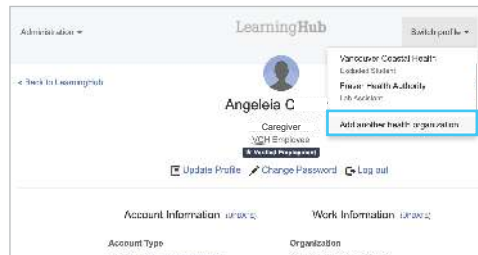
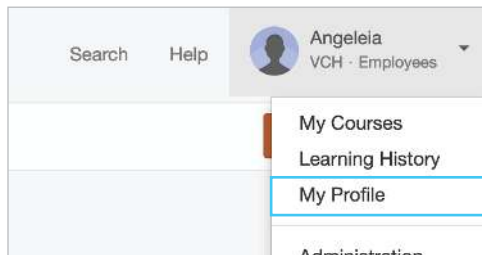
LearningHub FAQ

LearningHub (LHUB) is the province-wide course registry and Learning Management System. To ensure all of your learning history can be tracked in one place, VCH requires that you have a LHUB profile that shows you are a **VCH Health Organization Employee** or member of **VCH Medical Staff**. If you are having technical and general user issues with accessing LHUB please submit a ticket at the LHUB Help and Support Desk at <http://learninghubhelp.phsa.ca/>

Setting Up LHUB Access

How do I access LHUB?

If you do not have a LHUB account, visit <https://accounts.learninghub.phsa.ca/Account/Register> to create an account. If you already have a LHUB account, visit <http://learninghub.phsa.ca/> to sign in. If Vancouver Coastal Health is not displayed in your profile, you can add a Health Organization by:



1. Click on your name on the top righthand corner on the LHUB site, and choose **My Profile**.

2. Click on Switch Profile, and then **Add another health organization**.

3. When prompted, choose role **Health Organization Employee**, and then Vancouver Coastal Health as your organization.

What email address should I use?

If you have not yet received access to your employer issued email (@vch.ca) email address, you may add any email address you manage to your LHUB account. Email types include your personal email (e.g. gmail, hotmail, etc.) or school issued (e.g. @bcit.ca) emails. Your email address will become your LHUB login ID. Once you have received access to your VCH email address, we recommend you update your LHUB profile with this email address.

How do I add my employee ID number?

VCH issues a six-digit Employee ID # to each new employee. When creating or updating your employee profile, the system will prompt you to verify your employment status by entering your Employee ID number. Note that your number won't verify in LHUB, until the first day of employment. When prompted, scroll down and click the 'Remind Me Later' button and perform the verification later.

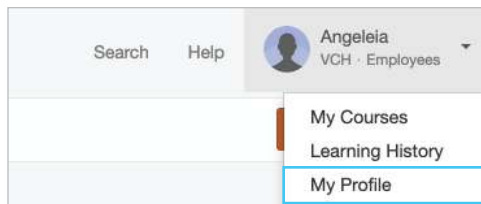
**Remember to verify your account when you have your employee ID and email, as a verified account is required for VCH to confirm course completion.*

LearningHub FAQ

Updating and Verifying VCH Employee Account

How do I update my existing account to display my current employment status?

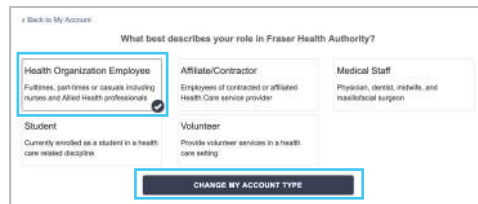
If you already have a VCH account, but need to update it from a student/volunteer/affiliate/etc. to an employee account, you can update your work information on LHUB.



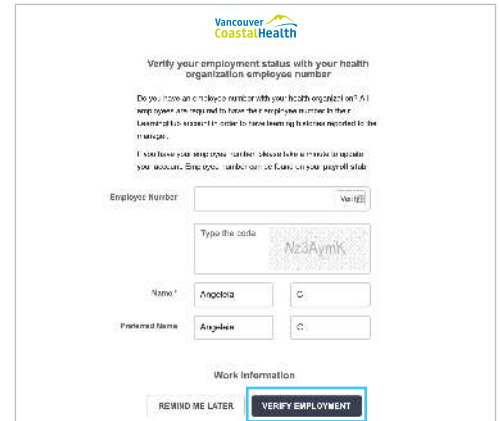
1. Click on your name on the top righthand corner on the LHUB site, and choose **My Profile**.



2. Under account type, click on **Change Account type**.



3. When prompted, select **Health Organization Employee**, and **Change my account type just below**.



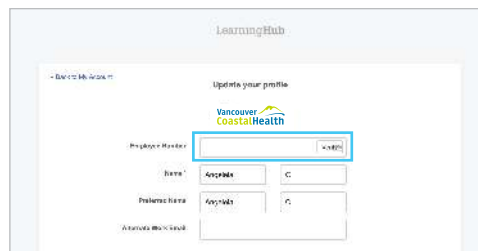
4. When prompted to Complete your profile, fill out the required information and then click on **Verify Employment**. Note that your number won't verify in LHUB until your official VCH start date, as noted on your hire acceptance letter. When prompted, scroll down and click the 'Remind Me Later' button and perform the verification later.

How do I verify my employee ID number once I have started working in my site?

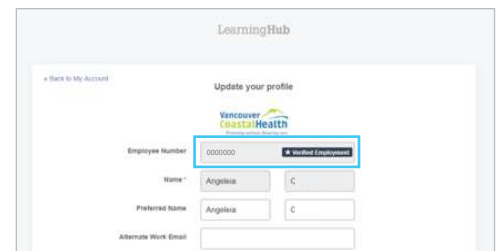
You are now able to verify your employee ID in LHUB on your first day working.



1. Click on your name on the top righthand corner and click on **My Profile**. Click on **Update** beside *Account Information*.



2. Click on **Verify** and fill in the required information.



3. Once done, click on **Verify Employment** and you will receive a Verified Employment badge beside your employee ID.