What you need to know

- One LearningHub account (email login) can have multiple profiles. You should have one profile for each active role in the Health Authorities.

- As a new hire, you will need a FHA Employee profile in your account.

- **To ensure that your manager can see your course completions**, your account must contain:
  - ☑ a Fraser Health Employee profile **verified** (with your FH employee number).

- There may be a delay in receiving your FH employee number. You can start the required education with your existing profile and update your profile after the courses are completed.

Instructions

1. If you do not have a LearningHub Account →create a FHA Employee account

2. If you have an account: check your profile status

HA	Role	Status	Action
FHA	Employee	Active	Go to step 3
All	Non-Employee	Active	Add FHA Employee profile
FHA	Non-Employee	Old	Update profile to Employee
Other	Non-Employee	Old	Submit ticket to update profile

3. Ensure that your FHA Employee profile contains up to date information

Complete the next steps after you receive your FH employee number

4. Verify your Employment Status →Add your employee number to your profile

Need Help?

Learner Support

LearningHub Helpsite:
http://learninghubhelp.phsa.ca/my-profile/

To request help with LearningHub, please submit a **Learner Support Ticket:**
http://learninghubhelp.phsa.ca/contact

Terminology

Account: your email login. One account can have multiple profiles.

Profile: your role + the Health Authority
Example: VCH Student, FHA Employee.

Merge: combine multiple accounts/profiles into one account with one profile. This removes old profiles/accounts.

Link: combine multiple accounts into one account with multiple profiles. This links active profiles together with a shared training history, under one email login.

How To – Quick Reference

Go to LearningHub: https://learninghub.phsa.ca

Create a new LearningHub Account
Go to LearningHub and select "**Sign up for an account**"

Reset your LearningHub password
https://accounts.learninghub.phsa.ca/Account/Recover
Enter the email address associated with your account.

Check your profile status
While logged in, click on the drop down near your name on the top right-hand side, and select **My Profile**

Update your profile information
Go to your **My Profile** page and select **Update Profile**

Add a new profile to your account
Go to your **My Profile** page, click on the **Switch Profile** drop-down menu (top right-hand side) and select "add another Health Organization"

Verify your Employement Status
Go to your **My Profile** page, click the button to **Verify Employment Status**, and enter your FHA Employee ID number

Change your Login email address
Go to your **My Profile** page. Under Account Information, Login Email, select the option to **Change Login Email**

Add an alternate email address for notifications
Go to your **My Profile** page, select **Update Profile** and update the **Alternate Work Email** field

Merge or Link your accounts/profiles
Submit a **Learner Support ticket**, specifying the email address(es) associated with your accounts and which accounts/profiles you want to keep.