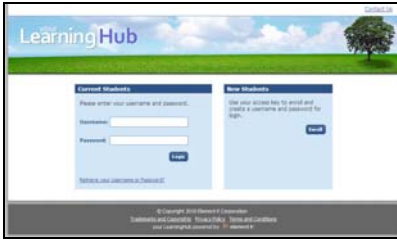


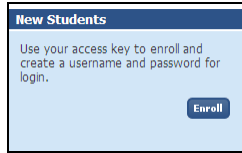
▶ Enrolling on your LearningHub for the **first time** using an Access Key

(If you already have a username and password, skip to the section called "Logging in to your LearningHub")

Open your browser and enter <http://yourlearninghub.com> in the address or location bar at the top of the screen. **Click Go or press Enter** on your keyboard. The *your LearningHub* home page will appear.



Click the **Enroll** button, in the New Students box on the right side of the screen.



On the next page, **enter your access key** and click **Send**. (Be sure to include the dashes. Access keys are case-sensitive and must be entered exactly as displayed.)

Access Key:

On the next page, **enter your personal information**, including a username and password. Fields marked with an asterisk are required.

* Username:
* Password:
e-type Password:

After completing the form, **click Submit** to complete the enrollment process.



▶ Logging in to your LearningHub after you have enrolled (*you only enroll once!*)

Open your browser and enter <http://yourlearninghub.com> in the address or location bar at the top of the screen. **Click Go or press Enter** on your keyboard. The *your LearningHub* home page will appear.



Enter your username and password. (These are case-sensitive.) **Click Login**.

Current Students

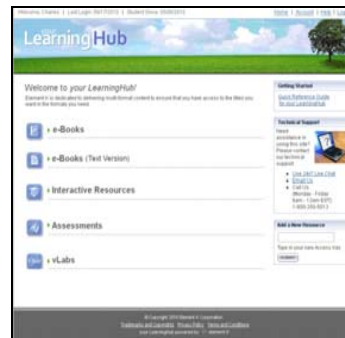
Please enter your username and password.

Username:

Password:

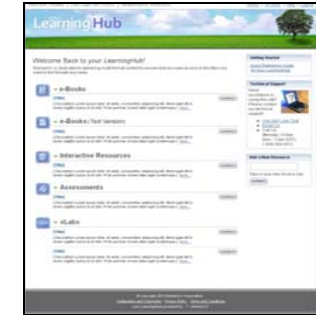
[Retrieve your Username or Password?](#)

The *your LearningHub* Welcome Page will appear. From here, you can access your subscriptions to various types of content. Each section defaults to show the expanded sections, unless you have more than 50 items per section. If you have more than 50 items per section, expand the sections and display titles available to you for each type of content by clicking on the arrow next each heading title.



▶ Locating your e-Books and e-Books (Text Version) on your LearningHub

Upon log in, the **Welcome page** will be displayed. Your content is located under each heading category.



If you have more than 50 items in a heading category, that category will be collapsed. In that case, find your content by clicking on the arrow next to each heading title. This expands the section to display titles available to you for each type of content.



You are then presented with a course information and overview page. For e-Books, click on links at the bottom of the page to either launch the e-Books or download exercise files and overheads.



► Locating your Assessments on your LearningHub

Upon log in, the **Welcome page** will be displayed. Your content is located under each heading category.



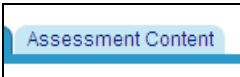
If you have more than 50 items in a heading category, that category will be collapsed. In that case, find your content by clicking on the arrow next to each heading title. This expands the section to display titles available to you for each type of content.

Assessments

- ▶ [Microsoft Office Outlook 2007: Level 3 \(Second Edition\) Knowledge Assessment](#)
Knowledge Assessment for Microsoft Office Outlook 2007: Level 3 (Second Edition)
- ▶ [Microsoft® Office 2010: Transition from Office 2003 \(First Look\) Knowledge Assessment](#)
Microsoft® Office 2010 New Features focuses on the enhanced features for improving the management, organization, presentation, and distribution of your data. In this course, you will work with the new features in Office 2010. Users with pri...

► Taking the Assessment

Once you have located the Assessment you wish to take, **Click on the hyperlink on the assessment title.** Select the Assessment Content Tab



Select Launch Assessment



You will then be taken through a series of multiple choice questions on the subject/topics for the assessment. Once completed, you will be presented with a results page for your assessment. This is your only opportunity to **review and print your results.**

► Locating your Interactive Resources on your LearningHub

Once you've logged in, the **Welcome page** will be displayed. Your content is located under each heading category.



If you have more than 50 items in a heading category, that category will be collapsed. In that case, find your content by clicking on the arrow next to each heading title. This expands the section to display titles available to you for each type of content.

Interactive Resources

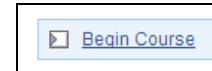
- ▶ [Customer Service Via Phone and Email \(Includes Simulation\)](#)
In this course, you will learn important principles and skills that you can utilize as a remote customer service representative. Generally, the customer initiates the process of contacting the service provider when they encounter a problem...
- ▶ [Finance Essentials](#)
Finance Essentials will provide an overview of the basics of finance in business. It will cover financial roles and responsibilities in business organizations, discuss the purpose of financial reports and documents as well as how to read th...

► Taking the Interactive Resources

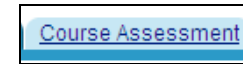
Once you have located the Interactive Resources you wish to take, **click on the hyperlink on the Interactive Resources title.** Select the **Course Content tab** to access each lesson individually.



Or, select the **Begin Course** link to begin the course.



Click on the **Course Assessment tab** to access the embedded course assessment. This is the same course assessment which is included in the e-Assessments button.

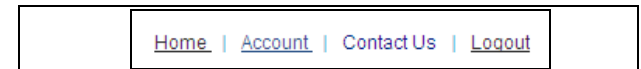


You can take the Course Assessment pre- and post-class to measure your proficiency.

► Contacting Technical Support

If you need help with using the *your LearningHub* site, please contact Technical Support for assistance.

Select the **Contact Us** Link on the menu bar at the top of most pages. Select **Help Center** to view frequently asked questions.



The available **Support Options** are shown.

- **E-mail Support – response within 24 hours**
- **24X5 Live on-Line Chat and Phone Support**

Quick Reference Guide for Element K's your LearningHub at <http://yourlearninghub.com>

