

FAQ: Prosper Canada Learning Hub member account and online course

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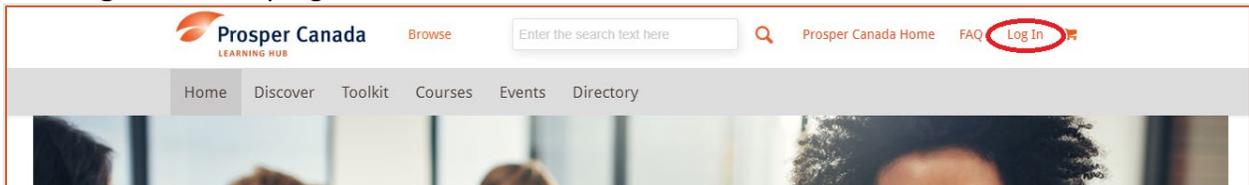
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Section A: Learning Hub member account

1. How do I register as a new user on the Learning Hub?

Visit the [Learning Hub website](https://learninghub.prospercanada.org/) (https://learninghub.prospercanada.org/)

Click **Log In** at the top right



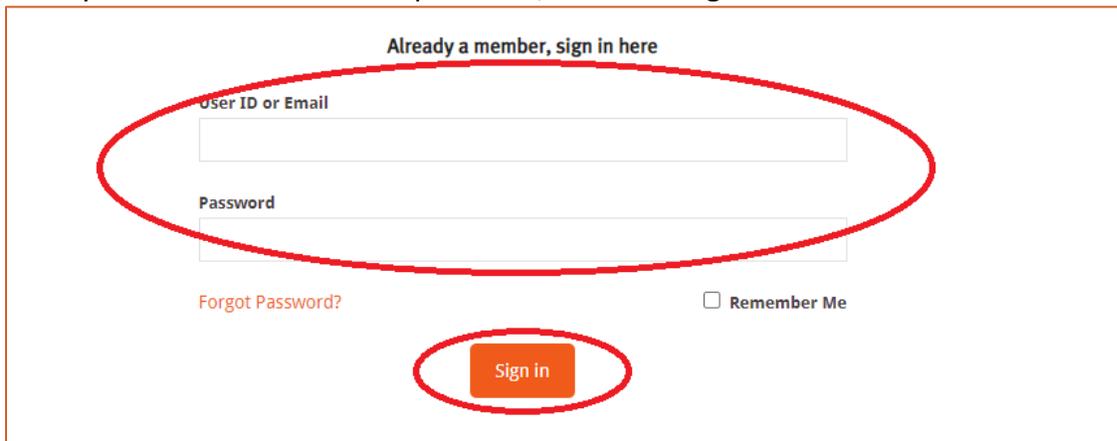
Click **Join Us**

Create a user account and password

2. How do I log in to my Learning Hub member account?

Visit the [Member Login page](https://learninghub.prospercanada.org/member-login/) (https://learninghub.prospercanada.org/member-login/)

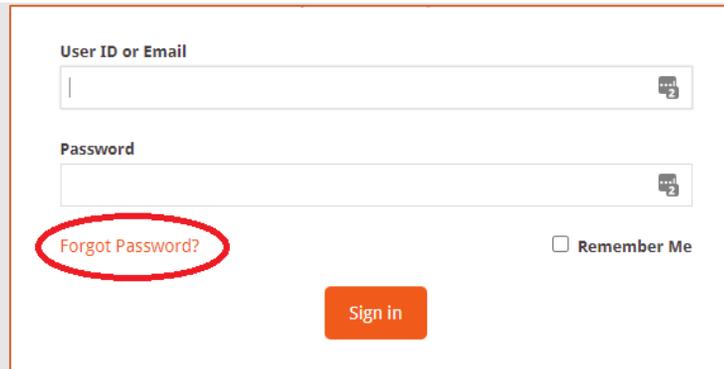
Enter your user ID or email and password, then click **Sign in**

A screenshot of the Member Login page. The page title is 'Already a member, sign in here'. It features two input fields: 'User ID or Email' and 'Password'. Below the fields are links for 'Forgot Password?' and a checkbox for 'Remember Me'. The 'Sign in' button is circled in red.

3. I forgot my password, how do I restore it?

Visit the [Member Login page](https://learninghub.prospercanada.org/member-login/) (https://learninghub.prospercanada.org/member-login/)

Click **Forgot Password?**



The screenshot shows a login form with two input fields: 'User ID or Email' and 'Password'. Below the 'Password' field, the text 'Forgot Password?' is circled in red. To the right of this text is a checkbox labeled 'Remember Me'. Below the form is an orange 'Sign in' button.

Enter your user ID or email and click **Restore Password**

Check your email for further instructions (please also check your junk/spam folder)

4. I want a new password, how do I change my existing password?

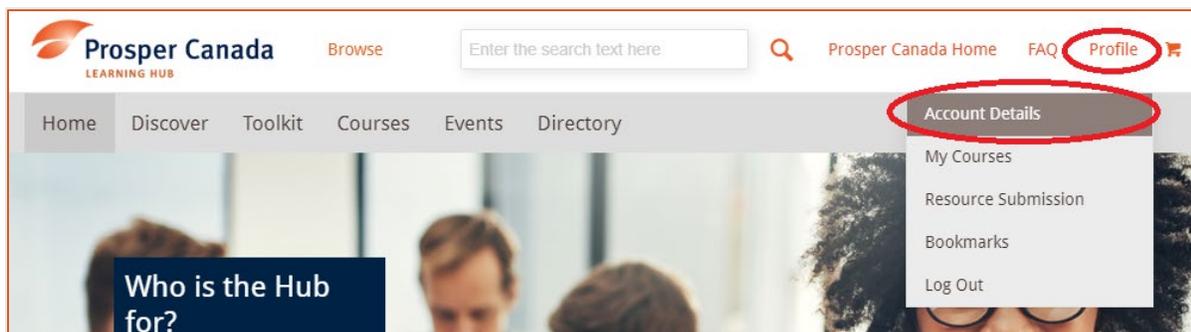
Log in to your Learning Hub member account

Go to **Profile** (top right)

Go to **Account Details**

Enter new password under **Change password**

Click **Update profile**



Section B: Course registration

1. How does payment work for the course registration?

Payment can be made via credit card or Paypal at the time of course registration. At this time we are not able to process payment by invoice. Payment must be made by the individual who will be taking the course, since the registration is linked to your Learning Hub user profile.

2. Can I register a large group of staff for the course?

The easiest approach would be for all of your staff to individually register for the next section available. Alternatively, please contact Glenna Harris gharris@prospercanada.org if this option is not feasible for you.

3. What is the refund policy?

Refunds will be processed only up until 5pm ET on the Friday before the start date of the course, for a refund in full. After this time refunds will not be available.

Please notify the course facilitator [Carrie Wong](mailto:cwong@prospercanada.org) (cwong@prospercanada.org) or [Glenna Harris](mailto:gharris@prospercanada.org) (gharris@prospercanada.org).

4. Can I use this course to deliver workshops and charge a fee?

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Section C: Accessing the online course

1. How do I access the course I had registered for?

Log in to your Learning Hub member account

Go to **Profile** (top right)

Go to **My Courses**

Click **START** to go to the course

