

FAQ: Prosper Canada Learning Hub member account and online course

Last updated: August 3, 2021

This document provides answers to some frequently asked questions about the Prosper Canada Learning Hub. Visit the [Learning Hub](#) to access training, resources, and toolkits that will help you deliver financial education programs with your participants. Please refer to this document for assistance on creating a member account, registering for training, and accessing the online course.

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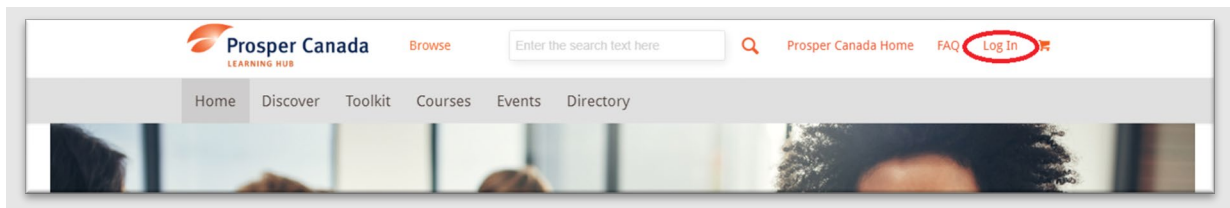
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Section A: Learning Hub member account

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

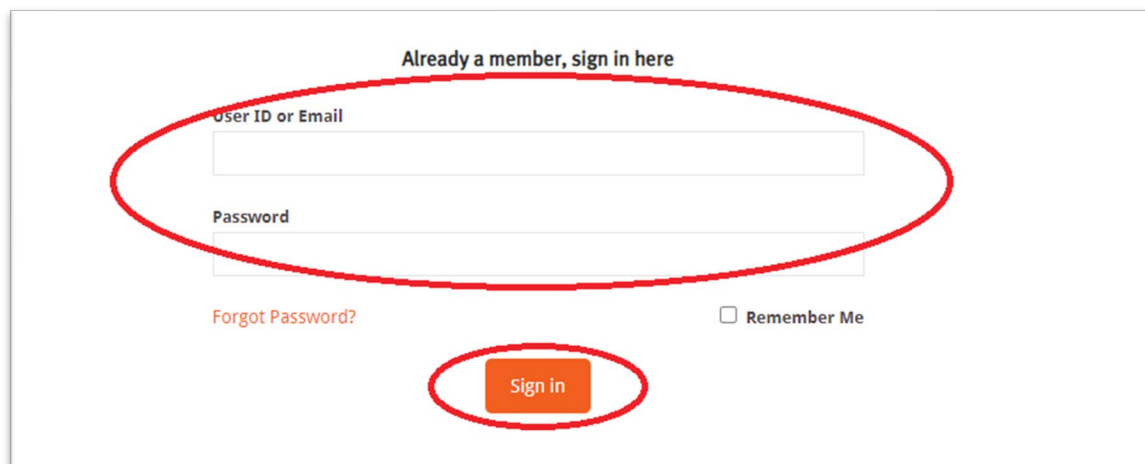
- Visit the [Learning Hub website](https://learninghub.prospercanada.org/) (https://learninghub.prospercanada.org/)
- Click **Log In** at the top right
- Click **Join Us**
- Create a user account and password

Note: Use the same email address to register as a member on the Hub and for any Prosper Canada online courses.



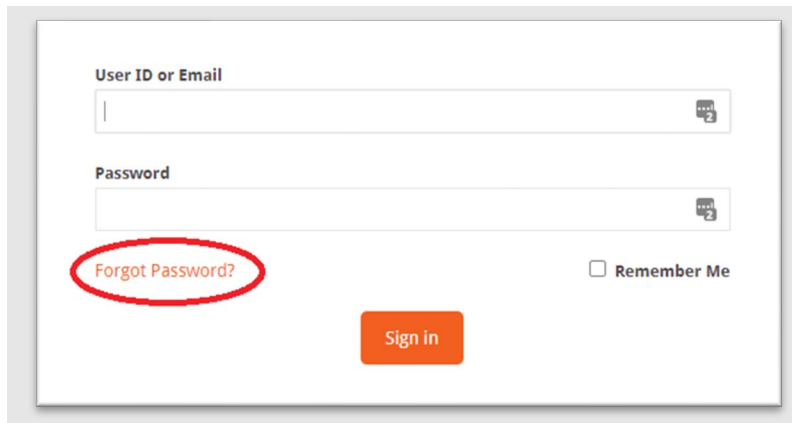
2. How do I log in to my Learning Hub member account?

- 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 has the heading "Already a member, sign in here". Below the heading are two input fields: "User ID or Email" and "Password". Both input fields are circled in red. Below the input fields are two links: "Forgot Password?" and "Remember Me" (with an unchecked checkbox). At the bottom center is a red "Sign in" button, which is also 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?**
- Enter your user ID or email and click **Restore Password**
- **Check your email** for further instructions (please also check your junk/spam folder)



User ID or Email

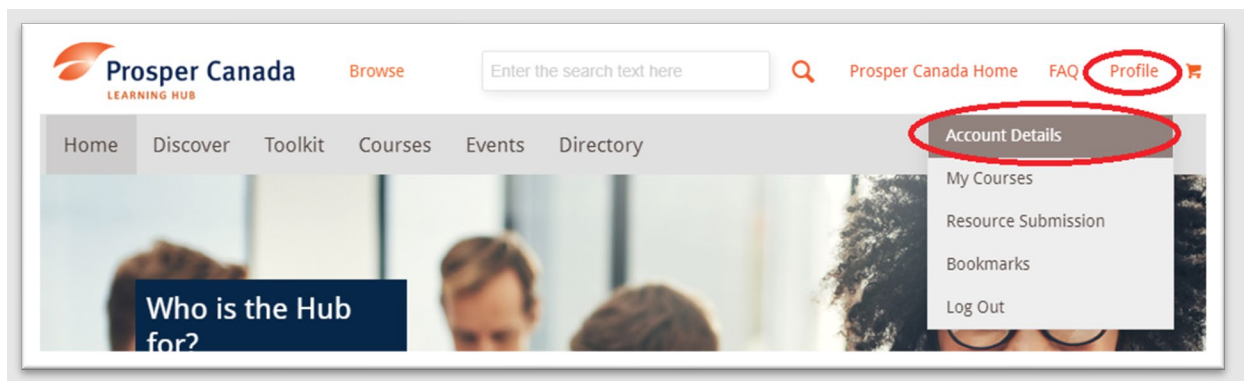
Password

Forgot Password? Remember Me

Sign in

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**



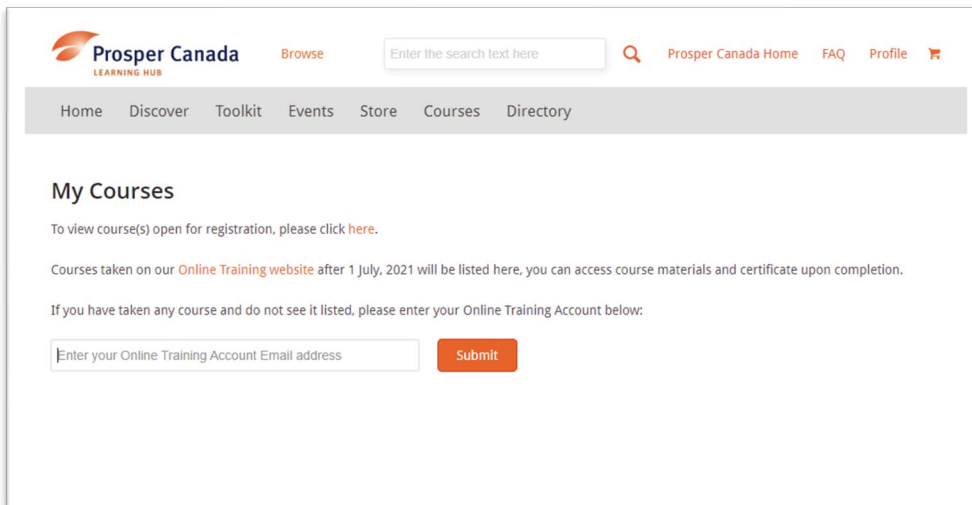
5. Do I need to be a Learning Hub member to register for or access online training?

No, you do not need to be a Learning Hub member to join or access our online courses. However, signing up as a Learning Hub member will provide you post-training access to facilitator resources and a certificate upon your completion of the course.

6. How do I link my online training account to the Prosper Canada Learning Hub?

- **If you use the same email address** to [register as a member on the Learning Hub](#) and the Prosper Canada online training account, the two accounts will automatically link.
- [Sign into your Learning Hub account.](#)
- Your registered courses appear under your Profile in the [My Courses](#) page.
- Once you have completed a course, your completion certificate and accompanying resources (if any) will also appear on this page.

Note: If you have signed onto the Learning Hub using a different email address than the one you used to sign in for online training, you will be prompted to provide the email address you use to sign in for online training in order to link the two accounts. You will receive an email to validate and complete the linking.



The screenshot displays the Prosper Canada Learning Hub interface. At the top, there is a search bar with the placeholder text "Enter the search text here" and a magnifying glass icon. To the right of the search bar are links for "Prosper Canada Home", "FAQ", and "Profile". Below the search bar is a navigation menu with links for "Home", "Discover", "Toolkit", "Events", "Store", "Courses", and "Directory". The main content area is titled "My Courses" and contains the following text: "To view course(s) open for registration, please click [here](#)." Below this, it states: "Courses taken on our [Online Training website](#) after 1 July, 2021 will be listed here, you can access course materials and certificate upon completion." At the bottom, there is a prompt: "If you have taken any course and do not see it listed, please enter your Online Training Account below:" followed by a text input field labeled "Enter your Online Training Account Email address" and an orange "Submit" button.

Section B: Course registration

1. Where do I register for online courses?

You can view all courses open for registration on the [Prosper Canada Learning Hub Courses page](https://learninghub.prospercanada.org/courses/) (https://learninghub.prospercanada.org/courses/). Click the course you are interested in for registration details.

Alternatively, go directly to the [Prosper Canada Online Training page](https://training.prospercanada.org/) (https://training.prospercanada.org/) for registration.

2. 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 should be made by the individual who will be taking the course.

3. 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 our Learning and Training team at training@prospercanada.org if this option is not feasible for you.

4. What is the refund policy?

Course registration is non-transferrable, and non-refundable once the course has started. If you are unable to complete the course you may not transfer your place to another person. Please write to training@prospercanada.org with any refund requests.

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

Prosper Canada Center for Financial Literacy's curriculum and tools are for non-profit use only and are not to be delivered or distributed for a fee.

If you are copying or distributing any portion of the curriculum content, please credit Prosper Canada and provide a link to our website www.prospercanada.org whenever possible.

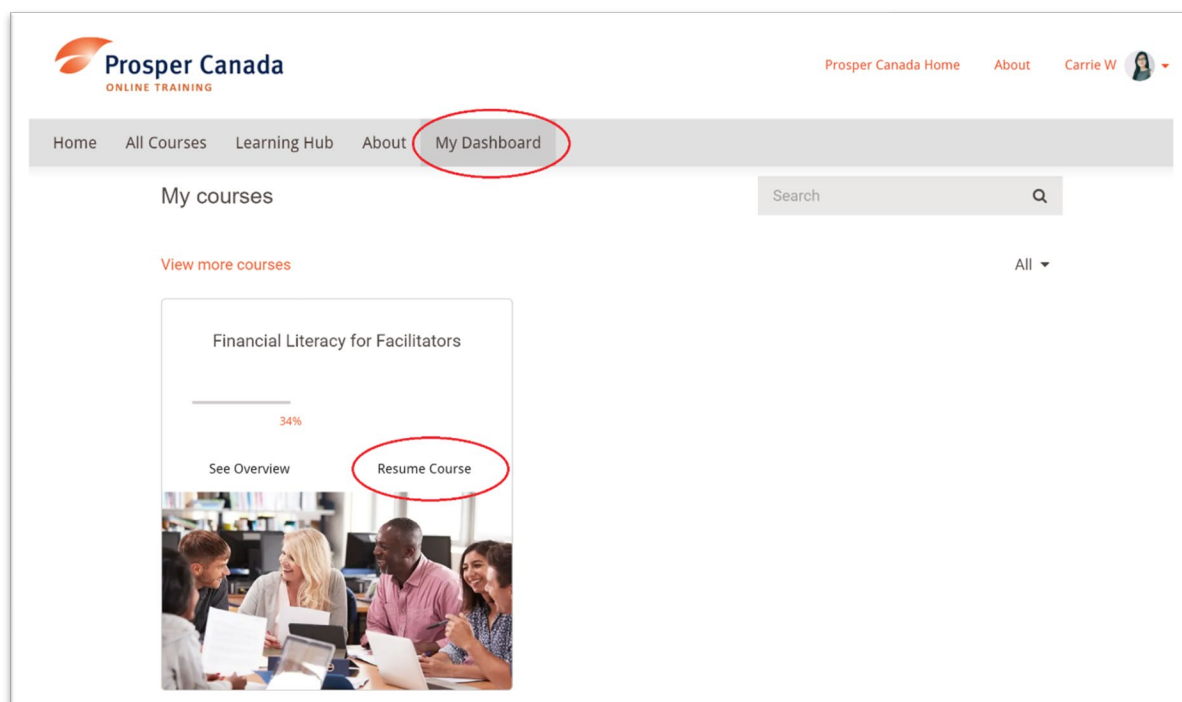
Section C: Accessing the online course

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

Option 1: Access via the [Prosper Canada Online Training website](https://training.prospercanada.org/)

(<https://training.prospercanada.org/>)

- Go to the online training [Sign In page](https://training.prospercanada.org/users/sign_in) (https://training.prospercanada.org/users/sign_in)
- Enter your email address and password, then click **Sign in** OR sign in using one of the integrated account options (LinkedIn, Facebook, Google)
- Go to **My Dashboard** and click on the course you would like to resume.

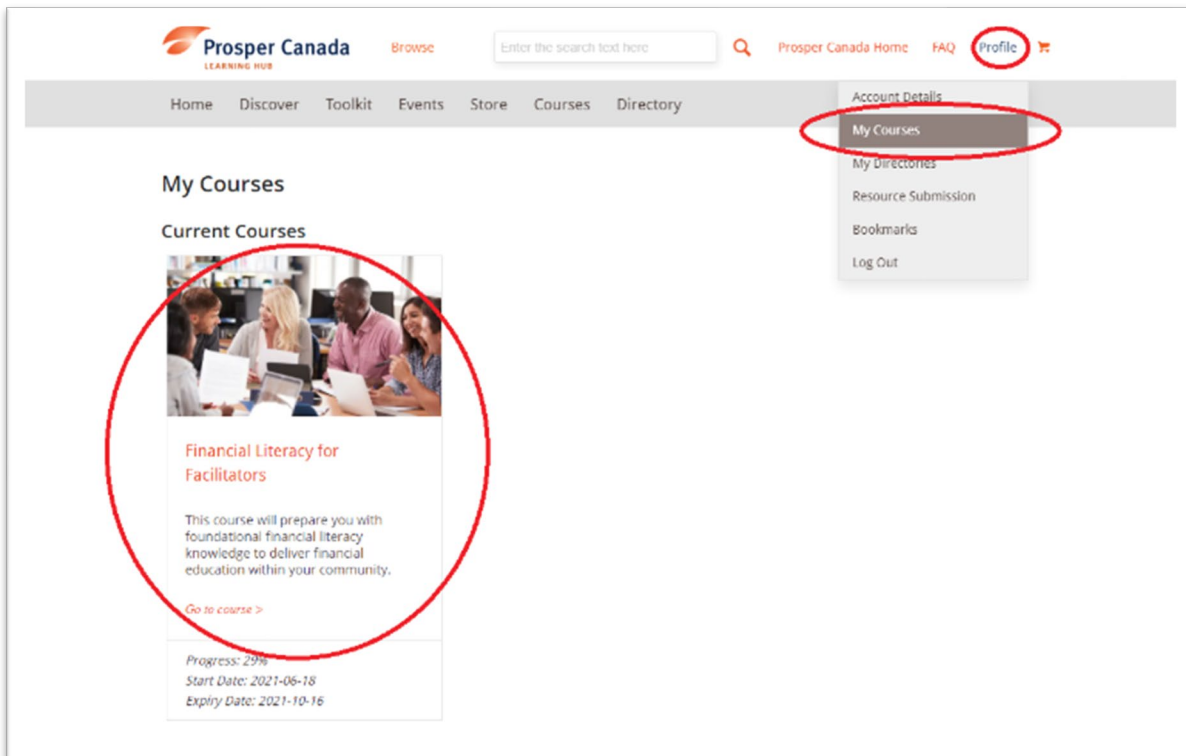


The screenshot shows the Prosper Canada Online Training website. The top navigation bar includes the Prosper Canada logo, "Prosper Canada Home", "About", and a user profile for "Carrie W". Below this is a secondary navigation bar with "Home", "All Courses", "Learning Hub", "About", and "My Dashboard" (circled in red). The main content area is titled "My courses" and features a search bar and a "View more courses" link. A course card for "Financial Literacy for Facilitators" is displayed, showing a progress bar at 34% and two buttons: "See Overview" and "Resume Course" (circled in red). The course card also includes a photograph of a group of people in a meeting.

Option 2: Access via the [Prosper Canada Learning Hub](https://learninghub.prospercanada.org/)

(<https://learninghub.prospercanada.org/>)

- **Log in** to your Learning Hub member account.
- Hover over **Profile** (top right) and select **My Courses** from the drop-down menu.
- **Click on the course** that you would like to access – you will be taken to the online training site.
- You will be prompted to **sign in** at the online training site.



The screenshot displays the Prosper Canada Learning Hub interface. At the top, the Prosper Canada logo is on the left, followed by a search bar and navigation links for 'Prosper Canada Home', 'FAQ', and 'Profile' (circled in red). Below the navigation bar, a dropdown menu is open, showing options: 'Account Details', 'My Courses' (circled in red), 'My Directories', 'Resource Submission', 'Bookmarks', and 'Log Out'. The main content area is titled 'My Courses' and features a section for 'Current Courses'. A course card is highlighted with a red circle, showing a photo of four people in a meeting. The course title is 'Financial Literacy for Facilitators'. The description states: 'This course will prepare you with foundational financial literacy knowledge to deliver financial education within your community.' Below the description is a 'Go to course >' link. At the bottom of the card, it shows 'Progress: 29%', 'Start Date: 2021-06-18', and 'Expiry Date: 2021-10-16'.