

Easy Step Guide for Parents and Students

# British Council new learning hub

# 1. How to set up and login to your child's new learning Hub account

# Step 1

You will receive an email from us inviting you to set up your child's account on the learning hub by creating a password. Something that you'll both remember!

The new password must	match the following requirements:	
<ul> <li>password must contain</li> <li>password must contain</li> </ul>	at least 8 characters mixed case	
Password:		
Same password again:		
Submit Cancel	)	

Link to new learning hub:

https://learning-hub.english.britishcouncil.org

## Sample login email

		27 of 896 < >	
Welcome to the learning hub! $\Sigma$ Intex x		8 B	
British Council online learning <noreply@britishcouncil.org> to me ~</noreply@britishcouncil.org>		Mon, Aug 16, 6:08 PM (20 hours ago) 📩 🔦	
:			
H T T T T T T T H H T T H Hearr T T H Hearr	i parent or guardian of PAULPARENT PARENTTEST1, hank you for registering PAULPARENT PARENTTEST1 on a Primary the course min the Dinan Council. Create your password the button doesn't work, please click the link below or copy it into the ddress bar of your browser to create your password and log in: thes/brimary-plus.english.britishcouncil.orgil.ogin/ cereatePassword assx/zx-JlandOV/UBmB9F0W2%2bPg0%2ta% bl8JAopXTgPd1QB0k0Swt/UpC2TAV K8J%3bd07Z6Q1UHWgFAEwLbewpBK Stabilit.MKr%gH44SwtA65UwATuOQsDXnK3HbD2dQ Sx%3d - he learning hub is a safe and secure space online where your child will njoy doing activities and quizzes set by their teacher so that they come		Click here for the link to create your password for the new
enjoy doi to class f By devel and after English in It's desig and confi  To log in create, w URL: 1 Usern Email: SMS I If you ne through f We look Regards	ing activities and quizzes set by their teacher so that they come feeling more prepared. oping skills such as reading and listening in fun ways before class, your child will have more time to practise speaking in class. Ined to help them make more progress and feel more motivated ident. Inext time, Mark Hamilton just needs to use the password you with the following information: https://primary-plus.english.britishcouncil.org/ ame: TR123456/mark.hamilton1@gmail.com D: TR1235456 ed support at any time, you can contact our Support Team the Help button at the bottom of every page on the site. forward to welcoming Mark Hamilton to class!		Your username will always start with LK followed by your student ID (six numerical digits)

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### 2. Getting your child set up



### 3. How you and your child will log in



- If your child is in Primary (ages 6-10) please click 'enter' Primary Plus (circled in green)
- If your child is in Secondary (ages 11 and above) please click 'enter'
   Secondary Plus (circled in blue)



Log into your child's learning hub using the information in the first email you received:

 the web address
 your child's username which is in the login email you received
 the password you created



### 4. How to join virtual classes

Step 4	BRITISH     Primary Plu     Wy modules     My classes			JS 🔂 .		
In 'My classes', you will find details of how to join virtual classes		Today – 13.	/08/2021 cheduled for today.		Download as 🔹 Single file. Of Multiple f	Nes Courrisad to Calendar
		Upcoming Date/Time August 17 2021	Events Time 1:30 PH CGT J hours 0 mms	Event CHE 1 Leson 1 Leson 1 Madura Komedy Madura Komedy Madu		Lecation
This join button will be activated 5-10minutes before your class start time. Click here to join your virtual class.						

# 5. How to find learning activities set by your child's teacher

## Step 5

In 'My modules', you will find your child's learning activities. Click on their current module to find activities.

You can also find your child's magazine in the 'Resources' section.



## 6. If you forget your password...



#### **Primary Plus Password Reset Instructions**

Click the 'ask for help' button and follow the instructions	Welcome to Primary Plus
	Log on with your <b>username</b> (not email), or <u>ask for help</u> logging in. Username
	Password
	Log in

## **Passwords and security**

#### If you have forgotten your password, or you need to set a new one, you can:

- 1. Check your email inbox for an email titled 'Welcome to the learning hub!'. It contains your username.
- 2. You username is your child's ID number with the parent/guardian's email address, separated by a 'l' symbol (e.g. TR123456|parentname@example.com) 3. Copy your username from the email
- 4. Now paste your username (e.g. TR123456|parentname@example.com) into the 'Email Address' box on the following link: https://primaryplus.english.britishcouncil.org/Login/Emailpassword.aspx
- 5. Do the security check and click send.

You will receive an email with instructions to reset your child's password.

Your child can log in using their ID number (with or without parent/guardian's email) and the new password.

If you are still having trouble logging in, please click the Help button below and select 'I can't log in'

#### Passwords must:

- have at least 8 characters
- have a mix of CaPiTaLs aNd LoWeR cAsE
- be changed every 90 days

#### **Secondary Plus Password Reset Instructions**

Click the 'ask for help' button and follow the instructions	Welcome to Secondary Plus
	Log on with your <b>username</b> (not email), or <u>ask for help</u> logging in. Username
	Password
	Log in

## **Passwords and security**

#### If you have forgotten your password, or you need to set a new one, you can:

- 1. Check your email inbox for an email titled 'Welcome to the learning hub!'. It contains your username.
- 2. You username is your child's ID number with the parent/guardian's email address, separated by a '|' symbol (e.g. TR123456|parentname@example.com)
- 3. Copy your username from the email (Ctrl+C)
- 4. You can now reset your password on the following link: https://secondary-plus.english.britishcouncil.org/Login/Emailpassword.aspx
- 5. On the lost change password page, paste your username (Ctrl+V) into the 'Email Address' box
- 6. Do the security check and click send
- 7. You will receive an email with instructions to reset your child's password.
- 8. Your child can log in using their ID number (with or without parent/guardian's email) and the new password.
- 9. If you are still having trouble logging in, please click the Help button below and select 'I can't log in'

#### Passwords must:

- have at least 8 characters
- have a mix of CaPiTaLs aNd LoWeR cAsE
- be changed every 90 days

If you have any problems and require urgent help, please call our customer services hotline.