

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!



Create new password

The new password must match the following requirements:

- password must contain at least 8 characters
- password must contain mixed case

Password:

Same password again:

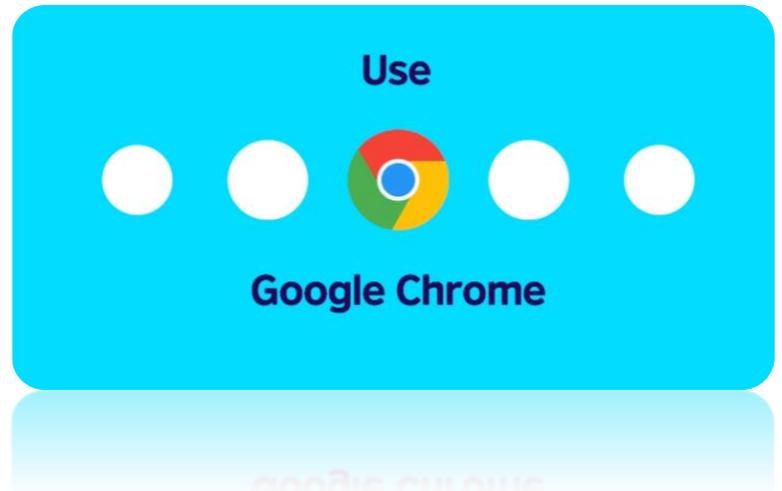
Link to new learning hub:

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

2. Getting your child set up

Step 2

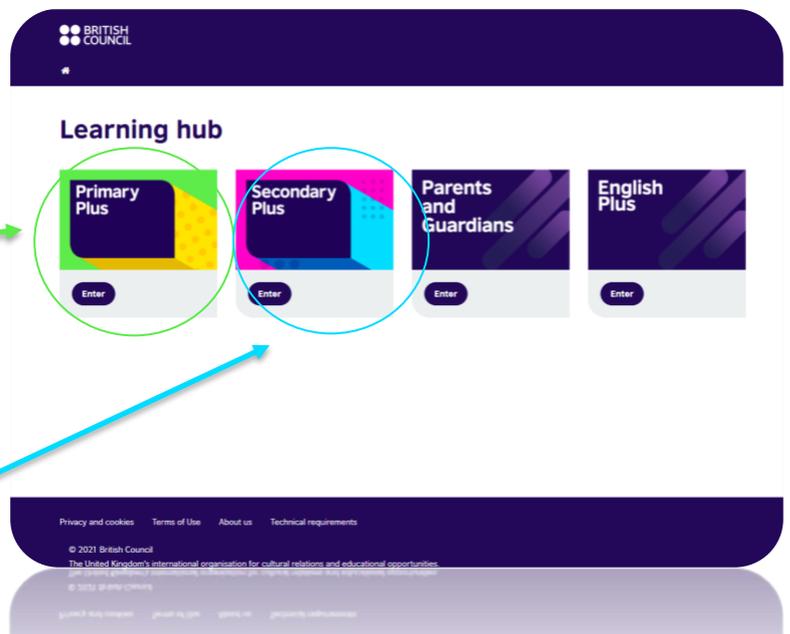
Download
Google Chrome.
Use a laptop or a PC for
an optimal learning
experience.



3. How you and your child will log in

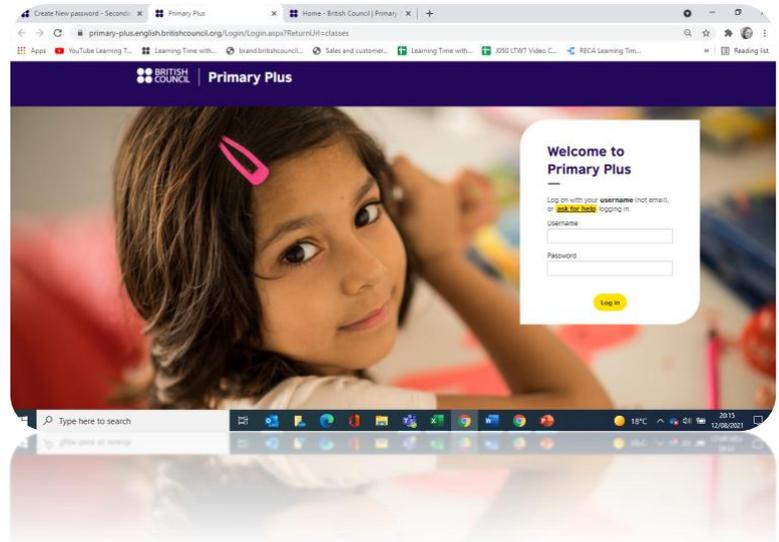
Step 3

- 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:

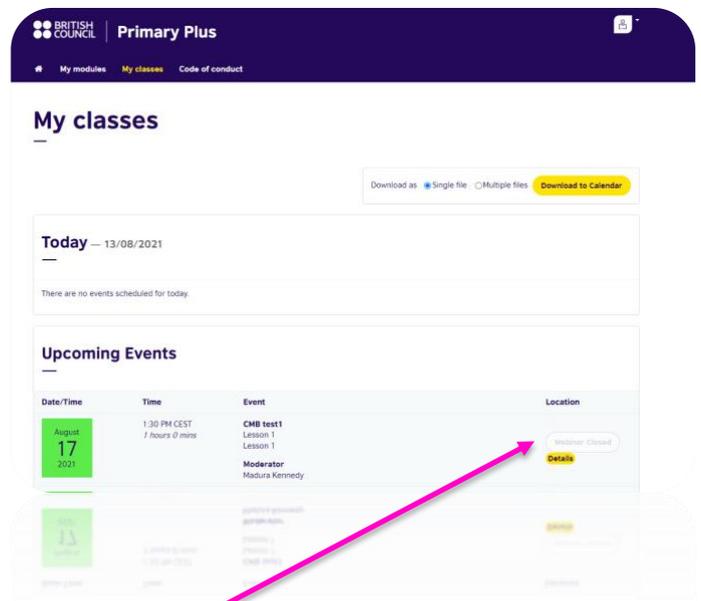
1. the web address
2. your child's username which is in the login email you received
3. the password you created



4. How to join virtual classes

Step 4

In 'My classes', you will find details of how to join virtual classes



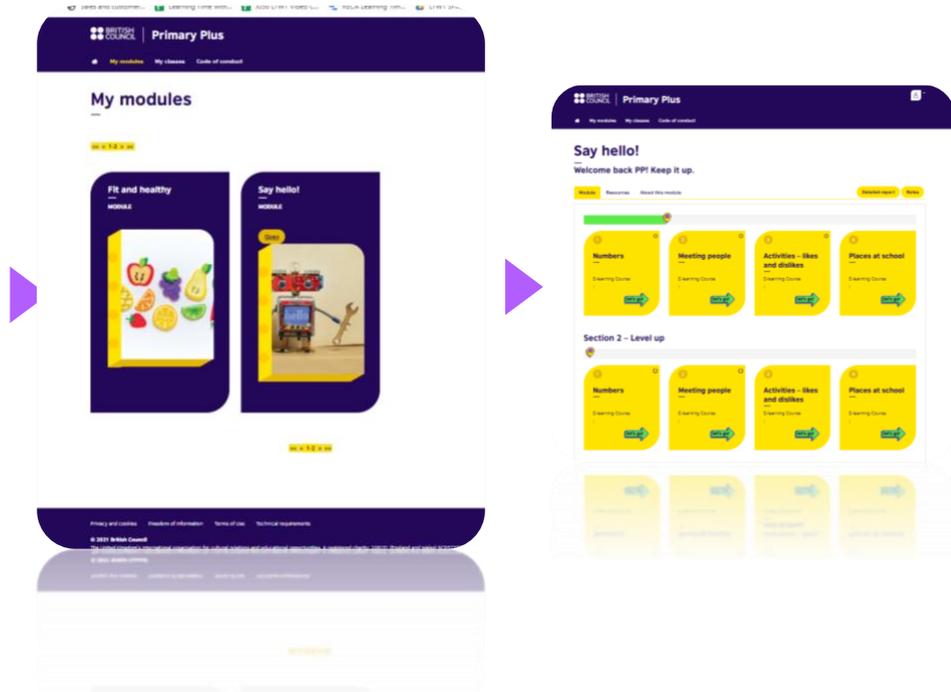
This join button will be activated 5-10 minutes before your class start time. Click here to join your virtual class.

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.

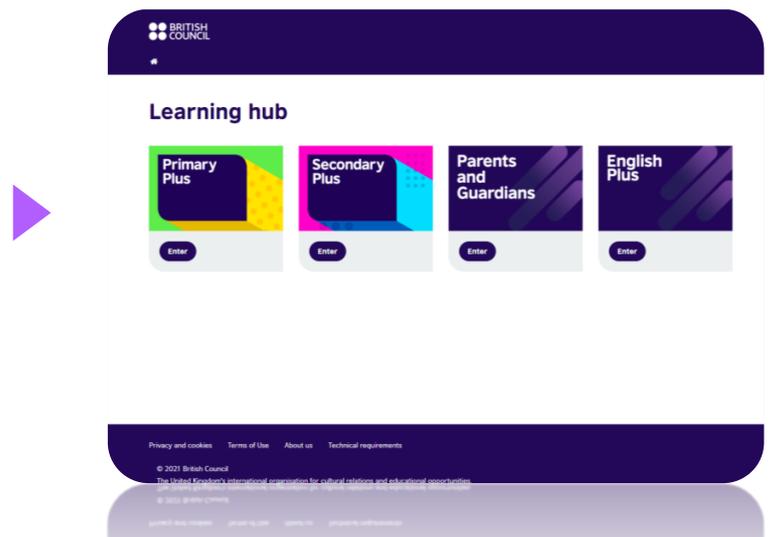
You can also find your child's magazine in the 'Resources' section.



6. If you forget your password...

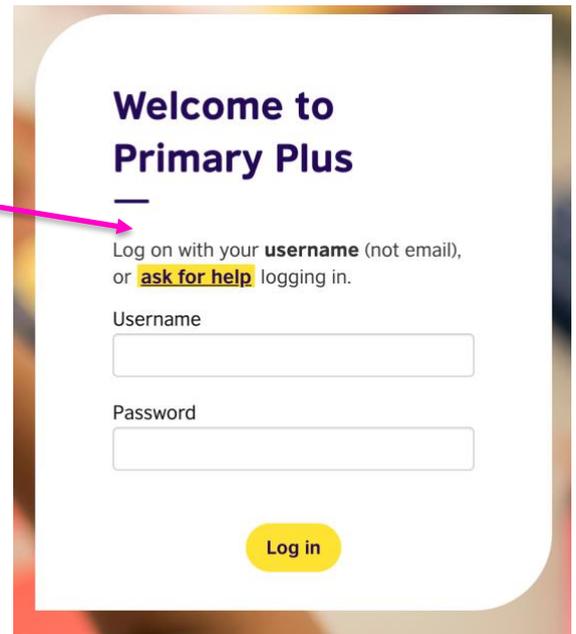
Go to <https://learning-hub.english.britishcouncil.org>

Click Primary Plus or Secondary Plus (based on your age group).



Primary Plus Password Reset Instructions

Click the 'ask for help' button and follow the instructions



Welcome to Primary Plus

Log on with your **username** (not email), or **ask for help** 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. Your **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
4. Now paste your username (e.g. TR123456|parentname@example.com) into the 'Email Address' box on the following link: <https://primary-plus.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

Log on with your **username** (not email), or [ask for help](#) 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. Your **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.