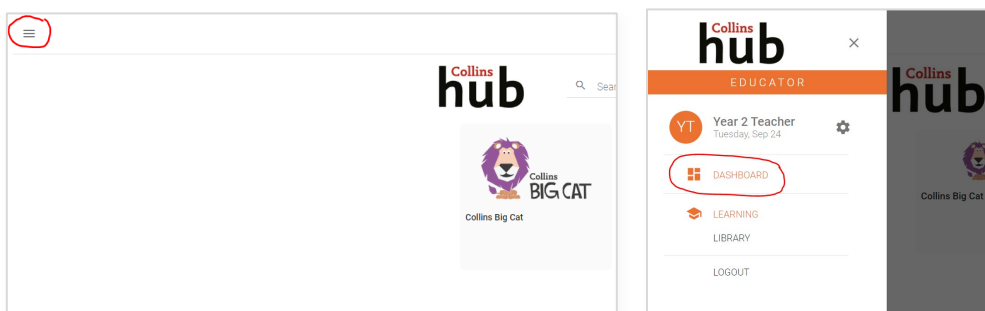


## The Collins Hub User Guide: Adding learners without email addresses

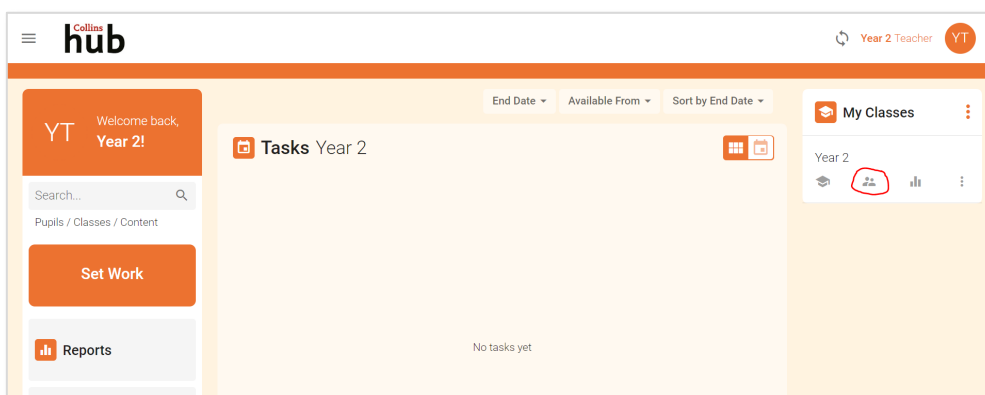
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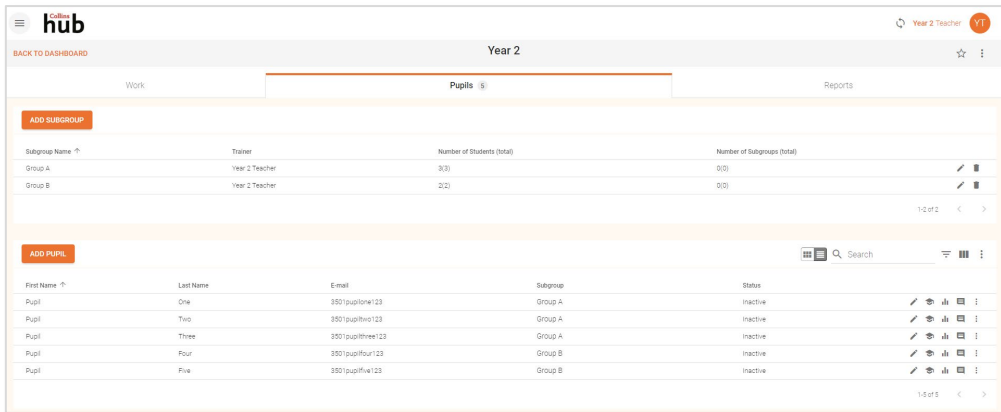
To create a new pupil account without an email address in the [Collins Hub](#), first select the **Dashboard** from the hamburger menu on the left side of the screen.



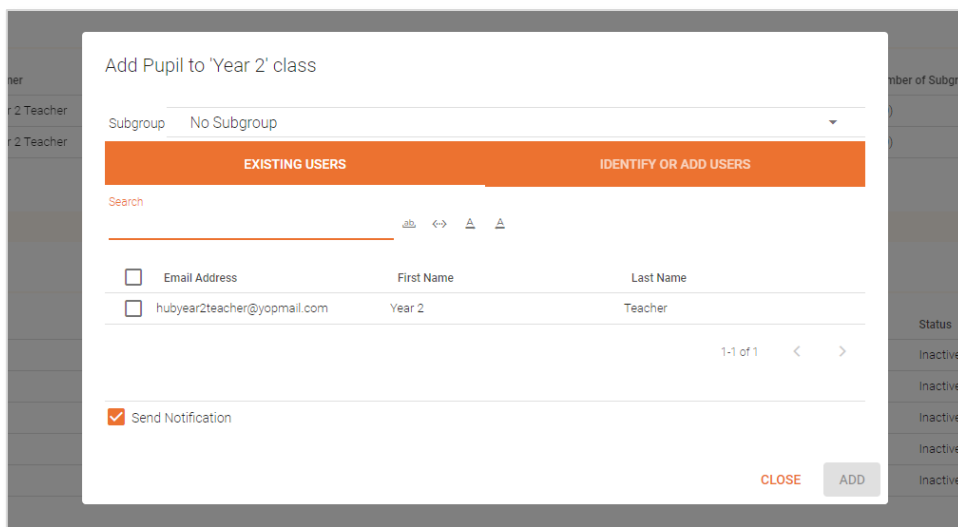
On the Dashboard you will see your classes on the right-hand side. Find the class you're looking for, then click the **Pupils** icon, circled below.



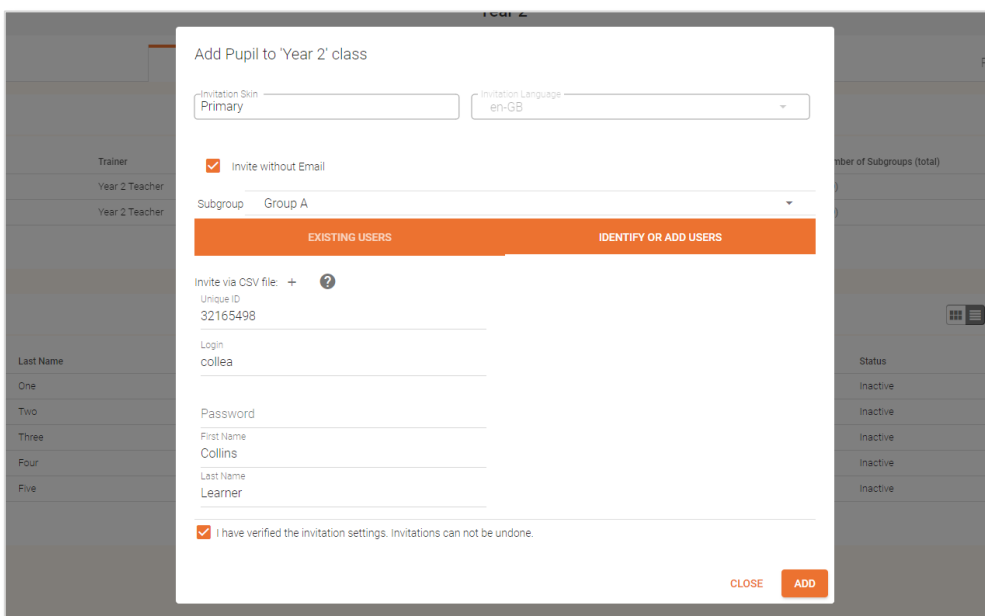
This will open the screen below, showing a list of all pupils in the selected class.



Click **ADD PUPIL** at the top of the list of learners. This will launch the following screen.



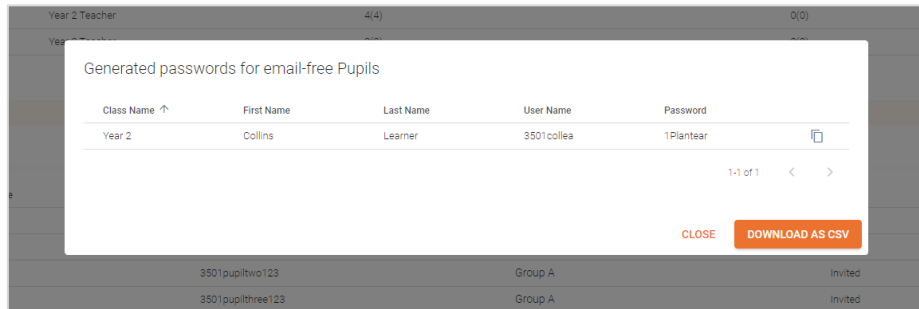
Click **IDENTIFY OR ADD USERS**, then click the checkbox "Invite Without Email". You will see the screen below.



- If the class has subgroups, you can opt to add the new pupil to one of them at the same time, using the dropdown shown.

- The **Unique ID** field should be unique to each learner, for example a UPN.
- The **Login** will be combined with the school code and will be what the learner uses to access the Collins Hub, along with their password. You may consider using the first three letters of the learner's first and last names, as shown here.
- The password field is optional – if left blank, a simple password will be generated.
- Lastly enter the learner's first and last name, select the checkbox as shown, and click **ADD**.

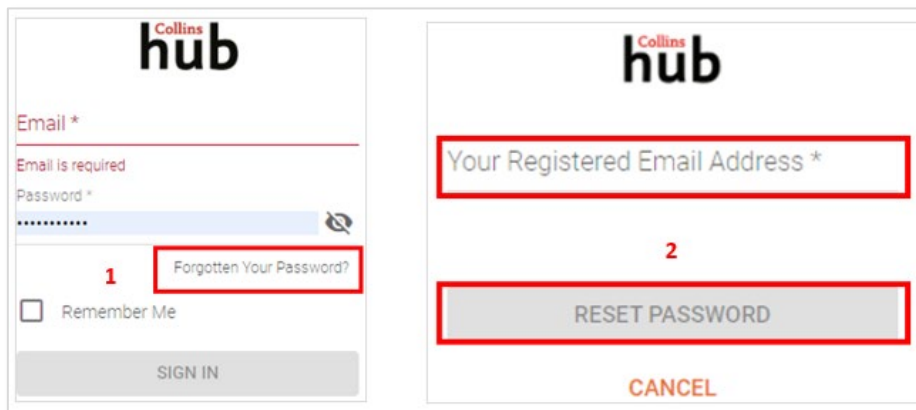
This screen will appear, showing the learner's username and password. You can either copy to your clipboard or download it to Excel.



## Help and Support

### Forgotten your password?

If you forget your password, you can click on the [Forgotten your Password?](#) (1) link, where you can enter the users email address and request a password reset email (2).



### Setting a password

Passwords must contain upper- and lower-case characters, special characters, and a number.

## Technical Requirements

- Latest versions of:
  - Microsoft Windows, Mac OS X, iOS
  - Edge, Chrome, Firefox, Safari
- MS Word, MS PowerPoint, Adobe Acrobat Reader
- Ensure that your email system accepts emails from @harpercollins.co.uk, @e.harpercollins.co.uk, @collinshub.co.uk, @email.collinshub.co.uk

- If you are on a secure network and are having problems loading any content, add the following domains to your whitelist: \*.collins.co.uk, collinshub.co.uk, rhapsode.com, [www.googletagmanager.com](http://www.googletagmanager.com)

If you are unsure if your device is compatible with the above, you can check your details [here](#).

## Privacy Policy, GDPR and Data Processing Agreement

You can find our Privacy Policy and GDPR information [here](#).

You can find information on creating accounts for your colleagues via our [Help and Support](#) page. This also includes access to our **Data Processing Agreement**, which is required before you add your staff data to the Collins Hub.

## Frequently Asked Questions (FAQs)

You will find our **FAQs** along with other useful information via our [Help and Support](#) page.

## Contact

If you have a question, or require further assistance, our **Digital Support Team** is on hand to help you make the most of your subscription.

UK schools should email: [support@collinshub.co.uk](mailto:support@collinshub.co.uk), or you can call 01484 668148 (option 3).