The Collins Hub User Guide: Admin

Welcome, this guide will run through how to use the **Collins Hub** as an **admin user**.

Contents

Logging in

When you purchase a Collins subscription you will receive a welcome email notifying you that the account has been created, with a link to set your access up on the **Collins Hub**.

Once you have set your password (passwords must contain upper- and lower-case characters, special characters, and a number), you can log into the **Collins Hub** by selecting whether you are a primary or secondary teacher, then entering your details.
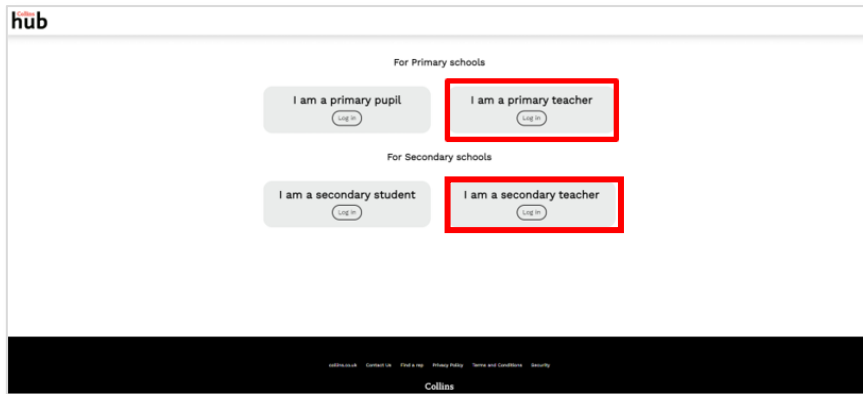
When you have logged in, you will see the **library screen** and the resource packages you have purchased. If you subscribe to other resources on the Collins Hub, these will also be displayed on the library screen in alphabetical order (if you subscribe to multiple resources, you may need to go to page 2).
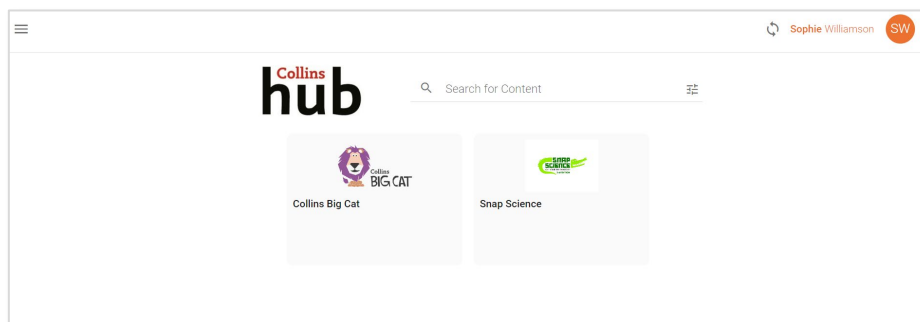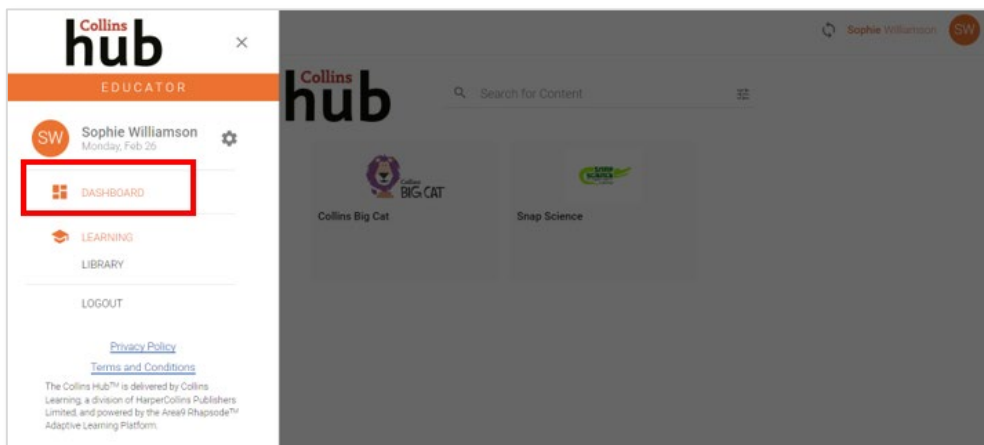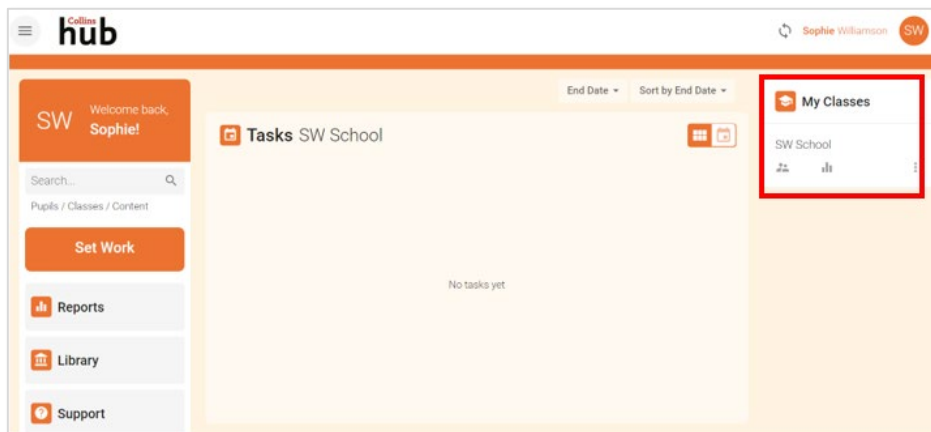

Navigating the Collins Hub

To navigate around the Collins Hub, click on the hamburger menu in the top left corner:
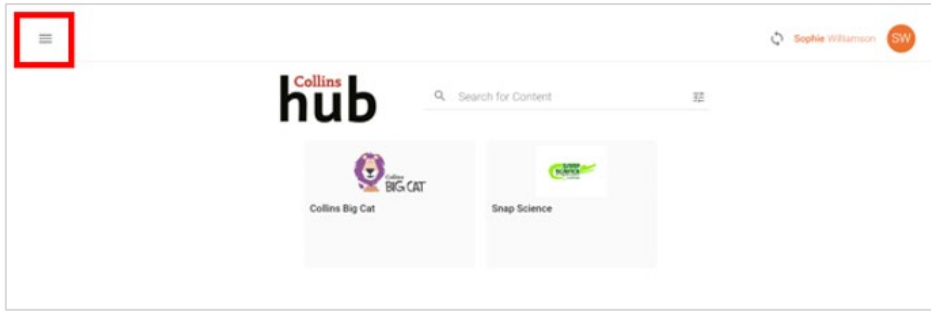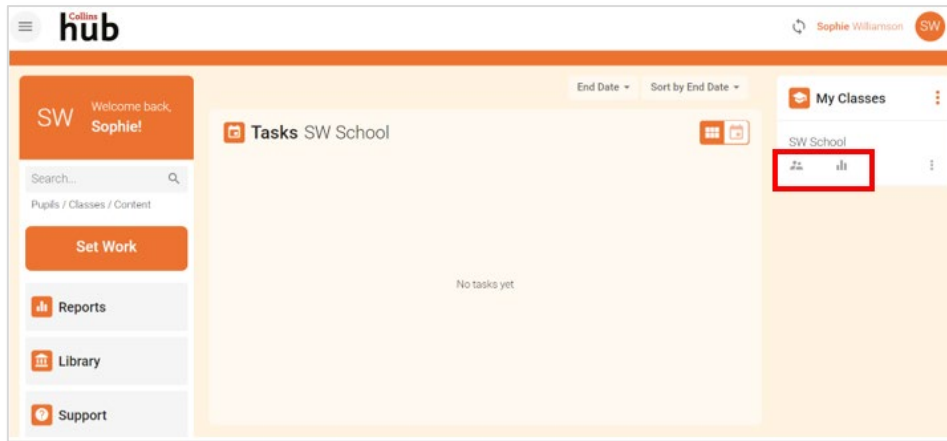
This will bring up a menu. You can use this menu to get back to your Library at any point. Click on **Dashboard**:

This screen will show you any work (tasks) you have set your pupils (if applicable). You can also see your classes on the right side.
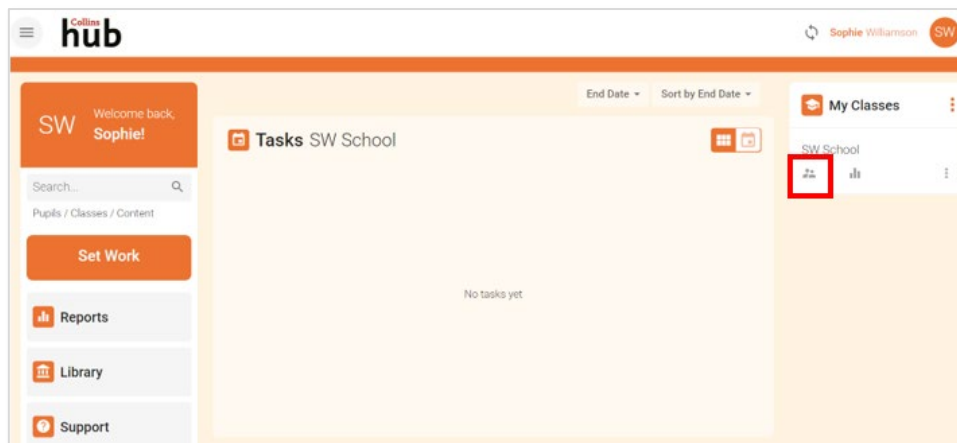

From here you can access your pupils and reports by clicking on the icons under the class name:
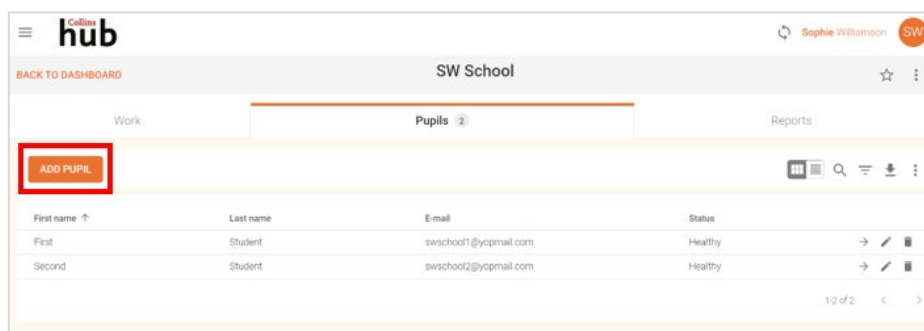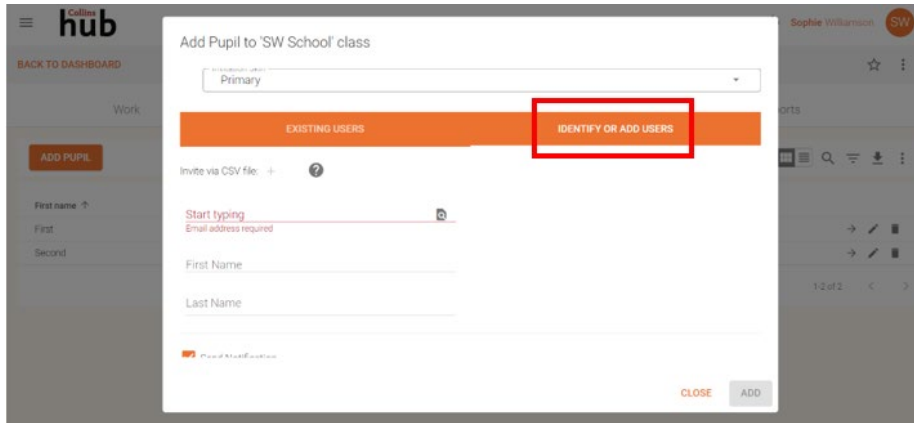
Adding learners

From the **Dashboard**, click on the **View pupils** icon underneath the class name:

This will bring up a screen with any pupils already added. To add a new pupil, click the orange **Add pupil** button:

This will bring up a pop-out screen. If you are adding a user who is new to the Collins Hub, click on the **Identify or add users** tab.

Type in their email address, first and last name. Scroll down and make sure to tick the **Verify the invitation settings** as you will not be able to add the pupil without this. Once that is complete, the box labelled **Add** should turn orange and be clickable.
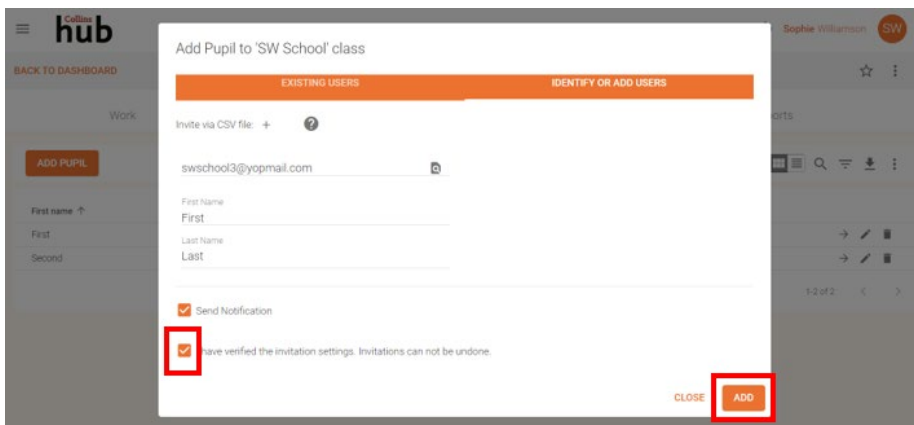

An email will be sent to the pupil's inbox with information on how to log in.

You can change the pupil's name at any time by clicking to the pupil screen and then the **pencil edit** button (1) next to the child's name. This will bring up a screen where you can edit their first and last name (2).
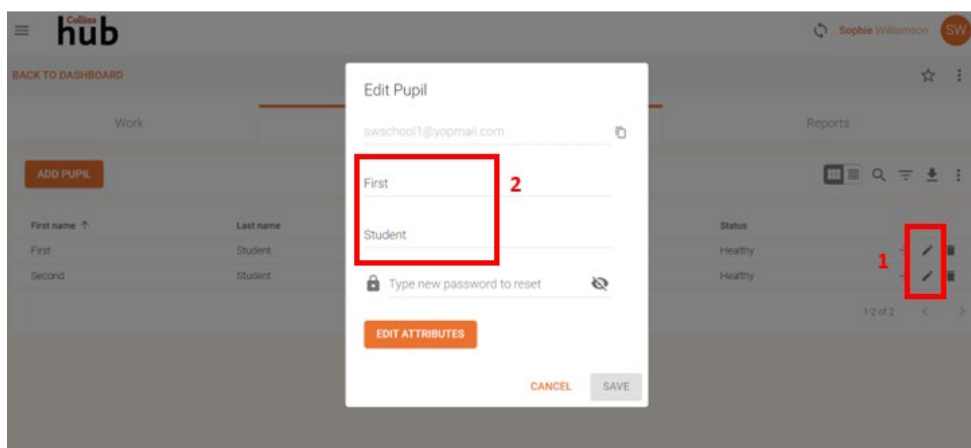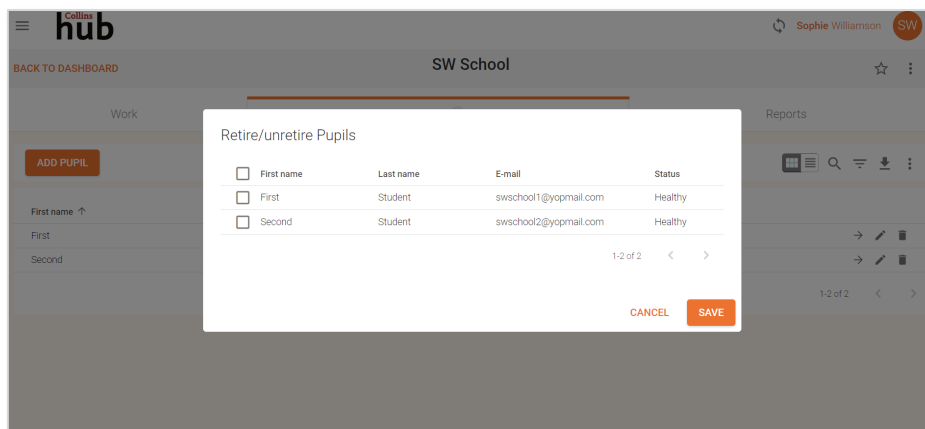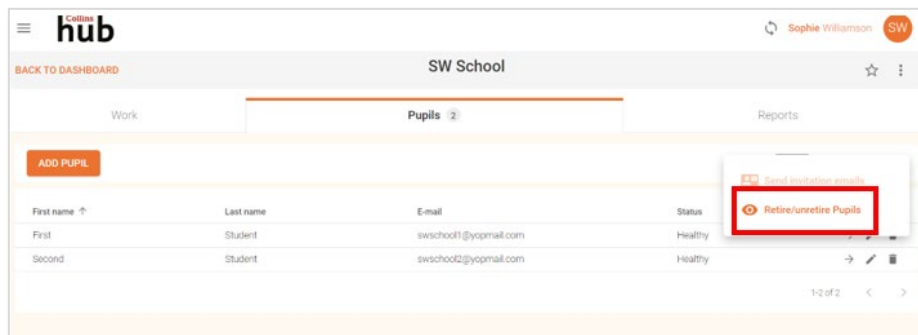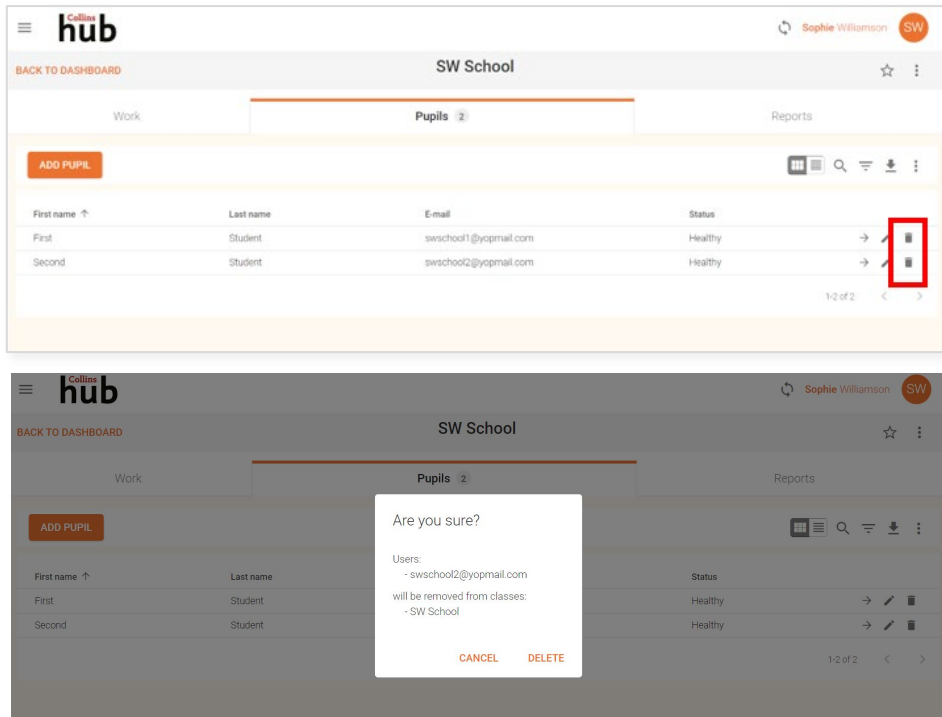

Removing learners

If you wish to *temporarily* remove a user, from the pupil screen, click the **three dots** on the right-hand side.
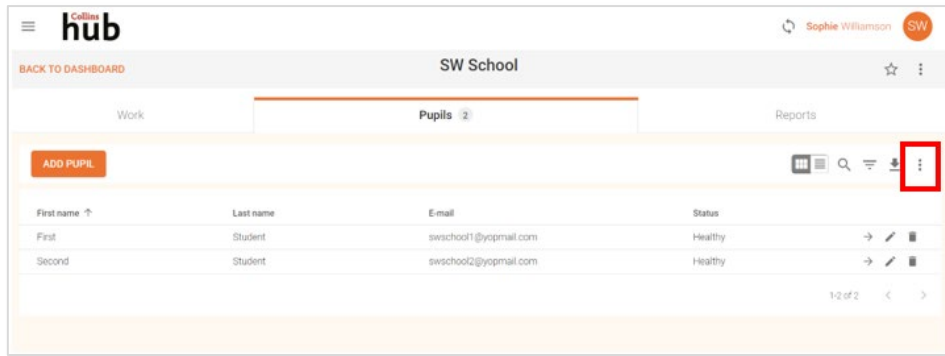
Select **Retire/unretire pupils.** From here a pop-out screen will appear. Tick the pupil(s) that you wish to remove access for and click **Save**. This action can be undone using the same steps with the pupil being unticked in the pop-out screen.



To *permanently* remove a pupil, go to the pupils screen and click the **bin icon** next to the user you wish to remove. A confirmation screen will appear to show which pupil will be removed from which class. If you are happy with the selection, press **Delete** to confirm.
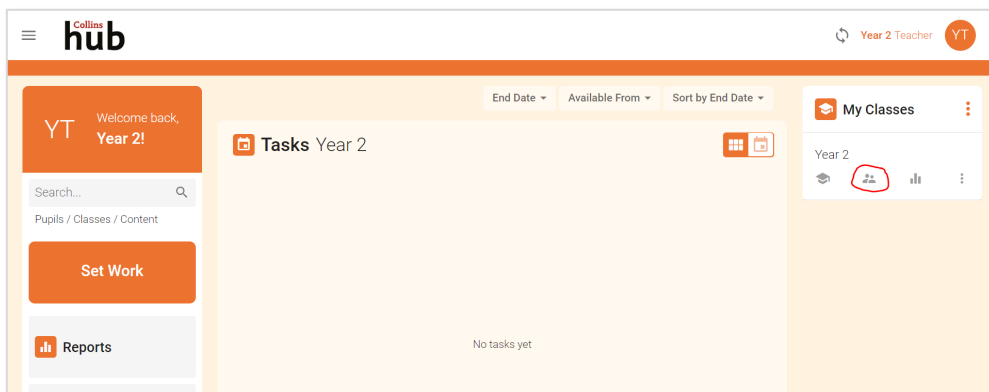
Adding learners without email addresses

To create a new pupil account <u>without an email address</u> in the **Collins Hub**, first select the **Dashboard** from the hamburger menu on the left side of the screen.
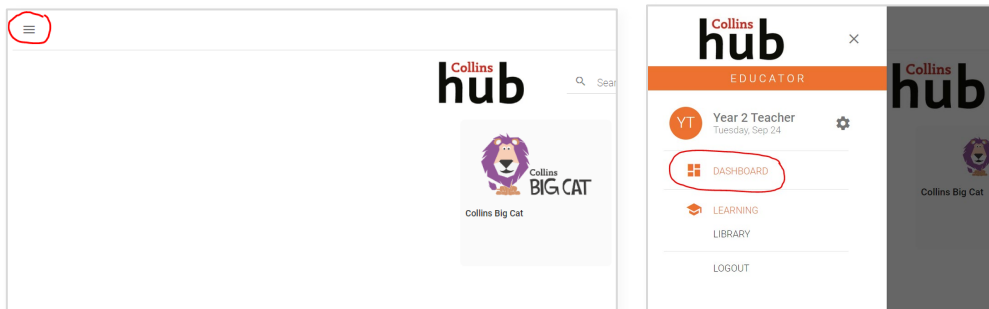
On the Dashboard you will see your classes on the right-hand side. Find the class you're looking for, then click the **Pupils** icon, circled below.

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.
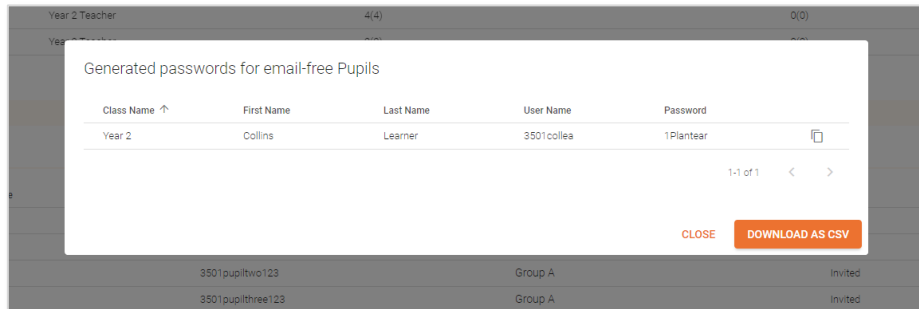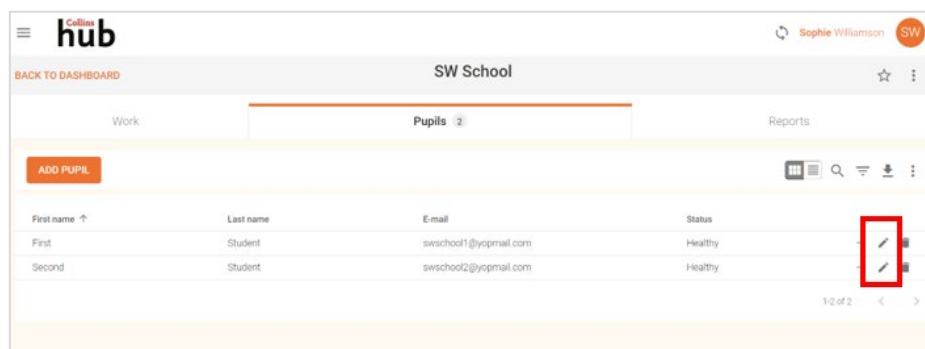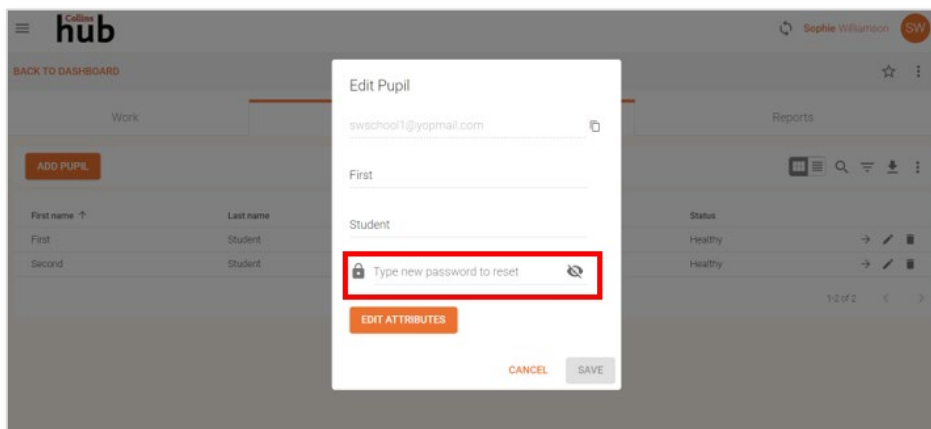

Resetting a learner password

If you need to reset a password for a pupil, go to the pupils page and click on the **Pencil edit** button next to the pupil's name.
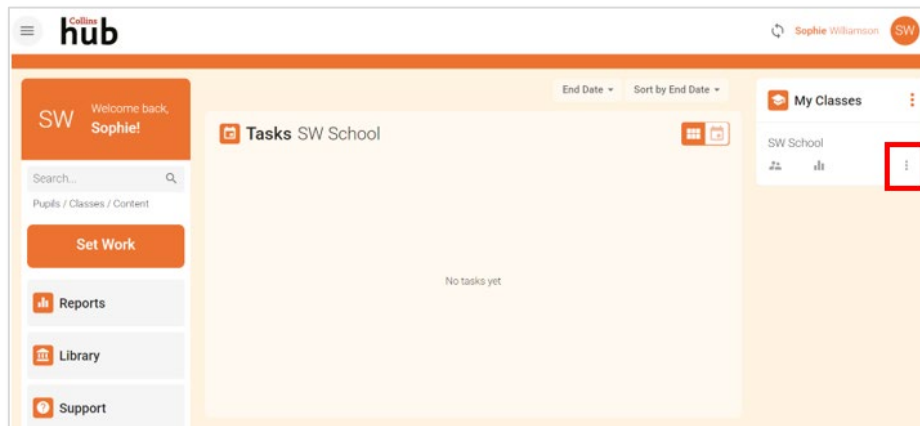

This will bring out a pop-out screen where you can set a *temporary* password for that pupil. When the pupil logs in using that password, the Collins Hub will prompt them to create a new one.
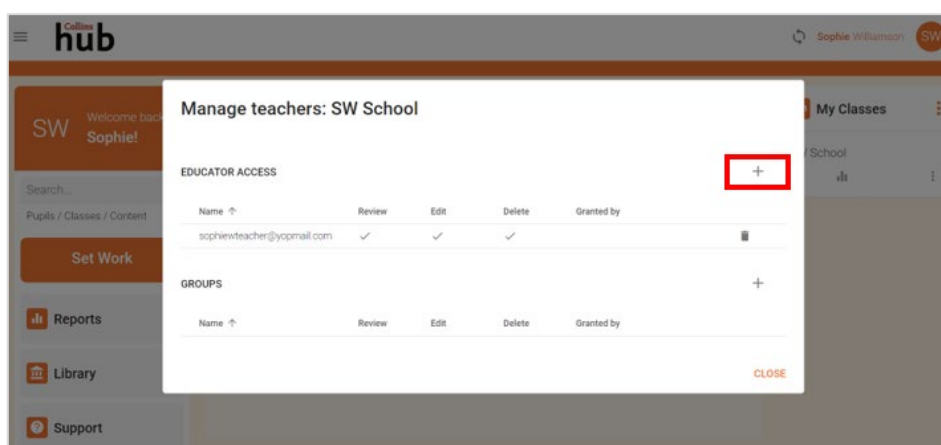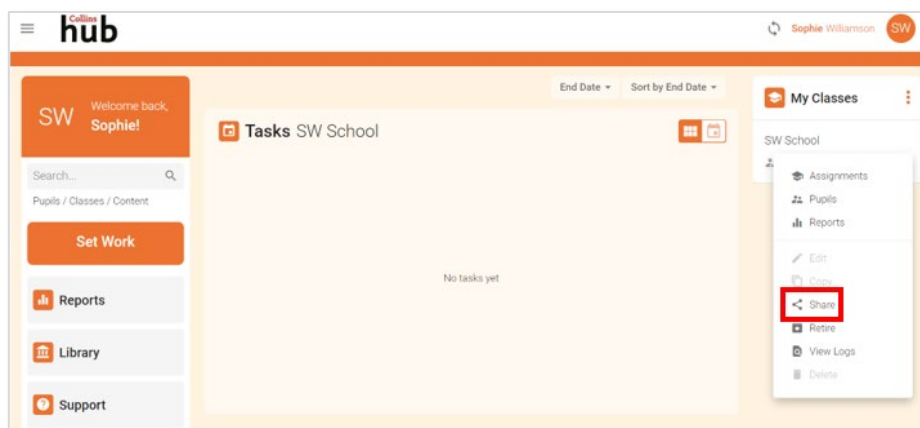
Adding a teacher

To add a new teacher to a class, go to the **Dashboard** page and click on the **three dots** next to the class you wish to add the teacher to.

Click on **Share**. This will bring up a pop-out screen. Click the **+ (plus)** button in the **top right** corner.

If you are adding a teacher who is already associated with another class, search for them under the **Existing users** tab. If you are adding a new teacher, use the **Identify or add users** tab and add in their email address, and name. Scroll down to select their permissions, including **Can view class** and **Can edit class** (**Can delete class** can be optional) and click the **Verification box** to make the **Grant** button turn orange and clickable.
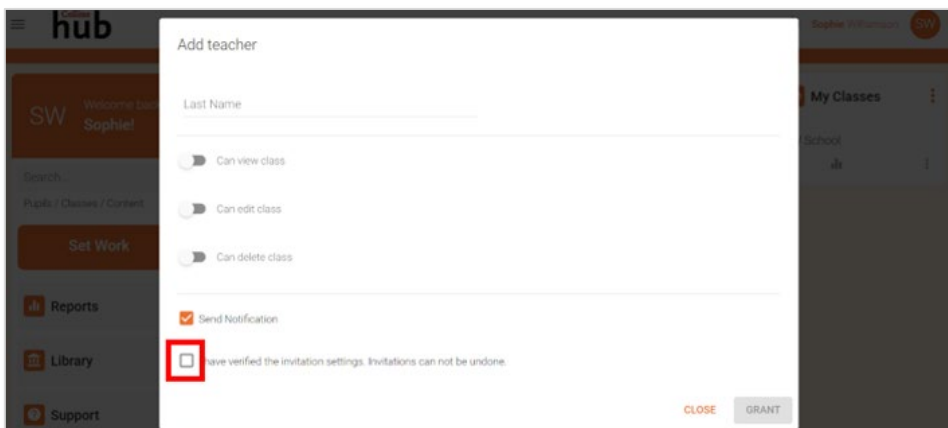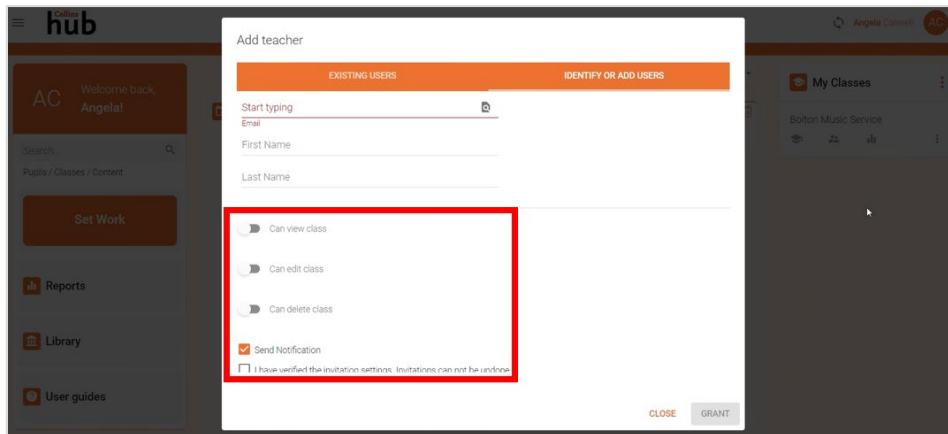
Removing a teacher

To remove a teacher from a class, start at the **Dashboard**, click the **three dots** next to the class you want to remove the teacher from and click **Share**. This will bring up the same screen that appears when adding a teacher. Click on the **bin icon** next to the teacher you wish to remove and confirm your choice.

Adding new classes

Adding a new class is not a function available for Hub admins. Please contact the **Digital Support Team** to complete this action for you.

Moving pupils between classes

To move a pupil to a different class, go to the pupils screen and click on the **arrow button** next to the pupil you wish to move. This will bring up a pop-out screen where you can use the drop-down menu to select which class you want to move the pupil to.
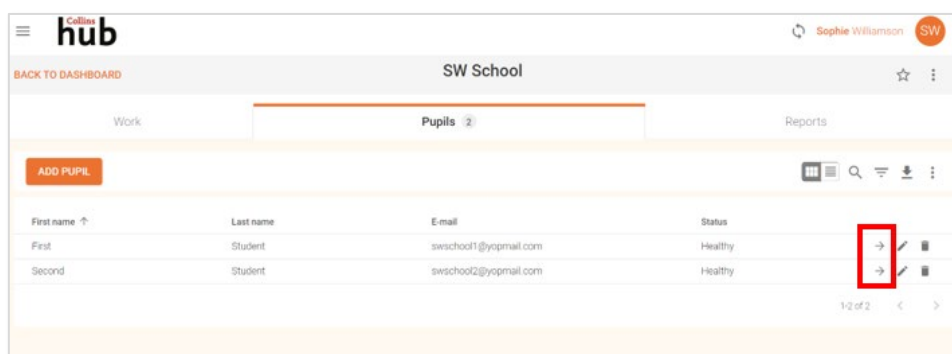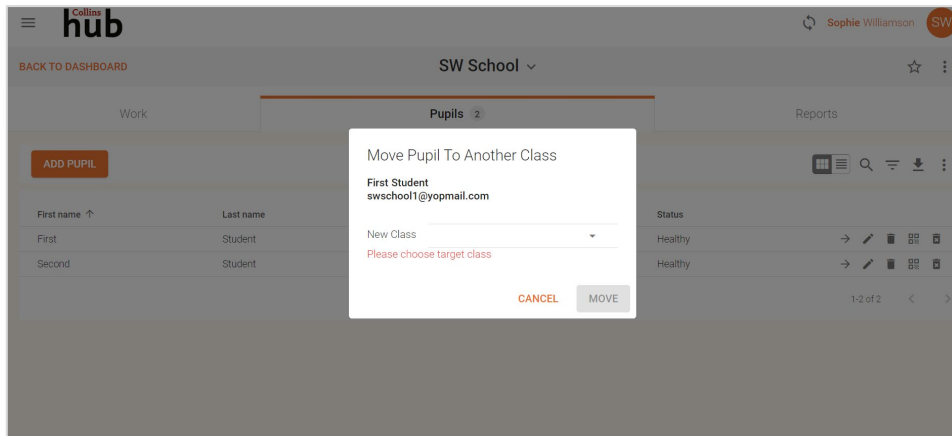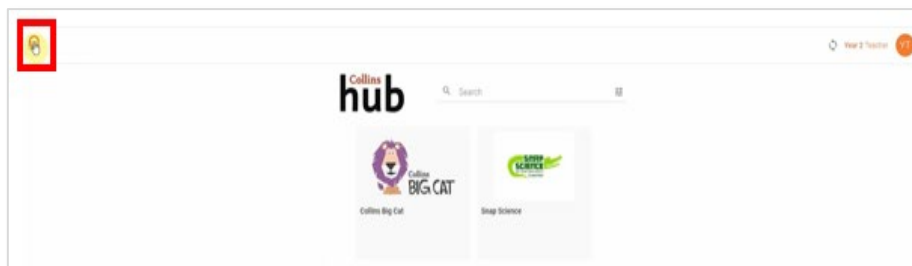
Securely download your class information

To securely download your class information, including usernames and passwords for each, please follow the instructions below. You can also find a short video walkthrough [here](#).

From the **Collins Hub Library**, open the **hamburger menu**, top left of the screen.
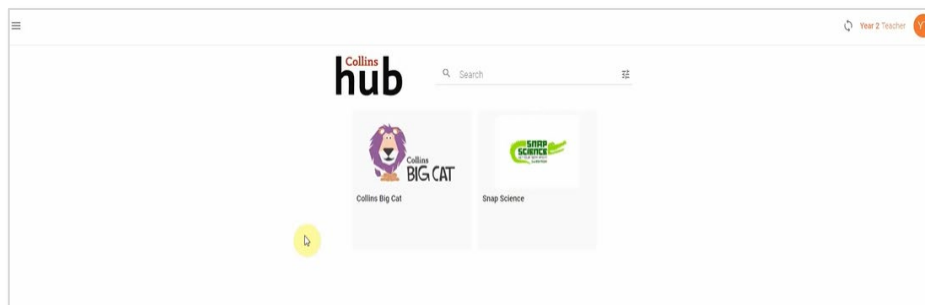
Select **Dashboard**. You will see your class(es) top right of the screen.
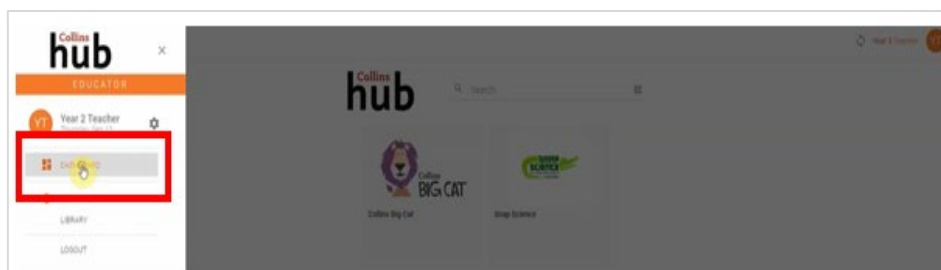
Click the **three dots** next to your class, followed by **Generate Passwords**.

Press **Continue**. After a couple of seconds, you will see your class information along with the option to **Download as CSV** (Excel).
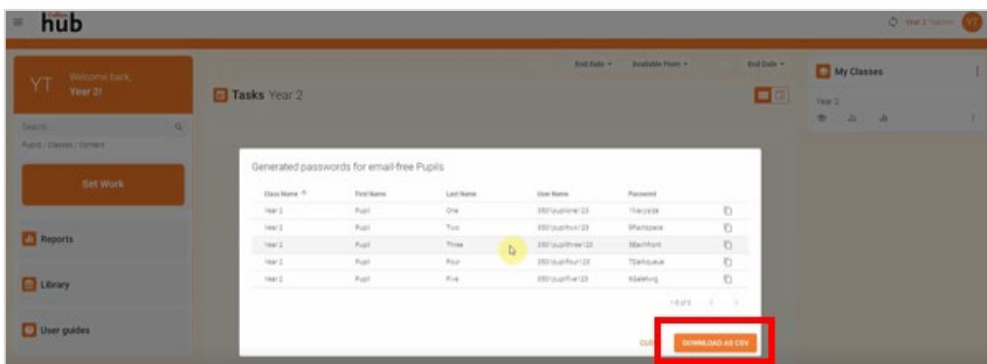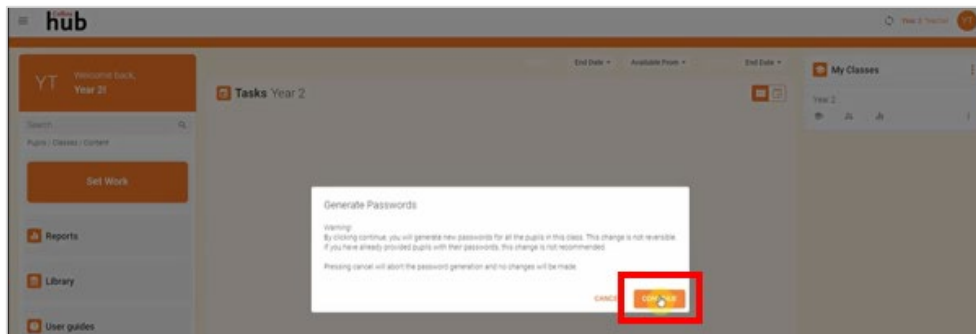
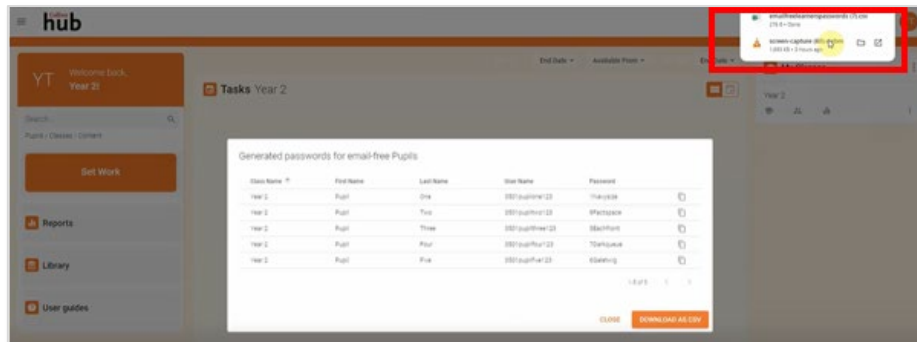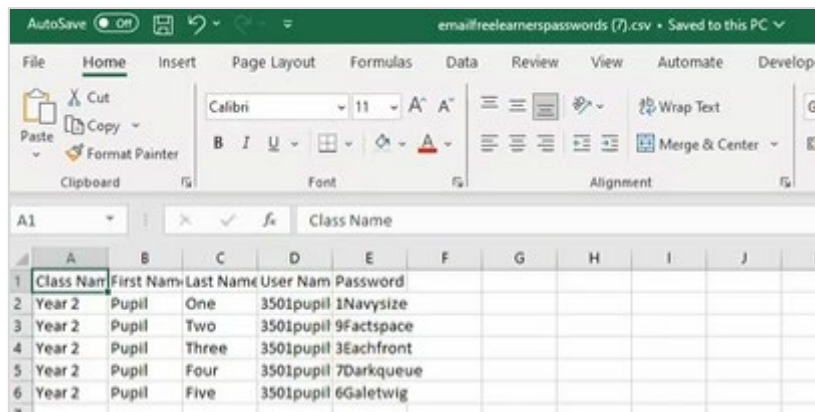Depending on how your computer is set up, this document will either appear in the top right of your screen or in your **Downloads** folder.

Open the file to access your class user information.

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).
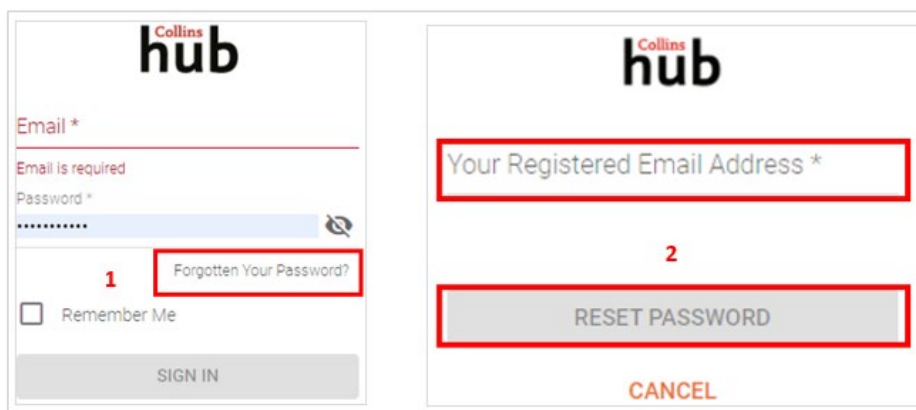
Setting a password

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**

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**, or you can call 01484 668148 (option 3).