

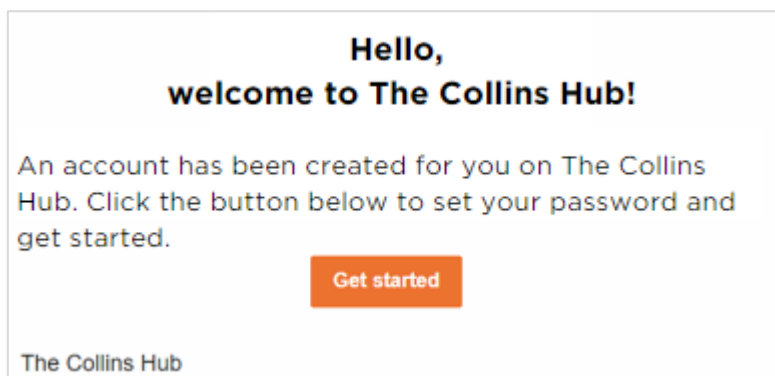
The Collins Hub eBook User Guide for Parents

Welcome to the [Collins Hub](#). This guide will run through how to access your **Collins eBook Library**.

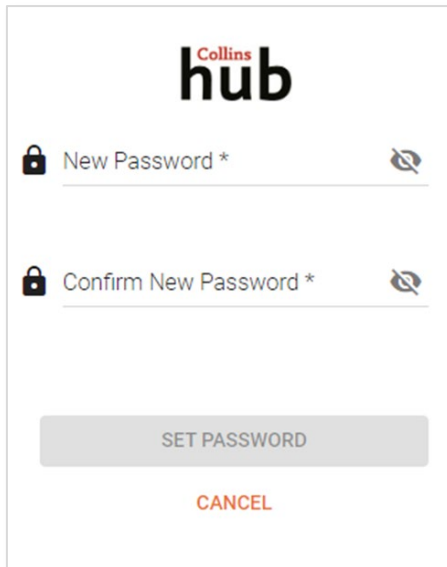
Logging in	1
Reading the eBooks	3
The Collins Hub app.....	6
Help and Support	7
Forgotten your password?	7
Setting a password.....	7
Technical Requirements	7
Privacy Policy, GDPR and Data Processing Agreement.....	7
Frequently Asked Questions (FAQs).....	7
Contact.....	7

Logging in

When your school sets up your child, you will receive an email into your child's inbox inviting them to log into the [Collins Hub](#). Click the orange **Get started** button.



It will take you to a page where you will be prompted to your child a password. This password must contain upper- and lower-case characters, special characters, and a number. Once you have set the password, you can log into the [Collins Hub](#).



Collins
hub

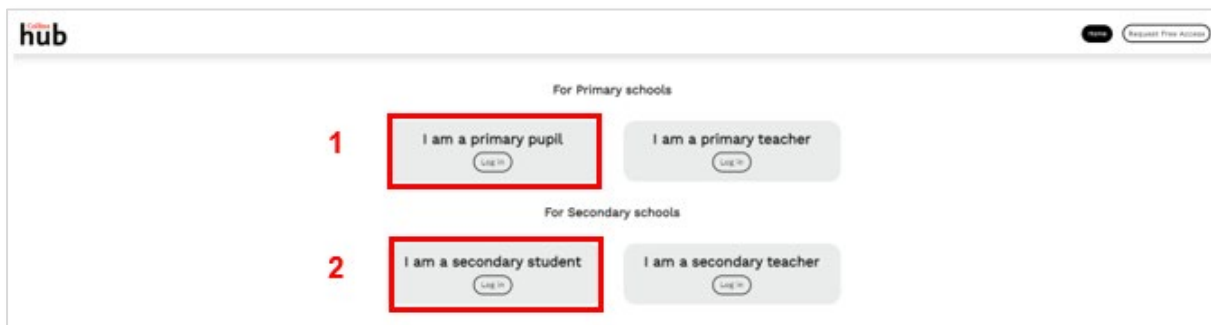
New Password *

Confirm New Password *

SET PASSWORD

CANCEL

From the log in page please select the relevant option for your child e.g. **I am a primary pupil (1)**, or **I am a secondary student (2)**.



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hub

Request Free Access

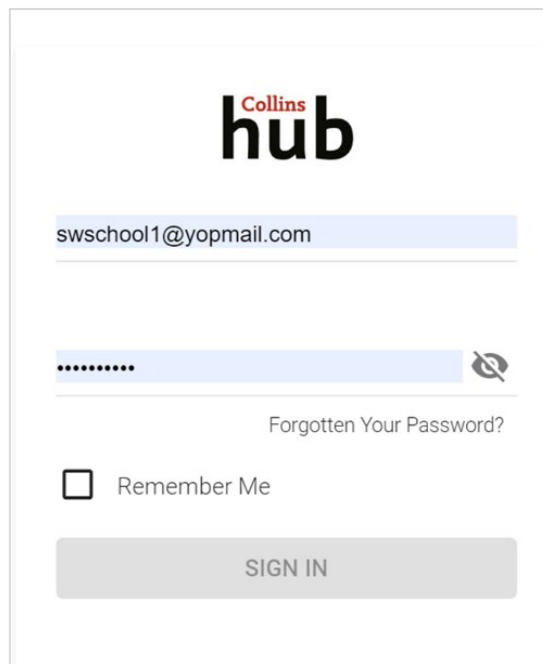
For Primary schools

1

For Secondary schools

2

When prompted, enter the user details, and press the **Log In** button:



Collins
hub

swschool1@yopmail.com

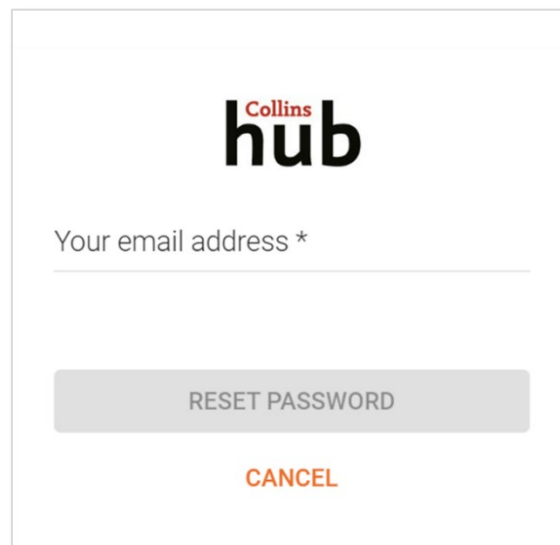
.....

Forgotten Your Password?

Remember Me

SIGN IN

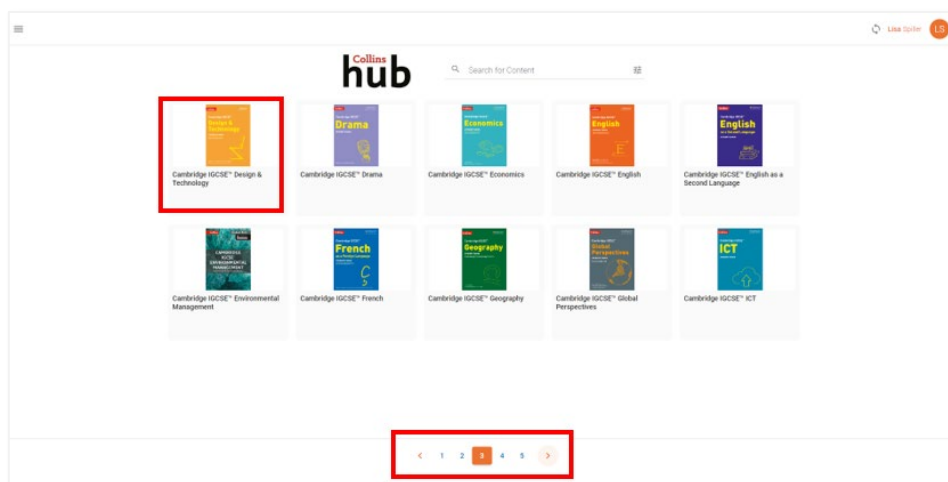
If your child forgets their password, you can click the **Forgotten your password?** button. It will ask you to confirm the email address, then send an email containing a link to reset the password.



The image shows a password reset form for Collins hub. At the top, the Collins hub logo is displayed. Below the logo, there is a text input field labeled "Your email address *". Underneath the input field is a grey button labeled "RESET PASSWORD". At the bottom of the form is a red "CANCEL" button.

Reading the eBooks

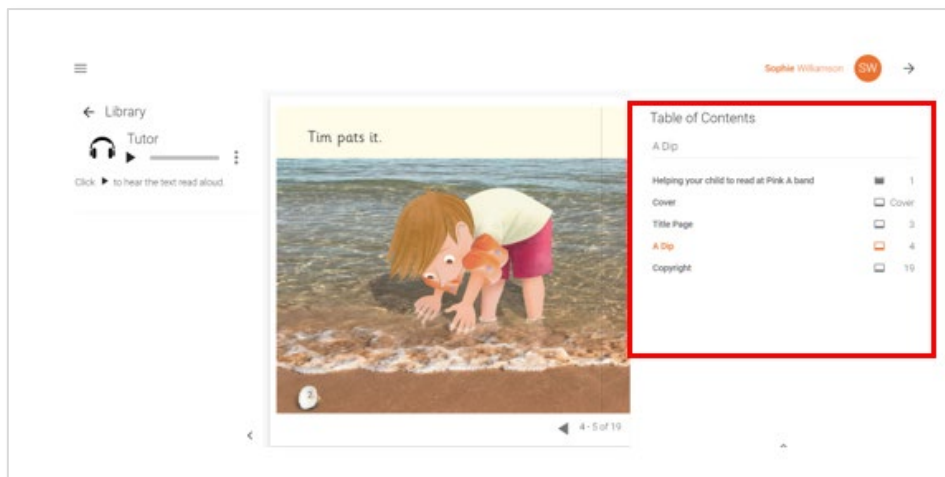
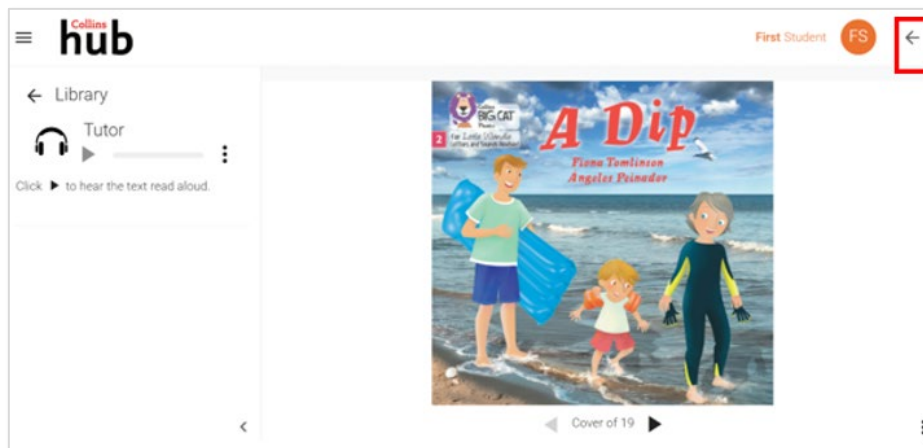
Once you have logged in you will see the **Library** screen, which contains all of the **eBooks** assigned to your child by their teacher. These are listed alphabetically, and you will need to use the arrows to scroll through the **page numbers** (1) to find the book you wish to read. To open a book, **click on the cover** (2).



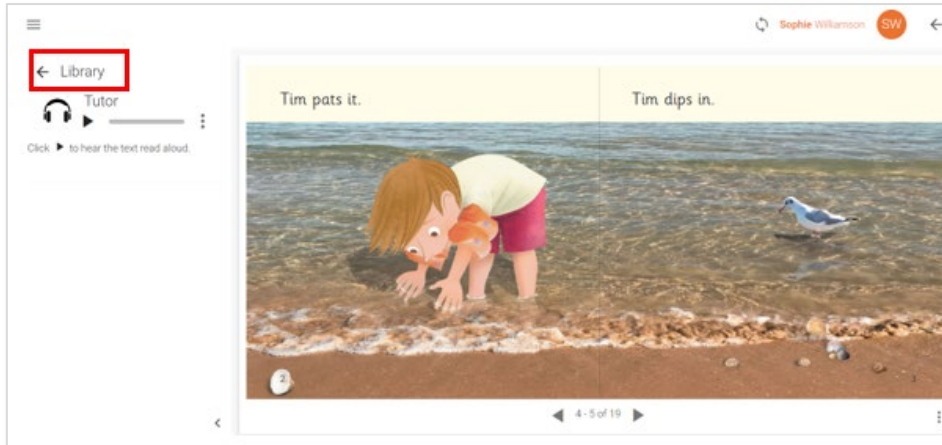
This will display the cover page of the eBook and, on most screens, the **left panel** will open automatically. This is where you can play the accompanying audio (1), which is available for all Key Stage 1 titles. You can hide this panel by clicking the **small arrow** (2) at the bottom of the screen.



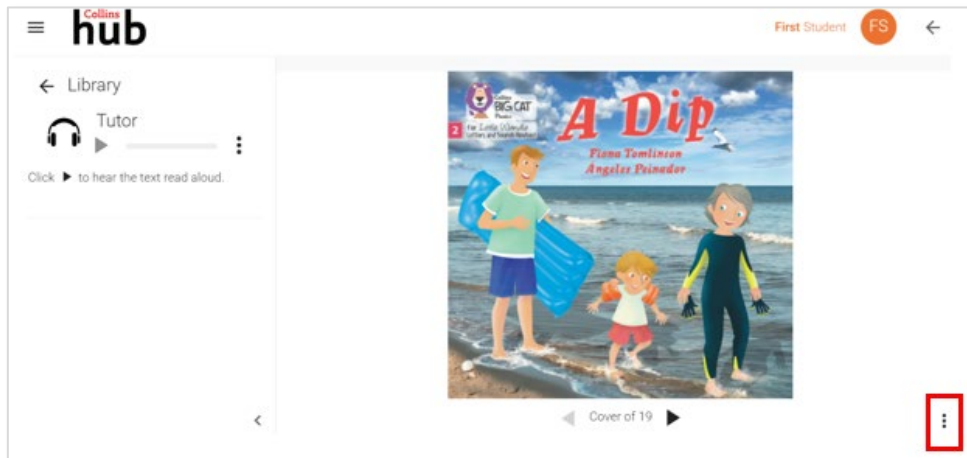
To show the **table of contents** for the eBook, click the **arrow in the top right corner**. This will provide you with the chapter titles and enable you to jump to specific parts of the book. Clicking the arrow again will hide it.



The **Library** button will take you back to the main library page.

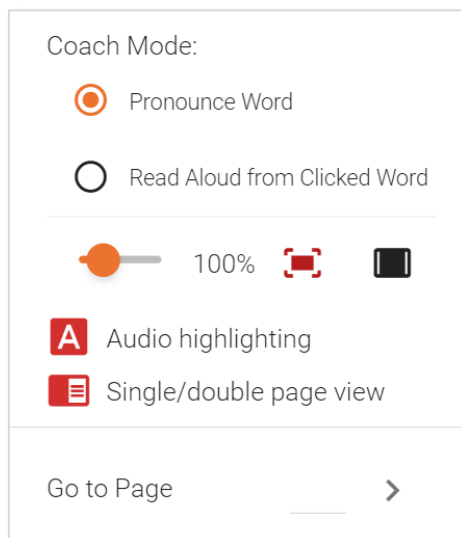


If you click the **three dots** in the **bottom right corner**, it will bring up the menu for **Coach Mode**.

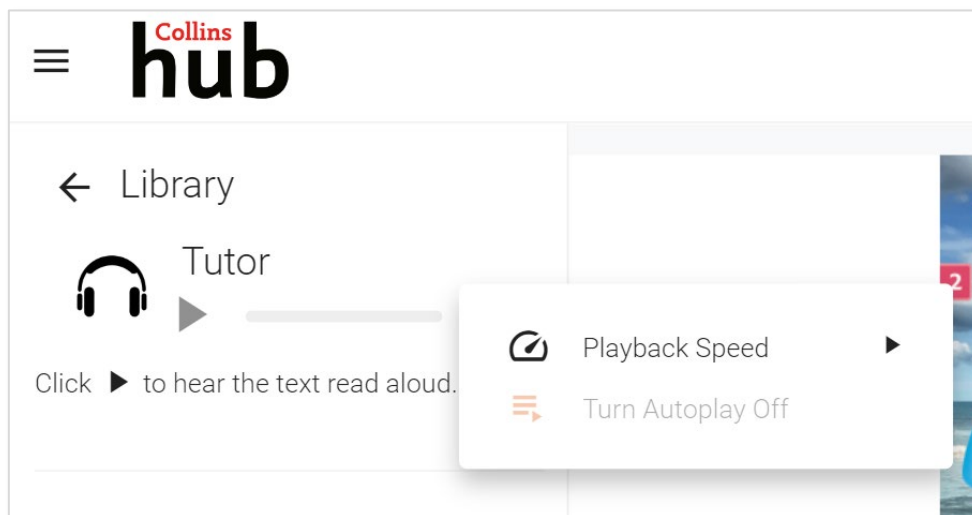
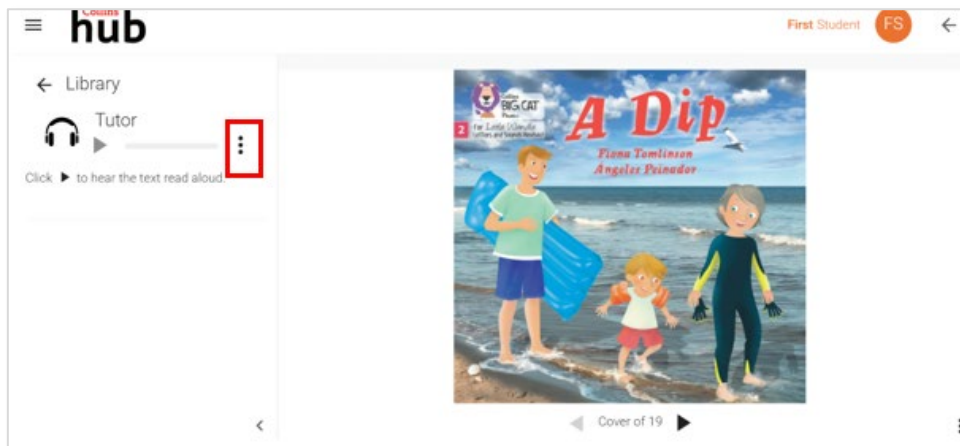


Coach mode enables you to:

- Listen to the words.
- Change the size of the page (zoom in and out).
- Jump to/select a specific page.
- Change the layout of the book on screen.



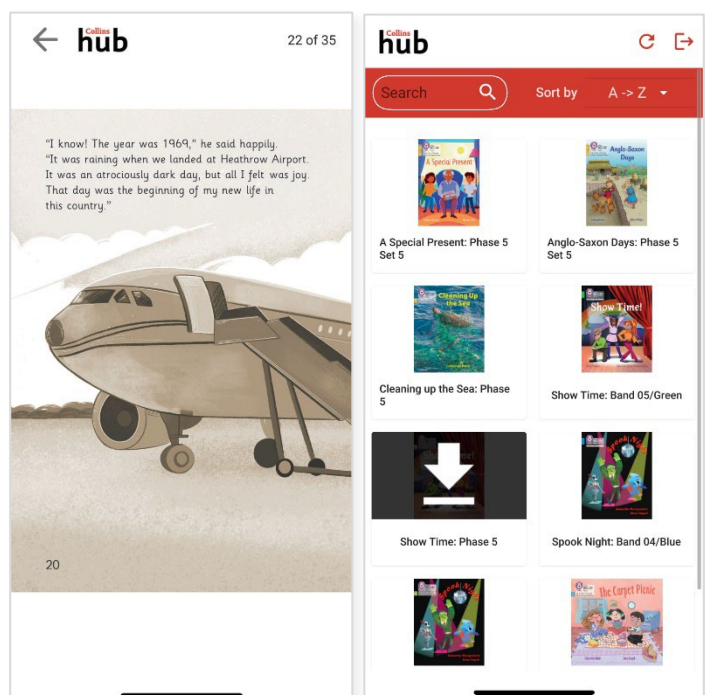
If you click on the **three dots** next to the **audio player**, you will see the option to **change the playback speed** or **stop autoplay**.



The Collins Hub app

The Collins Hub app is available to download on both iOS and Android devices: search 'The Collins Hub in the **App Store** or **Google Play**. The app allows pupils to download their assigned books to their device and access them offline.

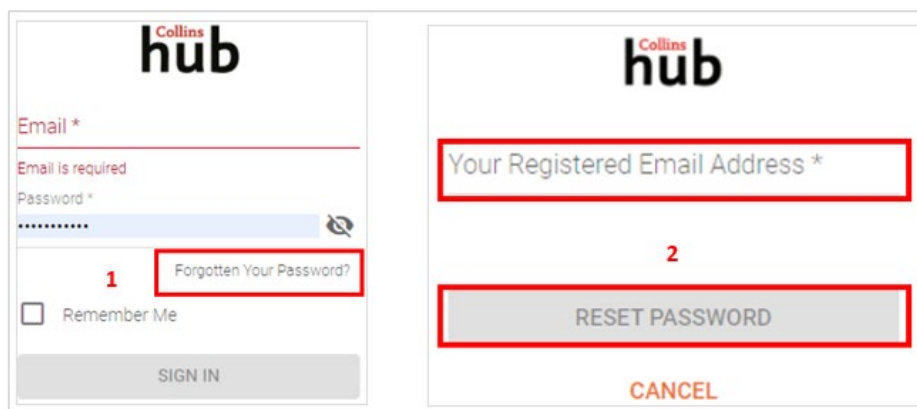
Note: the app is not designed for use by teachers. As a teacher, you won't be able to view the full Library via the app, nor can you assign books/view reports etc.



Help and Support

Forgotten your password?

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



The image shows two screenshots of the Collins Hub login interface. The first screenshot shows the login page with fields for 'Email *' and 'Password *', a 'Remember Me' checkbox, and a 'SIGN IN' button. A red box highlights the 'Forgotten Your Password?' link, with a red '1' next to it. The second screenshot shows the password reset page with a field for 'Your Registered Email Address *', a 'RESET PASSWORD' button, and a 'CANCEL' button. A red '2' is placed between the two screenshots.

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).

International schools should email: internationalsupport@harpercollins.co.uk.