The Collins Hub User Guide: eBook Library

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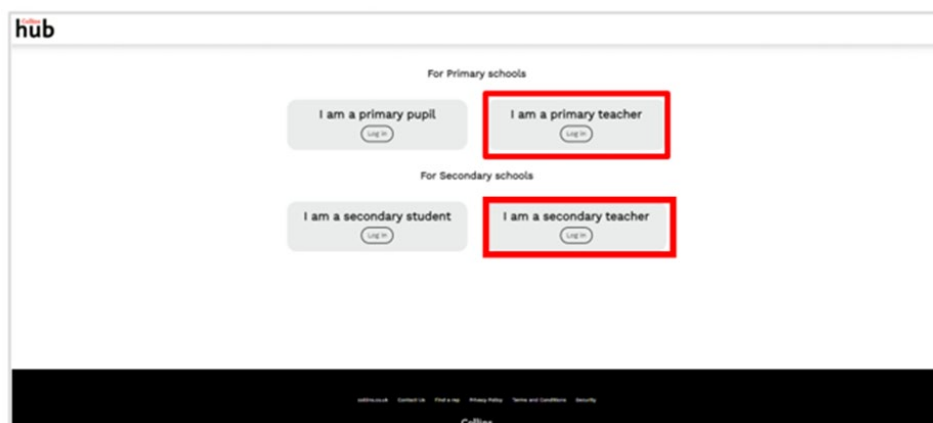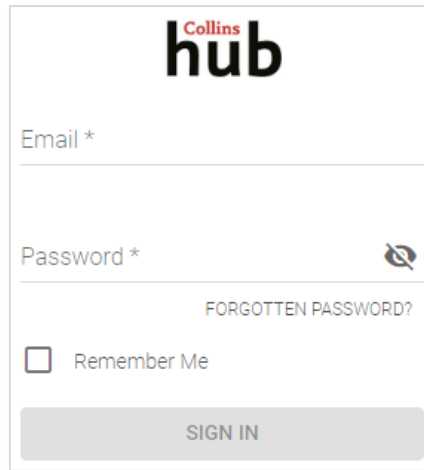
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Logging in

When you purchase a **Collins eBooks** subscription you will receive a welcome email notifying you that an account has been created, with a link to set a password to access the **[Collins Hub](#)**.

You can then log in to the **[Collins Hub](#)** by selecting whether you are a primary or secondary teacher, followed by your username and password.

Once logged in you will see the **Library** screen which will display the eBooks you have purchased. If you subscribe to other resources on the Collins Hub, these will be displayed on the menu page in alphabetical order (if you subscribe to multiple resources, you may need to go to page 2).
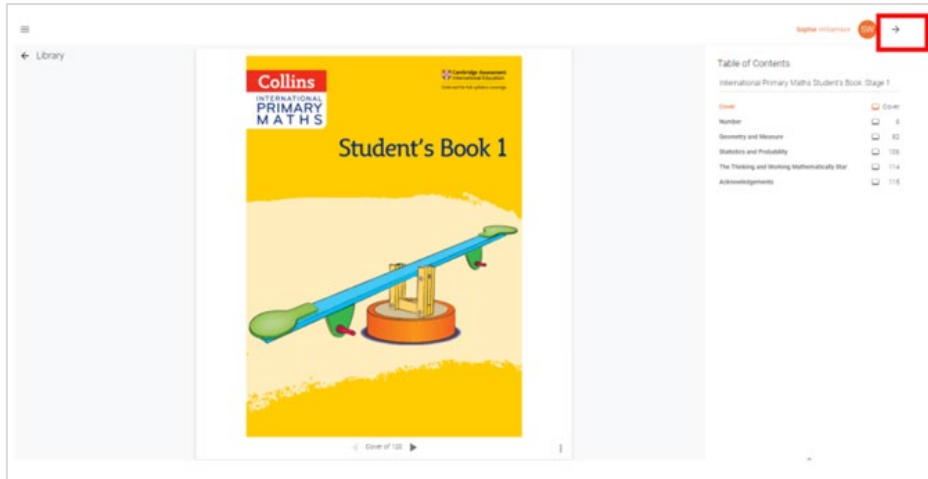
Click on the eBook icon you want to view, this will return all the eBooks available in that collection.
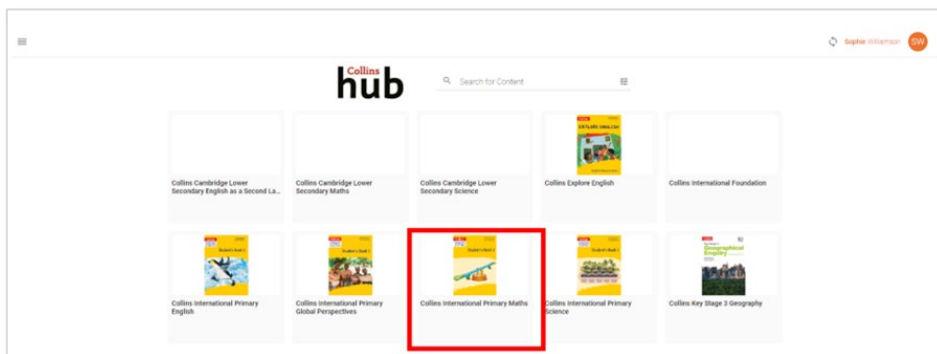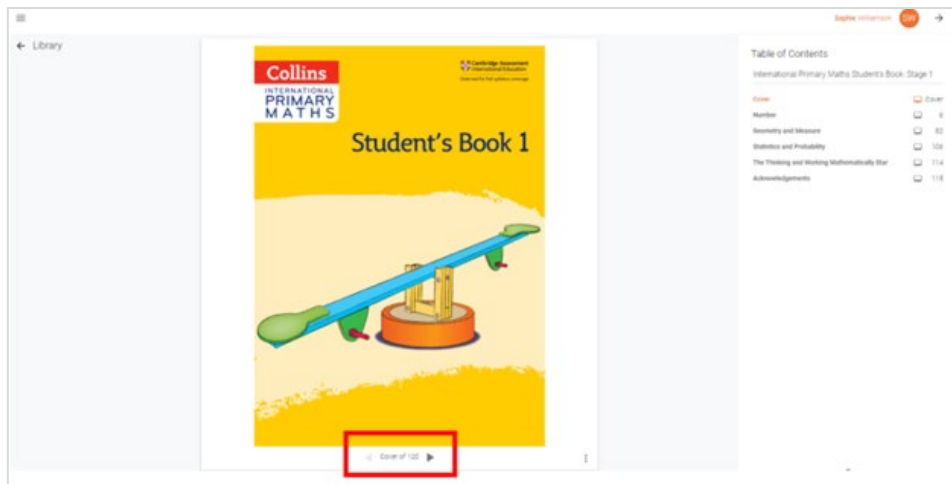

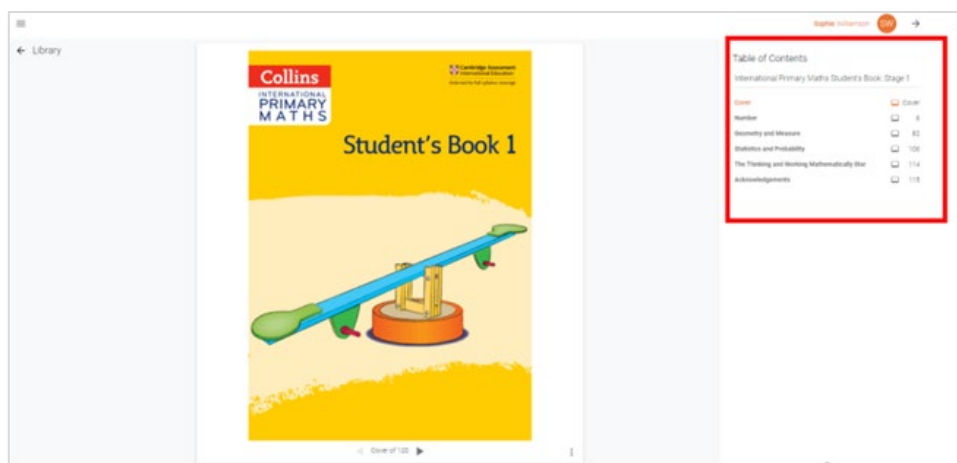To open an eBook, click on the cover (1) or the check box (2) top left of the image.
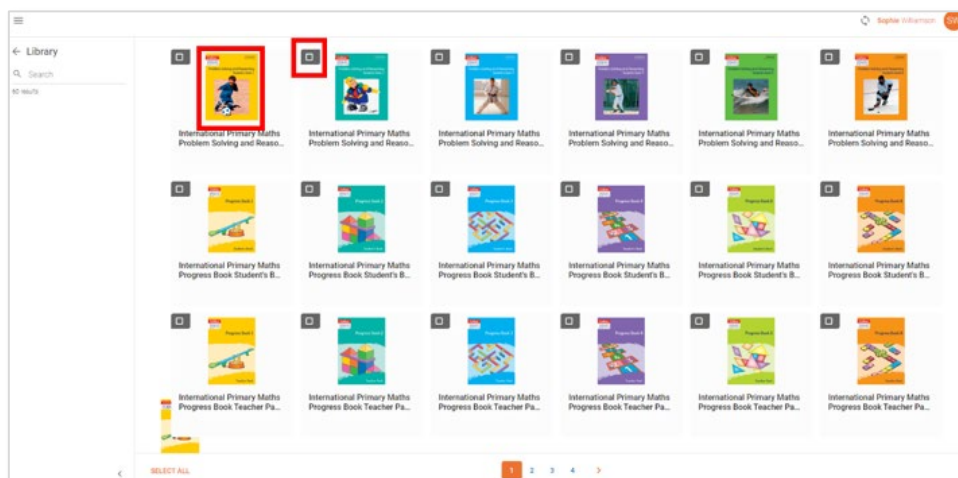
The **arrow** on the right-hand side of the screen will show or hide the contents of an eBook.
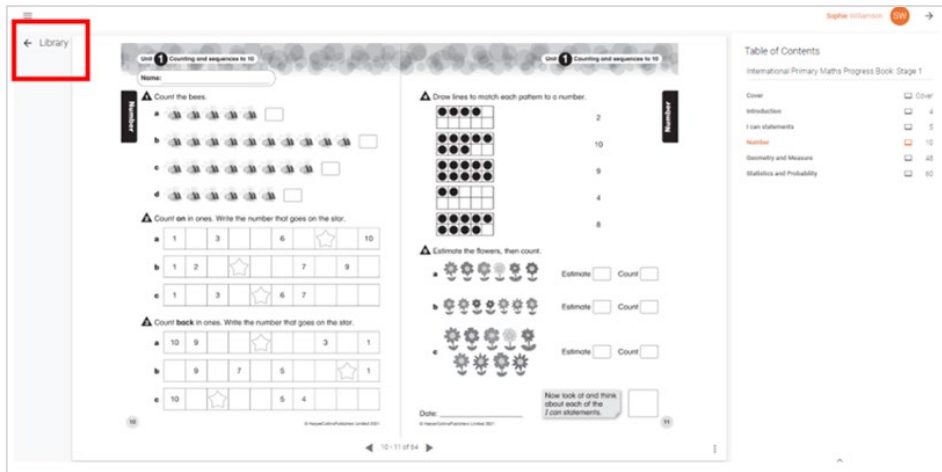
Arrows at the bottom of the screen allow you to **move through the pages**.

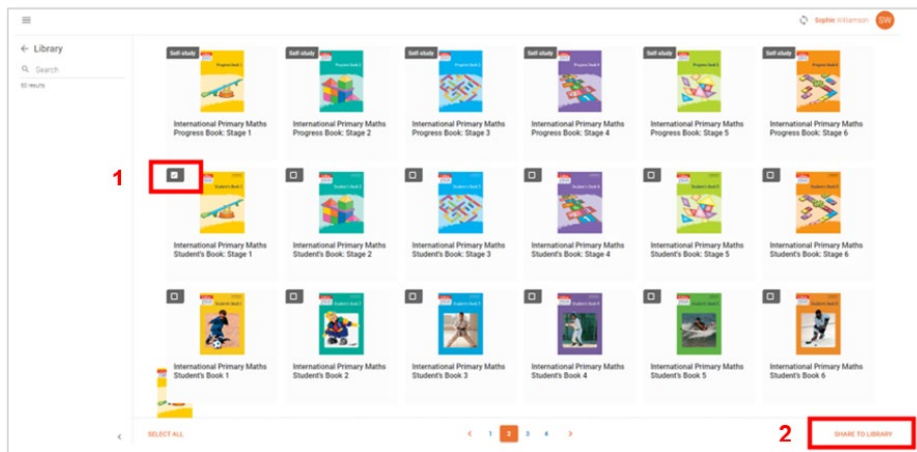
Or you can **choose which chapter you wish to view**.

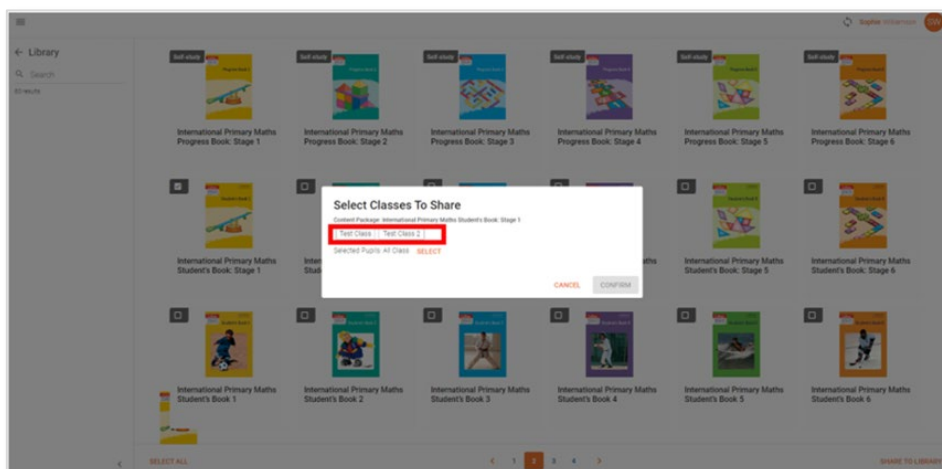Click on **Library** to exit the eBook.
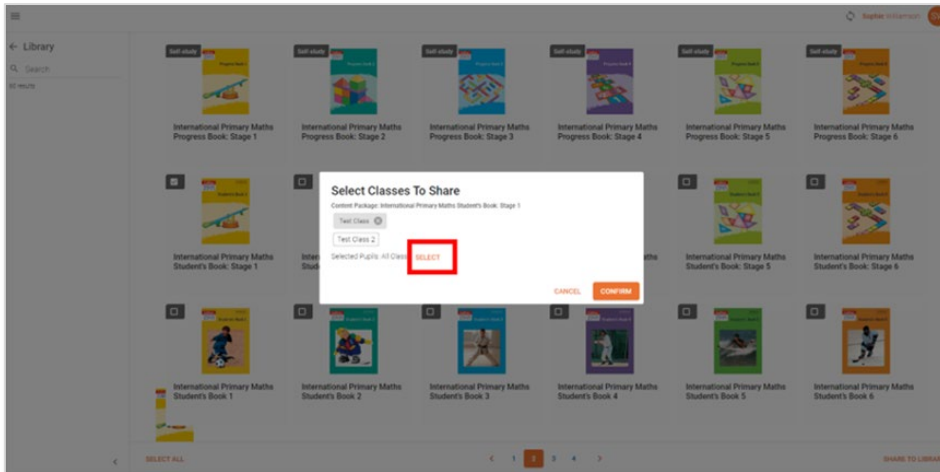
Assigning books to pupils

Select each eBook you want to assign by **clicking the box** (1) top left of the cover image. Followed by the **Share to library** option (2).

You will then have the option to **share** with your class.

You can share the book with the **whole class** by pressing confirm or you can **select certain pupils** to share it with through the **Select** option.

A small **black pop-up window** will appear in the bottom left of the screen to confirm the action is complete.
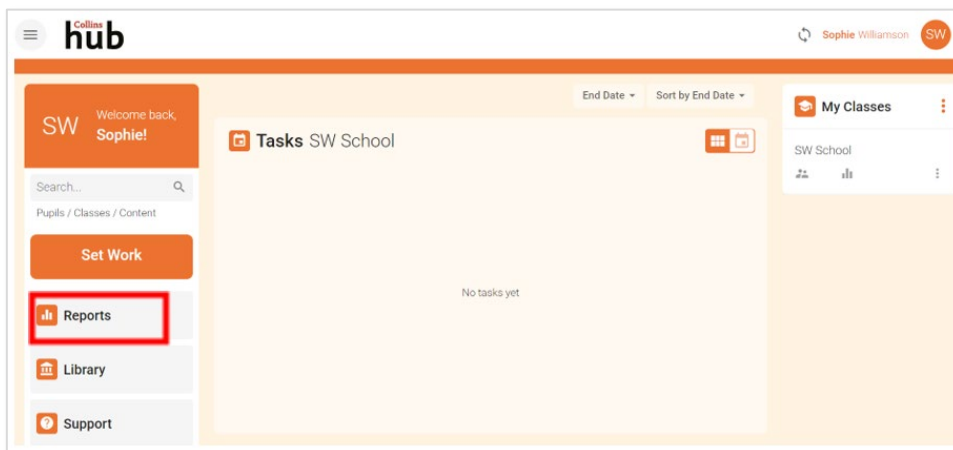
Unassigning books

Click on the **Shared content** icon in the bottom right corner, find the book you want to remove. Click the **bin icon** followed by **confirm**.
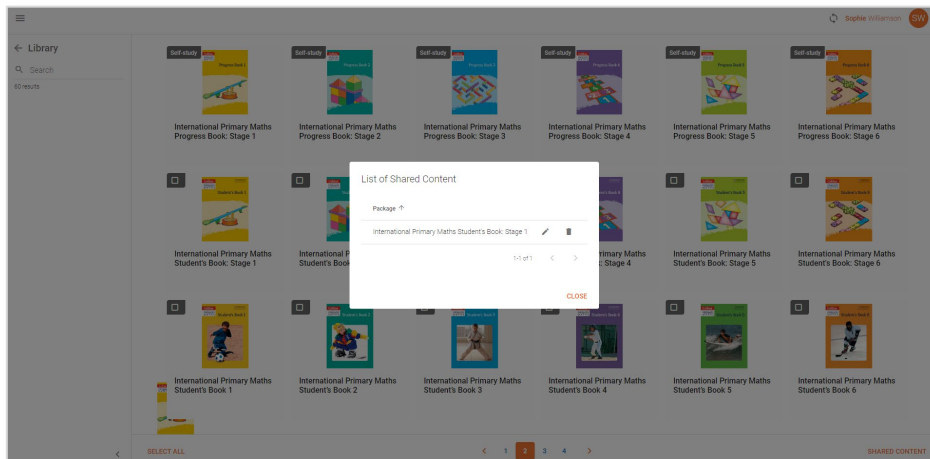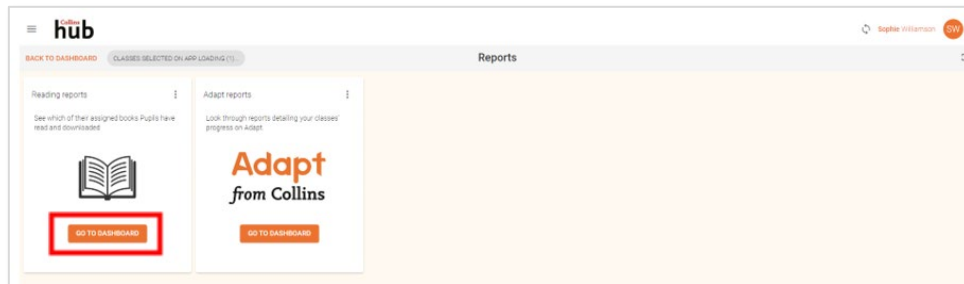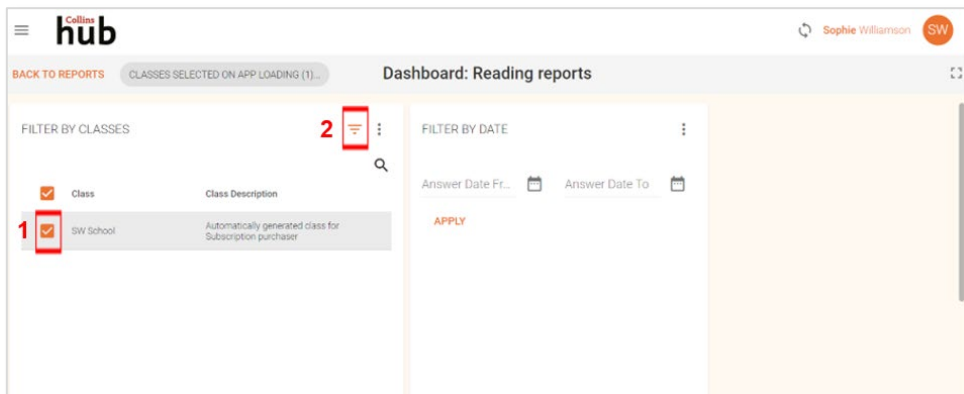

Reporting

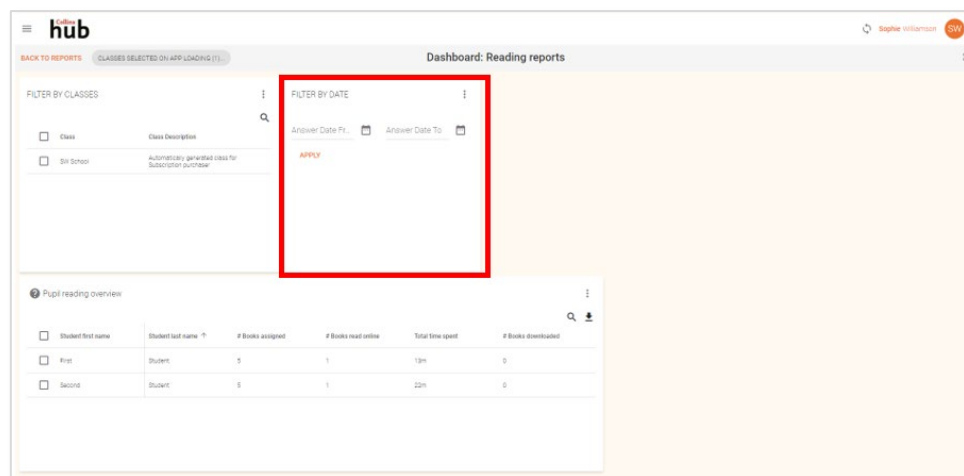To view reading reports, go to the **Dashboard** and click on **Reports**.

Click **Go to Dashboard** for Reading reports.

On this dashboard, you can choose which class you wish to view by clicking in the **box next to it**, followed by the **filter icon**.

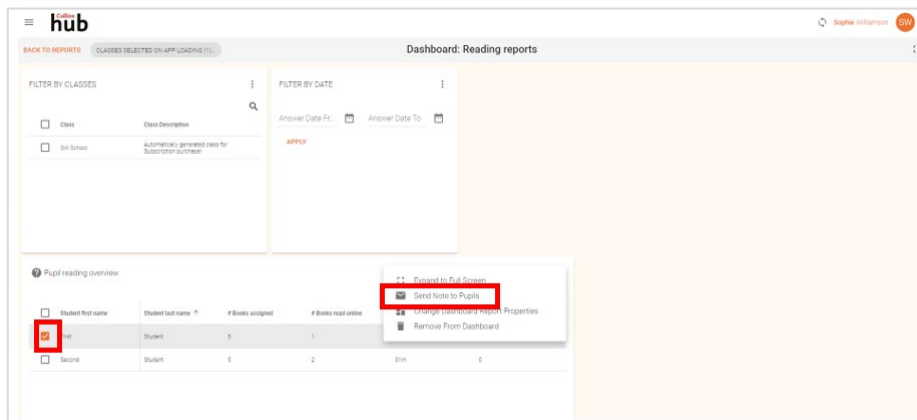You can also filter on a **specific date period**.

The **Pupil reading overview** section will allow you to see:
- How many books each pupil has been assigned.
- How many they have read online.
- How many books they have downloaded.
- How long they have spent reading.

To send a message to a pupil's email address, select the pupil(s), followed by the **three dots menu** and **Send note to pupils**.

A **pop-out screen** will appear where you can type your message and send it straight to the pupil(s) inbox.
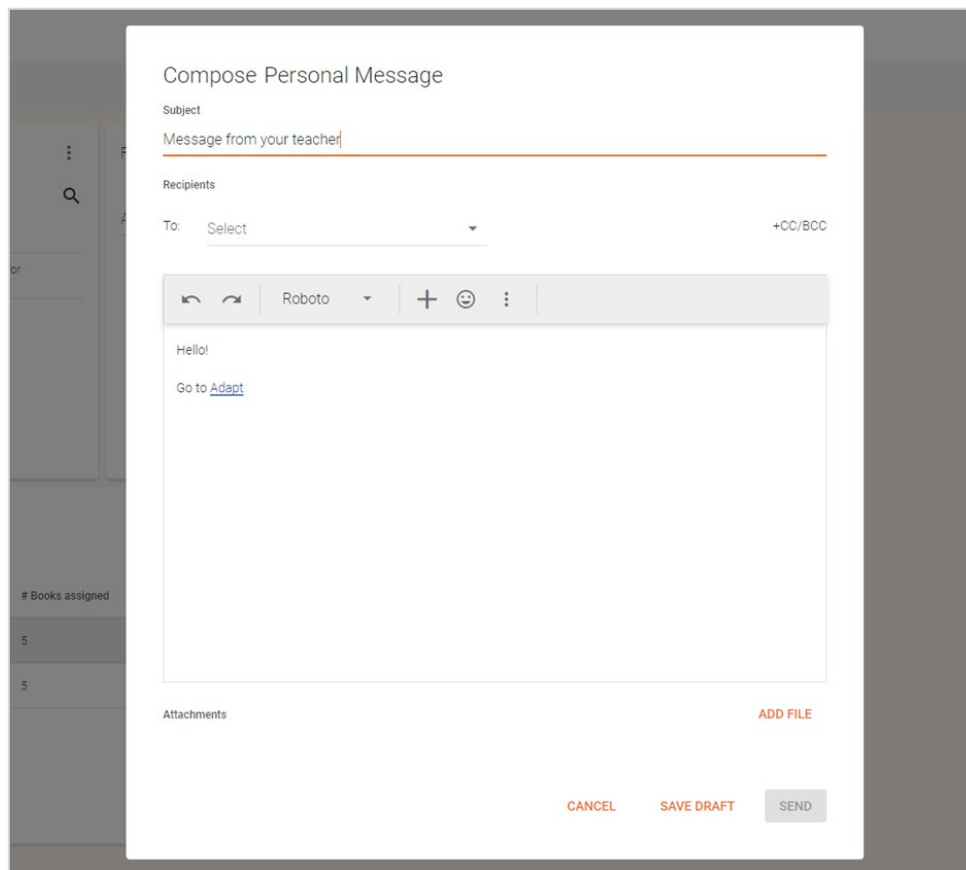
You can see individual pupil data in more detail by **clicking on their name** (not the check box) which will bring up a pop-out screen that shows:

- Which books have been opened and how long they have been opened for
- Which books have been downloaded in the app.

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.
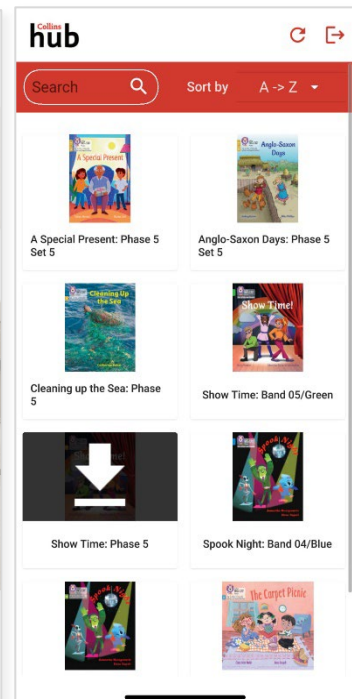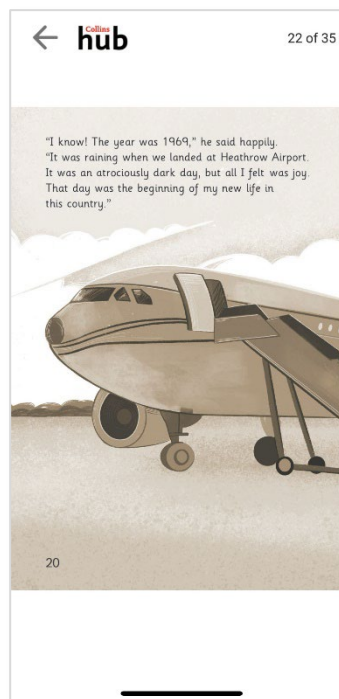
Help and Support

Forgotten your password?

If you forget your password, you can click on the **Forgotten your Password?** (1) link, where you can enter your 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 you 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**.