

How to create an account on the Learning Hub user guide

This guide gives you instructions for how to create an account on the [Learning Hub](#).

NHS Jobs has a series of [eLearning courses](#), covering the full recruitment journey.

The NHS Jobs catalogue on the Learning Hub holds all eLearning courses.

To access these courses, you'll need an account on the Learning Hub.

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Create a new account

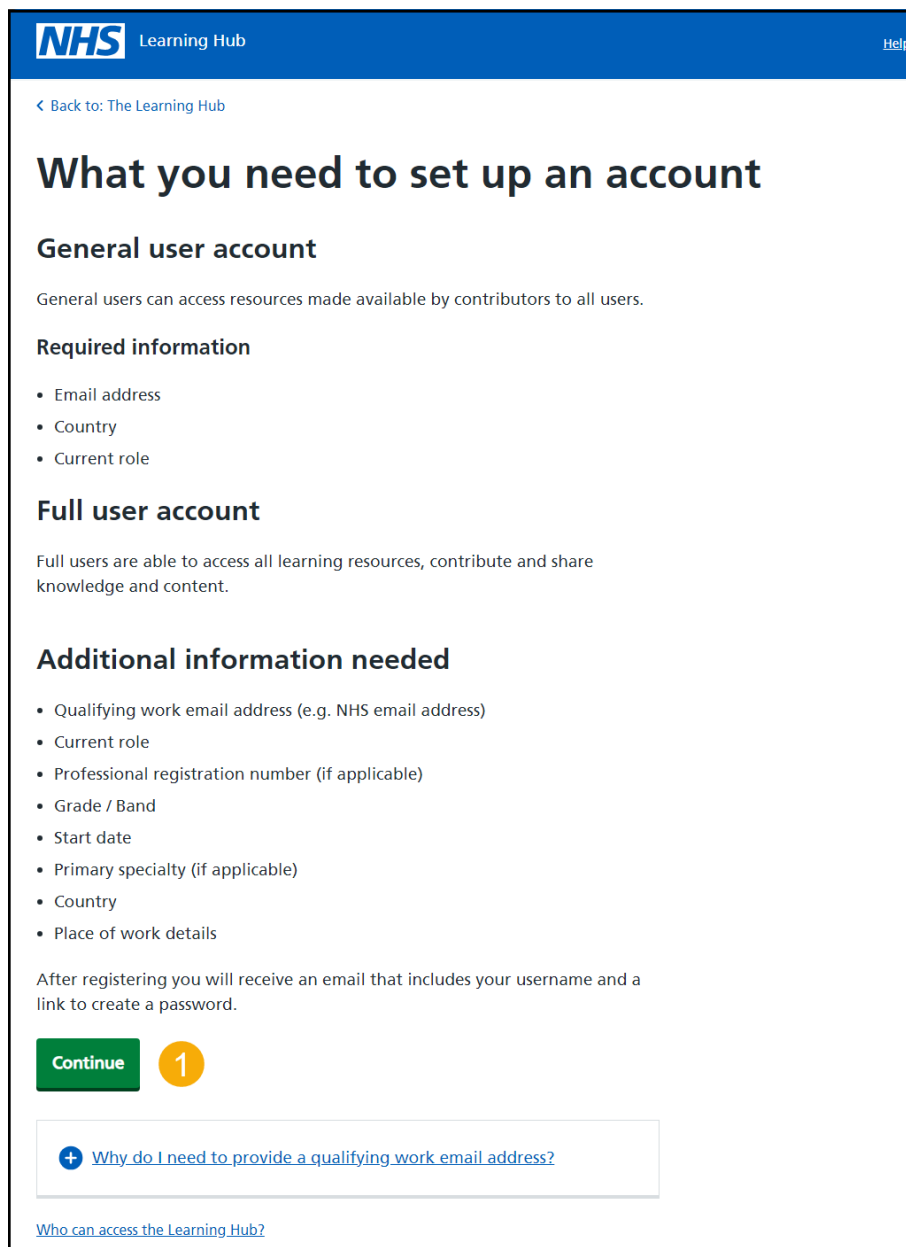
This page gives you instructions for how to create a new account for the Learning Hub.

Important: You must sign up using your work email address, not a personal email address. Only approved email addresses (e.g. [example@nhs.uk](#) or [example@nhs.net](#)) are accepted.

An information page will provide details of the information you will need to create an account on the Learning Hub. Read this information before continuing.

To create a new account, complete the following steps:

1. Select the '[Continue](#)' button.



The screenshot shows the NHS Learning Hub account creation page. At the top, there is a blue header with the NHS logo, 'Learning Hub', and a 'Help' link. Below the header, there is a back link: '< Back to: The Learning Hub'. The main heading is 'What you need to set up an account'. Underneath, there are two account types: 'General user account' and 'Full user account'. The 'General user account' section lists 'Required information' as Email address, Country, and Current role. The 'Full user account' section lists 'Additional information needed' as Qualifying work email address (e.g. NHS email address), Current role, Professional registration number (if applicable), Grade / Band, Start date, Primary specialty (if applicable), Country, and Place of work details. Below this, there is a note: 'After registering you will receive an email that includes your username and a link to create a password.' At the bottom, there is a green 'Continue' button with a yellow circle containing the number '1'. Below the button is a search bar with a plus icon and the text 'Why do I need to provide a qualifying work email address?'. At the very bottom, there is a link: 'Who can access the Learning Hub?'

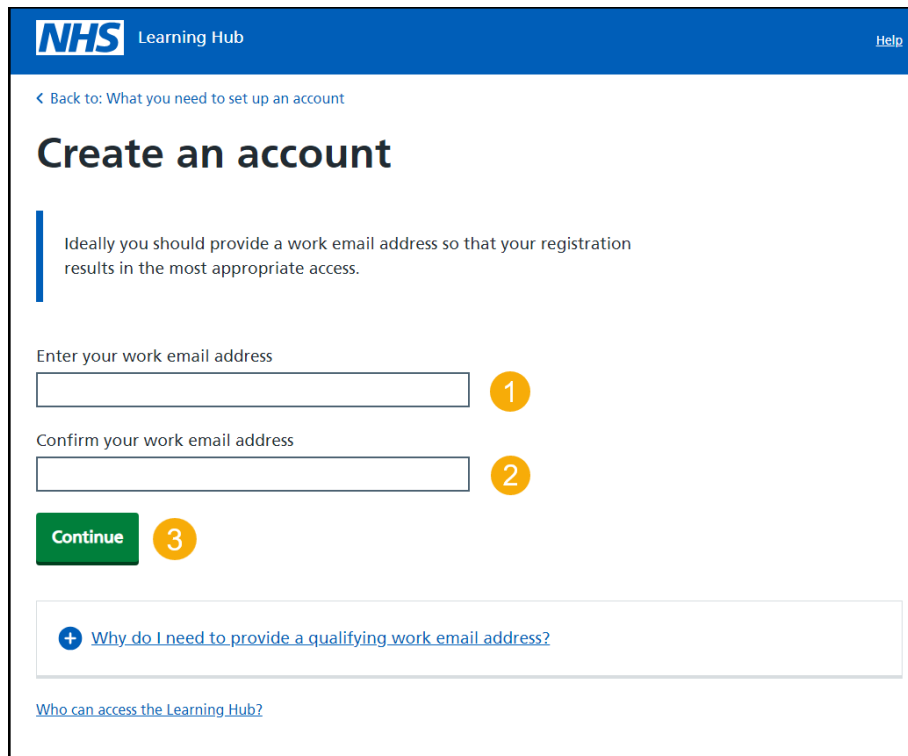
Add your email address

This page gives you instructions for how to add your email address.

Important: Depending on the email address you have used, your access level may vary. In this example, the user is eligible for a 'Full User Account'.

To add an email address, complete the following steps:

1. Enter your **work email address** into the text box.
2. Enter your **work email address** again into the text box.
3. Select the '[Continue](#)' button.



NHS Learning Hub [Help](#)

< Back to: What you need to set up an account

Create an account

Ideally you should provide a work email address so that your registration results in the most appropriate access.

Enter your work email address 1

Confirm your work email address 2

[Continue](#) 3

[+ Why do I need to provide a qualifying work email address?](#)

[Who can access the Learning Hub?](#)

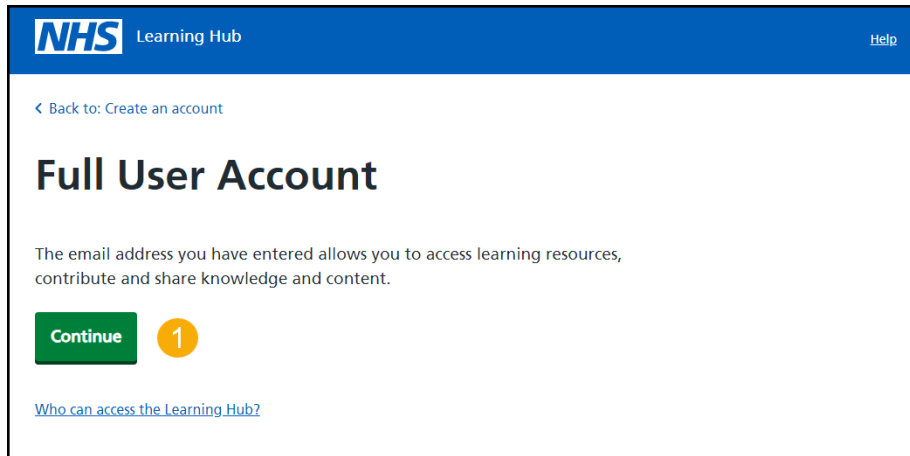
Tip: You can select the links at the bottom of the page to access help and information.

Level of access

This page gives you information on your level of access.

To view your level of access, complete the following step:

1. Read the information on the page, then select the '[Continue](#)' button.

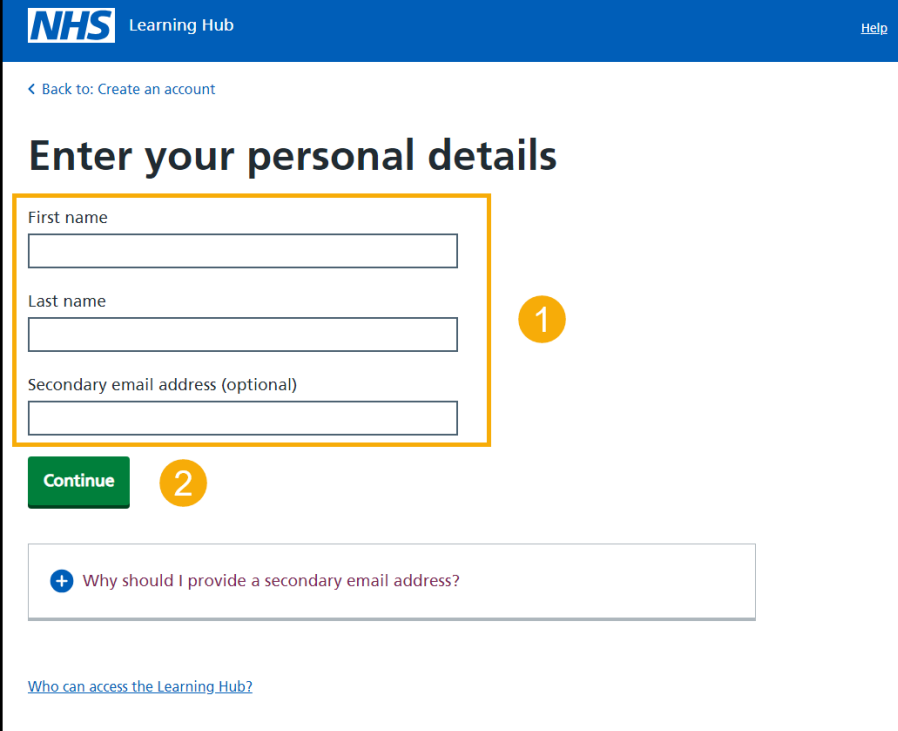


Enter your personal details

This page gives you instructions for how enter your personal details.

To enter your personal details, complete the following steps:

1. Enter your first name and last name into the text boxes. You can also add a secondary email address for account recovery purposes, but this is optional.
2. Select the '[Continue](#)' button.



The screenshot shows the 'Enter your personal details' form on the NHS Learning Hub. The form is titled 'Enter your personal details' and has a blue header with the NHS logo and 'Learning Hub' text. A 'Help' link is in the top right. A 'Back to: Create an account' link is in the top left. The form contains three text input fields: 'First name', 'Last name', and 'Secondary email address (optional)'. A yellow box highlights these three fields, with a yellow circle containing the number '1' next to it. Below the fields is a green 'Continue' button with a yellow circle containing the number '2' next to it. At the bottom of the form is a link with a plus icon: '+ Why should I provide a secondary email address?'. At the very bottom of the page is a link: 'Who can access the Learning Hub?'

Tip: You can select the links at the bottom of the page to access help and information.

Enter your country

This page gives you instructions for how to enter your country.

To enter your country, complete the following steps:

1. Enter the name of your country and select the search icon.
2. Select your country from the list.
3. Select the '[Continue](#)' button.

The screenshot shows the NHS Learning Hub interface. At the top, there is a blue header with the NHS logo and 'Learning Hub'. Below the header, there is a link: '< Back to: Enter your personal details'. The main heading is 'Search results for England'. Below this, there is a search bar with the text 'Search for example, England' and the word 'England' entered. To the right of the search bar is a search icon (magnifying glass) and a yellow circle with the number '1'. Below the search bar, there is a section titled 'Select your country' with a radio button next to 'England' and a yellow circle with the number '2'. At the bottom of this section is a green 'Continue' button with a yellow circle with the number '3' next to it.

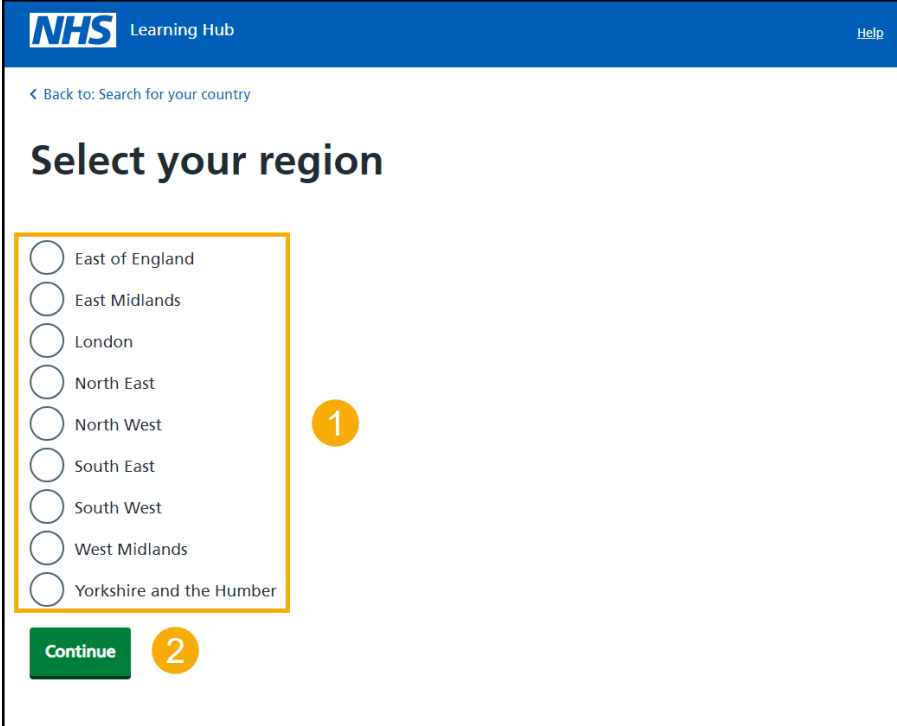
Enter your region

This page gives you instructions for how to enter your region.

Important: The regional options will vary, depending on the country you selected in the previous step. In this example, England was chosen. The regions reflect this choice.

To enter your region, complete the following steps:

1. Select your region from the list.
2. Select the '[Continue](#)' button.



The screenshot shows the NHS Learning Hub interface for selecting a region. At the top, there is a blue header with the NHS logo, 'Learning Hub', and a 'Help' link. Below the header, there is a navigation link: '< Back to: Search for your country'. The main heading is 'Select your region'. A list of regions is displayed, each with a radio button: East of England, East Midlands, London, North East, North West, South East, South West, West Midlands, and Yorkshire and the Humber. A yellow box highlights this list, and a yellow circle with the number '1' is positioned to its right. Below the list is a green 'Continue' button, and a yellow circle with the number '2' is positioned to its right.

Add your job role

This page gives you instructions for how to add your job role.

Important: If your role does not appear in the search results, try searching for a similar role or select a role that best describes yours role.

To add your role, complete the following steps:

1. Enter your role into the text box and select the search icon.
2. Select your role from the list.
3. Select the 'Continue' button.

NHS Learning Hub Help

[← Back to: Select your region](#)

Search results for Admin

Use a generic term to best describe your role

Admin **1**

Select your current role

- Accountant (Administrative and Clerical)
- Admin & Clerical worker (Community)
- Admin & Clerical worker (Education)
- Admin & Clerical worker (Health)
- Admin & Clerical worker (Social Care Sector) **2**
- Admin & Clerical worker (Travel and Leisure)
- Adviser (Administrative and Clerical)
- Analyst (Administrative and Clerical)
- Architect (Administrative and Clerical)
- Chair (Administrative and Clerical)

3

Add your pay grade

This page gives you instructions for how to add your current pay grade.

Important: If you are not on the Agenda for Change (AfC) pay scale, please select the 'Not applicable' option from the list.

To add your pay grade, complete the following steps:

1. Select your pay grade from the list.
2. Select the '[Continue](#)' button.

NHS Learning Hub Help

[← Back to: Search for your current role](#)

Select your grade

You can find this on your payslip.

- Not applicable
- Band 1
- Band 2
- Band 3
- Band 4
- Band 5
- Band 6
- Band 7
- Band 8a
- Band 8b
- Band 8c
- Band 8d
- Band 9
- Band 10
- Student

[Continue](#)

[+ Why do I need to provide details about my grade?](#)

Add your primary specialty

This page gives you instructions for how to add your primary specialty.

Important: If you do not have a specialty, select the 'Not applicable' option.

To add your primary specialty, complete the following steps:

1. Enter your role into the text box and select the search icon.
2. Select your specialty from the list.
3. Select the '[Continue](#)' button.

NHS Learning Hub Help

[< Back to: Search for your primary specialty](#)

Search results for Paediatrics

Paediatrics 1

Select your primary specialty

Paediatrics
or
 Not Applicable 2

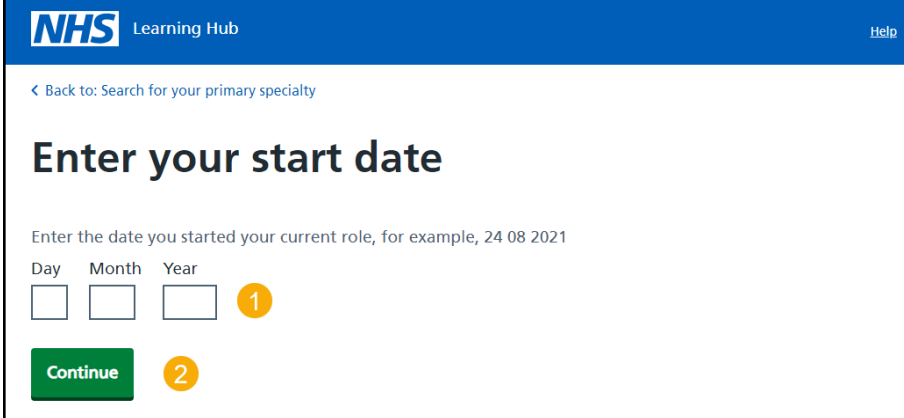
3

Add your start date

This page gives you instructions for how to add the date that you started your current role.

To add your start date, complete the following steps:

1. Enter your start date into the text boxes using a DD/MM/YYYY format.
2. Select the '[Continue](#)' button.



The screenshot shows a web form titled "Enter your start date" within the NHS Learning Hub interface. At the top left is the NHS logo and "Learning Hub", and at the top right is a "Help" link. Below the header is a navigation link: "< Back to: Search for your primary specialty". The main heading is "Enter your start date". Below this is the instruction: "Enter the date you started your current role, for example, 24 08 2021". The form consists of three input fields labeled "Day", "Month", and "Year". A yellow circle with the number "1" is positioned to the right of the "Year" field. Below the input fields is a green "Continue" button, with a yellow circle containing the number "2" to its right.

Add your place of work

This page gives you instructions for how to add the location of your place of work.

To add your place of work, complete the following steps:

1. Enter your place of work into the text box and select the search icon.
2. Select your place of work from the list.
3. Select the '[Continue](#)' button.

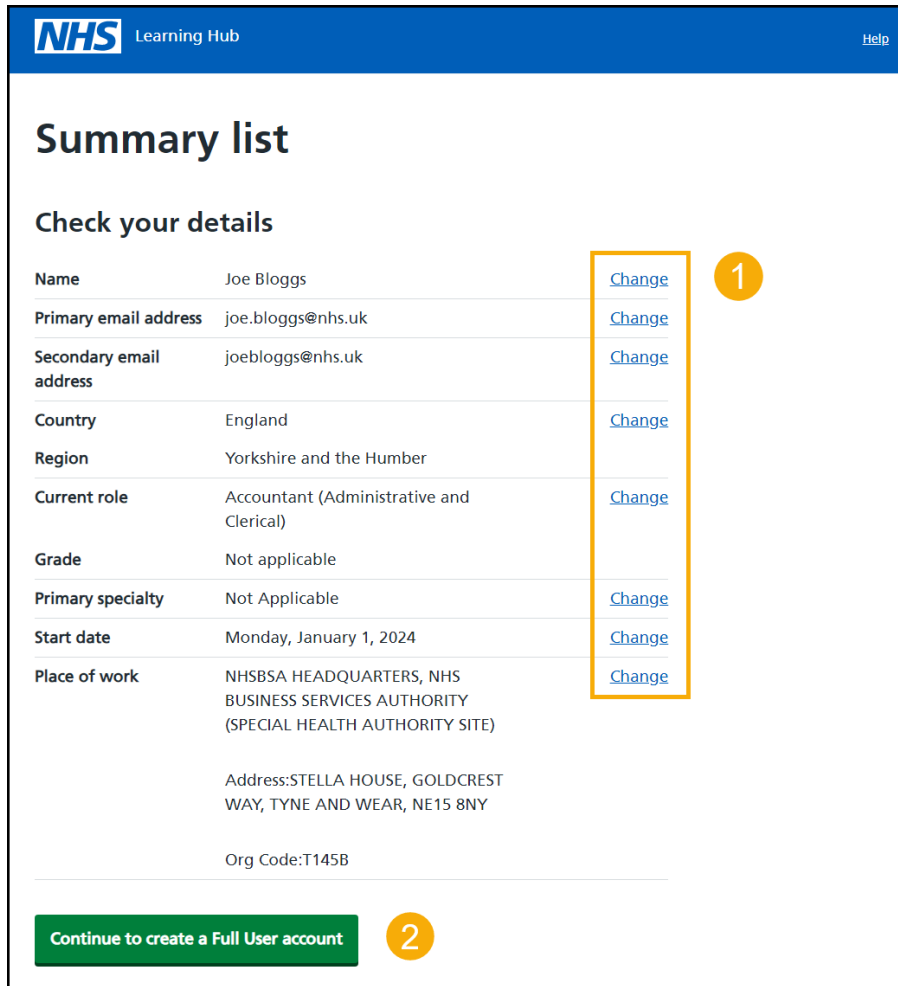
The screenshot shows the NHS Learning Hub interface. At the top, there is a blue header with the NHS logo, 'Learning Hub', and a 'Help' link. Below the header, there is a navigation link: '< Back to: Search for your place of work'. The main heading is 'Search results for NHSBSA'. Below this is a search bar containing the text 'NHSBSA' and a green search icon. A yellow circle with the number '1' is next to the search icon. Below the search bar is a section titled 'Select your place of work' with a yellow border. It contains two radio button options: the first is selected and is labeled 'Nhsbsa Headquarters, Nhs Business Services Authority (Special Health Authority Site) T145B', and the second is 'Nhsbsa Warehouse, Print Room, Nhs Business Services Authority (Special Health Authority Site) T145I'. A yellow circle with the number '2' is next to the first option. Below the list is a green 'Continue' button with a yellow circle containing the number '3' next to it.

Confirm your details

This page gives you instructions for how to confirm the details that you have entered in the previous steps.

To confirm your details, complete the following steps:

1. Read the information on the page and make any changes by selecting the 'change' link.
2. Select the 'Continue to create a [level of access] user account' button.



NHS Learning Hub Help

Summary list

Check your details

Name	Joe Bloggs	Change
Primary email address	joe.bloggs@nhs.uk	Change
Secondary email address	joebloggs@nhs.uk	Change
Country	England	Change
Region	Yorkshire and the Humber	
Current role	Accountant (Administrative and Clerical)	Change
Grade	Not applicable	
Primary specialty	Not Applicable	Change
Start date	Monday, January 1, 2024	Change
Place of work	NHSBSA HEADQUARTERS, NHS BUSINESS SERVICES AUTHORITY (SPECIAL HEALTH AUTHORITY SITE)	Change
	Address:STELLA HOUSE, GOLDCREST WAY, TYNE AND WEAR, NE15 8NY	
	Org Code:T145B	

Address:STELLA HOUSE, GOLDCREST WAY, TYNE AND WEAR, NE15 8NY

Org Code:T145B

[Continue to create a Full User account](#)

Next steps

Once these steps are completed, an email is sent to the email account that you used to create an account. You will then go through the password creation process, which is the same as if you have forgotten your username and password.

You've reached the end of this user guide.