HUB's Frequently Asked Questions

Q **Which email address should I use for registration?**

Kindly use your company email when registering for a HUB account — for example: natalie@mycompany.ca. This allows us to better recognize which company you are joining us from.

Q **I don't see my agency on the registration form. Can I still sign up?**

Absolutely! On the registration form, scroll to the bottom of the agency list and select "Other." This allows you to manually add the name and other information for your agency.

> **NOTE:** If other registration issues occur, we recommend you use Google Chrome to both register and use the HUB platform.

Q **I've already registered for the HUB — why can't I access the platform?**

Please allow 24 hours for your account to activate. We will update you when the account is activated and ready to access.

Q **I have forgotten my password. How do I reset it?**

Simply click the "Forgot?" button on the login screen next to the password box, as shown below. From there, you will be guided through a step-by-step process to reset your password.

Login

Sign in with Registered Email

Password   Forgot?

Login
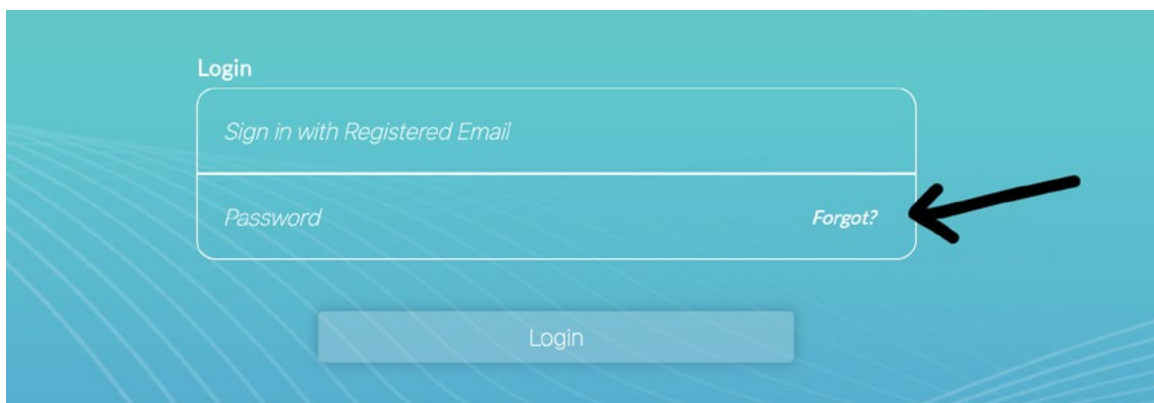
Q My account is frozen on the "Record of Participation" page. How do I solve this?

Not to worry! Before exiting the page, please be sure to submit the participation data before logging out. Facilitators are unable to exit the page unless data has been submitted.

> If the client form is open but you do not have a client, please submit data for one client. As a reminder, the "Professional Development" portal is for *viewing* content, while our "Youth Learning" portal is used when working with clients.

> If the issue persists and your page is still frozen, you are welcome to reach out. Our technical team is happy to help!

Q Where can I find the digital resources I need for my programs?

Here's a guide to where you can find the resources you may need for facilitation:

Youth Journals » Youth Learning Portal

Module Guides » Professional Development Portal

Theme Guides » Both Portals

Q What are HUB Teams?

Youth justice facilities can create HUB Teams. This combines all team members' client lists so team members can work with each other's clients. Facilitators can be part of one team at a time.

Q How can I make a HUB Team?

Please reach out to us at hubinfo@springboardservices.ca with the name of the youth justice facility. This will also be the name of your team. We will also require the supervisor's name and contact information, as well as all team members' names and email addresses. Keep in mind, all team members must have an active HUB account in order to be placed on a team.

Once we have the information, we'll take it to our technical masterminds and reach out as soon as your team is ready!

Q When will the "Adult Learning" portal be available?

We have recently released the HUB Finances theme through our Adult Portal! This can be a helpful resource for youth as well as adults at all different stages of financial wellbeing. All of the learning content provided within the Finances portal equips learners with resources in three key financial domains: Financial Literacy, Access to Financial Resources, and Financial Goals and Awareness.

Q Does HUB have a certificate for my youth clients once they have completed a HUB module?

Yes! We currently have a certificate that encompasses any program that a learner has done on the HUB. Simply enter the information into the fillable fields, then you can print it off and share it with youth upon completion. To access the certificate, scroll down on the homepage of the portal. There, you will find a widget selection, including one labelled 'Certificate' (as shown below). This will link you directly to the fillable "Certificate" that you can print off and share with others.
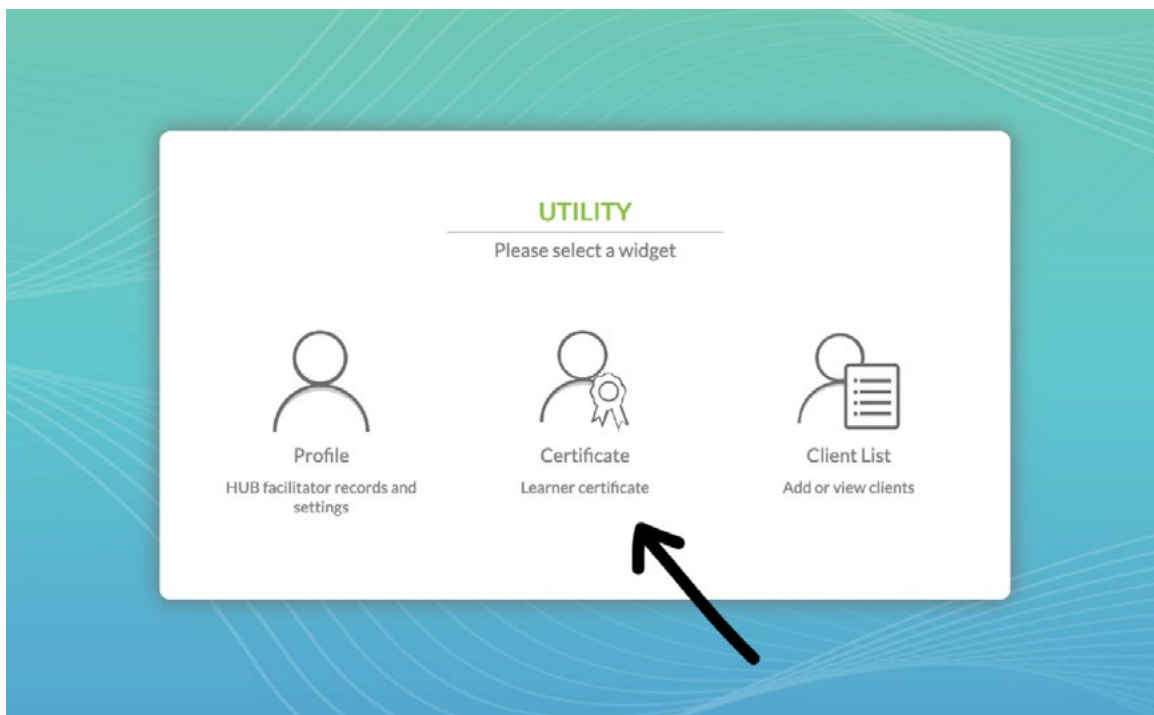
Q **Which sector should I select, "Youth Justice" or "Community"?**

When selecting the "Youth Learning" portal, you will be prompted to select one of two options: "Youth Justice" or "Community." If you are working in an Ontario youth justice facility, please select that option. If not, select "Community." This is just another data collection method we use to help organize data on the usage of our platform.

Q **What data does HUB collect?**

HUB collects data about your HUB utilization and impact. When you log in to the Community Learning HUB website, information about what HUB content you access, whom you deliver to, and any links, videos or documents you view/download is collected. By registering for a HUB account and/or participating in the HUB Community of Practice, you are agreeing to HUB's Privacy Policy. You do not have to send HUB any information about your HUB usage as it is automatically tracked, unless you are delivering through offline HUB. In this case, please reach out to HUBTracking@springboardservices.ca for further information.

Q **Why does HUB need this data?**

HUB uses this data as part of our continuous program improvement processes. The data helps us assess what is working well for HUB, our areas for improvement, and how we can increase our impact to meet the needs and interests of our facilitators and the clients you serve.

Q **How is HUB data reported?**

Your data is combined and analyzed with data from other HUB facilitators in the form of aggregate data. Individuals cannot be identified in our reporting. Our reports are published in HUB newsletters and shared with our stakeholders, including the Ministry of Children, Community and Social Services (MCCSS).

Q **How does HUB protect my information?**

We take reasonable precautions and follow industry best practices to protect your information and make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed. Personal information is stored securely on the

HUB online database, which can only be accessed by a few designated HUB team members. Hard copies of personal information are stored securely at Springboard's office. We will not sell your information.

Q **How long does HUB keep my information and how is it destroyed?**

We retain your personal data for as long as is required to fulfill the activities set out in this privacy policy for as long as otherwise communicated to you, or for as long as is permitted by applicable law. Electronic files are securely deleted and paper is shredded by a professional paper shredding service.

Q **How can I opt out of the HUB Community of Practice?**

While we are sad to see you go, you may opt out of the HUB Community of Practice and deactivate your HUB website account at any time by sending us an email requesting deactivation of your account to hubinfo@springboardservices.ca. Upon receipt of your request, HUB will promptly deactivate your account and your access to the HUB website will therefore cease. HUB will then no longer collect any information related to you. Any information relating to your past HUB activity will not be removed, as doing so would distort the true record of your organization's HUB utilization.

Do you have unanswered questions? We are dedicated to finding solutions! Please email us at hubinfo@springboardservices.ca.

All information provided through HUB programs are for education and informational purposes only.