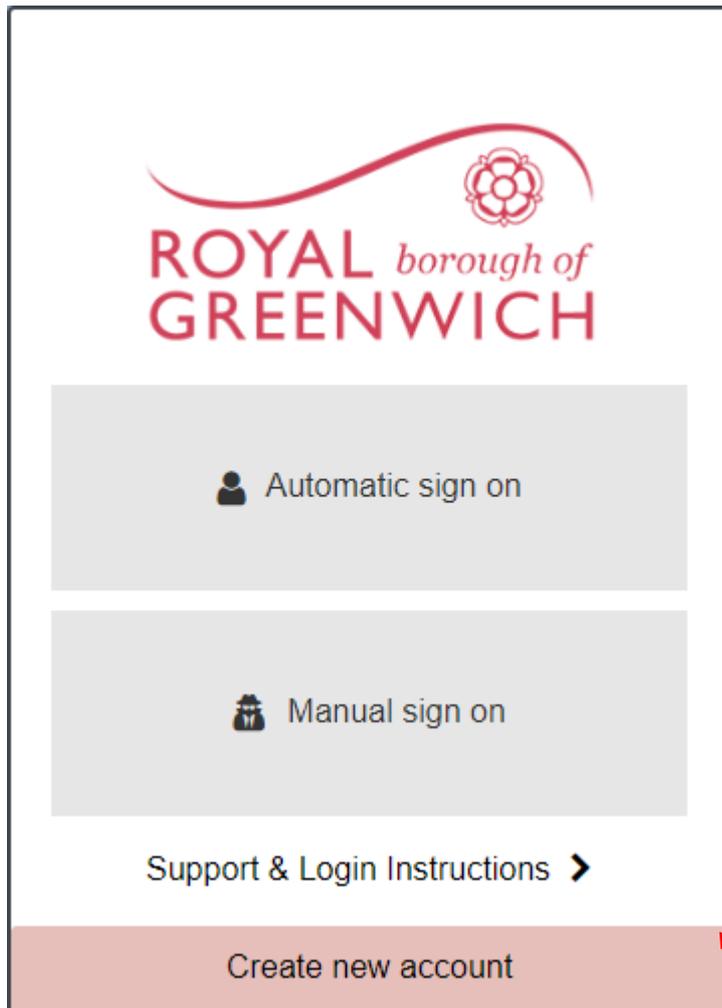


How to create a Learning Hub account

The process described below should only be used by non-Royal Borough of Greenwich Staff who wish to create a Learning Hub account. All RBG staff accounts are set up by the Workforce Development staff.

Go to the Learning Hub webpage: [Royal Greenwich: Log in to the site \(learningpool.com\)](https://learningpool.com)

Click on Create New Account:



Create New Account:

Complete the registration form – including the mandatory section for External users. Your username will be your email address. Your username cannot include apostrophes. If you have an apostrophe in your email address, please omit it from your username. Eg email address Joe.O'shaughnessy@example.com, their username will be Joe.Oshaughnessy@example.com

Request for a new account (not for Greenwich staff)

▼ Collapse all

There are required fields in this form marked *.

▼ Instructions

This self-registration service is only available to non-RBG staff. RBG staff should use the Automatic or Manual sign-in button.

Where an organisation email is available, please use it e.g.john.doe@charity.org. This could speed up your approval.

Where information is marked "mandatory", failure to provide this can delay approval of your request to the site.

▼ Choose your username and password (username is usually your email)

Username*

The password must have at least 8 characters, at least 1 lower case letter(s)

Password*

Unmask

▼ More details

Email address*

First name*

Surname*

City/town
London

How to create a Learning Hub account

- Select the arrow by External Users to reveal the organisation question.
- Enter your organisation name and select *Welfare Rights Training Customer* as the sector.
- You will need to include your manager/training supervisors email address if you wish to book onto training sessions. You will **not** need to include a manager's email address if you are the most senior person in your organisation or if you are a manager who does not wish to attend training sessions. Please email Wrs.Training@royalgreenwich.gov.uk to let us know that you are the most senior person in your organisation.
- Complete the “*what training do you want*” section.

Once you have completed the above, click on ‘Request account’.

Country

United Kingdom

External users

Your organisation's name (mandatory)

NHS

Sector

Welfare Rights Training Customer

Your manager's email address (only needed if you are booking onto training sessions)

Joe.bloggs@example.com

What training do you want? (please state examples of course names, themes or topics)

Welfare Rights Training

Request account

Cancel

How to create a Learning Hub account

Once you have requested an account, you will get the following message.

Initial acknowledgement

Dear [user name]

A new account has been requested at 'Royal Greenwich' using your email address.

Please go to this web address to confirm your request:

[In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.]

If you need help, please contact support at this address:

support@learningpool.com

Click on the weblink in the email to verify your email address is genuine and valid. Once confirmed, you will be sent the following message.

Response after the email has been confirmed

Dear [user name]

Thank you for confirming your request for an account at Royal Greenwich's Learning Hub. We are processing this and will keep you informed about the progress of account approval.

If you need help, please contact [HR-](mailto:HR-Workforcedevelopment@royalgreenwich.gov.uk)

Workforcedevelopment@royalgreenwich.gov.uk"

We aim to authorise your account request within 48 hours. We will check the information provided and, in some instances, we may need to contact you to obtain further information prior to approving your account.

If your account is approved, you will get the following message:

Dear [user name]

A new account has been created at Royal Greenwich's Learning Hub as requested. You may login via the following link []. Your username is: {\$a->username}

If you need help, please contact [HR-](mailto:HR-Workforcedevelopment@royalgreenwich.gov.uk)

Workforcedevelopment@royalgreenwich.gov.uk