ACCESSING THE HUB

The EHC Hub can be accessed via the following link/URL:

https://ehchub.staffordshire.gov.uk/

See guidance HUB 01 Registering Guidance on how to register an account on the Hub.

The following gives an overview of the screens and processes available within the My Account section of EHC Hub:

ACCOUNT SETTINGS

Within the Account Settings section you can manage your EHC Hub user account and change your profile information, your password and as well as manage the email addresses attached to your user account. (Your user status will dictate which settings you have – below screenshots are for a parent user and a contributor user).

To access this area of the hub, click the Account settings option on the EHC Hub menu. This will open the My Account screen.
UPDATE PROFILE

The update profile section of the My Account screen enables you to make changes to your profile information, note that both internal and external users of the hub can see the information you record against your profile.

**Update Profile**

Update the details of your profile below and then click the ‘Update’ button.

- **Name:**

- **Job Title:**

If you are requested, in a professional capacity, to provide advice towards an assessment or information ahead of a review, your job title will be visible to others on the EHC Hub. This will add useful context for those reading the advice or information you provide.

Make changes to your profile information in the fields provided. Once you have amended the information click to confirm the changes.

**NOTE:** fields marked with a red * are mandatory for completion before you can update a record.

CHANGE PASSWORD

Should you need to change your password in the EHC Hub, click the Change Password option on the My Account sub-menu. This will open a new Change Password screen.

**Change Password**

Update your password below and then click the ‘Change password’ button.

- **Current password:**

- **New password:**

- **Confirm New password:**

Enter your current password and confirm your new password in the fields available then click to make the change to your password

**NOTE:** All fields on this screen are marked with a red * and are therefore mandatory.
MANAGE EMAIL ACCOUNTS

Here you can manage the email accounts that the EHC Hub holds to contact you. To access this area click **Manage Email Accounts** from the **My Account** menu. This will open the manage email accounts screen.

To add another email account, enter the details of the account in the field provided, then click the hub will send a message with a validation token to this email address. Please note you cannot add/invite other users – the email addresses within this section must be for your use only.

Please check the email you supplied for an email from Staffordshire EHC Hub (note you may need to check your Junk/Spam Email folder).

Once you have the validation code return to the **Manage Email Accounts** screen.

The new email address will now be available. To complete the registration click **Validate** this opens a new **Validate Email** screen.

Enter the validation token that the system sent to the new email address and click **Validate**, this will send a further message to your email address to confirm that the account has been validated.

Should you need to you can resend the validation token by clicking **Resend token**

Should you need to delete an email address click **Delete**