Accessing Myhub
Myhub is publicly available at myhub.org. Learners should select the “Login” link located in the upper right corner of the Myhub home page to access the Myhub Login page.

Login Options
From the Login page, learners can access Myhub via single sign-on (SSO) integration with your institution’s student portal and social login access.
**Single Sign-On Access**
During your Myhub implementation, your institution created a single sign-on connection from your student portal to Myhub. By doing so, you can trust that the data of your students and alumni are secure, because access is controlled through use of your own identity management protocol.

Providing single sign-on from your institution’s student portal allows students (and alumni, if they have access to the same secure portal) to access Myhub by 1) logging in to your student portal first, then selecting a secure link to access Myhub from within the student portal, or 2) logging in to your student portal from the public login page for Myhub at myhub.org (shown on previous page).

**Social Login Access**
Many institutions revoke access to their student portal after a student is no longer enrolled at their institution. Since Myhub is meant to be accessed by learners no matter where they are in their education and career journey, Myhub can be accessed via the learner’s social accounts with Google and LinkedIn. To ensure your learners’ data remains protected, learners are challenged with a series of challenge questions based on their public record data (e.g., car loan data, credit bureau data, etc.) when logging in via either social login option.

To log in using Google or LinkedIn, the learner selects either the “Sign In With Google” or “Sign In With LinkedIn” button.
**Google Login**

If “Sign In With Google” is selected, the learner is instructed to sign in to their Google account.

![Google Sign In](image-url)
Sign in with Google

Welcome

john doe@gmail.com

Enter your password

*********

To continue, Google will share your name, email address, language preference, and profile picture with studentclearinghouse.org. Before using this app, you can review studentclearinghouse.org's privacy policy and terms of service.

Forgot password?  Next
LinkedIn Login
If “Sign In With LinkedIn” is selected, the learner is instructed to sign in to their LinkedIn account.
If the learner has never signed in to Myhub before, the learner is prompted to read and accept Myhub’s Terms and Conditions of Use before proceeding.

If the learner has previously accessed Myhub and accepted its Terms and Conditions of Use, the learner is challenged by Multifactor Authentication (MFA).
Terms and Conditions of Use
Before being permitted to access Myhub for the first time, users are prompted to read and agree to Myhub’s Terms and Conditions of Use. Whenever Myhub’s Terms and Conditions of Use change, users are presented with the page so they can review and accept the latest version of the terms. When users encounter Myhub’s Terms and Conditions of Use, they must read the terms then scroll to the bottom of the page to accept the terms before they can proceed.

Sign Up (for Social Login Only)
The first time a Myhub account is accessed using the Google or LinkedIn login option, the learner encounters Myhub’s Sign up page. The Sign up page allows the learner to identify him or herself so we can locate the unique identity associated with the learner’s education records in the Clearinghouse database.
Sign up

We need to locate your student records. Please enter the required information, indicated by (*).

Email
johndoe@gmail.com

First Name*
John

Middle Name
Michael

Last Name*
Doe

Has your name changed since you attended college?  
☐ Yes  ☐ No

Date of Birth*
01/02/1990

Last Four of your Social Security
0000

Address 1*
123 Main St

Address 2

City*
Herndon

State
Virginia

Zip/Postal Code*
20171

Phone*
(703) 742-4200

NEXT  CANCEL
Sign Up Errors

No Match Found – First Attempt
If the information provided does not locate a matching record in the Clearinghouse database, the learner is presented with an error message advising the information on the Account Registration page be changed, so we can attempt to locate a matching record in the Clearinghouse database using additional or modified information.

No Match Found – Second Attempt
If the information provided in the second attempt does not locate a matching record, an error message is presented stating that, as a security precaution, the learner is not permitted to attempt to access Myhub for 24 hours.
After 24 hours have passed, the learner can return and make two final attempts to access Myhub. If the learner continues to provide information that does not identify the learner’s records in our system, an error message is displayed prompting the learner to contact the Clearinghouse so can we research the matter and provide assistance.

### Multiple Matches Found – First Attempt
If the information provided locates more than one potential matching record in the Clearinghouse database, the learner is prompted to complete the Sign up page again with new or additional information. We will attempt to locate a single matching record in our database with the additional or modified information.
Multiple Matches Found – Second Attempt
If the information provided in the second attempt does not locate a unique matching record, an error message is presented stating that, as a security precaution, the learner is not permitted to attempt to access Myhub for 24 hours.

This account has been locked for 24 hours

To protect user information, we lock this account. You may try again after 24 hours.

Sign out of Myhub

After 24 hours have passed, the learner can return for two final attempts to access Myhub. If the learner continues to provide information that does not identify a unique learner’s records in our system, an error message is displayed prompting the learner to contact the Clearinghouse so we can research the matter and provide assistance.

Oops! We could not find you

Please email us by selecting Contact Us below and completing the form.

Sign out of Myhub
Account Registration Success
If the information provided identifies a unique identity in the Clearinghouse database, the learner will proceed to the identity proofing process.

Identity Proofing (for Social Login Only)
In order to protect the academic record data of learners, social login users are challenged with a series of identity proofing questions to ensure that the user accessing a learner’s records in Myhub is the learner. To prevent fraudulent activity, the challenge questions are timed and randomized.

Multifactor Authentication (MFA)
When accessing Myhub for the first time, the user is prompted to establish multifactor authentication by providing a mobile phone number to receive a security code via SMS text now and upon any future attempts to access Myhub.
Myhub Data Sources
Myhub provides learners with access to different features and components related to their education record provided by colleges and universities participating in the following services from the Clearinghouse and its partners.

<table>
<thead>
<tr>
<th>Myhub Page/Feature</th>
<th>Service Participation</th>
<th>Service Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Perks button</td>
<td>Myhub</td>
<td>National Student Clearinghouse</td>
</tr>
<tr>
<td>Colleges Attended</td>
<td>Enrollment Reporting, DegreeVerify, Reverse Transfer</td>
<td>National Student Clearinghouse</td>
</tr>
<tr>
<td>Courses</td>
<td>Reverse Transfer</td>
<td>National Student Clearinghouse</td>
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<tr>
<td>Credentials</td>
<td>Credly’s Acclaim platform</td>
<td>Credly</td>
</tr>
<tr>
<td>Degrees Earned</td>
<td>DegreeVerify</td>
<td>National Student Clearinghouse</td>
</tr>
<tr>
<td>Enrollment Certificate button</td>
<td>Enrollment Reporting</td>
<td>National Student Clearinghouse</td>
</tr>
<tr>
<td>Enrollment History</td>
<td>Enrollment Reporting</td>
<td>National Student Clearinghouse</td>
</tr>
<tr>
<td>Get CeDiploma</td>
<td>CeDiploma</td>
<td>Paradigm, Inc.</td>
</tr>
<tr>
<td>Transcript button</td>
<td>Transcript Ordering</td>
<td>National Student Clearinghouse</td>
</tr>
</tbody>
</table>

Navigating Myhub
This section walks through Myhub and the various features that may be presented to your learners.

Myhub Home Page
When learners access their Myhub account, the first page encountered is their Myhub Home page. The Myhub Home page provides the learner with quick access to actions they can take with their Myhub account and a high-level view of the learner’s verified record.
Each section of the Myhub Home page includes a link in the lower right corner that allows the learner to access a detail page with complete record information from participating institutions related to that Myhub section. Each Myhub section is described in detail on the following pages.
Global Menu
Starting in the upper left corner of Myhub, users are presented with a global menu option.

When the menu option is selected, a navigation menu appears on the left side of the page.

The first menu option, Myhub Home, allows the user to easily navigate back to his or her Myhub Home page from any other Myhub page.

The next set of menu options provide easy navigation to each of Myhub’s distinct pages. These pages can also be accessed by selecting the links available in each section of the user’s Myhub Home page, as will be discussed later in this document.

To close the menu, select the “X” button in the upper right corner of the menu.
Action Buttons
At the top of the Myhub home page, users are provided with access to action buttons which allow the user to quickly put access to their learning record to meaningful use.

With the action buttons, users can:
- Generate and download an Enrollment or Advanced Registration certificate
- Order their official transcript from their current or former college or university
- Access student discounts from many popular merchants at AcademicPerks.org

Enrollment Certificate
Selecting the Enrollment Certificate action button will navigate the user to the Enrollment History page. On the Enrollment History page, users are presented with a “Download Enrollment Certificate” button to the right of each prior or current institution’s name.
The user should select the “Download Enrollment Certificate” button for the institution they require an enrollment certificate. Once selected, the user will be presented with options to specify which type of enrollment certificate they require.
Download Advanced Registration Certificate
The “Download Advanced Registration Certificate” option will only be presented to the user for your institution if your institution decides to provide the Advanced Registration certificate to students.

To change your Myhub service options to provide or remove the Advanced Registration certificate option and to edit the configurable Advanced Registration certificate statement at the bottom of this certificate, please have a Myhub Administrator at your institution contact our Implementations team at Implementations@studentclearinghouse.org.

Download Current Enrollment Certificate
The “Download Current Enrollment Certificate” option is always available to Myhub users. The Current Enrollment certificate reports only the student’s latest term information, excluding all prior terms.

Download All Enrollment Certificate
The “Download All Enrollment Certificate” option is always available to Myhub users. The All Enrollment certificate reports the final status for all terms the student was enrolled at your institution.

Transcript
The “Transcript” action button directs the user to the Clearinghouse’s Next Generation Transcript Ordering Experience.

Note: Even if your institution does not participate in the Clearinghouse’s Transcript Ordering solution, the “Transcripts” action button is displayed.
Once in Transcript Ordering, the user is prompted to select the school from which they wish to order their transcript. When the user reaches the Personal Information page, the user will see certain personal information fields pre-populated with known identifying information associated with the user’s Myhub account.
Myhub can pre-populate up to 14 distinct personal identifiers on the Personal Information page.

Fields that can be pre-populated include:

- First Name
- Middle Name
- Last Name
- Previous First Name
- Previous Last Name
- Date of Birth
- Street Address 1
- Street Address 2
- City
- State
- Zip Code
- Country
- Email
- Phone

The user can edit any of the pre-populated information, if needed.

**Academic Perks**

The “Academic Perks” action button provides students with easy access to exclusive student discounts from many popular merchants at AcademicPerks.org.

Users will be presented with a splash page explaining that they are leaving Myhub to explore discounts at AcademicPerks.org after selecting the “Academic Perks” action button.
Degrees Earned
The Degrees Earned section on Myhub Home displays up to two degrees earned by the user from institutions participating in Myhub and DegreeVerify. However, the user can view all the degrees they earned at participating Myhub institutions by selecting “See All Degrees Earned” at the bottom of the Degrees Earned section.
Get CeDiploma
If your institution participates in CeDiploma, a certified electronic diploma service offered by our partner Paradigm, Inc., a thumbnail image of the user’s diploma and a “Get CeDiploma” link is presented to the right of the degree details reported in the Degrees Earned section.

When “Get CeDiploma” is selected, the user is re-directed to CeCredential Trust to retrieve their CeDiploma from Paradigm, Inc. The CeDiploma can be downloaded from CeCredential Trust and shared with employers and others seeking to verify the credential the learner attests to have earned.
Colleges Attended
The Colleges Attended section presents the learner with a preview of the colleges and universities they previously attended or currently attend, so long as the institution participates in Myhub and Enrollment Reporting, DegreeVerify, or Reverse Transfer.

The contact information provided by the institution during implementation is displayed under its name. If the learner has any questions about their information from your institution displayed on Myhub, they will contact you at the information you provided. To request changes to your publicized contact, please see the Myhub Publicized Contact section.
To view all institutions attended, the learner can select the “See All Colleges Attended” link at the bottom of the Colleges Attended section.

**Enrollment History**

The Enrollment History section displays a preview of the learner’s term-by-term enrollment history from institutions participating in Myhub and Enrollment Reporting.
Hi DARIUS, welcome to Myhub

Degrees Earned
- Bachelor of Arts
  - Award Date: 2018-05-14

Colleges Attended
- SAMPLE UNIVERSITY
  - Contact: Student Services
  - Email: StudentServices@su.edu
- HOMETOWN UNIVERSITY
  - Contact: Student Services
  - Email: StudentServices@hometown.edu

Enrollment History
- SAMPLE UNIVERSITY
  - Full Time: 2017-02-01 - 2017-06-23
- SAMPLE UNIVERSITY
  - Full Time: 2015-03-01 - 2015-06-15
- SAMPLE UNIVERSITY
  - Full Time: 2013-03-03 - 2013-05-16
- SAMPLE UNIVERSITY
  - Full Time: 2014-03-06 - 2014-08-02
- HOMETOWN UNIVERSITY
  - Full Time: 2012-01-01 - 2012-04-30

Courses
- PRECALCULUS: 3 credits
- CALCULUS I: A
- CALCULUS II: C
- LINEAR ALGEBRA: A
- ACCELERATED CALCULUS I: A
- ABSTRACT ALGEBRA: C

Credentials
- Acclaim Ambassador
- Test Badge

Last Updated on 06/29/2020
The Enrollment History page displays the learner’s complete enrollment history with each institution previously attended, as long as the institutions participate in Myhub and Enrollment Reporting. The learner’s enrollment history is grouped by institution on this page.

The Enrollment History page also provides learners with access to Enrollment and Advanced Registration Certificates for each of their former and current institutions. To learn more about these certificates, see the Enrollment Certificate section.
Courses
The Courses section is presented to the learner if 1) any of their previous institutions participate in Myhub and Reverse Transfer, 2) if one of their institutions submitted course and grade data for the learner, and 3) if one of their institutions opted to make Reverse Transfer data available to their students in Myhub.

To learn more about toggling Reverse Transfer data on or off in Myhub, see Display Reverse Transfer data in the Courses section.
If course and grade data for the learner was not provided by any of their former institutions through Reverse Transfer, the Courses section is not presented to the learner. Instead, the Credentials section is enlarged to take up the space otherwise used by the Courses section.
The Courses page shows more information about each course reported by the learner’s former institutions if the institutions participate in Myhub and Reverse Transfer.

![Courses Table]

<table>
<thead>
<tr>
<th>Course Desc</th>
<th>Semester</th>
<th>Begin/End/Date</th>
<th>Grade</th>
<th>Effective Date</th>
<th>Course Exchange</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRECALCULUS MATH 1330</td>
<td>20180821-20181213</td>
<td>2018-08-21 - 2018-12-13</td>
<td>D</td>
<td>2018-12-17</td>
<td>HOMETOWN UNIVERSITY</td>
<td>3 Credits</td>
</tr>
<tr>
<td>CALCULUS III MATH 2453</td>
<td>20180821-20181213</td>
<td>2018-08-21 - 2018-12-13</td>
<td>A</td>
<td>2018-12-17</td>
<td>HOMETOWN UNIVERSITY</td>
<td>3 Credits</td>
</tr>
<tr>
<td>CALCULUS II MATH 1432</td>
<td>20180821-20181213</td>
<td>2018-08-21 - 2018-12-13</td>
<td>C</td>
<td>2018-12-17</td>
<td>HOMETOWN UNIVERSITY</td>
<td>4 Credits</td>
</tr>
</tbody>
</table>
Credentials
The Credentials section enables learners to link their account with Credly’s Acclaim platform to their Myhub learner record. This displays the learner’s validated digital credentials, hosted on Credly’s Acclaim platform, in Myhub with the rest of their validated education record.

Credly hosts industry-issued digital credentials from many notable businesses that certify learning achievements, including Microsoft, IBM, Oracle, and Adobe.
The user simply selects the “Sign In” button in the Credentials section to connect their account on Credly’s Acclaim platform with Myhub. This takes the user to the login page for Credly’s Acclaim platform.
The user should sign in using their login credentials to Credly’s Acclaim platform. The user is then re-directed back to Myhub where they will see all their public badges from Credly’s Acclaim platform displayed in the Credentials section.
If the user earned many digital credentials hosted on Credly’s Acclaim platform, the user can select “See All Credentials” to view all their public badges on the Credentials page.
Help

Users can access Myhub’s Help Center by selecting the “Help” link in Myhub’s header.

Myhub’s Help Center provides frequently asked questions to support Myhub users.
What is Myhub?

Myhub is a centralized and secure online destination where learners can access all their academic records from multiple institutions held by the National Student Clearinghouse. The National Student Clearinghouse envisions Myhub to be the best skills gap and attainment gap closing engine. As such, Myhub aspires to provide lifelong learners with access to their verified comprehensive learner record and reliable tools to help them make better informed decisions about career paths and proven resources for skills attainment to make their professional and personal dreams a reality.