

Guide Sheet: OR-Administration-Register as a New User

</> Applicable Area(s):

- Operational Review
- PartnerHub (External)

For Use By:

• Providers



Before You Start:

- Make sure you have received your PartnerHub invitation email.
- The invitation link within the email expires after 6 months.
- If you believe you should have received an invitation email but have not or the invitation link has expired, please contact PartnerHub Support at 1-888-571-8260 or email us at OperationalReview_Support@bchousing.org.



1. Open the invitation email sent by BC Housing's PartnerHub.

	Provider been invited to use PartnerHub!
Partne	rHub is BC Housing's online platform for Operational Review.
Partne	rHub was designed to support you in the important work that you do. The platform includes practical resources such
as tem	plates, forms, and guide sheets that you can access year-round.
:	Please review the Terms & Conditions of the <u>PartnerHub User Agreement</u> before accepting the invitation below. Please note that when you accept the invitation, you are agreeing to the Terms & Conditions of the PartnerHub User
•	Agreement. BC Housing strongly recommends you use a business email address for Partnerhub. If this is not possible, then BC Housing recommends creating a separate email address that you use exclusively for Provider business.
Clickin unique	g the below link will take you to the PartnerHub login page where you will be asked to create a password that is to you.
	To accept your invitation and gain access to PartnerHub, please click here.
•	DO NOT share your password with anyone, even others in your organization. All PartnerHub users must have their own individual login.
•	If you have issues logging into the system, contact the PartnerHub Support Team at <u>1-888-571-8260</u> or by emailing OperationalReview Support@bchousing.org.

- 2. Review the Terms & Conditions of the PartnerHub User Agreement.
- 3. Accept the invitation and agreement by clicking the "here" hyperlink.

Note: When a user accepts the invitation email, they are accepting the PartnerHub User Agreement.

4. You will be directed to the PartnerHub Registration page; click "Sign Up".



5. Enter your email address and click "Send verification code".

User Details
Verification is necessary. Please click Send button.
Email Address
Email Address
Send verification code
Create

6. Retrieve the verification code from your email.



7. Enter the code and click "Verify code".

Cancel BC HOUSING
User Details
Verification code has been sent to your inbox. Please copy it to the input box below.
659954
Verify code
Send new code
Create

8. Click "Create".



- 9. Enter and confirm your new password then click "Create".
- 10. You have registered to use PartnerHub! You will now be directed to the PartnerHub homepage.

Note: If you are the Primary Operational Review Contact, your homepage will have an alert instructing you to assign a Primary Board Member. If your Operational Review status is Open, you will also be asked to complete the Operational Review Questionnaire.

 $\stackrel{\checkmark}{=}$ Tip: Save the PartnerHub webpage to your browser favourites for quick access.

Next Steps:

• If you are the Primary Contact for your Operational Review, you are the PartnerHub account administrator for your organization. Please ensure you assign a Primary Board Member Contact. You can add up to 3 additional users as well.



- Once the Primary Operational Review Contact has registered and signed in, search for the following Knowledge Base articles in PartnerHub:
 - o OR-Administration-Provider Managed Contacts
 - OR-Administration-Assign a Board Member or a Primary Board Member
 - o OR-Administration-Create a new user in PartnerHub
 - o OR-Initiate-Complete the Questionnaire