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.

Steps:
1. Open the invitation email sent by BC Housing’s PartnerHub.

Dear Provider,

I am writing to inform you that you have been invited to use PartnerHub! PartnerHub is BC Housing's online platform for Operational Review. PartnerHub was designed to support you in the important work that you do. The platform includes practical resources such as templates, forms, and guide sheets that you can access year-round.

- Please review the Terms & Conditions of the PartnerHub User Agreement 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.

Clicking the below link will take you to the PartnerHub login page where you will be asked to create a password that is unique 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 1-888-571-8260 or by emailing OperationalReview_Support@bchousing.org.

Thank you,
PartnerHub Support Team.
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”.
6. Retrieve the verification code from your email.

![Verify your email address](image)

7. Enter the code and click “Verify code”.

![User Details](image)
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.

   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.
See Also:

- 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
  o 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