# Student User Guide

Morehouse College has partnered with the National Student Clearinghouse to provide student records through a free, secure online application. Below you will find the step-by-step instructions on accessing the application and navigation features.

Accessing Myhub

Myhub is publicly available at **myhub.org**. Users should select the "Login" link located in the upper right corner of the Myhub home page to access the Myhub Login page. New users should select the "Create Account" to start their process.

Current Morehouse College students can access the Myhub link via My Portal.
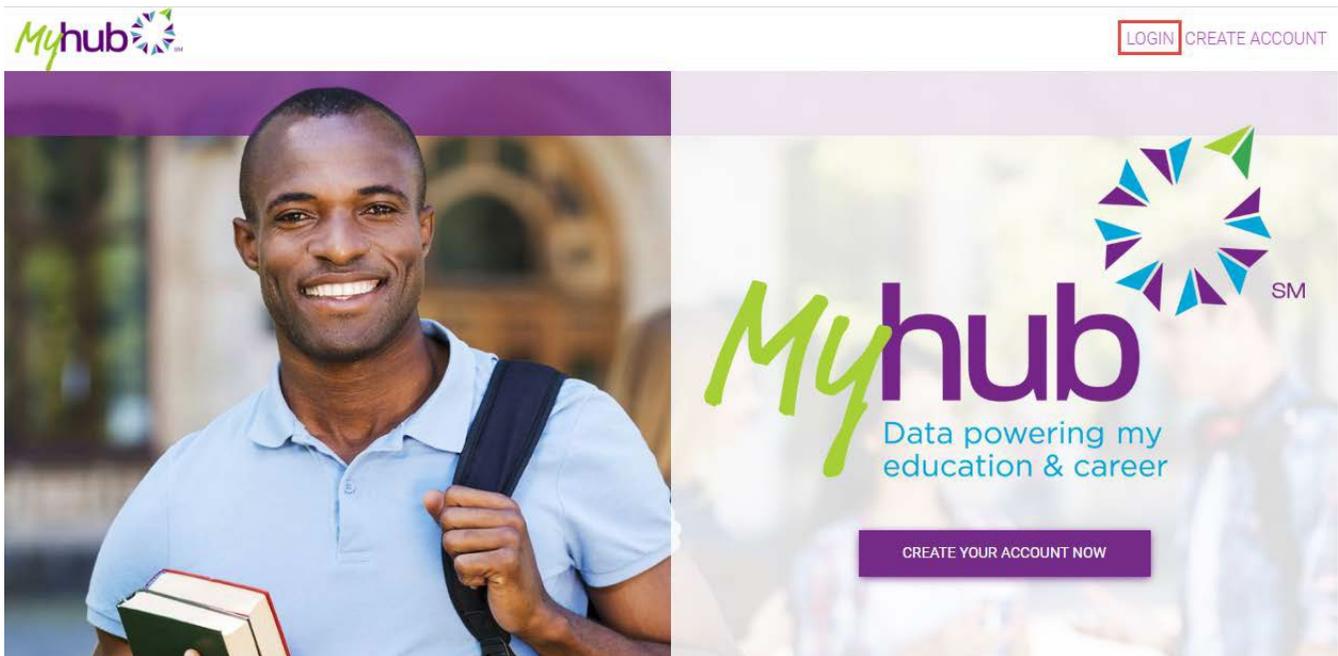
Login Options

From the Login page, users can access Myhub by creating an account or using social login access.
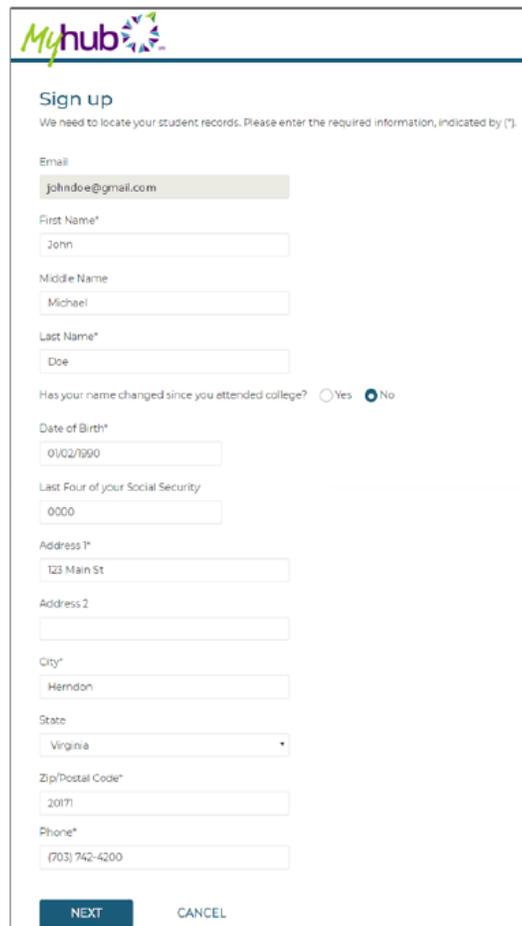

Sign Up (for Social Login Only)

The first time a Myhub account is accessed using the Google or LinkedIn login option, the user encounters Myhub's Sign up page. The Sign-up page allows the learner to identify themselves so Myhub can locate the unique identity associated with the user's education records in the Clearinghouse database.

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.

Myhub

Please Verify your Identity

- Answer 4 questions correctly
- Respond to each question within 2 minutes
- 1 question can be skipped
- You will be locked out of this process for 24 hours if you are unable to answer a 4 question correctly

NEXT   CANCEL

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.

SMS

SMS Authentication

Enter Code

[   ]   SEND CODE

☐ Do not challenge me on this device for the next 15 minutes

VERIFY

Sign Out

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.
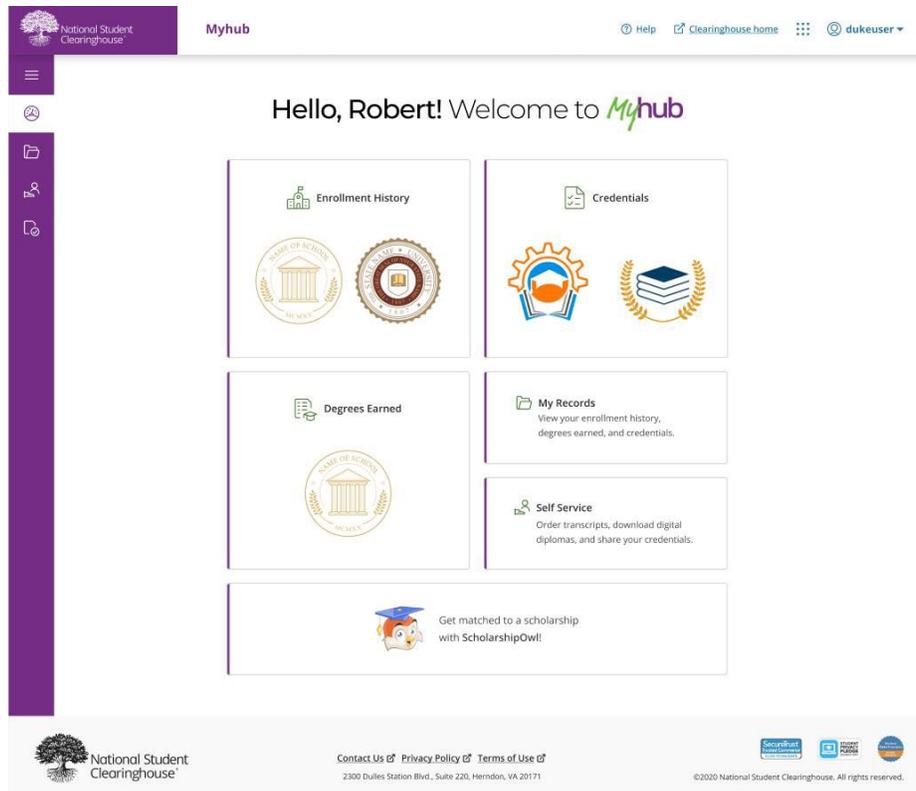
Navigating Myhub

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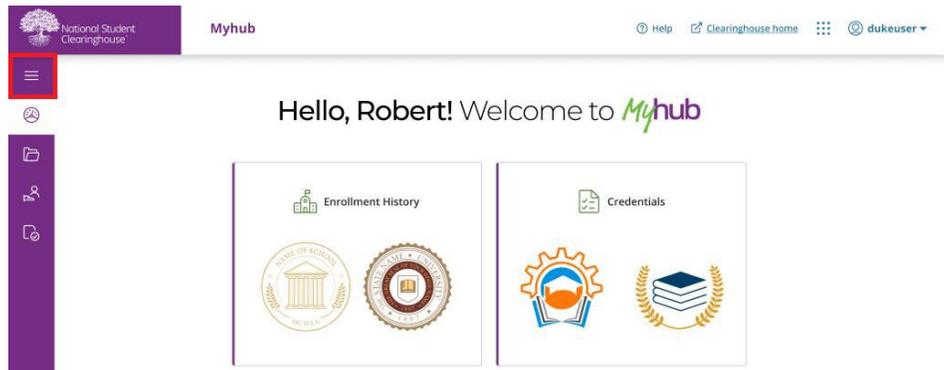
Myhub Dashboard

When users access their Myhub account, the first page they see is the Myhub Dashboard. The Myhub Dashboard provides quick access to actions they can take with their Myhub account and a high-level view of their verified record.


Each section of the Myhub Dashboard allows the learner to access a detail page with complete record information from participating institutions. Each Myhub section is described in detail below.

Global Menu

The global menu options are located at the upper left corner of the Myhub Dashboard.

When learners click the menu icon, a navigation menu appears on the left side of the page.
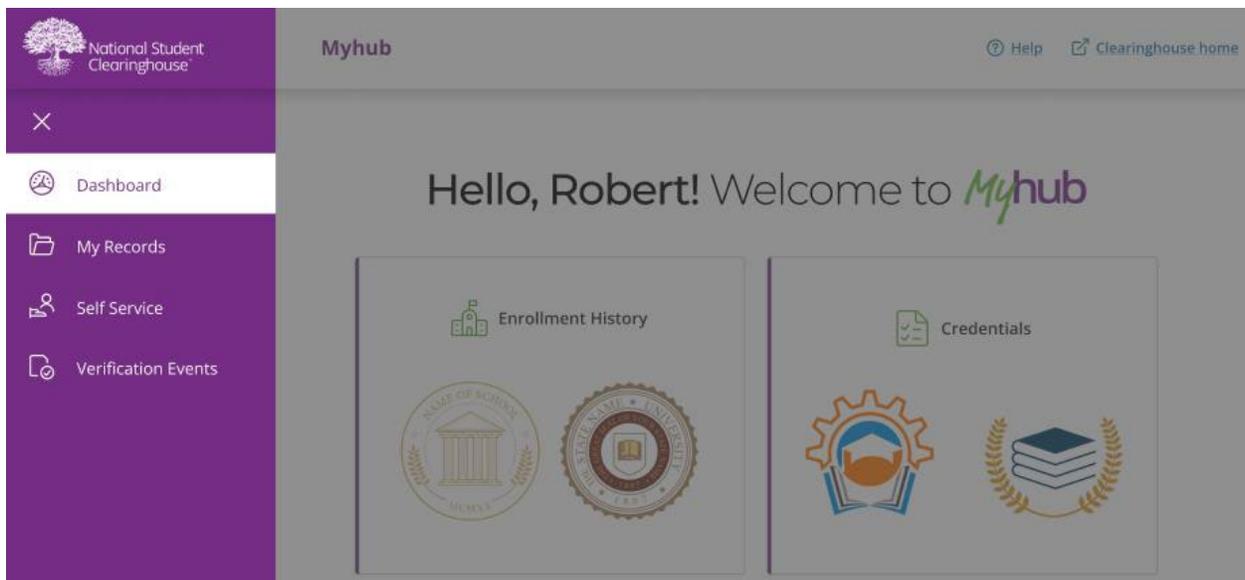
Myhub Home allows learners to easily navigate back to their Myhub Dashboard from any other Myhub page.

The other menu options provide easy navigation to each of Myhub's distinct pages. These pages can also be accessed by selecting the user's Myhub Dashboard cards.

Learners can close the menu by clicking the X in the upper right corner.

My Records

Learners can click the My Records Card on the right of the Myhub Dashboard or the My Records link in the navigation menu to quickly access their education records.

On the My Records section, learners can view their Enrollment History, Degrees Earned, Credentials, and Courses tabs.

Enrollment History

The Enrollment History tab displays the learner's term-by-term enrollment history from institutions participating in Myhub and Enrollment Reporting. Learners can access the Enrollment History tab through the Enrollment History card on the Myhub Dashboard or by selecting My Records.

Learners can click the dropdown option on their specific institution and view more information.
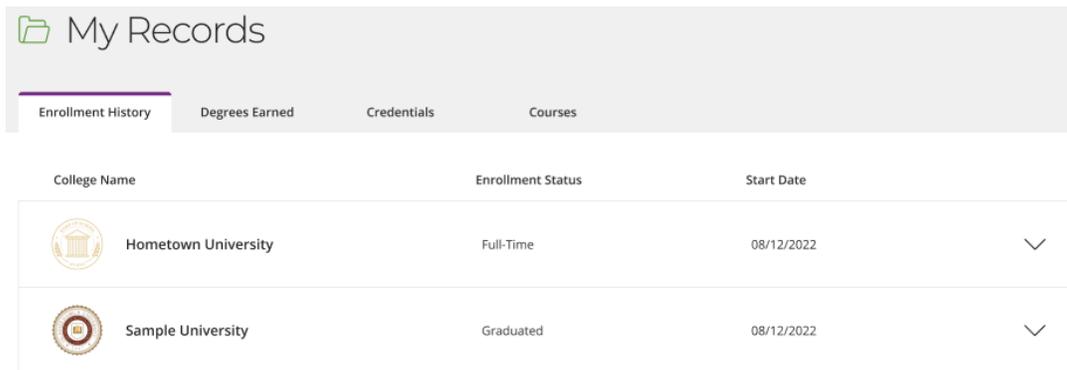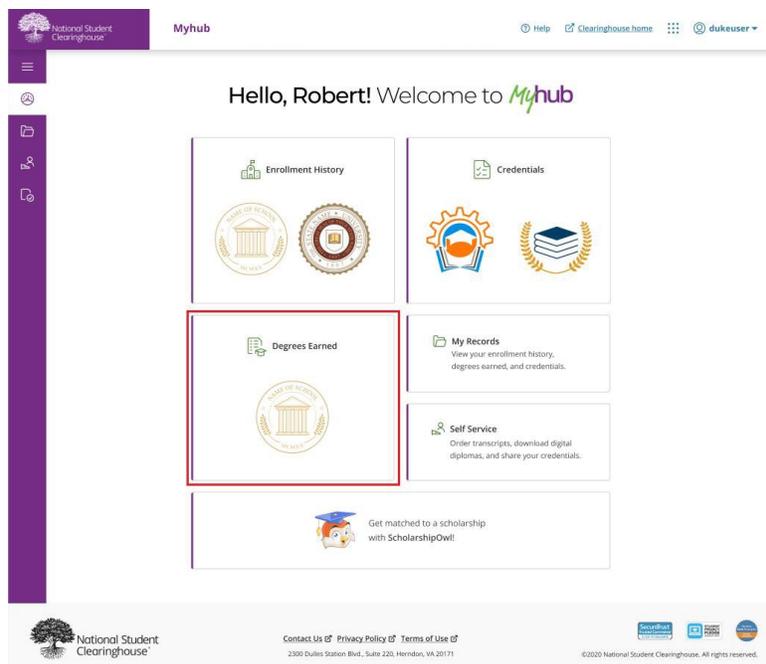

Degrees Earned

The Degrees Earned card on the Myhub Dashboard displays up to two degrees earned by the learner from institutions participating in Myhub and DegreeVerify. If the institution has provided logos, those will appear on this card in the Myhub Dashboard.

The learner can view all degrees they earned at participating Myhub institutions by clicking Degrees Earned card on the Myhub Dashboard or by clicking the Degrees Earned tab on the My Records page.

Learners can view their degrees earned and click the dropdown option to view more information on a specific degree. The contact information that your institution provided during implementation is displayed under the dropdown option.

If the learner has any questions about their information, they can contact your institution using the information provided. To request changes to your publicized contact, please see the Myhub Publicized Contact section.

📁 My Records

| Enrollment History | Degrees Earned | Credentials | Courses |

College Name	Degree Name	Award Date
Sample University	Bachelor of Science – Economics	08/12/2022	⌄

| Enrollment History | Degrees Earned | Credentials | Courses |

College Name	Degree Name	Award Date
Sample University	Bachelor of Science – Economics	08/12/2022	⌃

Issued by: Kent State University

Award Date: 12 August 2022

Major: Economics

Major Concentration: Business Administration

Major Options: Mathematics

Minor: Mathematics

For additional information regarding this degree, please contact **John Smith** at john.smith@kentstate.edu

Self-Service

Learners can directly access their Enrollment records and Transcripts by clicking the Self-Service card on the Myhub Dashboard or the option in the navigation menu.

On the Self-Service Page, learners will be prompted with their participating institutions and have options to download certificates based on what their institution has chosen to provide.

If an institution has not opted in for a specific certificate, the option to download will not be available to the learner.

Types of Certificates and Transcript Ordering Link

Download Advanced Registration Certificate
If your institution chooses to provide Advanced Registration certificates through Myhub, learners will see the Advanced Registration Certificate option in the dropdown list.

Download Current Enrollment Certificate
If your institution chooses to provide Enrollment certificates through Myhub, learners will see the Current Enrollment Certificate option in the dropdown list. The Current Enrollment certificate reports only the student's latest term information, excluding all prior terms.

Download All Enrollment Certificate
If your institution chooses to provide Enrollment certificates through Myhub, learners will see the Download All Enrollment Certificate option. The All-Enrollment certificate reports the final status for all terms the student was enrolled at your institution.

Good Student Discount Certificate
If your institution chooses to provide good student discount certificates through Myhub, learners will see the Download Good Student Discount Certificate option. The good student discount certificate reports the current term in which the student qualifies for a good student discount.

Transcript
Learners can click the Order Transcript action button to begin the Clearinghouse Next Generation Transcript Ordering Experience. The Transcript action button appears whether or not your institution uses the Clearinghouse Next Generation Transcript Ordering solution.

Verification Events

The Verification Events option displays a history of all employers, lenders, loan servicers, or guaranty agencies that have requested a verification for the learner. Learners can also access deferment notifications sent to the U.S. Department of Education's National Student Loan Data system.
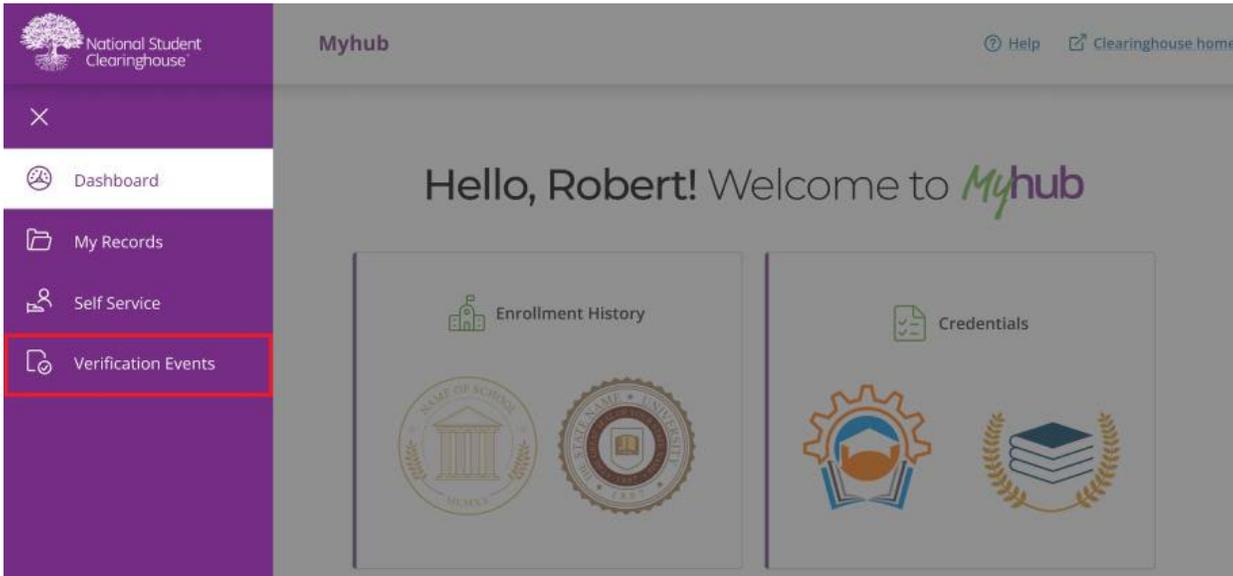
To open a verification event, learners can select the specific tab related to the event they're trying to view and click View Details. Learners have the option to view Enrollment Verification events, Student Loan Deferment events, and Degree Verification events.
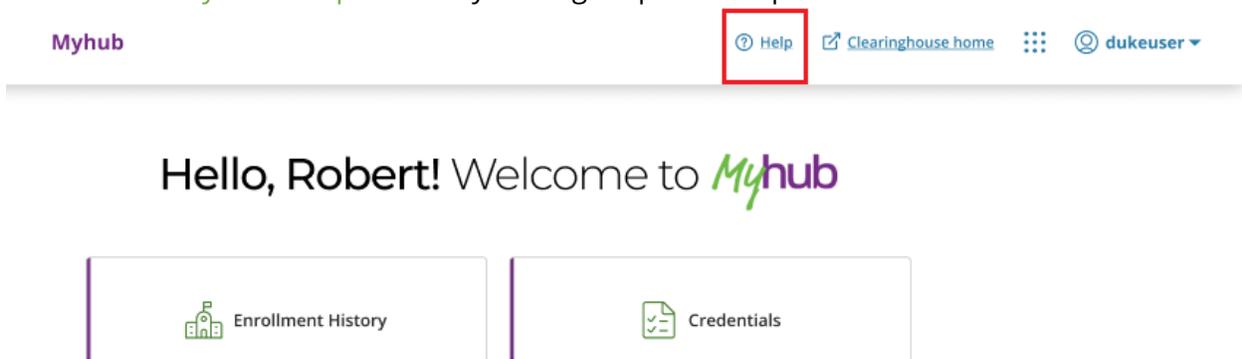
Help

Learners can access Myhub's Help Center by clicking Help at the top of the screen.

Myhub's Help Center provides the answers to frequently asked questions to support Myhub users.

The End 😊