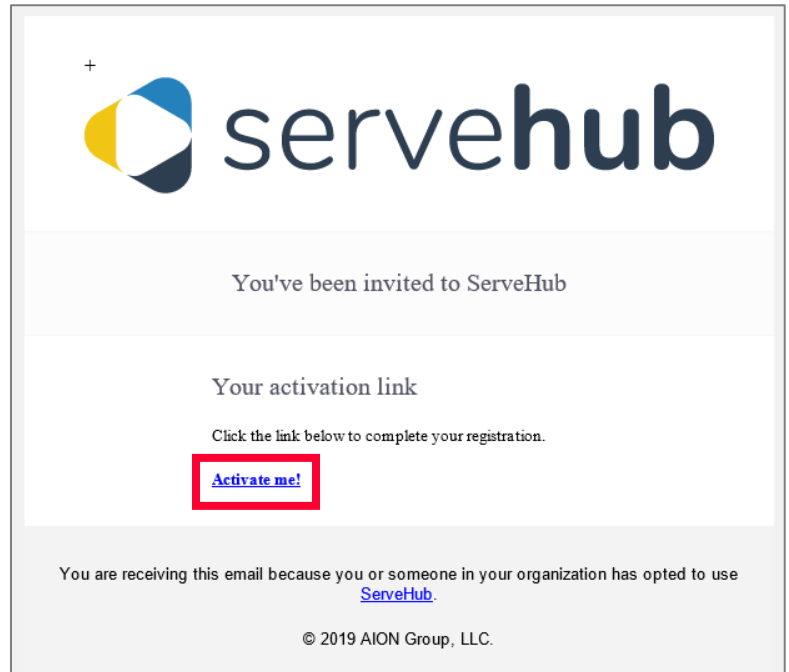


HOW TO ACCESS AND COMPLETE ONLINE TRAINING

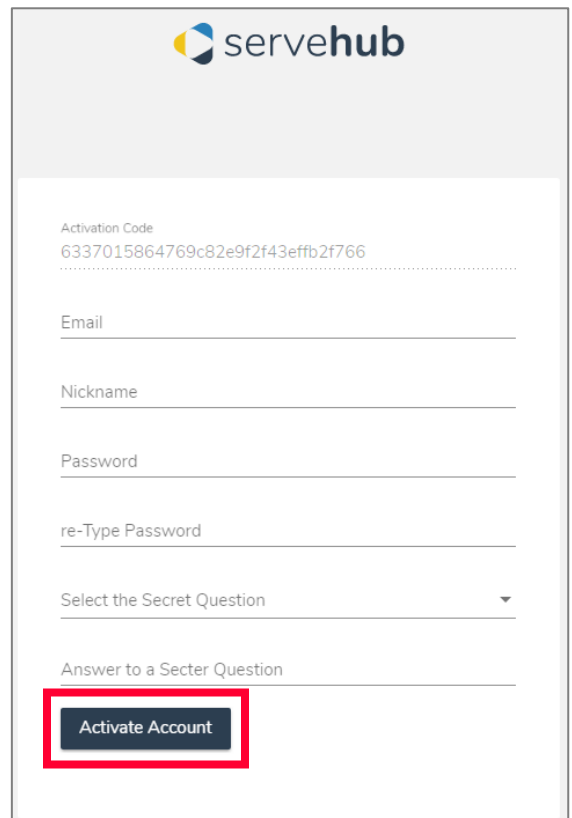
1. Check your email inbox for an email from ServeHub. Click the **Activate me!** link.

Note: It may take up to an hour for the email to come through. If you don't see it in your inbox, check your spam/junk folders. The email will not mention WNCC or Safe Sanctuaries.



2. Complete the online form. Click the **Activate Account** button.

Note: Be sure to write down or save your password. You will need it every time you log in to this site.

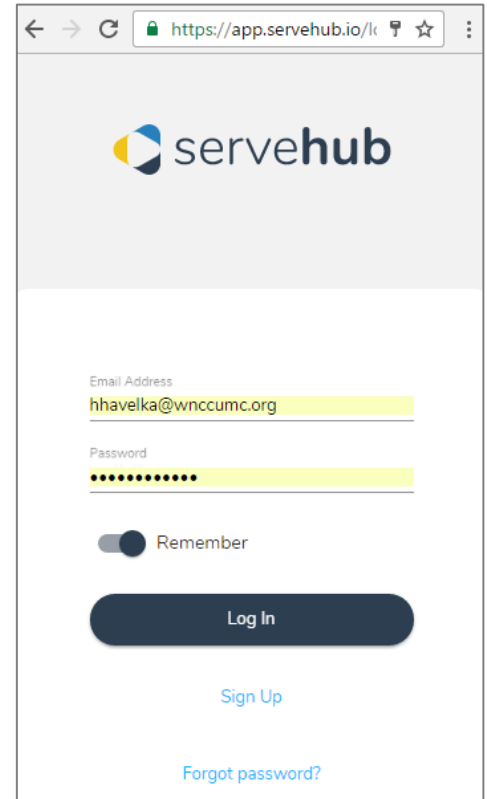


The screenshot shows the activation form on the ServeHub website. At the top right is the ServeHub logo. The form contains the following fields: "Activation Code" with the value "6337015864769c82e9f2f43effb2f766"; "Email"; "Nickname"; "Password"; "re-Type Password"; "Select the Secret Question" (a dropdown menu); and "Answer to a Secter Question". A dark blue button with the text "Activate Account" is highlighted with a red rectangular box.

HOW TO ACCESS AND COMPLETE ONLINE TRAINING

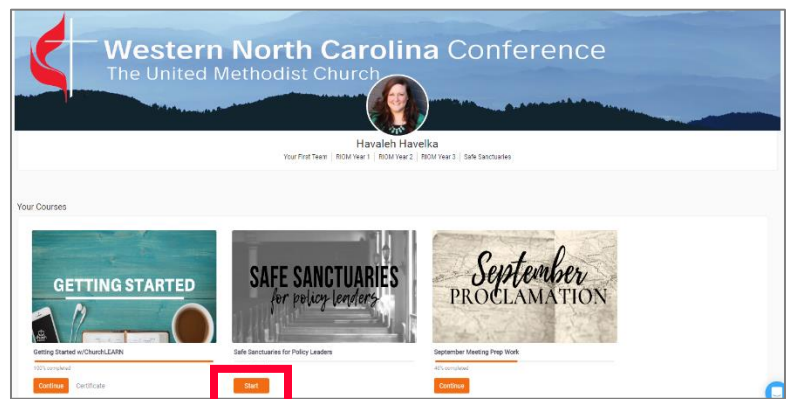
- Now that you have activated your ServeHub account, the emailed activation link will no longer work. From this point on, you can access your training at <https://app.servehub.io> and log in using your newly created login credentials.

*Note: If you ever forget your password, click the **Forgot password?** link below the **Log In** button.*



The screenshot shows the login page for ServeHub. The browser address bar displays <https://app.servehub.io/k>. The page features the ServeHub logo at the top. Below the logo, there are two input fields: "Email Address" with the value "havelka@wnccumc.org" and "Password" with masked characters. A "Remember" toggle switch is present below the password field. A dark blue "Log In" button is centered, with a blue "Sign Up" link below it and a blue "Forgot password?" link at the bottom.

- Once logged in, the site should open to your user dashboard. Click the **Start** button below any course.



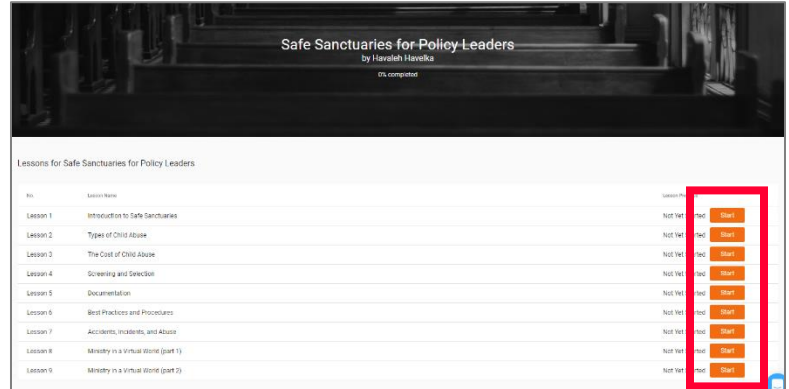
The screenshot shows the user dashboard for Havelka Havelka. The header includes the Western North Carolina Conference logo and the user's name. Below the header, there is a section titled "Your Courses" with three course cards: "GETTING STARTED", "SAFE SANCTUARIES for Policy Leaders", and "September PROCLAMATION". The "SAFE SANCTUARIES" card has a red box around its "Start" button.

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5. The course will load. Some courses have multiple lessons to complete; some only have one.

Click the **Start** button next to a lesson to begin.

Click the **Continue** button to revisit a lesson you've already begun/completed.

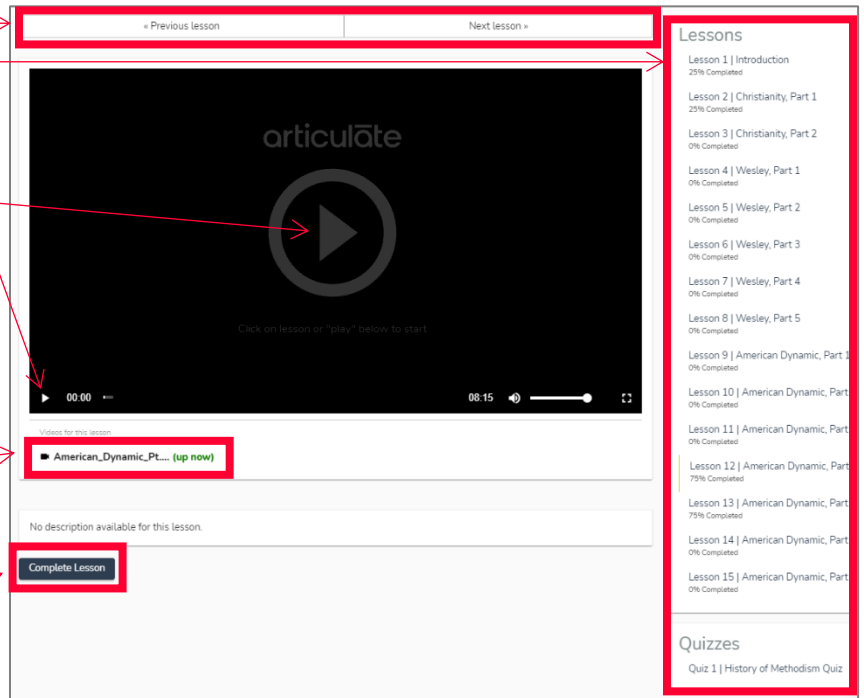


6. The lesson will open. Use the buttons at the top of screen or the menu along the right to navigate between lessons and quizzes.

For videos or elearning modules, click the play icon or the title under the black screen to begin.

Note: Some users experience a glitch where the same video appears in multiple lessons. If this happens for you, click the video title under the play screen. This usually corrects the issue.

Click the **Complete Lesson** button when you've finished the lesson. If you do not, your completion will not be recorded.




*Note: If you notice that your completion rate is not at 100%, most likely you've forgotten to click the **Complete Lesson** button for each lesson. Doing so should bring you to 100%.*


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7. Once you've completed a course, you may download or print a certificate of completion. From your dashboard, find the course under the header **Your Courses**.

8. Click the word **Certificate**.

Your browser might block pop-ups. If an error/alert message appears, click to allow the pop-up. In Google Chrome, you might see this icon appear in the left corner of the URL window: . To allow pop-ups, click on the icon and select "Always allow pop-ups from https://app.servehub.io" then click the **Done** button. Then, click **Certificate** again.

9. The certificate will open in a new tab.

 Click the download icon to download a .pdf file.

 Click the printer icon to print a copy.

