



National Student
Clearinghouse[®]

Myhub Schools User Guide

September 25, 2024



Table of Contents

Introduction	2
Purpose	2
What Is Myhub?.....	2
Myhub Dashboard	3
Account Management.....	2
Configurations Options.....	2
School Logo.....	3
Myhub Publicized Contact.....	3
Non-Clearinghouse Transcript Ordering.....	4
Enrollment Certificate Configuration Options	4
School Display Name.....	4
School Logo for Certificate Watermark	5
Display Anticipated Graduation Date.....	6
Display Non-Enrolled Status.....	7
Configurable Enrollment Certificate Statement.....	7
Disabling Enrollment Certificate	7
Accessing Myhub.....	8
Login Options.....	8
Single Sign-On Access	8
Terms and Conditions of Use.....	9
Multifactor Authentication (MFA)	9
Myhub Data Sources	10
Navigating Myhub	10
Myhub Dashboard.....	10
Global Menu	12
My Records.....	13
Degrees Earned	14
Credentials.....	16
Verification Events.....	23
Help	24

Introduction

Purpose

This guide provides college and university staff with information to help you support your students and alumni (learners) who have questions about their education records in Myhub and provides account management instructions for your staff.

What Is Myhub?

Myhub is a secure online application offered by the National Student Clearinghouse, which provides learners with access to their verified education records from all colleges and universities participating in Myhub. Refer to [Myhub Data Sources](#) and [Navigating Myhub](#) for details about the services that provide record data to Myhub and how information is presented to your learners in Myhub.

Myhub Dashboard

Account Management

Your implementation configuration options for Myhub are managed by the Office of the University Registrar and the Clearinghouse's Implementations team. If you have any questions about your Myhub settings or require a change, please have the Office of the University Registrar email our Implementations team at Implementations@studentclearinghouse.org.

The Office of the University Registrar has access to change to the [General Configuration Options](#) and the Enrollment configuration options.

Computing and Information Services has the authority to request changes to the Single sign-on (SSO) configuration options.

Configurations Options

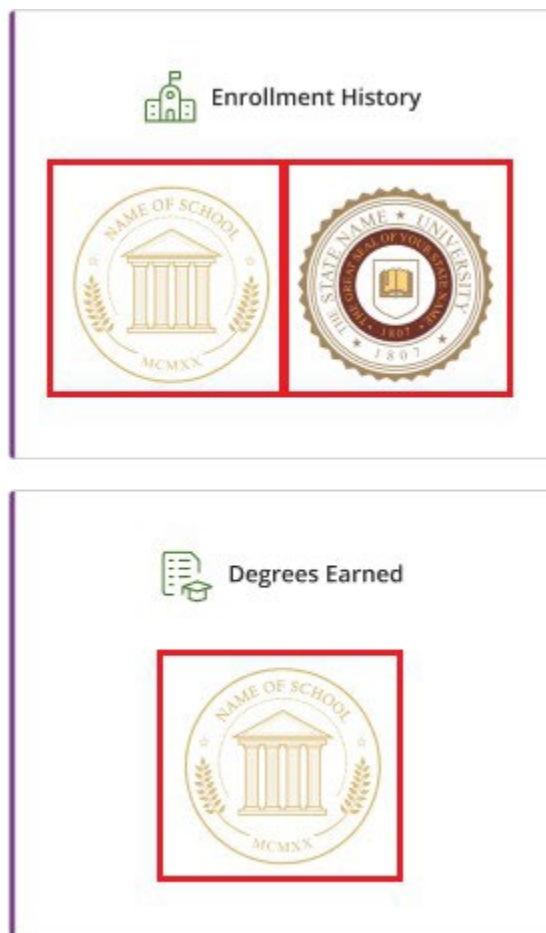
The Clearinghouse will set up your service options and configurations for Myhub. To make changes to any of the following options, please the Office of the University Registrar access the Myhub Dashboard at [National Student Clearinghouse](#). When your institution implements

Myhub, the Office of the University Registrar will define the following display settings for your institution.

- School Logo
- Myhub Publicized Contact


School Logo

Education record data provided by your institution includes a 64 x 64 pixel image of your school logo. Please email your school logo as a .png file, with equal height and width dimensions (1:1), to Implementations@studentclearinghouse.org.



Myhub Publicized Contact

The contact's name, phone number, and email address provided as your Myhub Publicized Contact is displayed within Myhub's Degrees Earned section under the My Records Card.

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		

This contact information is used by learners to contact your institution if they have any questions about their records displayed in Myhub.

We strongly encourage you to identify a team or department as the contact, not an individual. The Office of the University Registrar should contact our Implementations team at Implementations@studentclearinghouse.org if changes need to be made to your Myhub Publicized Contact information.

Non-Clearinghouse Transcript Ordering

Links to order a transcript from Parchment are available on the self-service page.

Enrollment Certificate Configuration Options

The following configuration options control the Enrollment certificates your institution offers to current students who use Myhub. If you require changes to any of the following options, please have the Office of the University Registrar update the options in the Myhub Dashboard or email our Implementations team at Implementations@studentclearinghouse.org to request the desired changes.

School Display Name

This field is used to identify your institution when an Enrollment certificate is generated for your current students. Your school display name cannot exceed 50 characters.



National Student Clearinghouse ©
 2300 Dulles Station Blvd., Suite 220, Herndon, Virginia 20171
 PH (703) 742-4200
 www.studentclearinghouse.org
 © 2020 National Student Clearinghouse. All rights reserved

IMPORTANT: If you are forwarding this certificate to a 3rd party, we advise that you print your policy, account or other identifying information on each page.

Policy/Acct. Holder Name _____
 Policy/Account/Group or Other ID # _____

Current Enrollment Verification Certificate

Transaction ID#: 028435788
 Date/Time Notified: 06/29/2020 12:32 EST

The National Student Clearinghouse as Authorized Certifying Agent for

HOMETOWN UNIVERSITY

verifies the enrollment below for
TERRY ROB

The student's current anticipated graduation date is 05/21/2021.

This document should not be used for loan deferment verification purposes. Those verifications are handled by lenders using online access to the Clearinghouse. Refer lenders with questions to service@studentclearinghouse.org.

School Logo for Certificate Watermark

Campus specific watermarks have been uploaded during implantation. To make any changes please email an image file to Implementations@studentclearinghouse.org or ask the Office of the University Registrar to login into the Myhub Dashboard and make updates. Your image file should meet the following specifications.

- Accepted file formats: .jpeg, .jpg, .png
- Minimum image dimensions: 500 by 500 pixels
- Maximum file size: 512 KB

Below is a sample certificate showing the Clearinghouse logo as the default watermark.

National Student Clearinghouse ©
2300 Dulles Station Blvd., Suite 220, Herndon, Virginia 20171
PH (703) 742-4200
www.studentclearinghouse.org
© 2020 National Student Clearinghouse. All rights reserved

IMPORTANT: If you are forwarding this certificate to a 3rd party, we advise that you print your policy, account or other identifying information on each page.

Policy/Account Holder Name: _____

Policy/Account/Group or Other ID #: _____

Current Enrollment Verification Certificate

Transaction ID#: 028435788
Date/Time Notified: 06/29/2020 12:32 EST

The National Student Clearinghouse as Authorized Certifying Agent for
HOMETOWN UNIVERSITY
verifies the enrollment below for
TERRY ROB

The student's current anticipated graduation date is 05/21/2021.

This document should not be used for loan deferment verification purposes. Those verifications are handled by lenders using online access to the Clearinghouse. Refer lenders with questions to service@studentclearinghouse.org.

Term Start Date	Term End Date	Enrollment Status	Status Effective Date	Date Certified by School
02/01/2020	06/30/2020	Full Time (F) - END OF RECORD -	02/01/2019	06/21/2020

ENROLLED STMT SAMPLE

This information verified has been obtained directly and exclusively from the individual's educational institution. The Clearinghouse specifically disclaims any responsibility or liability for errors or omissions in information supplied to the Clearinghouse by an educational institution, including direct, indirect, incidental, special, or consequential damages based in contract, tort, or any other cause of action, resulting from the use of information supplied by the educational institution and verified.

Page 1 of 1

Display Anticipated Graduation Date

This field defines whether a current student's anticipated graduation date (AGD) should be published on the Enrollment certificates generated by Myhub.

The National Student Clearinghouse as Authorized Certifying Agent for

HOMETOWN UNIVERSITY

verifies the enrollment below for

TERRY ROB

The student's current anticipated graduation date is 05/21/2021.

This document should not be used for loan deferment verification purposes. Those verifications are handled by lenders using online access to the Clearinghouse. Refer lenders with questions to service@studentclearinghouse.org.

Display Non-Enrolled Status

This field defines whether optional terms, such as summer, should be included on the Enrollment certificates. If you elect to display optional terms, both the term and the status of the student for that term are included. Because most students do not enroll for optional terms, their status is typically reported as "No longer enrolled" for these terms when this option is active.

Configurable Enrollment Certificate Statement

Your institution can use this field to include any statement that you want to display at the bottom of each Enrollment certificate. Institutions typically provide an accreditation statement here. Your entry cannot exceed 1,000 characters.

Below is a sample Enrollment certificate message.

"Hometown University is accredited by the Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges. In addition, certain programs of the University have specialized accreditation. For information, contact the Office of the University Registrar

Disabling Enrollment Certificates

Should your institution decide to disable the enrollment certificate, have the Office of the University Registrar make the changes in the Myhub Dashboard at [National Student Clearinghouse](#).

Single Sign-On (SSO) Configuration Options

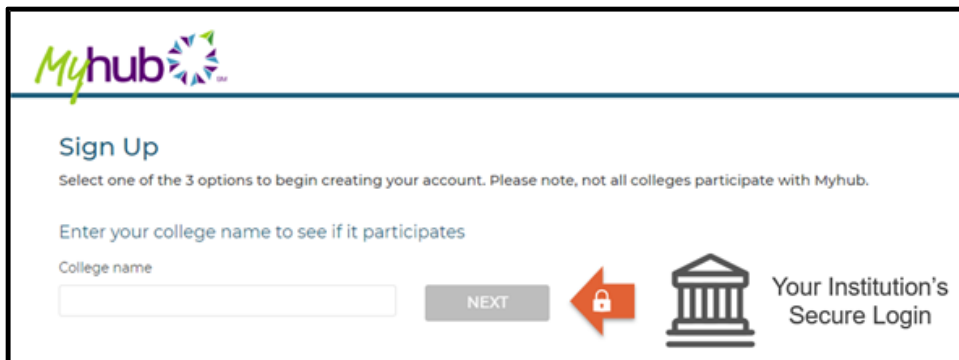
When the Clearinghouse set up SSO integration between your institution's student portal and Myhub, your institution provided the Clearinghouse with your identity provider (IdP) metadata and the Clearinghouse provided your institution with our Myhub service provider (SP) metadata. This metadata is used to configure SSO.

Accessing Myhub

Myhub is publicly available at myhub.org. Learners can access Myhub by clicking Login in the upper right corner of the Myhub home page



Login Options



From the Login page, learners can access Myhub via SSO integration with your institution's student portal and social login access.

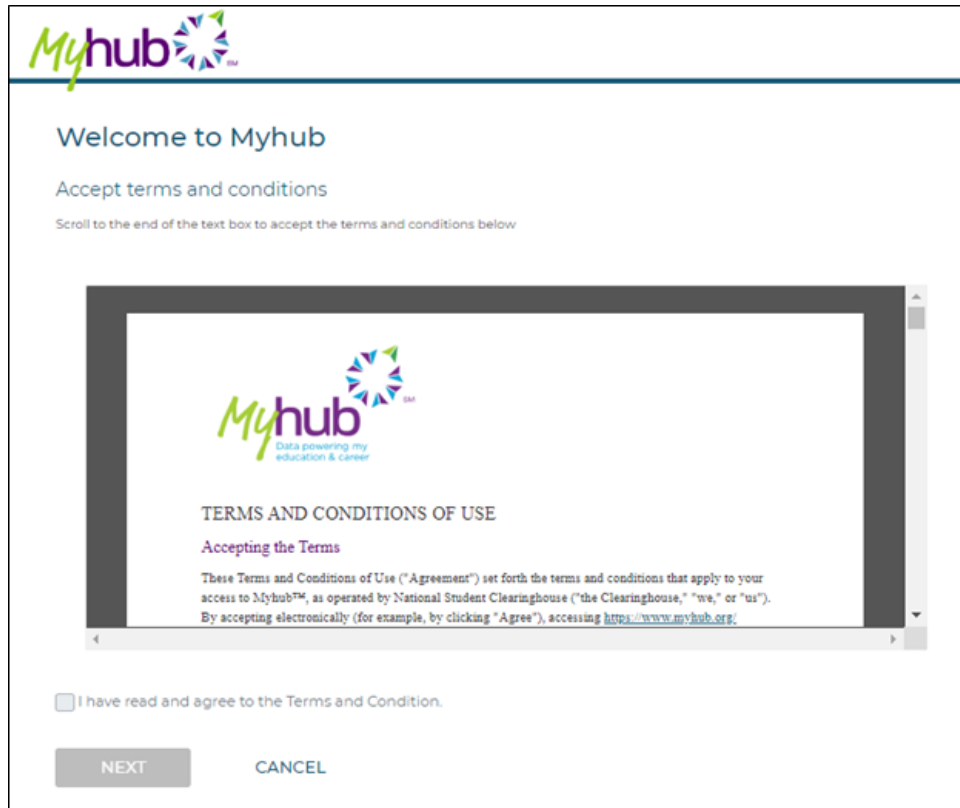
Single Sign-On Access

Your institution established an SSO connection between your student portal and Myhub during your Myhub implementation. SSO ensures that your learners' data is secure by controlling access through your identity management protocols.

Providing SSO from your institution's student portal allows learners to access Myhub by 1) logging into your student portal, then accessing Myhub through a secure link, or 2) logging into your student portal from the Myhub public login page at myhub.org (shown on previous page).

Terms and Conditions of Use

Whenever Myhub's Terms and Conditions of Use change, learners are prompted to review and accept the latest version of the terms. Learners must read the terms and scroll to the bottom of the page to accept the terms before they can proceed.



Multifactor Authentication (MFA)

When accessing Myhub for the first time, the user is prompted to establish MFA using a mobile phone number, email address, or Google Authenticator to receive a security code whenever they access Myhub. MFA codes are not sent automatically, the user must click on the "send code" button to have the code sent to their preferred MFA method.

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.

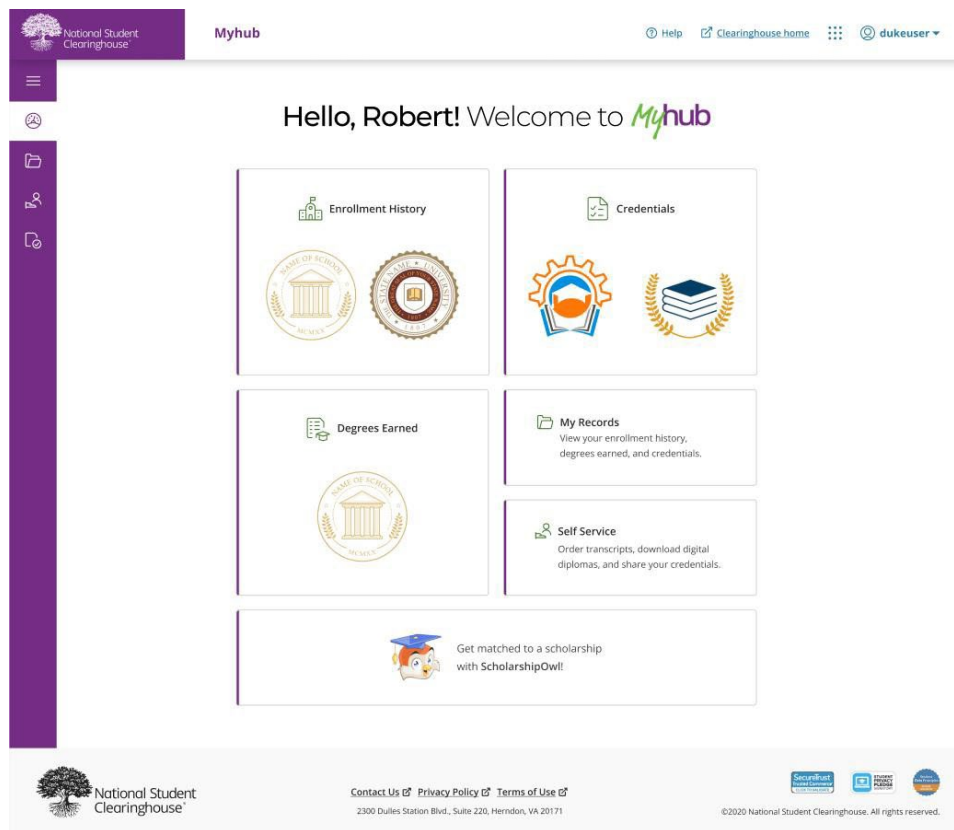
Myhub Page/Feature	Service Participation	Service Provider
Colleges Attended	Enrollment Reporting, DegreeVerify, or Reverse Transfer	National Student Clearinghouse
Courses	Reverse Transfer	National Student Clearinghouse
Credentials	Credly's Acclaim platform	Credly, Badgr
Degrees Earned	DegreeVerify	National Student Clearinghouse
Enrollment Certificate button	Enrollment Reporting	National Student Clearinghouse
Enrollment History	Enrollment Reporting	National Student Clearinghouse
Transcript button	Transcript Ordering	Parchment
Opportunities	Myhub	National Student Clearinghouse, Scholarship Owl

Navigating Myhub

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

Myhub Dashboard

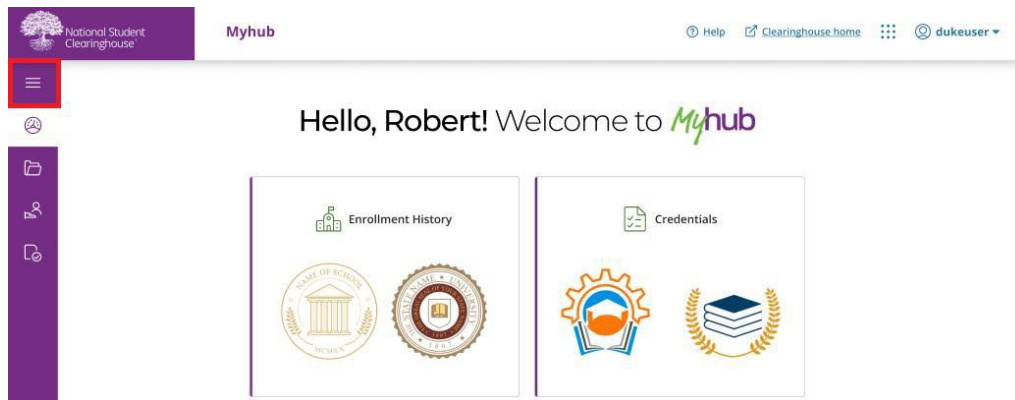
When learners access their Myhub account, the first page they see is the Myhub Dashboard. The Myhub Dashboard provides quick access to actions they can take with their Myhub account and a high-level view of their verified record.



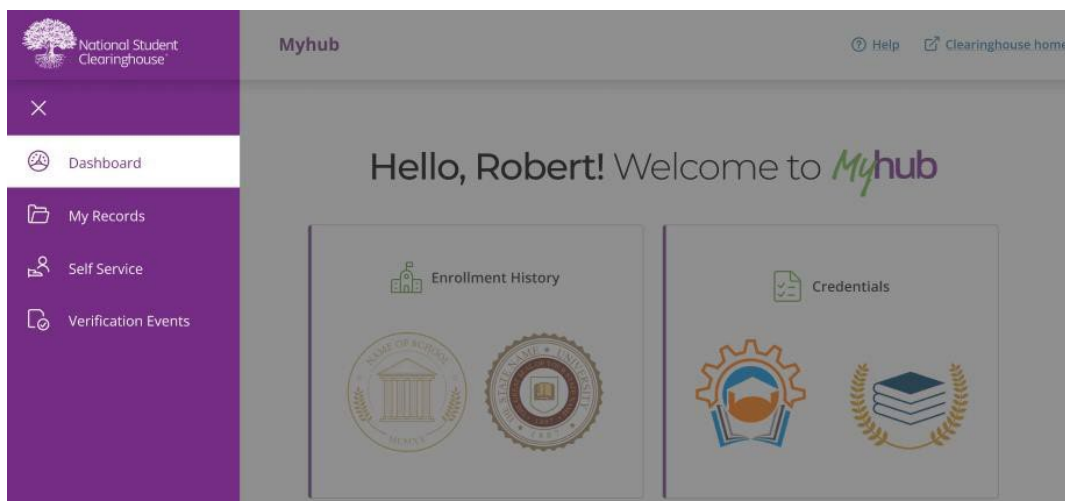
Each section of the Myhub Dashboard allows the learner to access a detail page with complete record information from participating institutions. Each Myhub section is described in detail below.

Global Menu

The global menu options are located in 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.



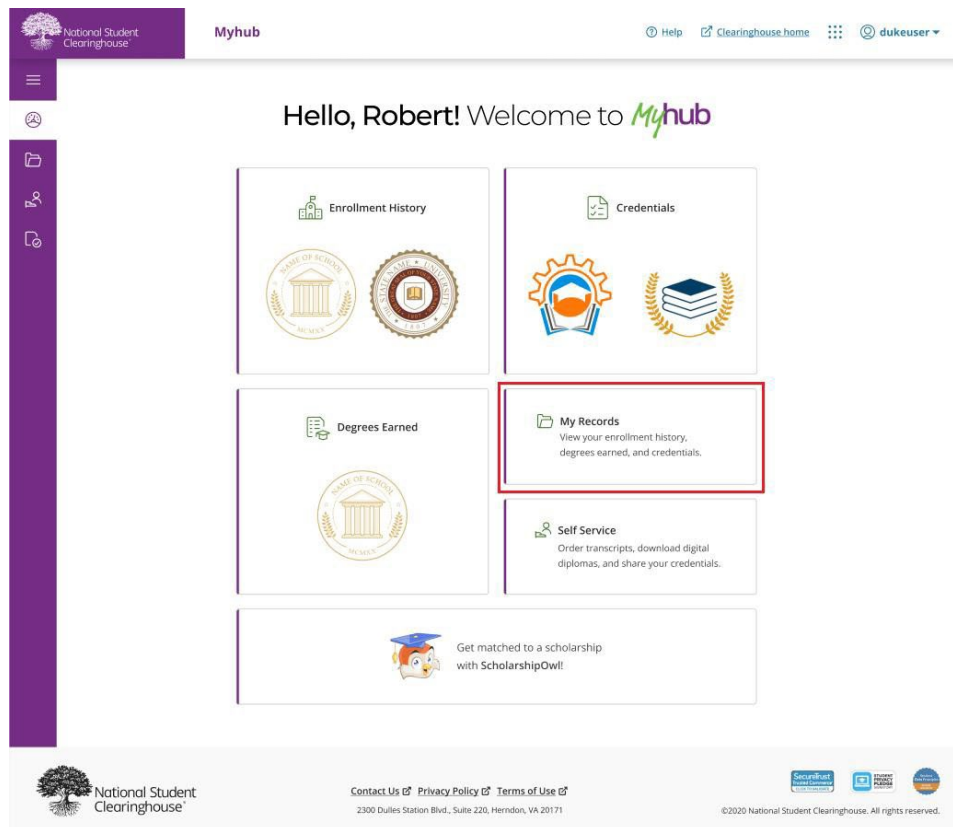
Myhub Home allows learners to easily navigate back to their Myhub Dashboard from any other Myhub page.

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.

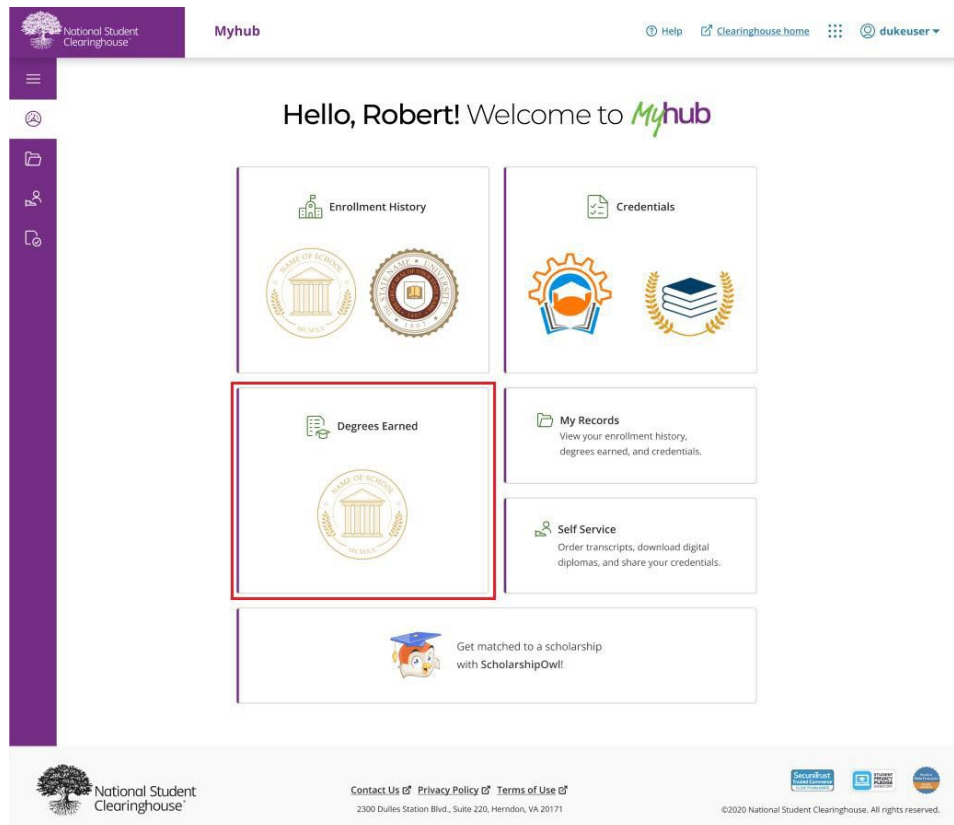
My Records

Enrollment History | **Degrees Earned** | Credentials | Courses

College Name	Enrollment Status	Start Date
 Hometown University	Full-Time	08/12/2022
 Sample University	Graduated	08/12/2022

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




The screenshot shows the Myhub dashboard interface. At the top, there is a navigation bar with the National Student Clearinghouse logo, the word "Myhub", and user information "dukeuser". Below the navigation bar, a welcome message reads "Hello, Robert! Welcome to Myhub". The main content area features several cards: "Enrollment History" with two university logos, "Credentials" with icons of a gear and a book, "Degrees Earned" (highlighted with a red border) with one university logo, "My Records" with a description, and "Self Service" with a description. At the bottom, there is a notification: "Get matched to a scholarship with ScholarshipOwl!". The footer contains contact information, privacy policy, terms of use, and logos for SecurityFirst, MyHub, and DegreeVerify.


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

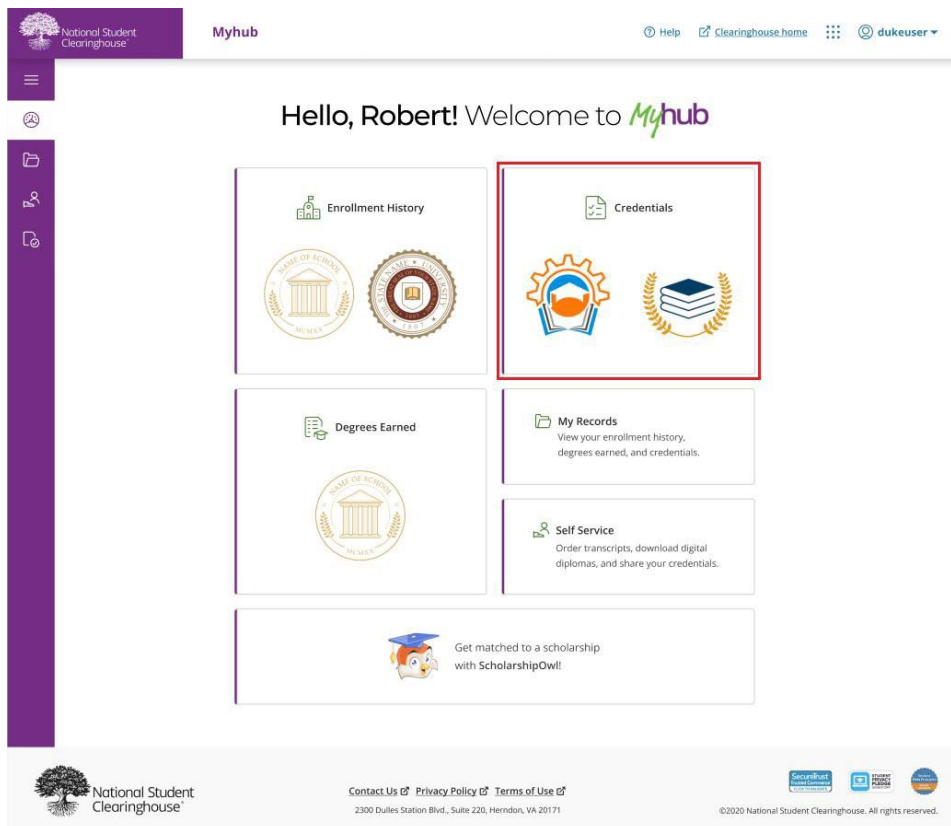
Minor: Mathematics

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

Credentials

The Credentials card enables a learner to link their Credly's Acclaim or Badgr accounts to their Myhub learner record. This displays the learner's validated digital credentials hosted on Credly's Acclaim or Badgr platform in Myhub.

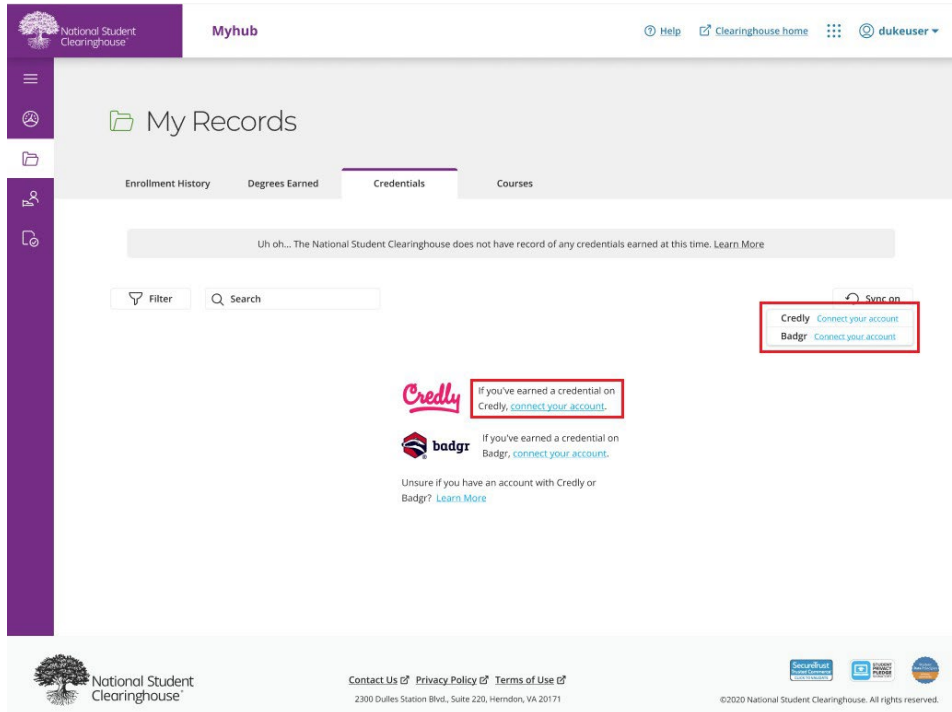
Credly Acclaim and Badgr host industry-issued digital credentials from many notable businesses that certify learning achievements, including Microsoft, IBM, Oracle, and Adobe.



The screenshot displays the Myhub user interface. At the top, the National Student Clearinghouse logo is on the left, and the word "Myhub" is in the center. On the right, there are links for "Help", "Clearinghouse home", and a user profile "dukeuser". Below the header, a purple sidebar contains navigation icons. The main content area features a welcome message: "Hello, Robert! Welcome to Myhub". Below this, there are several cards: "Enrollment History" with two university seals, "Degrees Earned" with one university seal, "My Records" with a folder icon and a description, "Self Service" with a person icon and a description, and a "ScholarshipOwl!" promotion with a cartoon owl. The "Credentials" card, located in the top right of the main content area, is highlighted with a red border and contains a gear icon, a book icon, and a laurel wreath icon.

Adding Credly Acclaim Badges

To connect their Credly Acclaim account to Myhub, learners can click *Connect your account* on the Credentials tab, then log into their Credly Acclaim account. They will then be redirected back to Myhub, where they will see their Credly Acclaim badges displayed in the Credentials tab.



Myhub

My Records

Enrollment History | Degrees Earned | **Credentials** | Courses

Uh oh... The National Student Clearinghouse does not have record of any credentials earned at this time. [Learn More](#)

Filter Search

Sync on

Credly [Connect your account](#)

Badgr [Connect your account](#)

Credly If you've earned a credential on Credly, [connect your account](#).

badgr If you've earned a credential on Badgr, [connect your account](#).

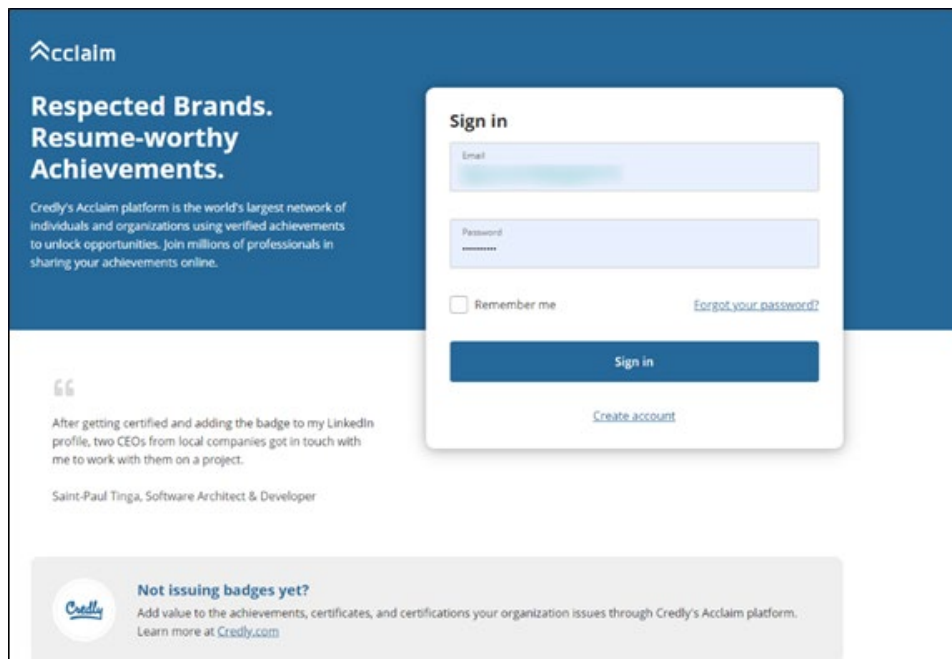
Unsure if you have an account with Credly or Badgr? [Learn More](#)

National Student Clearinghouse

Contact Us | Privacy Policy | Terms of Use

2300 Dulles Station Blvd., Suite 220, Herndon, VA 20171

©2020 National Student Clearinghouse. All rights reserved.



acclaim

Respected Brands. Resume-worthy Achievements.

Credly's Acclaim platform is the world's largest network of individuals and organizations using verified achievements to unlock opportunities. Join millions of professionals in sharing your achievements online.

Sign in

Email

Password

Remember me [Forgot your password?](#)

Sign in

[Create account](#)

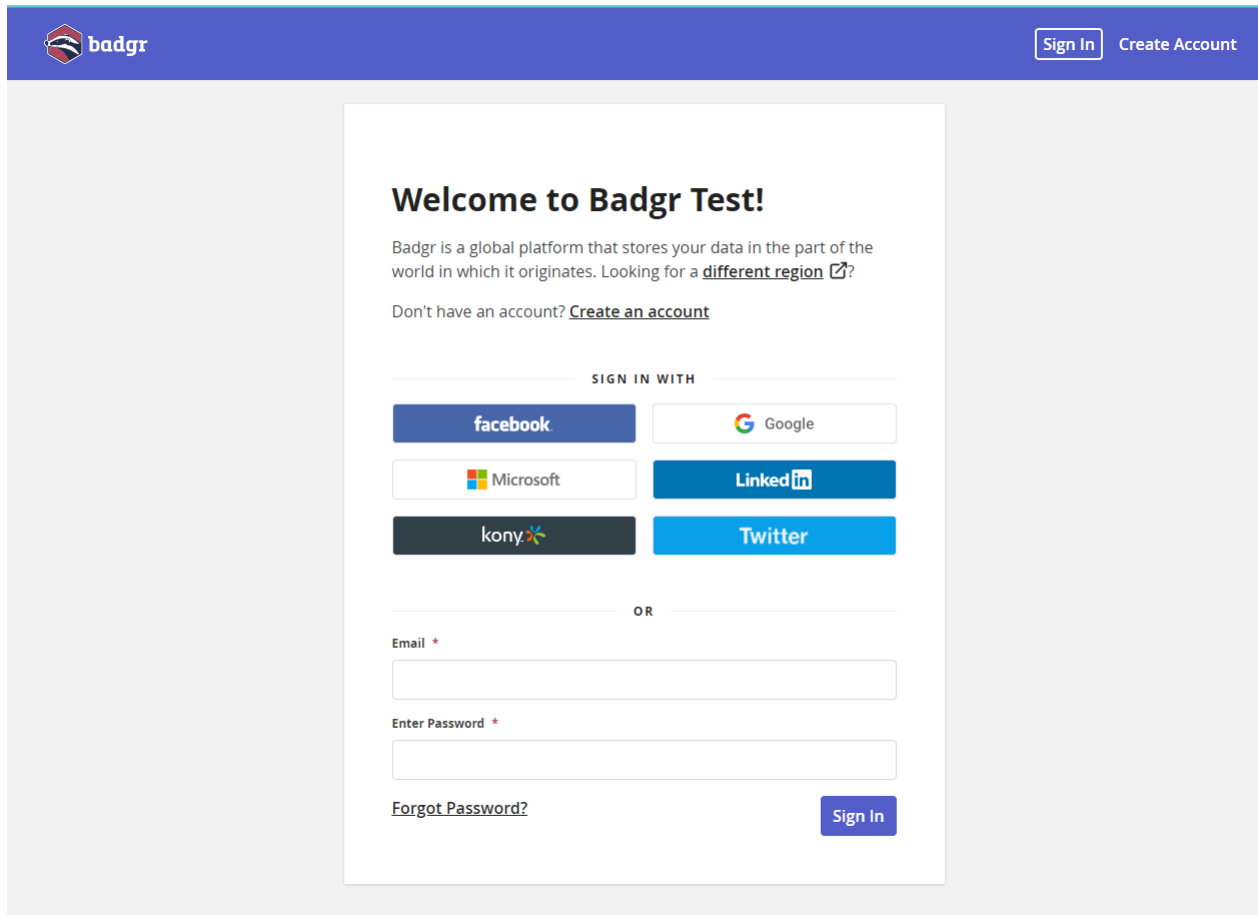
“ After getting certified and adding the badge to my LinkedIn profile, two CEOs from local companies got in touch with me to work with them on a project. ”

Saint-Paul Tinga, Software Architect & Developer

Not issuing badges yet?
Add value to the achievements, certificates, and certifications your organization issues through Credly's Acclaim platform. [Learn more at Credly.com](#)

Adding Badgr Badges

To connect their Badgr account to Myhub, learners can click *Connect your account* in the Credentials tab, then log into their Badgr account.



The screenshot shows the Badgr sign-in interface. At the top left is the Badgr logo, and at the top right are 'Sign In' and 'Create Account' buttons. The main heading is 'Welcome to Badgr Test!'. Below this is a paragraph explaining that Badgr is a global platform and provides a link for 'different region'. A link for 'Create an account' is also present. The 'SIGN IN WITH' section features buttons for Facebook, Google, Microsoft, LinkedIn, Kony, and Twitter. Below this is an 'OR' separator, followed by 'Email *' and 'Enter Password *' input fields. A 'Forgot Password?' link is on the left, and a 'Sign In' button is on the right.








The learner will be prompted to authorize the data transfer, then they will be redirected back to Myhub, where they will see their Badgr badges displayed in the Credentials section.



My Records

Enrollment History Degrees Earned **Credentials** Courses

Filter Search Sync on

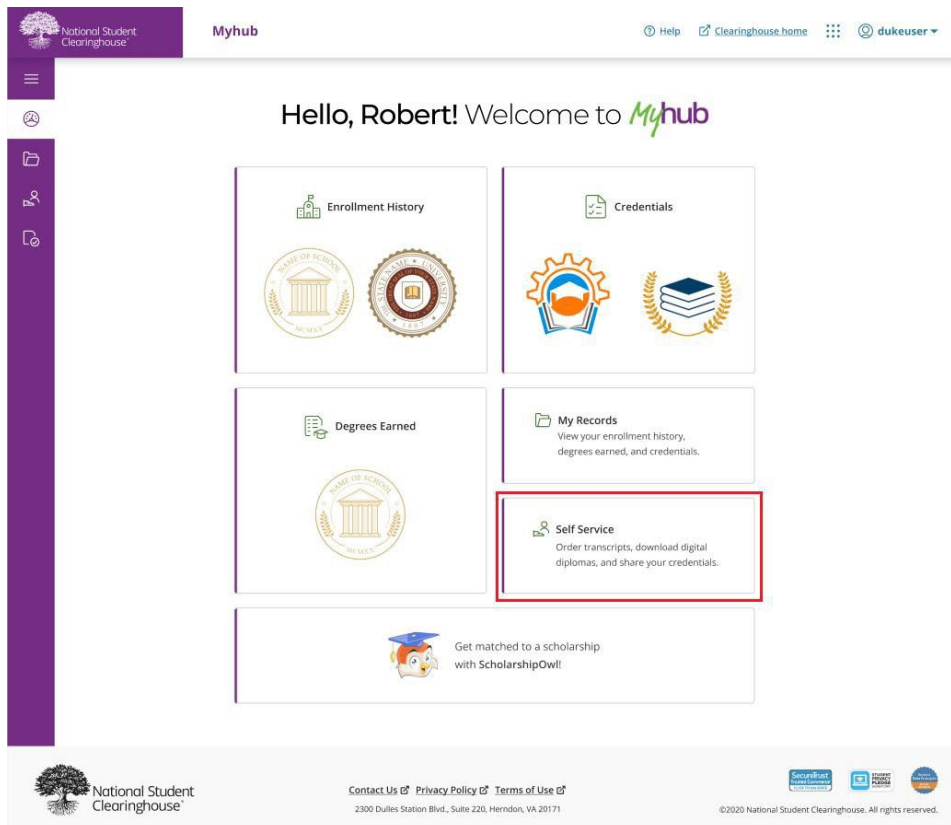
Issuer	Credential Title	Award Date	
 Abcde Certified Professional	Visual Design using Photoshop	08/12/2022	▼
 Abcde Certified Professional	Visual Design using Photoshop	08/12/2022	▼
 Abcde Certified Professional	Visual Design using Photoshop	08/12/2022	▼
 Abcde Certified Professional	Visual Design using Photoshop	08/12/2022	▼
 Abcde Certified Professional	Visual Design using Photoshop	08/12/2022	▼
 Abcde Certified Professional	Visual Design using Photoshop	08/12/2022	▼
 Abcde Certified Professional	Visual Design using Photoshop	08/12/2022	▼

< 1 2 3 ... 9 >

If a learner has added credentials in the past, they can refresh or add badges from Credly or Badgr by clicking Sync. They can see all their credentials and filter or search for specific credentials through the options provided at the top of the tab.

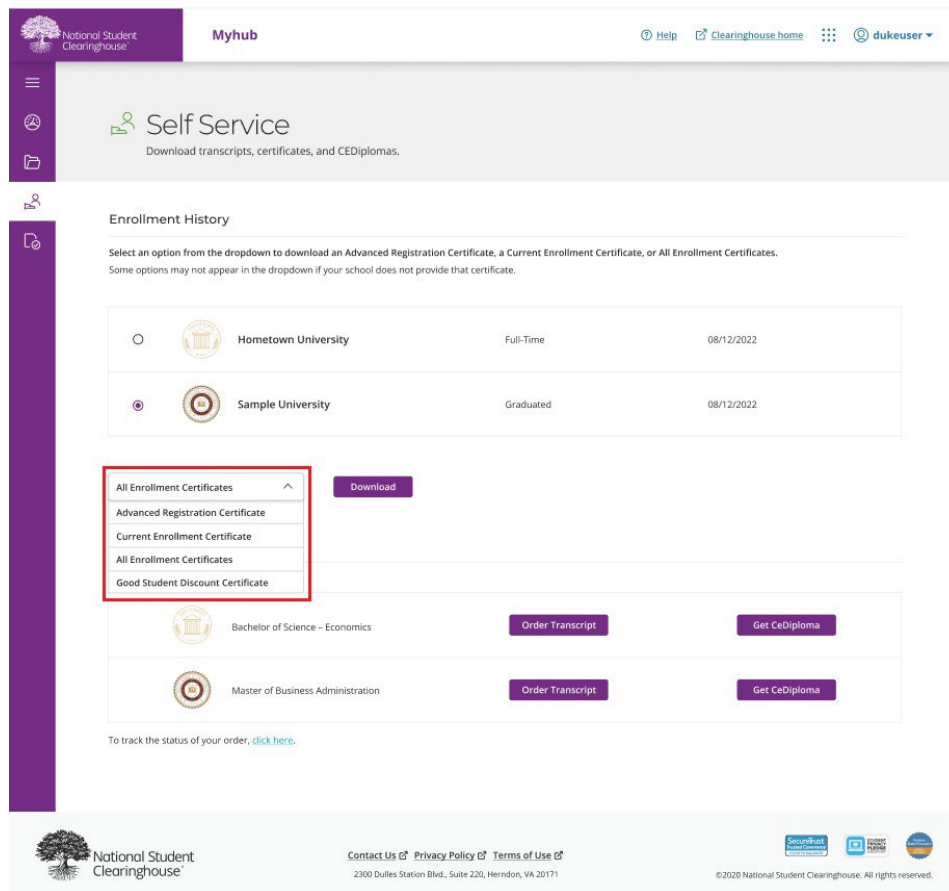
Self Service

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.



The screenshot displays the Myhub dashboard interface. At the top, it says "Hello, Robert! Welcome to Myhub". Below this, there are four main cards: "Enrollment History" (with two university logos), "Credentials" (with a gear and book icon), "Degrees Earned" (with a university logo), and "My Records" (with a document icon). The "Self Service" card is highlighted with a red border and contains the text: "Order transcripts, download digital diplomas, and share your credentials." Below these cards, there is a message: "Get matched to a scholarship with ScholarshipOwl!". The footer includes the National Student Clearinghouse logo, contact information, and various security and privacy icons.

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.



The screenshot shows the Myhub Self Service interface. At the top, there is a navigation bar with the National Student Clearinghouse logo, the word "Myhub", and links for Help, Clearinghouse home, and a user profile (dukeuser). Below this is a "Self Service" header with the text "Download transcripts, certificates, and CeDiplomas." The main content area is titled "Enrollment History" and includes instructions: "Select an option from the dropdown to download an Advanced Registration Certificate, a Current Enrollment Certificate, or All Enrollment Certificates. Some options may not appear in the dropdown if your school does not provide that certificate." There are two rows of enrollment records. The first row is for "Hometown University" (Full-Time, 08/12/2022) and the second is for "Sample University" (Graduated, 08/12/2022). A dropdown menu is open over the "Sample University" row, showing options: "All Enrollment Certificates", "Advanced Registration Certificate", "Current Enrollment Certificate", "All Enrollment Certificates", and "Good Student Discount Certificate". A "Download" button is visible next to the dropdown. Below the enrollment history, there are two rows of degree programs: "Bachelor of Science - Economics" and "Master of Business Administration". Each row has "Order Transcript" and "Get CeDiploma" buttons. At the bottom, there is a link to track order status and a footer with contact information and logos for Securix, FERPA, and others.

Download Current Enrollment Certificate

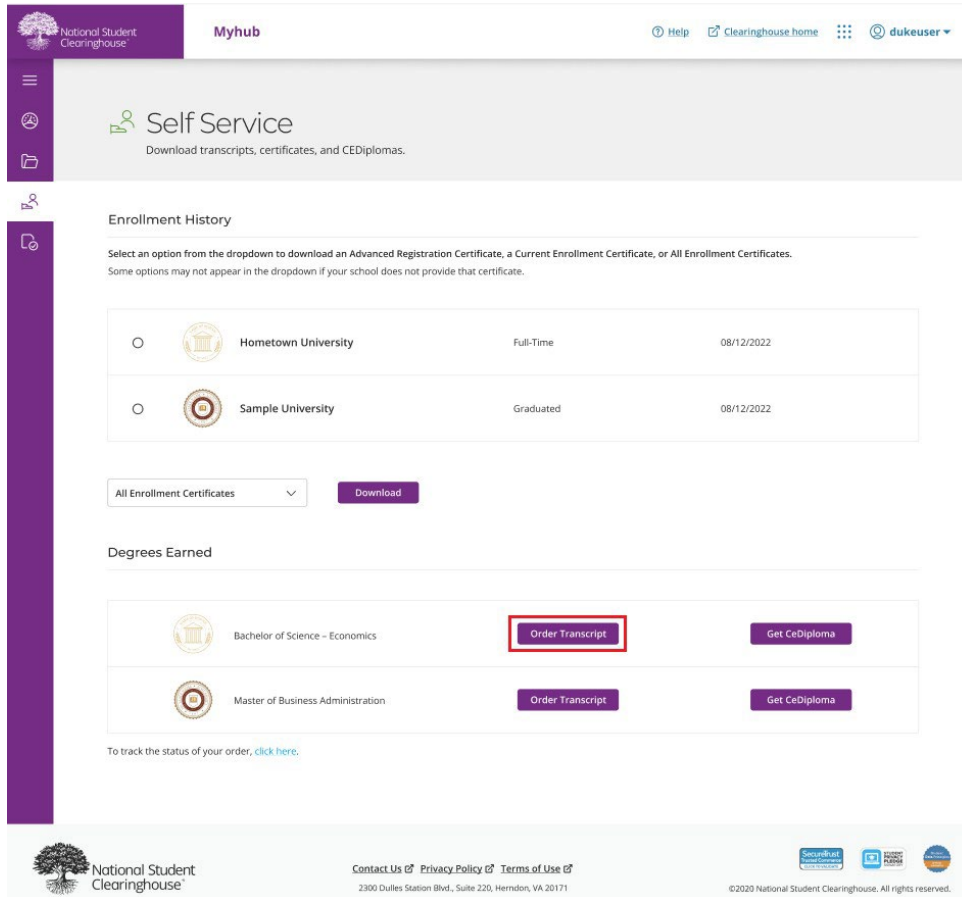
Enrollment certificates through Myhub, learners will see the Current Enrollment Certificate option in the dropdown list. The Current Enrollment certificate reports only the student's latest term information, excluding all prior terms.

Download All Enrollment Certificate

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.

Transcript



Learners can click the Order Transcript action button to be redirected to Parchment for transcript ordering.





The screenshot displays the Myhub Self Service interface. The top navigation bar includes the National Student Clearinghouse logo, the Myhub title, and links for Help, Clearinghouse home, and a user profile (dukeuser). The main content area is titled "Self Service" with the subtitle "Download transcripts, certificates, and CeDiplomas." Below this, there are two sections: "Enrollment History" and "Degrees Earned".

Enrollment History

Select an option from the dropdown to download an Advanced Registration Certificate, a Current Enrollment Certificate, or All Enrollment Certificates. Some options may not appear in the dropdown if your school does not provide that certificate.

<input type="radio"/>	 Hometown University	Full-Time	08/12/2022
<input type="radio"/>	 Sample University	Graduated	08/12/2022

Degrees Earned

	Bachelor of Science – Economics	<input type="button" value="Order Transcript"/>	<input type="button" value="Get CeDiploma"/>
	Master of Business Administration	<input type="button" value="Order Transcript"/>	<input type="button" value="Get CeDiploma"/>

To track the status of your order, [click here](#).

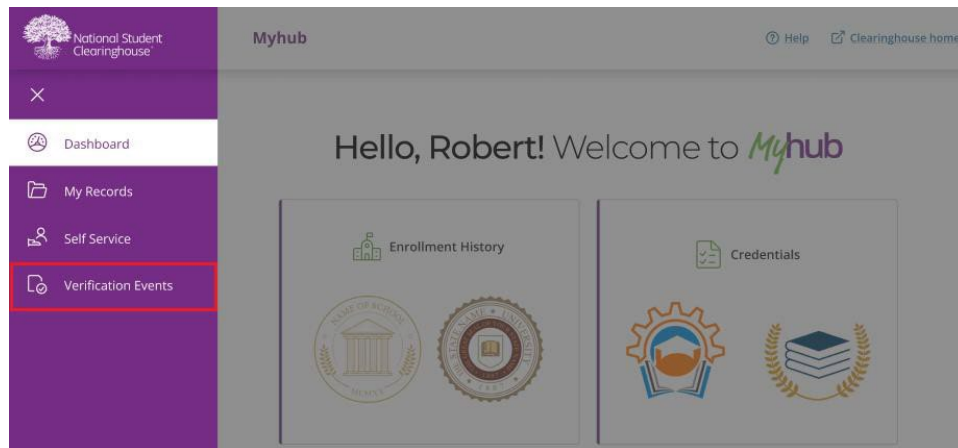
The footer contains the National Student Clearinghouse logo, contact information (2300 Dulles Station Blvd., Suite 220, Herndon, VA 20171), and various security and privacy logos (Securelist, Privacy, Terms of Use). Copyright ©2020 National Student Clearinghouse. All rights reserved.

Get CeDiploma

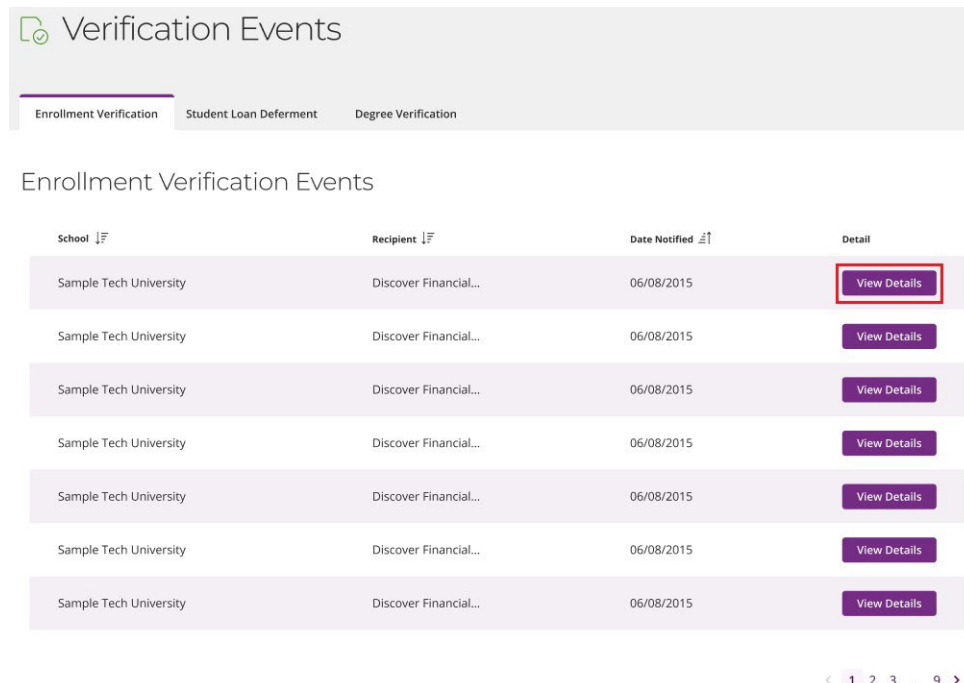
CUNY does not currently offer CeDiplomas however, if the student has previously enrolled at another institution that uses Myhub they may be able to access CeDiplomas for that institution.

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.

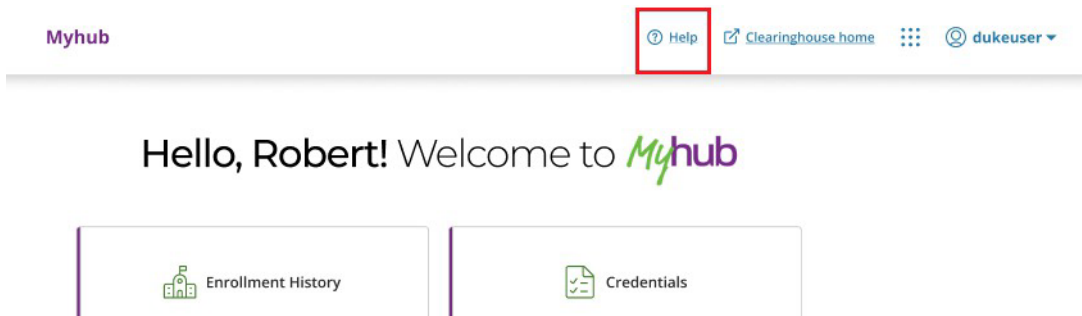


To open a verification event, learners can select the specific tab related to the event they're trying to view and click View Details. Learners have the option to view Enrollment Verification events, Student Loan Deferment events, and Degree Verification events.



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.

