

NTE Hub: User Guide for Administrators

How to add students:

Option 1:

1. Click on the Admin button located on the bottom left corner of the NTEhub dashboard
2. Click on the 'Add Student' button
3. Fill in the details and then click Save

Option 2:

1. Click on the Admin button located on the bottom left corner of the NTEhub dashboard
2. Click on the 'Batch registration' button
3. Download the form and enter the details as per the format specified in the help guide
4. Upload the form once completed

How to resend a student's welcome email:

1. Click on the Admin button located on the bottom left corner of the NTEhub dashboard
2. Select the student
3. Scroll down to the Subscription and Support section and click 'Resend Welcome Email'
4. Click the Save Student button

How to edit all students' details:

1. Click on the Admin button located on the bottom left corner of the NTEhub dashboard
2. Click on the Edit All Students button
3. Select the option you want to make changes to
4. Click Done once finished

How to update a student's Subscription

1. Click on the Admin button located on the bottom left corner of the NTEhub dashboard
2. Select the student, scroll down to Academic Calendar, and update the dates.
3. Click Save Student

How to Add more hours to a student's account

1. Click on the Admin button located on the bottom left corner of the NTEhub dashboard
2. Select the student, scroll down to Support and Subscription and update the hours
3. Click Save Student

What to do if a student gets the following error, "Invalid username or password"

You can ask them to change their password by clicking Forgot Password or you can change it for them from the Admin panel > enter the password > Click Save Student

What to do if a student receives the following error: An error has occurred, please contact your administrator.

- Check if their academic calendar is up to date
- Email Habitat Learn support@habitatlearn.com

How to check the notes received by a student:

1. Click on the Admin button located on the bottom left corner of the NTEhub dashboard
2. Select the student and then click on User Content
3. Scroll down to the 'Noted' section and click on download icon [downward facing arrow] of any file you wish you download and review.

Who do I contact for billing?

For US-based customers, please email accountus@habitatlearn.com

For Canada-based customers, please email

accountcanada@habitatlearn.com

Does Habitat Learn offer the note taking service in foreign languages?

Yes. We offer the service in French, Spanish, Russian, German. Other languages can be requested and will require around one week to set up.

How to reactivate a student's account?

Inactive user accounts can be activated at any time from the Admin panel. Select the student whose account you want to activate and scroll down to the Academic Calendar section. Update the dates and click Save Student.

Need additional support? Visit our [Youtube Channel](#) for more how to videos or [get in touch](#) with our team.

