The Collins Hub Big Cat eBook Library User Guide for Parents

Welcome to the **Collins Hub**. This guide will run through how to use the Big Cat eBook Library.

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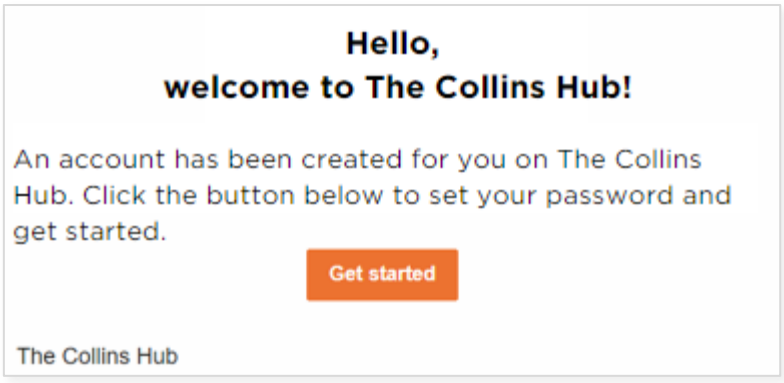
Logging in

If your **child has been set up to access the Big Cat eBook Library with an email address** you will receive an email into your child's inbox inviting them to log into the **Collins Hub**. Click the orange **Get started** button.



It will take you to a page where you will be prompted to your child a password. This password must contain upper- and lower-case characters, special characters, and a number. Once you have set the password, you can log into the **Collins Hub**.

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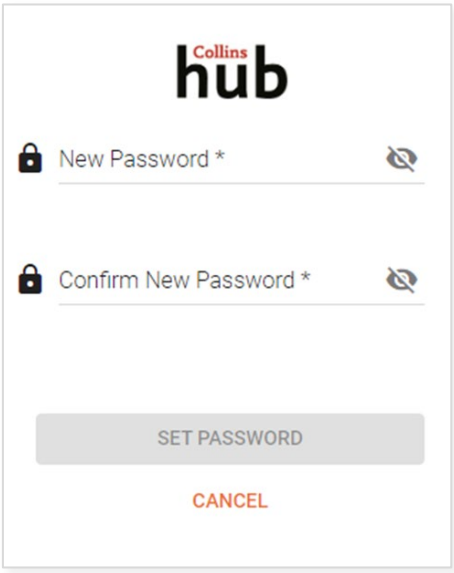
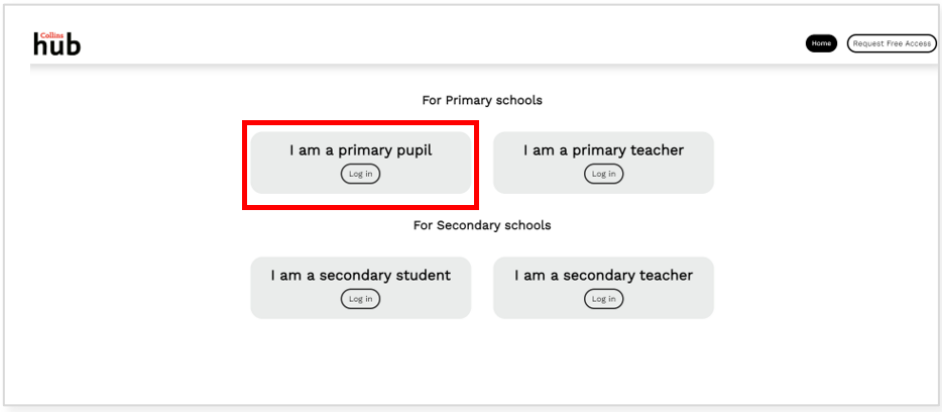


If your **child has been provided with a login label containing a username and password**, continue as follows.

From the log in page select **I am a primary pupil**.



When prompted, enter the user details, and press the **Log In** button:

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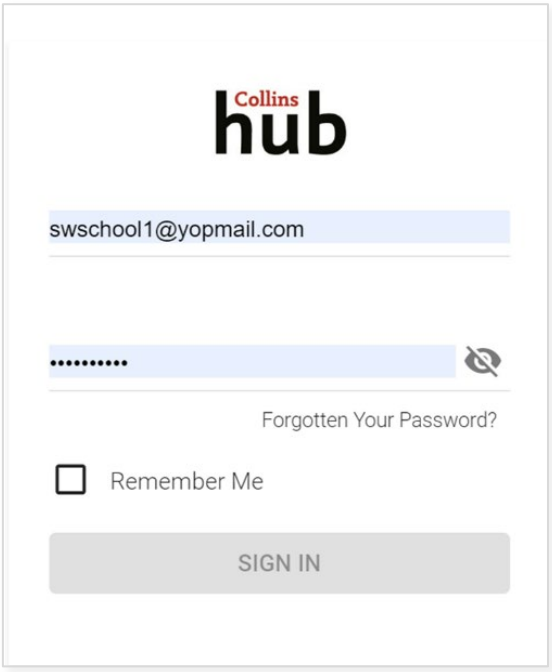
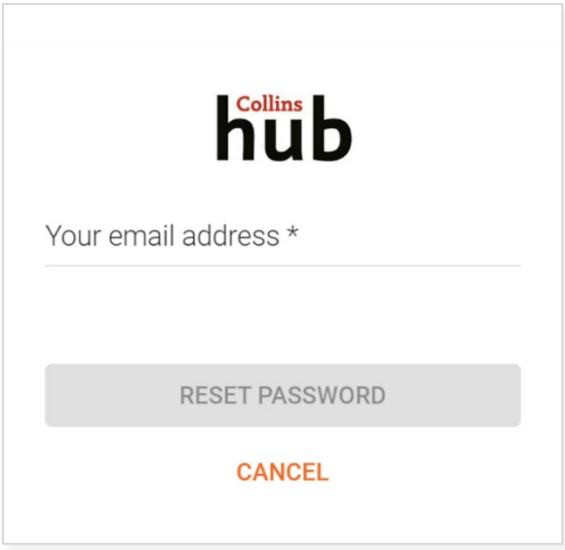


If your child forgets their password, you can click the **Forgotten your password?** button. It will ask you to confirm the email address, then send an email containing a link to reset the password.



Please note: if you have been provided with a login label containing a username and password, you will not be able to reset your password via this method. Please contact your child's teacher.

Reading the eBooks

Once you have logged in you will see the **Library** screen, which contains the **Big Cat eBooks** assigned to your child by their teacher. To open a book, **click on the cover**.

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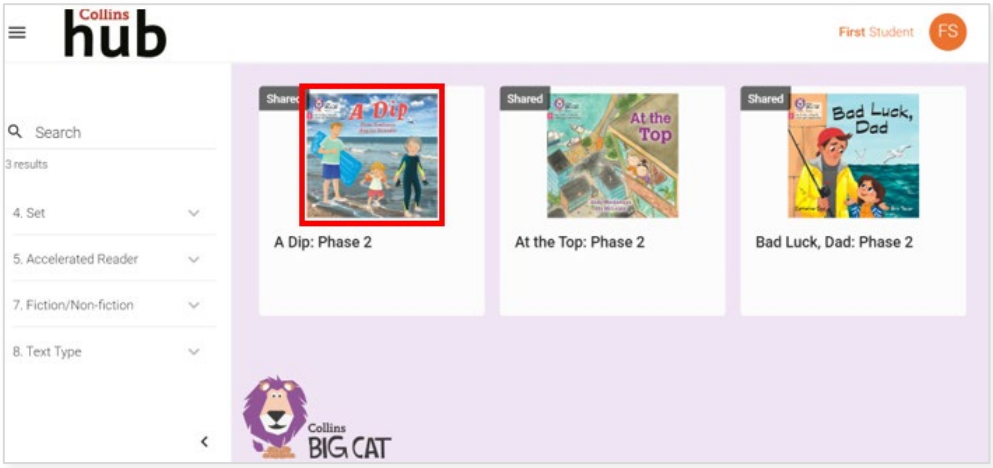
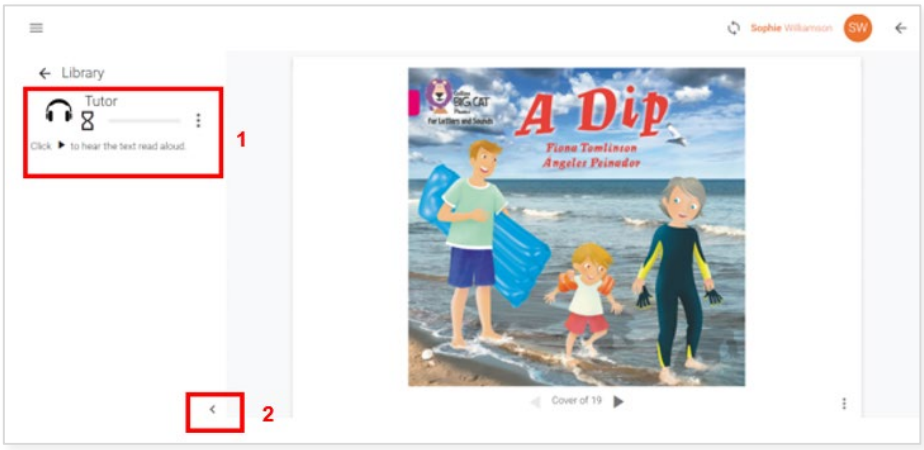
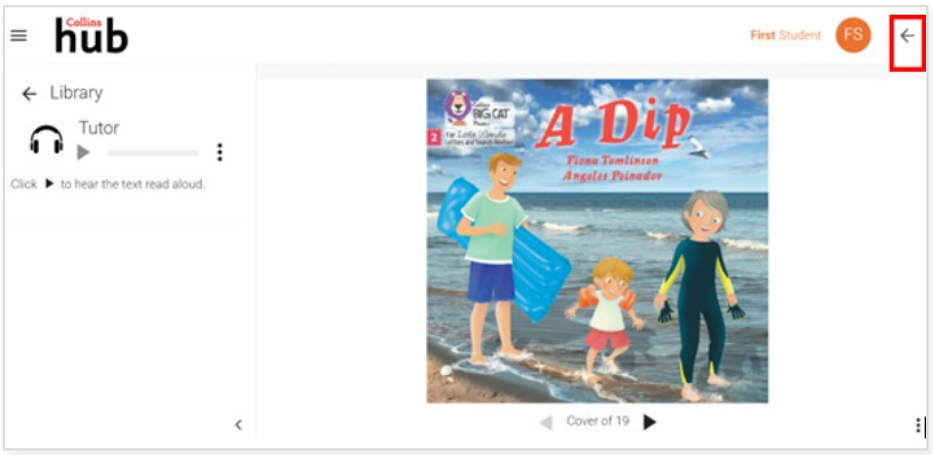


This will display the cover page of the eBook and, on most screens, the **left panel** will open automatically. This is where you can play the accompanying audio (1), which is available for all Key Stage 1 titles. You can hide this panel by clicking the **small arrow** (2) at the bottom of the screen.



To show the **table of contents** for the eBook, click the **arrow in the top right corner**. This will provide you with the chapter titles and enable you to jump to specific parts of the book. Clicking the arrow again will hide it.



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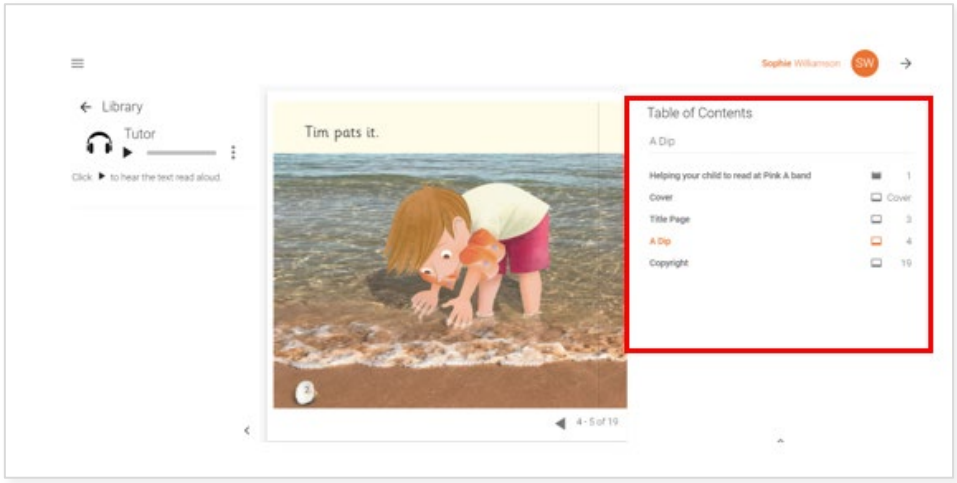
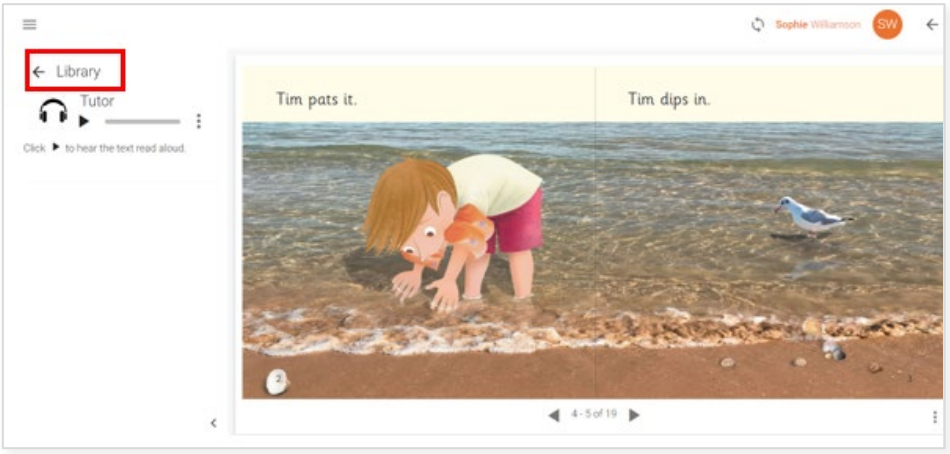
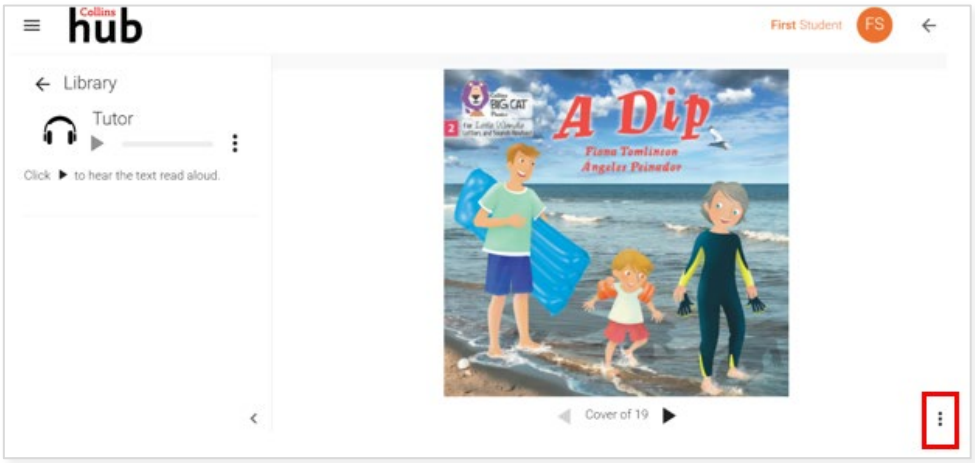


The **Library** button will take you back to the main library page.



If you click the **three dots** in the **bottom right corner**, it will bring up the menu for **Coach Mode**.



Coach mode enables you to:

- Listen to the words.
- Change the size of the page (zoom in and out).
- Jump to/select a specific page.
- Change the layout of the book on screen.

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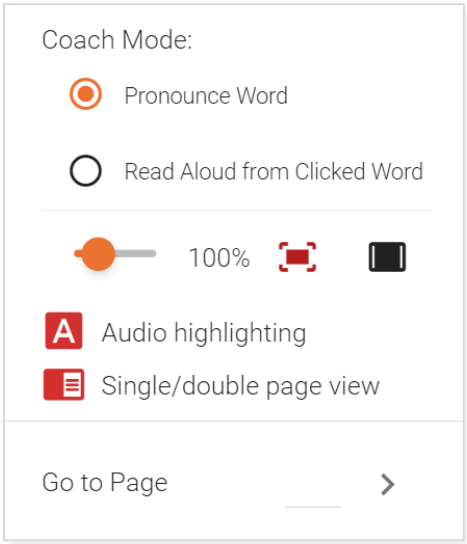
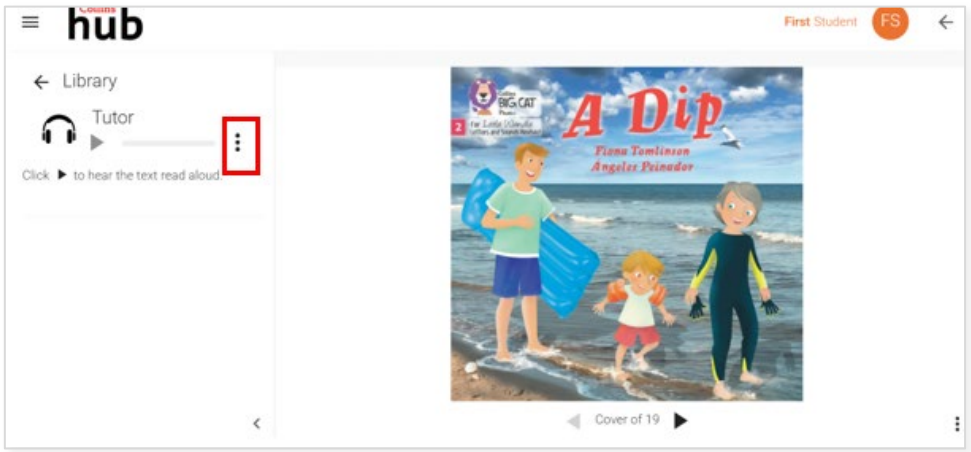
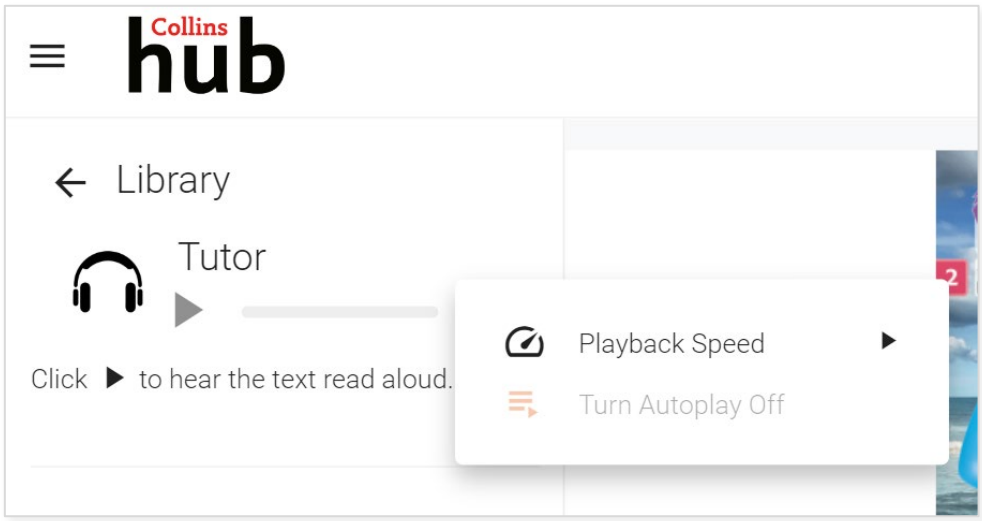


If you click on the **three dots** next to the **audio player**, you will see the option to **change the playback speed** or **stop autoplay**.





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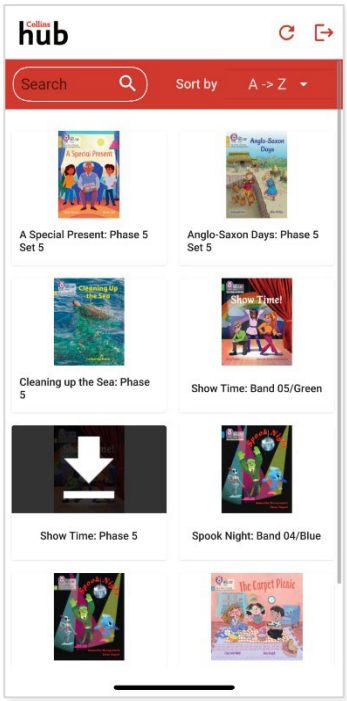
The Collins Hub app

The Collins Hub app is available to download on both iOS and Android devices: search ‘The Collins Hub in the **App Store** or **Google Play**. The app allows pupils to download their assigned books to their device and access them offline.

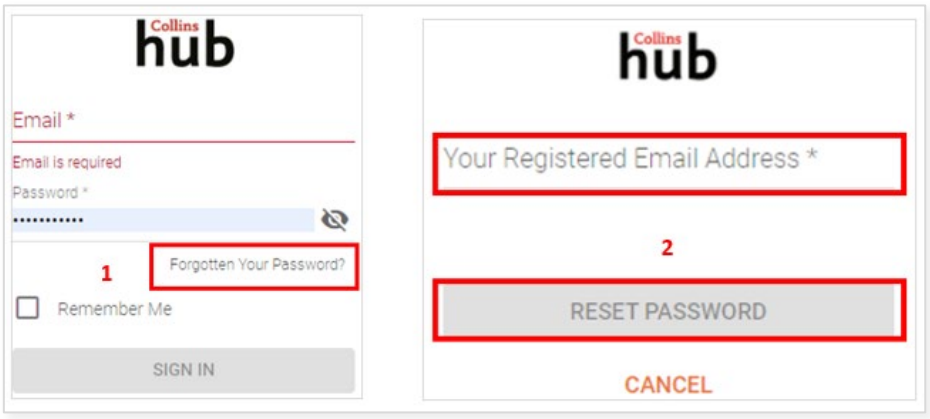
Note: the app is not designed for use by teachers. As a teacher, you won’t be able to view the full Library via the app, nor can you assign books/view reports etc.



Help and Support

Forgotten your password?

If you forget your password, you can click on the **‘Forgotten your Password?’** link (1), where you can enter the users email address and request a password reset email (2).



Setting a password

Passwords must contain upper- and lower-case characters, special characters, and a number.

Technical Requirements

- Latest versions of:
  - Microsoft Windows, Mac OS X, iOS
  - Edge, Chrome, Firefox, Safari
- MS Word, MS PowerPoint, Adobe Acrobat Reader
- Ensure that your email system accepts emails from @harpercollins.co.uk, @e.harpercollins.co.uk, @collinshub.co.uk, @email.collinshub.co.uk

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- If you are on a secure network and are having problems loading any content, add the following domains to your whitelist: *.collins.co.uk, collinshub.co.uk, rhapsode.com, **www.googletagmanager.com**

If you are unsure if you device is compatible with the above, you can check your details **here**.

Privacy Policy, GDPR and Data Processing Agreement

You can find our Privacy Policy and GDPR information **here**.

You can find information on creating accounts for your colleagues via our **Help and Support** page. This also includes access to our **Data Processing Agreement**, which is required before you add your staff data to the Collins Hub*.

*for schools only.

Frequently Asked Questions (FAQs)

You will find our **FAQs** along with other useful information via our **Help and Support** page.

Contact

If you have a question, or require further assistance, our **Digital Support Team** is on hand to help you make the most of your subscription.

UK schools should email: **support@collinshub.co.uk**, or you can call 01484 668148 (option 3).

International schools should email: **internationalsupport@harpercollins.co.uk**

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