

Welcome to our HelpHub communication platform, which is our 'one stop shop' for everything HG. This is our dedicated intranet system and is designed to support all team members across the group. This will allow everyone to access important resources to help them in their role.

We have really taken on board everyone's feedback, to create a platform that's super simple to use and make it really easy to find the resources you are looking for. Plus, this will work on a desktop / laptop, but there is also a mobile view for you to be able to access information through your device.

We have also included some really useful features, which will help you get around HelpHub, regardless of your role or responsibility and either whether you are at practice or HGHQ.

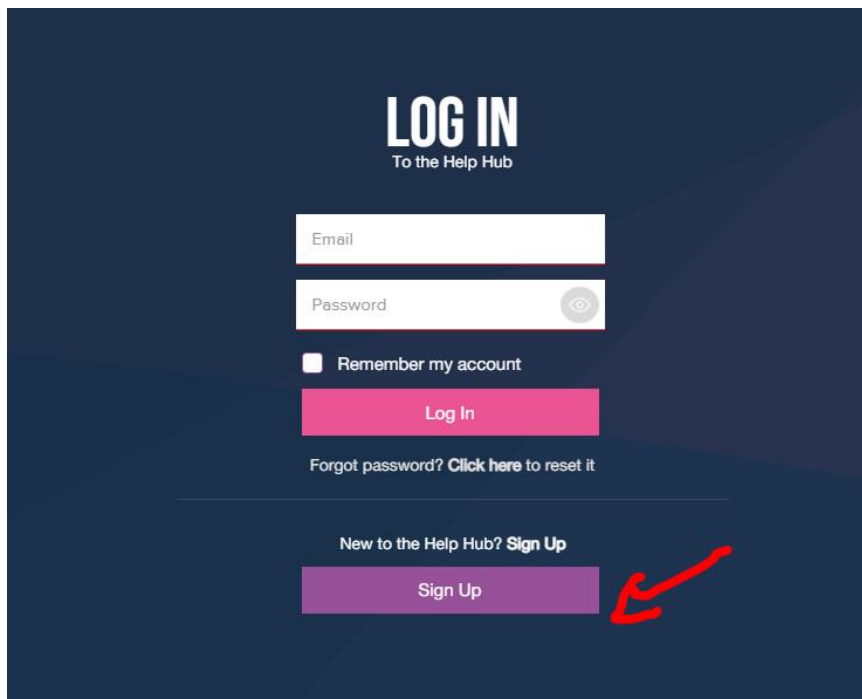
#### Here are the main headlines:

1. New landing page, with upgraded search function and updated department views – We have now been able to link documents, resources, and videos for the same or similar subject matter, which could also be a related article of interest
2. Need some help? Any problems or questions, then please refer to the departmental contact details or use the automated form to record them. Either way, as member of the team will reach out to support you
3. Latest updates tab – Signposting our team members to the latest resources that have been posted, You can see them either as a side swipe or at the bottom of the landing page
4. HQ teams – A really great view by each of the departments who work to support our practices at HGHQ. There are useful contact details and information on how each team member supports you directly, so you can reach out if needed
5. We have added a new area called SharkHub, which is a dedicated resource area for our practice partners. You can access this from the main menu and is a secure platform, which demands a separate registration and log-in. Please see further details below on how to register
6. Switching to the side menu, we have an 'About HelpHub' option, which will provide hints and tips, including useful information on using the platform, accompanied by a short guidance video which introduces the key features and functions
7. We have included a useful guide on how we communicate as a group, including links to self-help resources
8. There is also a useful HG Dashboard link in the side menu, so you can jump into our People and Operational platforms
9. Calendars – One of the most useful features on the platform, which will allow our team members to access live calendars containing key Operational alerts across the month and even better, you can access the resource in HelpHub from here directly, or from the latest updates resources on the main landing page. We have also included a training calendar as additional support

## How to access HelpHub – Registration

Enter the link <https://www.hghelphub.co.uk/> into your browser

**Please note:** As this is a secure platform, we will only grant access to users using their HG Email address.



The image shows a dark blue login page for the Help Hub. At the top, it says "LOG IN To the Help Hub". Below this are two input fields: "Email" and "Password". The "Password" field has a toggle icon for visibility. Underneath is a checkbox labeled "Remember my account". A pink "Log In" button is positioned below the checkbox. Below the button is the text "Forgot password? Click here to reset it". At the bottom, there is a link "New to the Help Hub? Sign Up" and a purple "Sign Up" button. A red arrow points to the "Sign Up" button.

## How to access HelpHub – To Log-in

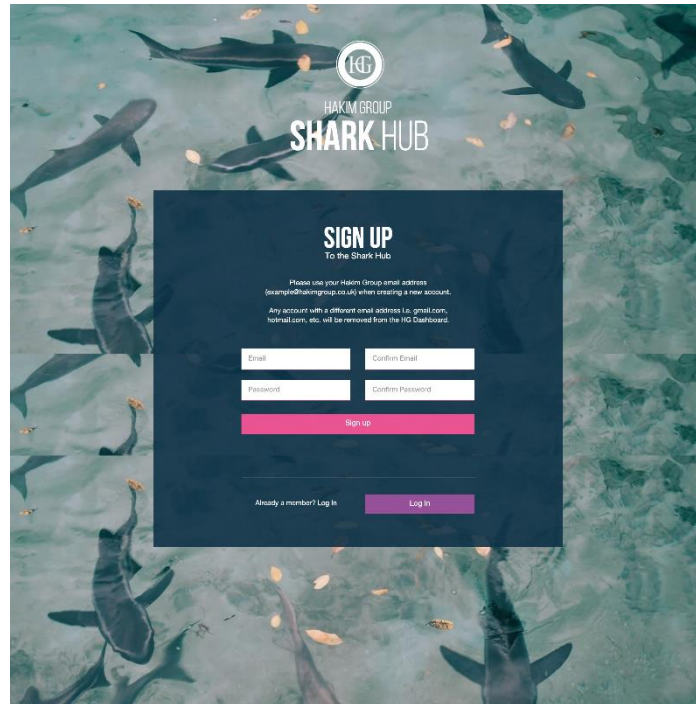
Once you have registered this will send an automated email to your HG inbox. You will need to access this mail and click on the confirmation icon to complete the registration. Once you have done this you can go straight to the log-in page and enter your HG email and password, which will allow you to access the HelpHub platform. Once on there save the link to your browser, for easy access next time around.



## How to access SharkHub - Registration

As detailed, we are providing a dedicated area for Sharks which contains specific resources for our partners. To access the site, please use the SharkHub link contained in 'Other sections' in the main menu or scroll to the bottom of the HelpHub landing page to also access the link. The link is <https://www.hgsharkhub.com/>

Again, like HelpHub when you click on the registration link you will see the following page:

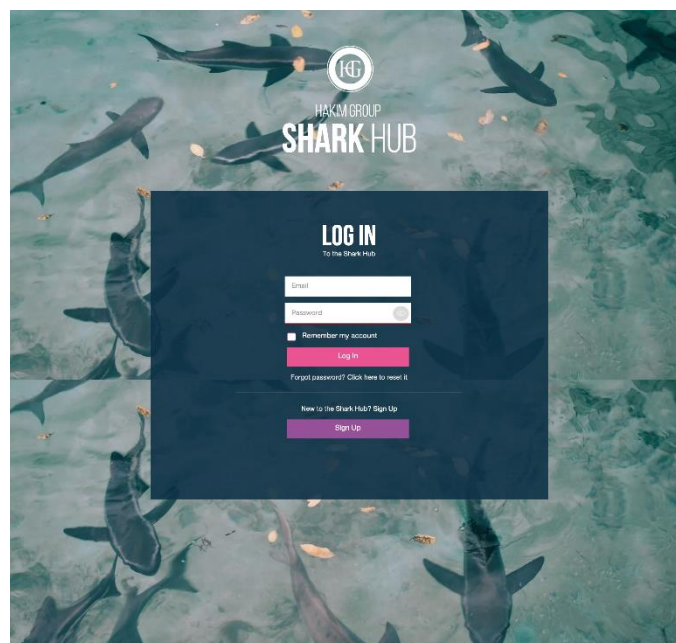


The screenshot shows the registration page for SharkHub. At the top, there is a logo for HAKIM GROUP SHARK HUB. Below the logo, the text 'SIGN UP To the Shark Hub' is displayed. A note states: 'Please use your Hakim Group email address (example@hkgroup.co.uk) when creating a new account. Any account with a different email address (e.g. gmail.com, hotmail.com, etc.) will be removed from the HG Dashboard.' The registration form includes fields for 'Email' and 'Confirm Email', 'Password' and 'Confirm Password', and a 'Sign up' button. At the bottom, there is a link for 'Already a member? Log In' and a 'Log In' button.

Once you have signed up, then you will receive an email in your HG inbox to confirm that your application is authorised. **Please note:** This can take up to 24 hours so please keep checking your mail inbox

## How to access SharkHub – To Log-in

Once your registration has been authorised, then you can go straight to the log-in page and enter your HG email and password, which will allow you to access the Shark area. Once on there save the link to your browser, for easy access next time around.



The screenshot shows the log-in page for SharkHub. At the top, there is a logo for HAKIM GROUP SHARK HUB. Below the logo, the text 'LOG IN To the Shark Hub' is displayed. The log-in form includes fields for 'Email' and 'Password', a 'Remember my account' checkbox, and a 'Log In' button. Below the form, there is a link for 'Forgot password? Click here to reset it.' At the bottom, there is a link for 'New to the Shark Hub? Sign Up' and a 'Sign Up' button.

### **New users - HelpHub**

Regardless of role or responsibility all new employed team members across HG will be provided a link to access HelpHub during their onboarding, either at practice or at HGHQ. Please note, that Locums cannot access HelpHub for security reasons.

### **New Partners - SharkHub**

All new Sharks will be provided access to the SharkHub area as part of their onboarding.

### **Useful contacts for support**

For new starters – Please contact the HR team through [HR@hakimgroup.co.uk](mailto:HR@hakimgroup.co.uk)

For general queries with HelpHub please contact the dedicated in inbox on [HelpHub@hakimgroup.co.uk](mailto:HelpHub@hakimgroup.co.uk)