

The Hub: Frequently Asked Questions

Q: What do I need to get on The Hub?

A: All you need is your Lehigh username and password that you use to get on portal.

Q: Can community members who are not Lehigh students, faculty or staff join our organization on The Hub?

A: Not at this time, unless they have a Lehigh username.

Q: What is public and what is private to members on The Hub?

A: In general, most things are accessible by anyone who wanders onto your group page unless the discussion/event/etc. was made private to club members or to invited members. To test whether something is viewable by the public, you can logout and navigate back to your club page and check manually. The administrators can see everything should they choose to look. This isn't meant as a Big-Brother type oversight, just a reminder that this is a university administered website and you should act appropriately.

Q: My club/organization/office/department/etc. is not on The Hub. How do I get a page?

A: Contact the Office of Student Activities at instuact@lehigh.edu or (610)578-6670. The basic guidelines for having a Hub page is the club/organization/etc. is University recognized, either through Senate or a university office.

Q: I gave my fellow club officer management access but they can't access the membership management tools. What is wrong?

A: Only officers with full access have management access for membership. This is a default of the system that is not currently something you can designate in the limited access table. If you gave them limited access initially, you will have to change it to full access to give them membership management.

Q: What if I just need a human to ask questions of and get explanations from?

A: If you have a quick question call the Office of Student Activities at (610)578-6670. If you want to sit down with someone and get a tutorial either call or email at instuact@lehigh.edu to setup an appointment.

Q: Why can't I invite my group's advisor, the department's professors, etc. to be a member of our page with the invite feature?

A: Only undergraduates were pre-loaded in the system. All other members of the Lehigh community must login and fill out their name, email and affiliation for the first time before they are in the system and searchable.

Need more help? Additional user guides for other functions are found at:

<http://www.lehigh.edu/~instuact/index.shtml>. And are linked off on *The Hub* banner at the top of *The Hub* website. Also, below your name, next to the logout link there is a help link with help provided by the software developing company CollegeLink. Finally you can contact the Office of Student Activities at instuact@lehigh.edu or (610)578-6670.