

ELIM HUB

A GUIDE TO ACCESSING ELIM'S INTRANET & COMMUNICATIONS

**FOR USERS WITH A PERSONAL OR
CHURCH EMAIL ACCOUNT**

hub.elim.org.uk



Welcome to Elim Hub

A guide to accessing Elim's intranet

Elim Hub is our intranet and communications hub designed to meet the needs of our ministers, leaders and volunteers. It transforms how Elim communicates, providing timely news, our vision and priorities, important procedures, and charity governance requirements.

By centralising communications, Elim Hub is the go-to place for the publication and issuing of national, departmental, and regional news, briefings, and compliance information. It enhances the accessibility and awareness of Elim's objectives and our priorities.

Discover key Elim Hub features

Elim Hub provides a more efficient and engaging way to:

- **[Stay informed](#)**: Subscribe to specific site areas or topics relevant to you.
- **[Quick information access](#)**: Use the intelligent search function, available online or via our app.
- **[Choose your notification preferences](#)**: select to receive notifications in the app, on the web or via email. News and updates from central, ministry and regional teams will be sent by email and can also be read online.
- **[Share and celebrate](#)**: Use our forums at national, regional, and departmental levels to share best practices and celebrate church news. Let's pray together with Elim Prayer Connect.
- **[Connect](#)**: Use the interactive People Directory on the app or web browser to connect with ministers and staff.
- **[Easy access on the go](#)**: Download our app.
- **[Targeted communications](#)**: Receive email communications from central, ministry, and regional teams, easily accessible on the site. Add our email address as a safe sender to not miss an update.

Elim Hub is our central hub for publishing and sending communications, developing collaboration, and sharing information within Elim, with input from our national, central, and regional teams.

Discover more features and online help at hub.elim.org.uk/go/userguide.

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Important note - All Microsoft Account Users (including Live, Outlook, Hotmail, MSN)

Elim Hub uses Microsoft's identity and access management service to provide you with secure access to the site. **If you use any existing Microsoft-related accounts**, you will want to create a browser profile to quickly switch between your Elim Hub and other profiles ([see page 10](#)).

You can also use [incognito or private mode](#) in your browser.

Important note – All Elim email accounts users

If you have an **Elim email account** that uses the @elim.org.uk domain, your **Elim User ID** is already set up. Please see our separate access guide for @elim.org.uk domain users.

Elim ministers who want to purchase an @elim.org.uk email address with a Microsoft 365 account can find out more at hub.elim.org.uk/page/elimemail

Getting started

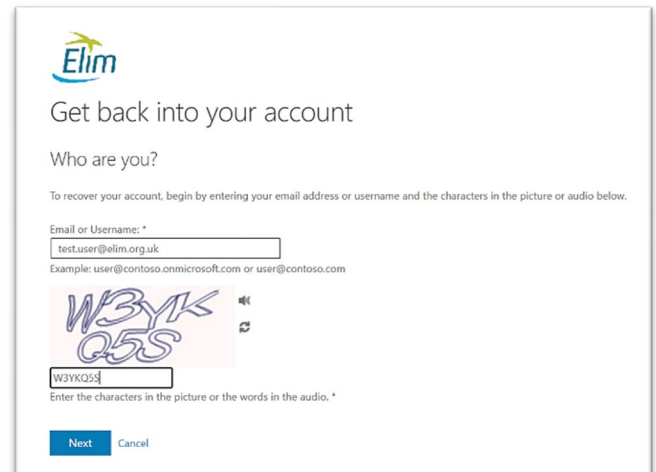
A one page guide to set up your Elim Hub access

To access Elim Hub for the first time, please follow these steps to verify your account and create your password. This ensures your account is secure and allows you to easily reset your password if needed, whether you're logging in via a web browser or our new app. (A more detailed guide is on pages 5-7.)

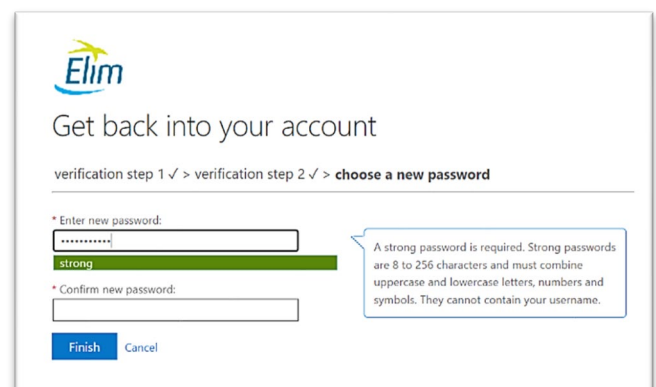
1. **Create a password:** visit elim.org.uk/elimidreset
2. **Enter:** your **Elim User ID**, which has been emailed to you by Elim's Data Team, and complete the **CAPTCHA**.
3. **Verify your email address:** Follow the Microsoft verification steps by entering your contact email address as provided to Elim's Data Administration Team.
4. **Code:** You will receive a 6-digit verification code. Enter it when prompted.
5. **Phone verification:** Repeat the process for your phone number.
6. **Set your password:** Once you are verified by Microsoft, set up your unique password. Please ensure it is **14 characters** or more.
7. **Setup complete:** Your **Elim User ID** setup is complete. You have verified your identity and created a strong, unique password.
8. **Access Elim Hub:** Go to hub.elim.org.uk on any web browser. Bookmark page for easy access.
9. **Sign in:** Click the large blue **Elim User ID** button and enter your Elim User ID and password.
10. **Verify your identity:** When signing in on a new device or app, verify your identity using the methods set up earlier.
11. **Enter code:** Enter the received code in the provided field.

You should now have access to Elim Hub. Please continue to read pages 4 and 9-11 to learn how to download our app, add new role holders/users, update your details, and view your Microsoft security settings, manage multiple browser profiles, add hub@news.elim.org.uk to your email safe senders list.

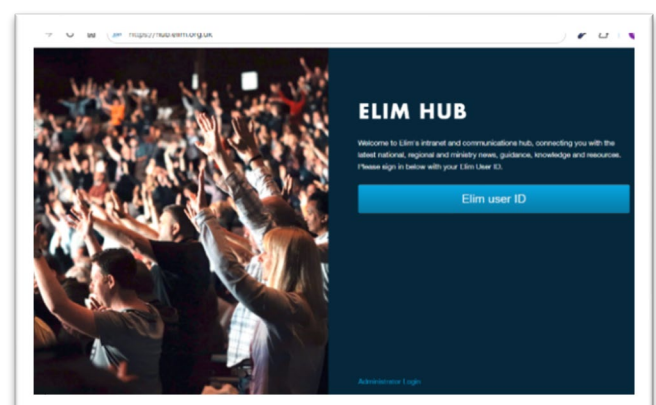
Remember, if you use any other Microsoft account, including Live, Outlook, Hotmail, MSN, you need to create a browser profile for use with Elim Hub. Otherwise, Microsoft may get confused about which account you are using, and which has access to Elim Hub. See page 10 for more details.



The screenshot shows the 'Get back into your account' page. It asks 'Who are you?' and provides instructions to enter email or username and a CAPTCHA. The CAPTCHA image shows the text 'W3YK Q5S'. Below the image is a text input field containing 'W3YKQ5S'.



The screenshot shows the 'Get back into your account' page at the 'choose a new password' step. It has fields for 'Enter new password:' and 'Confirm new password:'. A strength indicator shows 'strong' in green. A callout box states: 'A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers and symbols. They cannot contain your username.'



The screenshot shows the Elim Hub login page. It features a large image of a crowd with arms raised. On the right, the text reads 'ELIM HUB' and 'Welcome to Elim's internet and communications hub, connecting you with the latest national, regional and minority news, guidance, knowledge and resources. Please sign in below with your Elim User ID.' Below this is a large blue button labeled 'Elim user ID'.

About your Elim User ID

Understanding your access to Elim Hub

Your Elim User ID is your sign-in name. It is not an active email address unless you have been provided with an elim.org.uk email account by Elim's IT department.

Security measures

Your **Elim User ID** uses Microsoft's multi-factor authentication (MFA) for added security. When signing into your account on a new device or app, you will need an additional verification method. This is usually a code sent to you by email, text, voice message or the Microsoft Authentication App.

Verifying your identity

There are two main ways to verify your identity: email address and telephone number (via text or call).

You may also want to add the [Microsoft Authentication App](#) as a sign-in method by following the steps outlined on the Microsoft site, including the section for **Work or schools accounts**.

Setting up a [passkey in the Microsoft Authenticator app](#) offers a faster, more secure, and password-free way to sign in to your accounts. By using biometric authentication like Face ID or fingerprint recognition, passkeys help protect against phishing, making logging in both seamless and safe.

Data and verification

Our IT and Data Administration teams have used your email address and telephone number from Elim's central database to set up your Elim Hub account.

Every Elim church provides the Data Administration Team with contact details of their ministers, leaders and local church role holders. These are securely held on our central database, called Aptify.

How to change your password

Update your password:

Login at elim.org.uk/elimidpassword to set a new password for your Elim User ID.

Forgotten your password?:

Visit elim.org.uk/elimidreset to reset your account after completing the simple verification steps.

How to update your Microsoft security verification

Want to review or update your security verification options, including changing the email or mobile number used for your verification code? Visit elim.org.uk/elimidsecurity.

Updating your details

As well as updating your Microsoft security verification contact email and phone details, please remember to update our Data Administration Team with any changes.

If you need help and cannot access Elim Hub, please visit elim.org.uk/help

How to update contact and church details, or add new role-holders

To inform our Data Team of a change of contact details or other information, please follow the links below.

Once you are signed into Elim Hub, use these shortcuts to make requests to our Data Administration Team.

These links can also be found in the **Knowledge** section of the site, under **Data Management**.

Add a new role-home/Elim Hub user:

hub.elim.org.uk/page/adduser

Update your contact details:

hub.elim.org.uk/page/updateuser

Update your church details:

hub.elim.org.uk/page/updatechurch

Step by step guide to accessing Elim Hub

A more detailed explanation of the steps on page 3

To access Elim Hub for the first time, this step-by-step guide will help you verify your details and set up your password. If you have already completed the steps on page 3, you can now jump ahead to page 9.

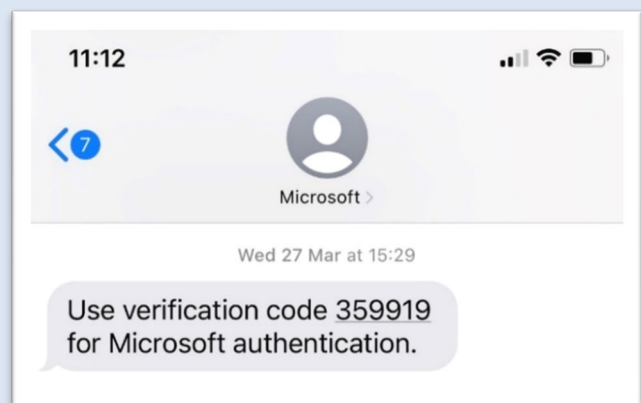
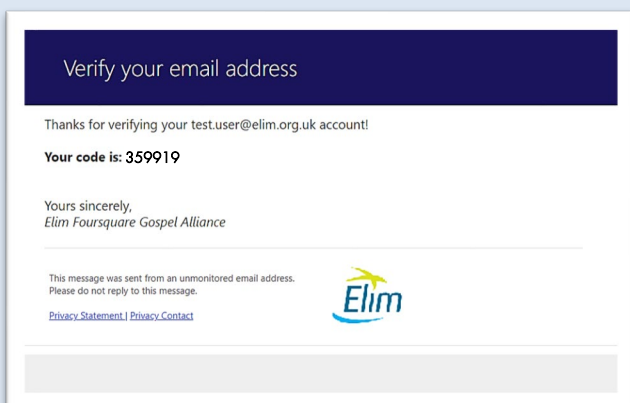
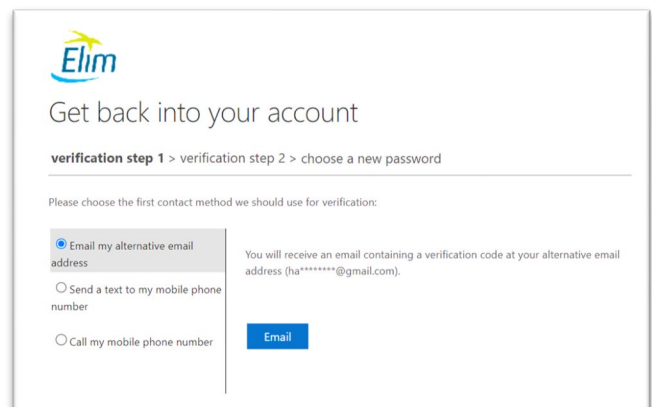
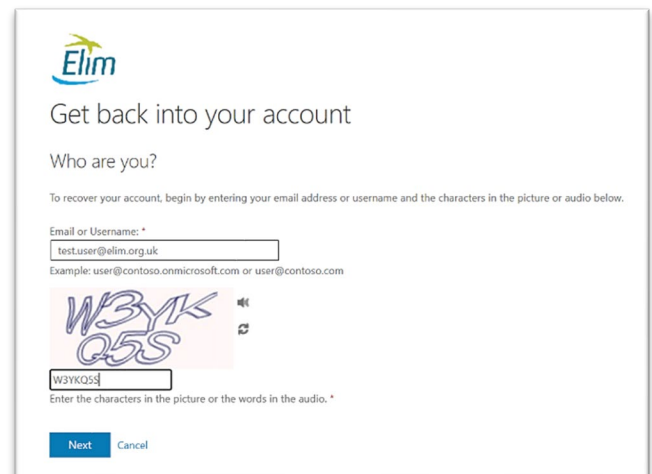
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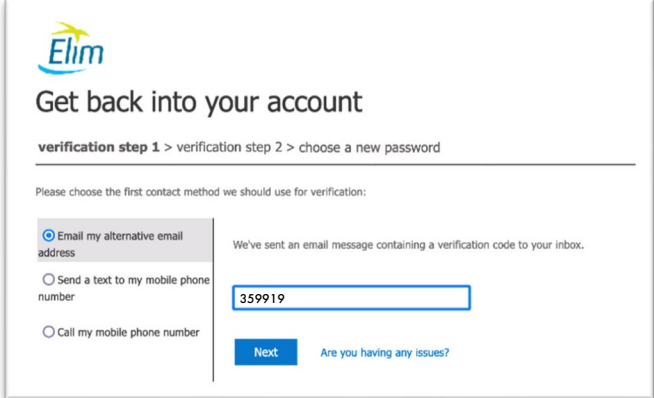
1. **Open the email:** Check your email for the message containing your unique **Elim User ID**.
2. **Create password:** elim.org.uk/elimidreset to view the 'Get back into your account' prompt.
3. **Username:** Enter your **Elim User ID**.
4. **CAPTCHA:** Complete the CAPTCHA security characters.
5. **First verification:** On the Microsoft verification step 1 page, choose your first contact method for verification.
6. **Email address:** Enter the contact **email address** provided to our Data Administration Team.

(Instructions for updating your contact details are provided on page 4.)

See the following examples of an email and SMS **verification message** that you will receive.



7. **Enter code:** Locate the verification email or text message and enter the code to complete step one of your verification.



Elim

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☒ Email my alternative email address

☐ Send a text to my mobile phone number

☐ Call my mobile phone number

We've sent an email message containing a verification code to your inbox.

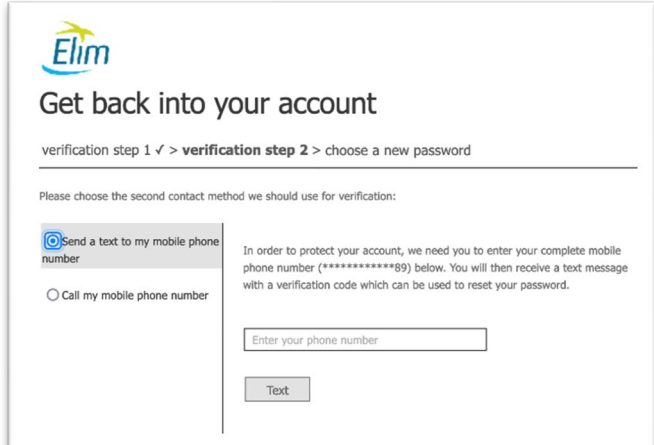
359919

Next Are you having any issues?

8. **Second verification:** Microsoft will ask you for a second contact method for verification. Select one of the remaining options eg enter your **mobile phone number** to receive a text message.

Verify your second contact method: enter the code you receive.

Congratulations! You have completed both verification methods, which are now saved to your **Elim User ID**. You can use these methods whenever Microsoft needs to verify your identity for the Elim Hub.



Elim

Get back into your account

verification step 1 ✓ > verification step 2 > choose a new password

Please choose the second contact method we should use for verification:

☒ Send a text to my mobile phone number

☐ Call my mobile phone number

In order to protect your account, we need you to enter your complete mobile phone number (*XXXXXXXXXX9) below. You will then receive a text message with a verification code which can be used to reset your password.

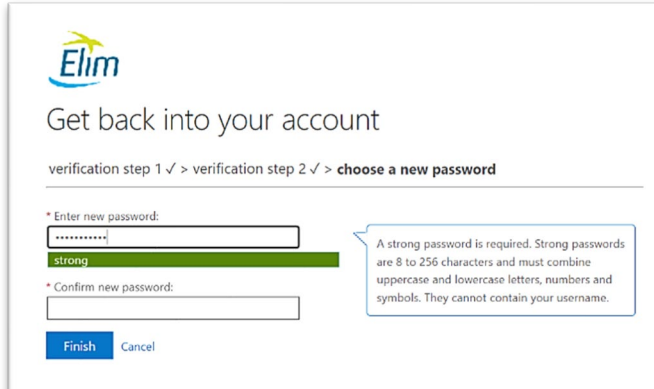
Enter your phone number

Text

9. **Set your password:** Now that Microsoft has confirmed your identity, it is time to set up a password.

Create a password: a unique, secure password of **14 characters or more**. Microsoft will prompt you to create a strong password and visually show the password strength. *NB Ignore the Microsoft prompt for a length of 8 to 256 characters.*

Security importance: We take data security seriously. Please ensure your password is strong or use a passphrase of three random words.



Elim

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > choose a new password

* Enter new password:

strong

* Confirm new password:

Finish Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers and symbols. They cannot contain your username.

Your **Elim User ID** setup is now complete. You have verified your identity, created a strong, unique password and are ready to sign in to **Elim Hub**.

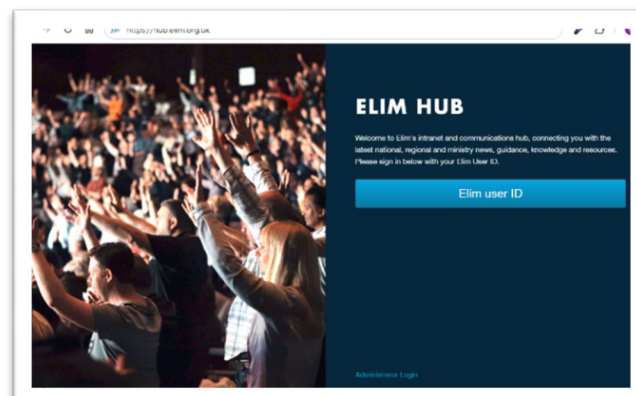
Microsoft Authentication App

You can also use the **Microsoft Authentication App** as an additional verification method. To add it, follow the steps outlined on the Microsoft site, including the section for [Work or schools accounts](#).

How to sign in and out of Elim Hub

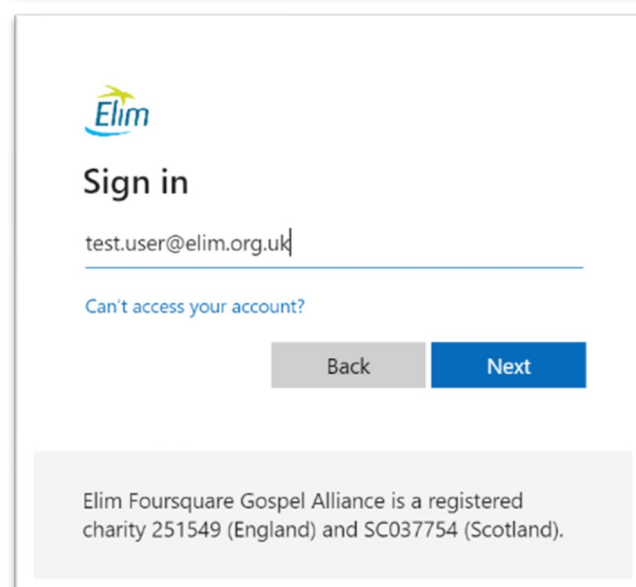
Use your Elim User ID to login

1. **Access Elim Hub:** Open your internet browser and go to hub.elim.org.uk
2. **Sign in:** Click the blue **Elim User ID** button to login.



3. **Enter user details:** Input your **Elim User ID** and **password**.

If you can't access your account, please click the blue text link below the Sign in box.

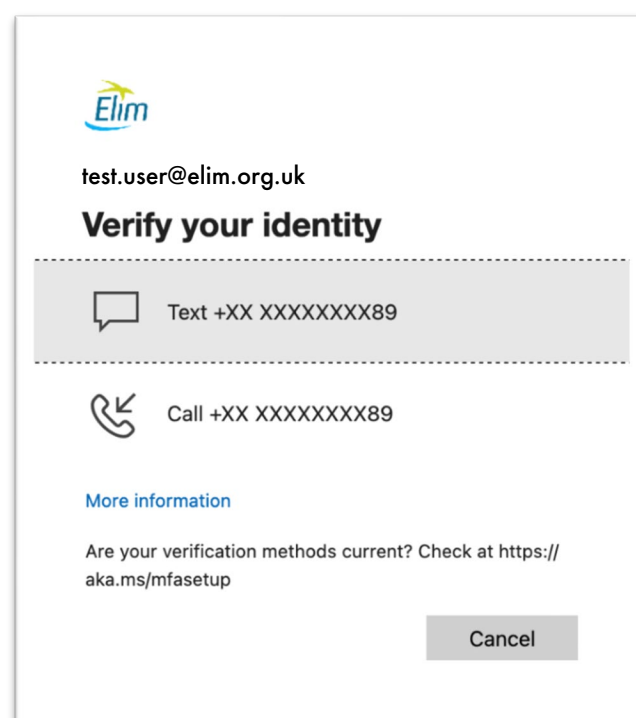


4. **Verify Identity:** When signing in on a new device or in the app, you may need to verify your identity using one of the methods which you have set up.

Enter the received code in the provided field.

You can also add the **Microsoft Authenticator App** as another verification option. This will give you greater choice in selecting your preferred verification method, which helps keep our data secure. To do this, please follow the steps outlined on the Microsoft site, including the section for [Work or schools accounts](#).

5. **Verification methods:** At the bottom of this box, Microsoft also provides a prompt and link to check that your verification methods are still current, making it easy to view and update them whenever required.



You are now successfully logged into **Elim Hub**.
If your pc or digital device is only used by yourself, or if you have your own personal device login, you can click the option to stay signed in.

This will reduce the number of times you are asked to sign in to Elim Hub.

To ensure the protection of the data and important information held on Elim Hub, please do not share your login details or remain signed into the intranet if others use your device.



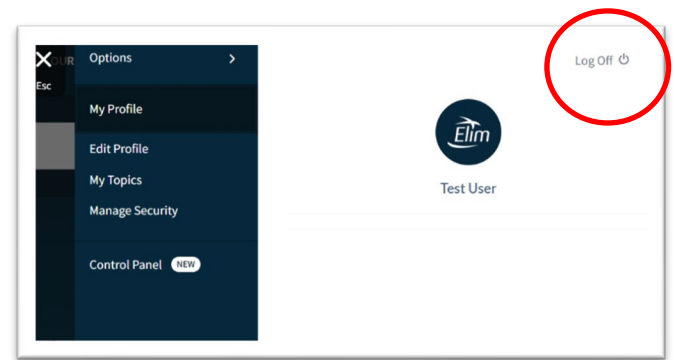
How to log off

If you share your PC with other users, especially with the same device login, please log off Elim Hub at the end of your visit by **clicking the top right profile icon**.

Select **Log Off** from the top of the panel.

Do not share your login access with others.

This is important as Elim Hub includes information and data that only authorised users should have access to. As an Elim Hub user, you are the guardian of your personal login details, access to your account and the information held on the site, as your access is tailored to you.



Access Elim Hub via an app

Use our intranet and see communications on the go

1. Visit the [Apple App](#) or [Google Play Store](#) on your mobile device or scan the QR code at the bottom of the Elim Hub home page.
2. Use the search to find 'my intranet Interact'.
3. The app name is **my intranet** and **Interact** is the software company's name.
4. Download the app.

How to sign in to the intranet app for the first time

Please open the app after setting up your **Elim User ID** by following the previous instructions.

At the prompt, either enter our intranet URL or code.

- The URL is **hub.elim.org.uk**
- OR use the **4-digit code 1776**

Click the blue and green **Next** button.

Click the blue and green **Sign in via Elim user ID** button.

Type in your **Elim User ID** and **password**.

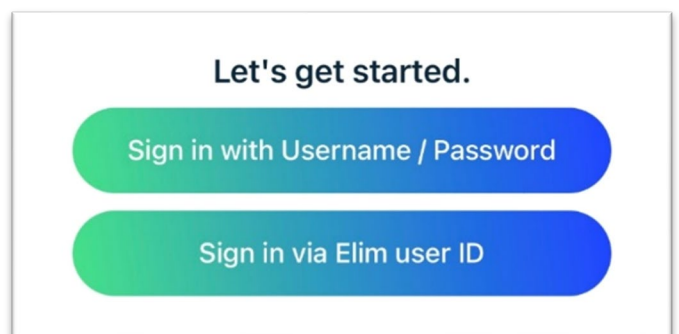
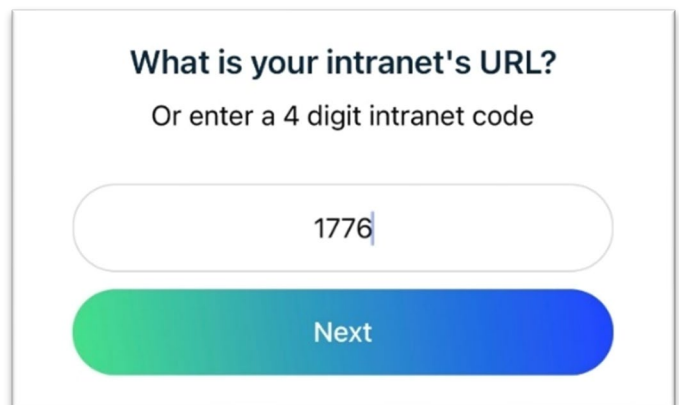
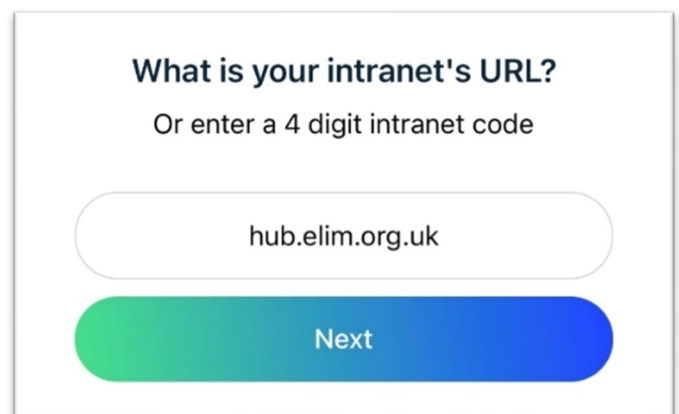
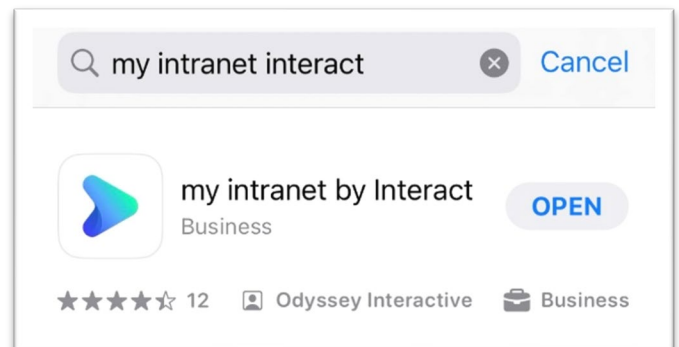
You will be prompted to follow a similar authentication step to the web login.

Once verified, you can access Elim Hub on our intranet app with your phone's **Touch** or **FaceID**.

You now have instant access to all of the benefits of **Elim Hub** on your phone, including our people directory, news, knowledge and information.

With the app on your smartphone, you will have the added benefit of using the People Directory to search for a person and dial directly from your phone.

You will have up to 60 days before you are requested to sign in again, helping to keep our platform secure. NB When you download an updated version of the app or your phone's operating system, you may be asked to sign in again.



Managing multiple browser profiles

A more detailed explanation of the steps on page 3

Elim Hub uses Microsoft's identity and access management service to provide you with secure access to the site. If you already use a Microsoft account for personal or work purposes outside of Elim Hub, it's a good idea to create a separate [browser profile](#) to use with your Elim User ID.

Why? Because your web browser can only stay signed in to one Microsoft account at a time. By creating a new browser profile, you can keep your Elim Hub account separate and quickly switch between your different profiles, providing you with easy access Elim Hub without having to sign out of your other accounts.

Microsoft Edge

1. **Create a Profile** ([click here](#) for a detailed online guide):
 - Open Edge and select the profile icon in the upper-left corner.
 - Choose Manage profile settings and click Add/Set-up profile.
 - Sign in to sync data or create a new profile without syncing.
 - Customise the profile's name, icon, and settings.
2. **Switch Profiles:**
 - Click the profile icon and select the desired profile.
3. **Delete a Profile:**
 - Open the profile menu, select the ellipses next to the profile, and choose "Remove".

Safari on Mac

1. **Create a Profile** ([click here](#) for a detailed online guide):
 - Open Safari and choose "Safari > Create Profile" from the menu bar.
 - Set up the profile's name, symbol, colour, and favourites folder.
2. **Switch Profiles:**
 - Click the profile button in the toolbar and select the desired profile from the menu².
3. **Delete a Profile:**
 - Open Safari settings, select the profile, and click "Delete Profile"³.

Google Chrome

1. **Create a Profile** ([click here](#) for a detailed online guide):
 - Open Chrome and click the profile icon in the upper-right corner.
 - Select "Add new profile," and choose a name, photo, and colour scheme.
 - Sign in to sync data if desired.
2. **Switch Profiles:**
 - Click the profile icon and select the desired profile.
3. **Delete a Profile:**
 - Open the profile menu, select "Manage Chrome profiles," and choose "Delete"

How to add hub@new.elim.org.uk and other emails as a "safe sender" in your email client

Most email clients provide a [safe sender](#) or allowlist (other providers may refer to it as "whitelist") option for adding trusted contacts such as our Elim Hub emails to your address book. This helps to keep them out of your junk folder.

Our Elim Hub communications from central, ministry and regional departments will be sent from hub@new.elim.org.uk which you can add to your contact address book as a safe sender.

To add a trusted contact in some of the most popular email clients, you can follow these steps.

Apple Mail (desktop)

If Apple Mail delivers a legitimate message to junk folder, you can do two things.

- Teach Apple Mail's filter to allow future messages.
Open the junk folder and find the message.
Move the message into the inbox.
- Add your **From email** to the address book.
Open the message, right-click the sender email address, and choose 'Add to Contacts'.

For additional information about Apple Mail, visit the [Apple Mail Support Page](#).

Mail (Apple iOS mobile devices)

If Mail delivers a legitimate message to junk, you can do two things.

- Teach Mail's filter to allow future messages.
Open the junk folder and find the message.
Move the message into the inbox.
- Add your **From email** to the address book.
Open the message, and tap the From email address.
Then tap Create New Contact to input the address in the contacts list.

For additional information about the Mail app, visit the [Apple Support Page](#).

Gmail (desktop and mobile)

If Gmail delivers a legitimate message to spam, you can do two things.

- Mark a received email as Not Spam. Open the spam folder and click or tap the message. Click Not Spam.
- Add the From email to the address book.
Open the contact list, click or tap New Contact, and input the address.

For additional information about Gmail, visit the [Gmail Support Page](#).

Outlook

If Outlook delivers a legitimate message to junk, you can do two things.

- Mark a received email as Not Junk.
Open the junk folder and click the message.
Click Not Junk.
- Add the **From email** to the address book.
Open the message, right-click the sender name, and click Add to Contacts.

For additional information about Outlook, visit the [Office Support Page](#).

Outlook.com

If Outlook.com delivers a legitimate message to junk, you can do two things.

- Mark a received email as Not Junk. Open the junk folder and right-click the message. Click Not Junk.
- Add the **From email** to the Safe Recipient list.
Click the gear icon, and choose Options.
Click the Safe and Blocked Senders link, click Safe Senders, and input the From email address.

For additional information about Outlook.com, visit the [Outlook.com Support Page](#).

Yahoo Mail

If Yahoo Mail delivers a legitimate message to spam, you can do two things.

- Mark a received campaign as Not Spam. Open the spam folder, click the message, and click Not Spam.
- Add the From email address to the address book.
Open the message and click the Add to contacts button next to the From email address.

For additional information about Yahoo Mail, visit the [Yahoo Support Page](#).



hub.elim.org.uk

Elim Foursquare Gospel Alliance.
Registered charity 251549 (England & Wales) and SC037754 (Scotland)