

ELIM HUB

A GUIDE TO ELIM'S INTRANET & COMMUNICATIONS HUB

FOR USERS WITH A PERSONAL OR
CHURCH EMAIL ACCOUNT

hub.elim.org.uk



Welcome to Elim Hub

A guide to Elim's intranet and communications hub

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

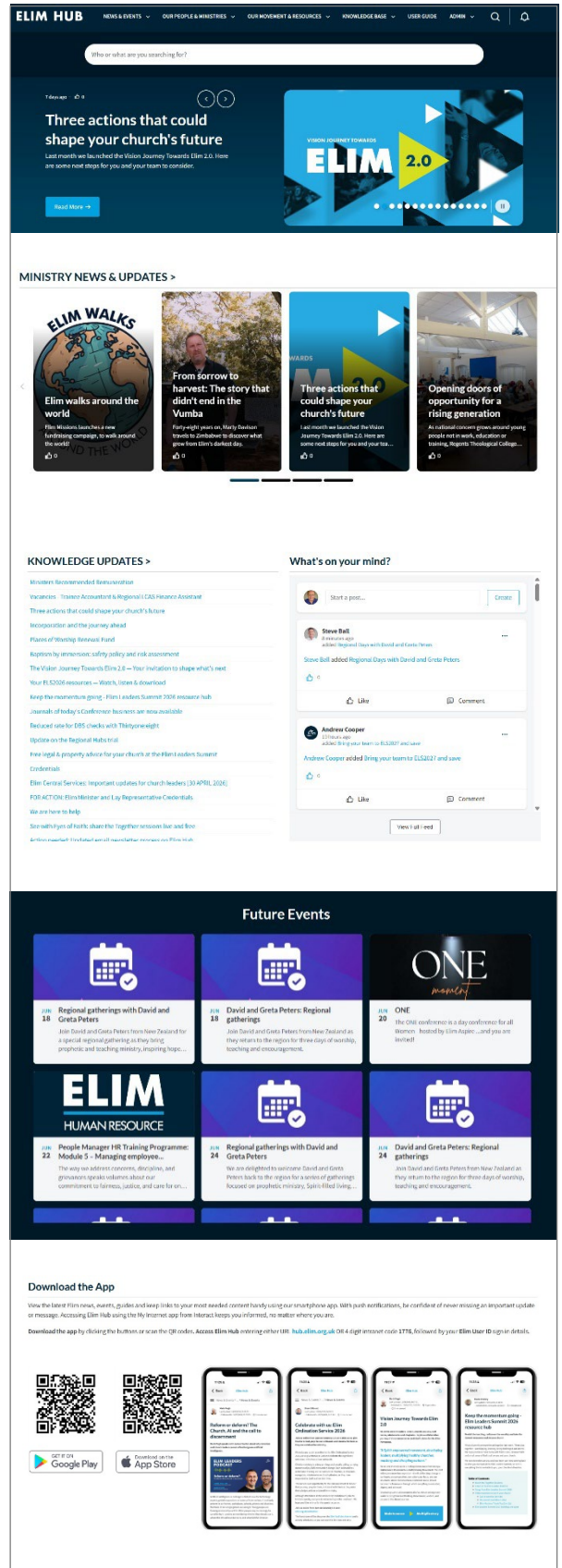
Elim Hub uses Microsoft's identity and access management service to provide you with secure access to the site. If you use any existing Microsoft-related accounts, you will want to create a browser profile to quickly switch between your Elim Hub and other profiles ([see page 10](#)).

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

Important note – 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



Welcome to Elim Hub

Elim Hub is your central place for everything you need to lead and serve

Whether you are a church leader, team member, or volunteer, you will find the latest news and updates, essential resources, prayer requests, and connections with others across the movement – all in one place. It also ensures you have access to important procedures and compliance information your role requires.

Why Elim Hub matters

Your archive of important communications

Many central, national, and ministry broadcast emails sent to you are available on Elim Hub. Easily search and reference past communications whenever you need them – no more hunting through your email inbox.

Discover additional resources and information

Beyond the communications you receive, browse news, guidance, resources, and information across different sections of the site tailored to your interests and role.

Access communications and resources whenever you need

Find what you need in seconds, including past emails, news, procedures and resources, by using the search. Access anywhere – read and download content with a web browser on your computer, tablet, or the app on your digital device.

Stay notified the way you prefer

For the additional content you want to follow, subscribe and choose how you are notified: in your browser while on Elim Hub, by email, or push notification in the app. You control what you subscribe to and how you hear about it.

Connect with leaders across Elim

Use our national, regional and ministry forums to ask questions, share ideas, and learn from other ministers and leaders in the movement.

Support one another through prayer

Share prayer requests and pray for leaders, churches and ministries across the movement through Elim Prayer Connect.

Share resources that work

Upload or link to study guides, videos, leaflets, and other materials that have helped your church – help others benefit from what you've learned.

How Elim Hub helps everyone communicate and connect better

Faster, clearer communication

- Most Elim communications in one searchable place – find what you need instantly
- Leaders receive official updates by email and can access them on Hub anytime
- Regional and national teams know important messages have been received and read

Stay connected across the movement

- Choose what additional content to follow and how you are notified
- Connect with other leaders, share ideas, and pray together
- Access on any device, anywhere

Discover key Elim Hub features

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

- **Quick access to what you need** – Search our knowledge base, ministry and regional news, the archive of past communications and resources online or via our app
- **Stay informed** – Subscribe to specific topics or pages and choose how you are notified (app, web browser or email)
- **Connect with other leaders** – Use the interactive People Directory to find and contact ministers and core staff across the movement
- **Share and learn together** – Post ideas, share resources, ask questions, and celebrate wins in our various forums
- **Pray together** – Share prayer requests and support one another through Elim Prayer Connect
- **Keep up with events** – Discover and register for national and regional events, then add them to your calendar

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

1. To get you started, let's show you how to create your **password** and set up your **authentication**.
2. Then find out how to **sign in** on your web browser and on the app.

Elim Hub User Guide
Discover some of the key Elim Hub features designed to connect you with the mission of the Elim movement, along with the tools, resources and knowledge for running your church and ministry.

Introducing ELIM HUB
Discover how Elim Hub can benefit you and your leadership team

Watch this short video to discover some of the key Elim Hub features designed to connect you with the mission of the Elim movement, providing tools, resources and knowledge for running your church and ministry.

To find out more about Elim Hub's features including subscribing to categories and calendars, set your notifications and download the app, click on the links below.

Elim Hub - an introduction Elim's intranet and communications hub seeks to inform, connect and engage Elim church ministers, leaders and volunteers	Elim Hub user news and updates Latest Elim Hub news and updates, keeping you informed with the features of our intranet and communications hub.	User Guide A-Z index View the Elim Hub User Guide A-Z index
Sign in to Elim Hub How to log in to Elim Hub and download the Elim Hub app	Password Please read and follow these requirements when using any of our Elim Hub forums.	Quick search Please read and follow these requirements when using any of our Elim Hub forums.
Add or update role holders Provide new church role holder details to Elim's Data Team, adding them to our central database potentially Elim Hub.	People Directory Please read and follow these requirements when using any of our Elim Hub forums.	Profile Picture A quick start guide to adding your profile picture to the Elim Hub intranet.
Calendars How to discover and view events in a calendar, register interest and add to your calendar.	Subscriptions Please read and follow these requirements when using any of our Elim Hub forums.	Notifications Please read and follow these requirements when using any of our Elim Hub forums.
Forums Please read and follow these requirements when using any of our Elim Hub forums.	Mobile app Please read and follow these requirements when using any of our Elim Hub forums.	Elim Hub Feedback If you have any feedback or suggestions about Elim Hub, please let us know.

Getting started

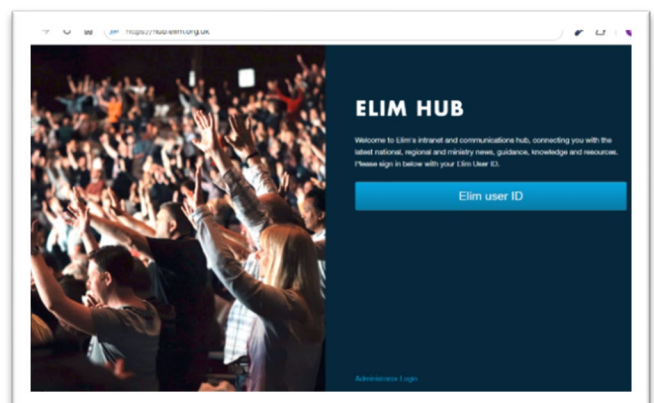
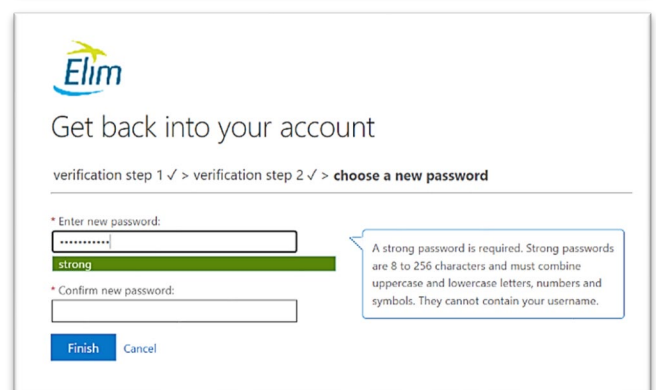
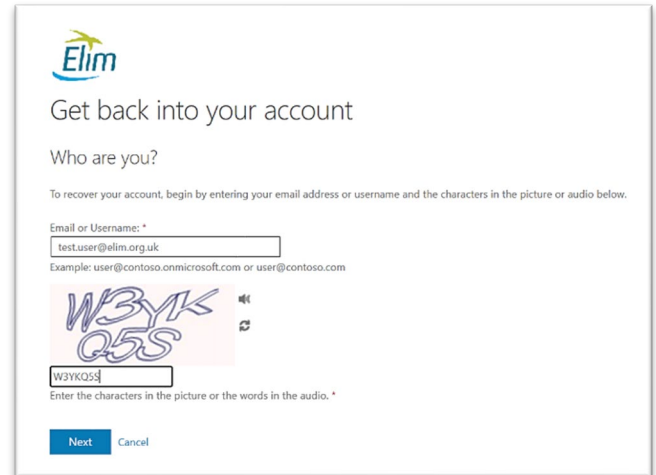
A one page guide to set up your Elim Hub access

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 are logging in via a web browser or our app. (A more detailed guide is on pages 7-9.)

1. **Start by creating your password:** visit elim.org.uk/elimidreset
2. **Enter:** your supplied Elim User ID (which ends with @elim.org.uk). This has been emailed to you by Elim's Data Team.
3. **Complete:** the CAPTCHA and click next.
4. **Verify your email address:** Follow the Microsoft verification steps by entering your contact email address you provided to Elim's Data Administration Team.
5. **Code:** You will receive a 6-digit verification code. Enter it when prompted.
6. **Phone verification:** Repeat the process for your phone number.
7. **Set your password:** Once you are verified by Microsoft, set up your unique password. Please ensure it is 14 characters or more.
8. **Setup complete:** Your Elim User ID setup is complete. You have verified your identity and created a strong, unique password.
9. **Access Elim Hub:** Go to hub.elim.org.uk on any web browser. Bookmark page for easy access.
10. **Sign in:** Click the large blue Elim User ID button and enter your Elim User ID and password.
11. **Verify your identity:** When signing in on a new device or app, verify your identity using the methods set up earlier. Eg Receive a code by email, text, phone call or in the Microsoft authentication app.
12. **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.



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 a number of 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

Microsoft account users

Microsoft Live, Outlook, Hotmail and MSN users need to create a browser profile to use with Elim Hub. Otherwise, Microsoft may get confused about which account you are using, and which has access to Elim Hub. See page 12 for more details.

Step by step guide to accessing Elim Hub

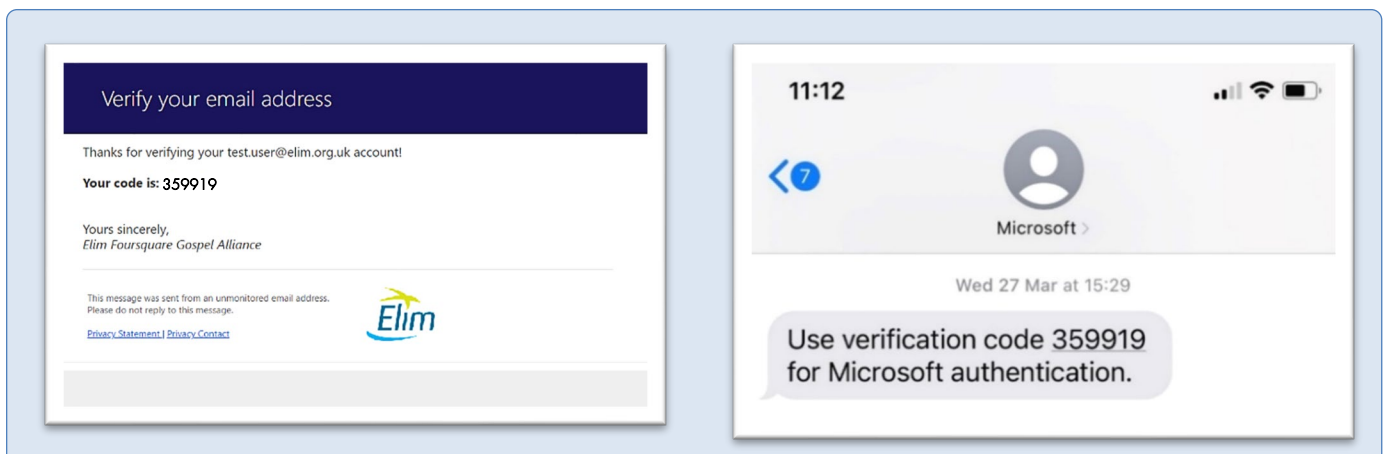
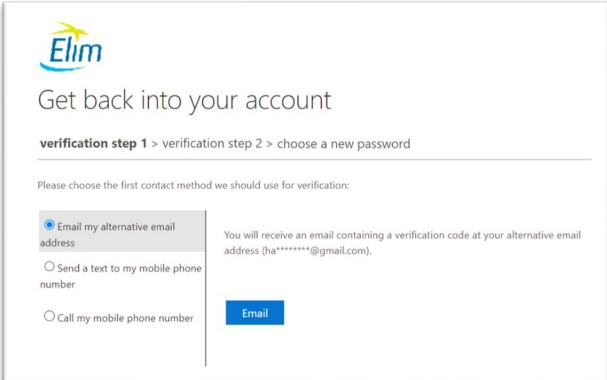
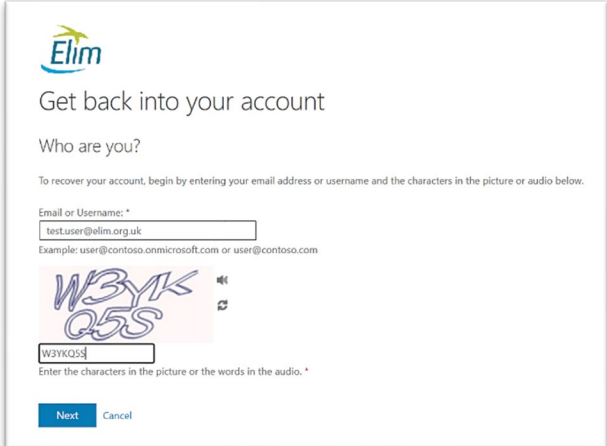
A more detailed explanation of the steps outlined on page 5

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 5, you can now jump ahead to page 9.

Important note for 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 separate 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.

- **Open the email:** Check your email for the message containing your unique Elim User ID.
 - **Create password:** elim.org.uk/elimidreset to view the 'Get back into your account' prompt.
 - **Username:** Enter your Elim User ID.
 - **CAPTCHA:** Complete the CAPTCHA security characters.
 - **First verification:** On the Microsoft **verification step 1** page, choose your first contact method for verification.
 - **Email address:** Enter the contact email address provided to our Data Administration Team.
- (Instructions for updating your contact details are provided on page 9.)
- See the following examples of an email and SMS verification message that you will receive.



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

- **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.

- **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.

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

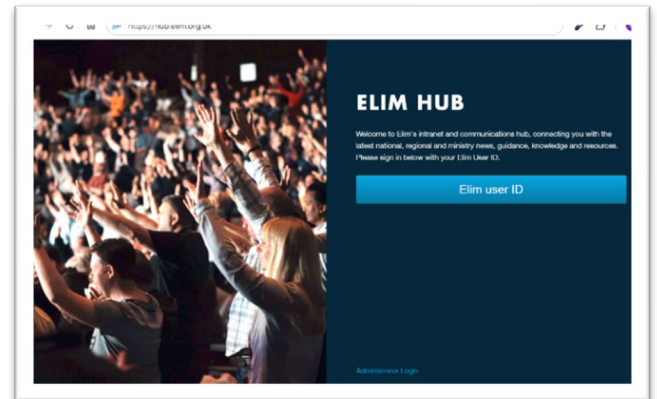
You can also use the Microsoft Authentication App as an additional verification method.

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

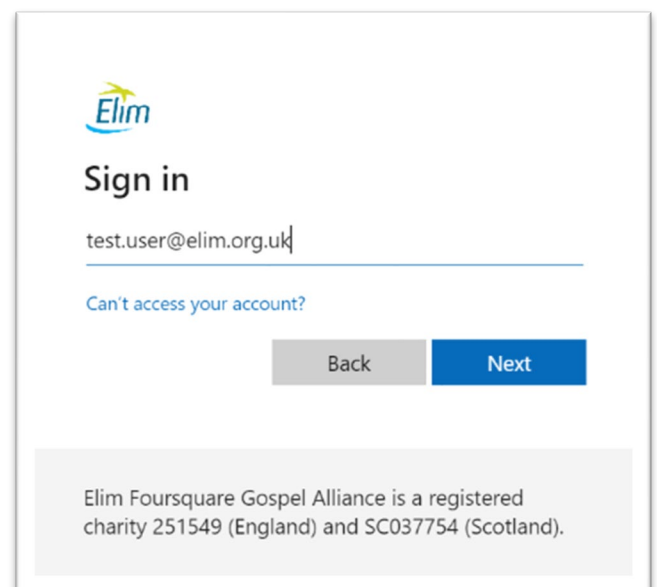
Use your Elim User ID to login

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



- **Enter user details:** Input your Elim User ID (which ends in @elim.org.uk) and password.

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

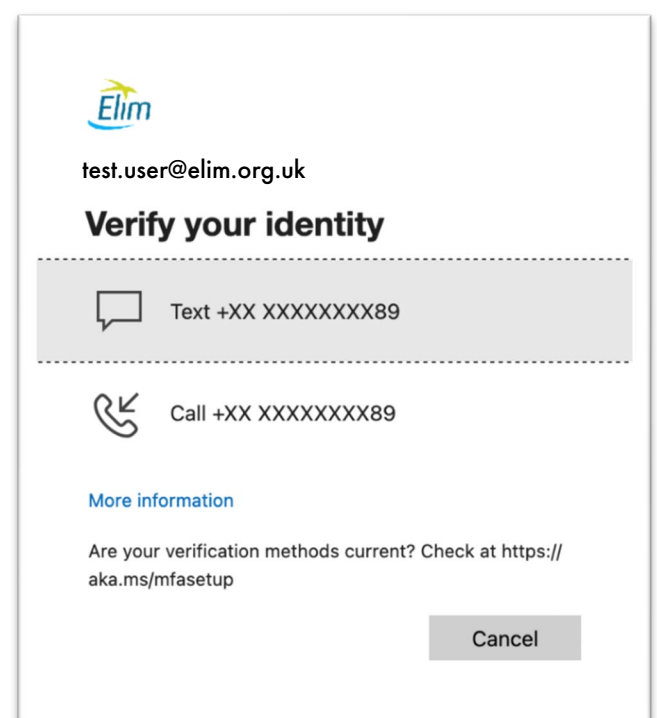


- **Verify Identity:** When signing in on a new device or in the app, you may need to verify your identity using one of the methods which you have set up.

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](#).

- **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

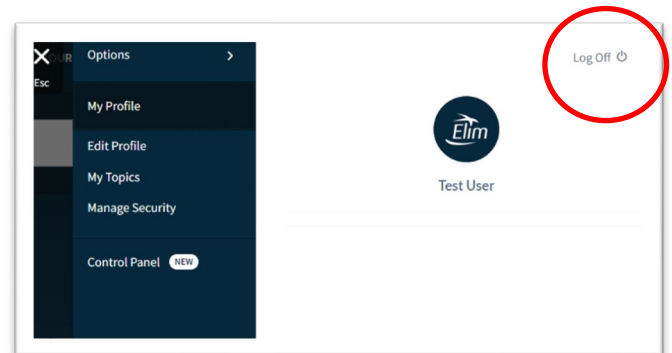
If you share your PC with other users, especially with the same device login, please log off Elim Hub at the end of your visit by **clicking the top right profile icon**.

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.

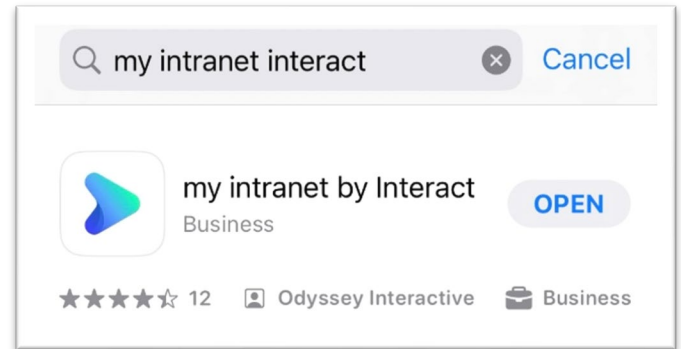
As an Elim Hub user, you are the guardian of your personal login details, access to your account and the information held on the site, as your access is tailored to you.



Access Elim Hub via the app

Use our intranet and see communications on the go

- 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.
- Use the search to find 'my intranet **Interact**'.
- The app name is **my intranet** and **Interact** is the software company's name.
- Download the app.



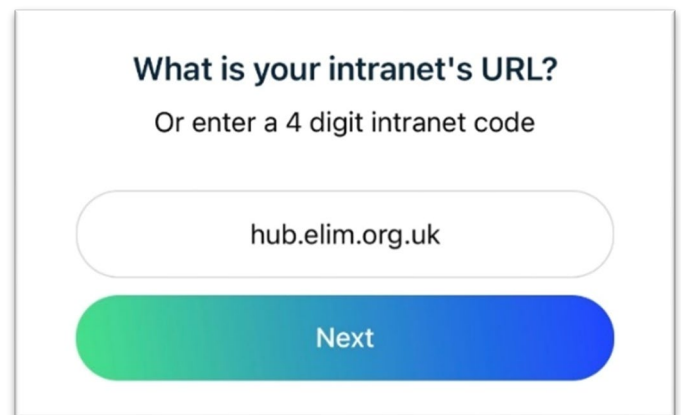
How to sign in to the intranet app for the first time

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.

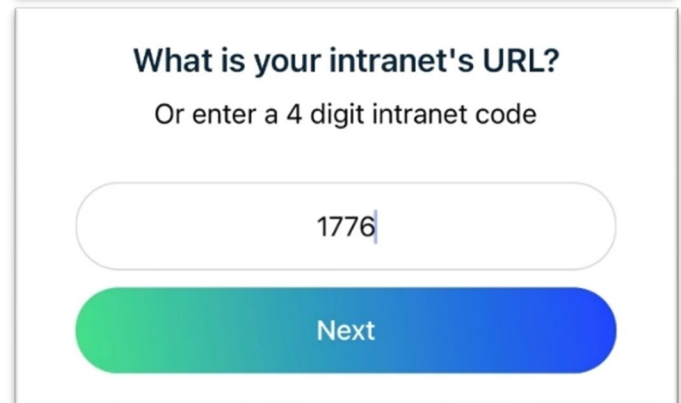


Click the blue and green **Sign in via Elim user ID** button.

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

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

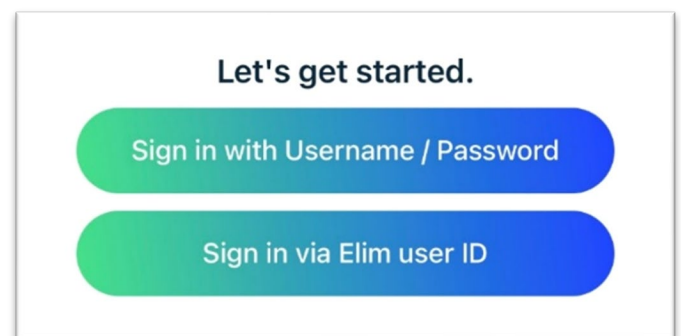
Once verified, you can access Elim Hub on our intranet app with your phone's **Touch** or **FaceID**.



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 useful way to manage your Elim Hub and other Microsoft accounts at the same time

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".

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"

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 menu.
- 3. Delete a Profile:**
 - Open Safari settings, select the profile, and click "Delete Profile".

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](#)

Elim Hub content

An overview of the top-level site content

These top-level menus provide an indication of the main content available across the site. Additional content is available using the side bar menus in each section. What you see will vary depending on your role, location and site permissions.

ELIM HUB NEWS & EVENTS OUR PEOPLE & MINISTRIES OUR MOVEMENT & RESOURCES KNOWLEDGE BASE USER GUIDE ADMIN

- News & events**
 - Editorial calendar
 - Newsletter creation
 - Site Analytics
 - Elim events
 - Elim news
 - Elim stories
 - GS Updates
 - Ministry news
 - Minister family news
 - Minister's forum
 - Minister moves
 - Overseas news
 - Your Feed
- Regional home**
 - Ireland
 - London
 - Met East
 - Met West
 - Midlands
 - North East
 - North West
 - Scotland
 - Southern
 - Wales Cymru
- Regional news**
 - Ireland news
 - London news
 - Met East news
 - Met West news
 - Midlands news
 - North East news
 - North West news
 - Scotland news
 - Southern news
 - Wales Cymru news
- Regional forums**
 - Ireland forum
 - London forum
 - Met East forum
 - Met West forum
 - Midlands forum
 - North East forum
 - North West forum
 - Scotland forum
 - Southern forum
 - Wales Cymru forum

ELIM HUB NEWS & EVENTS OUR PEOPLE & MINISTRIES OUR MOVEMENT & RESOURCES KNOWLEDGE BASE USER GUIDE ADMIN

- Ministers and churches**
 - People Directory
 - Church locations
 - Our people, groups and ministries
 - Regional Hubs
 - Stationing list
- Central Teams**
 - National Leadership Team
 - National Ministry Teams
 - Elim Central Services
 - Boards, committees and working groups
 - Appeal and Arbitration Board
 - Audit and Governance Committee
 - Executive Safeguarding Group (ESG)
 - Finance Board
 - Incorporation Steering Group
 - Ministers Ethics & Conduct Board (MECB)
 - Ministerial Selection Board (MSB)
 - Property and Projects Board
 - Women in Ministry Working Group
- National Ministries**
 - Agora
 - Chaplaincy
 - Church Growth Track
 - College
 - Evangelism
 - Men
 - Missions
 - Prayer
 - Elim Prayer Connect
 - Prayer Watch (M & NE)
 - Training
 - Women
 - Worship
 - Youth and children
- Regional and overseas**
 - Regional Leaders
 - Regions
 - Hubs
 - Our missionaries

ELIM HUB NEWS & EVENTS OUR PEOPLE & MINISTRIES OUR MOVEMENT & RESOURCES KNOWLEDGE BASE USER GUIDE ADMIN

- Our Movement**
 - Elim Movement
 - Elim (EFGA)
 - Elim Network (ECI)
 - Elim Global
 - Elim Conference Centre
 - Elim International Centre
 - Regents Theological College
- Culture, vision and values**
 - We are Elim
 - Our history
 - What we believe
 - Vision
- Governance, policies & reports**
 - Conference
 - Constitutions
 - Incorporation
 - Policies and guidelines
- Ministry resources**
 - APEST resources
 - Discussion forums
 - Email news, podcasts, videos
 - GS messages
 - Holy Spirit Course
 - Resource sharing
 - Role of women in ministry
 - Your feed

ELIM HUB NEWS & EVENTS OUR PEOPLE & MINISTRIES OUR MOVEMENT & RESOURCES KNOWLEDGE BASE USER GUIDE ADMIN

- Administration**
 - Administration department
 - Administration news and updates
 - Administration A-Z
 - Conference
- Finance**
 - Finance department
 - Finance news and updates
 - Finance Officer A-Z
- Property**
 - Property department
 - Property news and updates
 - Property guide A-Z
- Childcare**
 - Childcare department
 - Childcare news and updates
 - Childcare guide A-Z
 - Childcare forum
- Health and safety**
 - Health and safety overview
 - Health and safety news
 - Health and safety A-Z
- Safeguarding**
 - Safeguarding department
 - Safeguarding news and updates
 - Safeguarding A-Z
- Data**
 - Data administration and protection
 - Data news and updates
 - Data protection guide A-Z
 - Data administration
- Human resources**
 - Human resources department
 - Human resources news and updates
 - Human resources A-Z
 - Vacancies
- Technology**
 - Technology news and updates
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- Elim Hub**
 - Elim Hub author guide
 - Elim Hub author forum
 - Elim Hub user guide
 - Elim Hub Feedback
- Ministers**
 - Ministers overview
 - Ministers handbook
 - Ministers forum
 - Ministers in Training (MIT)
 - Minister in Training Forum



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