ELIM HUB

A GUIDE TO ELIM'S INTRANET & COMMUNICATIONS HUB

FOR USERS WITH A PERSONAL OR CHURCH EMAIL ACCOUNT

hub.elim.org.uk

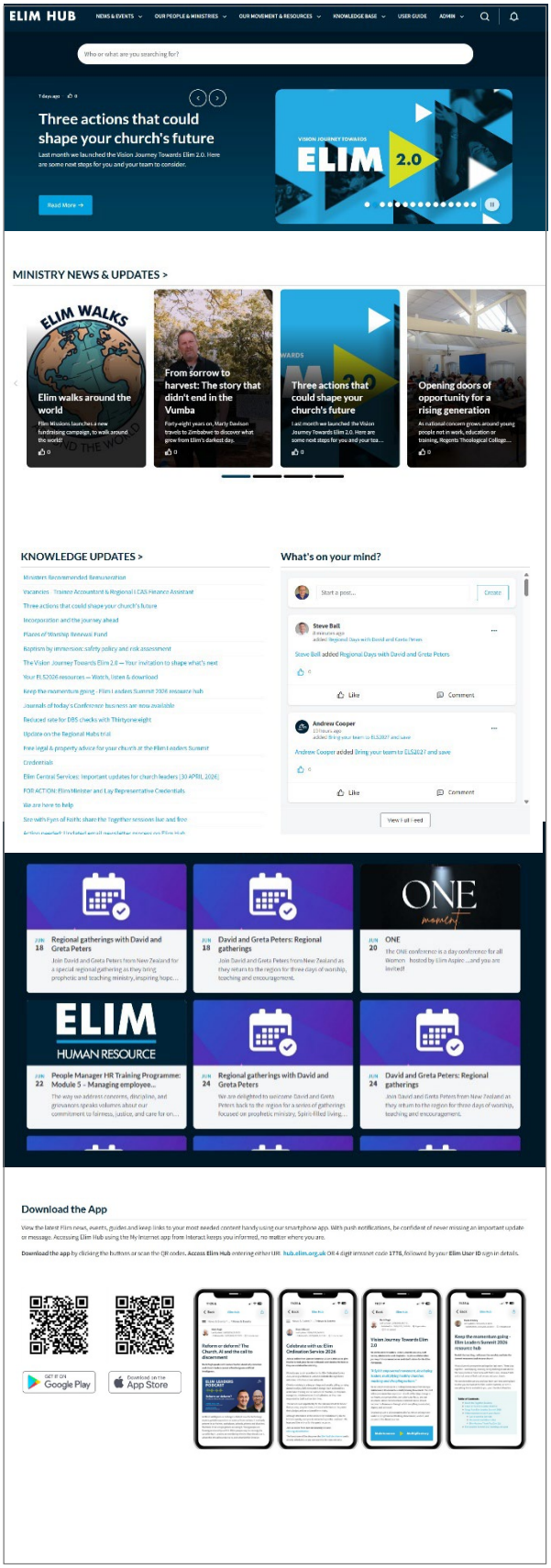
Elim

Welcome to Elim Hub

A guide to Elim's intranet and communications hub

Contents

Welcome to Elim Hub	3
Discover Elim Hub key features	4
Getting started	6
About your Elim User ID	7
How to sign in and out of Elim Hub	8
Access Elim Hub via the app	9
Managing multiple browser profiles	10
Add hub@news.elim.org.uk as a safe sender in your email client	11
Elim Hub content	12



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 personal or work 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.

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

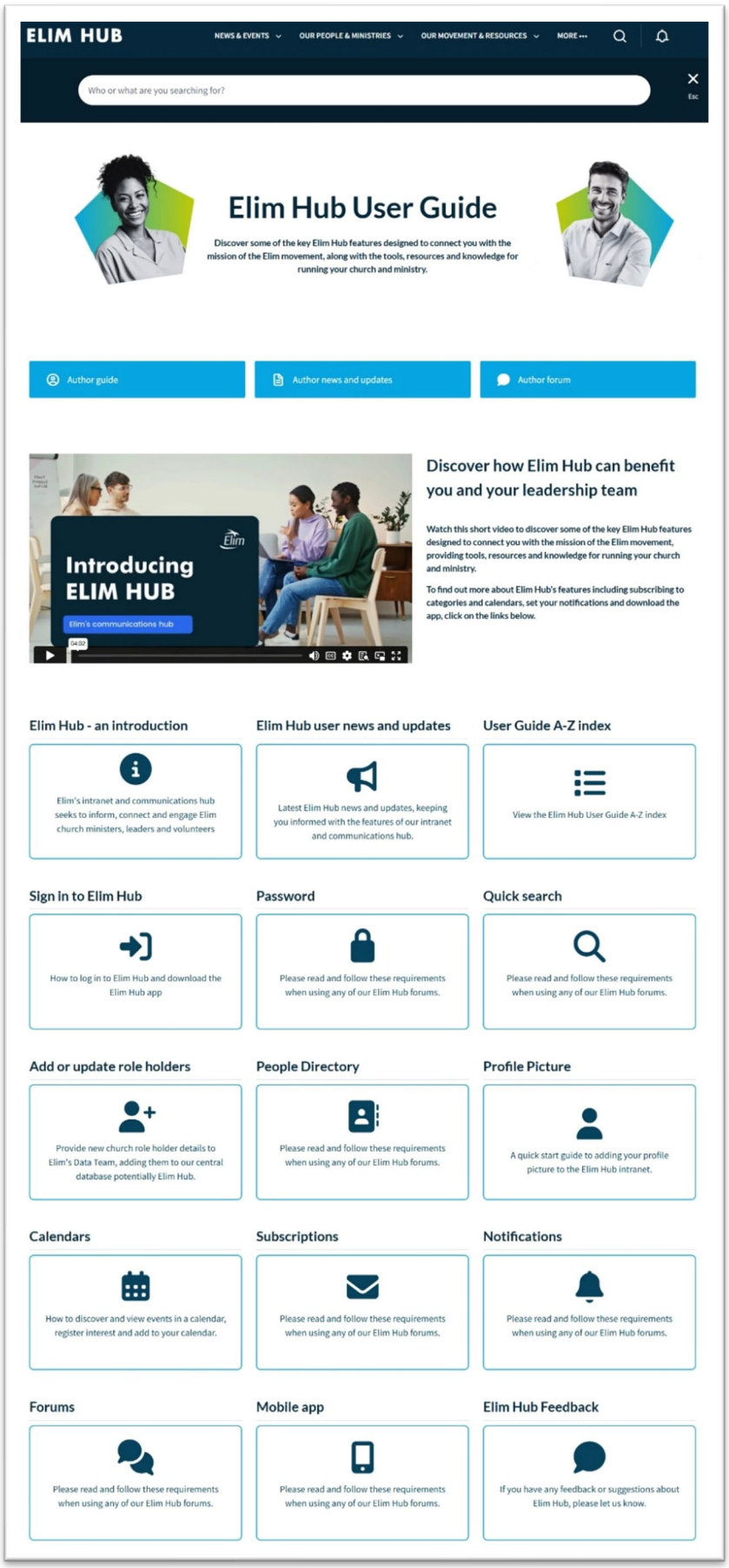
Discover key Elim Hub features

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.



Getting started

A one page guide to set up your Elim Hub access

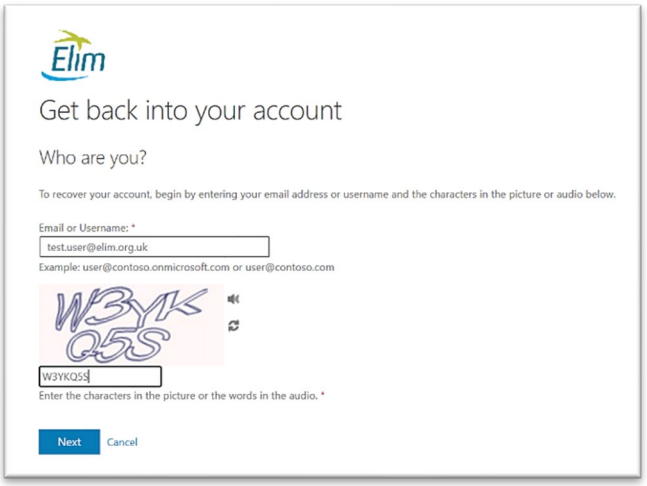
To access Elim Hub for the first time, please follow these steps to verify your account and create your password. This ensures your account is secure and allows you to easily reset your password if needed, whether you are logging in via a web browser or our app. (A more detailed guide is on pages 7-9.)

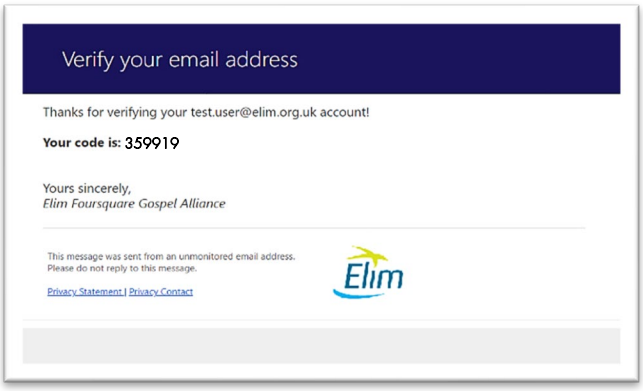
1. **Start by creating your password:** visit elim.org.uk/elimidreset
2. **Enter:** your supplied Elim User ID (which ends with @elim.org.uk). This has been emailed to you by Elim's Data Team.
3. **Complete:** the CAPTCHA and click next.
4. **Verify your email address:** Follow the Microsoft verification 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. **Download Microsoft Authenticator:** Once you are verified by Microsoft, we recommend using the Microsoft Authenticator app to set up a passkey.

   A passkey is the most secure and convenient way to sign in – it uses your device's fingerprint, face recognition, or PIN so you don't need to remember a password.

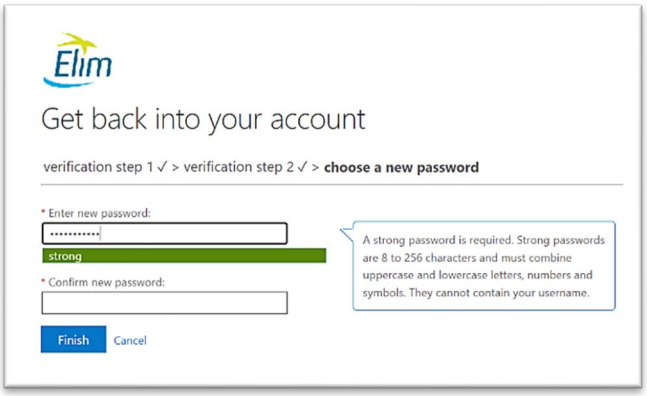
   Download from the App Store (iPhone/iPad) or Google Play Store (Android)

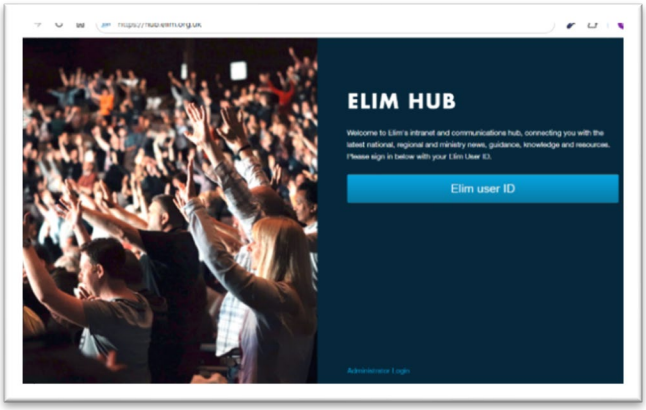
   Follow Microsoft's instructions for **Work or schools accounts** to add your account and set up your passkey.
7. **Passkey:** You do not have to use Microsoft Authenticator to create a passkey; you can also use the passkey features built into a compatible iPhone, Android phone or computer.
8. From 1 September 2026, depending on your existing sign-in methods, you may see a prompt inviting you to set up a passkey when you sign in to Elim Hub.





9. **Set your password:** Once you are verified by Microsoft, set up your unique password. Please ensure it is 14 characters or more.
10. **Setup complete:** Your Elim User ID setup is complete. You have verified your identity and created a strong, unique password.
11. **Access Elim Hub:** Go to hub.elim.org.uk on any web browser. Bookmark page for easy access.
12. **Sign in:** Click the large blue Elim User ID button and enter your Elim User ID and password.
13. **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, use the Microsoft authentication app or passkey.
14. **Enter code:** Please enter the received code in the provided field if you are using email verification.





You should now have access to Elim Hub.

Please continue to read pages 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 passkey, a code sent to you by email or the Microsoft Authentication App.

Verifying your identity

There are two main ways to verify your identity when you sign in: passkey and email.

Passkey in Microsoft Authenticator (recommended) – Use your fingerprint, face recognition, or PIN on your phone or computer. This is the most secure and fastest option. You can download the app and add your account now:

- Download from the App Store (iPhone/iPad)
- Download from Google Play Store (Android)
- Follow Microsoft's setup instructions for Work or schools accounts

You do not have to use Microsoft Authenticator to create a passkey; you can also use the passkey features built into a compatible iPhone, Android phone or computer.

Data and verification

Our IT and Data Administration teams have used your email address 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 Administration Team of a change of contact details or other information, please follow the links below.

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.

How to sign in and out of Elim Hub

Use your Elim User ID to login

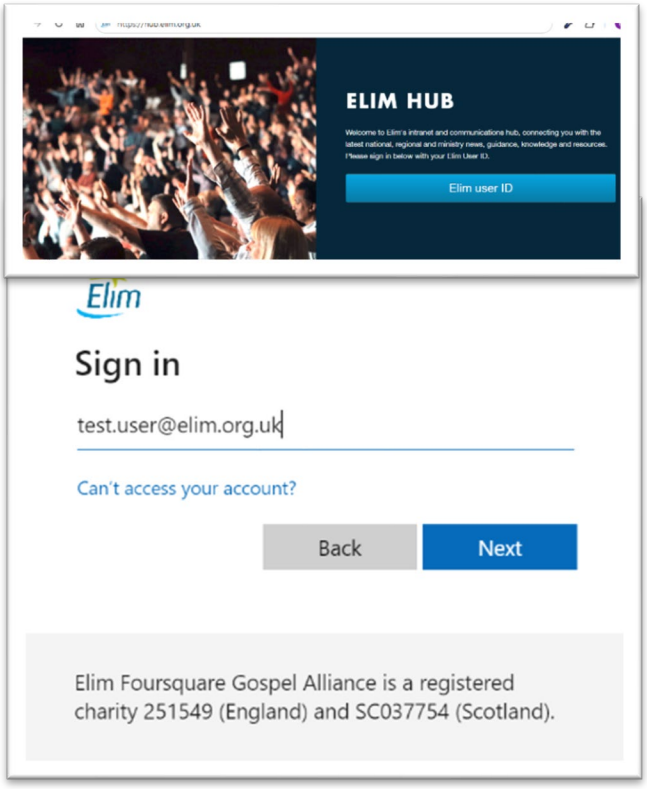
- **Access Elim Hub:** Open your internet browser and go to hub.elim.org.uk
- **Sign in:** Click the blue Elim User ID button to login.
- **Enter user details:** Input your Elim User ID (which ends in @elim.org.uk) and your password.

  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.

  The easiest way to sign in is by using a passkey.

  If you request a code by email, enter the received code in the provided field.

  We recommend using the Microsoft Authenticator App with a passkey as your primary verification method.
- You are now successfully logged into Elim Hub. Visit the site User Guide to discover all of the features and benefits of the site.
- 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.





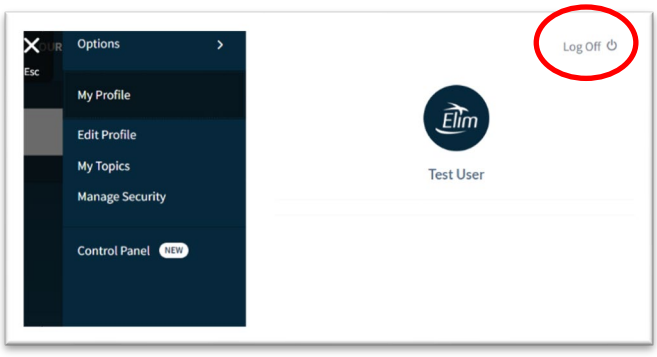
How to log off

If you share your PC with other users, 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.



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.



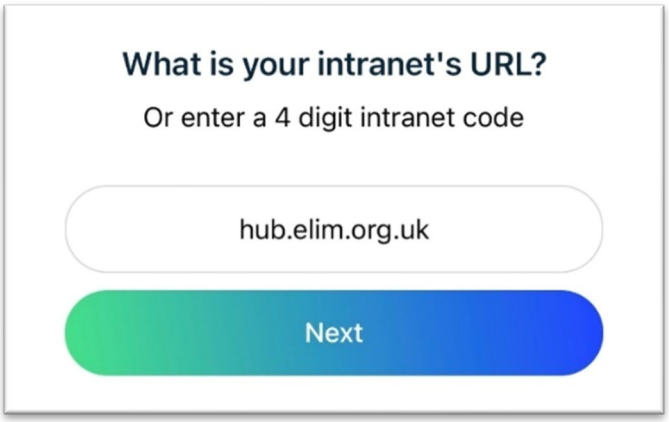
How to sign in to the intranet app for the first time

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.

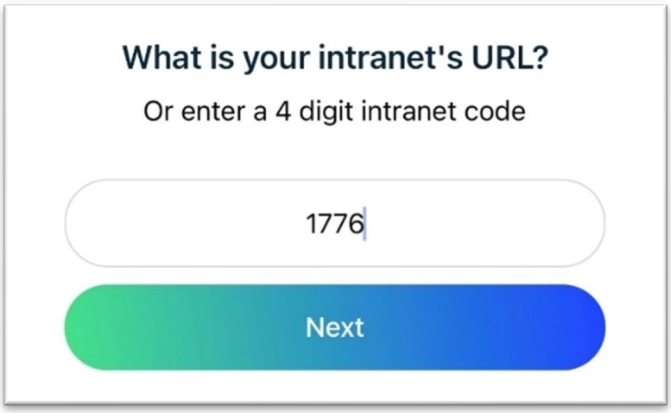


Click the blue and green **Sign in via Elim user ID** button.

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

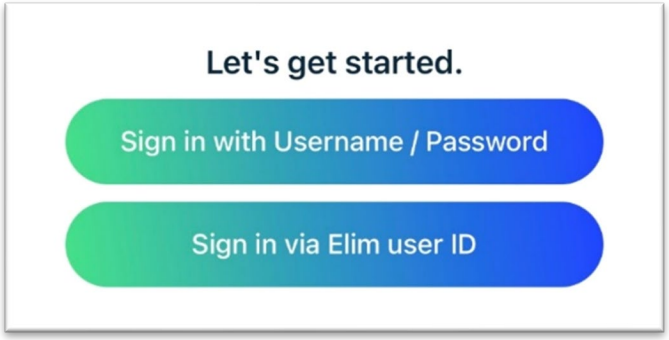
You will be prompted to follow a similar authentication step to the web login.

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".

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".

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.

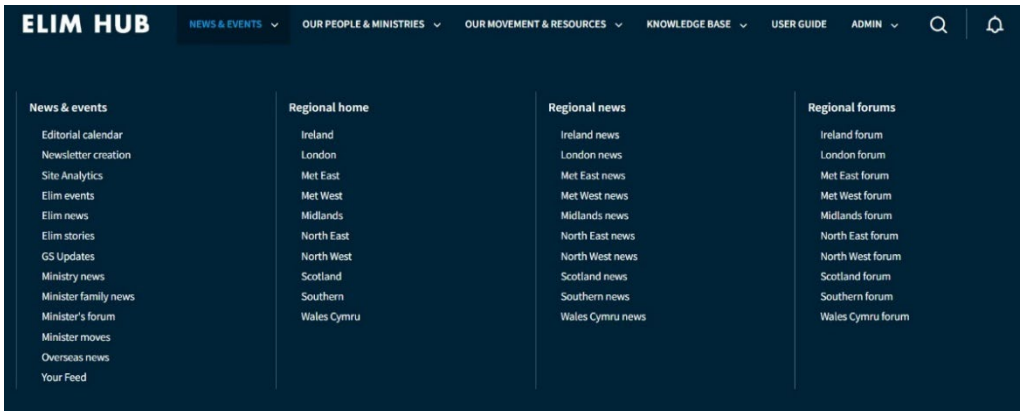
- Mark a received campaign as Not Spam. Open the spam folder, click the message, and click Not Spam.
- Add the From email address to the address book.
  Open the message and click the Add to contacts button next to the From email address.

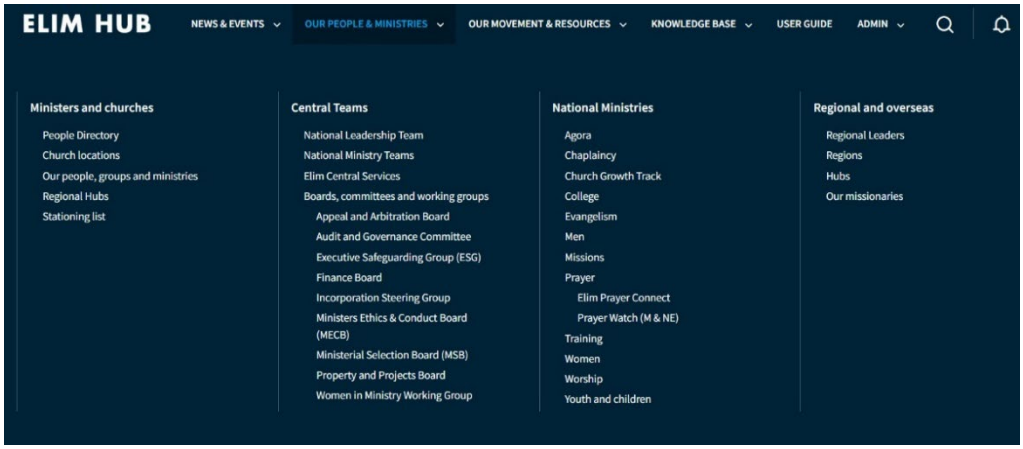
For additional information about Yahoo Mail, visit the Yahoo Support Page

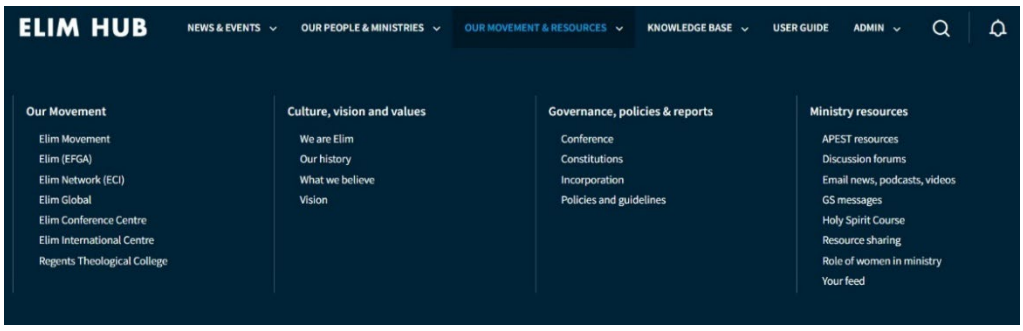
Elim Hub content

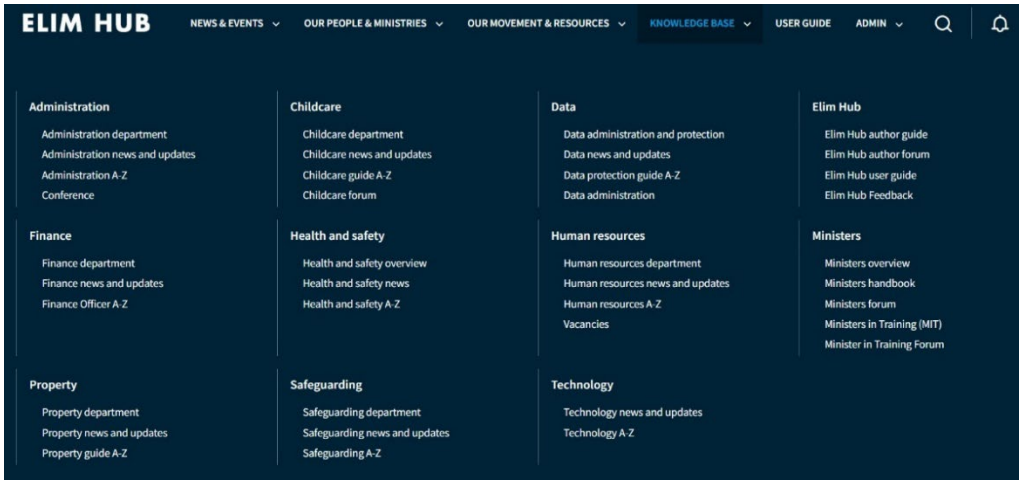
An overview of the top-level site content

This is an example of the top-level menus that 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, site permissions and the ongoing development of the site.









hub.elim.org.uk

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

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