

OnTheHub Webstore

Quick Reference Guide

General Information

Select software is available at educational pricing through OnTheHub, a WebStore powered by Kivuto for students and employees.

You'll find the following on the humber.onthehub.com website:

- Tabs: Used to view available software titles by category.
- Search: Used to find (filter) software available for download.
- Shopping Cart: Used to hold items (software titles) selected for purchase.
- Account: Used to view past orders, change your password, edit your account information, request additional eligibility, and log out.
- Software: Titles available for purchase and immediate download.

IMPORTANT: Selection and prices are subject to change without notice. Humber does not endorse the use of any available titles. Please contact the appropriate software developer for support with downloaded software.

Signing In

To access OnTheHub:

- 1) Launch a Web browser.
- 2) Navigate to humber.onthehub.com
- 3) Click the Sign In link.
- 4) Key in your Humber username.
- 5) Enter your Humber password.
- 6) Click the Sign In button.

IMPORTANT: You must be a student or employee in good standing to access OnTheHub.

Step 1: Shopping

- 1) Click the Start Shopping button. Select a product to view details about it. Click on Add to Cart to buy it.
- 2) To continue shopping, click the Back to Shopping button. If you are finished shopping, click the Check Out button.

Step 2: Checking Out

- 1) Carefully read the applicable licensing agreement(s). Sign the agreements by clicking the Accept button.

Please Note: Depending on the software you are looking to purchase, you may be asked to provide additional information (name of your Faculty, program of study, etc.) to satisfy the terms of the licensing agreement.

- 2) Continue the checkout process by entering your billing (name, address, phone number, etc.) and payment (credit card number, security code, expiry date, etc.) information.
- 3) Finally, carefully review your order for accuracy and completeness. Click the Proceed with Order button to check out of OnTheHub and complete your purchase.

Please Note: Upon successfully completing the purchase, OnTheHub will automatically send a detailed receipt to your Humber or Guelph-Humber e-mail address. You will find the download links and product keys in said receipt.

Step 3: Downloading and Installing

- 1) Log into your Humber or Guelph-Humber e-mail mailbox and locate your Kivuto receipt. Open the email receipt and click the supplied download link.
- 2) If prompted, log into OnTheHub using your Humber credentials (username and password). Note the Product Key for the software you are about to install. Then, click the Download button. Carefully follow the setup wizard's installation instructions.

IMPORTANT: For some downloads, you may need to sign in to activate the software. Use your Humber or Guelph-Humber e-mail address to activate the software.

Product Keys

Be sure to keep your product keys safe! Click on your account name (e-mail address in the upper-right corner of the OnTheHub screen), select Your Account/Orders, and then select the Orders & Downloads tab to view your order history. Should you lose a key, please contact Kivuto at 1.866.435.4722 or 1.888.396.1447 for help. Support is available Monday to Friday from 6:00 a.m. until 6:00 p.m. EST in English, French, German, and Spanish.

IMPORTANT: Please contact the I.T. Support Centre at Humber for help using OnTheHub and/or accessing your Humber e-mail. Support is free and available 24/7.

Help & Support

Please contact the I.T. Support Centre if you experience any issues.

Phone: 1 (416) 675-6622 ext. 8888

Web Chat: <https://humber.ca/techtalk>

Campus Location: A212 (Lakeshore) or Tech Zone – H109 (North) or IGS – 5th floor