

IPEC's New Student Hub

1. Old Hub vs. New Hub – What Does This Mean?

When you visit **ipeccoaching.com** and click **Student Login** in the top right corner, you'll see a page with two login options:

- The **default login** will take you to the *Old Hub*.
- Below that, you'll see a **blue button** labeled "*New Hub Login*." Clicking that button will bring you to the *New Student Portal*.

It's very important to know that **your login information is not the same** by default. The two systems do not share credentials.

If you have **never logged into the new Student Hub**, here's what to do:

1. Go to your email inbox that you use for iPEC communications.
2. Search for an email from noreply@ipeccoaching.com.
3. Look for the subject line: "*Welcome to iPEC's New Student Hub – Login Information Inside.*"
4. That email contains your first-time login information. Use those credentials the first time you access the new hub.
5. Once you log in, you'll be prompted to create a new password for future access.

This will ensure that everyone can access the new platform successfully and avoid common login errors.

2. What's in the New Hub / I Can't Find My Material?

One of the most common questions we've received is: "*Where is my old material?*"

I want to make sure everyone is aware that the **new hub does not currently have your old material**. We are in the process of migrating graduate materials, and this will take place gradually over the next several months. We will continue to make official announcements

about migration timelines and updates as graduate products and purchased items are added to the new platform.

If you are **currently in progress** with any certifications, graduate products, or the Skills Refresher, we ask that you **complete those in the old hub**.

Why? Because once an item is migrated to the new hub, it will be treated as a *new instance of the course*, and any in-progress work will **reset**.

In summary:

- Complete all in-progress certifications and courses in the **old hub**.
- If you have completed a certification (such as your CPC) or finished a grad product (like Skills Refresher), those will migrate to the new hub as *completed*.
- The **old hub will remain accessible until June 1, 2026**.
- Any material you wish to save from the old hub please download and save to your personal device

A very important note: your **student experience** from the old hub will *not* migrate. This means that the specific training videos, classes, and recordings you participated in as part of your original student journey will not be viewable in the new hub.

However, for those who have earned their CPC, you will soon gain access to the **newest version of the Coach Training Program material**. This includes:

- Updated and digitized versions of Modules 1, 2, and 3 training manuals.
- Access to the most current topics for the weekly CTP webinars.
- Continuous updates as iPEC evolves the learning experience for new and existing graduates.

So, while your old materials will remain accessible in the old hub, the *new hub* will serve as your future resource center for the most current program materials and graduate offerings.

3. Assessment Manager Login or Microsoft Login Error in the New Hub

Another frequent issue we've encountered during this transition involves **login conflicts with existing Microsoft accounts**. Some individuals who already have a personal or work-

related Microsoft account on their computer have found that their system automatically tries to log into the wrong account when accessing the new Student Hub.

Here are the most common fixes:

1. Try a different web browser.

If you normally use Google Chrome, try logging in through **Microsoft Edge, Firefox,** or **Safari** instead. This helps ensure your browser isn't automatically signing in with your personal Microsoft credentials.

2. Use Incognito Mode.

If you prefer to stay in the same browser, you can open a private or incognito window.

- a. To do this, click the **three dots** in the top-right corner of your web browser.
- b. Select **“New Incognito Window.”**
- c. From there, go to the iPEC Student Login page and attempt to access the new hub again.

Both of these solutions have also proven effective for those having difficulty logging into the **Assessment Manager**. If you continue to experience login issues after trying these steps, please contact **Student Support**, and they can help reset your access or troubleshoot specific device-related problems.

4. Takeaways

Key Takeaways:

- The **old hub** remains available until **June 1, 2026**.
- Download any desired material you wish to save from the old hub
- Complete any in-progress courses or certifications in the **old hub** to avoid data loss.
- Look for the **“Welcome to iPEC’s New Student Hub”** email to access the new hub for the first time.
- The **new hub** will feature the *latest Coach Training Program materials*, updated manuals, and enhanced access to graduate content.
- If you experience login issues, try a new browser or incognito mode.

Thank you all for your patience and enthusiasm as we make this transition. Our goal is to create a smoother, more connected, and user-friendly experience for all iPEC students and graduates moving forward.