

HUB ID FAQ (ver1.0-Oct 2020)

No.	Questions	Answers
1	What is UEM Sunrise hUb ID (hUb ID)?	The hUb ID provides single sign-on access to all hUb applications (apps) i.e. hUp prop, hUb home, hUb mall and hUb life
2	What are the benefits of hUb ID?	Existing users can sign into any hUb apps with their existing credentials. For new users, once they register in any of the apps mentioned above, they can seamlessly login into the other apps without a new registration
3	What problem does hUb ID solve?	hUb ID eliminates the need for you to manage multiple usernames and passwords.
4	What can I do with a hUb ID?	Registered hUb ID users can login to hUb prop, hUb home, hUb mall and hUb life. Users will also have access to other hUb ID features such as Forget Password and Update Password.
5	If I update my password, will it be automatically updated across other apps?	Yes, it will be automatically updated across all the other apps.
6	How do I register for a hUb ID?	Click "Create Account" and follow the instructions.
7	How do I start using my hUb ID?	Upon successful registration, simply click "Login with UEM Sunrise hUb ID" to log in to the account.
8	Can I register for more than one (1) hUb ID account?	Each email address and mobile number are only allowed to be registered once.
9	I tried to log in with my old credentials, but it shows an error message. Why?	We are migrating all users to the hUb ID database. As such, you are required to change your password once, in accordance with our new password policy.
10	I was using the app and it force logged out, and I received a message saying, "Your password has expired, you must your change password to continue"	We are migrating all users to the hUb ID database. As such, you are required to change your password once, in accordance with our new password policy.
11	When I update my password via any of the hUb apps, what can I expect?	For security reasons, once the user updates the password in any hUb apps, the user will be logged out from all the other apps, except the app that the user used to update the password.
12	I received an "Email Already Registered" message. What does that mean?	Your email address is our key identifier. This error means that there is an account registered with this email. If you do not remember the password, simply click "Forget Password" and we will send you the instructions for getting a new password.
13	I received a "Mobile Number Already Registered" message. What does that mean?	Your mobile number is also one of our key identifiers. This error means that there is an account registered with this mobile number. If you do not remember the password, simply click "Forget Password" and we will send you the instructions for getting a new password.
14	I received a message saying, "Your account is still unverified". What does that mean?	To complete your hUb ID registration, we will send a verification email to your registered email to verify that you are the rightful user of the email. This is part of our security practices. Please check your Inbox or Junk/Spam mailbox for this verification email.
15	I need more information	Please drop us an email at help@risedigital.my . Business Hours: 9.00am to 5.30pm, Monday to Friday (excluding Public Holiday)

HUB HOME FAQ (ver1.3-May 2020)

No.	Questions	Answers
1	What is hUb home?	hUb home is a mobile application (app) that enables you to hire reliable home-related services providers. You can download hUb home at the Google Play Store or Apple App Store for free.
2	Can anyone download and use hUb home?	Anyone aged 18 years and above is eligible to register for one account at any given time.
3	What is the minimum Android and iOS version required for hUb home?	For Android, version 8.0 (Oreo) or later and for iOS, version 10.0 or later.
4	Is hUb home accessible via a website?	Currently, hUb home is only available on mobile platform for Android and iOS devices. Please visit our website for updates: https://thehub.my/hubhome .
5	How do I log in to my account?	Please log in using UEM Sunrise hUb ID (hUb ID)
6	What if I forgot my login ID and/or password?	You may click on "Forgot Password" at the login page and follow the instructions given to reset the password.
7	What are the benefits of being a hUb home user?	As a hUb home user, you will be able to enjoy cross-platform promotions and discounts offered by both parties.
9	What services can I find in hUb home?	You can find a wide range of services provided by verified partners and professionals from home cleaning to automated services and more. Download hUb home to access these services now!
10	How do I get a promo code?	You can find promo and discount codes by clicking the "Promotion" banner in the hUb home app. We will also update you via email on our latest promotions, campaigns and promo codes.
11	How do I redeem my promo code?	To enjoy your discount, key in the promo code during checkout and the discount will be automatically applied.
12	How do I pay make payment?	Payment can be made online via credit card, bank transfer and e-wallets.
13	What is the difference between direct and quotation-based services?	Direct services are fixed price services. For quotation-based services, multiple quotations will be sent for your consideration.
14	I need more information.	Visit hUb home > Account > Help & Support for a more comprehensive FAQ. Alternatively, drop us an email at help@risedigital.my . Business Hours: 9.00am to 5.30pm, Monday to Friday (excluding Public Holiday)

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