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 LIFE FAQ (v1.0-Oct 2020)

No.	Questions	Answers
	GENERAL QUESTIONNAIRE	
1	What is hUb life?	hUb life is a residential app for your community that bridges resident and their respective condo management. It simplifies the process for residents to manage their visitor, pay maintenance fees and book facilities.
2	How do I join hUb life?	Just download the apps and create an UEM Sunrise hUb ID (hUb ID) account in the hUb life app for free.
3	Who is eligible to register as hUb life member?	All are eligible to register but the approval for specific condo / residential will be granted by the respective Joint Management Body (JMC) or Management Committee (MC)
4	What can I do with this app?	a) Any latest news from management will also be pushed viat the hUb life App, so you will not miss out on any important notices (e.g. maintenance work, water disruption, AGM etc.) b) You can send a QR to your visitors so that they do not need to queue at the guard house for registration. c) You can now report any issue or complain to management easily by sending a private message in hUb life App. Management office will receive the message in real-time and be able to act on it d) You can apply for the contractor form by using the e-Form in hUb life App for a convenient experience and faster approval. e) You can now access your billing information from anywhere through mobile, track and make payment easily. f) You now can book facilities using the hUb life App for a convenient experience and get real-time approval notification from management. g) For any emergency, you can use the Quick dial button on the home screen to reach out to the guard house for assistance.
5	What version of Android or Apple operating system is required for hUb life Application?	Android 5.0 or later ; iOS 10.0 or later
6	What is the minimum iOS version required to download hUb life App?	iOS 10.0 or later
7	Why is the management asking us to use hUb life App?	hUb life helps to improve the communications between management and residents with features like visitor management system, e-Message, e-News, e-Form, e-Booking, at the same time creating a convenient experience for maintenance and utility bills payment.
8	Why do I need the management's approval to register me on the portal?	We need to ensure only residents who are staying in the residence or genuine owners are allowed to login to hUb life App as this is a community application. Hence, management has to approve residents' registration before residents can retrieve the login.
9	Why do you need to seek the owner's permission for registration on this app? (Applicable to tenants)	Due to security purposes, we need to seek for the owner's consent before proceeding.
10	Where can I find more info about hUb life?	You may go to our website: https://thehub.my/hublife to retrieve a detailed user guide for each function.
11	What is the size of the app for hUb life & hUb safe?	hUb life at 45MB (Android) and 91MB (iOS) hUb safe at 52MB (Android) and 58MB (iOS)
12	Do you need internet accessfor the app? If there is no internet, will the app serve its purpose?	Yes, a minimum internet connection of Edge/3G/Wi-Fi is required in order to use the app.
13	How do I download this app?	For Android - Google Play or iPhone - Apple App Store

14	Okay I have downloaded the app; how do I use it?	Step 1: Register with the management Step 2: After registering, you will receive a one-time password via sms or email Step 3: Go to your hUb life app, key in your email or mobile number and one-time password Step 4: An auto message will prompt you to change to a new password Step 5: Once done, you can start using the app
15	How do I log in to my account?	Please log in using your UEM Sunrise hUb ID (hUb ID)
16	I forgot my password, what should I do to retrieve my account?	Go to your hUb life app. Key in your email or sms and tap "Forgot Password". Password reset link will be send to your email or sms.
17	Can my family members download the app also?	Yes, as an owner, you can add your household members by: Step 1: Go to "Account" > "Manage Users " Step 2: Select + icon next to "Household Members " Step 3: Enter your household members' name, email and phone number Step 4: Send Invite
18	How do my family members use the app?	After you have added them as a household member in the hUb life App, they will receive a temporary password in the registered e-mail or mobile number. They can now download hUb life, login with the registered email or mobile number + temporary password.
19	Will my family members be sharing the same account and password?	No, each household member has their own login and password.
20	How many family members can I add?	Members limit is subject to your management office SOP.
21	Can I change my name on the app?	Yes. Go to "Account" and tab "edit profile". Change your name under the tab "save changes"
22	My email address is wrong in the app. Can I change it?	Yes. Go to "Account" and tab "edit profile". Change your email and an OTP will be sent to you, then click "save changes"
23	Can I change my mobile number?	Yes. Go to "Account" and tab "edit profile". Change your mobile number and an OTP will be sent to you, then click "save changes"
24	What is the Refund Policy for hUb life?	(a) All maintenance fee and sinking fund paid are non-refundable and any refund is solely at the discretion by JMB/MC respectively. (b) In the event hUb life receive the request to refund from the resident, we will contact JMB/MC for such refund request.
HUB LIFE RESIDENT MOBILE APP		
1	What is e-Pass (visitor pass)?	The e-Pass function allows you to generate QR codes for your visitors. Your visitors will need to present them at the guard house to be scanned. Prior to scanning, your visitor will be granted access to the residential complex. This function eliminates the use of visitors surrendering driving license, recording of MyKad numbers, and the tedious conventional use of the visitor's record book!
2	How do I use the e-Pass? What if there is more than 1 visitor coming on that day, can I issue more e-Pass?	Step 1: Tap "Visits" Step 2: Tap "Create a new visit" Step 3: Please choose which category of your visitor [friends & family, delivery/pick up & contractor], Step 4: Set the date to [which date your visitor is coming], set the time at [what time your visitor is expected to arrive & end time of visitation] Step 5: Set type of visitation [e.g.: one-time visit, every Monday etc] and tap "Add visitor" [fill in visitor details] Step 5: Tap "Next" and "Submit" Step 6: Your visitor will receive the e-Pass via

		WhatsApp and when your visitor arrives at the guard house, the security guard will scan the e-Pass. As soon as the security guard scans the e-Pass you will get a notification You may issue more than 1 e-pass in the same day.
3	If my parents do not have WhatsApp? Can I still send the e-Pass?	Yes, you can send the e-Pass via SMS
4	Can I send out bulk invitation (e-Pass)? For example, I have open house and I would like to send invitation to all my friend & family. Can I send one shot to them?	Unfortunately, at the moment our e-Pass cannot be sent in bulk.
5	How do I s scan the QR code?	The security guard must download the hUb safe App into their mobile phone to scan the QR code presented by the visitor.
6	How to submit feedback and concerns to JMC Management or JMB Management?	This feature brings private messaging (e-Message) live between you and your JMC Management or JMB management! Eliminate the use of WhatsApp or Facebook groups, now you can have your own private session without the noise and distractions from others. The beauty of this feature is definitely the tracker that tracks all your communication with your JMC or JMB. From there, you'll know the issues and complaints that surface from time to time.
7	Is there a web portal login for residents also?	No, residents can enjoy the full features using the mobile application hUb life.
8	How do I get a latest news update from your community?	The e-Notice feature allows you to receive real-time news announcements posted by your JMC or JMB and you will also be getting a push notification alert for each announcement. Staying connected with and updated to your community with e-Notice announcement is easy.
9	How do I make e-Message?	Step 1: Tap "Messages" Step 2: Tap "Add new message" Step 3: Indicate your concern (You may add pictures) Step 4: Tap "submit" and your message will be sent to management and there will be "Pending" sign Step 5: Once management received your message they will reply accordingly. If the issue has been solved the "Pending" sign will change to "Resolve".
10	How to add family members or tenant into your community?	You can now add your family members using the manage users feature in Account Settings. You can assign your family members to perform similar duties as you such as granting e-Passes, payment management and/or utility bills! Tenant accounts can only be added by management office.
11	How to use the e-Form feature?	This feature allows you to register your application for move in/out furniture, renovation works and access card application in-app without going to the management office to fill in the application form. You can now view the application status and trace the history for previous applications.
12	What is the function of Quick Dial?	The Button located at the top-right in red allows you to perform a quick call to the security guard. This function is especially handy for you in emergency situations. Save yourself the hassle of memorizing your security guard's phone numbers and save time from scouring them in your mobile's address book!
14	What is the option available for a resident to contact the security guard using hUb life App?	They can use the Quick Dial Button to call the security guard, option for direct message is not available.
15	How to obtain important contact number listing within your local communities?	You can view the important contact number listing from the phone directory feature available in Account Settings.

16	Can I pay the maintenance fee via hUb life App?	Yes, the bills feature allows you to view all itemized bills from your JMB/JMC. Upon viewing them, you can pay your bills directly from there. You will never miss any pending bills from now on!
17	How will I know if my payment is successful?	You will receive an email notification upon successful payment made via FPX or credit card.
18	I have a few units of property under the same residence, do I need to have different login ID?	No, you can use the same login for different units under the same property or different properties by using our property selection feature.
19	Why do we still need to bring our visitors to our home ourselves even with the use of the e-Pass?	The e-Pass serves as a tier 1 security for the security guard to identify the visitor as invited visitors and is also to speed up the registration process. They will not send your visitors up for you.

HUB LIFE ADMIN PORTAL		
1	How does a JMC or JMB Management register their residents in the hUb life portal?	SCM HQ created site accounts for JMC or JMC management. Please log in to the admin portal with the credentials given by SCM HQ and bulk upload resident's details by following the steps. Residents will receive an SMS & Email to download and activate the App.
2	How will the JMC or the JMB can keep the residents updated and connected with the latest news and announcements within the local communities?	The admin staff will log in to the admin portal to provide real-time updates on the latest happenings in thee-Notice feature and broadcast this to all hUB life App users.
3	How do I share important contact numbers with the residents?	The admin staff must manually update all the important contact numbers in the phone directory at the Account Settings. The contact number listing will be visible to all hUb life App users.
4	What the benefits of having a visitor management system?	The visitor management system allows the security guard to check-in and check-out the visitor attendance with visitor details and store the information in the hUb life Admin Portal. All visitors' details (except IC numbers) will be visible in the hUb life Admin Portal and the JMC or JMB can download the visitor report.

HUB SAFE MOBILE APP		
1	How does the visitor management system (VMS) work?	The security team will use the hUb safe App to scan the QR code presented by the visitors and verify visitors' details using their MyKad or driving licence. Upon details is correct, security will check-in visitor and grand access for visitor to enter the residences. After visitor exit the residences, security will check-out visitor in hUb safe App to complete the VMS process and all visitor details will store in hUb safe Admin Portal.
2	Can the security guard use the visitor management system to register walk-in visitors?	Yes, the security guards can use the hUb safe app to register visitors' details and check-in visits.
3	Will residents receive any notification for walk-in visitors?	Residents will not be receiving any notification as the hUb safe app serves to speed up the registration process and for the management to have a record of all visitors.
4	What is the option available for a security guard to contact residents?	Security guards can use the hUb safe app to contact the residents by using the native call feature.