HubSync
Workspace Troubleshooting

The HubSync Workspace is designed to create an efficient file sharing experience with your engagement team. This guide provides steps for addressing some frequently encountered issues that may occur when attempting to access and use the Workspace.

Accessing Your Workspace

When you are experiencing difficulties logging into your account there are five common solutions to consider:

1. **Emails Going to Spam**

   Most commonly the no-reply@hubsync.com emails are marked as spam. Please check both your email spam folders and any email security services that may be blocking your emails.

2. **Incorrect Clock Settings**

   The verification codes require a time check against your computer's clock and even a single minute difference can cause the login to fail. Check your computer clock settings are updated to set time automatically for your correct time zone.

3. **Incorrect Email**

   Please confirm you are entering the same email address that was set up for you by your Keiter engagement team. You will receive an email that guides you through the account setup process with the subject title "Setup your Password". Please contact your engagement team if you did not get the email on the account you were expecting.

4. **Verification Codes Sent via Text**

   Verification codes sent via text instead of email are frequently experiencing an unknown error. Please contact your engagement team if you feel that you are impacted by this error and our team will reset your account completely, allowing you to change your verification code election to an email option.

5. **Browser Display Settings**

   If the HubSync platform is not displaying properly upon login, please check the zoom level on your browser. It is recommended to keep the zoom between 67% and 175%.

If you continue to experience trouble logging in, please contact Keiter's Portal Support for assistance.

Downloading and Uploading Documents

Experiencing issues with uploading or downloading documents? Here are the three most common solutions:

1. **Check Your Security Settings**

   Security settings can block documents from being downloaded or corrupt a downloaded document. Contact your IT team to confirm that the HubSync platform is not being blocked.

2. **Refresh the Page or Clear Cache**

   Edge and Chrome keep a cache of a page to improve load times when revisiting a site. This caching can interfere with uploading and downloading documents. Refreshing the page periodically when uploading and downloading documents can help.

   a. This frequently happens when adding, removing, or editing a folder in the files tab before uploading documents.

   b. If no settings have changed in Edge or Chrome, CTRL + SHIFT + R is the keyboard shortcut to clear a page's cache and reload the page.

3. **Download a Zipped File**

   There are file type restrictions and upload size restrictions. You may download a zip version of the file(s) or upload a zip file if you encounter these restrictions.

If you continue to experience trouble uploading or downloading documents, please contact Keiter's Portal Support for assistance.