HUBSYNC PLATFORM FREQUENTLY ASKED QUESTIONS

WHAT IS HUBSYNC?

HubSync is a software-as-a-service application that helps our family of companies streamline communication and workflows with our clients. HubSync's platform allows you to share information with family of companies securely and for us to provide you with information pertaining to your engagement(s). Please visit the HubSync website at HubSync.com/About to learn more.

I RECEIVED AN EMAIL FROM CRI NO-REPLY@HUBSYNC.COM IS IT SAFE, AND WHAT IS IT REGARDING?

You received an email from HubSync requesting your review and signature of a document prepared by our team.
The typical steps include:

- Accessing the document from the link provided.
- Scrolling to review the document.
- Adopting a signature.
- Applying it to the required signature blocks.

I AM UNABLE TO LOGIN TO HUBSYNC. WHO SHOULD I CONTACT FOR HELP?

First, try clicking 'Forgot your password?' on the login page and follow the steps to reset your password. If further assistance is needed, don't hesitate to contact your family of company point of contact.

INSTEAD OF USING HUBSYNC TO PROVIDE MY SIGNATURE, CAN I MAIL OR EMAIL IT TO THE FIRM?

Our preferred method for document exchange and signatures is through HubSync. Please get in touch with your family of company point of contact if you have any additional questions or need help accessing the platform.

HOW CAN I ADJUST THE FREQUENCY OF EMAIL NOTIFICATIONS I RECEIVE FROM HUBSYNC?

Sign in to the platform, click your name in the upper right corner, select notifications, and modify your notification preferences.

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