

HubEngage User FAQ

How do I log in to the HubEngage app?

Download the app from the App Store or Google Play. Enter your work email. If your organization uses SSO, you will be redirected to authenticate via your company's portal. Alternatively, log in to your web portal (e.g., [yourcompany.hubengage.com](#)).

What features can I access as a non-admin user?

You can access news, surveys, social hubs, resources, recognitions, instant messaging, videos, and more.

How can I update my profile information?

Tap your profile picture or initials in the app and select 'Edit' to update your name, photo, or other personal information.

How do I participate in surveys or quizzes?

Tap the Surveys or Quizzes section from the menu. Notifications may alert you when new items are available.

Can I recognize my peers for their achievements?

Yes. Use the Recognition feature to select a coworker, type a note, and submit it with a badge or reward if enabled.

How do I access and download important documents?

Navigate to Resources or Documents, find the file you need, and click it to view or download.

What should I do if I forget my password?

Use the 'Forgot Password' link on the login screen. If your company uses SSO, reset your password through your company's portal.

How can I customize my notification preferences?

Go to Settings > Notifications within the app to toggle notifications for updates, surveys, recognitions, etc.

Is my personal information secure on HubEngage?

Yes. HubEngage complies with ISO 27001, SOC 2, GDPR, and HIPAA standards to protect your data.

Who should I contact for technical support or issues?

Use the Help section in the app, contact your admin team, or email support@hubengage.com.

How do I comment on or like posts in the Social Hub?

Open a post and tap the heart or speech bubble icon to like or comment. You can also reply to other users.

Can I join or follow interest groups?

Yes. Social Hub lets you join topic-based or department-specific groups and participate in their feeds.

How do I find people or departments in the directory?

Use the Directory feature (if enabled) to search for coworkers by name, title, or department.

What types of rewards can I earn?

Depending on your company's setup, you may earn points for completing surveys or recognitions and redeem them for gift cards, swag, or perks.

Can I bookmark or save content?

Yes. In Resources or News, tap the bookmark icon to save items for later viewing in your saved content area.

What languages is the app available in?

HubEngage supports multiple languages. If your company enables this option, you can change the language in the Settings section.

How do I submit feedback or ideas?

Use the app's feedback option, or check if your organization has an Ideas or Suggestions channel in the Social Hub.

Can I access HubEngage offline?

Some content may be cached, but full access requires internet connectivity.

How often is content updated in the app?

Content updates depend on your company's communication team but may be daily, weekly, or monthly.

Is there a tutorial or walkthrough available?

Yes. When logging in for the first time, new users are often guided through a short onboarding process. You can also revisit the walkthrough in the Help section.