



FAQs

- **What is The Hub?**
 - The Hub is a mobile app designed to help you simplify the equipment leasing experience when leasing equipment from ModSpace.
- **Why the name “Hub”?**
 - A hub implies the center of activity and that’s what The Hub is, the central point or system for all activities you could undertake while under-contract for one of our leased products.
- **Why did ModSpace develop this?**
 - Studies show that 70% of General Contractors use a smartphone every day for their job, and that well over 90% of smartphone users have their phones within arms’ reach on a 24/7 basis. That tells us that the smartphone is an indispensable tool for our customers and we need to be right there with them.
- **Can anyone access The Hub?**
 - Once you sign a lease and a unit number is formally assigned to that lease, a notification will be automatically sent via email to you if you are listed as either the lease contact or site contact, alerting you to The Hub and the value it offers you; a link will be provided to allow for ease of downloading.
- **How do I access The Hub?**
 - Through the website link or through the Apple or Android app store, following an email alert sent to you.
- **Does The Hub require a password or some kind of login?**
 - Yes it does, and you’ll be given the opportunity to change your password during the downloading process.
- **What can I do with The Hub?**
 - Customers can engage ModSpace for most, if not all, services we currently provide, but with much greater speed, simplicity and certainty. With The Hub, customers can track their delivery and pick-up, request service, let us know of their end-of-lease intentions, request a quote for their next project...even rate us for the quality of our products, services, people and processes.
- **Why can’t customers do all of these things on the mobile version of our website?**
 - They can, but The Hub is specific to their currently active lease. All fields for services they request are pre-populated with their contract data, accelerating and simplifying the manner in which they engage us. Time is the major currency these days, and The Hub saves time.
- **Is The Hub contract or asset based?**
 - It is contract based, but includes all units (“assets”) that are associated with the contract.
- **When am I alerted to Hub availability?**
 - Once a lease is signed and a unit is formally assigned to that contract.
- **Can I download The Hub from the Apple or Android store any time after lease activation?**
 - Yes, after receiving and activating a lease, you will be able to download The Hub from the Apple or Android store — all you need is your invitation with your login credentials.



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- **Is there a web version?**
 - Yes.
- **What if I have multiple contracts with multiple assets?**
 - The Hub can be used with multiple assets and contracts.
- **Does Hub update real-time with new contracts signed by lessees?**
 - Yes
- **What's the Rate Us section all about?**
 - With The Hub, we can “push” notices to you as we deliver products and services. These notices are requests for your feedback, allowing us to more accurately pinpoint our quality according to corporate function, geography, asset class, person...and make improvements quickly as-needed since data is being gathered on a real-time basis.
- **Once my contract expires, can I still access the Hub?**
 - Yes, however, you will only have access to units that are on active contracts from the initial release date of The Hub.
- **What if I need technical support?**
 - Call ModSpace at 800-523-7918 or select Contact Us from The Hub menu icon at the top of the screen.
- **On my mobile and tablet device, I can only view The Hub in portrait?**
 - The Hub is a hybrid app which only allows it to render in a portrait position on a mobile device.
- **If I am leasing a unit for less than one month, will I get The Hub?**
 - No, The Hub is only available for leases of 2 or more months.