The Hub™
Quick Start Guide

How do I view the equipment that I have on lease and/or check building specifications?

1. From the main menu screen tap on the "My Equipment" button. This will give you a listing of units that you are associated with and are still on an "active lease" with ModSpace.
2. In the equipment list, you will see your Unit #, Delivery City & State and your ModSpace Contract #.

How do I add items to my order before my building gets delivered?

1. Tap on the "Forgot Something" button from the main menu screen.
2. After you tap on the "Forgot Something" button, you will get a listing of the building(s) that you are associated with, but have not been delivered to your requested site. **Please note, in "Forgot Something" you <u>will not</u> see a listing for building(s) that have already been delivered.**
3. In the "Forgot Something" equipment list, you will see your Unit #, Delivery City & State and your ModSpace Contract #.
4. Click on the down arrow and add your item(s) and select "Request Addition".
5. A ModSpace representative will contact you to help you add the selected items to your contract.

How do I check on the delivery date and time for a building scheduled for delivery to my site?

1. Tap on the "My Delivery" button from the main menu screen.
2. When you tap on "My Delivery" button from the main menu screen, you will get a listing of the unit(s) that you are associated with, on an active lease with ModSpace, and scheduled to be delivered or were delivered within the last 5 business days.
3. In the equipment list, you will see your Unit #, Delivery City & State and your ModSpace Contract #.
4. Click on the "Down Arrow" to get delivery details. **Please Note: the "Requested", "Committed", "ETA" and "Closed" buttons are not active.**

How do I digitally sign ModSpace's "Outbound Inspection"?

1. Prior to delivery, ModSpace completes an "Outbound" inspection to ensure you are given a quality product.
2. From "My Delivery" you can review, sign and submit the "Outbound Inspection" right from The Hub.
3. Click on the "Review Inspection Checklist" button.
4. Open and review items in list.
5. Click on "I Agree".
6. Print your name in the "Signature" box, and click on "Submit".

How do I schedule service through The Hub?

1. Tap on the "Need Service" button from the main menu screen.

2. When you tap on "Need Service" from the main menu screen, you will get a listing of the units that you are associated with, and are on an **active lease** with ModSpace. **Please note that you can only create a "Service" case for units that are on an "Activated ModSpace Contract".**
3. In the equipment list, you will see your Unit #, Delivery City & State and your ModSpace Contract #. From the equipment list, you are able to check on active and closed service cases and/or create new service cases.
4. Tap on the down arrow from the Equipment List to check the status of existing service cases associated with that unit or create a new service for that unit.
5. To create a new service case, tap on the "Create New" button.
6. Select the case type i.e. Customer Request, Service Request, or Water Intrusion.
7. Select the case sub-type from the list, your requested date of service, enter optional comments, attach optional photo, and click on submit. **Please note: You will be able to track the status of your service request in The Hub approximately 15 minutes after submission.**

How do I schedule a relocation or a return in The Hub:

1. Tap on the "Relocate/Return" button from the main menu screen.
2. When you tap on "Relocate/Return" from the main menu screen, you will get a listing of the units that you are associated with that are on an **active lease** with ModSpace. **Please note that you can only create a "Relocate/Return" case for units that have been activated by ModSpace.**
3. In the equipment list, you will see your Unit #, Delivery City & State and your ModSpace Contract #. From the equipment list, you can check the status of existing relocation/return cases or create new relocation or return cases.
4. Tap on the down arrow from the Equipment List to check the status of existing relocation/return cases associated with that unit or create a new relocation/return case for that unit.
5. To create a new relocation/return case, tap on the "Create New" button.
6. Select the case type i.e. Relocation – Same Site.
7. Enter your requested date, enter optional comments, and click on submit. **Please note: You will be able to track the status of your relocation/return request in The Hub approximately 15 minutes after submission.**

Future Needs:

When you tap on "Future Needs" from the main menu screen, you will be directed to ModSpace's "Instant Quote" site. From here, you will be able to receive a price quote in seconds on multiple standard items.

Rate Us:

When you tap on "Rate Us" from the main menu screen, you will be directed to ModSpace's "Get Feedback" site. From here, you will be able to rate particular aspects of ModSpace's service and provide open comments on the service. ModSpace will use your feedback to improve your customer experience.