



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

If you're having trouble logging into your HubSync account, here are the five most common issues and how to fix them:

Emails Going to Spam - Most often, emails from no-reply@hubsync.com are sent to spam or blocked by email security filters.

 What to do - Check your spam/junk folders. Check any email security services your organization uses.

Incorrect Clock Settings - HubSync verification codes rely on your computer's time settings. Even being off by one minute can cause login failures.

 What to do - Ensure your computer is set to the correct time zone. Turn on "Set Time Automatically."

Incorrect Email - You must sign in with the email address your Blue & Co. advisor used to create your account.

 What to do - Make sure you're entering the correct email. Look for an email titled "Setup Your Password." If you didn't receive it, contact your engagement team.



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Verification Codes Sent via Text - Verification codes sent via text instead of email are frequently experiencing an unknown error.

 What to do - Contact your Blue & Co. advisor. Our team can reset your account so that you can switch to email-based verification.

Browser Display Settings - If the HubSync Workspace doesn't look right after logging in.

 What to do - Check your browser zoom level. We recommend keeping it between 67% and 175%.

Downloading and Uploading Documents

The HubSync Workspace is designed to streamline file sharing with your engagement team. Below are common issues and solutions when uploading or downloading documents.

Security Settings Preventing Downloads - Some security tools may block or corrupt downloads.

 What to do - Contact your IT team to confirm the HubSync platform isn't being blocked.

Edge and Chrome Browser 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.

 What to do - Try refreshing the page. If that doesn't help, clear your cache with the shortcut:CTRL + SHIFT + R.



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Large Uploads May be Restricted - Some file types or large uploads may be restricted.

 What to do - Try downloading files as a ZIP file.
Upload documents in a ZIP format if needed.

We're here to help!

If you continue to experience issues, please contact your Blue & Co. advisor.

[Email Us](#) - clientgateway@blueandco.com

[Call Us](#) - 800-717-2583

[Learn More](#) - <https://info.blueandco.com/hubsync>