The Hub Mobile App Installation Guide

Contents

[1. How to Download and Install The Hub Mobile App 1](#_Toc35360285)

[2. Mark Attendance 2](#_Toc35360286)

[3. FAQ 2](#_Toc35360287)

# How to Download and Install The Hub Mobile App

**How can one install this app on Android?**

* Access following location- <https://thehubmobile.cybage.com/>
* Download the .apk file for ‘Gateway’ app
* Install
* Look for ‘The Hub’ app under Gateway app
* Download and install

**How can one install this app on iOS?**

* Access following location- <https://thehubmobile.cybage.com/>
* Login with Cybage credentials
* Click on iOS download link
* Enter Cybage credentials again
* Gateway app icon will start appearing on home screen
* Once you click on the icon, you will get “Untrusted Enterprise Developer” notification, go to: Settings > General > Device Management and select Cybage Software INC as trusted developer
* Once the permission is given, you can access the app
* Look for ‘The Hub’ app under Gateway app
* Download and install

# Mark Attendance

All employees will be able to mark their attendance by just clicking on “Mark In” button. This will be treated as swipe at back end with location where employee has marked in.

# FAQ

1. I am facing issues w.r.t.
   * Downloading of the app
   * Installation of the app
   * Functionality within the app
   * Forced closure of the app

You can contact us by mailing description of your issue along with screenshot to the following email id - Asha Bhat - [ashabh@cybage.com](mailto:ashabh@cybage.com)

1. I have a suggestion or feature request for the mobile app

You can contact us by mailing your feature request to the following email id - Asha Bhat [ashabh@cybage.com](mailto:ashabh@cybage.com)

1. Can I install The Hub without installing Gateway app?

Yes you can. These apps can be installed independently as well. But it is recommended to install The Hub App through Gateway only

1. Not able to open the App after entering credentials for login.

Come back from browser to main menu. Then open the App again.

Note: This is known Chrome issue.

1. I already have The Hub App installed, but not able to see “Mark Attendance” Feature.

Please uninstall the App and install it again.