

The Hub FAQ's

What is The Hub?

The Hub provides convenient central online resources for Bosch, NEFF and Siemens.

The Hub will give you access to:

- The latest 'up to date' Bosch, NEFF and Siemens News articles
- All relevant tools and information to support you such as Toolbox Downloads and Image Area.
- The latest marketing materials from BSH HQ.
- The latest social media assets across all three brands.

How do I join The Hub?

If you do not have an existing account, and you are the Owner of the business please contact your Area Business Manager who can get in touch with us to set up a new account for you.

If you are a designer you can request that the Owner of the business created a new account for you on their Hub log in within 'My Account'.

How do I activate my Hub account?

If you have not visited The Hub before you will need to activate your account - simply follow the steps below:

- Step 1: Enter your Username, your Activation code (both sent in your 'Invite' email) and enter the word that appears in the CAPTCHA field
- Step 2: Confirm your contact details and profile
- Step 3: Set a security questions & answer
- Step 4: Create a new Password
- Step 5: Read and accept the Terms & Conditions

I'm trying to activate my account, but the password I have chosen is not being accepted – What should I do?

Your password must be a minimum of 10 characters and it should include three of the four: lower case, upper case, numbers, special characters i.e. # ! * \$.

If you are still having problems with your password, please email The Hub Team: support@thehub.bsh-group.co.uk or support@thehub.bsh-group.ie for Ireland.

I have activated my account, but my employees have not received an 'Invite' email yet – What should I do?

Once the Owner has activated their account for The Hub they will need to 'Invite' their employees to join The Hub.

If any employees have not received an 'Invite' email then please email The Hub Team: support@thehub.bsh-group.co.uk or support@thehub.bsh-group.ie for Ireland users.

How do I access The Hub?

You can access The Hub any time using the following links:

The Hub UK: <https://thehub.bsh-group.co.uk/Account/Login>

The Hub Ireland: <https://thehub.bsh-group.ie/Account/Login>

To access The Hub you will require your Username and the password you created during the activation process.

I cannot remember my password - What should I do?

If you cannot remember the password that you created when you activated your account simply click on the 'Forgotten Password' link on the login page and follow the on-screen instructions to reset your password.

I'm not able to login and cannot remember my security question & answer – What should I do?

If you cannot remember the security question & answer that you created when you activated your account, please email The Hub Team: support@thehub.bsh-group.co.uk or support@thehub.bsh-group.ie

How do I contact The Hub Team?

You can contact The Hub Team by:

The Hub UK Telephone: 01908 214 771

The Hub UK Email: support@thehub.bsh-group.co.uk

The Hub Ireland Telephone: 1800 816 277

The Hub Ireland Email: support@thehub.bsh-group.ie

I need to contact The Hub Team – When is the best time to contact them?

The Hub opening hours are:

Monday – Friday 09:00am – 17:30pm (GMT) excluding Public Holidays

I have recently changed my email address – Who should I contact?

You can update all of your contact details at any time The Hub. Simply login to The Hub and click on the 'My Profile' in the side navigation and you will be able to edit your contact details in the 'My Profile' section.

I have moved to a new Retailer – Who should I contact?

If you change employment you will need to contact your Area Business Manager to notify The Hub and BSH Home Appliances Ltd.

I experienced an error whilst trying to access The Hub portal – Who should I contact?

If you encounter an error whilst trying to access The Hub then please try closing your browser and reopening it. If this does not work or if you require any further assistance you can email The Hub support Team: support@thehub.bsh-group.co.uk or support@thehub.bsh-group.ie