

## Help Hub – Frequently Asked Questions (FAQ)

Welcome to the Help Hub “Frequently Asked Questions” reference page.

### General Questions

<b>Q</b>	What is Help Hub?
<b>A</b>	<ul style="list-style-type: none"><li>▪ An upgrade and replacement of two employee tools: United ServiceAnywhere (USAW) (<i>launching May 17</i>) and SRP (<i>launching in June</i>)</li><li>▪ An online portal that allows you to search for answers to questions or request services across many United business units that support employees</li></ul>
<b>Q</b>	Are you replacing USAW and SRP at the same time?
<b>A</b>	<ul style="list-style-type: none"><li>▪ No. Help Hub will be replacing USAW on May 17, while SRP will be replaced by Help Hub in June.</li></ul>
<b>Q</b>	Why will I want to use Help Hub?
<b>A</b>	<ul style="list-style-type: none"><li>▪ <b>No more guesswork.</b> Your requests route automatically to the appropriate team.</li><li>▪ <b>Timely information.</b> Get real-time updates on the status of service requests you make.</li><li>▪ <b>Personalization.</b> See only information and requests that apply to you.</li></ul>
<b>Q</b>	How is Help Hub different from Flying Together?
<b>A</b>	<ul style="list-style-type: none"><li>▪ Flying Together is our company intranet site and a central place for company and division news, documents and tools. Help Hub supplements Flying Together, giving you the ability to search for answers to questions or request services across many United business units that support employees.</li></ul>
<b>Q</b>	What’s a “request” in Help Hub?
<b>A</b>	<ul style="list-style-type: none"><li>▪ In Help Hub you can submit questions or issues to teams that support employees, and this is done using “requests” through the Help Hub system. Requests you submit through Help Hub are automatically directed to the business unit that can review and fulfill the service you’re looking for or answer your questions.</li></ul>
<b>Q</b>	What’s an “FAQ” in Help Hub?
<b>A</b>	<ul style="list-style-type: none"><li>▪ Help Hub FAQs provide you with answers to some of the most frequently asked questions about the topics that you can get assistance with via the Help Hub portal.</li></ul>
<b>Q</b>	What are the differences between the main section pages of Help Hub?
<b>A</b>	<ul style="list-style-type: none"><li>▪ <b>Help Hub home page</b> – This is the official home page of Help Hub and allows you to navigate to the Employee Services or Digital IT Services sections.</li><li>▪ <b>Help Hub Employee Services home page</b> – From this landing page you can review FAQs or submit requests about attendance and absences, badging, benefits, employee travel, HR programs, pay or training.</li><li>▪ <b>Help Hub Digital IT Services home page</b> – (<i>launching in June</i>) From this landing page you can submit a request from the IT services catalog or start a chat with the IT Service Desk.</li></ul>

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### Accessing Help Hub

<b>Q</b>	How can I access Help Hub?
<b>A</b>	<ul style="list-style-type: none"><li>▪ <b>Company-issued mobile devices:</b> Click on the Help Hub icon and sign in using your Flying Together credentials.</li><li>▪ <b>Computers and personal mobile devices:</b> Go to Flying Together &gt; Employee Services &gt; Help Hub or <a href="http://helphub.ual.com">helphub.ual.com</a></li></ul>
<b>Q</b>	Who can access Help Hub?
<b>A</b>	<ul style="list-style-type: none"><li>▪ All employees and retirees can access and use Help Hub.</li><li>▪ All vendors can access the Help Hub Digital IT Services home page (<i>launching in June</i>), and vendors who are eligible for travel privileges can access the Help Hub Employee Services home page (<i>launching May 17</i>).</li></ul>

### Resources/Contacts

<b>Q</b>	Where can I find Help Hub training materials?
<b>A</b>	A navigational video and user guide are available on the home page of the Help hub portal.
<b>Q</b>	Who can help me if I have questions?
<b>A</b>	<ul style="list-style-type: none"><li>▪ For general questions, please contact the HR Communication team via email at <a href="mailto:hr.communication@united.com">hr.communication@united.com</a>.</li><li>▪ If you are having technical issues with Help Hub, contact the IT Service Desk at 1-847-700-5800.</li><li>▪ You can submit site feedback using the “site feedback” link on the lower right-hand corner of the Help Hub home page.</li></ul>