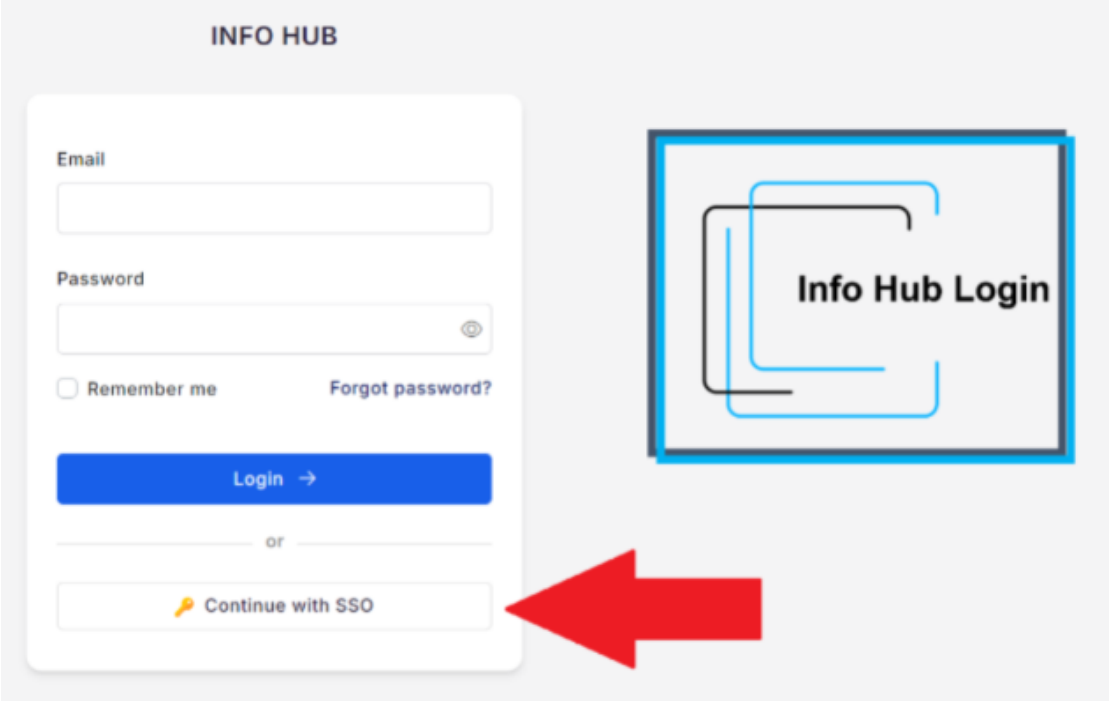
Infohub Questions

Brandon Allen - 2024-10-08 - Frequently Asked Questions (FAQs)

How do I access Infohub?

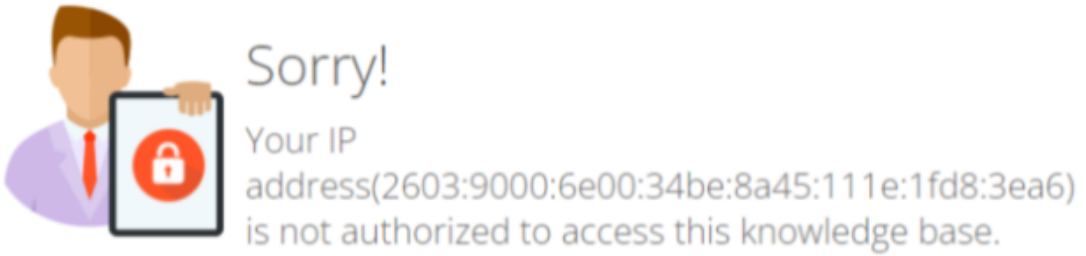
The URL for Infohub is https://tsg-info.document360.io/

What are my credentials or how do I log into Infohub?



Most employees will need to use the “Continue with SSO” button on the login page.

When I try to access Infohub it says my IP address is not authorized?



Usually, this error occurs if you are working from home are not connected to the VPN.

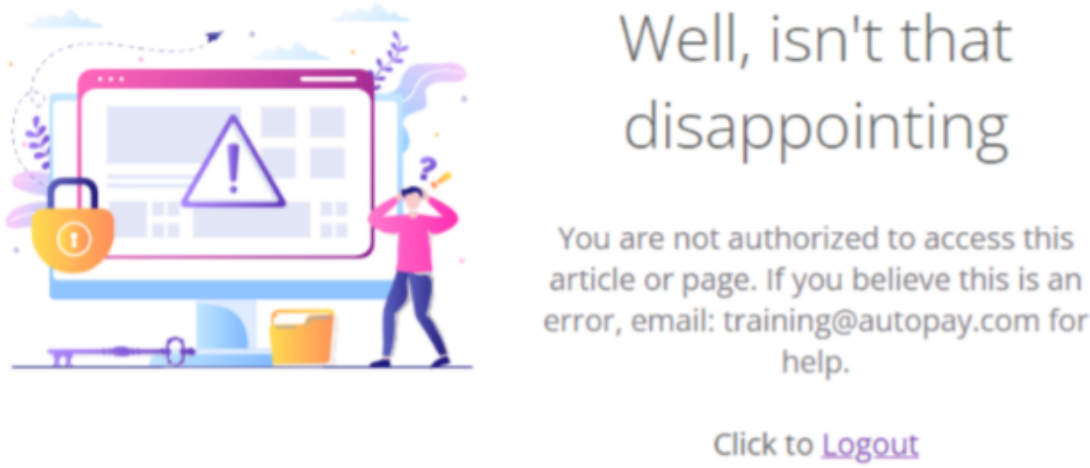
Connect to the VPN and see if that resolves the issue.

If you are connected to the VPN please try the following steps individually:

1. Close **all** browser windows and relaunch the browser
2. Clear cache and cookies for all time
3. Disconnect from and reconnect to the VPN
4. Ensure you are using Microsoft Edge and not Google Chrome

If you still cannot access Infohub, please submit a helpdesk ticket.

When I try to access an article or page it says I am not authorized to access it?



Access to Infohub resources is managed by the training department. Please email training@autopay.com for assistance.

None of the above is applicable or I still need help?

IT does not manage Infohub. Please email training@autopay.com for assistance.