

Create a New Account

Web

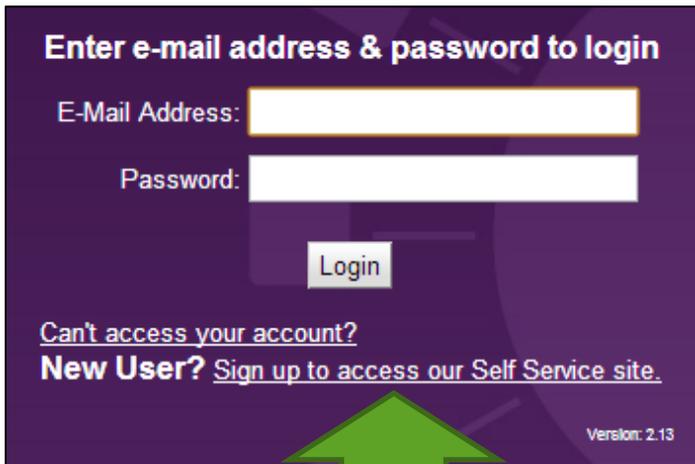
Overview

With SmartHub Web, you can pay your bills, manage the bank and card information for stored payment methods, view your usage, report problems with your service, contact your provider, and more.

Getting started is easy. If you don't already have online access to your account, you can quickly sign up for it. This document shows you how.

Register for an Account

1. From the SmartHub login page, click the **New User? Sign up to access our Self Service site.** hyperlink.



The New User Registration page appears.

2. Enter your **Account Number** with your provider.
3. Enter the last name or business name associated with that account.
4. Enter a valid email address. This will become your username.

New User Registration

To register as a new user, please enter the following information so that we may access your account.

Account Number:

Last Name or Business Name:

E-Mail Address:

5. Click the **Submit** button.

The second registration screen appears.

Please answer the following about the account that you are trying to register in order to protect you against identity theft.

Security Question 1 Answer

Last 4 Digits Of SSN Or Federal Tax ID (For Businesses)

Security Question 2 Answer

Mailing ZIP Code

Please type the characters you see in the picture below.



[Privacy & Terms](#)

6. Enter the security information required by your provider.

Note: Security information may vary. You can be asked for a variety of verification information.

Examples include:

- Last bill amount
- Last 4 digits of your Social Security Number
- Birthday (Month and Day)
- Security Question and Answer
- Billing ZIP Code

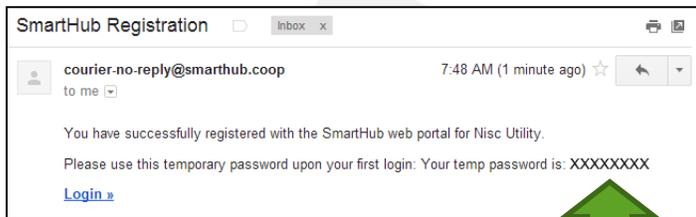
7. Type the characters displayed in the security picture.
8. Click the **Submit** button.

Create a New Account

Web

A Registration Complete alert appears. SmartHub also sends a temporary password to the email address just provided.

9. Click **OK**.
10. Check your email and get the temporary password.



11. From the SmartHub login screen, enter your email address as your username and the new temporary password.
12. Click the **Login** button.

Your account is created and you are free to access SmartHub and all its features.

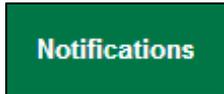
Overview

The SmartHub Feed serves almost like an activity log for your account. Pay a bill and there will be a message about it in the Feed. Sign up for recurring payments and SmartHub notes it here. Contact your provider. . . well, you get the idea. So not only will SmartHub contact you via email or text at your direction using Notifications, you can come here to see any actions taken in SmartHub affecting your account.

Additionally, you may see postings from your provider on various social media sites, such as Facebook, Twitter, or Google+.

Review Notifications

1. From the home page, click the **Notifications** tab.



2. Click the **SmartHub Feed** link in the far left menu.

The SmartHub Feed page appears.

3. Click a specific notification to view additional details.

For SmartHub messages, a window appears displaying the full details of the notifications. For social media messages, a new browser tab opens, displaying the message on the social media site.

Your payment was received through our web payment system for the following:

Total Amount: \$8.50

Customer Number: 3410060900

Customer Name: CRAIG DAHLE

Account Number: 3410060900

Type Service: REMC

Payment Amount: \$5.00

Convenience Fee: \$3.50

Authorization Code: 20373

Transaction ID: 77021

Payment Date: Monday, August 12, 2013 3:14:34 PM CDT

4. Return to the SmartHub Feed:

SmartHub Notifications: Click outside the details window

OR

Social Media Posts: Click the SmartHub tab in your web browser.

Filter the Feed

Each available source has a checkbox next to it at the top of the screen. By default, all checkboxes are selected. Uncheck the box next to a source to remove it from the feed below. Check the box next to the sources you wish to view.

SmartHub Feed

Use this page to see your past notifications. Select which notification social network feeds.

SmartHub Notifications Facebook Twitter Google +

 - 13 days ago..

Your payment has been submitted

Refresh the Feed

Click the **Refresh** link in the upper right to update the screen with the most current information.



Overview

One of the great things about SmartHub is notifications. SmartHub can either email or text you to remind you about aspects of your account. For example, your latest bill is available, your payment is due in 3 days, or your payment has posted. By default, notifications are sent to the email address associated with your account – the same one you use as a username. If you want notifications sent to a different email address or even texted to your mobile phone, you can do that too.

Note: Setting up a contact is only the first part of the process. You need to change the contact on an active notification on the Manage Notifications screen to use the additional contacts.

Add Additional Contacts

1. Click the **Notifications** tab. 
2. Click the **Manage Contacts** link in the far left.
3. Determine the type of contact to add and click the appropriate button: **Email** or **Text Message**.

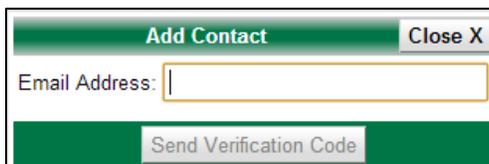
Email:

- a. Click the **Add Email Contact** button.



The Add Contact window appears.

- b. Enter the email address where you want notifications sent.

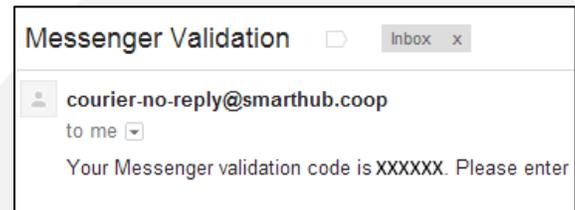


The screenshot shows a window titled "Add Contact" with a "Close X" button. Below the title bar, there is a label "Email Address:" followed by an empty text input field. At the bottom of the window, there is a green button labeled "Send Verification Code".

- c. Click the **Send Verification Code** button.

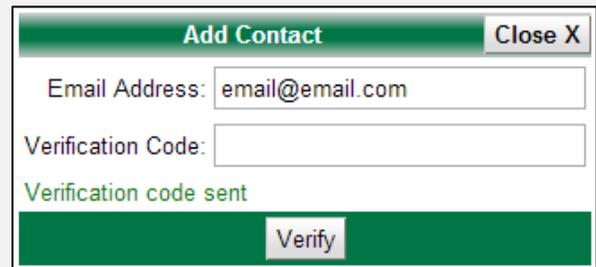
SmartHub sends a verification code email to the address provided. The email comes from "courier-no-reply," and the subject is "Messenger Validation."

- d. Check your email and get the SmartHub verification code. Be sure to leave SmartHub up as you still have work to do here.



The screenshot shows an email interface. The subject is "Messenger Validation" and it's in the "Inbox". The sender is "courier-no-reply@smarthub.coop" and it's addressed "to me". The body of the email says: "Your Messenger validation code is XXXXXX. Please enter".

- e. Back in SmartHub, enter your verification code.



The screenshot shows the "Add Contact" window with the "Email Address" field filled with "email@email.com". The "Verification Code" field is empty. Below the fields, the text "Verification code sent" is displayed in green. At the bottom, the "Verify" button is highlighted in green.

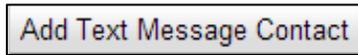
- f. Click the **Verify** button.

- g. Click the **Close** button.

The Manage Contacts page displays and you can see the new Email Contact with an Active status.

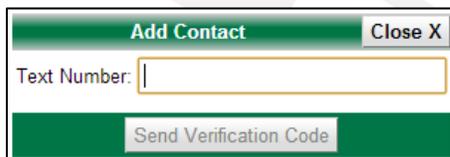
Text Message:

- a. Click the **Add Text Message Contact** button.



The Add Contact window appears.

- b. Enter the mobile phone number where you want text message notifications sent. Be certain to enter the mobile number without any dashes, spaces or other characters.

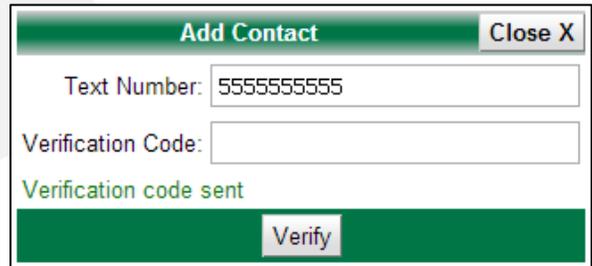


Note: Text message rates may apply depending upon your wireless carrier and plan.

- c. Click the **Send Verification Code** button.

SmartHub sends a verification code text to the mobile phone number provided from "806-76."

- d. Check your mobile phone to read the text and get the verification code. Be sure to leave SmartHub up as you still have work to do here.
- e. Back in SmartHub, enter your verification code.



- f. Click the **Verify** button.
- g. Click the **Close** button.

The Manage Contacts page displays and you can see the new Text Message Contact with an Active status.

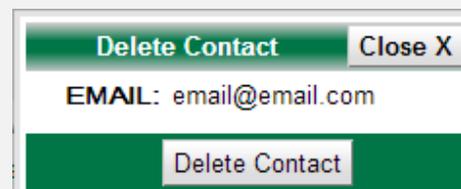
Delete Notification Contact:

1. Click the **Notifications** tab.
2. Click the **Manage Contacts** link in the far left.
3. Locate the correct contact and click the corresponding **Delete** button.



The Delete Contact window displays.

4. Click the **Delete Contact** button to confirm your intent.



The Manage Contacts page displays and you can see the contact is deleted.

Overview

Want a reminder that your bill is due? How about a prompt that your bill is now past due? Interested in knowing your payment posted?

Notifications in SmartHub can do exactly that – email or text important information about your account. You tell SmartHub when and how to contact you. Some notifications even allow you to get specific, such as setting the numbers of days to remind you before your bill is due.

Of course, to send you a notification, you need to have contact information stored in the system. Be sure you've added contacts before setting your notifications.

Some common notifications include –

- Bill Available
- Payment Due
- Payment Confirmation
- Delinquent Notice
- Credit Card Expiration
- Power Outage

Note: Available notifications in SmartHub are set by your provider. Specific notifications shown in this document may vary from what you see when you log into SmartHub. Some options are also specific to your account type. For example, prepaid customers might see different options than other customers.

Sign Up for Notifications

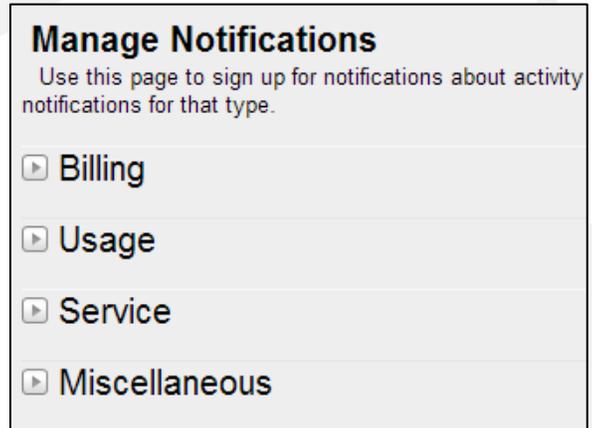
1. From the home page, click the **Notifications** tab.



2. Click the **Manage Notifications** link in the far left menu.

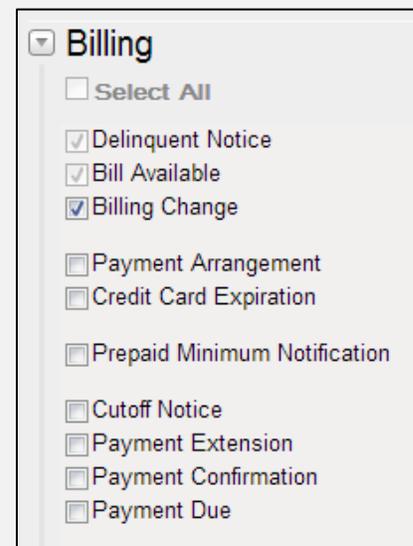
The Manage Notifications page appears, displaying various categories of notifications,

including Billing, Usage, Service, and Miscellaneous.



3. Click the arrow to the left of the desired Category.

All the available notifications for that category appear.



4. Check the box next to each notification you wish to receive.

Note: You can also check **Select All** to subscribe to all notifications in that category.

If Options are available for a selected notification, the **Edit Notification Options** window appears.

- Follow the onscreen instructions to set the available options for this notification.

After setting your options, the **Edit Notification Options** window closes, returning you to the Manage Notifications screen. Your notification will now be sent to the email address you use as your username.

- Check the contact(s) where you want this notification sent.
- Click the **Save** button.

The **Select Contacts** window closes and you return to the Manage Notifications page.

Change Contact(s)

- From the **Manage Notifications** page, click the arrow to the left of the appropriate category.

The notifications under that category appear.

- Click **Edit** to the right of the appropriate notification.

The **Select Contacts** window appears. Here you can change the contact or add additional contacts as required.

- Uncheck the current contact, if desired.

Change Options

- From the **Manage Notifications** page, click the arrow to the left of the desired category.

The notifications under that category appear.

- Click the **Options** link, located on the far right of the appropriate notification.

The **Edit Notification Options** window appears.

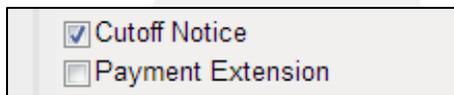
- Follow the onscreen instructions to customize the notifications you will receive.

After setting your options, the Edit Notification Options window closes, returning you to the Manage Notifications screen.

Stop a Notification

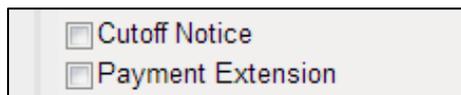
1. From the **Manage Notifications** page, click the arrow to the left of the desired category.

The notifications under that category appear.



Cutoff Notice
 Payment Extension

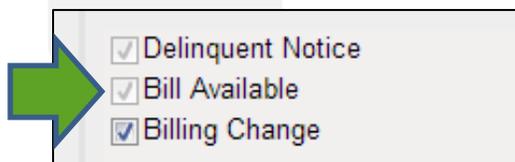
2. Uncheck the box next to the notification you no longer wish to receive.



Cutoff Notice
 Payment Extension

3. Your selection is automatically saved and that notification will no longer be sent.

Note: Some notifications may be required by your provider and cannot be unchecked (see below); however, you can still edit the notification contact or options.



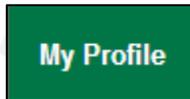
Delinquent Notice
 Bill Available
 Billing Change

Overview

One of the advantages of SmartHub is that you can conveniently make payments from your computer. No stamps for you! This document shows you how to add, edit, and delete payment account information that you can use to quickly pay your bill when it's due in SmartHub Web. Rest assured your information is securely stored in accordance with credit card industry data security standards.

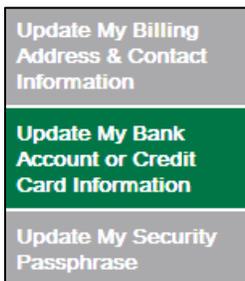
Add a Payment Method

1. From the homepage, click the **My Profile** tab.



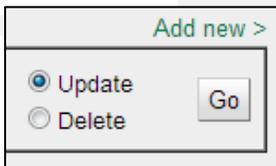
2. Click the **My Information** link in the left menu.

3. Click the **Update My Bank Account or Credit Card Information** tab.



The My Stored Accounts page appears.

4. Determine the type of payment method to add (Credit/Debit Card or Bank Account) and click the corresponding **Add new** hyperlink.



Credit or Debit Card

The Add a Stored Credit Card window displays.

- a. Verify your Security Phrase is correct. If not, contact customer service ASAP.

- b. Enter payment method information into required fields which are marked with an (*) asterisk.
- c. Click the **Add Card** button.



Confirmation text appears at the top of the window indicating your card has been successfully added.

- d. Click the **Close** button in the upper right.

The window closes and the Credit/Debit Cards table displays the newly added card.

Bank Account

The Add a Stored Bank Account window appears.

- a. Verify Security Phrase is correct. If not, contact customer service ASAP.
- b. Enter payment method information into required fields which are marked with an (*) asterisk.

Add a Stored Bank Account

Customer ID:

Payment Method: *

Account Description:

Bank Routing Number: *

[Where do I find it?](#)

Account Number: *

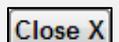
[Where do I find it?](#)

Account Type: *

- c. Click the **Add Account** button.

Confirmation text appears at the top of the window indicating your bank account has been successfully added.

- d. Click the **Close** button in the upper right.



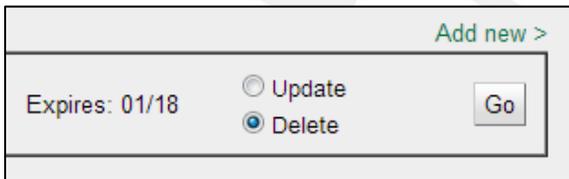
The window closes and the Bank Accounts table displays the newly added account.

Delete a Payment Method

1. From the homepage, click the **My Profile** tab.
2. Click the **My Information** link in the left menu.
3. Click the **Update My Bank Account or Credit Card Information** tab.

The My Stored Accounts page appears.

4. Locate the payment method you want to delete, and select the corresponding Delete option.



5. Click the associated Go button.

The Delete Stored [Payment Method] window appears.

6. Verify the Security Phrase is correct. If not, contact customer service ASAP.
7. Click the Delete [Payment Method] button.

Confirmation text appears at the top of the window indicating success.



8. Click the Close button, located in the upper right of the window.

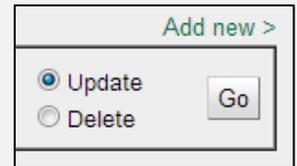
The window closes and your payment method is removed from the Credit/Debit Cards or Bank Account table.

Edit a Payment Method

1. From the homepage, click the **My Profile** button.
2. Click the **My Information** link in the left menu.
3. Click the **Update My Bank Account or Credit Card Information** tab.

The My Stored Accounts page appears.

4. On the appropriate payment method, select the **Update** option.



5. Click the corresponding **Go** button.

The Update Stored [Payment Method] window appears.

6. Update the out of date information. Please note only certain fields can be edited. If you need to make changes to fields that cannot be edited, you will need to delete this payment method and enter a new one.
7. Once satisfied with your edits, click the **Update [Payment Method]** button.



Confirmation text appears across the top of the window.

8. Click the **Close** button to return to the My Stored Accounts page.

Overview

SmartHub Web makes it easy for you to pay your bill. You can pay your entire balance due, make a partial payment, or pay a specific amount, for one account or several. You can use a stored payment method, or add additional ones you can use one time or save them for future use.

This document tells you how to do it with SmartHub Web.

Pay Your Bill

1. On the homepage, click the **Billing & Payments** tab.

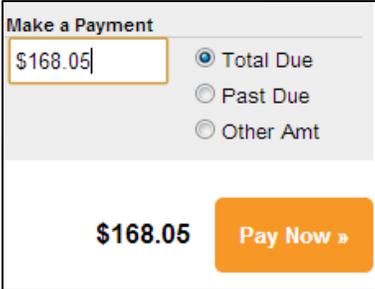


2. Click the **Billing & Payments** link in the far left menu.

The Billing and Payments screen appears.

3. Determine the amount you wish to pay and select the corresponding item:

- **Total Due:** The default selection that will automatically be checked.



Make a Payment

\$168.05

Total Due
 Past Due
 Other Amt

\$168.05 **Pay Now »**

- **Past Due:** This option allows you to pay only the amount past due and not the amount currently due. This option will not appear if you do not have a past due amount.
- **Other Amt:** This option allows you to set the amount of your payment. Click the **Make a Payment** field and enter the amount you want to pay.

4. Click the **Pay Now** button.

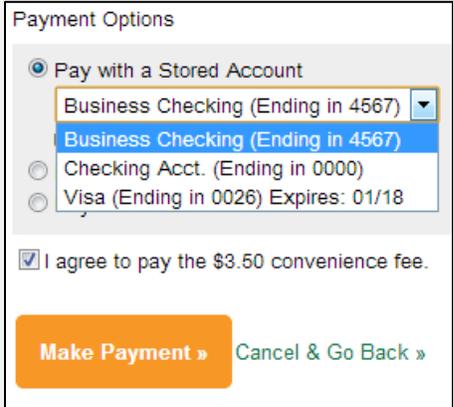
The Payment Summary page appears.

Account	Amount Past Due	Payment
Hometown 3410060900 700 KIERAN DR, LAKE SAINT LOUIS, MO	\$8.05	\$168.05
Sub Total:		\$168.05
Edit Amount »		
Convenience Fee:		\$3.50
Total Payment:		\$171.55

5. Select a payment option:

Pay with a Stored Account

Note: This option only appears if there is a payment method already stored.



Payment Options

Pay with a Stored Account
 Business Checking (Ending in 4567) ▾
 Business Checking (Ending in 4567)
 Checking Acct. (Ending in 0000)
 Visa (Ending in 0026) Expires: 01/18

I agree to pay the \$3.50 convenience fee.

Make Payment » [Cancel & Go Back »](#)

- a. Select the **Pay with a Stored Account** option.
- b. Select a stored payment method from the drop down menu. (Credit or debit cards will require you to enter the Card Verification Code.)
- c. If present, click the **I agree to pay the \$X.XX convenience fee.** checkbox.

- d. Click the **Make Payment** button.

The Payment window appears.

- e. Review the payment information and click the Submit button.



A confirmation appears indicating your payment was successful.

- f. Click the **Close** button.

The Receipt Request window appears.

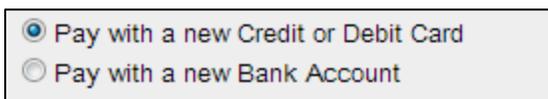
- g. If desired, you can print or email yourself a receipt by clicking the appropriate button.



- h. Click the **Close** button to return to the Billing & Payments screen.

Pay with a New Card or Bank Account

- a. Select the new payment type option: **Pay with a new Credit or Debit Card** or **Pay with a new Bank Account**.



- b. If present, click the **I agree to pay the \$X.XX convenience fee.** checkbox.

- c. Click the Make Payment button.

The Payment screen displays.

- d. Enter information in the required fields, marked with an asterisk (*).

- e. If desired, tap the **Save [payment method] for future payments** checkbox to store this payment method for future use. Rest assured your information is securely stored in accordance with credit card industry data security standards.

- f. Once satisfied with your entries, tap the **Continue** button at the bottom of the form.

A payment confirmation screen appears.

- g. Review the payment information and click the **Submit** button.

A confirmation screen appears indicating your payment has been processed.

- h. If desired, you can print or email yourself a receipt by clicking the appropriate button.

- i. Click the **Close** button to return to the home page.

Overview

Having access to your billing & payment history through SmartHub has many benefits. Not only does it cut down on the storage of paper bills, allowing you to go green, but it also means you don't have to wait until a representative is available to get the information you want.

View Previous Bills

1. From the SmartHub Home page, click the **Billing & Payments** tab.



2. Click the **Billing History** link in the far left menu.

A listing of previous bills displays, along with links to view PDF images of each bill, if available.

3. Find the appropriate bill and click the associated **View Bill** link, located under the dollar amount in the Printed Bill column.

ANDY TOONEY 1312000500	Hometown 1312000500 4300 N 1200 E, LAKE SAINT LOUIS, MO Payment History >
Billing Date	Printed Bill
07/03/2013	\$149.00 View Bill > View Usage >

A PDF copy of your bill opens in a new browser tab. You must have a PDF viewer, such as Adobe Acrobat Reader, installed to view the bill.

4. Click the SmartHub – Billing History browser tab to return to SmartHub.



View Previous Payments

1. From the SmartHub Home page, click the **Billing & Payments** tab.
2. Click the **Payment History** link in the far left menu.



A listing of your previous payments displays, including amounts and dates.

Hometown 3410060900 - Budget Billing Account 700 KERAN DR, LAKE SAINT LOUIS, MO Billing History >		
Past Payments		
Service	Posted Date	Amount
Hometown	06/25/2013	\$161.00
Hometown	05/29/2013	\$169.05
Hometown	04/21/2013	\$160.00
Hometown	03/31/2013	\$171.15
Hometown	02/28/2013	\$184.80
Hometown	01/25/2013	\$181.65
Hometown	12/15/2012	\$220.00
Hometown	11/23/2012	\$109.20
Hometown	10/13/2012	\$83.00
Hometown	09/21/2012	\$87.00
Hometown	09/04/2012	\$114.45
Hometown	07/16/2012	\$118.00