

Create a New Account

Web

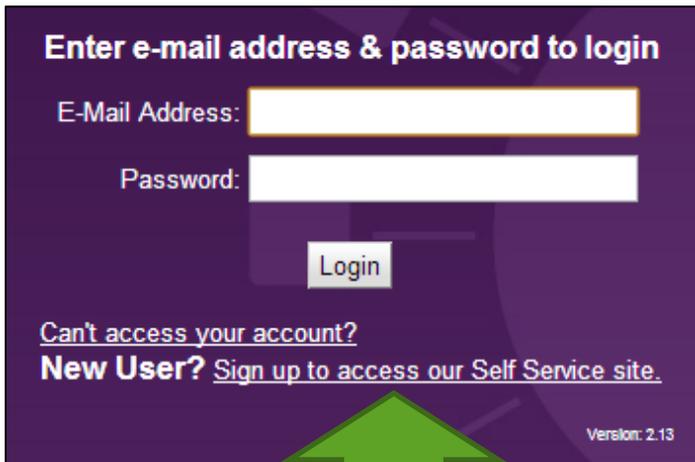
Overview

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

- From the [SmartHub login](#) page, **Click the New User? Sign up to access our Self Service site.**



The New User Registration page appears.

- Enter your **Account Number** with your provider.
- Enter the last name or business name associated with that account.
- 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:

- 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](#)

- 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

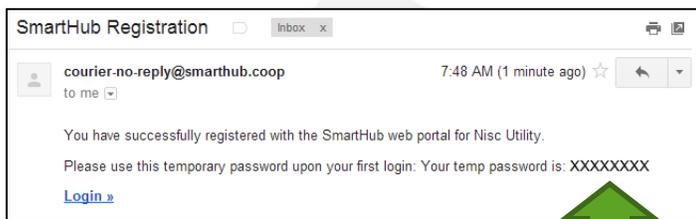
- Type the characters displayed in the security picture.
- Click the **Submit** button.

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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

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**.

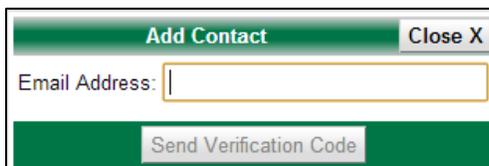
Email:

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



The Add Contact window appears.

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

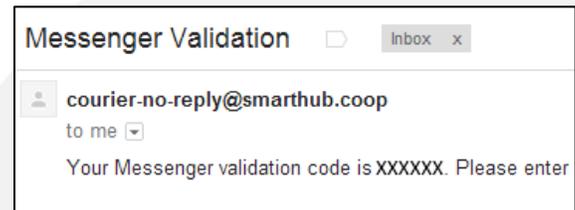


The screenshot shows a window titled "Add Contact" with a "Close X" button. Below the title bar, there is a label "Email Address:" followed by an empty text input field. At the bottom of the window, there is a green bar containing a "Send Verification Code" button.

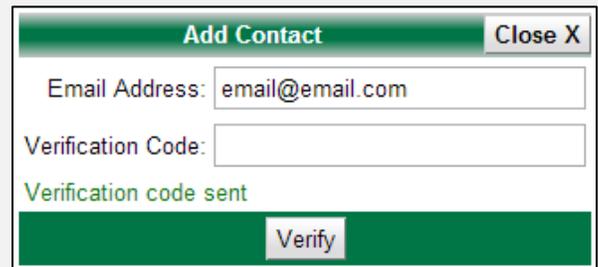
- c. Click the **Send Verification Code** button.

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.



- 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". Below it is a "Verification Code:" label followed by an empty text input field. Below the input field, the text "Verification code sent" is displayed in green. At the bottom, there is a green bar with a "Verify" button.

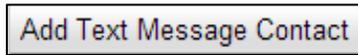
- f. Click the **Verify** button.

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

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

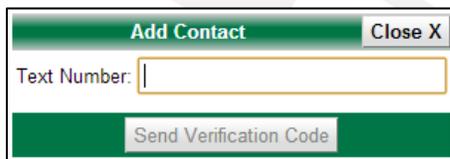
Text Message:

- 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.

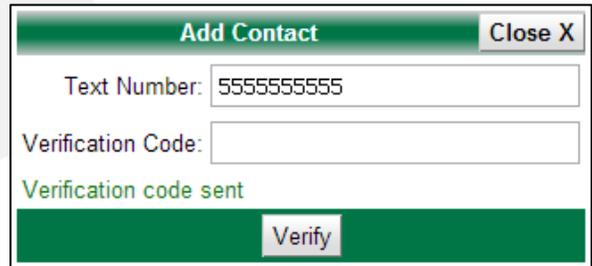


Note: Text message rates may apply depending upon your wireless carrier and plan.

- 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.

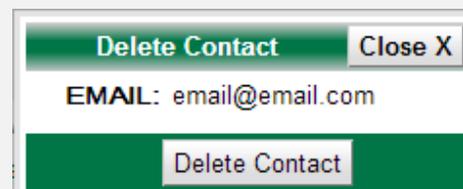
Delete Notification Contact:

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.

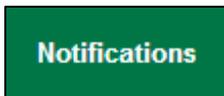
Some common notifications include –

- 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

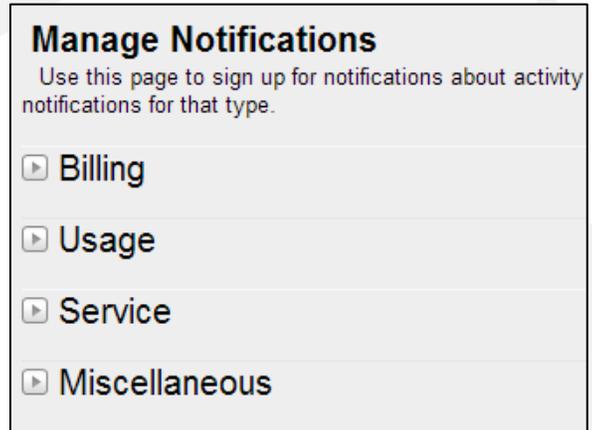
1. From the home page, click the **Notifications** tab.



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

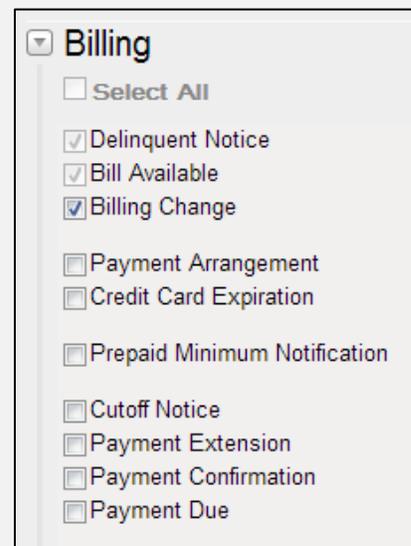
The Manage Notifications page appears, displaying various categories of notifications,

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 Notifications Options** window appears.

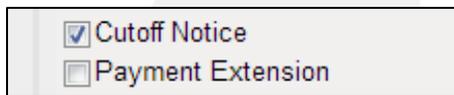
- Follow the onscreen instructions to customize the notifications you will receive.

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

Stop a Notification

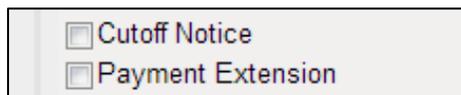
1. From the **Manage Notifications** page, click the arrow to the left of the desired category.

The notifications under that category appear.



Cutoff Notice
 Payment Extension

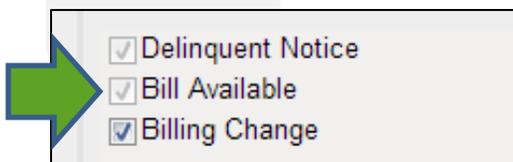
2. Uncheck the box next to the notification you no longer wish to receive.



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