

## How do I sign up for SmartHub?

You can sign up two different ways, either through the website or through the App.



### 1. Signing up through the **website**:

- a. Go to [www.peoplesenergy.coop](http://www.peoplesenergy.coop) and select the **SmartHub** link.
- b. Next, select the **new user** link (sign up to access our self-service site) and proceed to fill out the information that is requested. (Note: The account number, name and social security number needs to match the primary account holder's information that is on record with the Cooperative.)
- c. A temporary password will be sent to the email address you provided.
- d. Once you have the temporary password, click on the **login** link in the email and use the password provided.
- e. Please change the password and confirm.
  - i. Please note password requirements:
    1. Minimum length of six (6) characters
    2. Maximum length of fifteen (15) characters
    3. At least one numeric character
- f. Choose 'yes' or 'no' for the paperless bill option.
- g. You will now be logged into your SmartHub account.

### 2. Signing up through the **App**:

- a. You can download the App from either the Apple Store or the Android Market by searching "SmartHub".
- b. Once the App is installed, select **new user**.
- c. Find and select **People's Energy Cooperative** either by location or by name, click confirm once you have selected the Cooperative.
- d. Click on **create an account** located at the top right of screen and proceed to fill out the information that is requested. (Note: The account number, name and social security number needs to match the primary account holder's information that is on record with the Cooperative.)
- e. A temporary password will be sent to the email address you provided.
- f. Once you have the temporary password, you can either click on the **login** link in the email or you can go to the App and login using the temporary password provided.
- g. You must change your password when prompted to continue. Please change your password and click on **continue**.
- h. You will now be logged in and at the home screen in the SmartHub App.

Once everything is set up you will be able to access SmartHub through your cell phone (through the App), tablet (through the App) or PC.

Note: Once you have signed up on the website or the App, the same ID and password can be used for either. You **DO NOT** need to sign up separately for them.

**NOTE – iPad users:** If you are accessing SmartHub with an iPad you must download the App and use it to gain access to your account. **DO NOT** try and access your SmartHub account through the Safari browser as it cannot support the log in.

### Why can't I find People's Energy Cooperative when I search for my provider?

The search bar when looking up your electric provider is very character sensitive. When you search

for People's Energy Cooperative please enter **People's Energy Cooperative** just as it is displayed. Then select **search** and People's Energy Cooperative should show up and you will be able to confirm it as your Cooperative.

### **What is the difference between the Mobile App and the Web Version of SmartHub?**

Our Mobile Apps are native Applications that can be downloaded and installed on your compatible mobile phone or tablet device. The Web version is internet accessible from any web enabled device. Both the Apps and the Web version give you secure access to maintain your account information, view your bills, see payment history, make payments on one or more accounts, set up recurring payments, and report outages.

The App will allow you to find and get directions to our office and payment drop box by using the map feature on your device.

### **Is my phone or tablet supported?**

Our Apps are supported on the following platforms:

- IOS 3.1 and above (iPhone and/or iPad)
- Android 2.1 and above (Smartphones or tablets)

### **Is the App secure?**

Yes! All critical information is encrypted in every transaction and no personal information is stored on your mobile device. Mobile devices do offer you the ability to store your login information for Apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.

### **Do I have to buy the App?**

No. Our App is free to download and install.

### **Do I have to change the way I pay my bill in order to use SmartHub?**

No. You can take advantage of all of the features of SmartHub and continue to pay your bill as you currently do.

### **I have five accounts. Can I see them all in the App and on the Web?**

Yes. The Web home page shows all of your accounts with the amounts due and hyperlinks to other detailed information.

On the App, tap the **bill and pay** icon. The total due of all accounts will show and below it you can select different information by account, such as, **billing history** or **payment history**.

### **Can I make a payment on multiple accounts?**

**Web:** To pay the total amount owed on all accounts, select the **pay now** button in the upper right corner of the screen or the **make payment** button on the home page. You can also make a payment to a single account or partial payments to all accounts by selecting the **billing & payments** button. It will allow you to check the accounts to be paid and change the amount for each account by selecting **other amount**. After entering the amounts to be paid select the **pay now** button.

**App:** Select the **bill & pay** icon. If paying the total amount due, select the **pay** button. If paying a partial payment, select the **Pay** button, select the account you want to pay, change the amount in the **Pay Amount** field and then choose your payment method.

### **How current is the account information I see in the App or on the Web?**

The information you see in the App and in the Web is shown in real-time, so it's always accurate. However, if you keep your App or the Web version open for an extended period of time, you should refresh the page by selecting a new option in order to ensure the information is still current.

### **How do I sign up for notifications? What if I want to receive notifications for multiple accounts?**

You must log into the Web and select **notifications**. Select the preferred notification method - **text, mobile push, email or phone** and fill out the appropriate notification information based on your selection. Select **next** to continue, verify the notification parameters and confirm. If you have multiple accounts, while you are setting the notification it will prompt you to indicate which account the notification is for.

### **How do I find your offices and payment locations?**

On the App, select **map** and you will see the office and payment location. To get directions, tap the location and an address box will come up. Select the **address box** and the Map/GPS Navigator option will appear. Select the preferred method and follow the instructions.

### **What is the recommended screen resolution for SmartHub on the Web?**

1280 x 1024

### **What do the color codes represent on the mobile Application My Usage screen?**

The colors represent a visual indication of your usage. Red indicates the highest usage for the range of days displayed, brown is the second highest, etc. Green indicates average usage.

### **In the Web version of SmartHub, my tab buttons are not highlighted to indicate what screen I am on and the Utility logo is centered on the page. Why is it displaying this way?**

Even though you may be running Internet Explorer 8 or later, some of your websites could be displayed in Version 7 compatibility mode. To check this, open Internet Explorer, select **page**, and select **compatibility view settings**. Any websites that are listed will display in Version 7 compatibility mode. Remove the SmartHub website from this list.