



Instructions to Establish SmartHub Login and Register Member Via the Web

1. Direct the member to www.shelbyenergy.com/smarthub to begin the process.
2. On the SmartHub login screen click on Sign up to access our Self-Service site. Click on Hyper-Link where it says New User?
3. Complete the registration form completely with Account Number, Last Name, or Business Name and click the **Submit** button.
4. Enter the requested information, check the "I'm not a Robot" box, check the Terms & Conditions box, and click **Submit**.
5. Should get a congratulations notification (**registration is complete, you will receive an email with a temporary password. Use it to login and change your password.**) when successful.
6. Email with a temporary password should be received from courier-no-reply@smarthub.coop asking you to **Verify Your Account**.
7. Use the temporary password to login after following the **Log In** link and you will be asked to change your password.
8. You will be asked if you want paperless billing click yes to activate.
9. You will be asked to set your security phrase that will be needed to make payments and store payment info.
10. Review notification settings from Email, SMS/Text, Mobile Push, or IVR. This is how you will receive messages in Billing, Service, Events, or News categories.
11. You are ready to browse and save time and money.



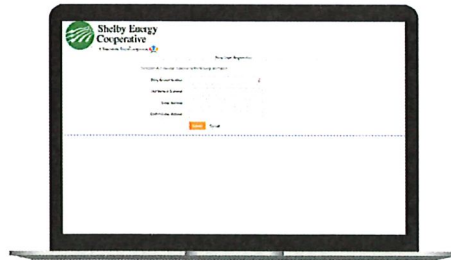
How To Register Your Account in SmartHub (Web)

STEP 1



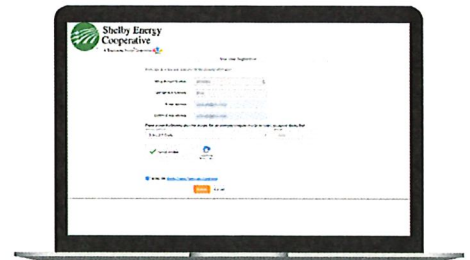
From the SmartHub login screen, click on **Sign up to access our Self Service site.**

STEP 2



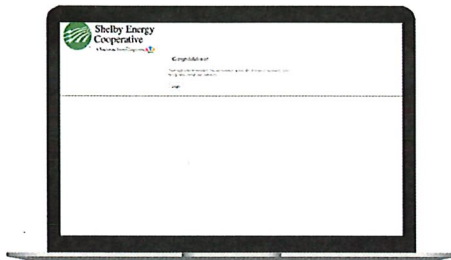
Fill out the registration form completely and click the **Submit** button.

STEP 3



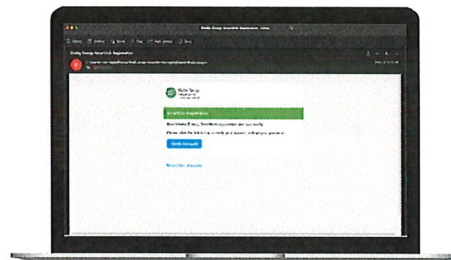
Enter the requested account information, check the "I'm not a Robot" box, check the Terms & Conditions box, and click **Submit**.

STEP 4



When successful, you'll get a congratulations notification like this.

STEP 5



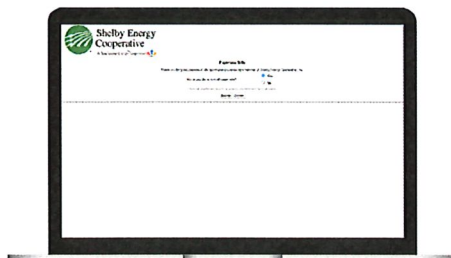
Check your inbox for an email that will contain a button asking you to **Verify Your Account**.

STEP 6



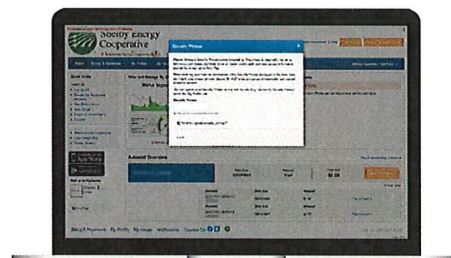
You will then be taken to a screen asking you to set your new password.

STEP 7



After you set your password, you'll be asked if you want to try Paperless Billing. Click **Yes** and **Submit** to activate.

STEP 8



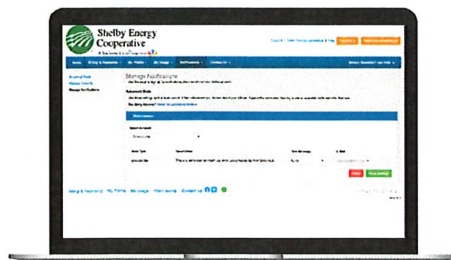
The final step will be to set your security phrase. This is required to make payments and story payment information.

STEP 9



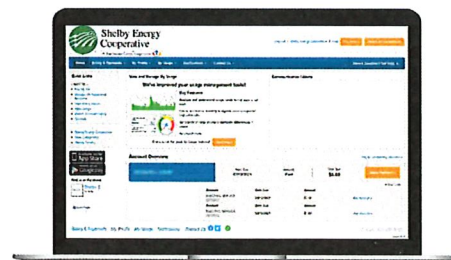
You will be asked to review your notification settings in SmartHub. Click **Yes** to view those settings.

STEP 10



On the notifications settings screen, you'll be able to set alerts in the categories of Billing, Service, Events, and News.

STEP 11



Congratulations! You have successfully registered your account. Browse around and see all the ways to save time and money.