## Create New SmartHub Account from a PC/Mac

- 1.) Go to NWREC's website at <u>www.nwrec.coop</u>
- 2.) Click on the SmartHub button



3.) Click to continue to SmartHub

SmartHub

To continue to SmartHub, <u>click here</u>.

4.) Click on "New User? Sign up to access our Self Service Site."

smart(hub)-=
Enter e-mail address & password to login
E-Mail Address
Password
Login
Can't access your account?
New User? Sign up to access our Self Service site.

- 5.) Enter your North West REC "Account Number" (found on your bill statement)
- 6.) Enter your "Last Name or Business Name" of the Primary Member e

7.) Enter your "**E-Mail Address**" (i.e. <u>your-user@your-isp.com</u>), note this must be a valid E-Mail address in order to complete the registration process.



legistration	ew User Re	Ne
the following information	ease enter th	To register as a new user, pl
8	(	Account Number
		Last Name or Business
		E-Mail Address

- 9.) Enter your "Mailing Zip Code" (found on your bill statement)
- 10.) "Please Select the Secret Hint Question to answer...", and enter an "answer".
- 11.)Type the Characters you from the CAPTCHA picture into the "Type the text" field.
- 12.)Review the Terms and Conditions by clicking on the hyperlink.
- 13.) Click on the checkbox "I accept the Terms and Conditions"
- 14.)Click the "**Submit**" button.

thub.coop/#registration:		☆
	New User Registration	
To register as a new user, please en	er the following information so that we may access your account.	
Account Number:		
Last Name or Business Name:		
E-Mail Address:		
Please answer the following about th theft. Security Question Mailing ZIP Code	e account that you are trying to register in order to protect you against identity	
Please select a Secret Hint Question	to answer. We may ask you to answer this, if you forget your login credentials.	
Where did you go the first time you fle	w on a plane? t	
Please type the characters you see i	n the picture below.	
35566353		
Type the text	Privacy & Terms	
I accept the <u>Terms and Condition</u>		

- 15.) Click the "Login" button
- 16.)Check your e-mail account for SmartHub Registration message containing your temporary

password.

Tip: use copy/paste function to copy the temp password from email message and paste it into password field on the SmartHub login screen.

	E3 G E E, A, BOLA		
Sma	tHub Registration 🍵 Intex x	÷ 8	
4	courier-no-reply@smarthub.coop to me - You have successfully registered with the SmartHub web portal for Steams Electric Asso Please use this temporary password upon your first login: Your temp password is: RSkip Login.a	1:38 PM (1 minuto ago) + + +	1000
*	Click here to <u>Raph</u> or <u>Ecoward</u>		

17.) Enter (or paste) your temporary password into the "Password" field.



18.) You will then be prompted to "Please change your password". Your new password must be <u>4-15 characters</u> in length; <u>must include both letters and numbers</u>; may include special characters. Enter your New Password into both the "**New Password**" and "**Confirm Password**" fields.

		Please change your password
E-Mail Address:		
New Password:		Pessword Strength: Strong
	6-character minimum, 15-characte	ar maximum; munt include both latters and numbers; may include special characters.
Confirm Password:	*******	*
		Submit Reset Cancel

19.)Click the "**Submit**" button.

**NOTE:** by signing up for SmartHub you will no longer receive a paper bill. You will still be able to view your bill online and print it off if you wish. You will receive a notification via email when your bill is available.

20.) Enter a Security Passphrase in the "**Passphrase**" field. Your Security Passphrase needs to be a least 5 characters long and should be easy to remember and something that only you recognize. This passphrase appears in the upper right hand corner when making a payment as an assurance no malicious site has gotten between to try to grab payment info. Please <u>do not</u> use your E-Bill/SmartHub account password as your Security Phrase.

## Note: What is the passphrase?

The passphrase is a user entered item that helps ensure additional security for the user when they are making payments. This is very similar to a passphrase or code that many banks have recently begun implementing to better control security and to ensure that a hacker does not replicate a website. This passphrase will show up during the entry of a payment. The idea is that a user should recognize their passphrase and if not, they will be alerted that the website they are using may have been compromised.

8	Security Passphrase Close X	
p	Please choose a Security Passphrase before proceeding. This phrase is <i>required</i> to be set up before you can make payments, store or update credit cards and bank accounts for future payments, or sign up for Auto Pay.	ay c
	When entering your financial information, if the Security Passphrase displayed on the form does not match your chosen phrase, please DO NOT enter any personal information and contact customer service.	ider weil
1	You can update your Security Passphrase at any time by selecting 'Update My Security Passphrase' under the 'My Profile' tab.	
	Passphrase	
L	Minimum of 5 characters in length	
×	What's a good security passphrase? Save	

Example of where you will see the Security Passphrase:

Customer ID:			Security Phrase: What's this?
Payment Method:	Choose One	• *	MySEA-Passphrase
Card Type:	Choose One	• *	
Card Number:		* The	Security Phrase is the phrase you set durin
Exp. Date:	Choose One 🗧 🛠	Choo: + Ret	sistration or were prompted to set upon Log value displayed does not match what you s
Description:		not	enter your account or personal information tact your cooperative immediately.
Cardholder Name:		*	
Address 1:		*	
Address 2:			
Address 3:			
City:		*	
State:	Minnesota	• *	
Zip Code:		*	
ields marked with a '*' are re	equired.		
e) hereby authorize Stearns Electric -	MN to initiate debit entrie	s to my (our) credit o	debit card entered above. I (we) acknowle
the origination of charges to my (our)	credit or debit card accou	unt must comply with	the provisions of U.S. law.
	Add Card		Reset
			2/

21.)Your SmartHub account is now created. You can now proceed to use SmartHub to manage your account and make payments.

## Create a new SmartHub account from a mobile device

- Download the SmartHub app from the App Store on an Apple device <u>or</u> the Google Play store on an Android device.
- 2) Open the app and you should see a welcome screen.
- 3) Select the "By Name" option

iPad 후	12:41 PM	52% 💶
Clear Data		
	smarthub	
	What is SmartHub?	
	TO-DO LIST Prece dollo Types and the spacer Types indig to spacer	
	Account Management at your Fingertips	
	SmartHub lets you manage all aspects of your utility or telecommunications account on your mobile device. To get started, select a button below to find your service provider by location or by name.	
	By Location By Name	

4) Search for "North West REC" and choose "North West REC SmartHub"

iPad ᅙ	12:42 PM		52% 💶
Clear Data			New User
	SmartHub Search By Name		
	Please type the name of your Service Provide	n	
	North West REC	Search	
	North West REC SmartHub	>	
	Can't find your Provider?	>	
		1.	

5) Confirm your selection



6) Choose new user and follow the directions for PC/Mac starting with step 4

