

Create New SmartHub Account from a PC/Mac

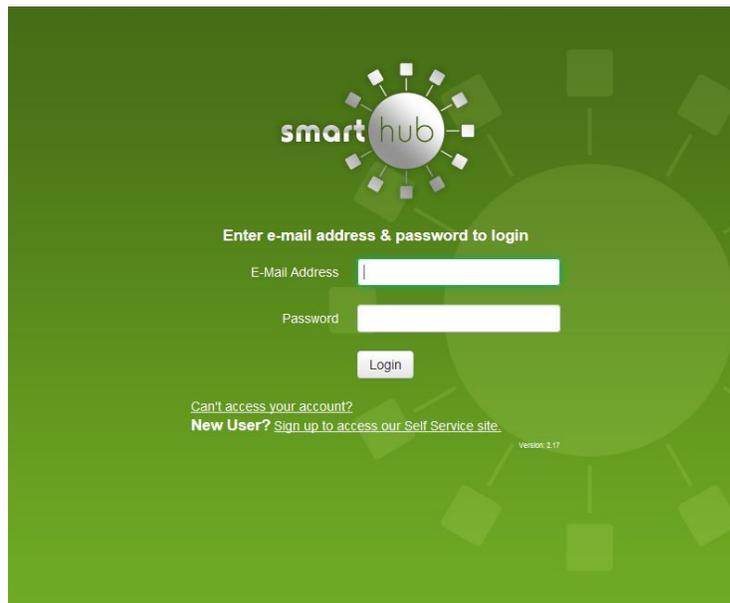
- 1.) Go to NWREC's website at www.nwrec.coop
- 2.) Click on the SmartHub button



- 3.) Click to continue to SmartHub



- 4.) Click on "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. your-user@your-isp.com), note this must be a valid E-Mail address in order to complete the registration process.



New User Registration

To register as a new user, please enter the following information.

Account Number

Last Name or Business

E-Mail Address

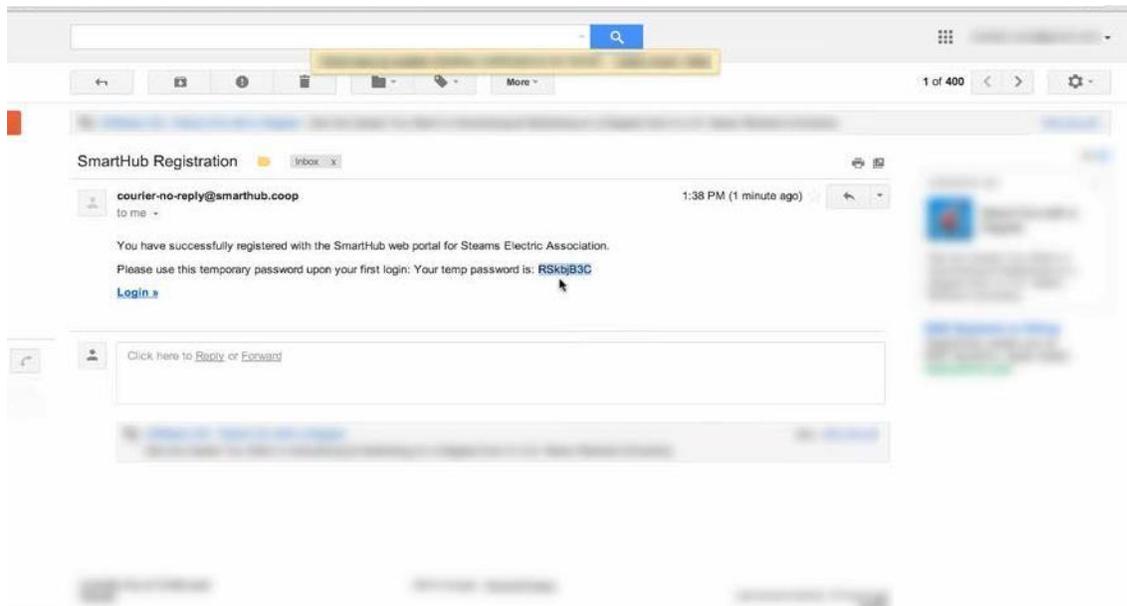
- 8.) Click the "**Submit**" button

- 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.

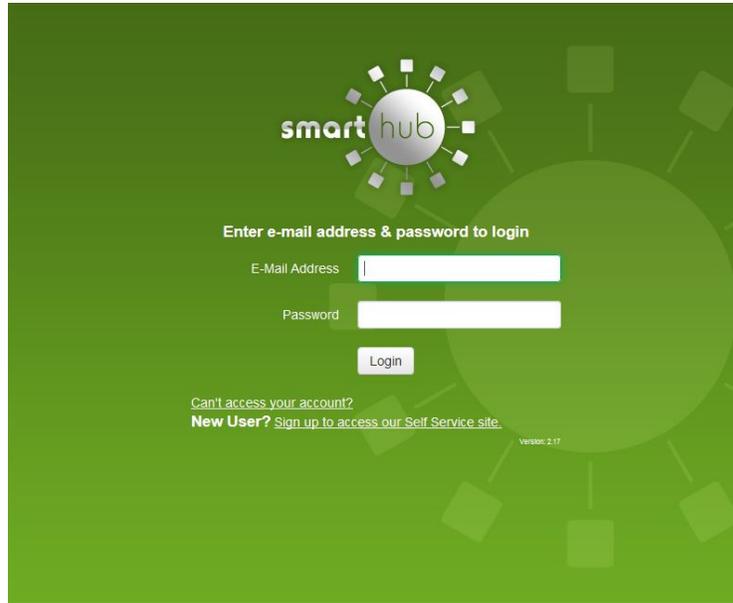
The screenshot shows a web browser window with the URL `smarthub.coop/#registration:`. The page title is "New User Registration". Below the title, there is a heading "New User Registration" and a sub-heading "To register as a new user, please enter the following information so that we may access your account." The form contains several input fields: "Account Number:", "Last Name or Business Name:", and "E-Mail Address:". Below these, there is a section for security questions. The first question is "Please answer the following about the account that you are trying to register in order to protect you against identity theft." with a "Security Question" dropdown set to "Mailing ZIP Code" and an "Answer" input field. The second question is "Please select a Secret Hint Question to answer. We may ask you to answer this, if you forget your login credentials." with a dropdown set to "Where did you go the first time you flew on a plane?". Below this is a CAPTCHA image showing the number "35566353" and a "Type the text" input field. There is also a "Privacy & Terms" link. At the bottom, there is a checkbox for "I accept the Terms and Conditions" and three buttons: "Submit", "Reset", and "Cancel".

- 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.



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 4-15 characters in length; must include both letters and numbers; may include special characters. Enter your New Password into both the "**New Password**" and "**Confirm Password**" fields.



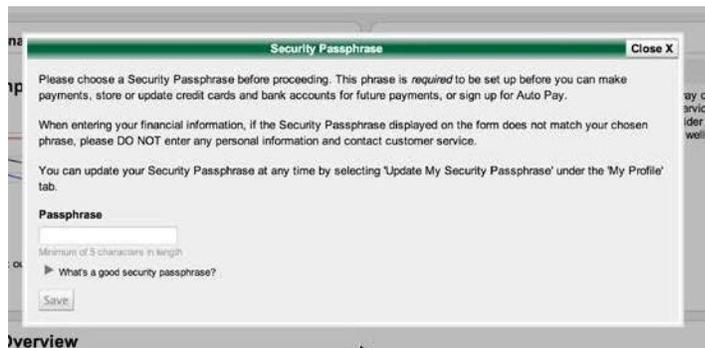
19.) Click the "**Submit**" button.

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.

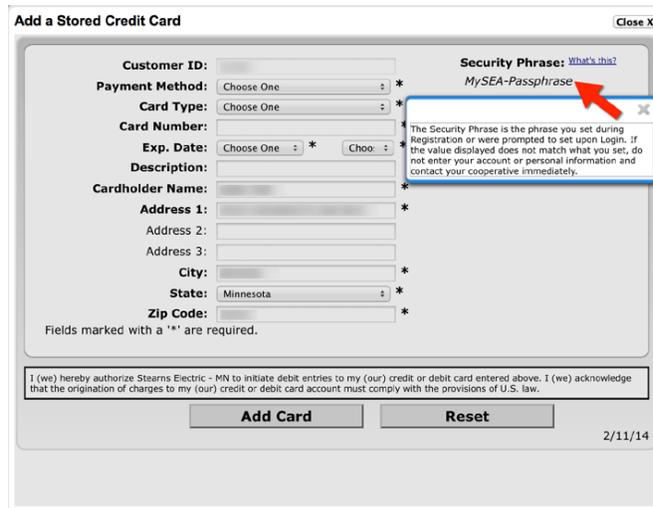
20.) Enter a Security Passphrase in the "**Passphrase**" field. Your Security Passphrase needs to be a least 5 characters long and should be easy to remember and something that only you recognize. This passphrase appears in the upper right hand corner when making a payment as an assurance no malicious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



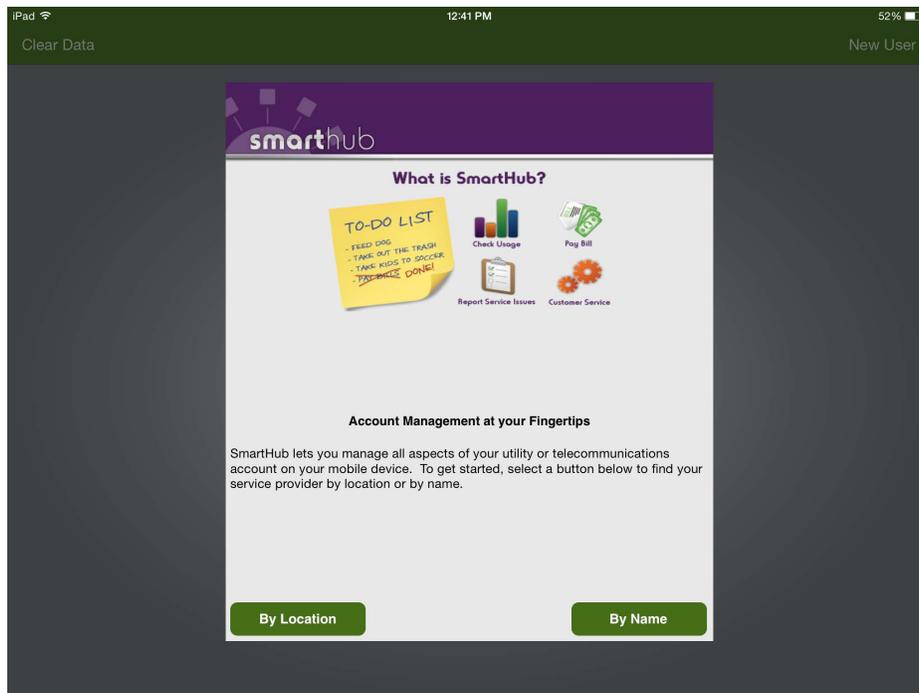
Example of where you will see the Security Passphrase:



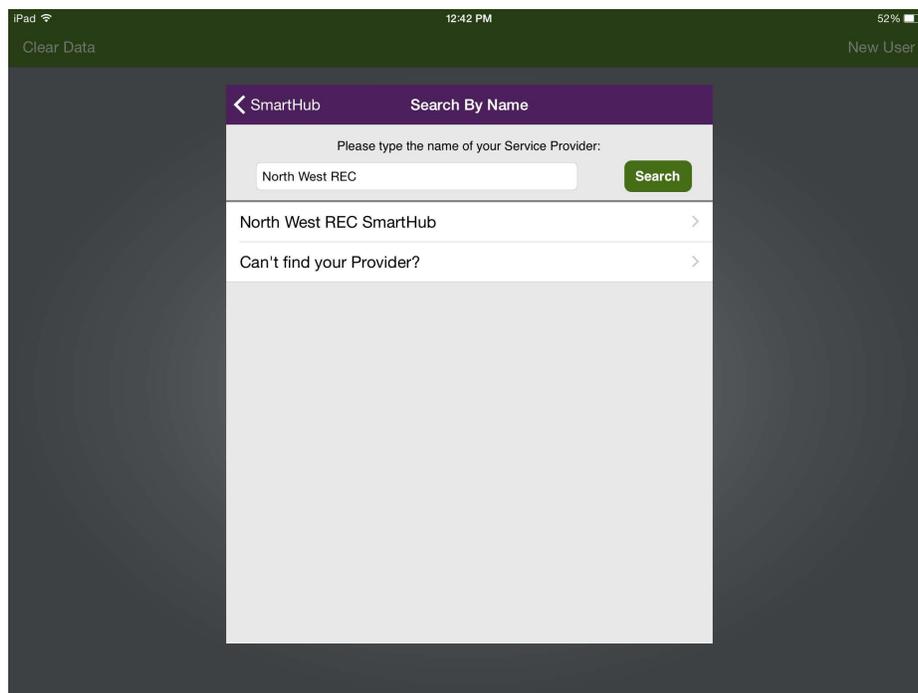
21.) Your SmartHub account is now created. You can now proceed to use SmartHub to manage your account and make payments.

Create a new SmartHub account from a mobile device

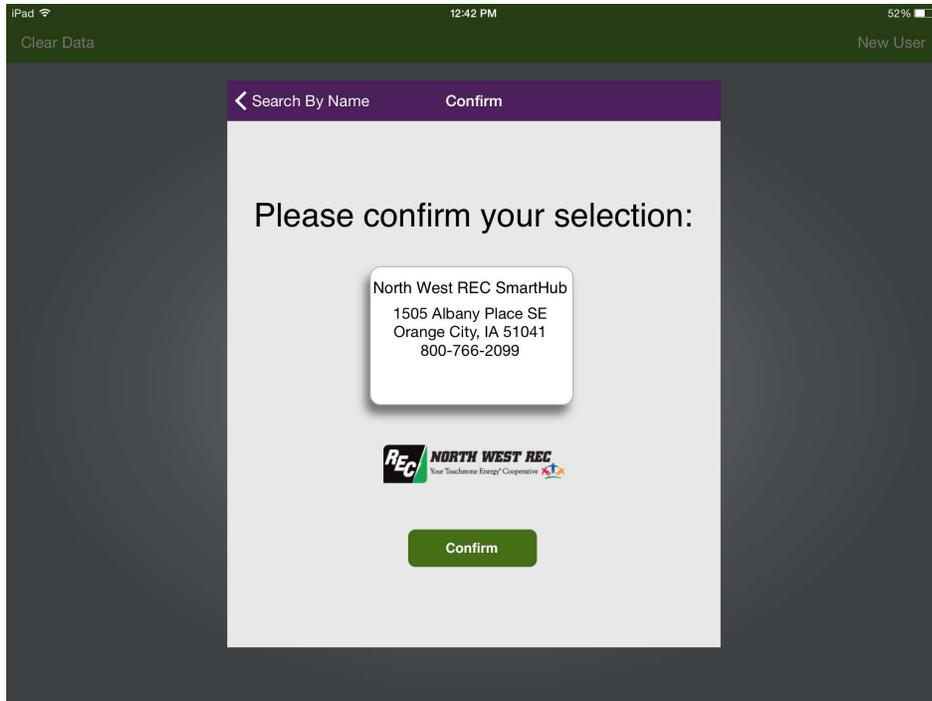
- 1) Download the SmartHub app from the App Store on an Apple device or the Google Play store on an Android device.
- 2) Open the app and you should see a welcome screen.
- 3) Select the "**By Name**" option



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



5) Confirm your selection



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

