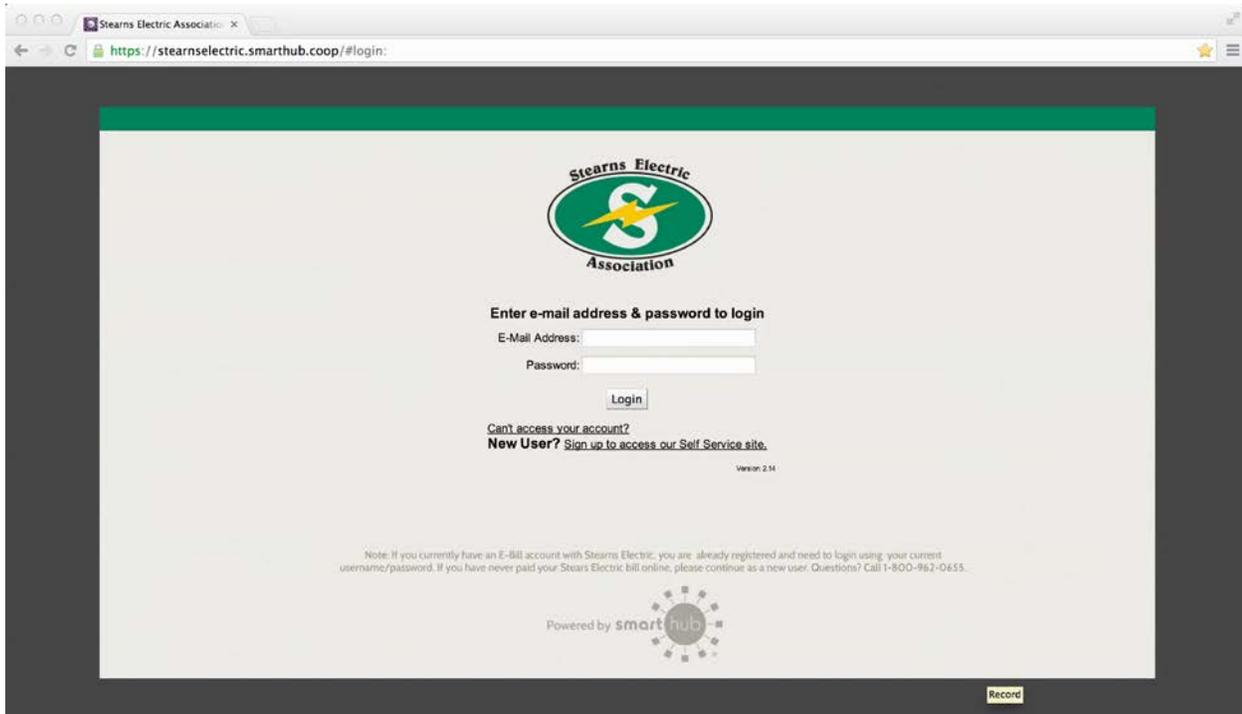


# Migration of Existing Legacy E-Bill Account to New SmartHub Account

- 1.) Go to Stearns Electric Associations website at [www.stearnselectric.org](http://www.stearnselectric.org)
- 2.) Click on [SmartHub](#) under Quick Links
- 3.) Enter "**E-Mail Address**" that you use for your existing Stearns Electric E-Bill account.
- 4.) Enter "**Password**" that you use for your existing Stearns Electric E-Bill account.
- 5.) Click on the "**Login**" button



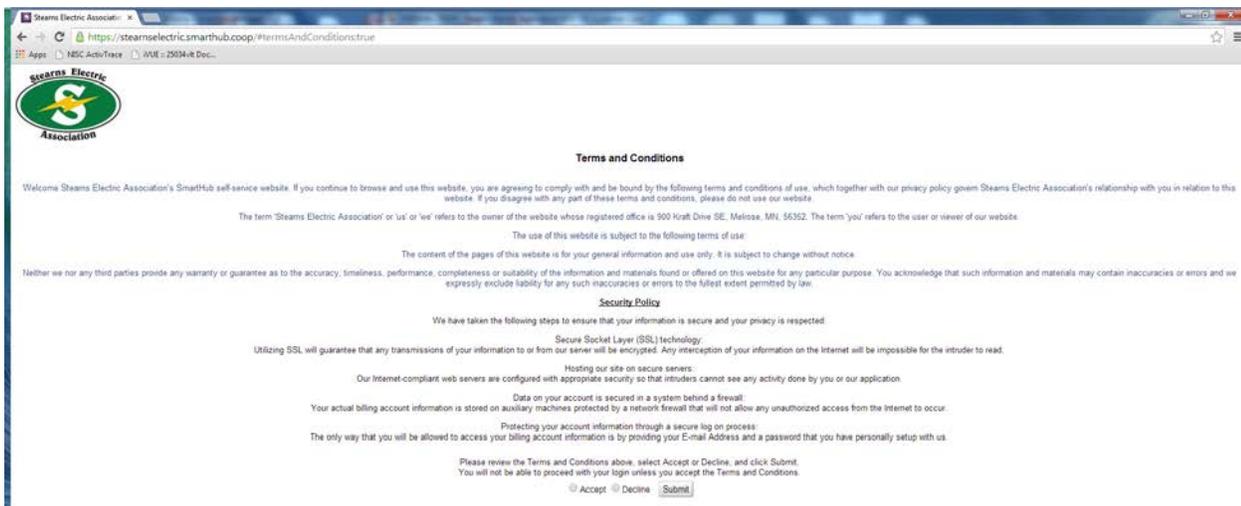
6.) You will then be prompted to "Please change your password". Your new password must be 6-15 characters in length; must include both letters and numbers; may include special characters. Enter your New Password into both the "**New Password**" and "**Confirm Password**" fields.

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



The screenshot shows a web browser window with the URL <https://stearnslectric.smarthub.coop/#resetPassword>. The page features the Stearns Electric Association logo on the left. The main heading is "Please change your password". Below this, there are three input fields: "E-Mail Address:", "New Password:", and "Confirm Password:". The "New Password" field has a "Password Strength" indicator next to it. Below the input fields are three buttons: "Submit", "Reset", and "Cancel".

8.) Please review the Terms and Conditions, select "**Accept**", and click the "**Submit**" button.



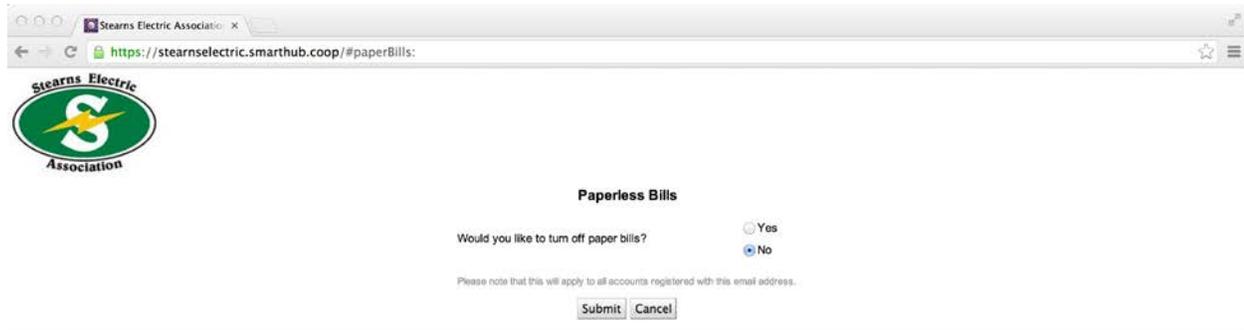
The screenshot shows a web browser window with the URL <https://stearnslectric.smarthub.coop/#termsAndConditions>true>. The page features the Stearns Electric Association logo on the left. The main heading is "Terms and Conditions". The page contains several paragraphs of text, including a welcome message, a disclaimer, and a security policy. At the bottom of the page, there are three radio buttons: "Accept", "Decline", and "Submit".

9.) Would you like to turn off paper bills?

Select **"Yes"**, if you would like to only receive an electronic bill statement via E-Mail and discontinue receiving a printed paper bill statement via US Postal Service.

Select **"No"**, if you would like to continue to receive a paper bill statement via US Postal Service.

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

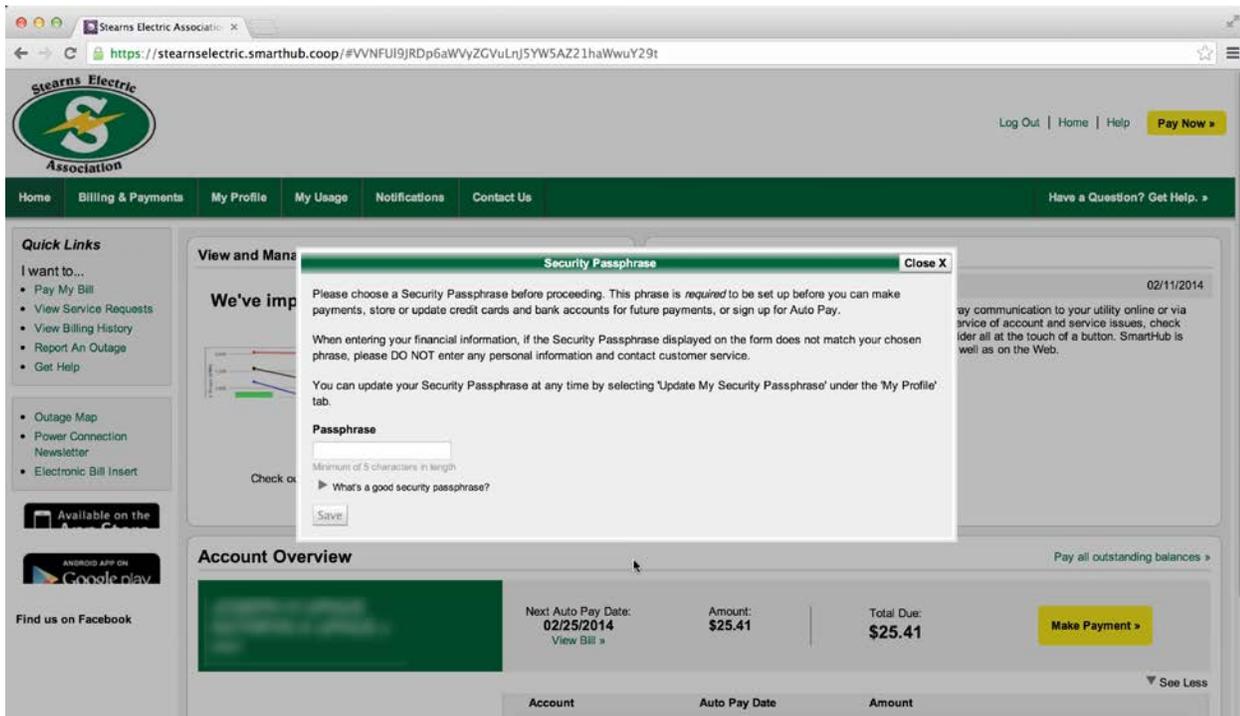


The screenshot shows a web browser window with the address bar displaying "https://stearnslectric.smarthub.coop/#paperBills:". The page features the Stearns Electric Association logo on the left, which consists of a green circle with a white lightning bolt and the text "Stearns Electric Association". The main content area is titled "Paperless Bills" and contains the question "Would you like to turn off paper bills?". There are two radio button options: "Yes" (unselected) and "No" (selected). Below the question, a note states: "Please note that this will apply to all accounts registered with this email address." At the bottom of the form, there are two buttons: "Submit" and "Cancel".

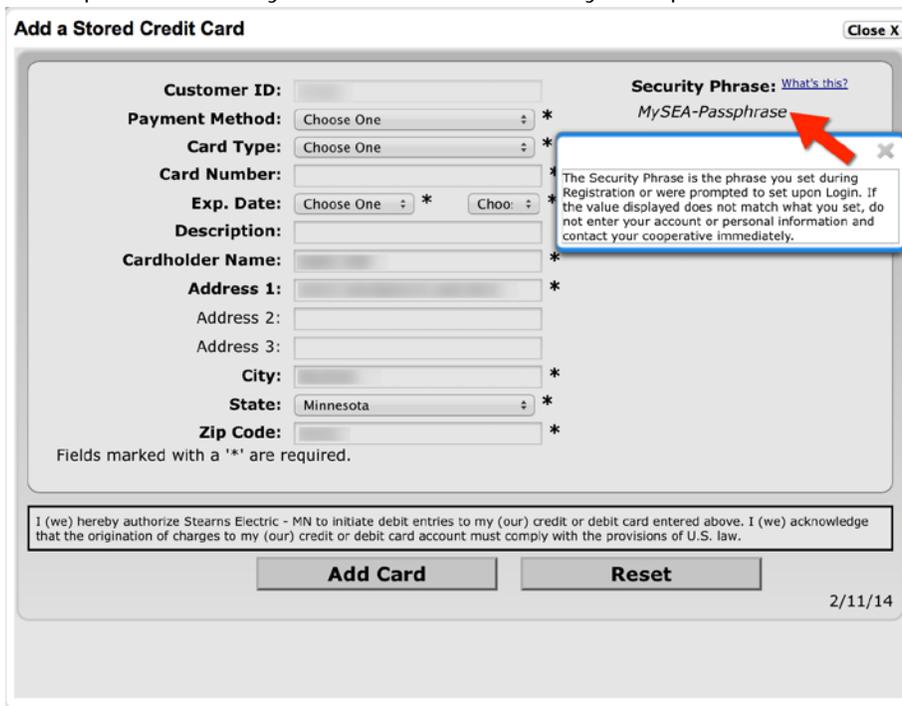
11.) Enter a Security Passphrase in the **"Passphrase"** field. Your Security Passphrase needs to be a least 5 characters long and should be easy to remember and something that only you recognize. This passphrase appears in the upper right hand corner when making a payment as an assurance no malicious 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:



12.) This completes the migration of your legacy E-Bill account to your new SmartHub account. You can now proceed to use SmartHub to manage your account and make payments.