SmartHub Web: How to Change/Update AutoPay Information (recurring payments)

1.) Go to Steams Electric Associations website at www.stearnselectric.org
2.) Click on SmartHub under Quick Links
3.) Enter “E-Mail Address” you used to sign-up for SmartHub
4.) Enter “Password” you used to sign-up for SmartHub
5.) Click the “Login” button
6.) Click “Billing & Payments”
7.) Click “Auto Pay Accounts”
8.) Now Determine Action you would like to perform:
   I. To Add New Credit/Debit card follow steps 1-16 on pgs. 2-3
   II. To Add New Checking/Bank Account follow steps 1-18 on pgs. 4-5
   III. To change the Expiration Date on existing Credit/Debit card follow steps 1-11 on pgs. 6-7
I. To Add New Credit/Debit Card

1.) Click “Change Payment Method >”
2.) From the Add New pop-up menu click on Credit/Debit Card >
3.) Read the Terms and Conditions Agreement message that displays.

4.) Select the “check box” indicating you agree.
5.) Click “Accept” button.
6.) The Payment Gateway screen is displayed; please verify
   a. the “Security Phrase” located in the top right corner of the dialog box is yours.
   b. the “Account Number”, “Cardholder Name”, “Address”, “City”, “State”, “Zip Code” that was automatically populated for your account is correct.

7.) Select “Payment Method” (Credit Card or Debit Card)
8.) Select “Card Type” (MASTER CARD, VISA, DISCOVER)
9.) Enter “Card Number”
10.) Select “Exp. Date” (Month & Year)
11.) Enter “Description”, this is optional, to help you identify card later when managing stored accounts.
12.) Make sure you have filled in all fields marked with a ‘*’ as they are required fields.
13.) Click “Submit” button. If all information has been entered without errors, you will see a confirmation appear at the top of the EFT Credit Card Setup Payment Gateway screen stating “Thank you, your Auto Pay payment has been successfully added”
14.) Click “Close X” button to return to SmartHub
15.) You will receive a confirmation email (you can enable SMS text message in SmartHub Notifications)
16.) After you have completed Signing Up for AutoPay you will be returned to SmartHub screen where you can manage other aspects of your account or click on “Log Out”
II. **Add New Checking/Bank Account**

1) Click “**Change Payment Method**”
2) From the Add New pop-up menu click on **Checking Account**
3) Read the **Terms and Conditions Agreement** message that displays.

![EFT Checking Account Setup](image)

4) Select the “**check box**” indicating you agree.
5) Click “**Accept**” button.
6) The Payment Gateway screen is displayed; please verify
   a. the “Security Phrase” located in the top right corner of the dialog box is yours.
   b. the “Account Number”, “Account Holder First Name”, “Last Name”, “Account
      Holder Address”, “City”, “State”, “Zip Code” that was automatically populated for
      your account is correct.

7) Select “Payment Method” (Checking Account, Savings Account)
8) Enter your “Bank Routing Number”
9) Enter your checking/savings “Account Number”
10) Select the “Account Type” from the dropdown list (Personal, Business/Commercial)
11) Enter “Account Description”, this is optional, to help you identify account later when
    managing stored accounts
12) Enter “Email Address” you used to login to SmartHub this will act as electronic signature.
13) Enter the “Password” you used to login to SmartHub this will act as electronic signature.
14) Make sure you have filled in all Fields marked with a ‘*’ as they are required fields.
15) Click the “Submit” button. If all information has been entered without errors, you will see
    a confirmation appear at the top of the EFT Credit Card Setup Payment Gateway
    screen stating “Thank you, your Auto Pay payment has been successfully added”
16) Click “Close X” button to return to SmartHub
17) You will receive confirmation of payment via email (you can enable SMS text message
    in SmartHub Notifications)
18) After you have completed Signing Up for AutoPay you will be returned to SmartHub
    screen where you can manage other aspects of your account or click on “Log Out”
III. Change the Expiration Date of your Credit/Debit Card

1) Click “Update or Cancel”

2) Read the Terms and Conditions Agreement message that displays.

3) Select the “check box” indicating you agree.
4) Click “Accept” button.
5) The Payment Gateway screen is displayed. Please verify all the information automatically entered in the fields for your account is correct.

6) Change “Exp. Date” (Select Month & Year from drop down menus)
7) Make sure all fields marked with an ‘*’ are filled in as they are required fields.
8) Click “Submit” button. If all information has been entered without errors, you will see a confirmation appear at the top of the EFT Credit Card Setup Payment Gateway screen stating “Thank you, your Auto Pay payment has been successfully updated”
9) Click “Close X” button to return to SmartHub
10) You will receive a confirmation email (you can enable SMS text message in SmartHub Notifications)
11) After you have completed Signing Up for AutoPay you will be returned to SmartHub screen where you can manage other aspects of your account or click on “Log Out”