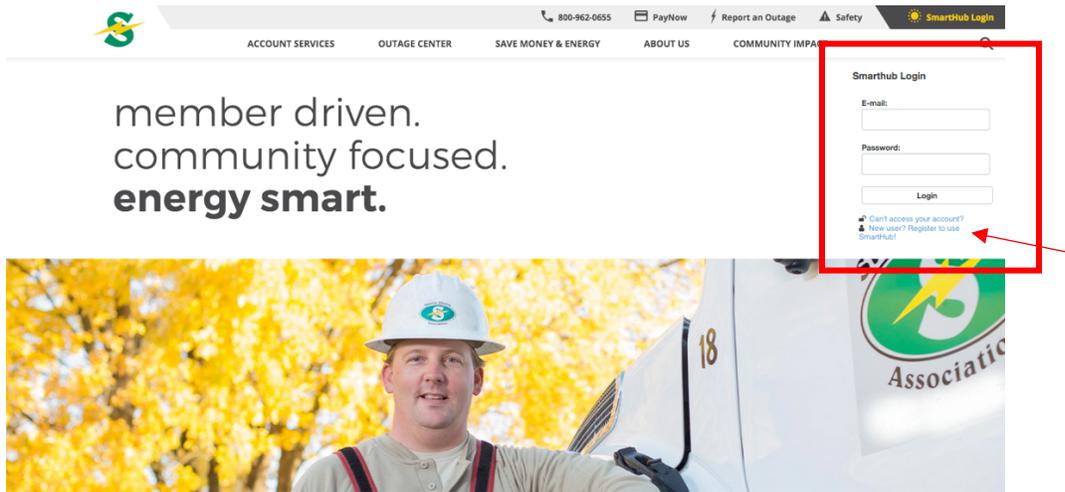


SMARTHUB ACCOUNT SET-UP

1. Visit the Stearns Electric Association website, www.stearnselectric.org.



2. On the homepage, under "SmartHub Login," Select **"New User? Register to use SmartHub!"**
3. Enter your Stearns Electric Association **"Account Number"** (found on your billing statement.)
4. Enter the **"Last Name or Business Name"** of the Primary Member.
5. Enter your **"E-mail Address."** Please note a valid e-mail address is required in order to complete the registration process.
6. Select **"Submit."**



New User Registration

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

Billing Account Number	<input type="text"/>
Last Name or Business	<input type="text"/>
E-mail Address	<input type="text"/>
Confirm E-mail Address	<input type="text"/>

New User Registration

7. **Select a security question and type in your answer.**

Please answer the following about the account that you are trying to register in order to protect you against identity theft.

Security Question 1 Answer

Billing ZIP Code	<input type="text"/>
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I'm not a robot 

8. Check the **"I'm not a robot"** box.

Please answer the following about the account that you are trying to register in order to protect you against identity theft.

Security Question 1 Answer

Billing ZIP Code	<input type="text"/>
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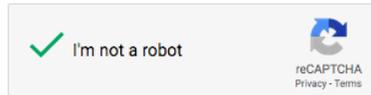
I'm not a robot 

9. **Review the Terms and Conditions** by clicking on the hyperlink. Once finished, **click on the checkbox “I accept the Terms and Conditions.”**

Please answer the following about the account that you are trying to register in order to protect you against identity theft.

Security Question 1 Answer

Billing ZIP Code



I accept the [Terms and Conditions](#)

10. Hit **“Submit.”**
11. Once this is complete, you will need to select **“Login.”**



Congratulations!

Your registration is complete. You will receive an e-mail with a temporary password. Use it to login and change your password.

12. An email will be sent to you with a temporary password.
Tip: use the copy/paste function to copy the temporary password from the e-mail message and paste it into the password field on the SmartHub login screen.



13. Enter (or paste) your temporary password into the **“Password”** field.
14. You will be prompted to change your password. **Enter and new password and confirm your new password.** (Passwords must be a minimum of six characters, maximum up 15 characters and include at least one numeric character.) **Confirm your password.** Click **“Submit.”**



Please change your password

E-Mail Address

New Password [Password Strength:](#)

Confirm Password

6-character minimum; 15-character maximum; at least one numeric character

15. You will be prompted to select your **preference for Paperless 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 in the mail. By selecting "Yes", you will also receive our monthly newsletter, The Power Connection, via the e-mail on your SmartHub account.
- Select **"No"** if you would like to continue to receive a paper bill statement via the mail.



Paperless Bills

If you choose NOT to receive a printed bill, you will receive a notification to view your bill and ad insert via E-mail. In addition, you will also receive Stearns Electric Association's Power Connection newsletter by e-mail later in the month.

Would you like to turn off paper bills? Yes No

Please note that this will apply to all accounts registered with this email address.

16. Click the **"Submit"** button.

17. If you are prompted to enter a Security Passphrase, fill in the **"Passphrase"** field. Your Security Passphrase needs to be at least five characters long and should be easy to remember. This passphrase appears in the upper right-hand corner when making a payment as an assurance that no malicious site has gotten between you and the payment portal. Please DO NOT use your e-bill/SmartHub account password as your Security Phrase.

What is a 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 implemented to better control security and 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 a passphrase:

A screenshot of the 'Auto Pay - Card Setup' form. The form is divided into two main sections: 'Payment Card Details' and 'Cardholder Details'. The 'Payment Card Details' section includes fields for 'Payment Method' (a dropdown menu), 'Card Type' (with icons for VISA, MasterCard, Discover, and American Express), 'Card Number', 'Expire Date' (with two dropdown menus), and 'Account Description (optional)'. The 'Cardholder Details' section includes fields for 'Service' (ELEC), 'Name', 'Address', 'City', 'State' (Minnesota), and 'ZIP Code'. A red box highlights the 'Security Phrase' field, which contains the text 'aloha' and a link 'What's this?'. At the bottom of the form, there are 'Continue', 'Reset', and 'Cancel' buttons. A small date '8/21/19' is visible in the bottom right corner.

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