SMARTHUB ACCOUNT SET-UP


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.”

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

8. Check the “I’m not a robot” box.
9. **Review the Terms and Conditions** by clicking on the hyperlink. Once finished, **click on the checkbox “I accept the Terms and Conditions.”**

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

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.”
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. Be 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.

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:**

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