SMARTHUB: HOW TO CHANGE/UPDATE AUTOPAY INFORMATION (recurring payments)


2. On the homepage, under “SmartHub Login,” enter the E-mail address you used to sign up for SmartHub.

3. Enter the Password you used to sign up for Smart Hub.

4. Click the “Login” button.

5. Once you are in the SmartHub portal, select “Billing & Payments.”

6. Select “Auto Pay Program.”

7. Select “Update or Cancel” or “Change Payment Method” and select Add New “Card” or “Bank Account” under the “Actions” section.

8. No matter what selection you make, you will get a prompt for “Auto Pay Terms & Conditions.” You will need to click “Accept” in order to move forward.

   To “Update” follow steps 9-11 below.

   To “Cancel” follow steps 12-14 below.

   To “Change Payment Method,” follow steps 15-17 below.
TO UPDATE AUTOPAY ACCOUNT:
9. Once you select “Update or Cancel,” either the “Auto Pay – Bank Account Setup” screen or the “Auto Pay Card Setup” screen will appear, pre-filled with the existing information.
10. Make any adjustments to your information and click “I Agree.”

11. Once you select “I Agree,” you will receive a “Confirmation” screen. Click “Close” to be redirected to the AutoPay Program screen.

TO CANCEL AUTOPAY ACCOUNT:
12. Once you select “Update or Cancel,” either the “Auto Pay – Bank Account Setup” screen or the “Auto Pay Card Setup” screen will appear, pre-filled with the existing information.
13. Check the box that says “Cancel this Auto Pay” and click “I Agree.”

14. Once you select “I Agree,” you will receive a “Confirmation” screen. Click “Close” to be redirected to the AutoPay Program screen.

TO CHANGE PAYMENT METHOD:
15. Once you hit “Accept,” you will enter your Auto Pay information (either card number or banking account information).

FOR CARD SETUP:
a. Verify that the “Security Phrase” in the upper right-hand corner is correct for your account.
b. Enter the Payment Card Details.
c. Verify the Cardholder Details are correct.
d. Once everything is entered, select “Continue.”
e. After you select “Continue”, you will receive a Confirmation screen. Select “Close.”
f. Once you have completed signing up for Auto Pay, you will return to the “Auto Pay Program” screen.

FOR BANK ACCOUNT SETUP:

g. Verify that the “Security Phrase” in the upper right-hand corner is correct for your account.
h. Enter the Payment Account Details.
i. You must complete the “Electronic Signature” fields using your e-mail address and password for your SmartHub account.
j. Verify the Account Holder Details are correct.
k. Once everything is entered, select “Continue.”

17. Once you have completed signing up for Auto Pay, you will return to the “Auto Pay Program” screen.