

SMARTHUB MOBILE APP: OUTAGE NOTIFICATION SIGN-UP

(for both iOS and Android)

These instructions will help you sign up for outage notifications using the mobile app on your mobile phone or tablet. These instructions are only for outage notifications. You can sign up for other notifications such as bill available, credit card expiration, payment confirmation, usage alerts and more.

You must have already created a SmartHub Account to sign up for text or email notifications. At minimum, an email address is required. You can view instructions for creating a SmartHub account at www.stearnselectric.org > Account Services > My Account > Account Log In.

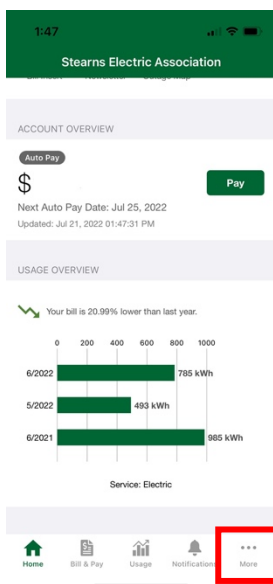
Special Note: please consider adding the email address stearnselectric-no-reply@smarthub.coop to your approved senders list to ensure you receive the verification messages from SmartHub when you register a new email address. When adding a mobile phone number, messages will come from the number (855) 939-3705.

Additionally, in order to report a power outage via text or receive text message notifications, you need to have cellular service and an sms/text feature on your mobile device. **Message and data rates may apply.**

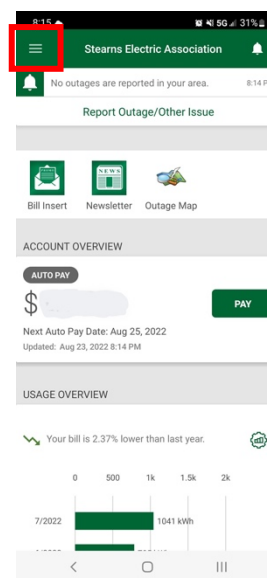
ON MOBILE APP:

1. Log into your SmartHub account on your SmartHub app.
2. Select **"More"** on the bottom menu (iOS) or the hamburger menu at the top (Android).

iOS (Apple)

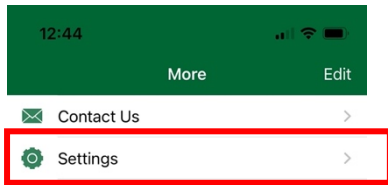


Android

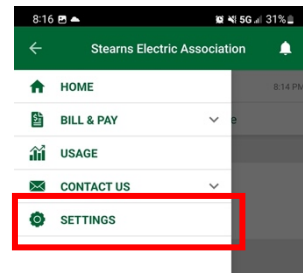


3. Select **"Settings."**

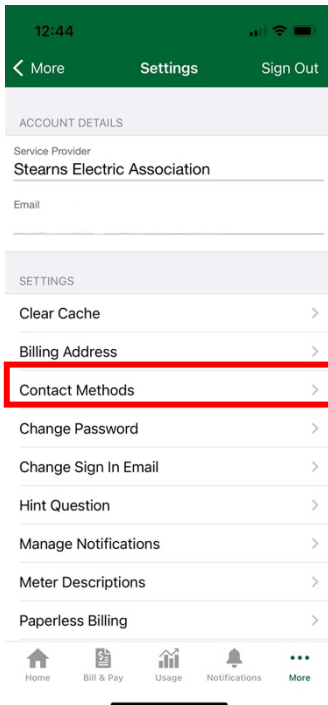
iOS (Apple)



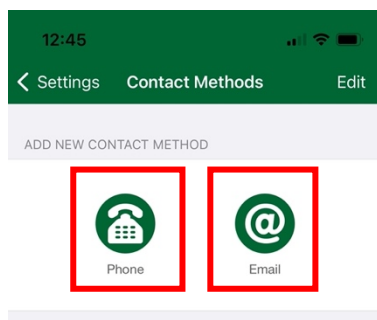
Android



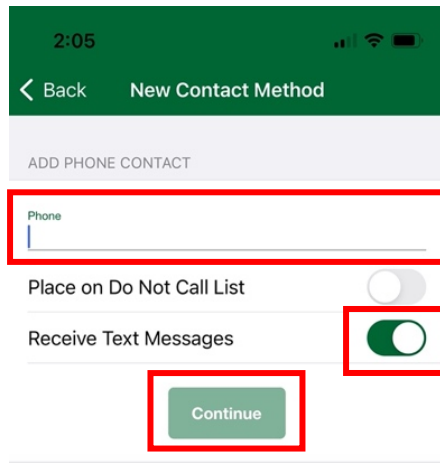
4. Select **"Contact Methods."**



5. Select **"Phone"** or **"Email."**



- a. When adding a phone number:
- Type the phone number in the **"Phone"** field.
 - Make a selection for the **"Place on the Do Not Call List"** field.
 - Make sure to select **"Receive Text Messages"** and click **"Continue."**



2:05

< Back New Contact Method

ADD PHONE CONTACT

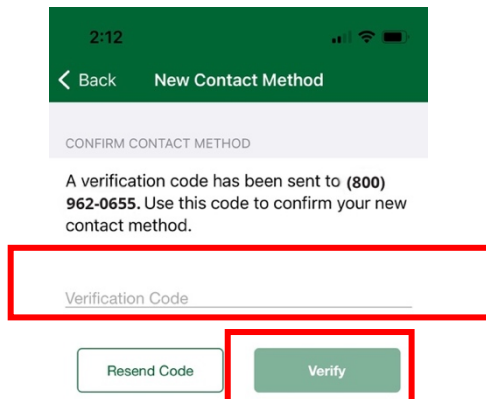
Phone

Place on Do Not Call List

Receive Text Messages

Continue

- The **"Text Terms & Conditions"** screen will pop up. Please read through it and choose **"Accept."**
- A verification code will be sent to your phone, which you can find in your text messages. Type that into the **"Verification Code"** field and select **"Verify."**



2:12

< Back New Contact Method

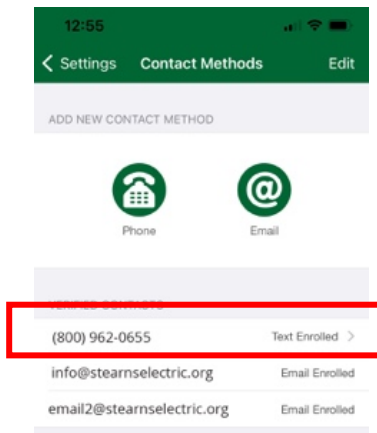
CONFIRM CONTACT METHOD

A verification code has been sent to (800) 962-0655. Use this code to confirm your new contact method.

Verification Code

Resend Code Verify

- Your phone number is now saved as a contact method. You should see your phone number listed under **"Verified Contacts."** You should also receive a text message verifying this.



12:55

< Settings Contact Methods Edit

ADD NEW CONTACT METHOD

Phone Email

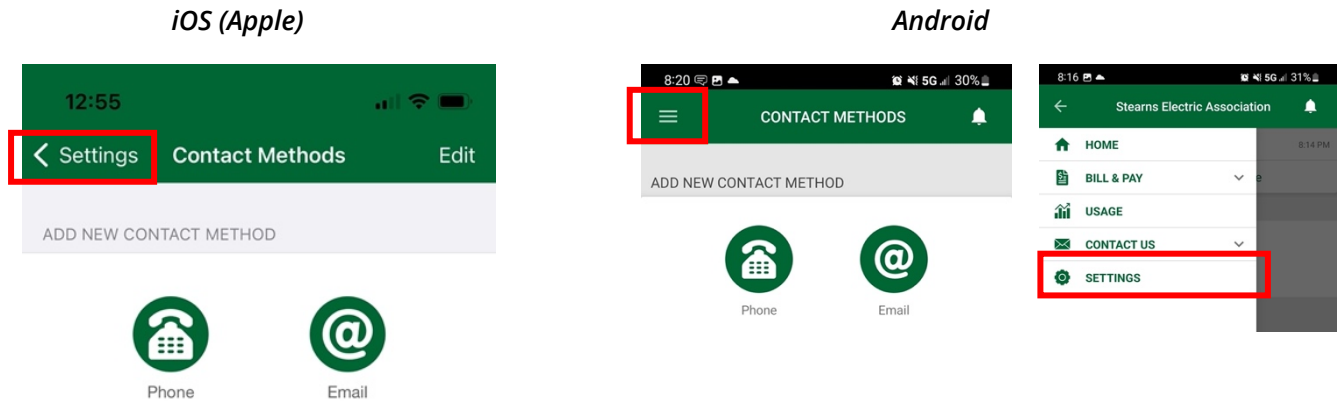
(800) 962-0655 Text Enrolled >

info@stearnselectric.org Email Enrolled

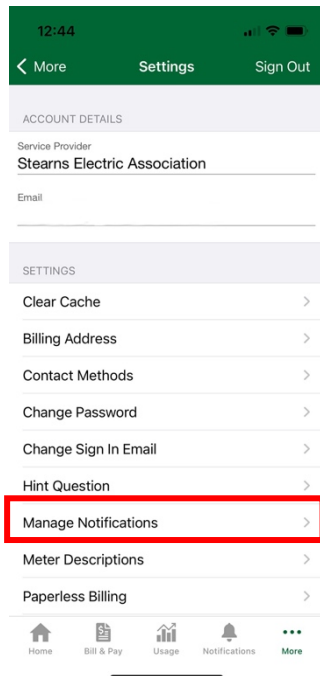
email2@stearnselectric.org Email Enrolled

- b. Follow similar steps to add a new email address.

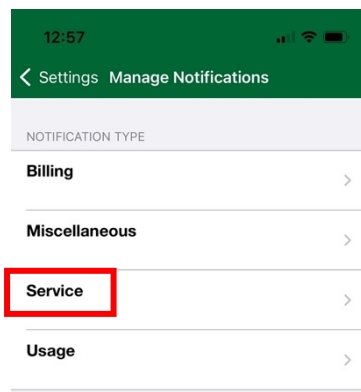
6. Select **"Settings"** at the top of your screen (*iOS*) or click the hamburger menu and select **"Settings"** (*Android*).



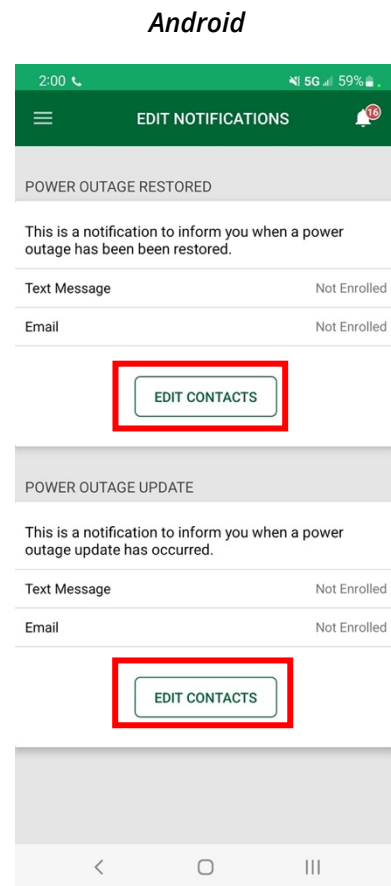
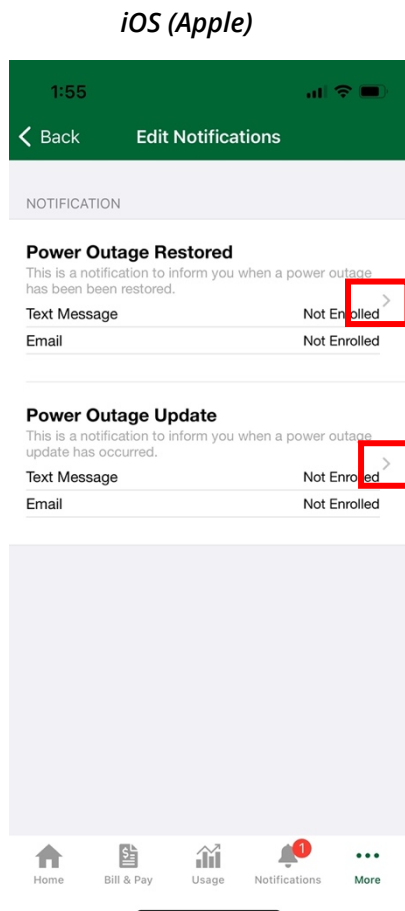
7. Select **"Manage Notifications."**



8. Select **"Service."**



9. On this screen, there are three types of notifications:
- a. **Power Outage Restored:** This is a notification to inform you when a power outage has been restored.
 - b. **Power Outage Update:** This is a notification to inform you when a power outage has occurred.
10. For each notification type you would like to sign up for, click the arrow next to the notification (*iOS*) or select **"Edit Contacts"** (*Android*).



Note, for Android, you will have to scroll down the page to view all of the notification options.

11. Verify your “Account Details” at the top and select the notification options you would like to receive – text message and/or email. You can enroll multiple phone numbers and emails to receive notifications.

1:02

< Back Edit Contacts

ACCOUNT DETAILS

STEARNS ELECTRIC ASSOCIATION
–1234567
JOE WATT
900 KRAFT DR. SE
MELROSE, MN 56352

TEXT MESSAGE

(800) 962-0655 ☐

EMAIL

info@stearnselectric.org ☐

email2@stearnselectric.org ☐

Save

12. Select “**Save.**” You should receive a “Success” screen letting you know your preferences have been saved.
13. From there, you can navigate the mobile app as you wish or close out.