

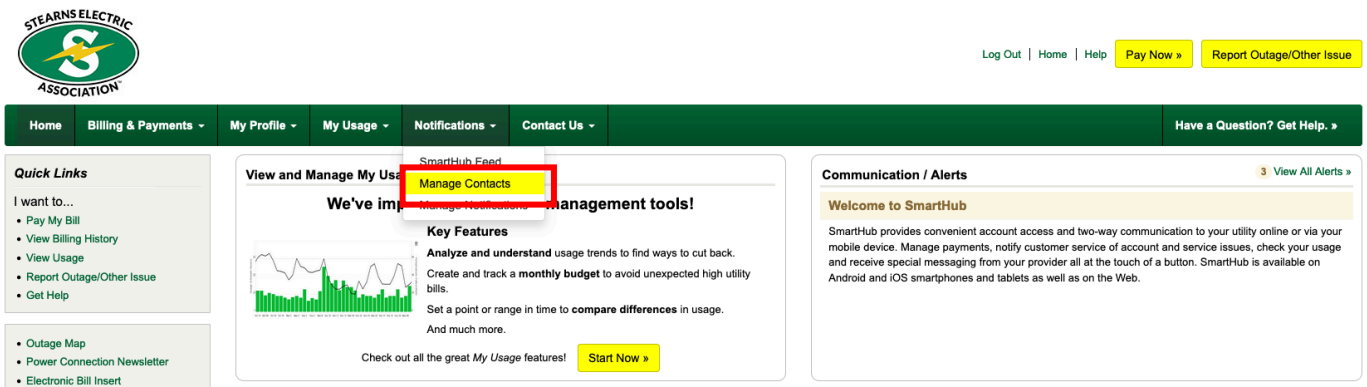
SMARTHUB WEB: OUTAGE NOTIFICATION SIGN-UP

These instructions will help you sign up for outage notifications using the SmartHub website. 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.

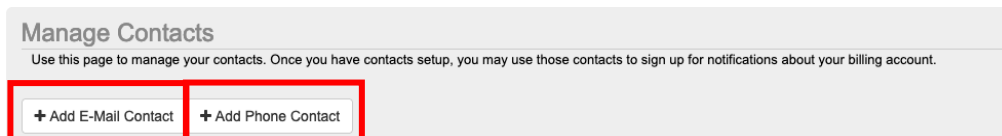
You must have already created a SmartHub Account to sign up for text or email notifications. At minimum, an email address is required. You can view instructions for creating a SmartHub account at www.stearnslectric.org > Account Services > My Account > Account Log In.

Special Note: please consider adding the email address stearnslectric-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.

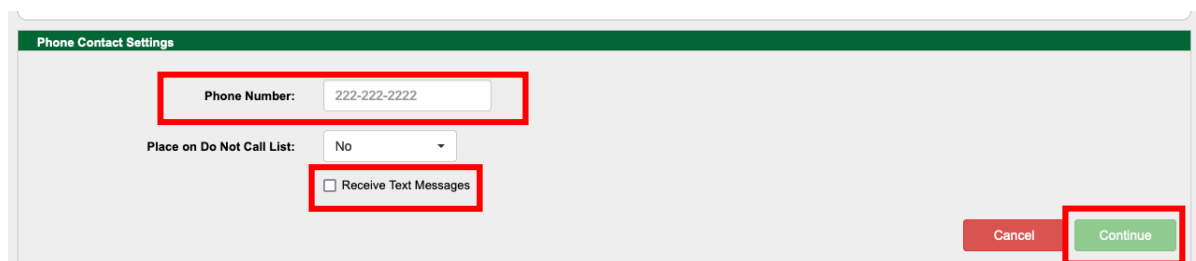
1. Log into your SmartHub account.
2. Select **“Notifications,”** and **“Manage Contacts”** from the menu bar.



3. Under the **“Manage Contacts”** page, select either **“Add E-mail Contact”** or **“Add Phone Contact.”**



- a. When adding a phone number:
 - i. Type the phone number in the **“Phone Number”** field.
 - ii. Make a **“No”** or **“Yes”** selection for the **“Place on the Do Not Call List”** dropdown.
 - iii. Make sure to select **“Receive Text Messages.”**
 - iv. Hit **“Continue.”**



- v. The **“Text Terms & Conditions”** screen will pop up. Please read through and choose **“Agree.”**

- vi. A verification code will be sent to your phone, which you can find in your text messages. Type that into the **“Phone Verification Code”** field and select **“Save Contact.”**

- vii. 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.

Method	Contact	Status	Available Actions
📞	(800) 962-0655	Text Enrolled	Activate Edit Delete
✉️	info@stearselectric.org	E-Mail Enrolled	Activate Edit Delete
✉️	email2@stearselectric.org	E-Mail Enrolled	Activate Edit Delete

b. When adding an email address:

- i. Type the email address in the **“New E-mail Address”** field. Re-type your email address in the **“Re-Enter New E-mail Address”** field. Hit **“Continue.”**

- ii. The **“Email Terms & Conditions”** will pop up. Please read through and choose **“Agree.”**
- iii. A verification code will be sent to your email, which you can find in your email messages. Type that into the **“E-mail Verification Code”** field and select **“Save Contact.”**

- iv. Your email address is now saved as a contact method. You should see your phone number listed under **“Verified Contacts.”**

4. At the top menu, select **“Notifications,”** and **“Manage Notifications.”**

The screenshot shows the Stearns Electric Association website. At the top left is the logo. At the top right are links for 'Log Out', 'Home', 'Help', 'Pay Now', and 'Report Outage/Other Issue'. Below this is a navigation bar with 'Home', 'Billing & Payments', 'My Profile', 'My Usage', 'Notifications', and 'Contact Us'. A 'Have a Question? Get Help.' link is on the right. On the left side, there are 'Quick Links' and a 'SmartHub Feed' section. The 'SmartHub Feed' section has a red box around the 'Manage Notifications' link. Below it is a 'View and Manage My Usage' section with a graph and text about analyzing usage trends. To the right is a 'Communication / Alerts' section with a 'View All Alerts' link.

5. Select **“Service.”**

The screenshot shows the 'Manage Notifications' page. At the top left is the Stearns Electric Association logo. At the top right are links for 'Log Out', 'Home', 'Help', 'Pay Now', and 'Report Outage/Other Issue'. Below this is a navigation bar with 'Home', 'Billing & Payments', 'My Profile', 'My Usage', 'Notifications', and 'Contact Us'. A 'Have a Question? Get Help.' link is on the right. On the left side, there are 'SmartHub Feed', 'Manage Contacts', and 'Manage Notifications' links. The 'Manage Notifications' section has a red box around the 'Service' option. Below it are 'Billing', 'Miscellaneous', and 'Usage' options. At the bottom, there are links for 'Billing & Payments', 'My Profile', 'My Usage', 'Notifications', and 'Contact Us', along with social media icons and a 'Call Us: (800) 962-0655' link.

6. Select the account you would like to update under **“Select Account.”**

The screenshot shows the 'Select Account' dropdown menu with '1234567 - KRAFT DRIVE' selected. Below it is a table with columns for 'Alert Type', 'Description', 'Text Message', and 'E-Mail'. The table has two rows: 'Power Outage Restored' and 'Power Outage Update'. At the bottom right are 'Reset' and 'Save Settings' buttons.

Alert Type	Description	Text Message	E-Mail
Power Outage Restored	This is a notification to inform you when a power outage has been restored.	(800) 962-0655	None
Power Outage Update	This is a notification to inform you when a power outage update has occurred.	(800) 962-0655	None

7. On this screen, there are three types of notifications:

- Power Outage Restored:** This is a notification to inform you when a power outage has been restored.
- Power Outage Update:** This is a notification to inform you when a power outage has occurred.

- For each notification type you would like to sign up for, use the drop-down options under **“Text Message”** and/or **“E-mail”** to indicate which method(s) of notification you would like to receive. You can enroll multiple phone numbers and emails to receive notifications.
- Once you are done, select **“Save Settings.”**

Service

Select Account

1234567 - KRAFT DRIVE ▾

Alert Type	Description	Text Message	E-Mail
Power Outage Restored	This is a notification to inform you when a power outage has been restored.	(800) 962-0655 ▾	None ▾
Power Outage Update	This is a notification to inform you when a power outage update has occurred.	(800) 962-0655 ▾	None ▾

Reset Save Settings

- You can navigate the website as you wish or close out. You can **“Log Out”** at the very top of your screen.



Log Out | Home | Help Pay Now > Report Outage/Other Issue