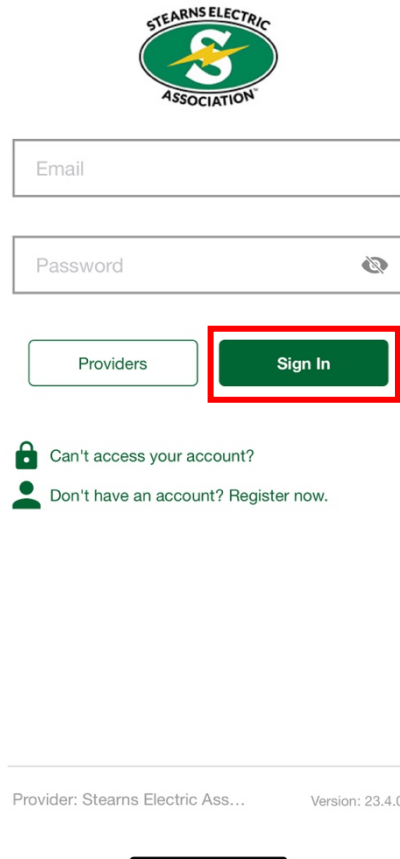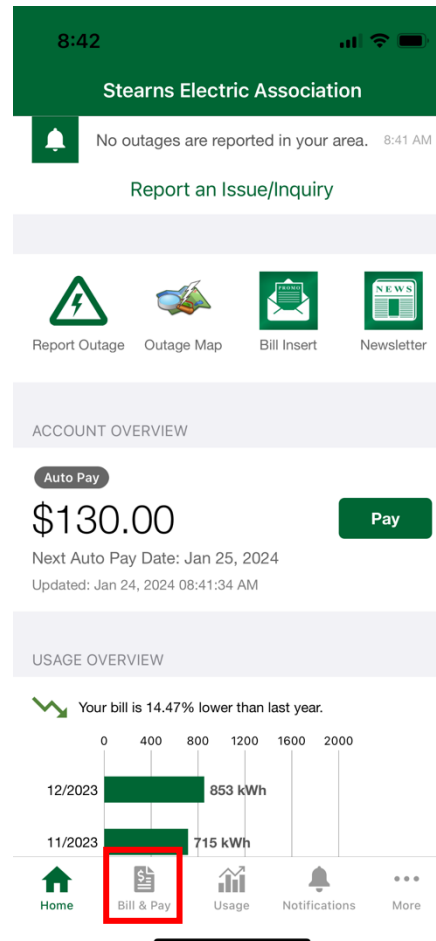# SMARTHUB MOBILE: CHANGING AUTOPAY

These instructions will help you change your AutoPay settings using SmartHub on your mobile device. Please see the SmartHub Web: Changing AutoPay document to adjust your settings using a web browser on your computer.

You must have already created a SmartHub Account to adjust your AutoPay settings via SmartHub. An email address and your Stearns Electric Association account number is required to set up a SmartHub account. You can view instructions for creating a SmartHub Account at stearnselectric.org > Account Services > My Account > Account Log In.
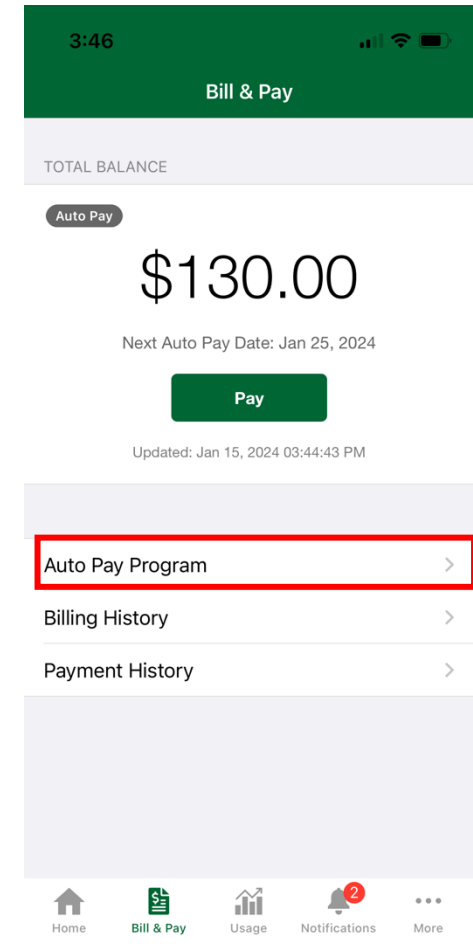

Log into SmartHub on your mobile app using your email address and password.

Select **"Bill & Pay."**

Select **"AutoPay Program."**

Auto Pay Terms & Conditions

I authorize Stearns Electric Association to initiate variable entries to my checking, savings or credit card account. This authority will remain in effect until I notify the cooperative at least four working days prior to the due date on my electric bill.

I can also stop payment of any entry by notifying the cooperative four business days before the due date on my electric bill. I can have the amount of an erroneous charge immediately credited to my account up to 15 days following issuance of my bank or credit card statement or 46 days after posting, whichever occurs first.

I understand that an NSF Fee may be assessed each time an ACH debit entry is rejected due to insufficient funds.

Once you have signed up for recurring payments, if eligible, you will see messages on your electric bill alerting you that the automatic payment plan is in effect. Examples of the messages are as follows:

- "The Draft Amount will be deducted from your authorized payment arrangement on the Draft Date shown",
- "Draft Date:(DATE OF SCHEDULED DRAFT)",
- "DO NOT MAIL PAYMENT. Your bill will

Decline | **Accept**

Read the Auto Pay Terms & Conditions and select **"Accept."**

11:04

‹ Bill & Pay   **Auto Pay Program**

EDIT CURRENT SETTINGS

Visa: **** 1234

Disable Auto Pay   ›

REPLACE CURRENT PAYMENT METHOD

➕

Add New

🏠 Home   📑 **Bill & Pay**   📈 Usage   🔔 Notifications   ••• More

Edit your current AutoPay payment method *(i.e. change expiration date on a credit card)* by **clicking on the current payment method at the top**, select **"Disable Auto Pay"** to cancel your automatic payments, or select **"Add New"** to add a new payment method.

Follow the steps for **UPDATING CURRENT AUTOPAY PAYMENT METHOD** *on pages 3-4.*

Follow the steps for **DISABLING OR CANCELLING AUTOPAY** *on pages 5-6.*

Follow the steps for **ADDING A NEW AUTOPAY METHOD** *on pages 7-9.*

UPDATING CURRENT AUTOPAY PAYMENT METHOD:

Verify your personal information.

Scroll down to **update bank account or credit card details**. Select **"Continue"** at the top of the screen.

Confirm the information is correct, then select **"Continue"** at the top.

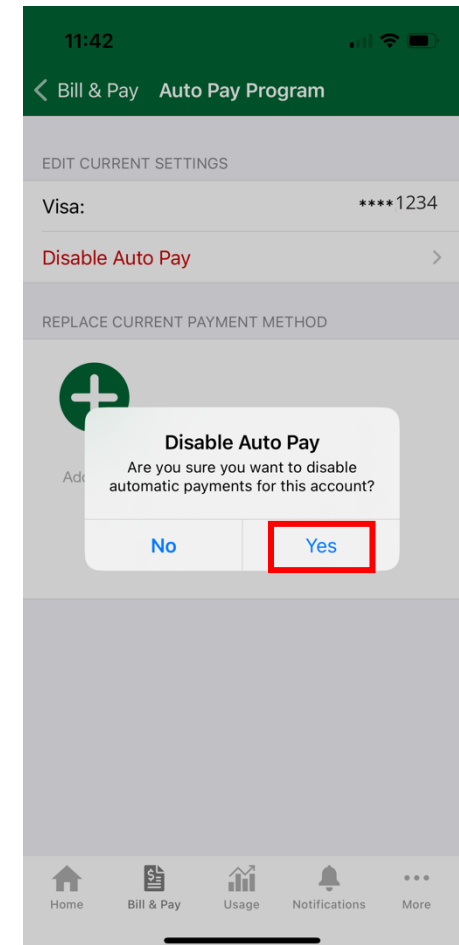Verify the account and payment information is accurate, then, select **"Confirm"** at the top.

You will get a Success screen. Click **"Close."**
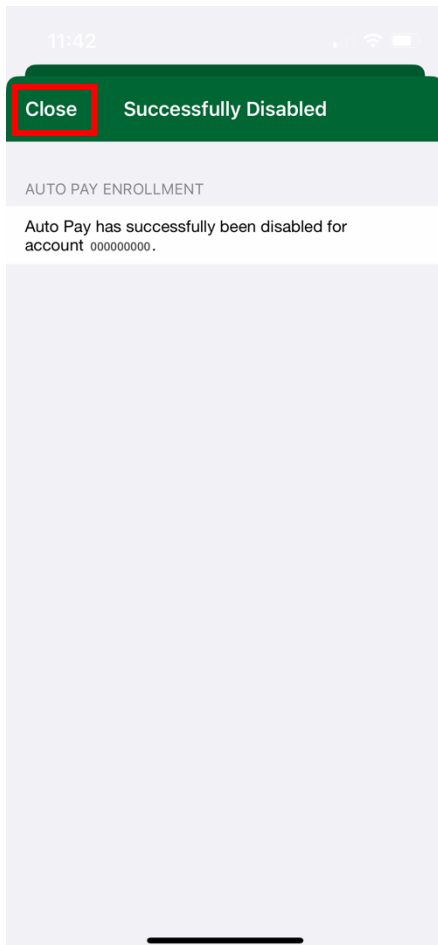
DISABLING OR CANCELLING AUTOPAY:
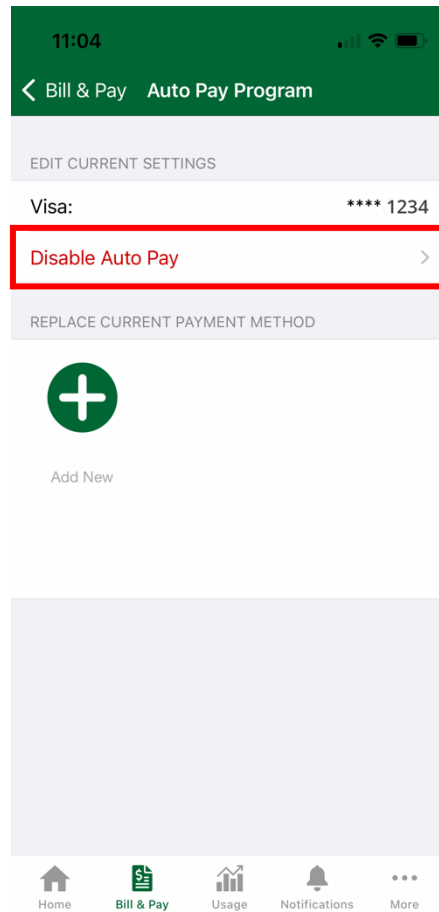
Select **"Disable Auto Pay."**
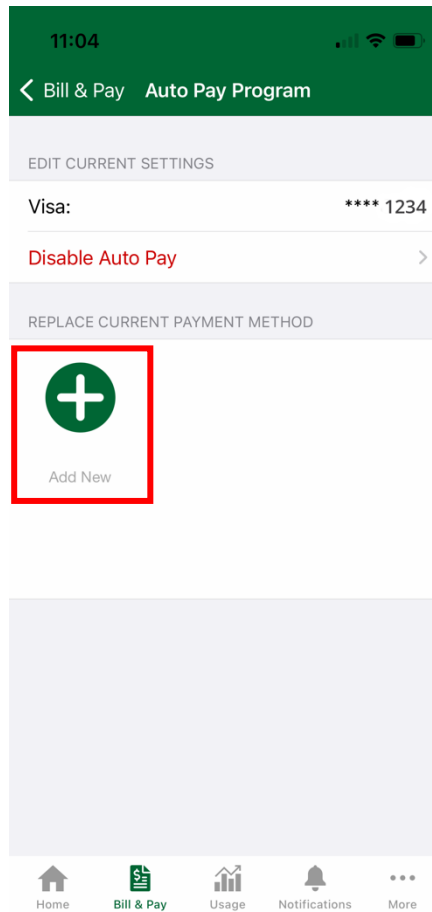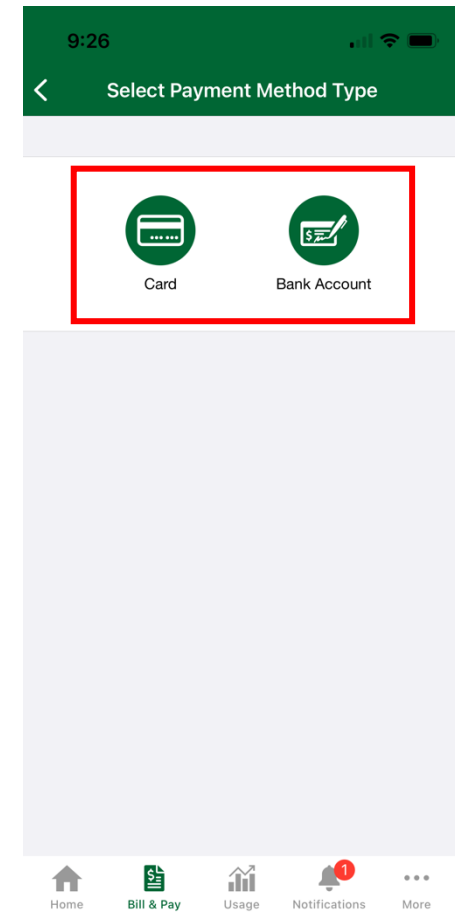

Select **"Yes"** on the pop-up screen.

You will receive a success screen. Select **"Close."**

ADDING A NEW AUTOPAY METHOD:

Select **"Add New."**

Select your type of payment
(**"Card"** or **"Bank Account."**)

Verify your personal information.

Scroll down to **fill in bank account or credit card details**. Select **"Continue"** at the top of the screen.
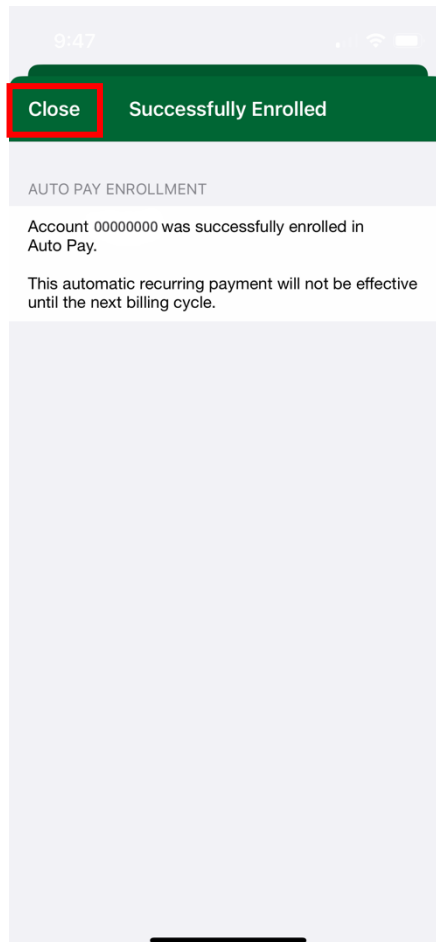
Confirm the information is correct, then select **"Continue"** at the top.

You will get to the Confirm Auto Pay screen. Verify the account and payment information is accurate, then select **"Confirm"** at the top.

You will get a success screen. Click **"Close."**