

SMARTHUB WEB: CHANGING AUTOPAY

These instructions will help you change your AutoPay settings using SmartHub on a web browser on your computer (Google Chrome, Microsoft Edge, Firefox, etc.) Please see the SmartHub Mobile: Changing AutoPay document to adjust your settings via your mobile device.

You must have already created a SmartHub Account to change 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 stearnslectric.org > Account Services > My Account > Account Log In.

1. Log into SmartHub on a web browser using your email address and password.
2. Select **"Bill & Pay,"** then **"Auto Pay Program"** from the menu.

The screenshot shows the SmartHub web interface. On the left is a navigation menu with the Stearns Electric Association logo at the top. The 'BILL & PAY' section is expanded, showing 'Auto Pay Program' as the selected option. Below it are 'Billing History', 'Make a Payment', and 'Payment History'. Other menu items include 'USAGE', 'CONTACT US', and 'SETTINGS'. Under 'SETTINGS', there are links for 'Report Power Outage', 'Report Outage/Other Issue', 'Make a Payment', 'Notifications', and 'Sign Out'. At the bottom of the menu are links for 'Outage Map', 'Power Connection Newsletter', 'Electronic Bill Insert', and 'SmartHub Quick Start Guide'. The main content area has a green header with 'HOME'. Below it is a 'NOTIFICATIONS (3)' section with three items: 'Sign-up for Power Outage Notifications', 'Paperless Billing', and 'Sign-up for AutoPay (recurring payments)'. Below the notifications is a 'CUSTOMER OVERVIEW' section with a 'Go To Make A Payment' link. The overview shows a table with three columns: 'MEMBER NAME', '\$115.00', '\$0.00', and '\$130.00'. Below the table are labels: 'Last Payment Amount (PAID on December 26, 2023) Auto Pay Enrolled', 'Past Due Balance', and 'Current Bill Amount (Next Auto Pay Due Date January 25, 2024)'. A 'Pay' button is next to the '\$130.00' amount.

*Follow the steps for **UPDATING AUTOPAY PAYMENT METHOD** in #3-5.*

*Follow the steps for **DISABLING AUTOPAY** in #6-8.*

*Follow the steps for **ADDING A NEW AUTOPAY PAYMENT METHOD** IN #9-11.*

UPDATING CURRENT AUTOPAY PAYMENT METHOD

3. Check the **"I accept the Auto Pay Terms & Conditions"** box, then select **"Update or Cancel."**

The screenshot shows the 'AUTO PAY PROGRAM' page in the SmartHub web interface. The left navigation menu is the same as in the previous screenshot. The main content area has a green header with 'AUTO PAY PROGRAM'. Below it is a section titled 'MEMBER NAME - ADDRESS'. Below this is a paragraph of text: 'Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month. Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to Stored Payment Accounts'. Below this text is a checkbox labeled 'I accept the Auto Pay Terms & Conditions.' which is checked. Below the checkbox is a table with two columns: 'Account' and 'Auto Pay Enrollment'. The 'Account' column shows 'STEARNS ELECTRIC ASSOCIATION - AUTO PAY' and 'MEMBER NAME MEMBER ADDRESS View Usage'. The 'Auto Pay Enrollment' column shows 'credit card (Ending in 1234)' and a red box around the 'Update or Cancel' link. Below the 'Update or Cancel' link is a link for 'Change Payment Method'.



4. Fill in payment details and select "Continue."

UPDATE OR CANCEL

Payment Card Details

Payment Method: Credit Card

Card Type: VISA, M/C, DISC, A/M

Card Number: *****9876

Expire Date: July, 01/2030

Account Description (optional): credit card

Cancel this Auto Pay: ☐

Cardholder Details

Customer Account: 4020913

Service: ELEC

Name:

Address: [See More](#)

City:

State: Minnesota

Zip Code:

I (we) hereby authorize Stearns Electric - MN to initiate debit entries to my (our) card entered above. I (we) acknowledge that the origination of charges to my (our) card account must comply with the provisions of law. This authorization is to remain in full force and effect until Stearns Electric - MN has received mail, fax or internet notification from me (or either of us) of its termination in such time and in such manner as to afford Stearns Electric - MN opportunity to act on it.

Continue **Reset**

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Cancel

5. You will get a confirmation screen. Select "Close."

CONFIRMATION

Update Successful

Your Auto Pay with Card Number *****9876 has been updated.

Close

DISABLING OR CANCELLING AUTOPAY

6. Check the "I accept the Auto Pay Terms & Conditions" box, then select "Update or Cancel."

AUTO PAY PROGRAM

MEMBER NAME - ADDRESS

Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month.

Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to [Stored Payment Accounts](#)

☒ I accept the Auto Pay Terms & Conditions. *

Account	Auto Pay Enrollment
STEARNS ELECTRIC ASSOCIATION - AUTO PAY	credit card (Ending in: 1234)
MEMBER ADDRESS	Update or Cancel



7. Check the **“Cancel this Auto Pay”** box, then hit **“Continue”**.

STEARN'S ELECTRIC ASSOCIATION

UPDATE OR CANCEL

BILL & PAY

- Auto Pay Program
- Billing History
- Make a Payment
- Payment History

USAGE

CONTACT US

SETTINGS

- Report Power Outage
- Report Outage/Other Issue
- Make a Payment
- Notifications
- Sign Out

Payment Card Details

Payment Method: Credit Card

Card Type: VISA

Card Number: *****9876

Expire Date: July 01/2030

Account Description (optional): credit card

☒ Cancel this Auto Pay

Cardholder Details

Customer Account: 4020913

Service: ELEC

Name: Name

Address: Address [See More](#)

City: City

State: Minnesota

Zip Code: Zip Code

I (we) hereby authorize Stearns Electric - MN to initiate debit entries to my (our) card entered above. I (we) acknowledge that the origination of charges to my (our) card account must comply with the provisions of law. This authorization is to remain in full force and effect until Stearns Electric - MN has received mail, fax or internet notification from me (or either of us) of its termination in such time and in such manner as to afford Stearns Electric - MN opportunity to act on it.

Continue **Reset**

1/16/24

Cancel

8. You will receive a confirmation screen. Select **“Close.”**

STEARN'S ELECTRIC ASSOCIATION

CONFIRMATION

BILL & PAY

- Auto Pay Program
- Billing History
- Make a Payment
- Payment History

USAGE

CONTACT US

SETTINGS

- Report Power Outage
- Report Outage/Other Issue
- Make a Payment
- Notifications
- Sign Out

Cancel Successful

Your Auto Pay with Card Number *****9876 has been cancelled.

Close

ADDING A NEW AUTOPAY METHOD

9. Click **“Change Payment Method”** and select **“Add New Card”** or **“Add New Bank Account.”**

STEARN'S ELECTRIC ASSOCIATION

AUTO PAY PROGRAM

BILL & PAY

- Auto Pay Program
- Billing History
- Make a Payment
- Payment History

USAGE

CONTACT US

SETTINGS

- Report Power Outage
- Report Outage/Other Issue
- Make a Payment
- Notifications
- Sign Out

MEMBER NAME - ADDRESS

Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month.

Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to [Stored Payment Accounts](#)

☒ I accept the Auto Pay Terms & Conditions. *

Account	Auto Pay Enrollment
STEARN'S ELECTRIC ASSOCIATION - 000000000	card (Ending in 1234)
AUTO PAY	Update or Cancel
MEMBER NAME	Change Payment Method
MEMBER ADDRESS	Add New Card
View Usage	Add New Bank Account



10. Fill in payment account details and select "I Agree."

STEARNS ELECTRIC ASSOCIATION

ADD NEW BANK ACCOUNT

Payment Account Details

Payment Method: Choose One

Bank Routing Number: [Where do I find it?](#)

Bank Account Number:

Bank Account (Confirm): [Where do I find it?](#)

Account Type: Personal

Account Description (optional):

Account Holder Details

Customer Account

Service: ELEC

First Name:

Last Name:

Address: [See More](#)

City:

State: Minnesota

ZIP Code:

Security Phrase [What's this?](#)

I have hereby authorized Stearns Electric - MN to initiate bank debits to my bank checking or savings account in the following financial institution listed below. This authorization will remain in full force and effect until Stearns Electric - MN has received mail, fax or internet notification from me (or either of us) of its termination in such time and in such manner as to afford Stearns Electric - MN and the financial institution entered above opportunity to act on it. If an item is dishonored or returned for any reason, I authorize an additional debit to the account listed above for \$20.00 or the maximum amount allowed by law, whichever is less. By clicking on the button below, I agree to the terms of this agreement and authorize this purchase. ~~Stearns Electric Association~~ page and retain a hard copy or electronic copy for your records.

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11. You will get a confirmation screen. Select "Close."

STEARNS ELECTRIC ASSOCIATION

CONFIRMATION

☒ **Update Successful**

Your Auto Pay with Bank Number *****1234 has been updated.

