

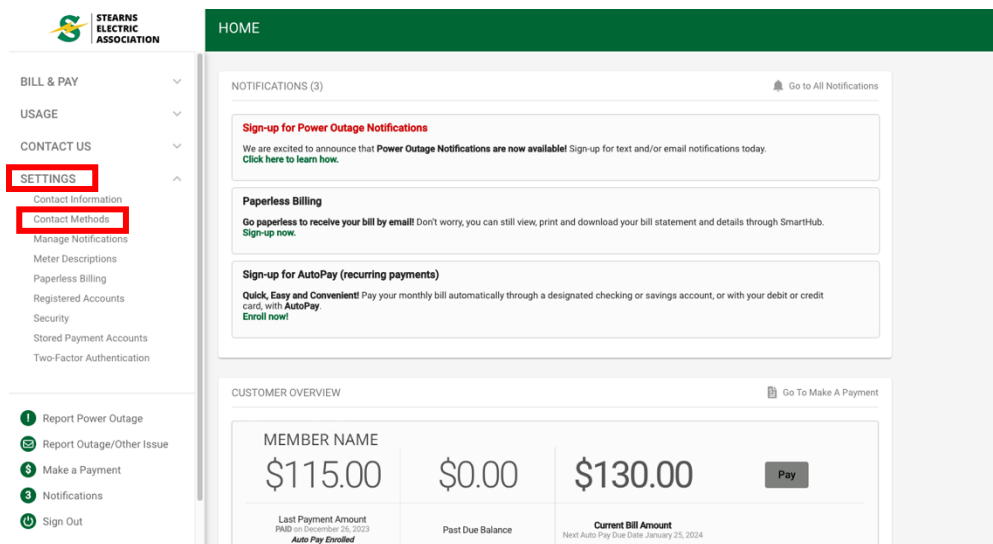
SMARTHUB WEB: OUTAGE NOTIFICATION SIGN-UP

These instructions will help you sign up for outage notifications using the SmartHub website. These instructions are ONLY for outage notifications. You can also sign up for other notifications such as bill available, credit card expiration, payment confirmation, usage alerts and more.

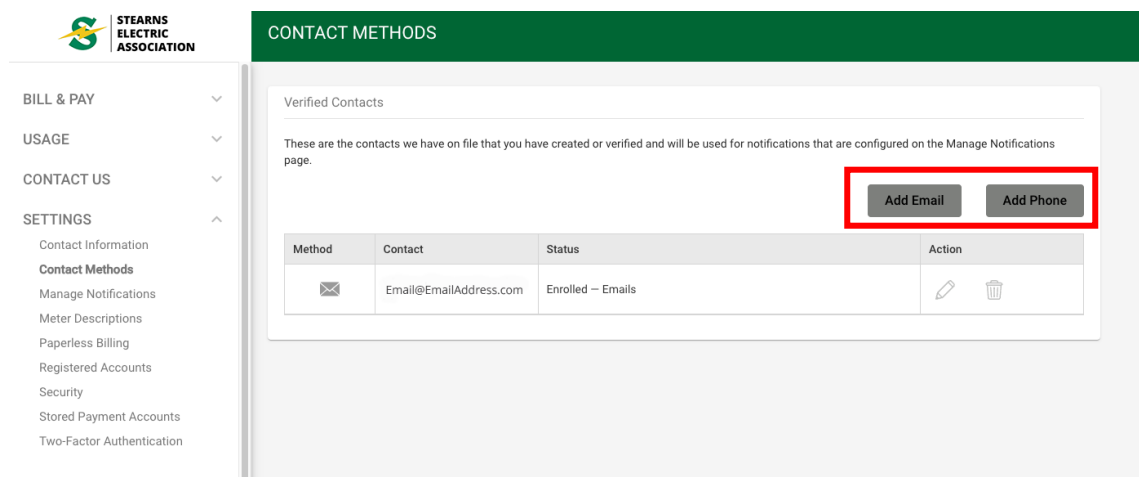
You must have already created a SmartHub Account to sign up for text or email notifications. An email address and your Stearns Electric Association account number is required to set up a SmartHub account. You can view instructions for creating a SmartHub Account at stearnslectric.org > Account Services > My Account > Account Log In.

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 SmartHub on a web browser using your email address and password.
2. Select **"Settings,"** then **"Contact Methods"** from the left-hand menu.



3. You will already have an email address listed, as that is the email required to have a SmartHub account. Choose "Add Email" or "Add Phone" if you'd like to add another contact method. (jump to #4 if you don't need to add any new contact methods.)



- a. To add a mobile phone:
 - i. Type phone number in **"Phone"** field.
 - ii. Select **"Yes"** under the "Receive Text Message" field.
 - iii. Make a **"Yes" or "No"** selection for the "Place on Do Not Call List" field.
 - iv. Select the **"I accept the Terms & Conditions"** check box.
 - v. Click **"Save."**

ADD PHONE
×

Phone *

Receive Text Message *

Yes
▼

Place on Do Not Call List (optional)

No
▼

☒ I accept the Terms & Conditions *

Cancel

Save

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

VERIFY PHONE
×

Verification Code *

Phone

Receive Text Message

Yes
▼

Place on Do Not Call List


No
▼

Resend Verification Code

Cancel

Save

- vii. You will receive another text message verifying your cell phone registration is complete. Your phone number is now saved as a contact method. You should see your phone number listed under the **"Contact"** field.



BILL & PAY
 USAGE
 CONTACT US
 SETTINGS

Contact Information
Contact Methods
 Manage Notifications
 Meter Descriptions
 Paperless Billing
 Registered Accounts
 Security
 Stored Payment Accounts
 Two-Factor Authentication

CONTACT METHODS
×



Verified Contacts

These are the contacts we have on file that you have created or verified and will be used for notifications that are configured on the Manage Notifications page.

Go to Manage Notifications to create notifications for your new contact.

Add Email

Add Phone

Method	Contact	Status	Action
	000-000-0000	Enrolled – Text Messages	<div style="display: flex; justify-content: center; gap: 10px;"> <div style="border: 1px solid #ccc; padding: 2px 5px;">✎</div> <div style="border: 1px solid #ccc; padding: 2px 5px;">✖</div> </div>
	Email@EmailAddress.com	Enrolled – Emails	<div style="display: flex; justify-content: center; gap: 10px;"> <div style="border: 1px solid #ccc; padding: 2px 5px;">✎</div> <div style="border: 1px solid #ccc; padding: 2px 5px;">✖</div> </div>

SMARTHUB WEB: OUTAGE NOTIFICATION SIGN-UP PAGE 2 OF 5

- b. To add an email address:
 - i. Type email address into the **"Email"** field.
 - ii. Type in email address into the **"Confirm Email"** field.
 - iii. Select the **"I accept the Terms & Conditions"** check box.
 - iv. Click **"Save."**

- v. A verification code will be sent to your email address. Type that into the **"Verification Code"** field and select **"Save."** (you may have to check your junk or spam folder if you did not add the SmartHub email address to your approved sender list.)

- vi. Your email address is now saved as a contact method. You should see that email address listed under the **"Contact"** field.

Method	Contact	Status	Action
📞	000-000-0000	Enrolled – Text Messages	
✉️	Email@EmailAddress.com	Enrolled – Emails	
✉️	Email2@EmailAddress.com	Enrolled – Emails	



4. On the left-hand menu, under “Settings,” select “Manage Notifications.”

CONTACT METHODS

Verified Contacts

These are the contacts we have on file that you have created or verified and will be used for notifications that are configured on the Manage Notifications page.

[Go to Manage Notifications to create notifications for your new contact.](#) [Add Email](#) [Add Phone](#)

Method	Contact	Status	Action
☎	000-000-0000	Enrolled – Text Messages	Edit Delete
✉	Email@EmailAddress.com	Enrolled – Emails	Edit Delete
✉	Email2@EmailAddress.com	Enrolled – Emails	Edit Delete

5. Confirm the account number at the top of the screen in the gray area, and select “Service.”

MANAGE NOTIFICATIONS

00000000 - MEMBER ADDRESS

Use this page to sign up for notifications about activity on your billing account.

Billing

Miscellaneous

Service

Usage

6. There are two types of outage notifications you can sign up for:
- 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.

7. For each notification type you would like to sign up for, use the drop-down options under “Text Message” and/or “Email” 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.”

MANAGE NOTIFICATIONS

00000000 - MEMBER ADDRESS

Use this page to sign up for notifications about activity on your billing account.

Billing

Miscellaneous

Service


Alert Type	Description	Text Message	Email
Power Outage Restored	This is a notification to inform you when a power outage has been restored.	Text Message	Email
Power Outage Update	This is a notification to inform you when a power outage update has occurred.	Text Message	Email

Reset [Save](#)

Usage



8. You are now signed up for outage notifications. Navigate the SmartHub website as you wish (Click the Stearns Electric Association logo on the top-left to get back to the SmartHub home page.) You can **"Sign Out"** of your account on the bottom of the left-hand menu.



CONTACT US

SETTINGS

Report Power Outage

Report Outage/Other Issue

Make a Payment

Notifications

Sign Out

Outage Map

Power Connection Newsletter

MANAGE NOTIFICATIONS

00000000 - MEMBER ADDRESS

Use this page to sign up for notifications about activity on your billing account.

Billing

Miscellaneous

Service

Alert Type	Description	Text Message	Email
Power Outage Restored	This is a notification to inform you when a power outage has been restored.	Text Message 000-000-0000	Email Email@EmailAddre...
Power Outage Update	This is a notification to inform you when a power outage update has occurred.	Text Message 000-000-0000	Email Email@EmailAddre...

Reset Save

Usage

