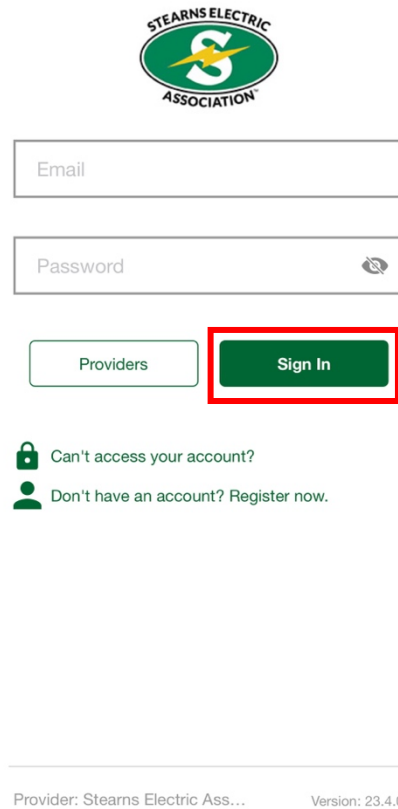


SMARTHUB MOBILE: SETTING UP TWO-FACTOR AUTHENTICATION

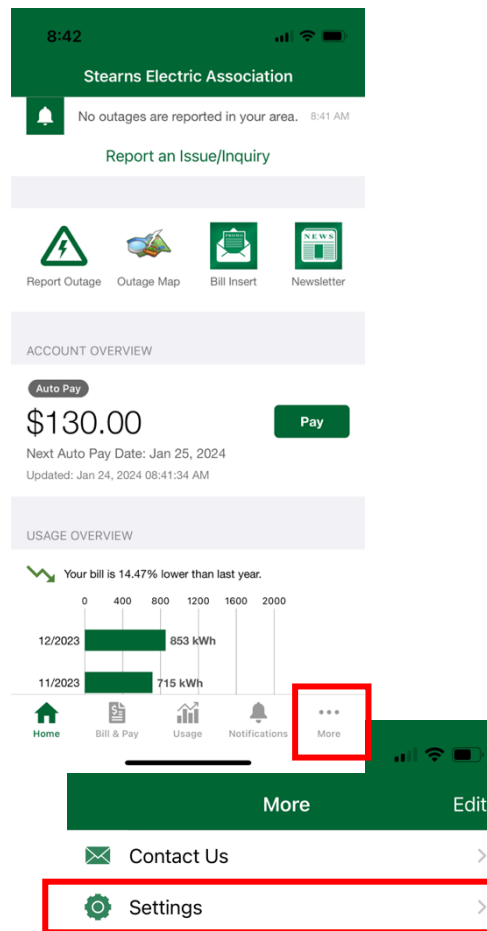
These instructions will help you set up two-factor authentication using SmartHub on your mobile device. Please see the SmartHub Web: Setting up Two-Factor Authentication document to adjust your settings using a web browser on your computer.

You must have already created a SmartHub Account to use this feature. 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.

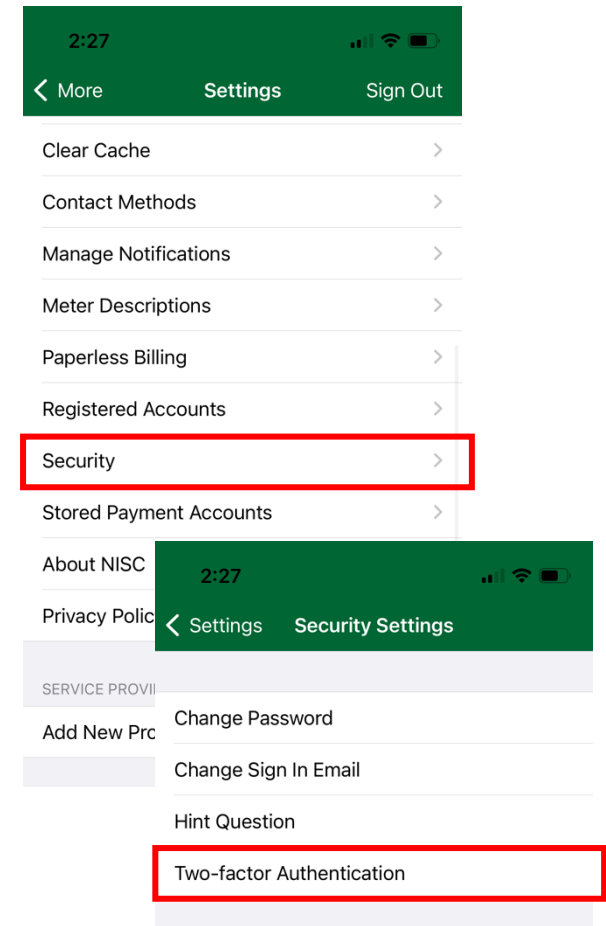
Two-Factor Authentication (also known as 2FA, Multi-Factor Authentication or MFA) adds an extra layer of verification on top of a user's password when accessing their SmartHub Account. Instead of providing only a password to log in to Smart-Hub, 2FA requires users to provide an additional code or confirmation from a text, email, or verification app.

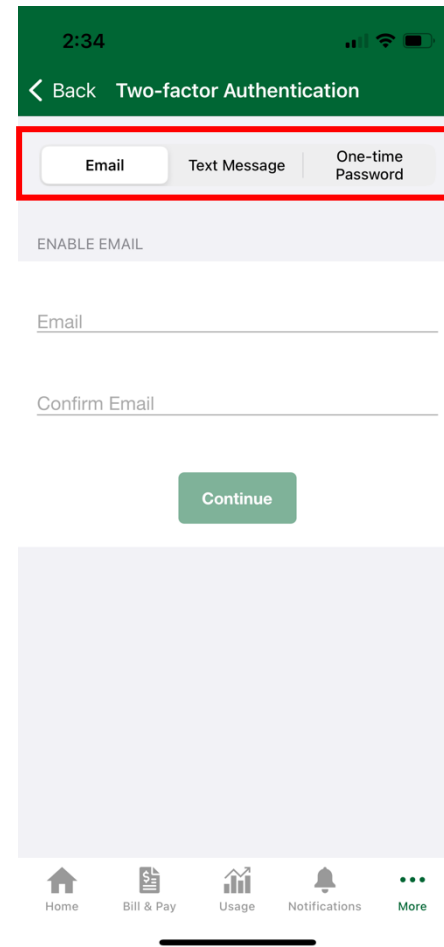
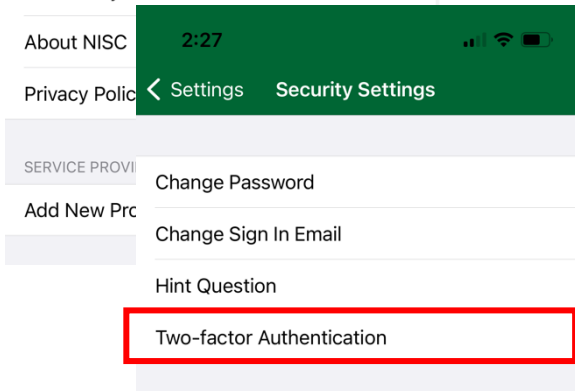
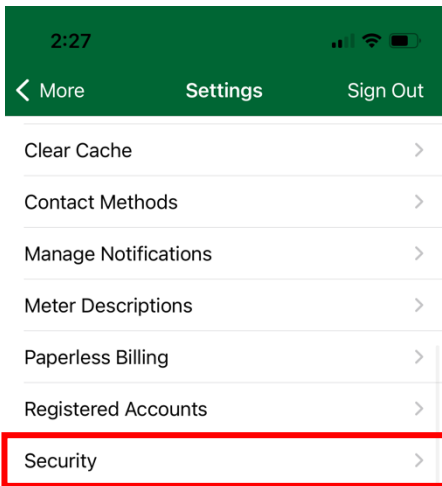
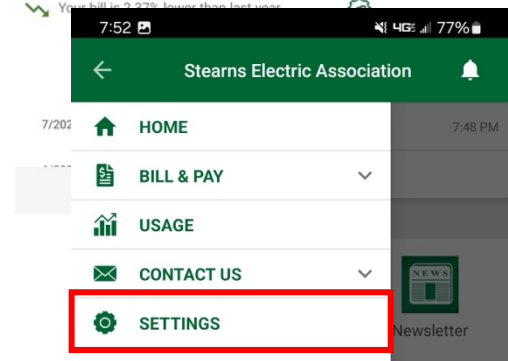
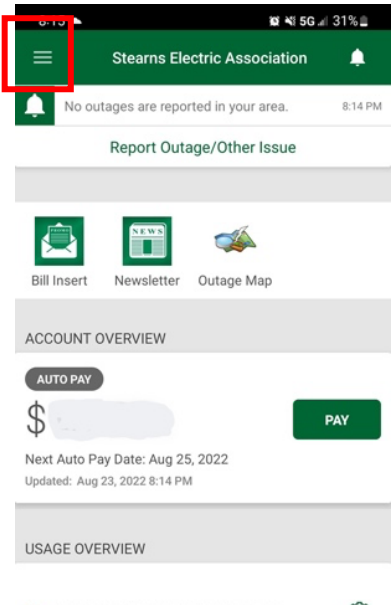


Log into SmartHub on your mobile app using your email address and password.



FOR APPLE: Select "More," "Settings," "Security" and "Two-factor Authentication."

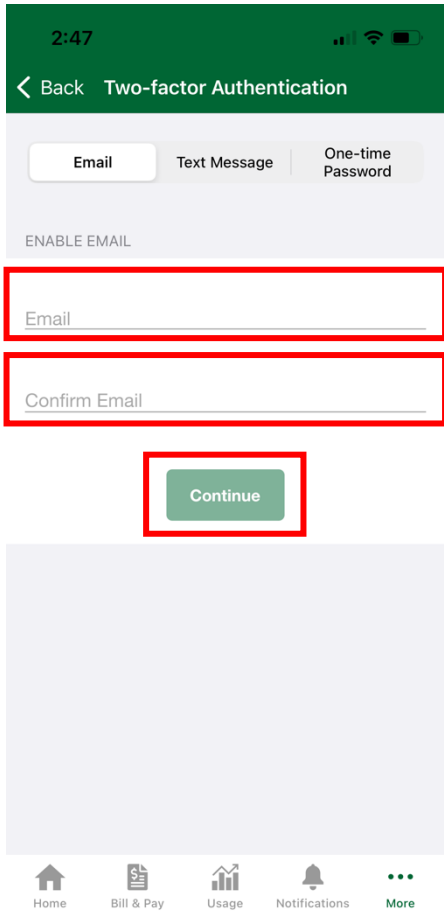




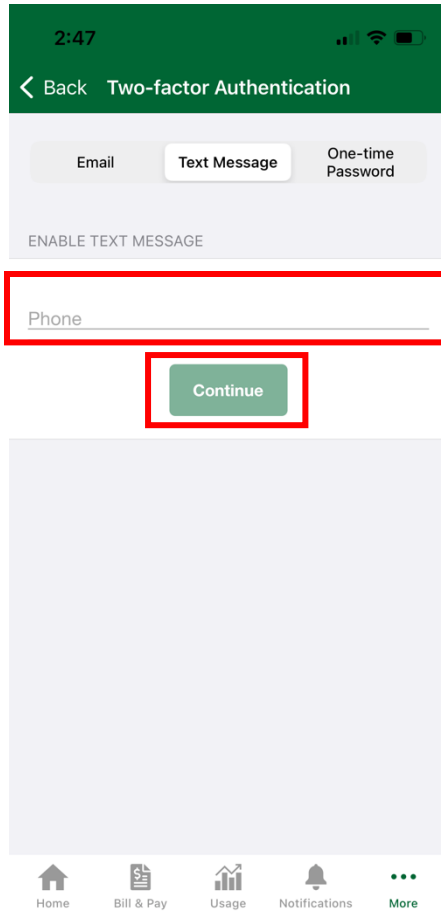
FOR ANDROID: Select **“More,” “Settings,” “Security”** and **“Two-factor Authentication.”**

Select your preferred Two-factor Authentication method from the options above.

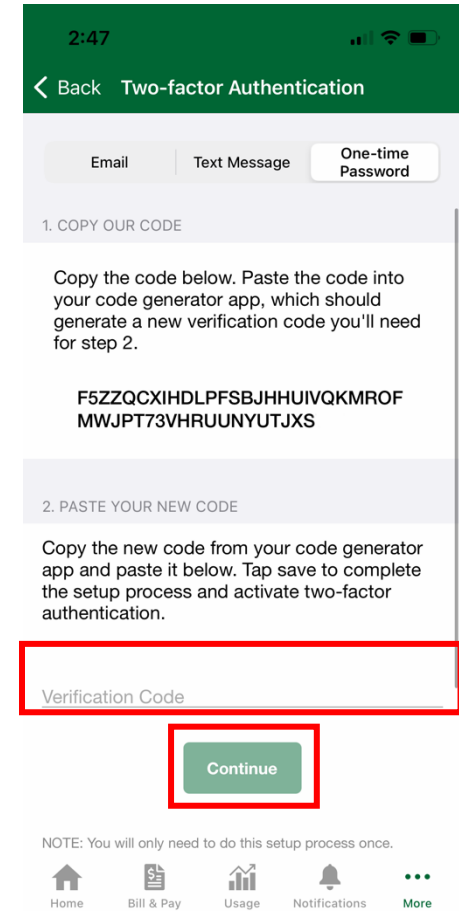




Email: Type in email address in "Email". Re-type in email address in "Confirm Email" field. Hit "Continue."



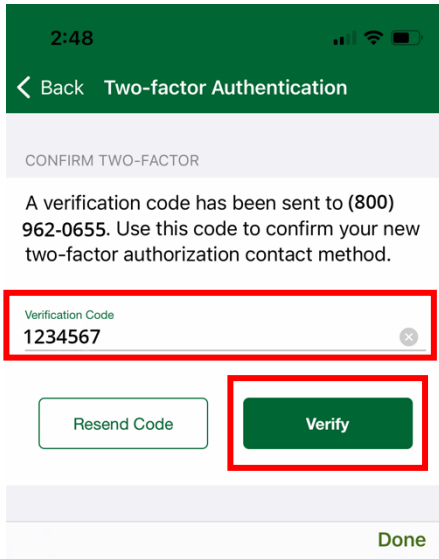
Text Message: Type in phone number in "Phone". Hit "Continue."



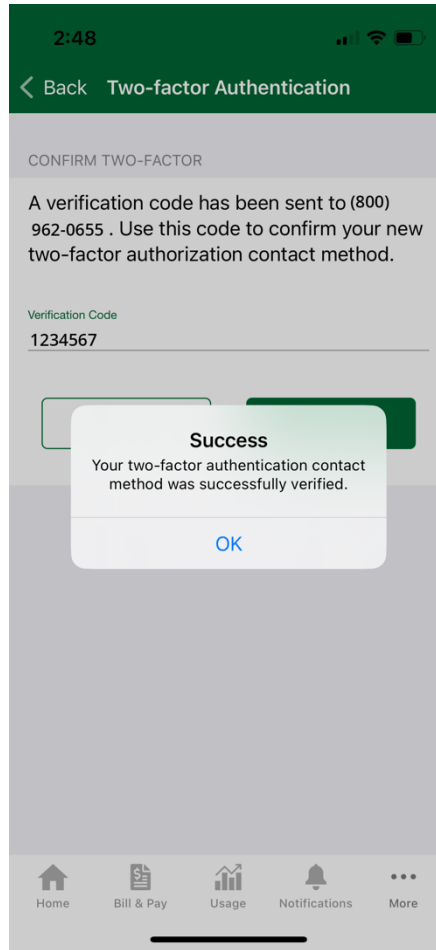
One-time Password: Copy the code into your pass code generator. Paste your new code (from the app) into the "Verification Code" field. Hit "Continue."

If you don't already have a code/password generator app (e.g. Google Authenticator, Microsoft Authenticator, Duo Mobile, Aegis Authenticator, Authy, etc.) you can download one of these from your mobile devices App Store (Apple App Store, Google Play App Store).





You will receive a verification email, text message or code from your code generator app. Type that into the "Verification Code" field and hit **"Verify."**



You will get a "Success" screen. Your account is now set up for multi-factor authentication and you will need to verify your account login with your preferred multi-factor authentication method each time you log into your account.

