

SMARTHUB WEB: SETTING UP TWO-FACTOR AUTHENTICATION

These instructions will help you set up SmartHub two-factor authentication on a web browser on your computer (Google Chrome, Microsoft Edge, Firefox, etc.) Please see the SmartHub Mobile: Setting Up Two-Factor Authentication document to do this via your mobile device.

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 stearnslectric.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.

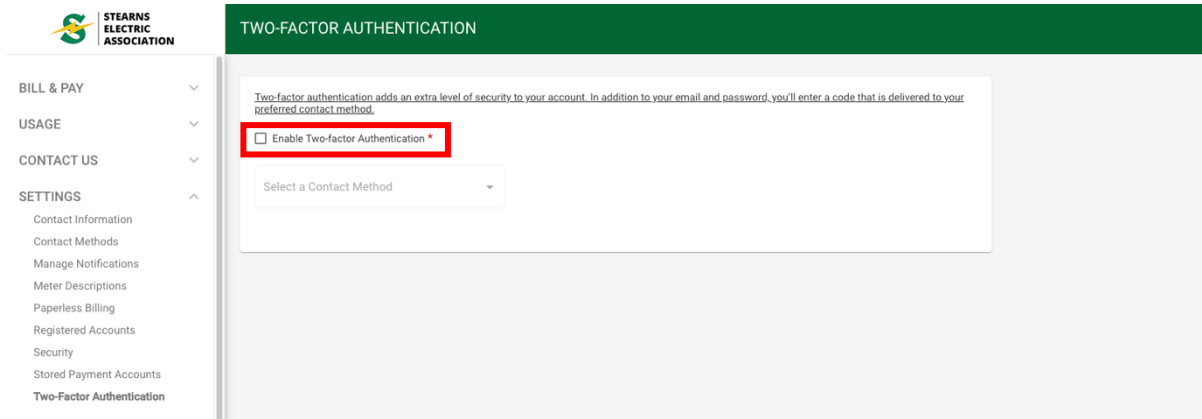
1. Log into SmartHub on a web browser using your email address and password.
2. Select **"Settings,"** then **"Two-Factor Authentication"** from the menu.

The screenshot displays the SmartHub web interface. On the left is a navigation menu with the Stearns Electric Association logo at the top. The menu items are: BILL & PAY, USAGE, CONTACT US, SETTINGS (highlighted with a red box), Report Power Outage, Report Outage/Other Issue, Make a Payment, Notifications, and Sign Out. Under the SETTINGS menu, the following options are listed: Contact Information, Contact Methods, Manage Notifications, Meter Descriptions, Paperless Billing, Registered Accounts, Security, Stored Payment Accounts, and Two-Factor Authentication (highlighted with a red box). The main content area is titled 'HOME' and features a 'NOTIFICATIONS (3)' section with three items: 'Sign-up for Power Outage Notifications', 'Paperless Billing', and 'Sign-up for AutoPay (recurring payments)'. Below this is a 'CUSTOMER OVERVIEW' section with a 'Go To Make A Payment' link. The overview table shows:

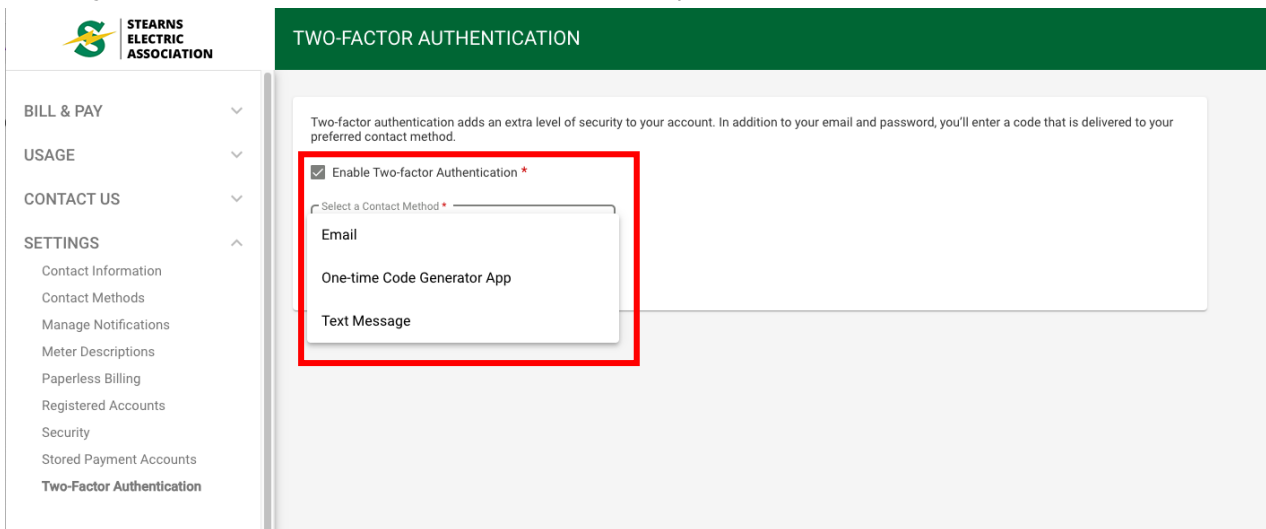
MEMBER NAME		
\$115.00	\$0.00	\$130.00
Last Payment Amount PAID on December 26, 2023 Auto Pay Enrolled	Past Due Balance	Current Bill Amount Next Auto Pay Due Date: January 25, 2024



3. Check the box next to “Enable Two-Factor Authentication.”



4. Select your Preferred Contact Method from the drop-down selections.



a. Email

- i. Enter your email address and confirm your email address. Select “Continue.”
- ii. A verification code will be sent to your email address. Enter it in the “Verification Code” field.
- iii. Select “Save.”
- iv. An authentication code will now be sent to this contact method each time you sign into SmartHub.

b. One-time Code Generator App

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).

- i. Using your code generator app, scan the QR Code provided via SmartHub.
- ii. Follow the instructions on your code generator app.
- iii. Once SmartHub is added to your list accounts in your app, type the “Verification Code” into the field. Select “Continue.”
- iv. You will now need to use your preferred code generator app to authenticate your SmartHub account each time you sign into SmartHub.

c. Text Message

- i. Enter your mobile phone number and select “Continue.”
- ii. A verification code will be sent to your mobile phone. Enter it in the “Verification Code” field.
- iii. Select “Save.”
- iv. An authentication code will now be sent to this contact method each time you sign into SmartHub.

