



## How do I sign up for SmartHub?

Go to the website: <https://aecimn.smarthub.coop>

1. Click **New User? Sign up to access our Self Service site.**

2. Enter

- Your **New Account Number** (found on your most recent bill)
- The **Last Name** or Business Name as it appears on your bill
- An **email address**
- Your **billing Zip Code**

3. You will be emailed a temporary password. Return to the login screen and enter your email address and temporary password.

## Will my credit card auto pay still work?

No. Credit card information from our old site was NOT carried over to the new site. If you would like to pay your bill with a credit card you must log in and set up your auto pay again.

Note: we do still accept credit card payments over the phone.

## Will my bank-drawn auto pay still work?

Yes. That information was saved and converted from the old billing system into the new one. If you would like to update your information please log in to SmartHub to make changes.

## Can I make a one-time payment?

Yes. You may pay one time or set up automatic monthly payments.

## Can I make payments on multiple accounts?

Yes. The SmartHub home page will show all of the accounts associated with your member (or customer) number. You may make payments on any or all of those accounts through SmartHub. You can also view the usage for each account.

## **How often is SmartHub updated?**

Your billing information is updated in real time. As soon as you make a payment it is reflected in our software in the office and in your account in SmartHub.

Our office receives usage information from your meter at varying intervals. These readings are posted to SmartHub weekly.

## **What is the Difference between the Mobile App and the Web Version of SmartHub?**

The Mobile Apps are native Applications that can be downloaded and installed on you compatible mobile phone or tablet device. The Web version is internet accessible from any web enable device. Both the Apps and the Web version give you secure access to maintain your account information, view your bills, see payment history, make payments on one or more accounts, and set up recurring payments. They also allow you to monitor and manage your usage by use of graphics and usage markers.

The Web version allows you to register your accounts to receive notifications for account milestones, such as an approaching or a missed due date. It also allows you to set usage markers (date range or point in time) to monitor the changes in usage based on events. The Web has a Profile page available for you to maintain your personal information, password, security pass phrase and stored payment methods.

## **What phones and tablets are supported?**

The Apps are supported on the following platforms:

IOS 3.1 and above (iPhone and/or iPad)

Android 2.1 and above (Smartphones or tablets)

## **Is the App secure?**

Yes! All critical information is encrypted in every transaction run and no personal information is stored on your mobile device. Mobile devices do offer you the ability to store your login information for Apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.

## **Do I have to buy the App?**

No. The App is free to download and install.