

To Sign-Up for SmartHub on a Computer/Laptop

Go to <https://howardelectric.smarthub.coop> or visit www.howardelectric.com & click on link from the home page.

This is what the webpage will look like.



Select – **New User? Sign up to access our Self Service site** (you'll see this screen)



New User Registration

To register as a new user, please enter the following information so that we may access your account.

Account Number:

Last Name or Business Name:

E-Mail Address:

Enter the requested information and select submit. The lower part of the screen will then appear with the following questions to answer –



New User Registration

To register as a new user, please enter the following information so that we may access your account.

Account Number:

Last Name or Business Name:

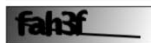
E-Mail Address:

Please answer the following about the account that you are trying to register in order to protect you against identity theft.

Security Question 1 Answer
Last 4 Digits Of SSN Or Federal Tax ID (For Businesses)

Security Question 2 Answer
Mailing ZIP Code

Please type the characters you see in the picture below.



Enter the requested information & select submit. (note – if you don't have a social security # on file with your account you won't be able to register, please call the Howard Electric office at 660-248-3311 to add that information to your account. Once we save that information on your account you can enter those last 4.

You will then get this message



Congratulations!

Your registration is complete. You will receive an e-mail with a temporary password. Use it to login and change your password.

Login

You will need to go to your email and retrieve that password, once you have it you can select log-in.

It will take you back to the original screen with your email address pre-populated for you.

A screenshot of the "smart hub" login page. The page has a green background with a network diagram. At the top center is the "smart hub" logo. Below it, the text "Enter e-mail address & password to login" is followed by two input fields: "E-Mail Address:" and "Password:". A "Login" button is positioned below the password field. Below the login fields, there are links for "Can't access your account?" and "New User? Sign up to access our Self Service site." At the bottom left is the Howard Electric Cooperative logo and name. A small "Version: 2.12" is visible near the bottom center.

Once you enter the temporary password it will force you to make up a password of your own on the next screen (shown below) **note - passwords have to include letters and numbers**

A screenshot of the "Please change your password" screen. It features the Howard Electric Cooperative logo at the top left. The main heading is "Please change your password". Below this, there are three input fields: "E-Mail Address:", "New Password:", and "Confirm Password:". To the right of the "New Password:" field is a link for "Password Strength:". Below the "New Password:" field, there is a note: "4-character minimum; 10-character maximum; must include both letters and numbers; may include special characters." At the bottom right, there are three buttons: "Submit", "Reset", and "Cancel".

It will then ask you if you want to turn off your paper bills – it has no automatically selected so you can select submit or if you really want to stop getting a bill you can change it to yes and click submit.

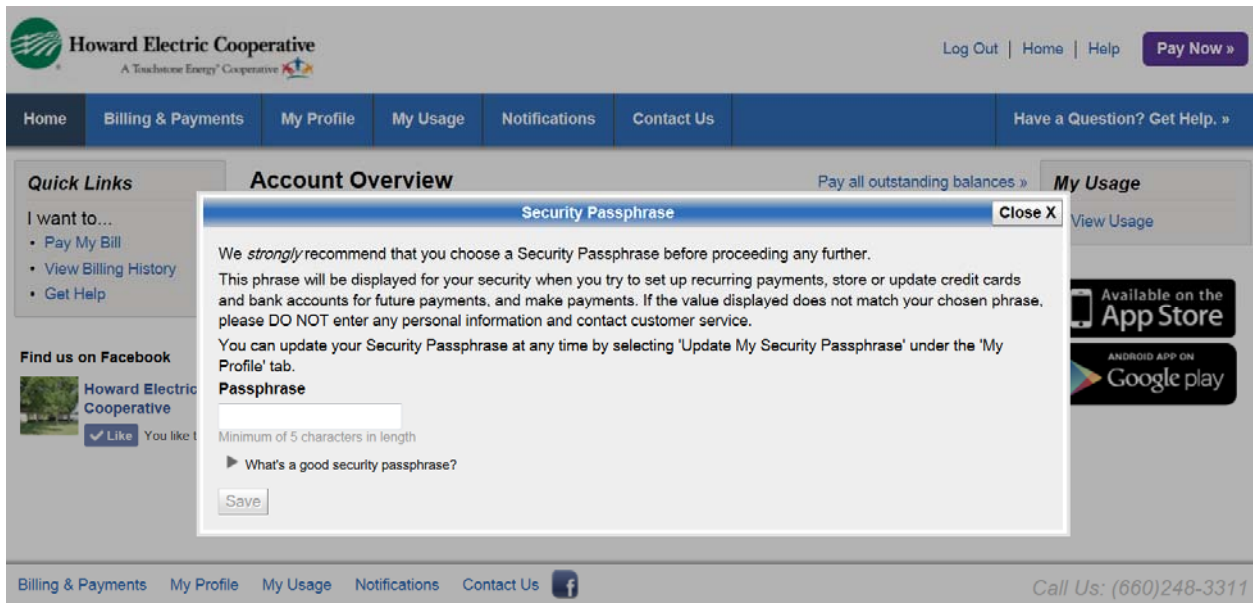


Paperless Bills

Would you like to turn off paper bills? Yes No

Please note that this will apply to all accounts registered with this email address.

Once you hit submit they will see the screen below. It will encourage you to enter a passphrase, for an extra level of security, you can enter one or press close.



Once you do this, you are ready to go.

Next time you visit you will just have to enter your email & password.