

### HOW TO REGISTER FOR SMARTHUB

#### From a PC:

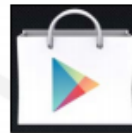
- Make sure you're using a compatible internet browser: Chrome or Firefox is preferred, but you can also use Internet Explorer 9 or above.
- Go to [www.midwestrec.com](http://www.midwestrec.com) and click one of our account links, such as Pay My Bill. You can also go directly to our SmartHub site: <http://midwestrec.smarthub.coop/>.
- Click the link for New User at the top.
- Complete the fields for account number, last name, and email address. Hit submit.
- You'll be asked a confirming question such as your zip code. Enter the "security characters" that appear on the screen.
- Click Login, then you'll be emailed a temporary password from [midwestrec@smarthub.coop](mailto:midwestrec@smarthub.coop). (Note: Don't send emails to this address.)
- Copy this temporary password into your SmartHub login and click Submit.
- You will be prompted to change your password to your liking. There is a four-character minimum and a few other requirements for your security.
- After hitting enter, you'll be asked if you want to turn off paper bills (which means you would not receive a mailed paper bill anymore).

That's it! Now you're at the main screen.

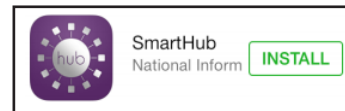
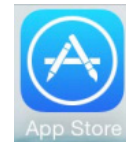
#### From a Tablet or Smartphone:

- Search Apple or Android devices' app stores for "SmartHub." After downloading (it's free), search for "Midwest Electric Ohio."
- Follow the same registration steps listed at left.

Android devices: Access the Google Play store.

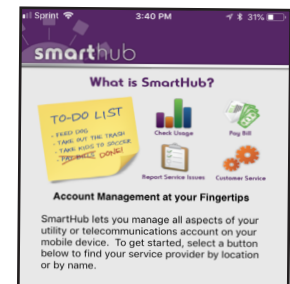


Apple devices: Access the App Store.



Download SmartHub.

After downloading, your intro screen will look like this. You can now register your account by following the prompts.



#### After you're registered...

- To login, go to the same SmartHub website accessed from our website ([www.midwestrec.com](http://www.midwestrec.com)) or login through your mobile device app 24/7/365. Enter your email and password you created above.
- **Note:** You'll be locked out after 6 failed login attempts, and you'll then have to call our office at 1-800-962-3830 during regular hours to re-set the account. This is for your security to prevent hackers from getting into your account.

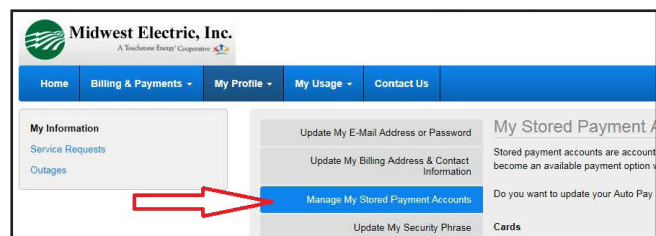
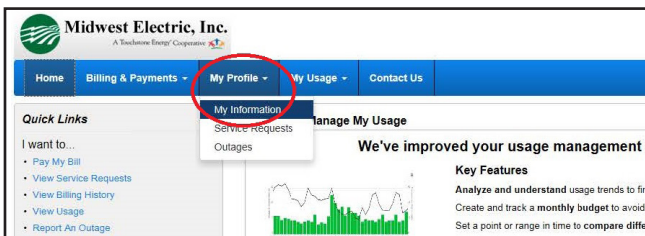
### SMARTHUB HIGHLIGHTS

- Home Screen – links to pay your bill, view service requests, report an outage, view substation maps, read our monthly newsletters, and more
- Billing & Payments Tab – links to pay your bill, view billing and payment history, and set up recurring payments
- My Profile Tab – update e-mail address, password, contact information, bank or credit card information, change printed bill settings, and review past power outages
- My Usage Tab – view monthly, daily and hourly electric use charts and weather information; compare months, days and hours in various ways; add an "energy marker" when you make home upgrades; compare bills
- Notifications Tab – To be notified by text or email when your electric use exceeds a certain level click Manage Notifications > Usage > Add, then follow the prompts. Other notifications are also available.

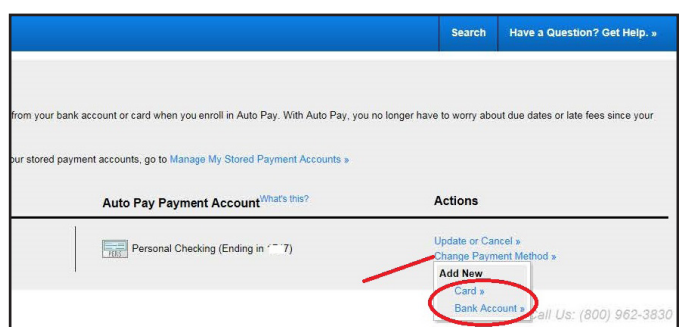
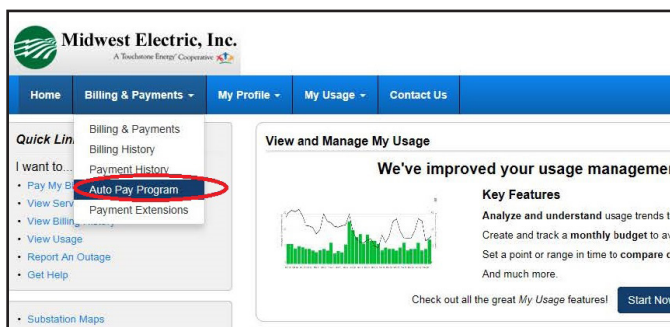
## HOW TO UPDATE PAYMENT INFORMATION

### From a PC:

- 1.) Go to [www.midwestrec.com](http://www.midwestrec.com) and click one of our account links, such as Pay My Bill. You can also go directly to our SmartHub site: <http://midwestrec.smarthub.coop/>.
- 2.) To update your “Stored” payment information, go to My Profile > My Info. Then “Manage My Stored Payments Accounts.” Then select either “Card” or “Bank” depending on what you have stored.  
*\*Note: “Stored” payment information is not the same as Auto Pay or recurring payments. “Stored” payment information is what you use to manually pay your bill each month.*

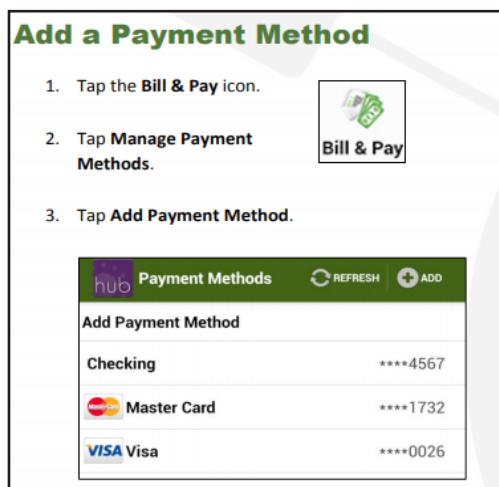


- 3.) To update or sign up for Auto Pay / recurring payments, go to Billing & Payments > Auto Pay Program. Then select “Update” if you need to change your card or bank account information. Select “Change Payment Method” if that is what you need to do.

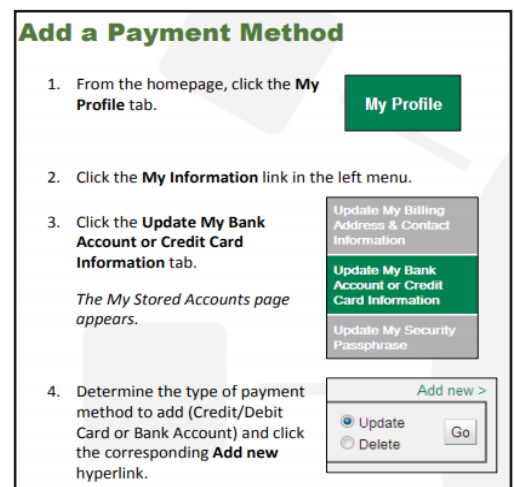


### From a Tablet or Smartphone:

- Open the SmartHub app and follow the instructions for either an Android or Apple device.



Android



Apple iOS

### HOW TO REPORT OUTAGES

#### From a PC:

- 1.) Go to [www.midwestrec.com](http://www.midwestrec.com) and click one of our account links, such as Pay My Bill. You can also go directly to our SmartHub site: <http://midwestrec.smarthub.coop/>.
- 2.) Look under “Quick Links” on the left-hand side of the page and click “Report an Outage.”
- 3.) Be sure to include any relevant or helpful information (like if you heard a bang when the power went out) to assist our operations crews in determining the cause.



#### From a Tablet or Smartphone:

- Open the SmartHub app. From the main screen, click “Report Outages and follow the prompts.

# No Power? Report it quick.



Members can now use SmartHub to report an outage

