

# SmartHub App: Install SmartHub on an Apple device

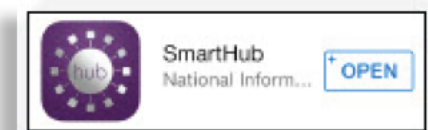
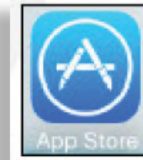
## Overview

With the SmartHub mobile app, you can receive notifications from your SmartHub provider, pay your bills, report problems with your service and contact your provider, all from your Apple device.

Getting started is easy – you just need to install the app and log in. It's that simple.

## Install SmartHub

1. On your iPhone, tap the App Store icon to access the App Store.
2. Tap the Search button at the bottom of the screen. The Search field appears at the top of the screen.
3. Type "smarthub" into the Search criteria field.
4. Tap the Search button on the onscreen keyboard. Search results appear with SmartHub from National Information Solutions Cooperative listed first.
5. Tap the Free button for SmartHub.
6. Tap the Install button.
7. Enter your Apple ID password to confirm installation. SmartHub installs on your device.
8. Once SmartHub has finished installing, tap the Open button, or the SmartHub app icon from your home screen to begin using SmartHub. SmartHub opens to an initial launch screen.
9. Tap the appropriate button to search for PEC by either GPS location or name. Enter any information required. Search results appear.
10. Tap Pedernales Electric Cooperative's name on the list presented.
11. Tap the Confirm button to confirm your choice. The SmartHub login screen appears.
12. Sign in using your existing online username and password you have with PEC, or tap the New User button to set up access as a new SmartHub user.



# SmartHub App: Create a new SmartHub account using an Apple device

## Create New Account

To access SmartHub, you need to have an online account with PEC. If you do not already have an account, you can create one from within SmartHub. To do so, complete the following:

From the login screen in SmartHub, tap the New User button in the upper right. The SmartHub Registration screen appears.

1. Enter your Account Number with your provider.
2. Tap the Last Name or Business Name field and enter that information.
3. Tap the E-mail Address field and enter a valid email address.
4. Tap the Continue button. The second registration screen appears.
5. Enter the security information required by your provider.  
Note: Security information may vary. You can be asked for a variety of verification information. Examples include:
  - Last bill amount
  - Social Security Number
  - Birthday (Month and Day)
  - Security Question and Answer
  - Billing ZIP Code

When satisfied with your entries, tap the Continue button. A Registration Complete alert appears. SmartHub also sends a temporary password to the email address just provided.

6. Click OK.
7. Check your email and get the temporary password.
8. From the SmartHub login screen, enter your email address as your username and the new temporary password.
9. Click the Login button.
10. SmartHub opens to the home screen.



The 'Register' screen features a green header with a 'Cancel' button on the left and the title 'Register'. Below the header, a message reads: 'Please provide the following identifying information to verify and register your account.' There are three input fields: 'Account Number: Tap to Type', 'Last Name: Tap to Type', and 'E-Mail Address: Tap to Type'. At the bottom is a large green 'Register' button.



The 'Security Check' screen has a green header with a 'Register' button on the left and the title 'Security Check'. It contains a section 'Validate By Answering' with a 'ZIP Code: Tap to Type' field. Below that is a 'Choose a Security Question' section with a dropdown menu 'Please choose a question' and a right-pointing arrow. An 'Answer:' field is located below the dropdown. A large green 'Register' button is at the bottom.

