SmartHub: New User Registration

These instructions cover registering for SmartHub.

PEC members will find the SmartHub web application at pec.smarthub.coop.

To register, click the "Sign up to access our Self Service site" link, which will take you to the New User Registration screen.
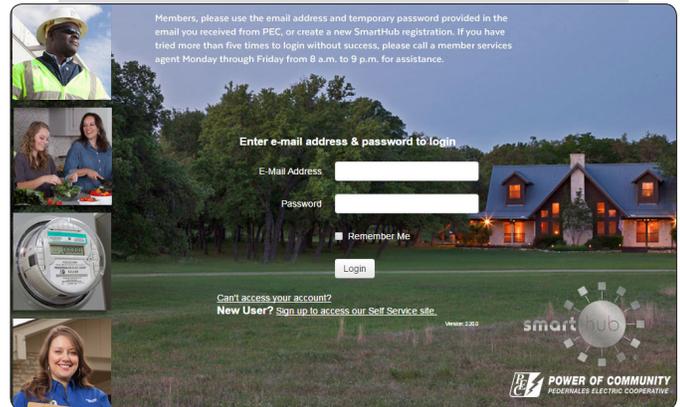
To register, you will need your account number, which you'll find on your PEC bill.

In addition to your account number, you also will need to type in the last name (or business name) associated with your account.

You also will be asked to provide a valid email address.

After entering that data, click the "Submit" button.

NOTICE: Some members may get an alert indicating the account is already registered with the email address you provided. If you get this alert, click the "Forgot Password?" button to reset the temporary password assigned to your pre-registered account.

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If the account number and last name match information stored in our system, you will see an additional field loaded on the form asking you to answer a security question. The list of questions is based on information associated with your account.

You will need to provide the mailing ZIP code associated with the account, or the last four digits of a Social Security Number or Tax ID Number associated with the owner of the account, to proceed.

You also will need to select one of three security questions:
- What is your mother's maiden name?
- What is your pet's name?
- Which high school did you attend?

You also will be asked to provide an answer to that question. Make sure the answer is easy to remember; this will be used as a secondary security measure if you forget your password after you have registered.

After completing those fields, type the CAPTCHA content into the "Type the text" field.

You also must review the Terms and Conditions and check the box to indicate you accept the terms governing your use of pec.smarthub.coop.

Click the "Submit" button to proceed with your registration.

New User Registration

To register as a new user, please enter the following information.

Account Number	1234567890
Last Name or Business	Doe
E-Mail Address	jane.doe@abc-isp.net

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

Mailing ZIP Code | 78636

Please select a Secret Hint Question to answer. We may ask you to answer this, if you forget your login credentials.

Security Question 1 — Answer

What is your mother's maide
- What is your mother's maiden name?
- What is your pet's name?
- Which high school did you attend?

the picture below.

11054

Type the text | reCAPTCHA™
Privacy & Terms

☐ I accept the Terms and Conditions

Submit Reset Cancel

After clicking "Submit," you will see a screen indicating you have successfully completed SmartHub registration, and instructing you to look for an email containing your temporary password.

Clicking the "Login" button takes you back to the login screen, where the email address you provided should be waiting for you.

Congratulations!

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

Login

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The email containing your temporary password should come from "pec-no-reply@smarthub.coop." You may need to check your spam or junk mail folders if you do not see the email within a few minutes.

After entering the temporary password in the Password field on the login page and clicking the "Login" button, you will be directed to a screen and asked to create a replacement password.

Your new password needs to be at least six characters long, no more than 10 characters and include at least one uppercase letter and one number.
After creating a password and confirming it in the bottom field, click the "Submit" button.

You may be asked if you would like to turn on paperless billing. Unless you choose the option you will continue to receive your PEC bill by mail. Click the "Submit" or "Cancel" button to proceed to the main SmartHub screen.

If you choose to activate paperless bills, you will be notified your bill is available by email at the email address used as your SmartHub username. You can create additional email contacts or choose to get your bill notifications via SMS text message on your smartphone. Look for instructions covering how to manage contacts in SmartHub to learn more.
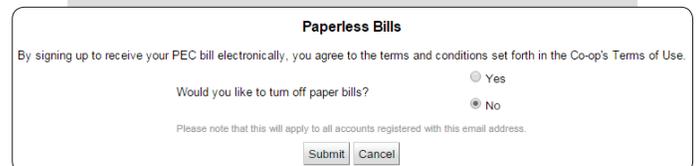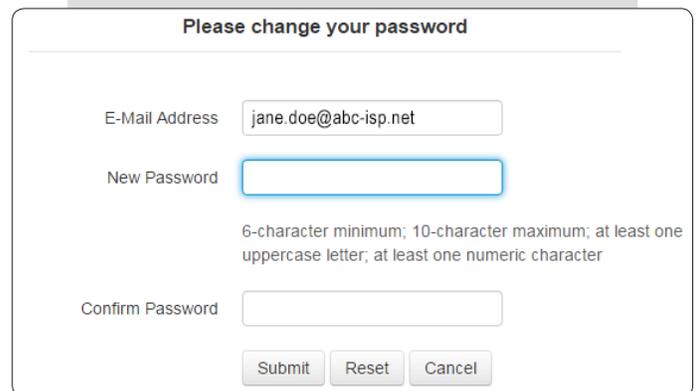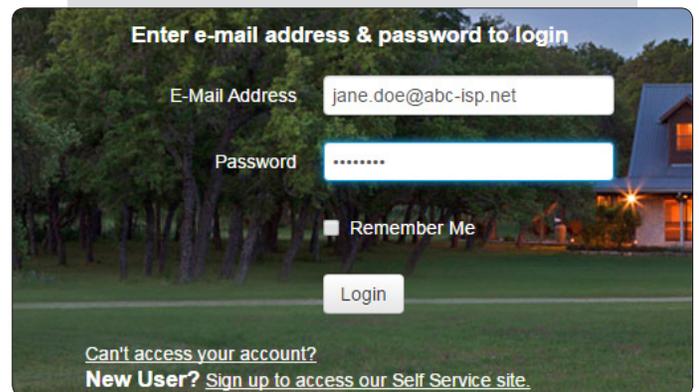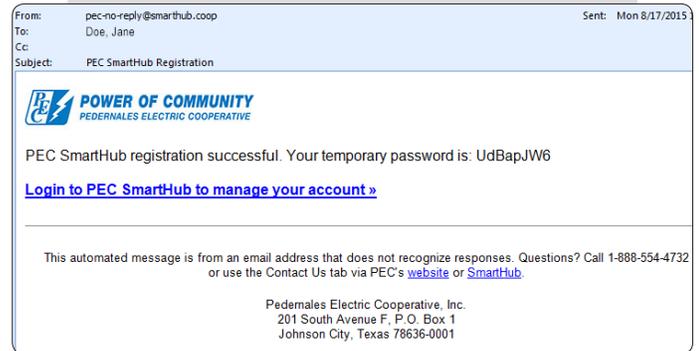
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To delete your SmartHub registration, look for the "Manage My Registered Accounts" screen under My Profile > My Information.

Click the red "Unsubscribe" button.

A confirmation window will appear indicating digital notifications will no longer be sent and your printed bill preference will be changed, if you signed up for paperless billing, and you will receive your bills by mail. Click the "Yes" button to confirm your choice and delete your existing SmartHub registration. Click the "No" button to retain your registration.

You can re-register for SmartHub at any time.