

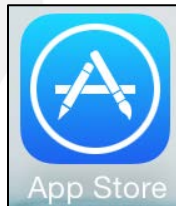
Overview

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 iPhone.

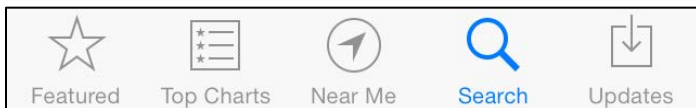
Getting started is easy – you just need to install the app and log in. It's that simple.

Install SmartHub

1. On your iPhone, tap the **App Store icon** to access the App Store.

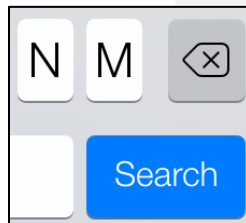


2. Tap the **Search** button at the bottom of the screen.



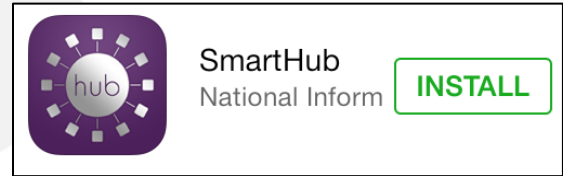
The Search field appears at the top of the screen. (Previous search results may also display.)

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.

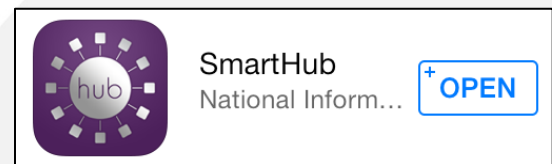
5. Tap the **Free** button for SmartHub.
6. Tap the **Install** button.



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 your provider by either GPS location or name. Enter any information required.



Search results appear.

10. Tap your provider's name on the list presented.
11. Tap the **Confirm** button to confirm your choice of provider.

The SmartHub login screen appears.

12. Sign in using your existing online username and password you have with your provider, or tap the **New User** button to set up access as a new SmartHub user.

Create New Account

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

1. From the SmarHub login screen, tap the **New User** button in the upper right.



The Register screen appears.

 A screenshot of the "Register" screen. At the top is a green header with a "Cancel" button on the left and the title "Register" in the center. Below the header, there is a grey instruction box: "Please provide the following identifying information to verify and register your account." Underneath are three input fields, each with a "Tap to Type" prompt: "Account Number:", "Last Name:", and "E-Mail Address:". At the bottom of the screen is a large green "Register" button.

2. Enter your **Account Number** with your provider.
3. Tap the **Last Name or Business Name** field and enter that information.
4. Enter a valid e-mail address.
5. Tap the **Register** button.

The Security Check screen appears.

 A screenshot of the "Security Check" screen. At the top is a green header with a "Register" button on the left and the title "Security Check" in the center. Below the header, there is a grey instruction box: "Validate By Answering". Underneath is a "ZIP Code:" label followed by a "Tap to Type" input field. Below that is another grey instruction box: "Choose a Security Question". Underneath is a "Please choose a question" label with a right-pointing chevron and a dropdown menu. Below the dropdown is an "Answer:" label followed by an input field. At the bottom of the screen is a large green "Register" button.

6. 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:

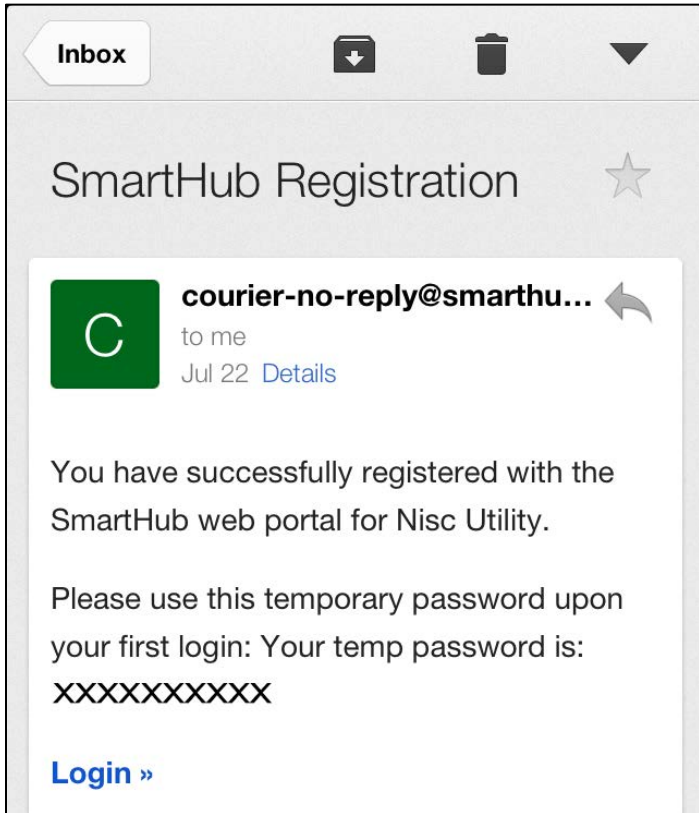
- Last bill amount
- Social Security Number
- Birthday (Month and Day)
- Security Question and Answer
- Billing Zip Code

7. Tap the **Register** button.

A Registration Complete alert appears. SmarHub also sends a temporary password to the email address just provided.

8. Click **OK**.

9. Check your email and get the temporary password.



10. From the SmartHub login screen, enter your email address as your username and the new temporary password.
11. Click the **Login** button.
12. SmartHub opens to the home screen.