



SmartHub FAQ

What is SmartHub?

SmartHub is Nsight Telservices' online account management portal that allows you to manage your account and pay Nsight bills using your computer, smartphone or tablet.

SmartHub features:

- Pay your Nsight bill or sign up for recurring payments
- Set up email and push notifications regarding your bill
- View most recently billing history
- Contact customer care or open trouble tickets directly with tech support
- New mobile application to view and pay your bills from any supported device

How do I sign up for SmartHub?

SmartHub uses the same username and password that you previously used with eBill. If you did not previously use eBill, [you can sign up for SmartHub by clicking here](#). You will need to enter your account number, last name or business, and email address to register.

Will my existing eBill login work with SmartHub?

Yes. Your existing login credentials will carry forward to SmartHub.

Will my existing stored credit card and/or checking account information be available in SmartHub?

Yes. All financial information stored in eBill will be available in SmartHub.

What is the difference between the mobile App and the web version of SmartHub?

The SmartHub mobile app can be downloaded and installed on your compatible mobile phone or tablet device. The Web version is internet accessible from your Mac or PC. Both the app and the web version give you secure access to maintain your account information, view your bills, see payment history, make payments on one or more accounts or set up recurring payments. The app allows you to find and get directions to our office locations using the map feature on your device.

The web version allows you to register your accounts to receive notifications about your account, such as bill availability and past due dates. The web version also has a profile page available for you to maintain your personal information, password, security pass phrase and stored payment methods.

Is the App secure?

Yes! All critical information is encrypted in every transaction run and no personal

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information is stored on your mobile device. Mobile devices do offer you the ability to store your login information. If you choose to store your login information, any person who has access to your mobile device can access your account.

How do I get the SmartHub app for my phone?

In the Apple Store, search for SmartHub (not case sensitive, but must be all one word). In the Android Market, search for NISC, then select the SmartHub app. Search for Nsight Telservices after you download the app from either store.

Do I have to buy the App?

No. The SmartHub app is free to download and install.

Do I have to change the way I pay my bill in order to use SmartHub?

No. You can take advantage of all of the features of SmartHub and continue to pay your bill as you currently do.

I have multiple accounts. Can I see them all in the App and on the web?

Yes. The web homepage shows all of your accounts with the amounts due. On the app, tap the Bill and Pay icon. The total due of all accounts shows and below it you can select different information by account, such as partial payment option, billing history and payment history.

How do I sign up for notifications?

You must log into the web version and click on Notifications. Select preferred notification method (text, mobile push, Email or phone) and fill out the appropriate notification information based on your selection. Click Next to continue, verify the notification parameters and confirm.

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