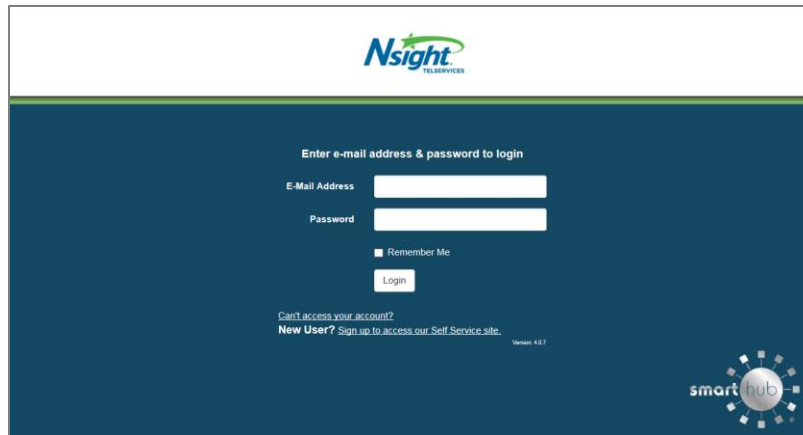


Welcome to SmartHub!

SmartHub has replaced our previous self-serve eBill system to view and pay your bill online.

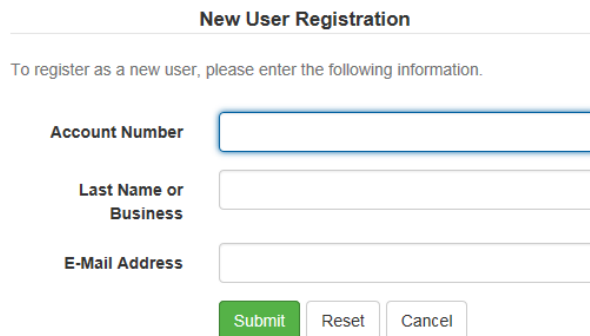
How do I register to use SmartHub?

1. Go to the SmartHub login page: <https://nsighttel.smarthub.coop>



The screenshot shows the SmartHub login page. At the top is the Nsight TELSERVICES logo. Below it, the text reads "Enter e-mail address & password to login". There are two input fields: "E-Mail Address" and "Password". Below the "Password" field is a "Remember Me" checkbox and a "Login" button. At the bottom left, there is a link: "Can't access your account? New User? Sign up to access our Self Service site." At the bottom right is the SmartHub logo.

2. Click the **Sign up to access our Self Service site** link.
3. Enter your **account number**, **last name** or **business name**, and a valid **e-mail address**. Click **Submit**.



The screenshot shows the "New User Registration" form. The title is "New User Registration". Below the title is the instruction: "To register as a new user, please enter the following information." There are three input fields: "Account Number", "Last Name or Business", and "E-Mail Address". Below the input fields are three buttons: "Submit" (green), "Reset", and "Cancel".

4. SmartHub will prompt you to answer the security question you have on file. Select your **security question** from the drop down and type your answer in the **Answer** box. If you do not have a second security question on file, you will be prompted to select an additional **Secret Hint Question** to answer.

New User Registration

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

Account Number

Last Name or Business

E-Mail Address

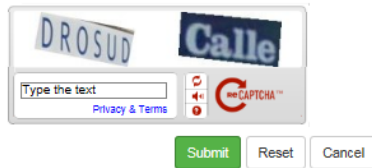
Please answer the following about the account that you are trying to register in order to protect you against identity theft.

Security Question 1
 What is your favorite color?

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

Please type the characters you see in the picture below.



5. After clicking **Submit**, a confirmation page will pop up and an e-mail with a temporary password will be sent to your e-mail address.
6. Sign into SmartHub using your **e-mail address** and your **temporary password**. This will prompt you to create a new password.
7. Once logged in you will be prompted to enter a **security phrase**. You will only be prompted to enter a security phrase the first time you log in to SmartHub.

A security passphrase is different than a password. The security phrase is used to verify the authenticity of the SmartHub webscreen when making payments and updating credit card or bank account information.

Security Phrase

Please choose a Security Phrase before proceeding. This phrase is required to be set up before you can make payments, store or update credit cards and bank accounts for future payments, or sign up for Auto Pay.

When entering your financial information, if the Security Phrase displayed on the form does not match your chosen phrase, please DO NOT enter any personal information and contact customer service.

You can update your Security Phrase at any time by selecting 'Update My Security Phrase' under the 'My Profile' tab.

Security Phrase

 Minimum of 5 characters in length

What's a good security phrase?