

## SmartHub Frequently Asked Questions

### How do I sign up for SmartHub?

Signing up for SmartHub is easy. Just click on the “Account Center” button in the top right corner of [www.central.coop](http://www.central.coop). If you are already signed up as an e-bill customer, simply enter your current login information and password. If you are new to the system, click on the link to “Sign up to access our Self Service site.”

### What is the difference between the mobile app and the Web version of SmartHub?

Our mobile app is an application that can be downloaded and installed on your compatible mobile phone or tablet device. The Web version is internet accessible from any web enabled device. Both the apps 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, set up recurring payments and report outages.

The Web version allows you to register your account(s) to receive notifications for your account, such as when your bill is available. The Web has a profile page available for you to maintain your personal information, password, security passphrase and stored payment methods.

### Is my phone or tablet supported?

Our apps are supported on the following platforms:

IOS 3.1 and above (iPhone and/or iPad)

Android 2.1 and above (Smartphones or tablets)

### Is the app secure?

Yes! All critical information is encrypted in every transaction run and no personal information is stored on your mobile device. Mobile devices do offer you the ability to store your login information for apps installed on the device. 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 app for my phone?

Simply search for SmartHub (not case sensitive but must be all one word) in the Apple Store® or in the Android® Play Store, if duplicates appear the correct app is provided by our partner, National Information Solutions Cooperative. Once you have downloaded the app it will ask you to search for your provider. We are listed as Central Electric Cooperative, PA.

### Do I have to buy the app?

No. Our 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 five accounts. Can I see them all in the app and on the Web?**

Yes. The Web home page shows all of your accounts with the amounts due and hyperlinks to other detailed information. 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.

## **Can I make a payment on multiple accounts?**

Web: To pay the total amount owed on all accounts, click the “Pay Now” button in the upper right corner of the screen or the “Make Payment” button on the home page. You can also make a payment to a single account or partial payments to all accounts by clicking on the “Billing & Payment” button. It will allow you to check the accounts to be paid and change the amount for each account by clicking on “Other Amount.” After entering the amounts to be paid click the “Pay Now” button.

App: Tap the “Bill & Pay” gadget. If paying the total amount due, tap the “Pay” button. If paying a partial payment, tap “Pay Partial Amount,” tap on the account and adjust the pay amount.

## **How current is the account information I see in the app or on the Web?**

The information you see in the app and in the Web is shown in real-time, so it's always accurate. However, if you keep your app or the Web version open for an extended period of time, you should refresh the page by selecting a new option in order to ensure the information is still current.

## **How do I sign up for notifications? What if I want to receive notifications for multiple accounts?**

You must log into the Web version and click on “Notifications.” Select preferred notification method (Text or Email) and fill out the appropriate notification information based on your selection. Click “Next” to continue, verify the notification parameters and confirm. If you have multiple accounts, while you are setting the notification it will prompt you to indicate which account the notification is for.

## **How do I find your offices and payment locations?**

On the app, tap the “Map” and you will see our office/ payment location. To get directions, tap the location and an address box comes up. Tap the address box and the Map/GPS Navigator options appear. Tap on the preferred method and follow the instructions.

## **What is the recommended screen resolution for SmartHub on the web?**

1280 x 1024

## **What do the color codes represent on the mobile application “My Usage” screen?**

The colors represent a visual indication of your usage. Red indicates the highest usage for the range of days displayed, brown is the second highest, etc. Green indicates average usage.

## **In SmartHub web, my tab buttons are not highlighted to indicate what screen I am on and the utility logo is centered on the page. Why is it displaying this way?**

Even though you may be running Internet Explorer 8 or later, some of your websites could be displayed in version 7 compatibility mode. To check this, open Internet Explorer, select "Page," and click "Compatibility View Settings." Any websites that are listed will display in version 7 compatibility mode. Remove the SmartHub website from this list.