

How a Customer Registers for SmartHub

To register for SmartHub a customer needs to click “New User? Sign up to access of Self-Service site.”

Live site login URL: <https://ehtel.smarthub.coop> or through the App called SmartHub made by NISC

Enter e-mail address & password to login

E-Mail Address

Password

Remember Me

Login

[Can't access your account?](#)

[New User? Sign up to access our Self Service site.](#)

Version: 12.4.0.1

Once they click that link, they will need to input three things:

- Billing account number
- Last name
- Email address

New User Registration

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

Billing Account Number

Last Name or Business

E-mail Address

Confirm E-mail Address

Submit Cancel

Security Questions for Registration

Next, you will be required to **answer one security question** and **complete two secret hint questions**.

New User Registration

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

Billing Account Number 56037

Last Name or Business Brown

Email Address email@nisc.coop


Confirm Email Address email@nisc.coop

Please answer the following about the account that you are trying to register in order to protect you against identity theft.
Last 4 Digits Of SSN Or Federal Tax ID (For Businesses):

Security Question 1: Mailing ZIP Code Answer

Please choose from the Secret Hint Questions below to answer. We may ask you to answer these if you forget your login credentials.
Security Question 1: In what city were you born? Answer

Security Question 2: What is your favorite season? Answer

I'm not a robot 


I accept the [Terms and Conditions](#)

After you click “Submit,” they will see a message that their registration has been successful, and they will receive an email shortly with a link to verify the account and set the password.

Congratulations!

Your registration is complete. You will receive an email with instructions for setting your password.

[Login](#)



SmartHub Registration

Your EH!tel Networks Inc. SmartHub registration was successful.

Please click the link below to verify your account and set your password.

[Verify Account](#)

Click on “Verify Account” in the email you received and another window will open.

Please change your password

E-Mail Address

New Password [Password Strength:](#)

8-character minimum; 15-character maximum; at least one uppercase letter; at least one numeric character

Confirm Password

[Submit](#) [Cancel](#)

Your SmartHub password requirements are:

- Minimum: 8
- Maximum: 50
- Uppercase: 1
- Numbers: 1
- Special Characters: 1

What Happens After I Log In

1. Customers who receive a paper bill will be prompted with the following:

Paperless Bills

Please note: there is a \$3 monthly fee to receive a paper bill.

Would you like to turn off paper bills? Yes No

Please note that this will apply to all accounts registered with this email address.

2. Please save the environment and go paperless with EH!tel Networks by pressing Submit.
3. After you have made your selection a Security Phrase Prompt will appear. This is a one-time entry, and once it has been completed, you will never have to fill it in again.

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.

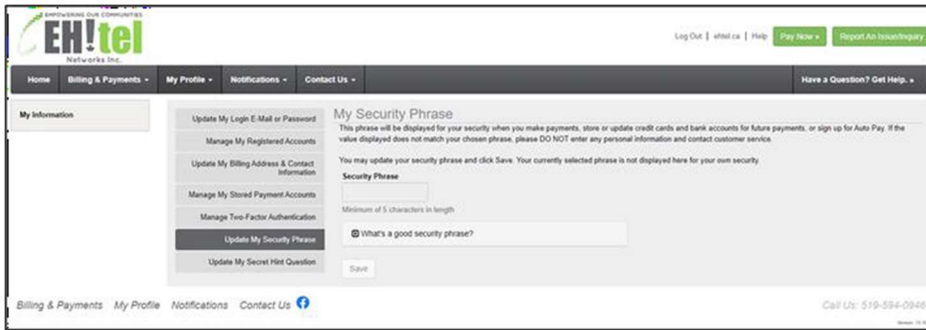
You can update your Security Phrase at any time by selecting 'Update My Security Phrase' under the 'My Profile' tab.

Security Phrase

Minimum of 5 characters in length

What's a good security phrase?

4. If you ever need to update your security phrase go to the “Update My Security Phrase” screen under “My Profile” to set it there.

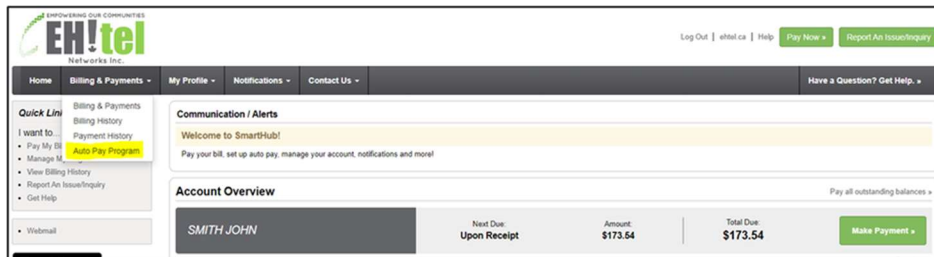


- When you make a payment in SmartHub or do anything involving a payment (i.e. one-time payment, scheduled payment, stored payment, auto pay), the security phrase will show in the upper right-hand corner of the screen:

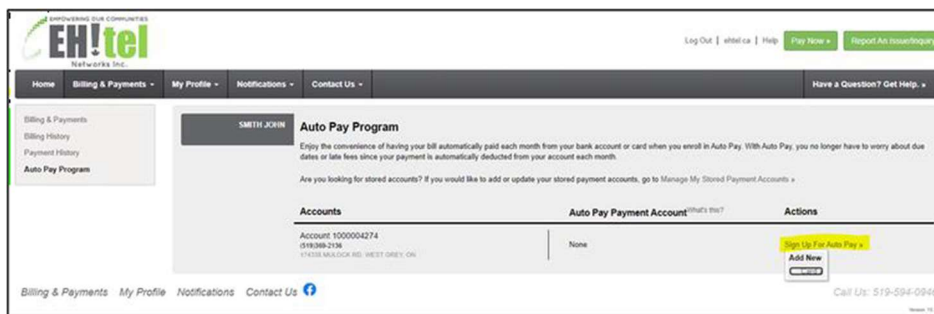


Setting Up Auto Pay

1. If setting up a recurring payment go to “Auto Pay Program” found under the “Billing and Payments” tab.



2. From there, click on “Sign Up for Auto Pay” then choose Card or Bank Account:



3. Note the security phrase will show in the upper right-hand corner, but if not filled it out, you will be prompted to do so under My Profile > Update My Security Phrase.

The screenshot shows the 'Auto Pay - Card Setup' form. The form is divided into two main sections: 'Payment Card Details' and 'Cardholder Details'. The 'Payment Card Details' section includes fields for 'Payment Method', 'Card Type', 'Card Number', 'Expire Date', and 'Account Description'. The 'Cardholder Details' section includes fields for 'Customer Account', 'Name', 'Address', 'City', 'State', and 'ZIP Code'. A 'Security Phrase' field is highlighted in yellow, with the text 'Security Phrase: MSC test' visible. The form also includes a 'Continue' button and a 'Reset' button.

Pay Now step by Step

1. Enter in URL <https://ehtel.smarthub.coop/PayNow.html>
2. Enter in your account number

Account Number:

3. Enter in the last name that appears on your bill or your business name

Last Name Or Business Name:

4. Once you log in you can see your name and account information. To make a full payment on your invoice click on Pay Now

ALICE R REED & PHILLIP B WRIGHT

ALICE R REED

Select All Accounts (0/0) > Payment Account (0/0)

Total amount may differ from your statement due to recent payments and/or adjustments.

Invoice #	Total Due	Make a Payment
Invoice 183532 ALICHA 7837346	Past Due \$113.92	\$ 113.92 * Total Due Other Amt
ALICHA 7837346 0783732 882	No Current Billing	\$ 0.00 * Total Due Other Amt

\$113.92

5. Enter in your Credit card information and process your payment