

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 Android device!

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

Install SmartHub

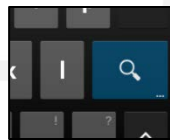
1. On your Android Phone, tap the **Google Play** icon to access the Google Play store.



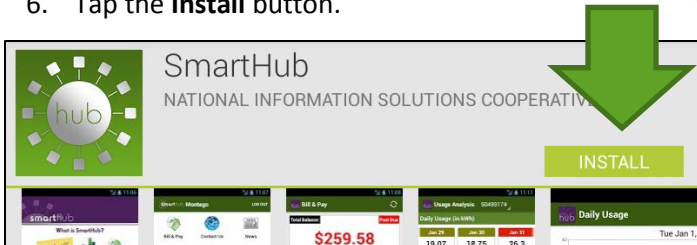
2. Tap the **Search** icon.



3. Type "smarthub" into the **Search** field.
4. Tap the keyboard's **Search** button.
5. Tap the **SmartHub** app from National Information Solutions Cooperative (NISC).



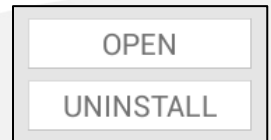
6. Tap the **Install** button.



7. Enter your Google account password, if prompted.
8. SmartHub will need to access a few items to work properly. Tap the **Accept** button to continue.

SmartHub installs on your device.

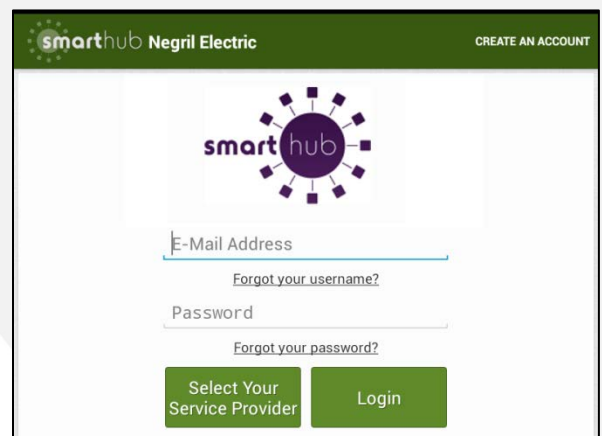
9. Tap the **Open** button, or the **SmartHub icon** on your home screen to begin using SmartHub.



10. Tap the appropriate button to search for your provider by name or GPS location services. Enter any information required.



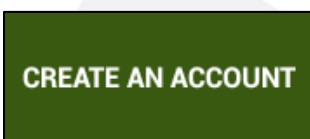
11. Tap your provider's name on the list presented.
12. Tap the **Confirm** button to confirm your choice of provider.
13. If you have an online account with your provider, sign in using that username and password, or tap **Create an Account** in the upper right corner to set up access as a new SmartHub user.



Create New Account

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

1. From the login screen in SmartHub, tap the **Create an Account** button in the upper right.



The SmartHub Registration screen appears.

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

The second registration screen appears.

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:

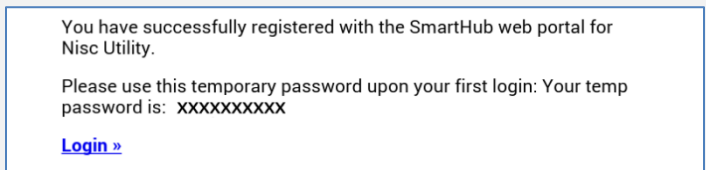
- Last bill amount
- Social Security Number
- Birthday (Month and Day)
- Security Question and Answer
- Billing ZIP Code

7. When satisfied with your entries, tap the **Continue** button.



A *Registration Complete* alert appears. SmartHub 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.