



# PellaFiber

Internet • TV • Phone



# MANAGE YOUR ACCOUNT

Pella Fiber is proud to partner with **SmartHub** to provide our customers with state-of-the-art account management tools. Enjoy the security and ease of use **SmartHub** delivers to every Pella Fiber customer.



 [cityofpella.smarthub.coop/ui/#/login](http://cityofpella.smarthub.coop/ui/#/login)

- View Current Services**
- Enroll in Auto Pay Program**
- Enroll in Paperless Billing**
- View Billing/Payment History**
- Stored Payment Accounts**
- Make a Payment**
- Report an Issue**
- Manage Notifications**



## Contact Us

 641-628-4173

 [support@pellafiber.com](mailto:support@pellafiber.com)



## Overview

With the SmartHub mobile app, you can receive notifications from your SmartHub provider, pay your bills, report problems with your service, and contact us, all from your mobile device.

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

## Install SmartHub

**Step 1:** On your mobile device open your app store application.



**Step 2:** Search for **SmartHub** in the search bar and look for the SmartHub icon. Follow the instructions to install the app on your device.

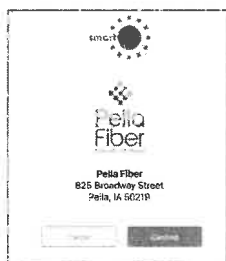
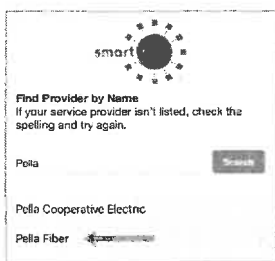


**Step 3:** Once the app installs, open it on your device.

**Step 4:** After SmartHub opens to the initial launch screen, tap the appropriate button to search by **Name**. Enter **Pella** on the next screen



**Step 5:** After the search results appear, tap **Pella Fiber** on the list presented. Then tap the **Confirm** button to confirm your choice.

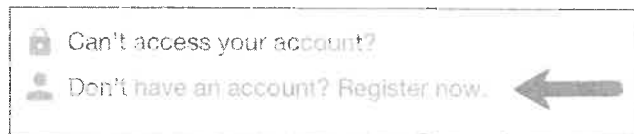


**Step 6:** When the SmartHub login screen appears, register your new account using the instructions that follow.

## Register a SmartHub Account

If you already have a SmartHub account, you can simply login using your existing email address and password. If you don't have a registered SmartHub account, you can register using the steps below.

**Step 1:** From the SmartHub login screen, look for the link that says **Don't have an account? Register now.**



**Step 2:** On the registration screen, fill in the following:

- Account number (found on your bill)
- Last name or company name (exactly as it is on the bill)
- Type in an email address you'd like to associate with your SmartHub account and notifications.

Click the **Continue** button.



**Step 3:** On the security check screen, answer all of the security questions on the screen.

Click the **Register** button again.



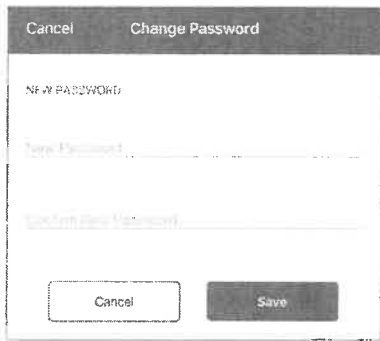


# How To Download SmartHub App and Register Account (Mobile)

**Step 4:** After you click the **Registration** button, you will receive an email that will ask you to **Verify Account**.



**Step 5:** The next step will ask you to set your new password on your account. Type your new password in twice and tap **Save**.

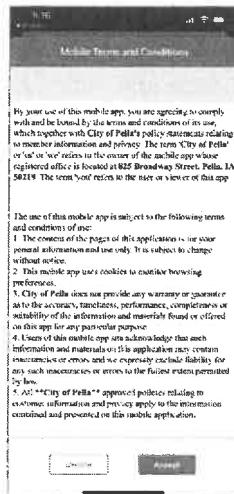


**Step 6:** You will received a confirmation that your password has been updated.



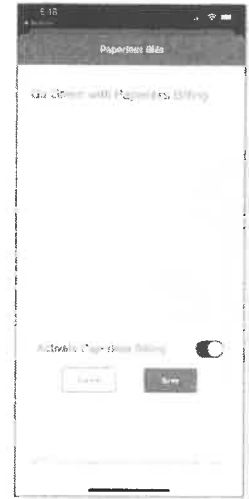
**Step 7:** During your first log in, you may be asked to accept our terms and conditions.

Click the **Accept** button to do so.



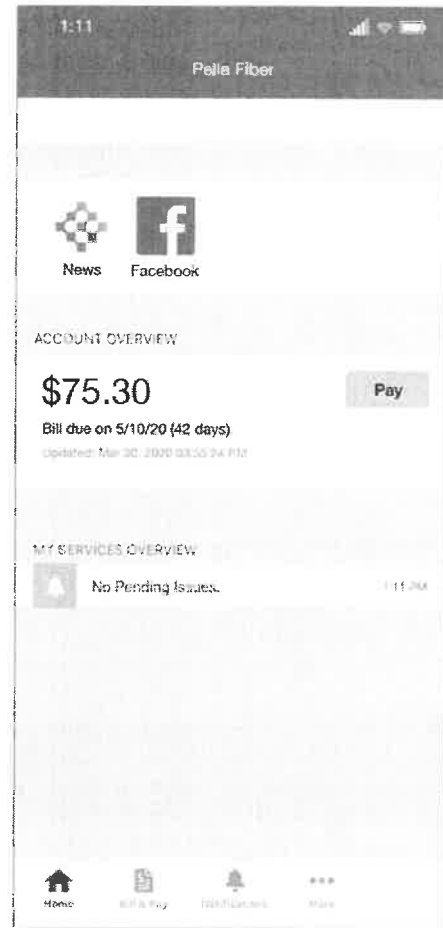
**Step 8:** You will also be prompted on the next screen to sign up for Paperless Billing.

If you would like to activate this feature, just slide the **Activate Paperless Billing** slider to the right and tap **Save**.



Congratulations! You have successfully installed the app and registered your SmartHub account.

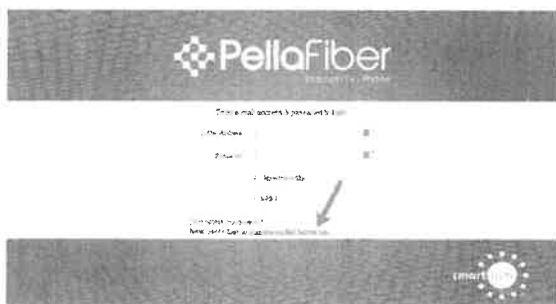
Start to browse through the features to learn all of the ways that SmartHub can save you time and money!





# How To Register Your SmartHub Account (Web)

**Step 1:** From the SmartHub login screen, click on **Sign up to access our Self Service site.**



**Step 2:** Enter the following information:

- Your account number
- Your last name or business name as it appears on your bill
- The email you want to use for your SmartHub account

Then click Submit

**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

**Step 3:** Enter the requested account information in order to verify your identity. Answers must match account info exactly.

Then click Submit

**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

Please answer the following about the account that you are trying to register in order to protect your account identity. The last 4 digits of each field are all that is requested.

My old ZIP Code

Please select a security phrase from the list below. We'll check you on every first logon after you login successfully.

**Step 4:** If successful, you'll get a notification like this.

**Congratulations!**

Your registration is complete. You will receive an e-mail with a temporary password. Use it to login and change your password.

**Step 5:** Check your inbox for an email that will contain a button asking you to **Verify Your Account.**

Your SmartHub registration was successful. Please click the link below to verify your account and set your password.



**Step 6:** You will then be taken to a screen asking you to set your new password.

**Please change your password**

E-Mail Address

New Password  **Password Strength**

Confirm Password

**Step 7:** After you set your password, you'll be asked if you want to try Paperless Billing. Click **Yes** and **Submit** to activate.

**Paperless Bills**

Go Paperless!!

Would you like to turn off paper bills?  Yes  No

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

**Step 8:** The final step will be to set your security phrase. Once you have done that, you are ready to use SmartHub!

