

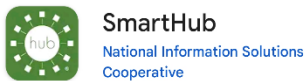


SmartHub App User Guide

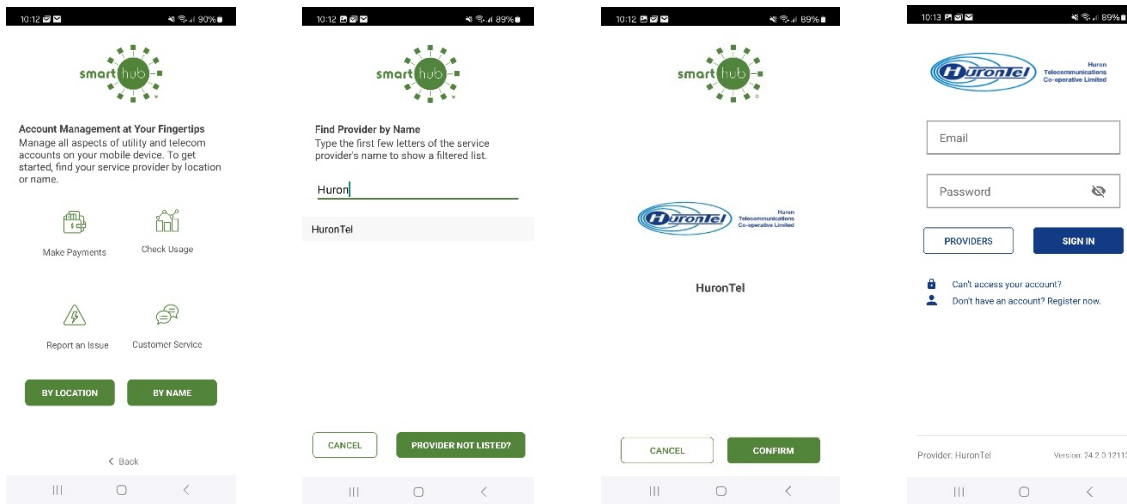
Please refer to this guide when accessing the SmartHub App for the first time! We understand it may be confusing, and we hope you find this guide helpful.

1. Download the App

You can download the SmartHub Application from your Smartphone's App Store.



2. Setup Application

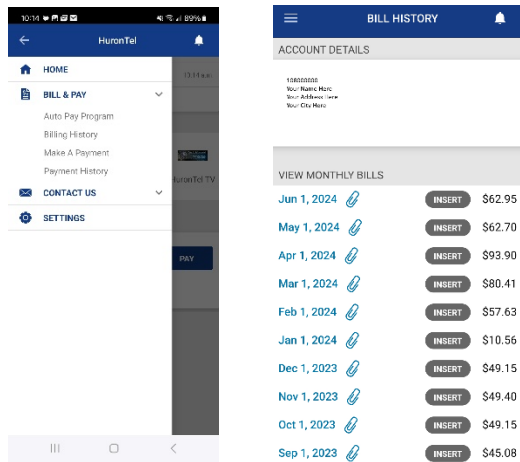


The **Email Address** will be the one that was provided to HuronTel to setup SmartHub.

*If you are unsure of your password, please contact our office. For the protection of our customers, and to prevent fraud, we are unable to accept password resets via email.

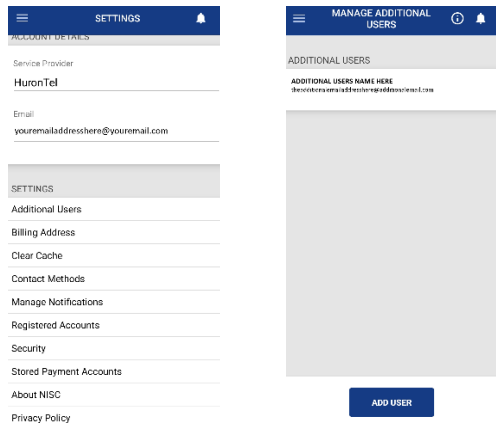
3. Billing & Payments

Click on **Bill & Pay** from the **Top Navigation Menu**, then **Billing History** from the **Left-Hand Navigation Menu** to view your current and past bills.



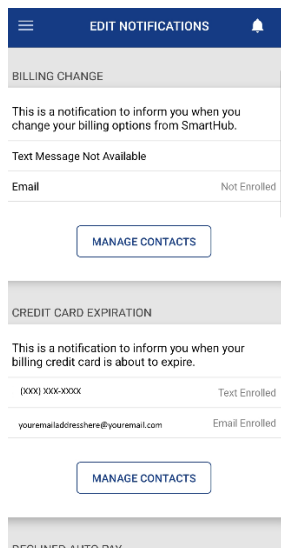
4. Manage Additional Users

Click on **Settings** from the **Top Navigation**, and select **Additional Users**.



5. Manage Notifications

Click on **Settings** from the **Top Navigation**, and select **Manage Notifications**.





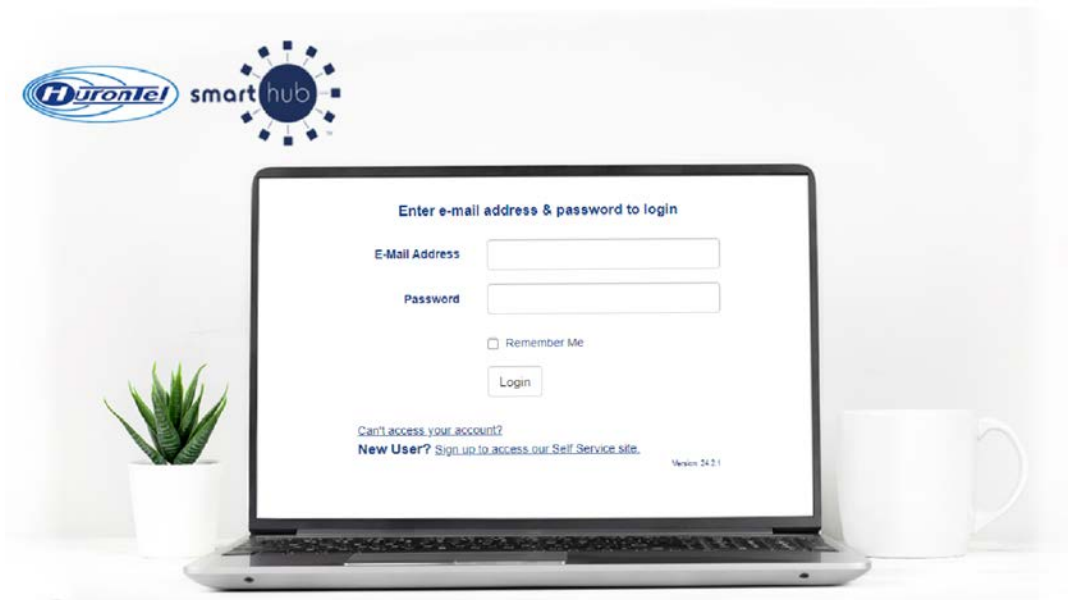
SmartHub User Guide

Please refer to this guide when accessing SmartHub for the first time! We understand it may be confusing, and we hope you find this guide helpful.

1. Login

You can access HuronTel SmartHub in a variety of ways

1. The SmartHub Link is provided in the **Email Notification**
2. The HuronTel website - **"MyHuronTel Bill"**
3. Visit <https://hurontel.smarthub.coop>



If you are unsure of your Email Address or Password, please call **(519) 395-3800 option 1**.

*Unfortunately, passwords cannot be obtained through email, and we would never initiate a password reset through an email request

2. Account Overview

Once you successfully login to SmartHub, you will see your **Account Overview**.

HuronTel Huron Telecommunications Co-operative Limited

Log Out | Home | Help | HuronTel Website | Pay Now » | Contact Us

Home | Billing & Payments - | My Profile - | Notifications - | Contact Us - | Have a Question? Get Help. »

Quick Links

I want to ...

- Pay My Bill
- Manage My Registered Accounts
- View Billing History
- Contact Us
- Get Help

Get your \$50 credit today

- This Months Newsletter
- HuronTel Online Banking Information
- HuronTel Terms of Service
- Contact Us

Available on the App Store

Available on Google play

Find us on Facebook

Communication / Alerts

Hello, thanks for visiting us!

Easily access and manage your account with SmartHub. Like our HuronTel Facebook Page for a chance to receive a \$25 credit towards your bill

Account Overview Pay all outstanding balances »

SMITH JOHN

Next Due: **02/20/2024** [View Bill »](#)

Amount: **\$57.63** [Bill Inserts »](#)

Total Due: **\$57.63** [Make Payment »](#)

[See Less](#)

| Account | Date Due | Amount | | |
|-------------------------|------------|---------|--------------------------------|-------------------------------|
| 10800000 | | | | |
| 100-200-0000 - Auto Pay | 02/20/2024 | \$57.63 | Bill Inserts » | Pay Account » |

HuronTel PREMIUM Wi-Fi Your Hassle Free Internet Solution

Billing & Payments | My Profile | Notifications | Contact Us

Call Us: 1-877-395-3800

Version 24.1

3. Billing & Payments

Click on Billing & Payments from the **Top Navigation Menu**, then **Billing History** from the **Left-Hand Navigation Menu** to view your current and past bills.

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Log Out | Home | Help | HuronTel Website | Pay Now » | Contact Us

Home | Billing & Payments - | My Profile - | Notifications - | Contact Us - | Have a Question? Get Help. »

Billing & Payments

Billing History

Payment History

Auto Pay Program

Smith John

Account: 10800000 (100)200-0000

Auto Pay

1 Smith LN

Payment History »

Select Account: 10800000 1 Smith LN - (100)200-0000

| Statement Date | Bill Total | Bill Details | Paperless | Bill Inserts |
|----------------|------------|--------------------------------|-----------------------------|--------------------------------|
| 02/01/2024 | \$57.63 | View Details » | View Bill » | Bill Inserts » |
| 01/01/2024 | \$10.56 | View Details » | View Bill » | Bill Inserts » |
| 12/01/2023 | \$49.15 | View Details » | View Bill » | Bill Inserts » |
| 11/01/2023 | \$49.40 | View Details » | View Bill » | Bill Inserts » |
| 10/01/2023 | \$49.15 | View Details » | View Bill » | Bill Inserts » |
| 09/01/2023 | \$45.08 | View Details » | View Bill » | Bill Inserts » |
| 08/01/2023 | \$57.62 | View Details » | View Bill » | Bill Inserts » |
| 07/01/2023 | \$57.62 | View Details » | View Bill » | Bill Inserts » |
| 06/01/2023 | \$57.62 | View Details » | View Bill » | Bill Inserts » |
| 05/01/2023 | \$92.88 | View Details » | View Bill » | Bill Inserts » |
| 04/01/2023 | \$57.62 | View Details » | View Bill » | Bill Inserts » |
| 03/01/2023 | \$64.66 | View Details » | View Bill » | Bill Inserts » |

« 1-12 of 24 »

GO FASTER for Less \$
Let us show you how!

Billing & Payments | My Profile | Notifications | Contact Us

Call Us: 1-877-395-3800

Version 24.1

4. Updating Credit Card

Click on **Billing & Payments** from the **Top Navigation Menu**, then **Auto Pay Program** from the **Left-Hand Navigation Menu**.

The screenshot shows the HuronTel website interface. At the top, there is a navigation bar with links for Home, Billing & Payments, My Profile, Notifications, and Contact Us. A search bar and a 'Have a Question? Get Help' link are also present. The left-hand navigation menu includes Billing & Payments, Billing History, Payment History, and Auto Pay Program. The main content area is titled 'SMITH JOHN Auto Pay Program'. It features a description of the program and a table of accounts. Below the table is a promotional banner for 'GO FASTER for Less \$' and a contact number 'Call Us: 1-877-395-3800'.

| Accounts | Auto Pay Payment Account ^{What's this?} | Actions |
|---|--|---|
| Account 10800000, Auto Pay (100)200-0000 1 Smith Ln, Smithville | MC (Ending in 9999) | Update or Cancel > Change Payment Method > |

5. Manage Additional Users

Click on **My Profile**, and **Manage My Registered Accounts** from the **Top Navigation**, to set up access for **Additional Users**.

The screenshot shows the HuronTel website interface for the 'Manage My Registered Accounts' page. The top navigation bar is the same as in the previous screenshot. The left-hand navigation menu includes My Information, Update My Login E-Mail or Password, Manage My Registered Accounts, Update My Billing Address & Contact Information, Manage My Stored Payment Accounts, Update My Security Phrase, and Update My Paperless Settings. The main content area is titled 'Manage My Registered Accounts' and includes a section for 'Manage Registered Accounts' with a table of registered accounts and a section for 'Manage Additional Users' with a table of additional users.

| Customer | Account(s) | Address |
|-----------------------|------------|------------|
| SMITH JOHN - 50000000 | 10800000 | 1 Smith Ln |

| Email Address | Name | Reset Password | Remove |
|---------------------------------|--------------------|---|---------------------------------------|
| youremail@additionalaccount.com | John Smith Partner | <input type="button" value="Reset Password"/> | <input type="button" value="Remove"/> |

Secondary Users can see and take action on all screens and information for your specified accounts, with the exception of **Manage My Registered Accounts**, and **Update My Secret Hint Question**.

*Setting up **Additional Users** is ideal, especially for Business use. Users can access SmartHub without having to share login credentials.

6. Manage Notifications

Click on **Notifications** from the **Top Navigation**, to setup view your preferred method of notification.

*Notifications include; Reminders of Credit Card Expiration, Declined Payment Notifications, Bill Available Notification and more.

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Log Out | Home | Help | HuronTel Website | Pay Now » | Contact Us

Home | Billing & Payments - | My Profile - | **Notifications -** | Contact Us - | Have a Question? Get Help. »

Manage Contacts
Manage Notifications

Manage Notifications

Use this page to sign up for notifications about activity on your billing account.

Billing

Select Account
10800000 (100)200-0000 1 Smith Ln -

| Alert Type | Description | Text Message | E-Mail |
|-----------------------------------|---|------------------|------------------|
| Billing Change | This is a notification to inform you when you change your billing options from SmarHub. | Not Available | None - |
| Credit Card Expiration | This is a notification to inform you when your billing credit card is about to expire. | (519) XXX-XXXX - | youremailhere@ - |
| Declined Auto Pay | This is a notification to inform you that your automatic credit card payment was not processed. | (519) XXX-XXXX - | youremailhere@ - |
| Payment Confirmation | This is a notification to inform you we received your payment submission. | Not Available | None - |
| Scheduled Payment Notification | This is a notification to inform you when a payment is scheduled or canceled. | Not Available | None - |
| Telecom Bill Available | This is a notification to inform you when a new telecom bill is available. | (519) XXX-XXXX - | youremailhere@ - |
| Unsuccessful Payment Notification | This is a notification to inform you when an unsuccessful payment has been made. | Not Available | youremailhere@ - |

Reset Save Settings

7. Manage Contacts

Click on **Notifications** from the **Top Navigation**, to set up, view or make changes to your preferred contact method.

HuronTel Huron Telecommunications Co-operative Limited

Log Out | Home | Help | HuronTel Website | Pay Now » | Contact Us

Home | Billing & Payments - | My Profile - | **Notifications -** | Contact Us - | Have a Question? Get Help. »

Manage Contacts
Manage Notifications

Manage Contacts

Use this page to manage your contacts. Once you have contacts setup, you may use those contacts to sign up for notifications about your billing account.

+ Add E-Mail Contact + Add Phone Contact

Verified Contacts

These are the contacts we have on file that you have created or verified and will be used for notifications that are configured on the Manage Notifications page.

| Method | Contact | Status | Available Actions |
|--------|------------------------------|-----------------|----------------------|
| ☎ | (519) XXX - XXXX | Text Enrolled | Activate Edit Delete |
| ✉ | youremailhere@youremail.com | E-Mail Enrolled | Activate Edit Delete |
| ✉ | youremailhere2@youremail.com | E-Mail Enrolled | Activate Edit Delete |

Billing & Payments My Profile Notifications **Contact Us**

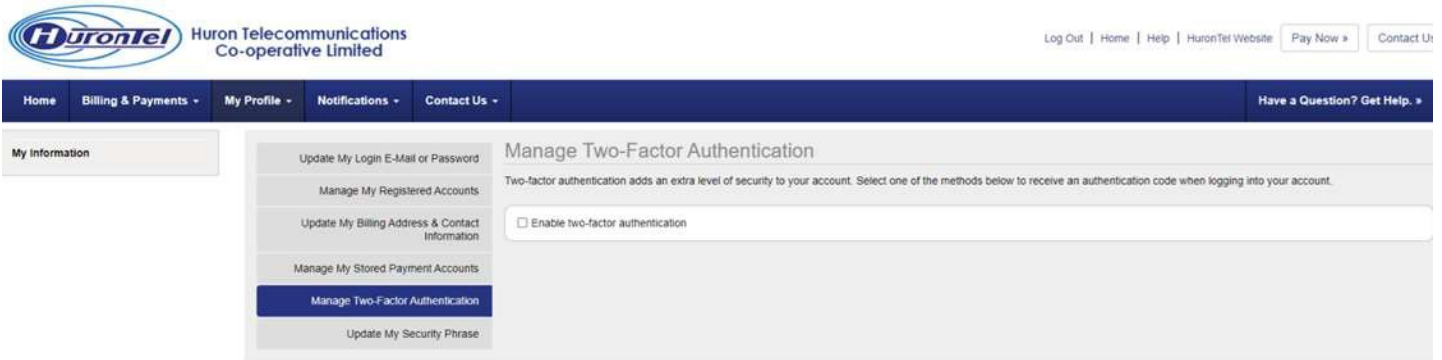
Call Us: 1-877-395-3800

Version 14.1

8. Two-Factor Authentication

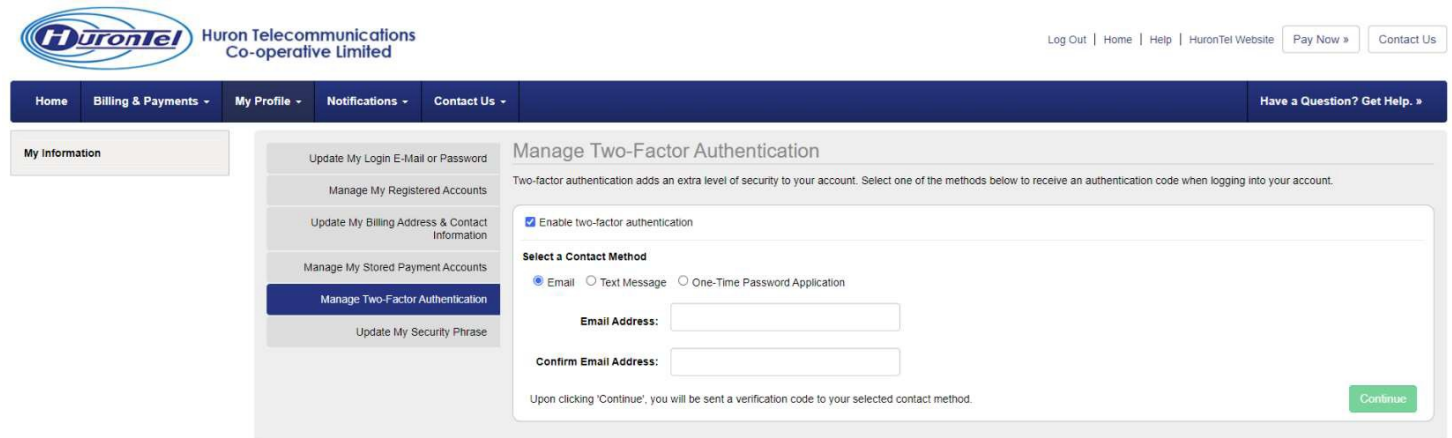
We highly recommend setting up **Two-Factor Authentication** to add peace of mind and protect yourself from possible fraud.

To enable this feature, select **My Profile**.



The screenshot shows the HuronTel website interface. At the top left is the HuronTel logo and the text "Huron Telecommunications Co-operative Limited". At the top right are links for "Log Out", "Home", "Help", "HuronTel Website", "Pay Now", and "Contact Us". Below this is a dark blue navigation bar with "Home", "Billing & Payments", "My Profile", "Notifications", and "Contact Us" as menu items, and a "Have a Question? Get Help." link on the right. The main content area is titled "Manage Two-Factor Authentication" and includes a sub-header: "Two-factor authentication adds an extra level of security to your account. Select one of the methods below to receive an authentication code when logging into your account." Below this is a checkbox labeled "Enable two-factor authentication" which is currently unchecked. A sidebar on the left contains a "My Information" section with links to "Update My Login E-Mail or Password", "Manage My Registered Accounts", "Update My Billing Address & Contact Information", "Manage My Stored Payment Accounts", "Manage Two-Factor Authentication" (highlighted in blue), and "Update My Security Phrase".

Click on **Enable Two-Factor Authentication**.



This screenshot shows the same "Manage Two-Factor Authentication" page, but with the "Enable two-factor authentication" checkbox checked. Below the checkbox is a section titled "Select a Contact Method" with three radio button options: "Email" (selected), "Text Message", and "One-Time Password Application". There are two input fields: "Email Address:" and "Confirm Email Address:". Below these fields is a note: "Upon clicking 'Continue', you will be sent a verification code to your selected contact method." A green "Continue" button is located at the bottom right of the form area. The rest of the page layout, including the navigation bar and sidebar, remains the same as in the previous screenshot.

Select your preferred **Contact Method** to use for **Two-Factor Authentication**.

It is recommended that you use a cell phone number as the primary contact method for any **Two-Factor Authentication**. However, this may not be possible for everyone.