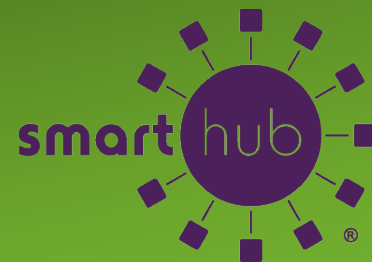


# SmartHub FAQ Sheet



[Login to SmartHub](#)

[Sign Up for SmartHub](#)

[www.heartlandpower.com](http://www.heartlandpower.com)

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641-584-2251

641-713-4965

## What is SmartHub?

SmartHub is a tool that provides convenient account access and two-way communication to and from Heartland Power Cooperative on your computer, tablet or via your mobile device. With SmartHub you have the ability to do the following with just a few clicks:

- Make a payment and access payment history
- Access your billing statement which can be printed
- Sign up for Automated Payment (ACH)
- Sign up and receive e-mail or text alert notifications
- Contact Heartland Power Cooperative with questions concerning your account

## How do I sign up for SmartHub?

If you already use E-Bill, you can [login to SmartHub](#) using the same e-mail and password you have always used. As a new user you can [sign up here](#). To get started, you will be required to enter your account number, last name or business name, and your e-mail address. Your account number can be found on your monthly statement, or give us a call at 641-584-2251 and we will look it up for you.

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

The SmartHub mobile app can be downloaded and installed on any iOS and Android compatible tablet or mobile device. The web version is accessible from any desktop or laptop device with internet access. Both versions give you secure access to maintain your account information, view your bills, see payment history, make payments on one or more accounts and sign up for Automated Payment (ACH).

## Do I have to buy the app?

No, our app is free to download and install.

## Is my phone or tablet supported?

The free SmartHub app is 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 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?**

Look for SmartHub in the Apple Store® or in the Android® Market. Search SmartHub (not case sensitive but must be all one word). If duplicates appear the correct app is provided by our partner, National Information Solutions Cooperative.

### **Do I have to change the way I pay my bill in order to use SmartHub?**

No, you can take advantage of all 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 show 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?**

SmartHub allows you to make payments and view information on one or more accounts.

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

The information is shown in real-time. 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?**

Notifications can only be managed on the web via the “Notifications” tab. You can select your preferred notifications method which includes text or e-mail. If you have multiple accounts, you will be prompted to indicate which account the notification is for.

### **Didn't find the answer to your question?**

If you have already signed up for SmartHub and were able to log in, click the “Have a Question? Get Help.” button on the far right side of the dark gray menu bar. This will pull out a side menu that describes what each page allows you to do and how to navigate it. If you cannot get logged in or would like to speak with a Heartland Power employee, give us a call at 641-584-2251 and we'd be glad to help you out!