

Attention Members!! To become a better informed consumer, you can download the SmartHub App

SmartHub Overview - iPhone

With the SmartHub mobile App, you can review daily usage, receive notifications from your SmartHub provider, pay your bills, and report problems with your service, all from your iPhone. You will need an online account with Southwest Arkansas Electric Cooperative. To create an account you will need: (1) account number; (2) last name; (3) email account; and (4) your last bill. Getting started is easy – you just need to install the app and log in. It's that simple.

How to Install SmartHub

1. On your iPhone, tap the **App Store icon** to access the App Store.
2. Tap the **Search** button.
3. Type "smarthub" into the Search criteria field.
4. Tap the **Search** button on the onscreen keyboard.
Search results will appear with SmartHub from National Information Solutions Cooperative listed first.
5. Tap the **Free** button for SmartHub.
6. Tap the **Install** button.
7. Enter your Apple ID password to confirm installation, and SmartHub installs.
8. After installing, tap the **Open** button to launch.
SmartHub opens to an initial launch screen.
9. Search for your provider, either Arkansas or Southwest Arkansas Electric Cooperative.
10. Tap your provider's name on the list.
11. Tap the **Confirm** button.
12. Sign in using your existing online username and password for Southwest Arkansas Electric Cooperative, or tap the **New User** to set up access as a new SmartHub user.

How to Create a New Account

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

1. From the SmartHub login screen, tap the **New User** button and the Register screen appears.
2. Enter your **Account Number** with Southwest Arkansas Electric Cooperative.
3. Tap the **Last Name or Business Name** field and enter that information.
4. Enter a valid email address.
5. Tap the **Register** button. *The Security Check screen appears.*
6. Enter the security information required by Southwest Arkansas Electric Cooperative.
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. Tap the **Register** 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.

SmartHub Overview - Android

With the SmartHub mobile App, you can review daily usage, receive notifications from your SmartHub provider, pay your bills, and report problems with your service, all from your Android phone. You will need an online account with Southwest Arkansas Electric Cooperative. To create an account you will need: (1) account number; (2) last name; (3) email account; and (4) your last bill. Getting started is easy – you just need to install the app and log in. It's that simple.

How to Install SmartHub

1. On your Android, tap the **Google Play icon** to access the App Store.
2. Tap the **Search** button.
3. Type "smarthub" into the Search criteria field.
4. Tap the **Search** button on the onscreen keyboard.
Search results will appear with SmartHub from National Information Solutions Cooperative listed first.
5. Tap the **Install** button for SmartHub.
6. Enter your Apple ID password to confirm installation, and SmartHub installs.
7. After installing, tap the **Open** button to launch.
SmartHub opens to an initial launch screen.
8. Search for your provider, either Arkansas or Southwest Arkansas Electric Cooperative.
9. Tap your provider's name on the list.
10. Tap the **Confirm** button.
11. Sign in using your existing online username and password for Southwest Arkansas Electric Cooperative, or tap the **New User** to set up access as a new SmartHub user.