

## Create a New Account

Web

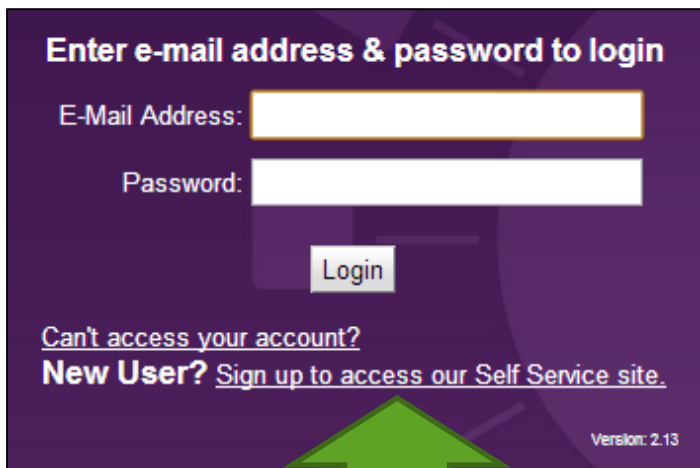
### Overview

With SmartHub Web, you can pay your bills, manage the bank and card information for stored payment methods, view your usage, report problems with your service, contact your provider, and more.

Getting started is easy. If you don't already have online access to your account, you can quickly sign up for it. This document shows you how.

### Register for an Account

1. From the SmartHub login page, click the **New User? Sign up to access our Self Service site.** hyperlink.



**Enter e-mail address & password to login**

E-Mail Address:


Password:

[Can't access your account?](#)  
**New User? Sign up to access our Self Service site.**

Version: 2.13

*The New User Registration page appears.*

2. Enter your **Account Number** with your provider.
3. Enter the last name or business name associated with that account.
4. Enter a valid email address. This will become your username.



**New User Registration**

To register as a new user, please enter the following information so that we may access your account.

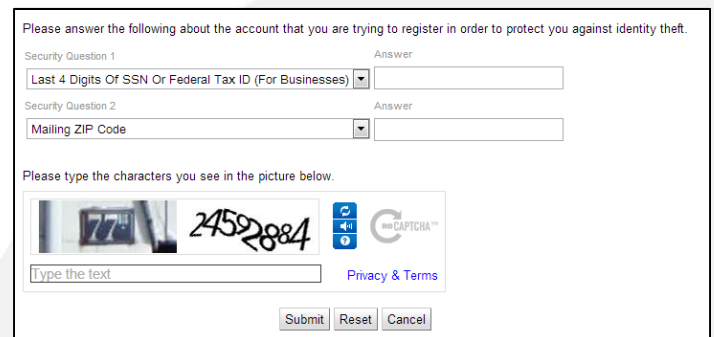
Account Number:

Last Name or Business Name:

E-Mail Address:

5. Click the **Submit** button.

*The second registration screen appears.*



Please answer the following about the account that you are trying to register in order to protect you against identity theft.

Security Question 1 Answer  
 Last 4 Digits Of SSN Or Federal Tax ID (For Businesses)

Security Question 2 Answer  
 Mailing ZIP Code

Please type the characters you see in the picture below.

[Privacy & Terms](#)

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:

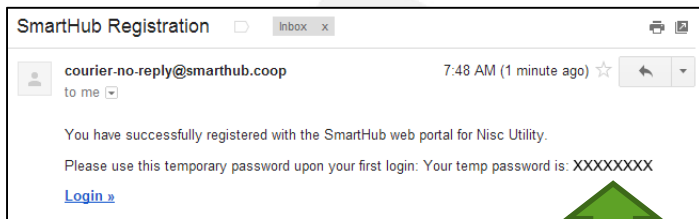
- Last bill amount
- Last 4 digits of your Social Security Number
- Birthday (Month and Day)
- Security Question and Answer
- Billing ZIP Code

7. Type the characters displayed in the security picture.
8. Click the **Submit** button.

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*A Registration Complete alert appears. SmartHub also sends a temporary password to the email address just provided.*

9. Click **OK**.
10. Check your email and get the temporary password.



11. From the SmartHub login screen, enter your email address as your username and the new temporary password.
12. Click the **Login** button.

*Your account is created and you are free to access SmartHub and all its features.*