

# How to



## Create a New Account

### Overview

With SmartHub, you can pay your bills, manage your payment methods, view your usage, report problems with your service, contact MEC/EMPOWER, and much more.

Getting started is easy. If you don't already have online access to your account, you can quickly sign up for it using your computer or mobile device.

### Register for an Account

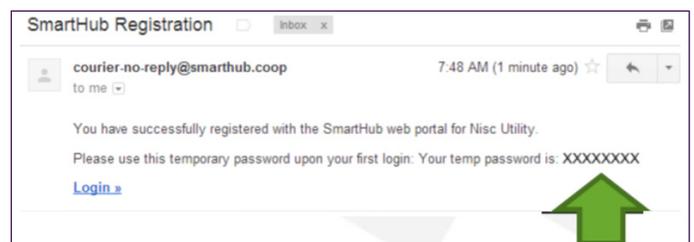
1. From the SmartHub login page (See reverse side, #12), click the New User? Sign up to access our Self Service site.
2. Enter your MEC Account Number.
3. Enter the last name or business name associated with your account.
4. Enter a valid email address. This will become your username.
5. Click the Submit button.

6. Enter the security information required by your provider.

**Note:** Security information may vary. Your verification information may include last bill amount, last 4 of social security number, birthday, etc.

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

9. Click OK.
10. Check your email and get the temporary password.
11. From the SmartHub login screen (See reverse side, #12), 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 of its features.*

# How to



## Install SmartHub on Your Mobile Device

1. On your Android Phone, tap the App Store (Apple) icon or Google Play (Android) icon.

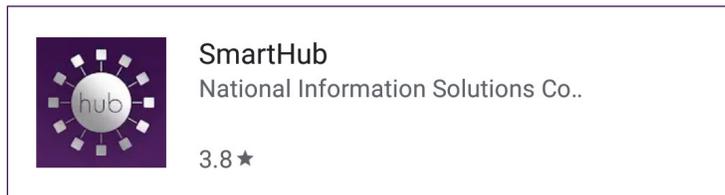


App Store



Google play

2. Tap the Search icon. (This appears at the top of the screen)
3. Type “smarthub” into the search box.
4. Select the SmartHub app from National Information Solutions Cooperative (NISC).



5. Select Install.
6. Enter your Apple/Google password if prompted.
7. SmartHub will need to access a few items to work properly on certain devices. If prompted, select Accept to continue.
8. Once SmartHub has finished installing, tap the Open button, or select the SmartHub icon on your home screen.
9. Select the appropriate button to search for Mecklenburg Electric by either GPS location or Name.
10. Choose Mecklenburg Electric Cooperative (MEC). If you do not have electricity in your name with MEC, type Empower to view that account only.
11. Tap the Confirm button to confirm MEC or Empower.
12. Sign in using your existing online username and password you have with MEC or tap the New User button to create your SmartHub account.

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

E-Mail Address:

Password:

Login

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

Version: 2.13

*Follow instructions on reverse side to create a new account*