



Sign Up For Notifications!

LEARN HOW TO SIGN UP FOR OUTAGE NOTIFICATIONS

Our SmartHub mobile app and web portal offer a variety of features to help members manage their accounts. This article explains how to sign up for email or text notifications specifically for outage alerts.

For a larger view of the images included in this guide, visit our website at www.southeasternelectric.com.

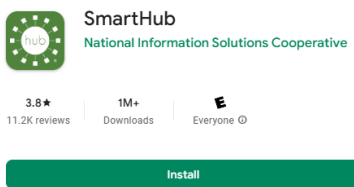
In addition to outage alerts, SmartHub provides a range of notification options, including billing, payment, and other service-related updates. Many of these notifications can be enabled by following the same steps outlined in this article.

WHAT DO YOU NEED TO REGISTER FOR SMARTHUB?

You will need an email address and your account number. You can find your account number on your bill.

MOBILE APP DOWNLOAD:

To download our free, secure SmartHub app from the Apple or Google Play stores, scan the QR code below.

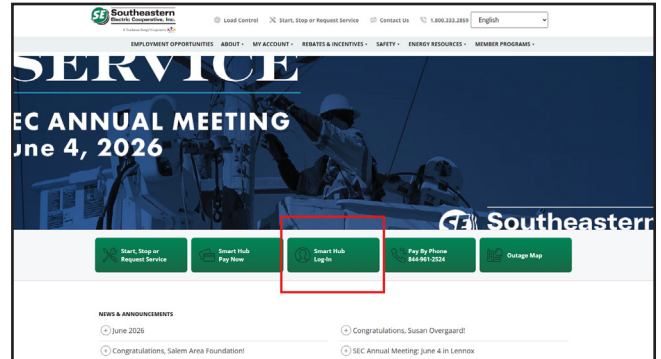


NEED ASSISTANCE?



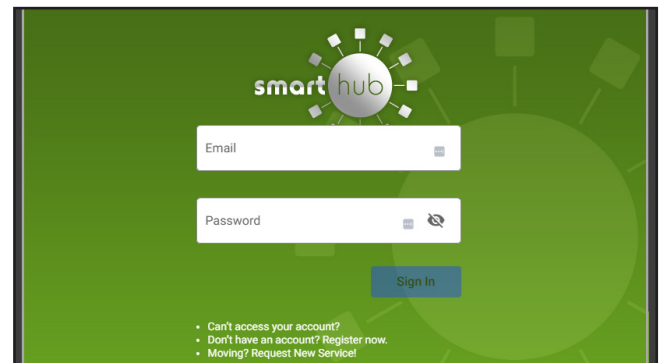
If you have any questions or issues, you may contact us by sending an email to info@southeastern.coop or calling 1-800-333-2859. Visit our SmartHub support page at southeasternelectric.com/my-account/ for more information.

STEP 1



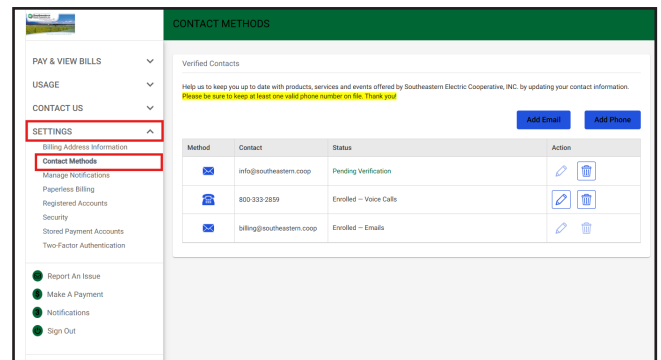
Click on the **SmartHub Log-In** button on our website.

STEP 2



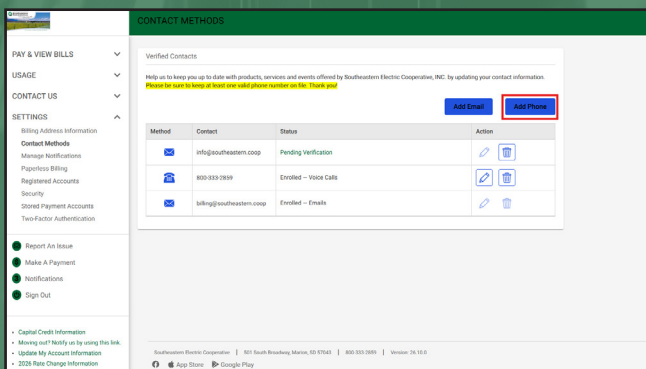
Log in to SmartHub with the email and password you used during registration.

STEP 3



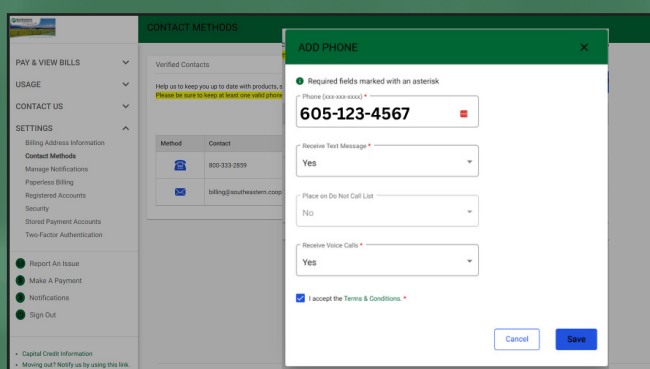
On the SmartHub home screen click on the **Settings** menu on the left and then click on the **Contact Methods** sub-menu.

STEP 4



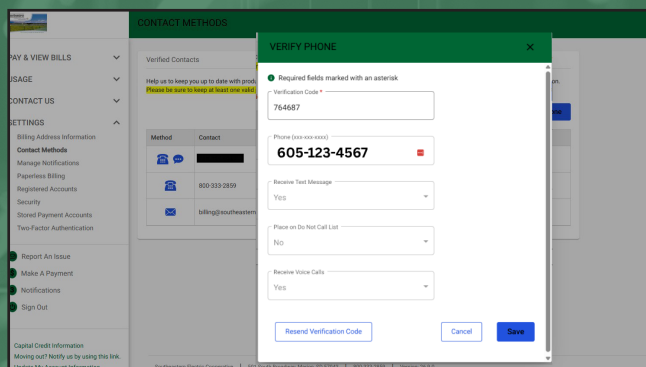
For this example, click on the **Add Phone** button.

STEP 5



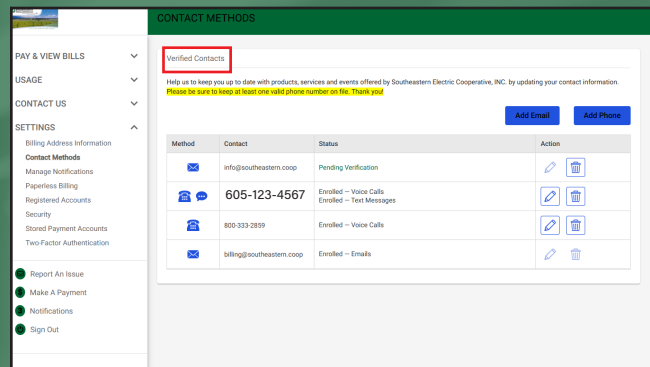
Type your **phone number** in and **set the rules** for that particular phone number. Then click the **Save** button.

STEP 6



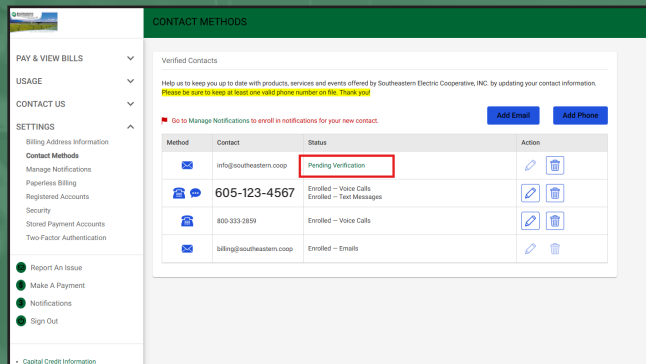
Enter the **Verification Code** that was texted to your phone and click the **Save** button.

STEP 7



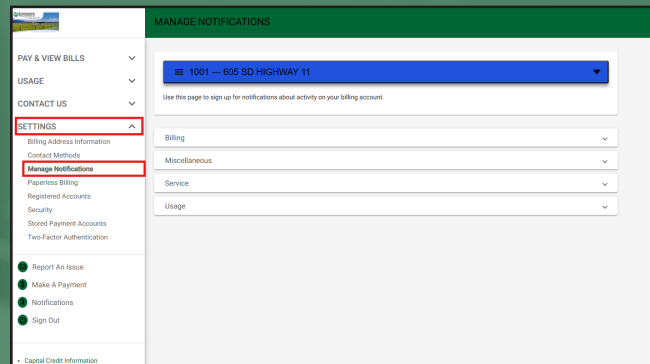
The new phone number is now listed in the **Verified Contacts** section. You can always come back to edit or delete this contact.

STEP 8



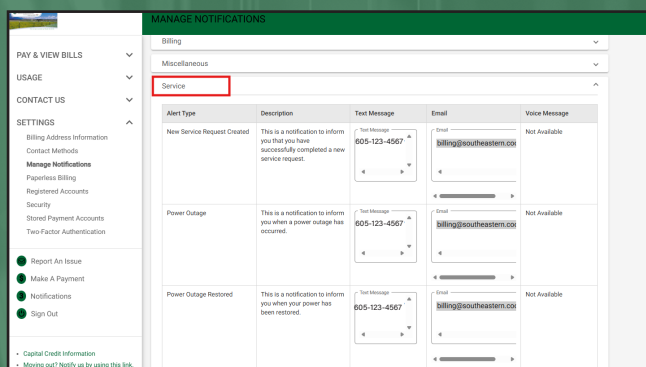
For unconfirmed phone/emails in the Additional Contacts on File section, you can click the **Confirm Contact** link.

STEP 9



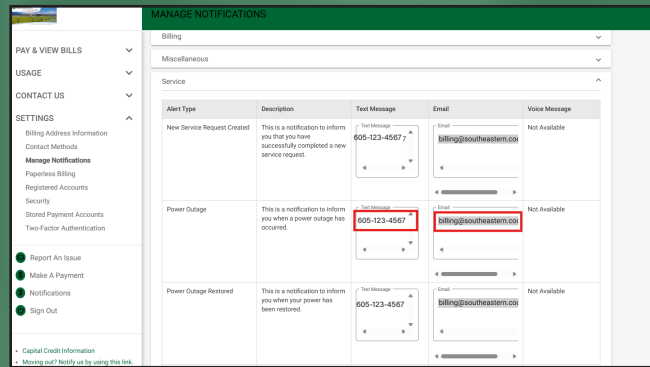
On the SmartHub home screen click on the **Settings** menu on the left and then click on the **Manage Notifications** sub-menu.

STEP 10



For this example, click on the **Service** category.

STEP 11



For each category click the dropdown menu in the **Text Message** and/or **Email** columns and select the contact from the list.