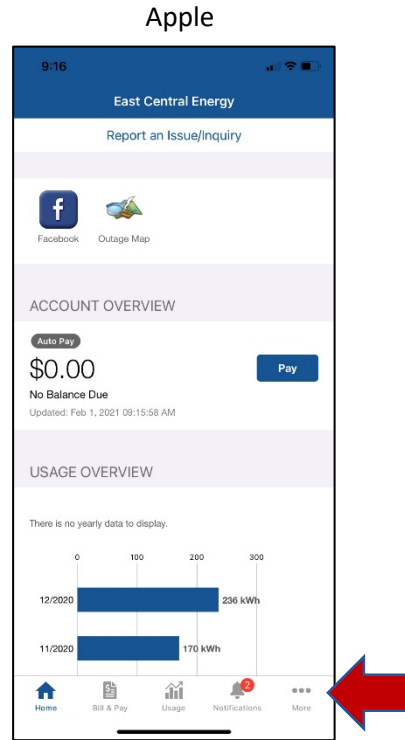
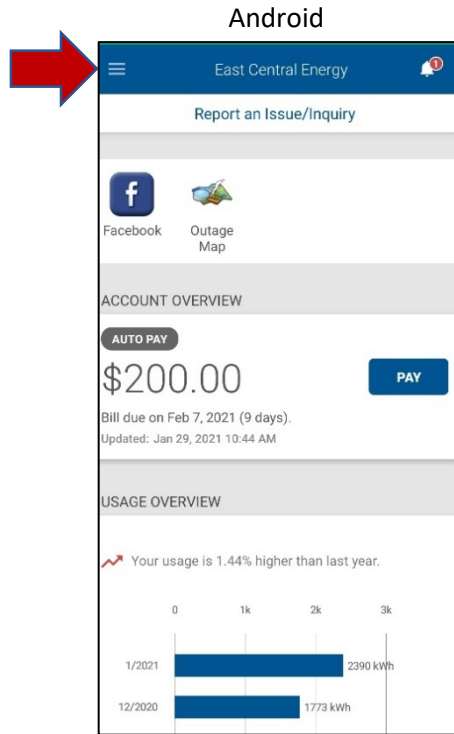
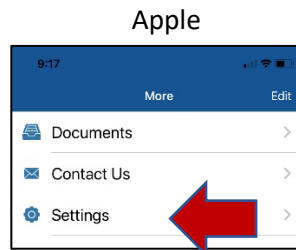
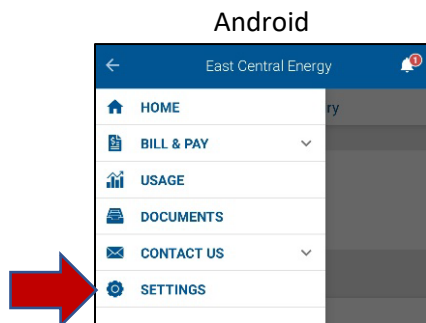


Two-way texting for outages - mobile app

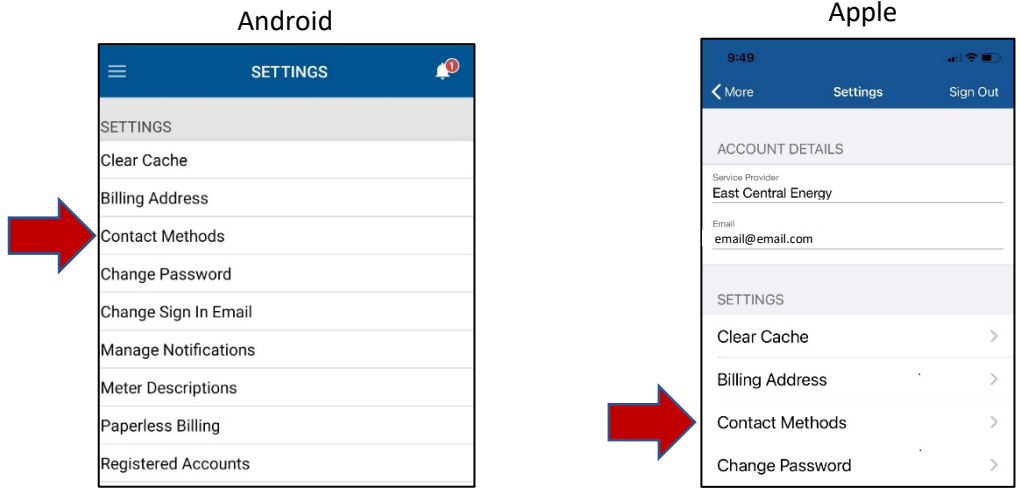
1. Open your SmartHub app. Android users, click on the three horizontal lines in upper left-hand corner. Apple users, click on the tree dots in lower right-hand corner.



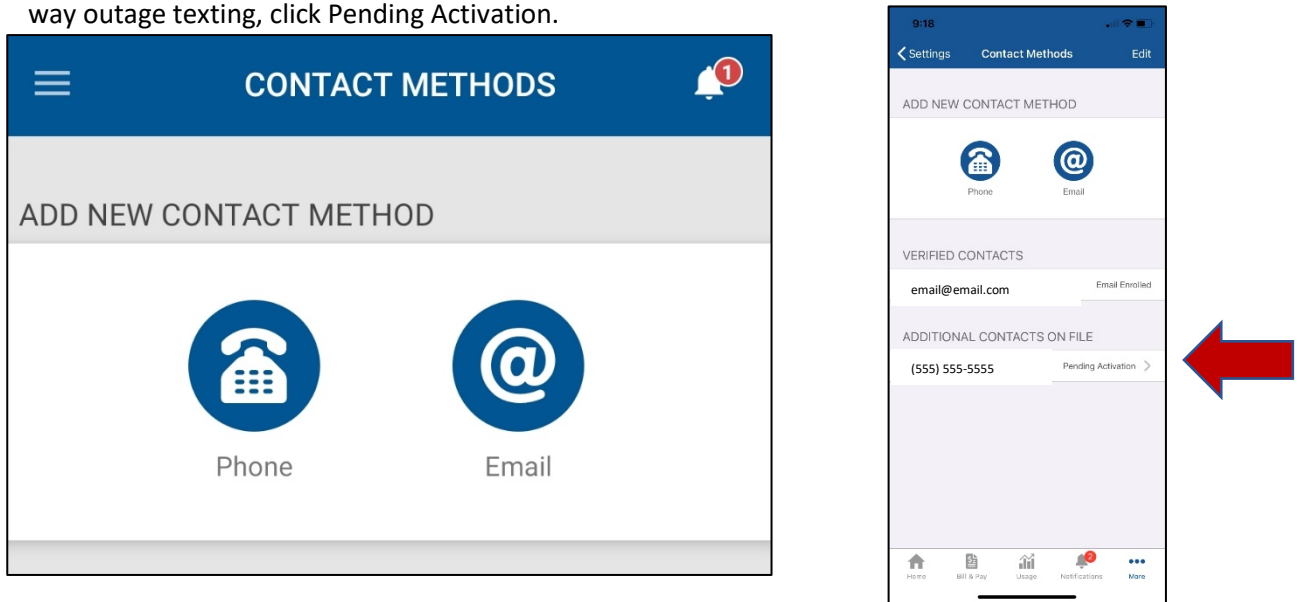
2. Go to Settings.



3. Select Contact Methods.



4. Under Add New Contact Method click on phone icon. If you have a mobile phone number already associated with the account, it will be presented underneath the Add New Contact Method icons under Additional Contacts On File. If you would like to use this number for two-way outage texting, click Pending Activation.



5. Enter the mobile phone number you would like to use to send and receive text messages from. Choose Receive Text Messages. Click Continue.

NEW CONTACT METHOD

ADD PHONE CONTACT

Phone
(555) 555-5555

Place on Do Not Call List

Receive Voice Calls

Receive Text Messages

CANCEL CONTINUE

6. If you agree with the Terms and Conditions, select Agree.
7. A text message with a code will be sent to the mobile phone you are adding to your account. Please get the code and enter it in the space provided for it. Click Verify.

CONFIRM CONTACT METHOD

A verification code has been sent to (763) 555-5555. Use this code to confirm your new contact method.

Verification Code

RESEND CODE VERIFY

8. You are done and should receive a SmartHub Registration is complete text to confirm. The next time you have an outage text the word **OUT to 8559383525** to report it. If you want a status on that outage text **STATUS to 8559383525**.
9. Please take the time to go to Manage Notifications under Settings. Select your notification type and choose which you would like to receive by text message.