

## How to add additional contacts & contact methods through Smarthub:

Note for businesses: you may need to partner with the accounts payable employee if they hold the login information for your smarthub account.

### Step by step instructions:

1. Log in to your smarthub account by visiting <https://hcc.smarthub.coop/Login.html#login>:
  - If this is your first time logging into smarthub, please reference the email and temporary password used in your welcome email.
  - If you have forgotten or are unaware of your login information you may call our office at 618-736-2901.
2. On the smarthub landing page-blue toolbar across the top- select notifications, manage contacts. (See Below)

The screenshot displays the Smarthub web application interface. At the top, there are three browser tabs: 'NISC Cooperative Cloud', 'Futiva / Hamilton County', and 'Pay Online - Futiva'. The address bar shows a secure URL: <https://hcc.smarthub.coop/?useOpenId=true#VVNFUI9JRDpoZWf0aGVyYkBoY2MuY29vcDo=>. Below the address bar, there are several navigation links: 'Apps', 'Employee Self Serve', 'CREDIT CHECK', 'EXEDE', 'EMAILS', 'Gateway', 'Cloud Status', 'FUTIVA HOMEPAGE', 'HCC HOMEPAGE', and 'secure it'. The main header features the 'futiva' logo and 'Hamilton County Communications, Inc.' logo. Below the header is a blue navigation bar with the following items: 'Home', 'Billing & Payments', 'My Profile', 'Notifications', and 'Contact Us'. The 'Notifications' menu is open, showing 'Manage Contacts' and 'Manage Notifications'. The 'Manage Contacts' option is highlighted with a red circle. Below the navigation bar, there are several sections: 'Quick Links' with a list of links (Pay My Bill, View Billing History, Report A Problem, Get Help), 'Welcome to SmartHub' with a message, and 'Account Overview' with a blue bar containing 'FUTIVA, LLC' and a 'Ne: 04/2' indicator.

3. You can choose to add an email contact and/or a text message contact. (See Below)
- There may be multiple contacts added to your account.
  - All contacts do not have to receive every notification; in later steps you can choose who receives certain type of notifications.
  - **When you add an email or text message contact, a verification code will be sent to that phone # or email. You must input the verification code to activate that particular contact method. Once completed the contact status should appear as active.**

Hamilton County Communications, Inc. Log Out | Help

My Profile | Notifications | Contact Us | Search | Have a C

### Manage Contacts

Use this page to manage your contacts. Once you have contacts setup, you may use those contacts to sign up for notifications about your billing account.

**+ Add Email Contact** **+ Add Text Message Contact**

Contact	Status	Delete
heatherb@futiva.biz	Active	Delete
heatherb@hcc.coop	Active	Delete

**Add Contact** Close X

Text Number: 6187362901

Standard charges may apply to receive messages.

Send Verification Code

**Add Contact** Close X

Email Address: heatherb@futiva.biz

Send Verification Code

**Add Contact** Close X

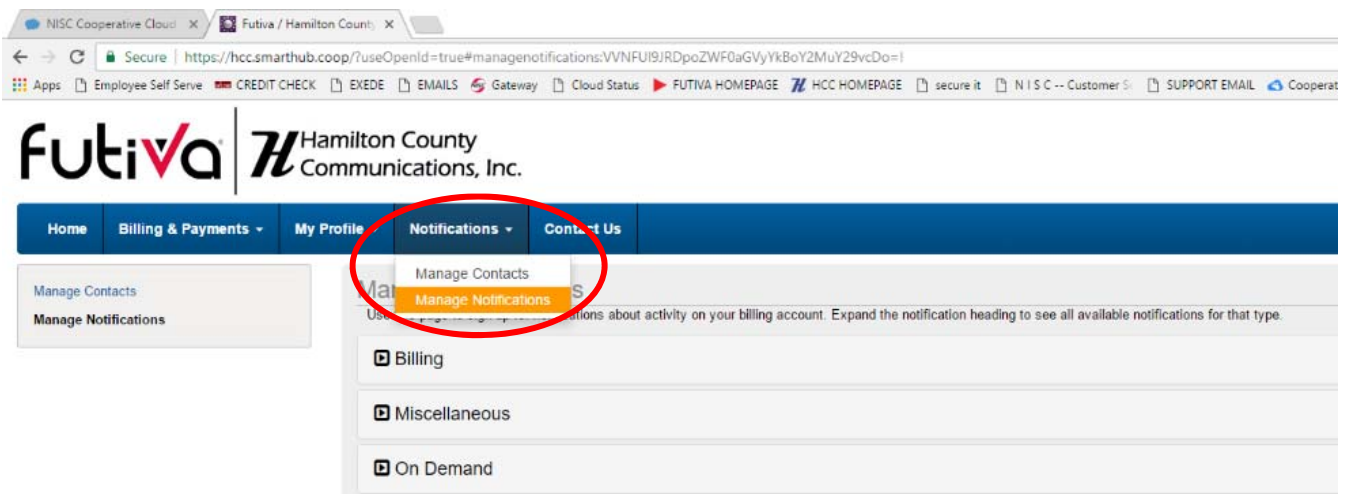
Text Number: 6187362901

Verification Code: 347590

Verification code sent.

Verify

4. Once the contact has been added, you will need to visit the manage notifications screen where you can assign that contact to different types of messages. (See Below)
  - **For example: For businesses, we highly recommend assigning your IT director to the *On Demand* message for: *Scheduled Outage Due to Maintenance*. This will warn both the smarhub user *and* the IT director of upcoming outages due to maintenance, making your business more prepared.**
  - Below you will see 3 types of messages: Billing, Miscellaneous, & On Demand. By expanding the selection you will see individual message types that fall under that category. By clicking options to the right, you will be able to select from your contacts, who you wish to receive that particular notification. Make sure you save the changes.



communications, inc.

Profile ▾ Notifications ▾ Contact Us Search Have a Question? Get Help. »

### Manage Notifications

Use this page to sign up for notifications about activity on your billing account. Expand the notification heading to see all available notifications for that type.

Notification Type	Description	Assigned Contact	Options
<b>Billing</b>			
<input checked="" type="checkbox"/> Select All			
<input checked="" type="checkbox"/> Billing Change	This is a notification to inform you when you change your billing options from SmartHub.	Multiple Contacts	<input type="button" value="Options"/>
<input checked="" type="checkbox"/> Credit Card Expiration	This is a notification to inform you when your billing credit card is about to expire.	Multiple Contacts	<input type="button" value="Options"/>
<input checked="" type="checkbox"/> Payment Confirmation	This is a notification to inform you we received your payment submission.	Multiple Contacts	<input type="button" value="Options"/>
<b>Miscellaneous</b>			
<input checked="" type="checkbox"/> Select All			
<input checked="" type="checkbox"/> Auto Pay	This is a notification users receive when they request an Auto Pay change.	heatherb@hcc.coop	<input type="button" value="Options"/>
<input checked="" type="checkbox"/> Hint Question Change	This is a notification to inform you when you change your hint question from SmartHub.	heatherb@hcc.coop	<input type="button" value="Options"/>
<input checked="" type="checkbox"/> Login Credentials Change	This is a notification to inform you when you change your e-mail address or password from SmartHub.	heatherb@hcc.coop	<input type="button" value="Options"/>
<input checked="" type="checkbox"/> Personal Info Change	This is a notification users receive upon submitting a personal info change.	heatherb@hcc.coop	<input type="button" value="Options"/>
<input checked="" type="checkbox"/> Unsubscribe	This is a notification to inform you when you unsubscribe from SmartHub.	heatherb@hcc.coop	<input type="button" value="Options"/>
<b>On Demand</b>			
<input checked="" type="checkbox"/> Select All			
<input checked="" type="checkbox"/> How To Add Additional Contacts To Smarhub	Instructional on how to add additional contacts to smarhub for billing, outage notifications, etc.	Multiple Contacts	<input type="button" value="Options"/>
<input checked="" type="checkbox"/> Scheduled Outage Due To Maintenance	To notify customers of scheduled maintenance where services will be interrupted	Multiple Contacts	<input type="button" value="Options"/>

**This setup is now complete!**

Please feel free to call our office and talk to me if you have any further questions about setting up additional contacts in smarthub!

Thank you,



[www.futiva.biz](http://www.futiva.biz)