MEMBER TOOLS



OUTAGE ALERTS

Firelands Electric Cooperative members can sign up to receive text and email notifications during outages that may be affecting their electric service.

Below is a step-by-step guide for members to enroll in these alerts through the mobile SmartHub app. Those who have not enrolled in SmartHub yet may do so by visiting https://firelandsec.smarthub.coop/Login.html.

STEP 1: Log in to your SmartHub account via the mobile app. If you have not yet downloaded it from your device's app store, it can be found by searching for "SmartHub."



STEP 2: After logging into your SmartHub account, select the three bars at the top left of the screen to open the main menu, then select "Settings."

*Menu may be dots and in a different location on the screen, depending upon the type of phone.

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	Report an Issu	ie/Inquiry
16125		
1	🌾 🖪 📘	20
Outage	Map Facebook Twi	itter Instagram
ACCO	JNT OVERVIEW	
AUTO	PAY	
\$0	.00	PAY
No Bal	ance Due	
Unide	2. 301 20. 202 1 1.14 PW	
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	CONTACT US	∼ Instagram
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STEP 3: Next, select "Contact Methods" from the list of options.

*You can also control many other aspects of your account from this screen.

SETTINGS 13 ACCOUNT DETAILS Firelands Electric Cooperative Email@email.com SETTINGS Clear Cache Billing Address Contact Methods Change Password Change Sign In Email Manage Notifications Paperless Billing Registered Accounts Stored Payment Accounts About NISC Privacy Policy 111

STEP 4: Here you can add a phone number and email address. Current entries may be updated by selecting them in the "Verified Contacts" list.

It's important for all contacts to show "enrolled."

ADD NEW CONTAC	T METHOD		
Pho	one	@ Email)
VERIFIED CONTACT	rs	-	-
(419) 555-5555		Text E	nrolle
Email@email.co	m	Email E	nrolle

STEP 5: Navigate back to the settings screen seen in Step 3 and select "Manage Notifications" from the list.

Then, select "Service" from the options that appear.

SETTINGS	E MANAGE N	OTIFICATIONS
Clear Cache		
Billing Address	NOTIFICATION TYPE	
Contact Methods	Billing	
Change Password	Miscellaneous	
Change Sign In Email	On Demand	
Manage Notifications	Service	
Paperless Billing	Usage	

STEP 6: From here, you'll be able to select which outage alerts you'd like to receive and by what method. Select "Manage Contacts" under each alert to enroll or unenroll a specific contact method.

Again, it's necessary for each contact method to show enrolled next to the phone number or email address.

	EDIT NOTIFICAT	IONS	43
POWER OUTAGE			
This is a notificati nas occurred.	on to inform you wh	nen a power out	age
(419) 555-5555		Text	Enrolled
Email@email.c	om	Email	Enrolled
	MANAGE CONTAC	TS	