

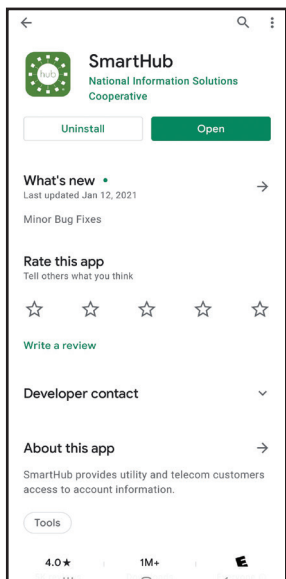


# OUTAGE ALERTS

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

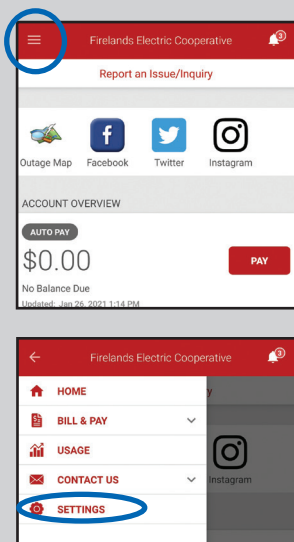
Below is a step-by-step guide for members to enroll in these alerts through the mobile SmartHub app. Those who have not enrolled in SmartHub yet may do so by visiting <https://firelandsec.smarthub.coop/Login.html>.

**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."



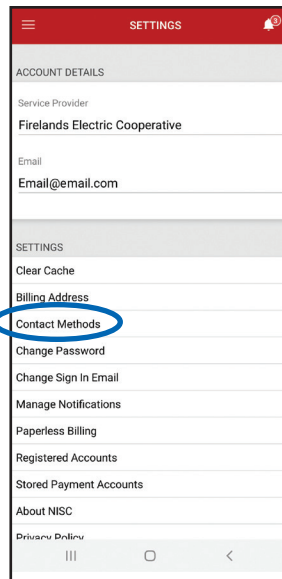
**STEP 2:** After logging into your SmartHub account, select the three bars at the top left of the screen to open the main menu, then select "Settings."

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



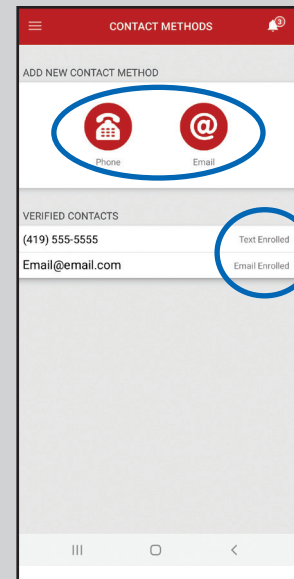
**STEP 3:** Next, select "Contact Methods" from the list of options.

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



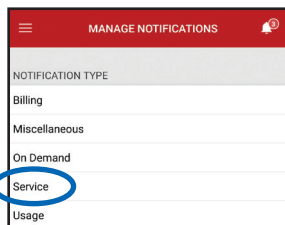
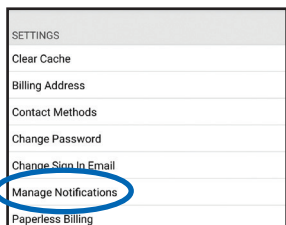
**STEP 4:** Here you can add a phone number and email address. Current entries may be updated by selecting them in the "Verified Contacts" list.

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



**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.



**STEP 6:** From here, you'll be able to select which outage alerts you'd like to receive and by what method. Select "Edit 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.

