

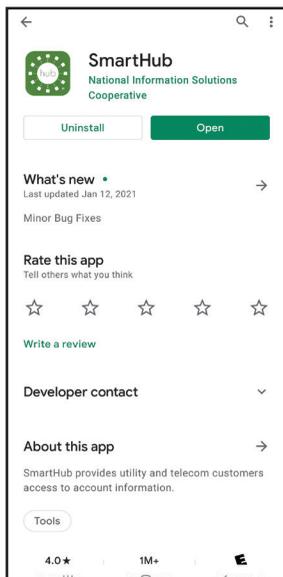


OUTAGE ALERTS

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

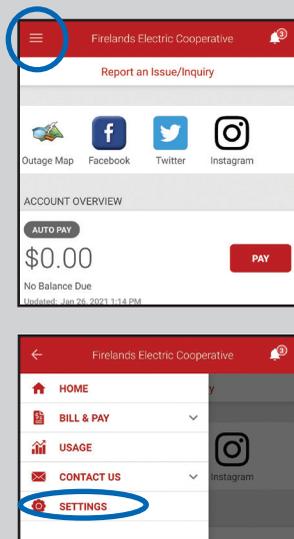
Below is a step-by-step guide for members to enroll in these alerts through the mobile SmartHub app. Those who have not enrolled in SmartHub yet may do so by visiting <https://firelandsec.smarthub.coop/Login.html>.

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."



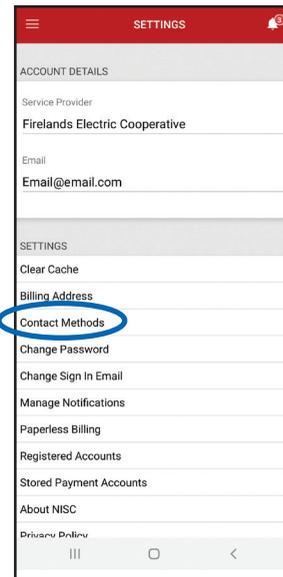
STEP 2: After logging into your SmartHub account, select the three bars at the top left of the screen to open the main menu, then select "Settings."

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



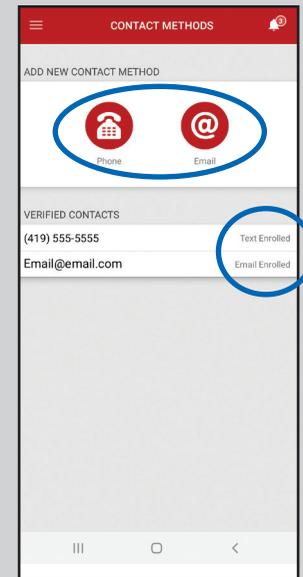
STEP 3: Next, select "Contact Methods" from the list of options.

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



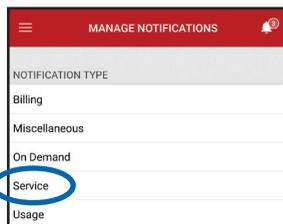
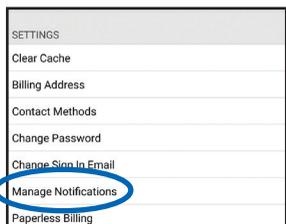
STEP 4: Here you can add a phone number and email address. Current entries may be updated by selecting them in the "Verified Contacts" list.

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 "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.

