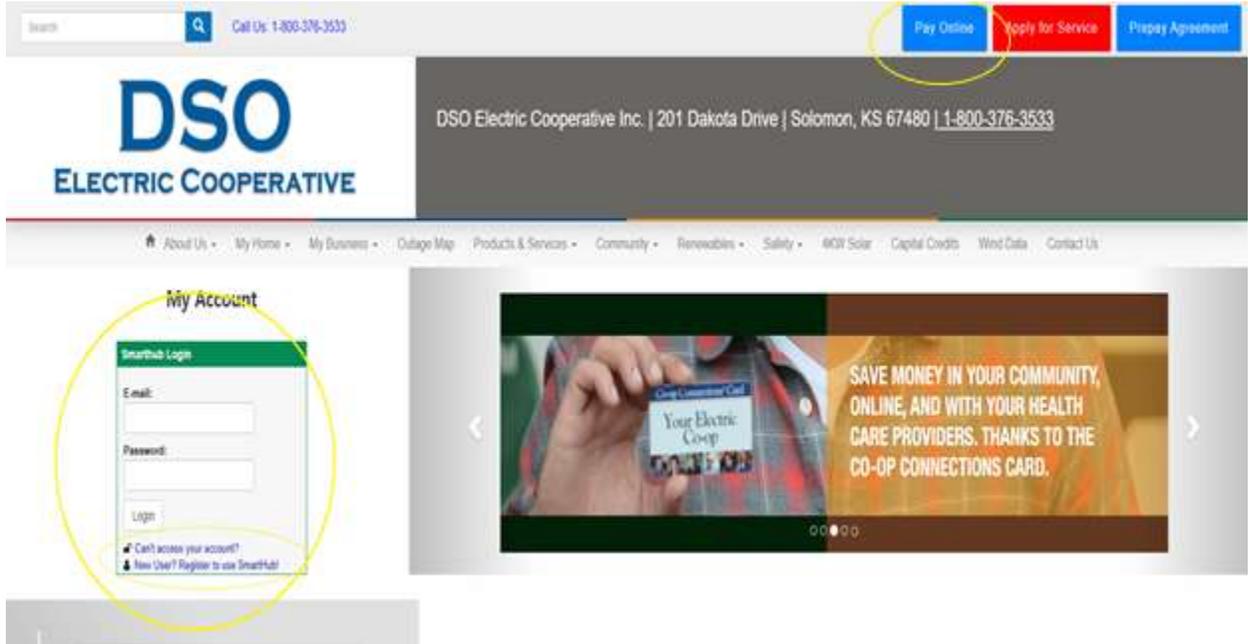


Adding multiple notification methods

1. Go to www.dsoelectric.com and login to your SmartHub account. If the Smarthub login (Under 'My Account') is not loading correctly, you can select 'Pay Online' (the blue button on the top right of the page) this will take you directly to the Smarthub login page, if you have not registered for SmartHub you will need to do so here. (You will need your account number to sign up as a new user.)



2. Once in SmartHub you will need to click on the "Notifications" tab. In the example below, we've already registered 2 mobile phones and 1 e-mail. Our system will only use 1 notification method by default. Continue to step 3 if you want notified via text message on multiple phones and/or multiple e-mails.

The screenshot shows the 'Manage Contacts' page in the SmartHub interface. The page title is 'Manage Contacts' and it includes a sub-header: '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.' There are two buttons: '+ Add E-Mail Contact' and '+ Add Phone Contact'. Below this is a section titled 'Verified Contacts' with a sub-header: 'These are the contacts we have on file that you have created or verified and will be used for notifications that are configured on the Manage Notifications page.' A table lists the contacts:

Method	Contact	Status	Available Actions
📞	[Redacted]	Text Enrolled	Activate Edit Delete
📞	[Redacted]	Text Enrolled	Activate Edit Delete
✉️	[Redacted]	E-Mail Enrolled	Activate Edit Delete

At the bottom of the page, there is a navigation bar with links for 'Billing & Payments', 'My Profile', 'My Usage', 'Notifications', and 'Contact Us'. The 'Notifications' link is highlighted. There are also social media icons and a 'Call Us: 1-800-376-3533' link.

- Select "Manage Notifications". This page allows you to navigate through our notification categories. In the example below we needed to added multiple text notifications to the 'On Demand' notification. By default, only 1 mobile device/e-mail address is checked. You will need to check all the contact methods that you want to be notified on. Then chose 'Save Settings'

DSO ELECTRIC COOPERATIVE
 Log Out | Home | Help | Pay Now > | Report An Issue/Inquiry

Home | Billing & Payments > | My Profile > | My Usage > | **Notifications >** | Contact Us > | Search | Have a Question? Get Help. >

SmartHub Feed
 Manage Contacts
Manage Notifications

Manage Notifications

Use this page to sign up for notifications about activity on your billing account.

- Billing
- Miscellaneous
- On Demand**
- Service

Select Account

Alert Type	Description	Text Message	E-Mail
Interruptible Rate	Interruptible Rate (July-August)	1	None
Irrigation Control	Controlling Irrigation (July-August)	✓	None

Reset Save Settings

Billing & Payments My Profile My Usage **Notifications** Contact Us Call Us: 1-800-376-3533
 Version 12.4

- If there is a checkmark near the Mobile number or E-mail address, then you'll see that notification turn to 'Multiple' and you'll now receive notifications on multiple devices.

DSO ELECTRIC COOPERATIVE
 Log Out | Home | Help | Pay Now > | Report An Issue/Inquiry

Home | Billing & Payments > | My Profile > | My Usage > | **Notifications >** | Contact Us > | Search | Have a Question? Get Help. >

SmartHub Feed
 Manage Contacts
Manage Notifications

Manage Notifications

Use this page to sign up for notifications about activity on your billing account.

- Billing
- Miscellaneous
- On Demand**
- Service

Select Account

Alert Type	Description	Text Message	E-Mail
Interruptible Rate	Interruptible Rate (July-August)	Multiple ✓	None
Irrigation Control	Controlling Irrigation (July-August)	✓	None

Reset Save Settings

Billing & Payments My Profile My Usage **Notifications** Contact Us Call Us: 1-800-376-3533
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