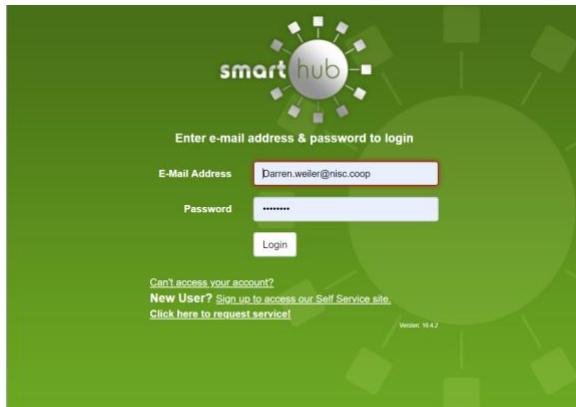


# Changing Your Email Address in SmartHub (Web)

## Step 1.

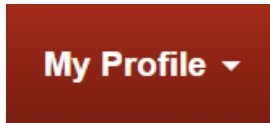
Log into your existing SmartHub Account



The image shows the SmartHub login page. At the top, there is a 'smart hub' logo. Below it, the text reads 'Enter e-mail address & password to login'. There are two input fields: 'E-Mail Address' with the value 'darren.weiler@nisc.coop' and 'Password' with a masked password. A 'Login' button is located below the password field. At the bottom left, there is a link for 'Can't access your account?' and another for 'New User? Sign up to access our Self Service site. Click here to request service!'. The version number 'Version: 10.4.2' is visible at the bottom right.

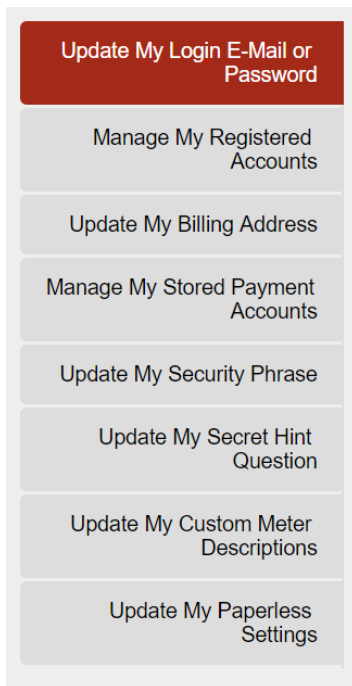
## Step 2.

From the homescreen select the My Profile Tab



## Step 3.

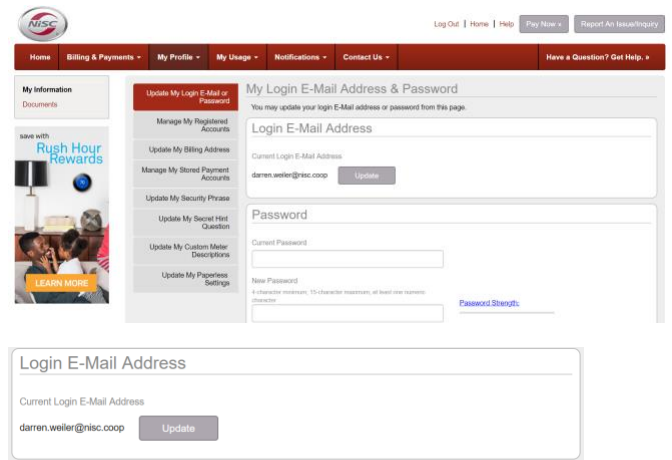
Select Update My Log-in Email and Password



A vertical list of menu items. The top item is 'Update My Login E-Mail or Password' in a red box. Below it are several grey boxes with the following text: 'Manage My Registered Accounts', 'Update My Billing Address', 'Manage My Stored Payment Accounts', 'Update My Security Phrase', 'Update My Secret Hint Question', 'Update My Custom Meter Descriptions', and 'Update My Paperless Settings'.

## Step 4.

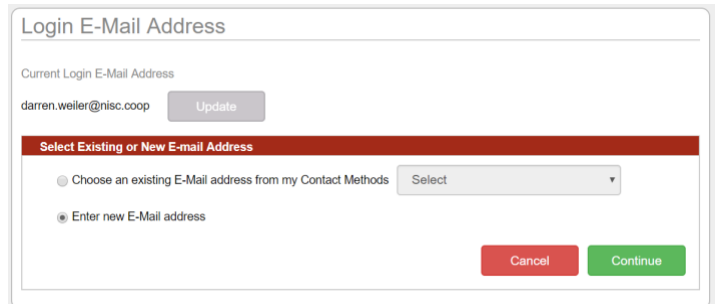
Next to your current email address, select update.



The image shows the 'My Login E-Mail Address & Password' page. It has a navigation bar at the top with links like 'Home', 'Billing & Payments', 'My Profile', 'My Usage', 'Notifications', 'Contact Us', and 'Have a Question? Get Help'. The main content area is divided into two columns. The left column has a 'My Information' section with a 'Documents' link and a 'Rush Hour Rewards' section with a 'LEARN MORE' button. The right column is titled 'My Login E-Mail Address & Password' and contains a 'Login E-Mail Address' section with a 'Current Login E-Mail Address' field containing 'darren.weiler@nisc.coop' and an 'Update' button. Below that is a 'Password' section with 'Current Password' and 'New Password' fields, and a 'Password Strength' indicator.

## Step 5.

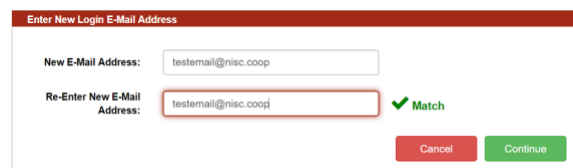
Upon clicking update a new portlet will appear. You will be given two choices to either select an email address on file, or enter a new password.



The image shows a 'Login E-Mail Address' selection screen. It has a 'Current Login E-Mail Address' field with 'darren.weiler@nisc.coop' and an 'Update' button. Below that is a red header 'Select Existing or New E-mail Address'. There are two radio button options: 'Choose an existing E-Mail address from my Contact Methods' with a 'Select' dropdown menu, and 'Enter new E-Mail address'. At the bottom right are 'Cancel' and 'Continue' buttons.

## Step 6.

Enter new email to be used for the account.



The image shows an 'Enter New Login E-Mail Address' screen. It has a red header. There are two input fields: 'New E-Mail Address' with the value 'testemail@nisc.coop' and 'Re-Enter New E-Mail Address' with the value 'testemail@nisc.coop'. A green checkmark and the word 'Match' are displayed between the two fields. At the bottom right are 'Cancel' and 'Continue' buttons.

\*Note emails must match and be verified with a green checkmark before the change is completed.

Click Continue.

# Changing Your Email Address in SmartHub (Web)

Continue

## Step 7.

You will be asked to agree to the terms and conditions.

Accept the terms and conditions

**Terms and Conditions**

**Email Terms & Conditions**

I agree to receive periodic e-mail and/or electronic messages from Regional Workshop at the e-mail address(es) identified above. I understand that e-mail and/or electronic messages may relay information about my account, and that I can opt-out of receiving notifications at any time. I further understand that I am not required to provide consent as a condition of purchasing any property, goods or services. Regional Workshop does not guarantee delivery of notifications and no warranty is provided for undelivered notifications. I agree to notify Regional Workshop immediately in the event that I voluntarily or involuntarily relinquish any e-mail and/or electronic contact identified above. As result of using this service, message and data rates may apply, and I am responsible for paying these fees.

Confirm Login E-Mail Address

## Step 8.

You will be sent a verification code to the email account you entered for change.

Enter your verification along with your account password and select Save Email.

**Confirm Login E-Mail Address**

Please enter the verification code and your current password.

E-Mail Verification Code:  A Verification Code has been sent to your E-Mail address.

Password:

E-Mail Address: testemail@nisc.coop

Congratulations!! You have now updated your email address on your SmartHub account!