



OUTAGE TEXT / EMAIL ALERTS HOW - TO

To ensure you receive these important outage alerts by text, please take a moment to confirm that your account includes a **current mobile phone number**.

How to Check or Update Your Mobile Number for Text Alerts:

1. Log into your SmartHub account (via web or mobile app)
2. Click on the **Settings** tab
3. Select **Contact Methods**
4. Review your listed phone numbers
5. If needed, click on the **add phone** to add a number **or update your mobile number** by clicking the pencil under the Action column
6. Once you've added or changed your phone number, please select **"Yes"** to receive text messages
7. Check **"I accept the Terms and Conditions"**
8. **Save** your changes
9. Enter the **verification code** that was sent to the mobile number you added.

How to Select Multiple Mobile Numbers or Emails to Receive Outage Alerts:

You can receive text or email messages to more than one device.

1. Log into SmartHub account (via web or mobile app)
2. Click on the **Settings** tab
3. Click **Manage Notifications**
4. Click **Service**
5. Hold down **Ctrl** and click on all the numbers you want an outage text to be sent to. Those numbers should now be highlighted.
6. Hold down **Ctrl** and click on all the email messages you want an outage alert emailed to. Those email addresses should now be highlighted.
7. Click **Save**

Note: If you want to **OPT-OUT** a mobile number or email from receiving an outage alert follow the same Ctrl+ click process. Mobile numbers or emails **not highlighted** will **not** receive outage alerts.