



SmartHub

It's Simple As



Telephone Quick Start Guide:

- 1** Call **(800) 628-1754**.
- 2** To make a payment or access account information, follow the voice prompts.
- 3** Enter your **billing account number** followed by **#**, then follow the voice prompts.

Web Quick Start Guide:

- 1** Visit **rsfiber.coop** and click the **Pay My Bill** button in the top right corner.
- 2** Enter your **E-Mail Address** and **Password** to login to SmartHub.
- 3** Navigate through the options to view and/or pay your bill.

SmartHub Instructions:

SmartHub provides convenient account access and two-way communication to RS Fiber online or via your mobile device. Manage payments, notify Customer Care of account and service issues, and receive special messaging from RS Fiber – all at the touch of a button. SmartHub is available on Android™ and iOS smartphones and tablets as well as on the Web.

Setting up your SmartHub Account

Register as a New User or Access your SmartHub Account

1. Visit www.rsfiber.coop and click the green **Pay My Bill** button in the top, left corner. (Fig. 1) Once clicked, a new page will load. Click on the **SmartHub Billing and Payment** link (Fig. 2) in the middle of the screen and the SmartHub splash screen will appear.
2. Once you access the SmartHub splash screen, do **one** of the following:
 - a. If you are already enrolled for paperless statements with RS Fiber, please enter your **E-Mail Address** and existing RS Fiber billing **Password**, click **Login**, and advance to the “*Security Passphrase*” section on page 2. (Fig. 3)
 - b. If you are **not** enrolled for paperless statements with RS Fiber, click the **Sign up to access our Self Service site.** hyperlink and continue through remaining instructions. (Fig. 4)
3. On the next screen, enter the requested information into the form fields and click **Submit** to validate your account. (Fig. 5)
 - If you do not know your RS Fiber account number, or are having trouble accessing your account, please contact our Customer Care team at **(800) 628-1754**.



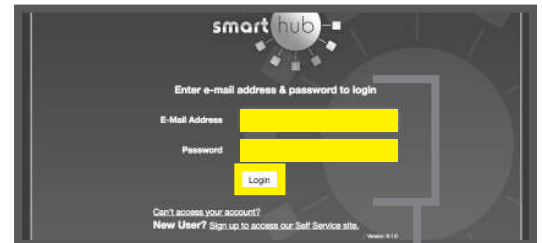
Pay My Bill Button

Fig. 1



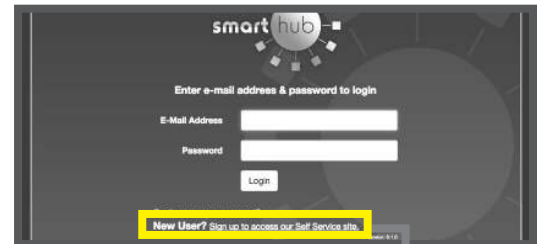
SmartHub Billing and Payment

Fig. 2



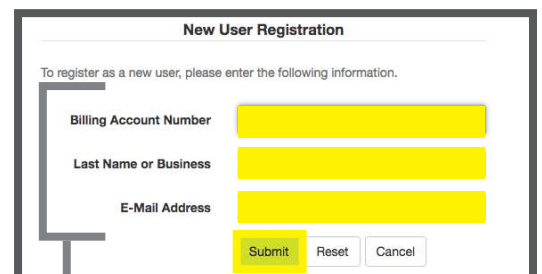
E-Mail Address, Password, and Login

Fig. 3



Hyperlink for New User Registration

Fig. 4



New User Registration Form Fields

Fig. 5

Setting up your SmartHub Account, Continued

Register as a New User or Access your SmartHub Account, Continued

4. Answer the displayed questions about the account you are trying to register and click **submit** to confirm your registration. (Fig. 6)
 - A confirmation window will appear letting you know your registration is complete. You will receive an email with a temporary password. Use it to login and change your password.

- Whenever changes are made to your SmartHub account, you will be notified via email.

Changing your Password

1. You will receive an email from courier-no-reply@smarthub.coop with your temporary SmartHub password. Notate your temporary password here (Fig. 7): _____
2. Click the **Login >>** hyperlink provided in the email. (Fig. 7)
3. Once you access the SmartHub splash screen, enter your **E-Mail Address**, temporary **Password**, and click **Login**.
4. You will be prompted to change your password.

Paperless Bills

1. When prompted, select either **Yes** or **No** and click **Submit** to confirm or deny receipt of paperless bills. (Fig. 8)

Security Passphrase

1. When prompted, set your security **Passphrase**, which should be different than your SmartHub password, and then click **Save**. (Fig. 9)
 - Your Security Passphrase can be changed at any point by selecting **My Profile** from the top bar navigation and then selecting **Update My Security Passphrase**.

SmartHub Landing Page

Home Page

Upon login, you will be at the SmartHub Landing Page. This page will display account options across the top navigation bar including: **Home**, **Billing & Payments**, **My Profile**, and **Notifications**, along with **Quick Links** found on the left side of the screen. (Fig. 10)

- For additional features and functions of the SmartHub interface, please visit rsfiber.coop/support/billing to view video tutorials.

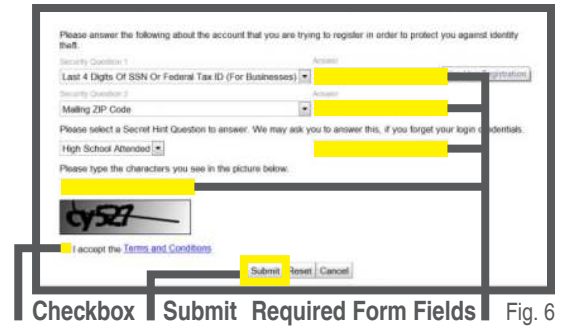


Fig. 6

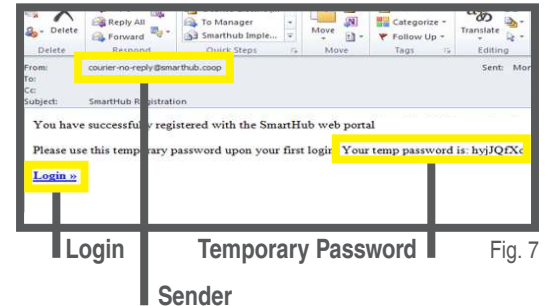


Fig. 7



Fig. 8

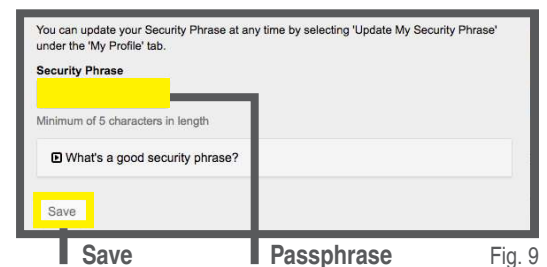


Fig. 9

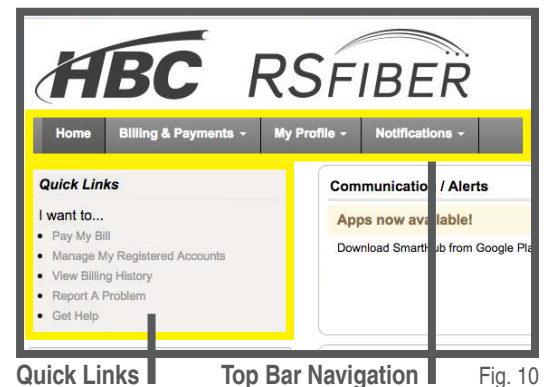
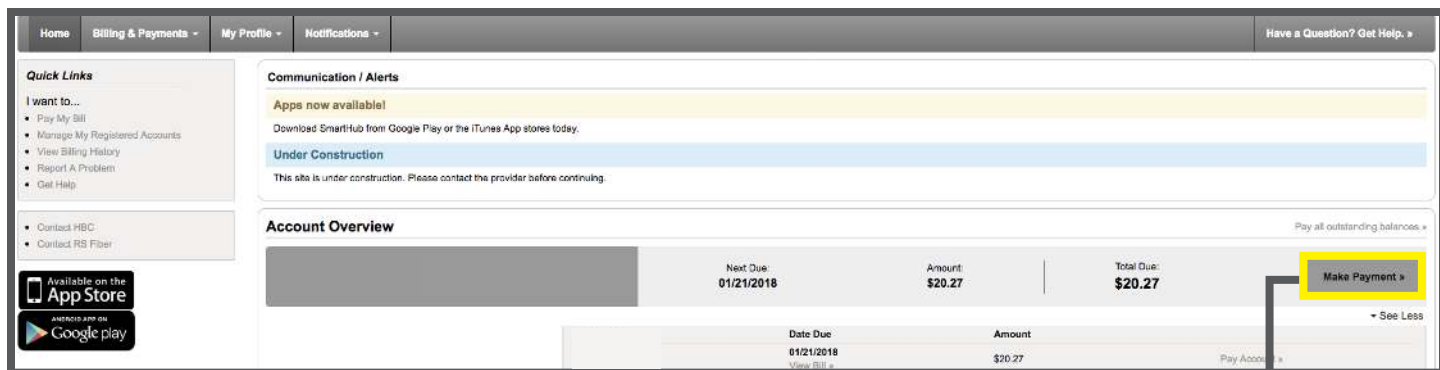


Fig. 10

Paying your bill

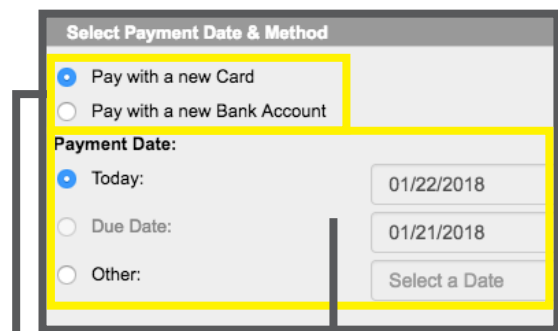
Paying by Credit card, Debit Card, Checking, or Savings Account

1. From the home page, click the **Make Payment>>** button. (Fig. 11)
2. Verify the Payment amount is correct and click **Continue**.
 - If the payment amount is incorrect, click **Edit Amount>>** to manually enter your payment amount.
3. Select the **Pay with a new Card** option or **Pay with a new Bank Account**, set the payment date, and then click **Continue**. (Fig. 12)
4. Use the drop-down menus and complete the required form fields to enter your information and then click **Continue**.
5. You will receive a confirmation message if your payment has been accepted, or a payment denied message if your payment has been declined.



Make Payment

Fig. 11

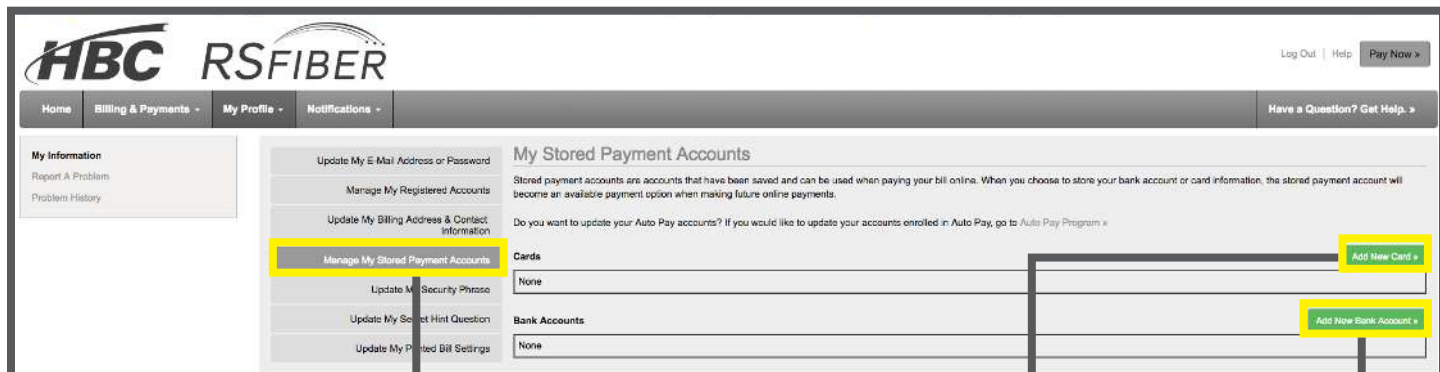


Payment Method Options

Payment Date Fig. 12

Adding a Payment Method to your Account

1. Click the **Manage My Registered Accounts** hyperlink from the Quick Links.
2. Click **Manage My Stored Payment Accounts**. (Fig. 13)
3. Select either the green **Add New Card>>** or the **Add New Bank Account>>** button. (Fig. 13)
4. Use the drop-down menus and complete the required form fields to enter your payment information, and then click either **Add Card** or **Add Account** to save your payment information.



Manage My Stored Payment Accounts

Add New Card>>

Add New Bank Account>>

Fig. 13

Paying your bill, Continued

Paying Through the Auto Pay Program

1. Click **Billing & Payments** from the top bar navigation.
2. Click the **Auto Pay Program** hyperlink. (Fig. 14)
3. Click the **Sign Up For Auto Pay>>** hyperlink. (Fig. 14)
4. Choose either the **Card>>** or **Bank Account>>** hyperlink to setup your default payment method.
5. Accept the Auto Pay Terms and Conditions by clicking the **checkbox**.
6. Use the drop-down menus and complete the required form fields to enter your information, and then click **Continue**.
7. You will receive a confirmation message if your payment has been accepted, or a payment denied message if your payment has been declined.

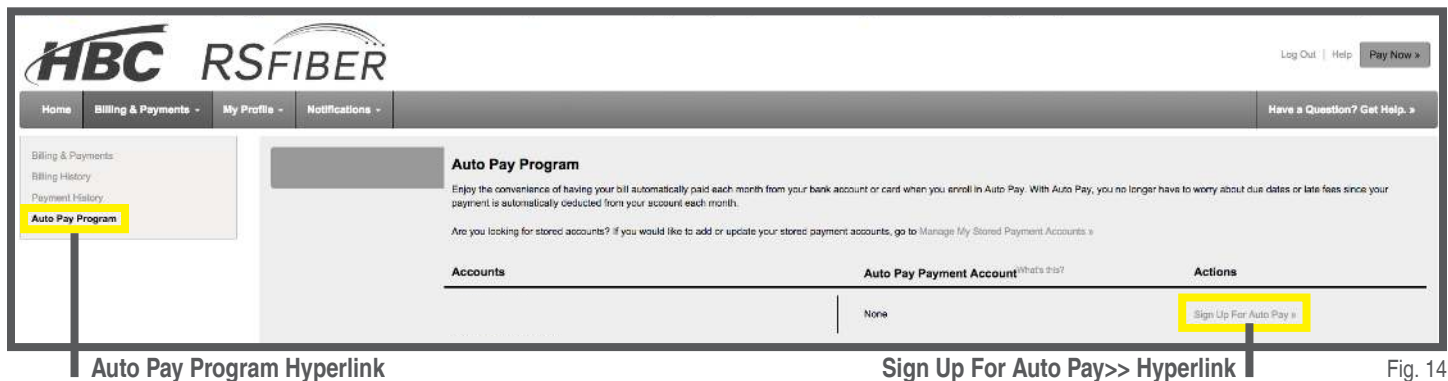


Fig. 14

Make a one-time Payment Through SmartHub Pay Now

If you would like to make a one-time payment without setting up a SmartHub account, follow the instructions below.

1. Visit rsfiber.coop/pay-my-bill to get started. Click on the **SmartHub Pay Now** button (Fig. 15) in middle of the page. Once clicked, the SmartHub Pay Now website will load.
2. Enter your **Account Number:** and **Last Name Or Business Name:** and click **Submit**. (Fig. 16)
 - If you do not know your RS Fiber account number, or are having trouble accessing your account, please contact our Customer Care team at **(800) 628-1754**.
3. Enter the payment amount you would like to make in the **Make a Payment** form field and click the **Pay Now>>** button.
4. Verify the Payment amount is correct and click **Continue**.
 - If the payment amount is incorrect, click **Edit Amount>>** to manually enter your payment amount.
5. Select a payment method and click **Continue**. (Fig. 17)
6. Use the drop-down menus and complete the required form fields to enter your information, and then click **Continue**. (Fig. 18)
 - If you wish to save your payment method, whether it be a credit card or bank account, click the respective checkbox that reads: **Save This Card** or **Save This Account**.
7. You will receive a confirmation message if your payment has been accepted, or a payment denied message if your payment has been declined.



Fig. 15

Account Number: Last Name Or Business Name:

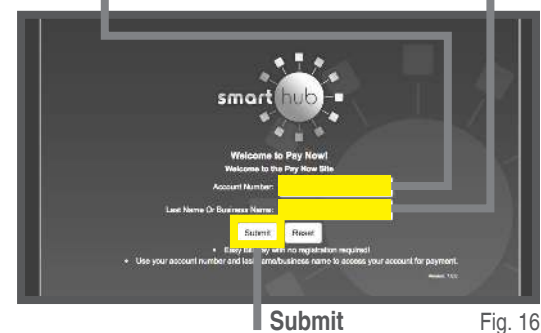


Fig. 16

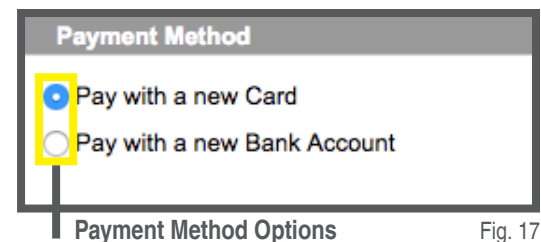
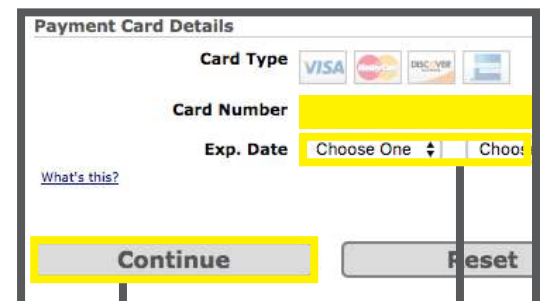






Fig. 17

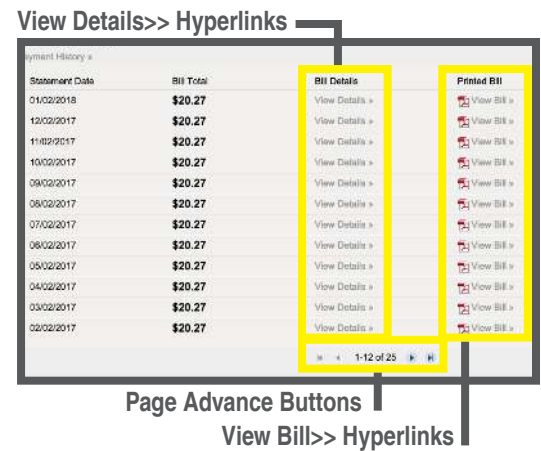


Continue | Required Fields and Menus | Fig. 18

View Billing History

Viewing Current and Past Statements

1. Click the **View Billing History** hyperlink from Quick Links (Fig. 19)
2. Search for the billing period you wish to view by using the page forward  and page back  buttons to move through pages one at a time, or press  to advance to the end and press  to advance to the beginning.
3. Click the **View Details>>** hyperlink for Bill Details or the **View Bill>>** hyperlink to view your Printed Bill.



Report A Problem

Report a Service Related Issue

1. Click the **Report A Problem** hyperlink from Quick Links.
2. Complete the **Reporting Information** identifying the specifics of the problem as well as your **Contact Information**, and then click the **Report Issue** button. (Fig. 20)

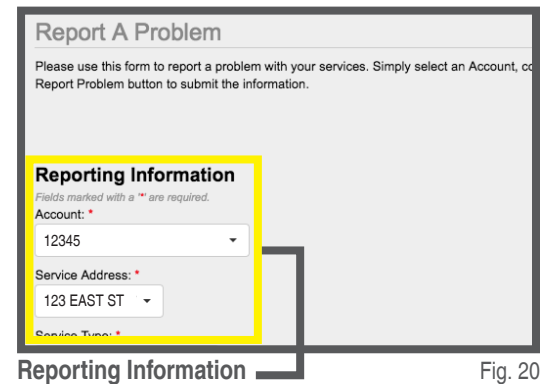


Fig. 20

Get Help

1. Click the **Have a Question? Get Help.>>** button (Fig. 21) on any screen and additional help will pop up on the right-side of the screen. (Fig. 21)
2. Click the **<<Close Help** button to exit the help screen. (Fig. 23)



Fig. 21

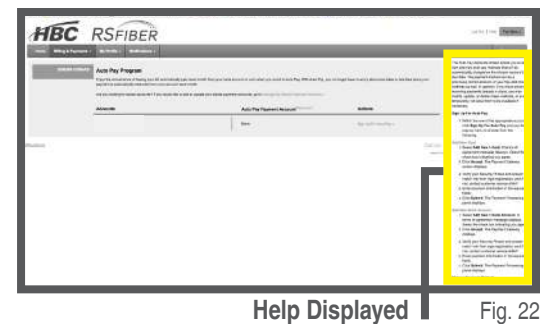


Fig. 22



Fig. 23

Need help? Visit our support page at www.rsfiber.coop/support or contact RS Fiber Technical Support at (800) 628-1754.