

CONFIGURING SMARTHUB NOTIFICATIONS USING THE MOBILE APP

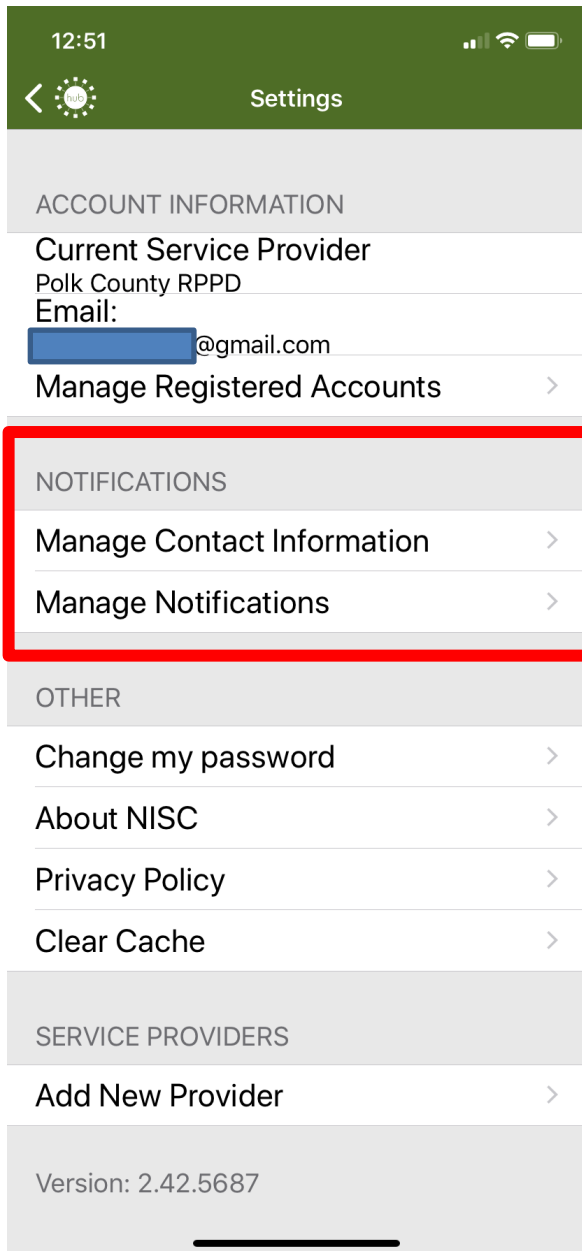
1. Sign up for Smart Hub, either on the web or download the **app**.
2. Set up contact information.

Settings

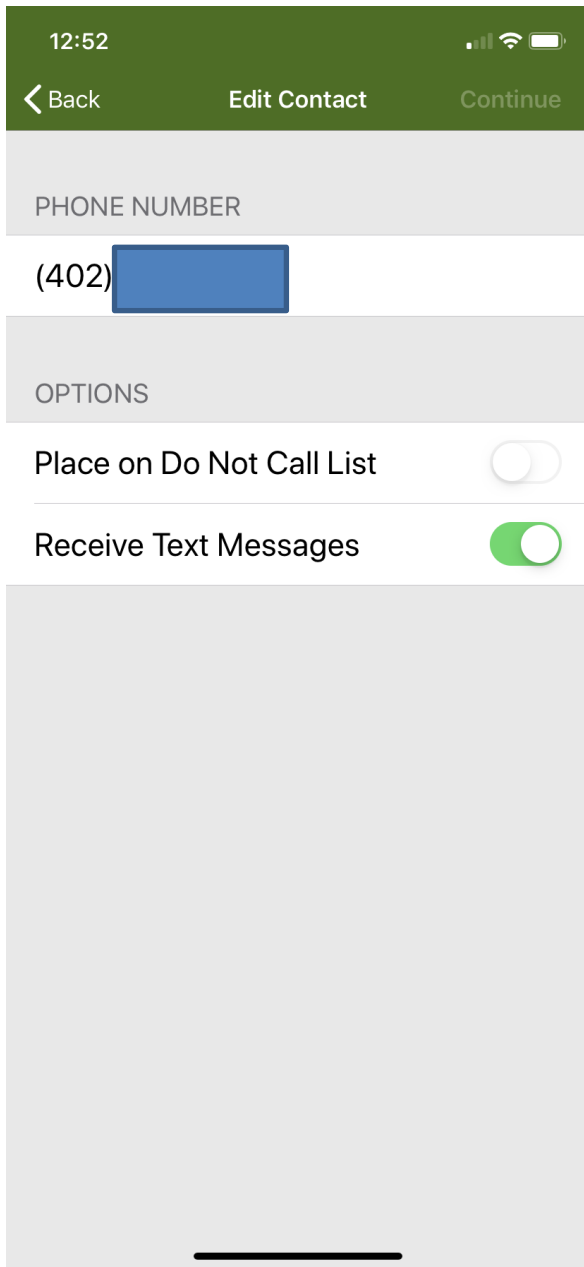
Notifications

Manage Contact Information

Add E-mail Contact or Add Phone Contact



**3. You will be asked to send an authorization code to the email or phone number enrolled.
In order to receive text message alerts, you must enable “receive text messages”
If you do not wish to receive any voice alerts, you must enable “Place on Do Not Call List”.**



4. Notifications

Manage Contact Information

Set contact for each notification.

At minimum, you must select email notification, but you can also select “text message”.

The image consists of two side-by-side screenshots from a mobile application. The left screenshot, titled "Edit Notifications", shows a list of notification types with their respective contact selection options. A red arrow points from the "Prepaid Account Disconnect for Nonpayment" notification to the right screenshot. The right screenshot, titled "Edit Contacts", shows the contact selection interface for the selected notification, with "TEXT MESSAGE" and "EMAIL" options, each with a toggle switch and a contact selection field.

12:52 **Edit Notifications**

Prepaid Account Disconnect for Nonpayment
This is a notification users receive when their account has been disconnected for non-payment.
[Phone icon] [Redacted] 25
[Email icon] [Redacted]@gmail.com

Prepaid Account Reconnect for Payment
This is a notification users receive when their account has been reconnected from a prior non-payment disconnect. >
[Phone icon] [Redacted] 25
[Email icon] [Redacted]@gmail.com

Prepaid Low Balance Above Cutoff
This is a notification users receive when their account has a credit that qualifies for low balance notice and is above cutoff amount. >
[Phone icon] [Redacted] 25
[Email icon] [Redacted]

Prepaid Low Balance Below Cutoff
This is a notification users receive when their account has a credit that qualifies for low balance notice but is still below cutoff amount. >
[Phone icon] [Redacted] 25
[Email icon] [Redacted]

Scheduled Payment Notification
This is a notification to inform you when a payment is scheduled or canceled. >
[Phone icon] None
[Email icon] None

Unsuccessful Payment Notification
This is a notification to inform you when an unsuccessful payment has been made. >
[Phone icon] None
[Email icon] None

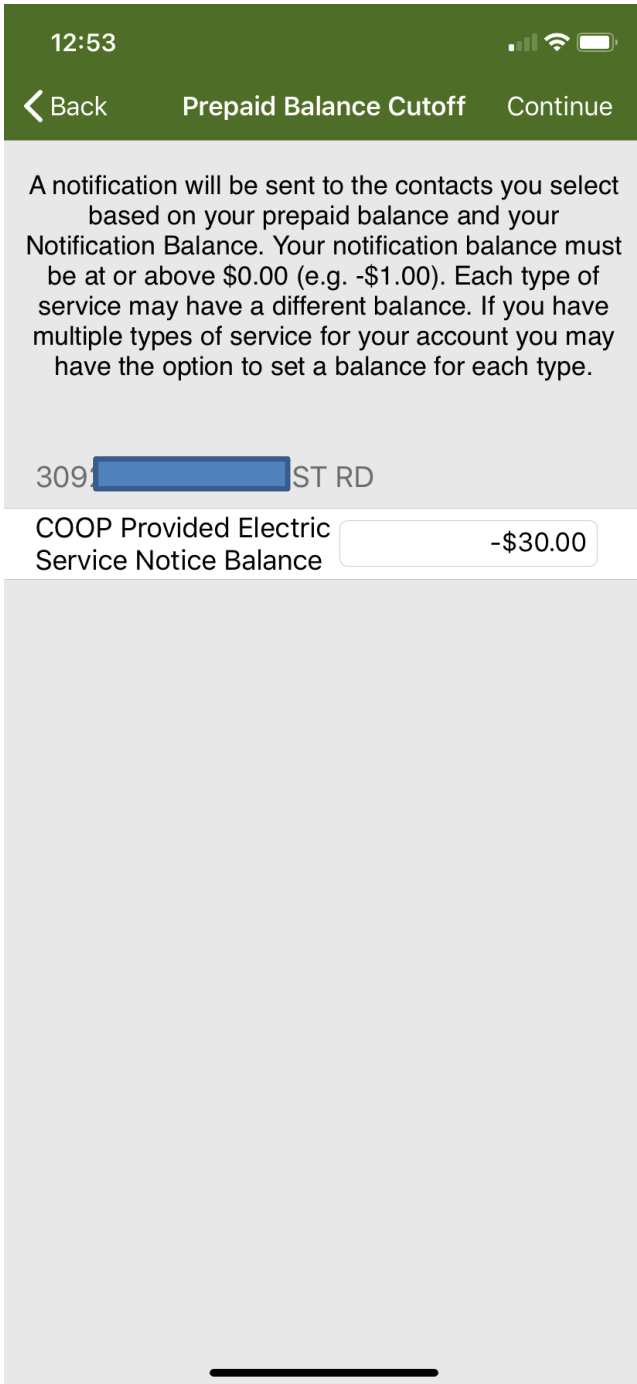
12:52 **Edit Contacts**

TEXT MESSAGE
(402) [Redacted]

EMAIL
[Redacted]@gmail.com

Save

5. You also have the ability to change the minimum balance notice alert threshold.



Please call 402-764-4381 or email pcrppd@pcrppd.com with any questions.