



Success Checklist

The week of August 4th, 2025, you will receive a "Welcome to SmartHub" email that includes your new account number, if we have an email on file. To register for SmartHub, you'll need both an email address and this new account number. You can also find your account number on your new bill or by calling our customer service team at **(660) 423-5211**.

Here is a checklist to put you in control of your account from day one.

☐ REGISTER your account in SmartHub

You have two options when registering your account: our mobile app or web portal.

ACCESS THE MOBILE APP

- Open up the Apple or Google Play store or scan the QR code to the right.
- Search for "SmartHub" in the app store.
- Download and Install the SmartHub app on your mobile device



ACCESS THE WEB PORTAL

- Visit our SmartHub support page at **marktwain.net/smarthub** and click on the Register button.

Find step-by-step instructions for how to register on our SmartHub support page at **marktwain.net/smarthub**.

☐ AUTO PAY re-registration (if enrolled)

Customers who are currently enrolled in Auto Pay through our old online payment center (CDS Global), please re-enter your payment details in SmartHub on or after August 4th.

Customers who enrolled in Auto Pay by filling out our Auto Pay form and providing a cancelled check will not have to re-enter their Auto Pay settings.

Find step-by-step instructions for how-to re-register for Auto Pay on our SmartHub support page at **marktwain.net/smarthub**.

☐ Set up NOTIFICATIONS

Stay informed on important account events via email or text messages. Receive the information you need to make the right decisions about your account.

Find step-by-step instructions for how-to manage your contacts and activate notifications on our SmartHub support page at **marktwain.net/smarthub**.

☐ Consider trying PAPERLESS BILLING

What if you could save some time and a tree at the same time? Activate SmartHub paperless billing, an eco-friendly way to instantly access your bill.

Find step-by-step instructions for how-to activate paperless billing on our SmartHub support page at **marktwain.net/smarthub**.

☐ BOOKMARK SmartHub support page

We will be adding new features and information for how to get the most out of your SmartHub experience on our SmartHub support page.

Bookmark **marktwain.net/smarthub** in your web or mobile internet browser.