



SMARTHUB IS COMING SOON



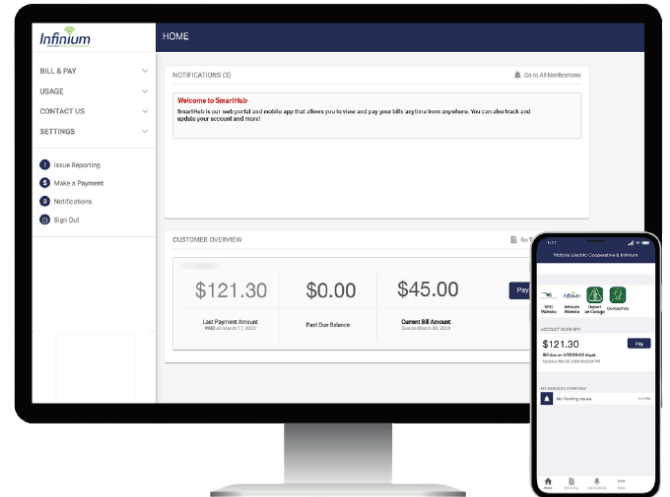
Infinium is excited to introduce SmartHub—our new and improved payment system designed to enhance your overall subscriber experience. With SmartHub, subscribers will have convenient, 24/7 access to their account, making it easier than ever to pay bills, set up automatic payments, and receive important alerts and service updates—all from your phone or computer.


As Infinium transitions to this new system, the current payment platform will be temporarily unavailable from May 25 through May 31. During this time, debit and credit card payments will not be accepted. However, subscribers may still make payments using cash or check at our office, or the night drop box.

Subscribers currently enrolled in Auto Pay or Bank Draft should note that beginning June 1, they will need to re-enroll in SmartHub to continue using those features.


Infinium appreciates your patience and understanding during this transition. Additional details and step-by-step instructions will be shared soon and posted on our website. If you have any questions, please don't hesitate to contact our Customer Service Representatives at (361) 582-5550.

We're excited to bring you this new and improved way to stay connected and in control of your account!



 **WEB AND MOBILE INSTRUCTIONS**

After launch day on June 1st, instructions for registering your account and re-activate your Auto Pay will be available on our SmartHub support page at infinium.coop

 **NEED SOME ASSISTANCE?**

After launch day on June 1st, if you have any questions or issues with the registration process, you may contact customer service at (361) 582-5550. Infinium will also offer extended hours to further assist subscribers.

Extended hours:

June 1-5 (M-F): 7:00 AM – 6:00 PM
June 6 (S): 9:00 AM – 4:00 PM



HOW TO REGISTER FOR SMARTHUB (web portal)

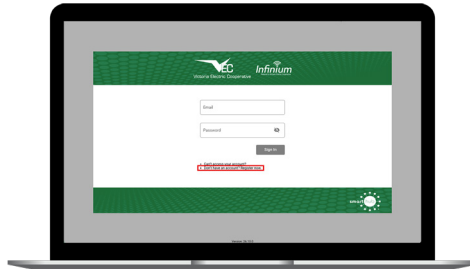


STEP 1



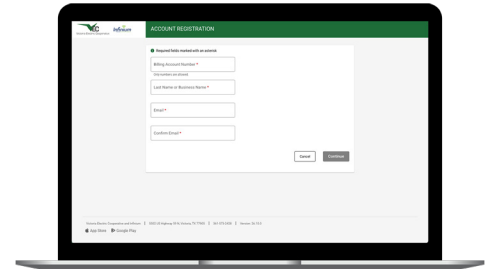
Click **SmartHub Portal** on our website.

STEP 2



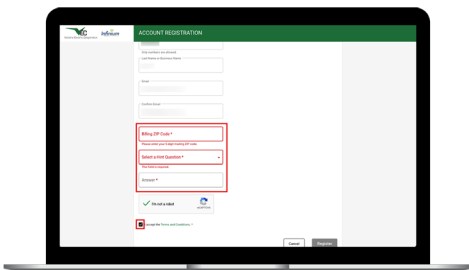
From the login screen, click on **Don't have an account? Register Now** link.

STEP 3



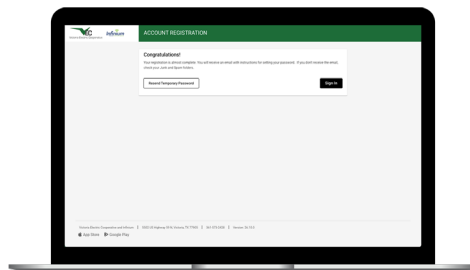
Fill out the registration form completely. Click the **Continue** button.

STEP 4



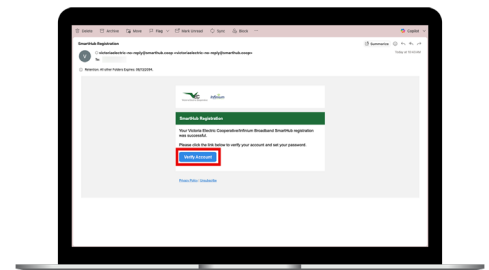
Enter the requested verification information and click the **Register** button. Answers must match account info exactly.

STEP 5



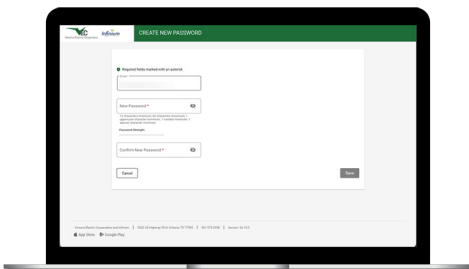
When successful, you'll get a congratulations notification. Instructions on how to continue have been emailed to you.

STEP 6



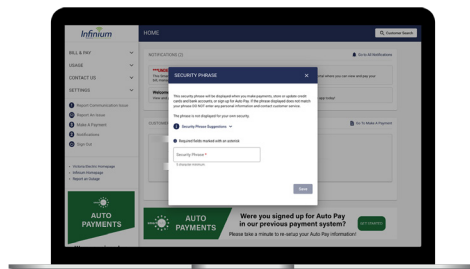
Check your inbox for a verification email. Click the **Verify Account** button to continue.

STEP 7



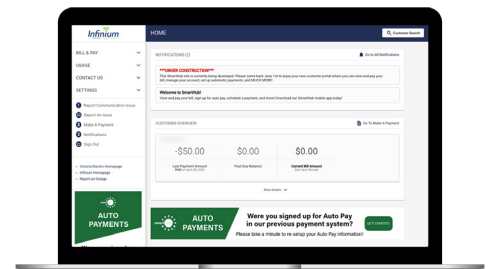
You will then be taken to a screen asking you to set your **new password**. Enter your password twice and click the **Save** button.

STEP 8



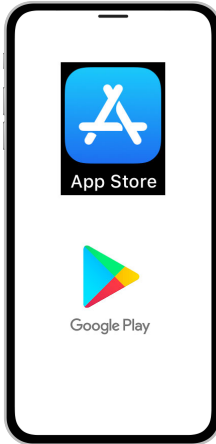
Finally, you'll be asked to set a security phrase.

STEP 9



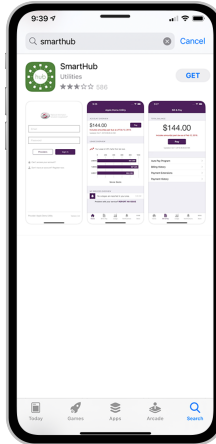
Congratulations! You have successfully registered your account. Browse around and see the ways to save time and money!

STEP
1



On your mobile device, open your app store.

STEP
2



Search for SmartHub and look for the SmartHub icon. Follow the instructions to install the app on your device.

STEP
3



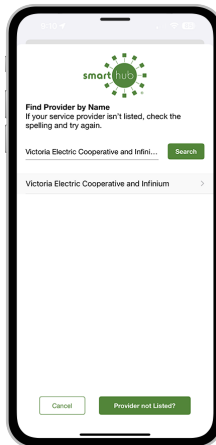
Once the app installs, tap the **SmartHub icon** on your device to open the app.

STEP
4



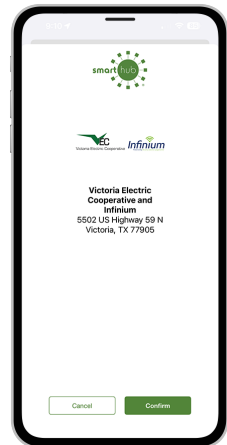
After SmartHub opens to the initial launch screen, tap the appropriate button to search by **Name**.

STEP
5



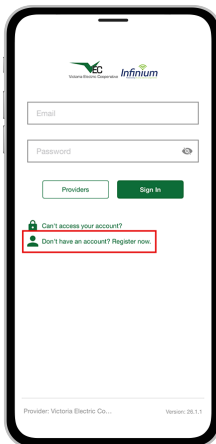
Enter **Infinium** in the search bar and tap the Search button. Next, tap on our name in the search results.

STEP
6



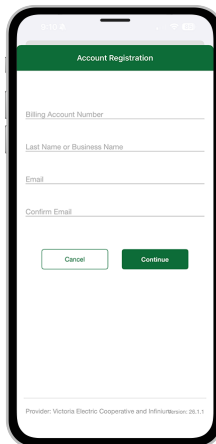
Tap the **Confirm** button to confirm your choice.

STEP
7



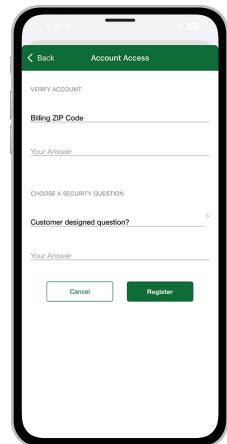
From the SmartHub login screen, tap the link that says **Don't have an account? Register now**.

STEP
8



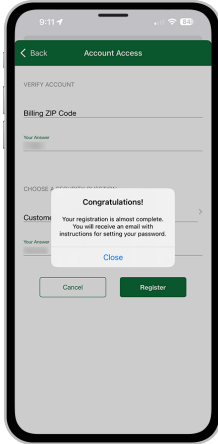
Fill out the registration form completely. Tap the **Continue** button.

STEP
9



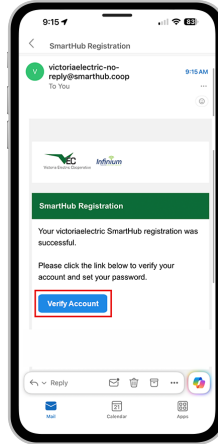
On the security check screen, answer all of the security questions. Tap the **Register** button.

STEP 10



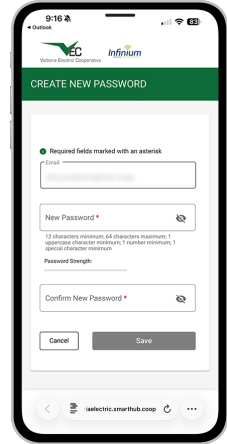
You will receive a notification telling you that a verification email has been sent.

STEP 11



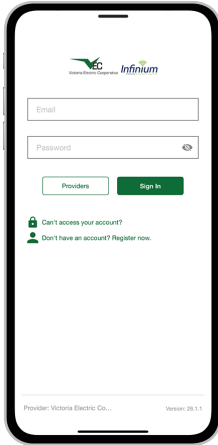
Open the email and tap the **Verify Account** link to continue.

STEP 12



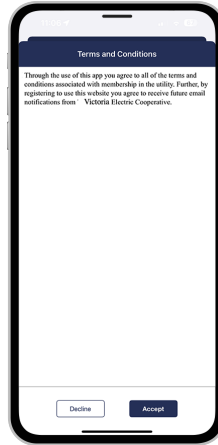
Next you will set your **new password** on your account. Type your new password in twice and tap **Save**.

STEP 13



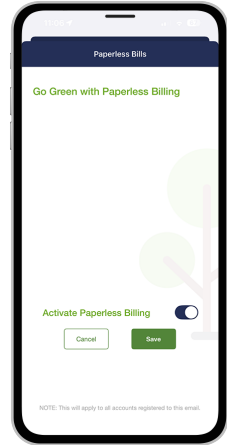
Return to the log in screen on the app and use your email address and new password to log in for the first time.

STEP 14



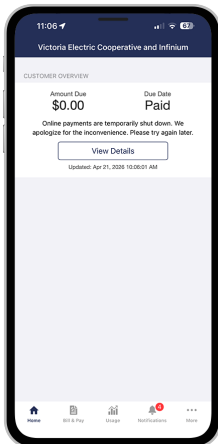
During the first log in, you may be asked to accept our Terms and Conditions. Tap the **Accept** button.

STEP 15



If you would like to activate Paperless Billing move the **Activate Paperless Billing** slider to the right and tap **Save**.

STEP 16



Congratulations!
You have successfully installed the app and registered your account!