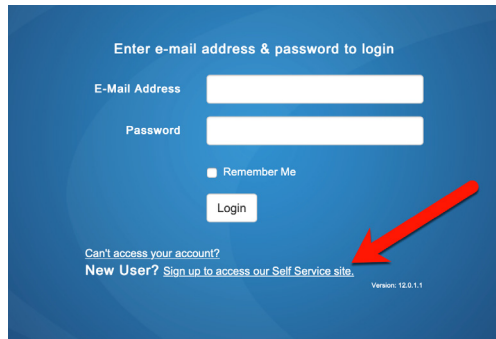




# How To Register Your SmartHub Account (Web)

**Step 1:** Visit: **MDTC.SMARTHUB.COOP**. From the SmartHub login screen, click on **Sign up to access our Self Service site**.



**Step 2:** Enter the following information:

- Your account number (*omit leading zeros and dash; i.e. old Account number: 0009999-9 new: 99999*)
- Your last name or business name as it appears on your bill
- The email you want to use for your SmartHub account

Then click **Submit**

**New User Registration**

To register as a new user, please enter the following information.

**Billing Account Number**

**Last Name or Business**

**E-mail Address**

**Confirm E-mail Address**

**Step 3:** Enter the requested account information in order to verify your identity. Answers must match account info exactly.

Then click **Submit**

**New User Registration**

To register as a new user, please enter the following information.

**Billing Account Number**

**Last Name or Business**

**E-mail Address**

**Confirm E-mail Address**

Please answer the following about the account that you are trying to register in order to protect you against identity theft.  
Last 4 Digits Of SSN Or Federal Tax ID (For Businesses):

Mailing ZIP Code:

Please select a Secret Hint Question to answer. We may ask you to answer this, if you forget your login credentials.  
Security Question 1:  Answer:

I'm not a robot

I accept the [Terms and Conditions](#)

**Step 4:** If successful, you'll get a notification like this.

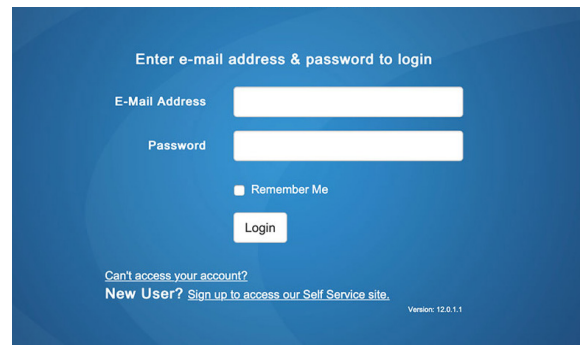
**Congratulations!**

Your registration is complete. You will receive an e-mail with a temporary password. Use it to login and change your password.

**Step 5:** Check your inbox for an email that will contain your temporary password you need to first login to your account.

Your temporary password is:

**Step 6:** Back on the login page, enter email and temporary password and click **login**.



**Step 7:** The first time you login, you'll be asked to change your password.

**Please change your password**

**E-Mail Address**

**New Password**  **Password Strength:**

4-character minimum; 10-character maximum

**Confirm Password**

**Congratulations!** You are now logged into SmartHub.

### How Do I Pay my Bill?

*Online:* [mdtc.smarthub.coop](http://mdtc.smarthub.coop)

*By Phone:* 833-699-1832

*Through SmartHub:* Free app on your smartphone/tablet

*Through the Mail:* Same mailing address or come to our office.

### How Do I Report Troubles?

*Online:* [mdtc.smarthub.coop](http://mdtc.smarthub.coop)

*By Phone:* 309-776-3214

*Through SmartHub:* Free app on your smartphone/tablet or come to our office.

### Is my Account Number the same?

Yes! Your account number is still the same. If you don't remember your account number, you can look in the top right corner of your monthly bill. To register your SmartHub account, omit leading zeros and dash; i.e. old Account number: 0009999-9 new: 99999.

### When is my bill due?

Your bill is still due on the 15th of the month! Credit Card payments will still automatically be taken out on the 1st of the month, and ACH will still be taken out on the 15th.