



4815 E. Highway 54  
El Dorado Springs, Missouri 64744  
800-876-2701  
Fax: 417-876-5368

## **SMARTHUB INSTALLATION INSTRUCTIONS FOR SMARTPHONES**

### Android Users

1. To get the SmartHub app on your Android phone, go to your settings icon and choose “Play Store”, then choose the green button that says “APPS”.
2. At the top of your screen, touch the magnifying glass symbol and type “smarthub”.

### Apple Users

1. To get the SmartHub app on your iPhone, open the AppStore.
2. Search for “Smarthub”, the app by NISC.

### All Users

3. Choose the “SmartHub icon” (a green symbol surrounded with dots, “Hub” in the center)
4. Choose “Install”.
5. Choose “Accept” to give SmartHub access to location, etc., then SmartHub will download.
6. Choose “Open”.
7. Choose your utility provider by selecting “By Name”.
8. Type “Sac Osage Electric” and hit “Go”.
9. Touch the name “Sac Osage Electric”, then “Confirm”.
10. Enter your email address and create a password, then “Login”.
11. Click on “Bill and Pay”, then “Manage Payment Methods”.
12. Choose “Add Payment Method”.
13. Enter your credit card, debit card, checking account or savings account information.

### SmartHub On The Internet

- 1 . Go to [www.sacosage.com](http://www.sacosage.com)
- 2 . Click on “SmartHub – Online Bill Payment”
- 3 . Look for “New User?” And click “Sign up to access our Self Service site.”
- 4 . Enter your Account Number, Last Name, and E-Mail Address in the appropriate fields, and select the Submit button.
- 5 . Answer the Security Question, input the captcha (pictured number), and check the box next to “I accept the Terms and Conditions”. Then click the Submit button.
- 6 . The system will send you an e-mail with a temporary password and a link to sign into SmartHub.



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## **Adding Money to Your Account**

There are several ways to add money to your account:

- Make cash, check, VISA or MasterCard payments at our office between 7 a.m. and 5 p.m. weekdays.
- Put a check in the office drop box after-hours and your account will be credited on the next business day.
- Pay online by electronic check, VISA or MasterCard at [www.sacosage.com](http://www.sacosage.com).
- Call (833) 679-0947 toll-free anytime to make a VISA, MasterCard or electronic check payment.
- Set up payments through your current online banking system.
- Mail a check to Sac Osage Electric Cooperative, P.O. Box 111, El Dorado Springs, MO 64744, or
- Pay using the SmartHub app on your smart phone.

### SmartHub

SmartHub puts account management at your fingertips. You can view your usage and billing, manage payments, notify customer service of account and service issues and receive special messaging from Sac Osage Electric.

### SmartHub Features

**Bill & Pay** - Quickly view your current account balance and due date, manage recurring payments and modify payment methods. You can also view bill history including PDF versions of paper bills directly on your mobile device.

**My Usage** - View energy usage graphs to identify high usage trends. Navigate graphs quickly using an intuitive gesture based interface.

**Contact Us** - Easily contact your Sac Osage Electric by email or phone. You can also submit one of the many predefined messages, with the ability to include pictures and GPS coordinates.

**News** - Provides a convenient way to monitor news that may affect your Cooperative such as rate changes, outage information and upcoming events.

**Service Status** - Displays service interruption and outage information. You can also report an outage directly to your service provider.

**Maps** - Displays facility and payment location on a map interface.