



Success Checklist



Smarthub will help you save time and money by managing your account at anytime from anywhere. Here is a checklist to put you in control of your account from day one. Please reach out if you have any questions.

What you will need for REGISTRATION

- An **email address**
- Your **account number**. You will be able to find your account number on your latest bill. You can also call our customer service team at **(508) 835-3681**.

Download the SmartHub APP

Follow these instructions if you would like to use SmartHub on your mobile device.

- Open up the Apple or Google Play app store (depending on your device)
- Search for "SmartHub" in the app store and install the app on your device.
- You can find instructions on our SmartHub support page at:
<https://wbmlp.org/smarthub.html>.

REGISTER your account in SmartHub

The first thing you will need to do is register your account in our new SmartHub system.

- Mobile: Click the "Don't have an account? Register now" link on the app's log in page.
- Web: Visit our SmartHub support page at <https://wbmlp.org/smarthub.html> and click on the Register button.
- You can also find instructions on that page.

AUTO PAY registration

Sign up for our new Auto Pay program with a debit/credit card or bank draft.

- On either web portal or app, click on Bill & Pay.
- Click on Auto Pay Program link.
- If you use your bank's payment service to schedule payments, you will need to verify your [NAME] account number to ensure payments are routed properly.

Consider trying PAPERLESS BILLING

Save time by getting your bills instantly through SmartHub and save the cost of printing and mailing your bill.

- You can activate paperless billing during your account registration.
- Web portal: Under the My Profile menu, click on Update my Paperless Settings sub-menu.
- Mobile: Select settings and Paperless Billing.

Set up NOTIFICATIONS

Choose how you receive notifications from SmartHub (email or SMS)

- Under the Notifications menu, click Manage Contacts to add email and/or text numbers.
- Enter verification code to activate.
- Click on Manage Notifications to set up email and/or SMS alerts using the contact info you entered.

NEED ASSISTANCE? WE ARE HERE TO HELP!

help@wbmlp.org
(508) 835-3681