

What Happens After I Log In

1. Customers who receive a paper bill will be prompted with the following:

Paperless Bills

Please note: there is a \$3 monthly fee to receive a paper bill.

Would you like to turn off paper bills? Yes No

Please note that this will apply to all accounts registered with this email address.

2. Please save the environment and go paperless with EH!tel Networks by pressing Submit.
3. After you have made your selection a Security Phrase Prompt will appear. This is a one-time entry, and once it has been completed, you will never have to fill it in again.

Security Phrase ✕

Please choose a Security Phrase before proceeding. This phrase is required to be set up before you can make payments, store or update credit cards and bank accounts for future payments, or sign up for Auto Pay.

When entering your financial information, if the Security Phrase displayed on the form does not match your chosen phrase, please DO NOT enter any personal information and contact customer service.

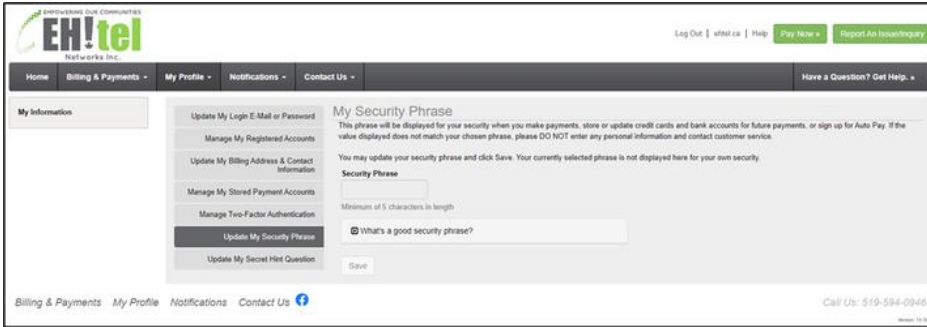
You can update your Security Phrase at any time by selecting 'Update My Security Phrase' under the 'My Profile' tab.

Security Phrase

Minimum of 5 characters in length

What's a good security phrase?

4. If you ever need to update your security phrase go to the “Update My Security Phrase” screen under “My Profile” to set it there.



5. When you make a payment in SmartHub or do anything involving a payment (i.e. one-time payment, scheduled payment, stored payment, auto pay), the security phrase will show in the upper right-hand corner of the screen:

