

## What can I do on SmartHub?

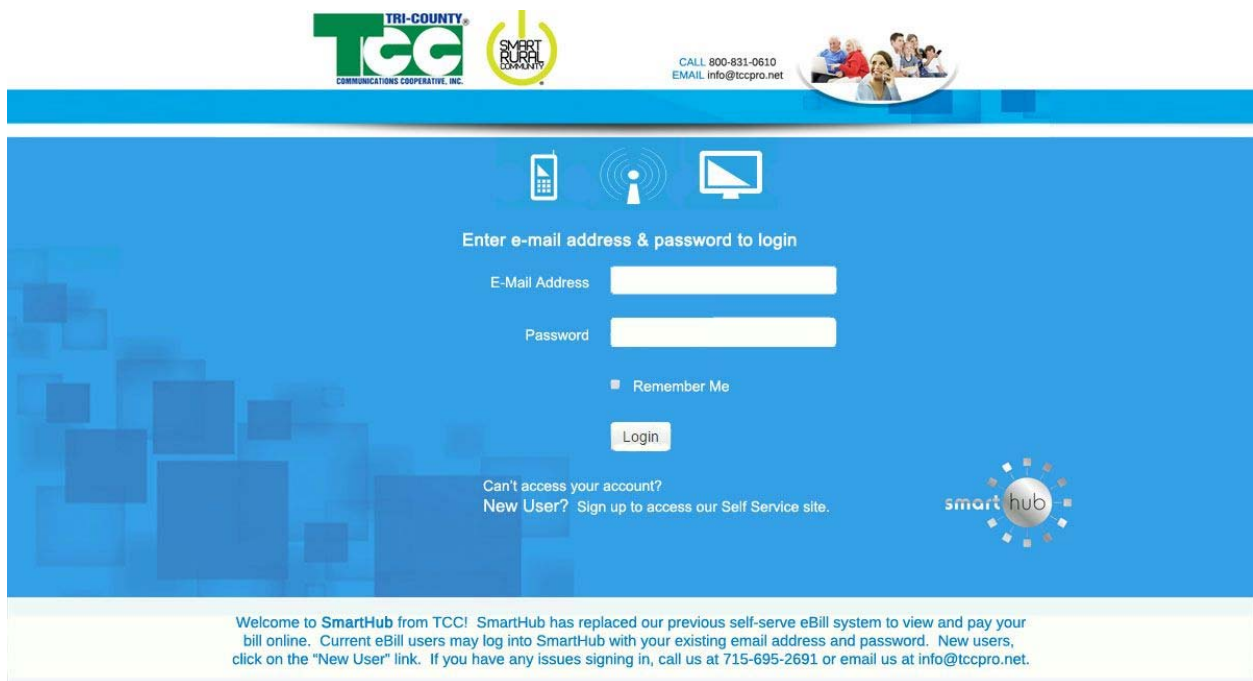
View monthly statements and billing/payment history  
Make a payment  
Update account information  
Contact Customer Service

## How do I sign up for SmartHub?

Go to [www.tccpro.net](http://www.tccpro.net) and click on My Account. Then select the drop-down, SmartHub. This will bring you to the login screen below.

**New Users:** Click on **New User?** Fill out all the information and check your email to get your login information.

**Existing Users:** Enter your username and password that you used to log into eBill and you will be able to view your account.



**TRI-COUNTY**  
**TCC**  
COMMUNICATIONS COOPERATIVE, INC.

**SMART RURAL COMMUNITY**

CALL 800-831-0610  
EMAIL info@tccpro.net

Enter e-mail address & password to login

E-Mail Address

Password

Remember Me

Login

Can't access your account?  
New User? Sign up to access our Self Service site.

smart hub

Welcome to SmartHub from TCC! SmartHub has replaced our previous self-serve eBill system to view and pay your bill online. Current eBill users may log into SmartHub with your existing email address and password. New users, click on the "New User" link. If you have any issues signing in, call us at 715-695-2691 or email us at info@tccpro.net.

### **Once I am signed up, can I use the SmartHub App in addition to viewing my account online?**

Yes, SmartHub is very convenient. It has both the ability to login from our website or to download the SmartHub App Completely FREE to a mobile device, tablet, etc. All you have to do is go to the App Store or Play Store depending on the type of device you are using and search for SmartHub. Both IOS and Android devices are supported.



### **Is the App secure?**

Yes! All critical information is encrypted in every transaction run and no personal information is stored on your mobile device. Mobile devices do offer you the ability to store your login information for Apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.

### **How current is the account information I see in the App or on the Web?**

The information you see in the App and on the Web is shown in real-time, so it's always up to date. However, if you keep your App or the Web version open for an extended period of time, you should refresh the page by selecting a new option in order to ensure the information is still current.

### **Will my existing stored credit card and/or checking account information be available in SmartHub?**

Yes. All financial information stored in eBill will be available in SmartHub.

### **How do I change the amount I want to pay on my bill?**

After you login, click Make Payment. A screen will pop up and you will be able to select Total Due, Past Due, or Other Amount. You can then click Pay Now and your SmartHub will only process the amount you have selected.

**How do I update my payment information?**

Go to My Profile at the top of the page. Drop down to My Information and click on Update My Bank Account or Credit Card Information. You will see your stored accounts and you will have the options to update, delete, or add new.

**If you have any further questions please click on the Contact Us Tab and send us an email or contact our office at 1-800-831-0610!**