

ATTENTION PREPAID MEMBERS!



Please take a moment re-register for PrePay alerts in our new SmartHub payment system!



Account Re-Registration

- Register your account in our new SmartHub system. You can register through the Web Portal or register through our Mobile App.
- After registering your account use the web portal or mobile app to re-register your PrePay alerts.
- Complete step-by-step instructions can be found at tvec.net/smarthub.



Web & Mobile Instructions

Find basic instructions to the right or find step-by-step PDF and video instructions on how to register your account and set up PrePay alerts on our SmartHub support page at tvec.net/smarthub.



Need Some Assistance?

If you have questions or issues with the registration process, you may contact customer service at (800) 766-9576.

Dates and Information

If you were currently signed up for PrePay with us you will need to re-sign up for account alerts.

SETUP PREPAY ALERTS (WEB PORTAL)

- Log in to SmartHub web portal.
- From the home screen click on **Notifications** menu.
- From the Notifications screen you will manage contacts to set up your phone for text alerts.
- You will assign your new phone contact to the PrePay alert types available.
- Complete step-by-step instructions can be found at tvec.net/smarthub.

SETUP PREPAY ALERTS (MOBILE APP)

- Log in to the mobile app.
- From the main screen click on the **More** button in the bottom right and then the **Settings** menu.
- From the Settings screen you will manage contacts to set up your phone for text alerts.
- From the Settings screen you will assign your new phone contact to the PrePay alert types available.
- Complete step-by-step instructions can be found at tvec.net/smarthub.