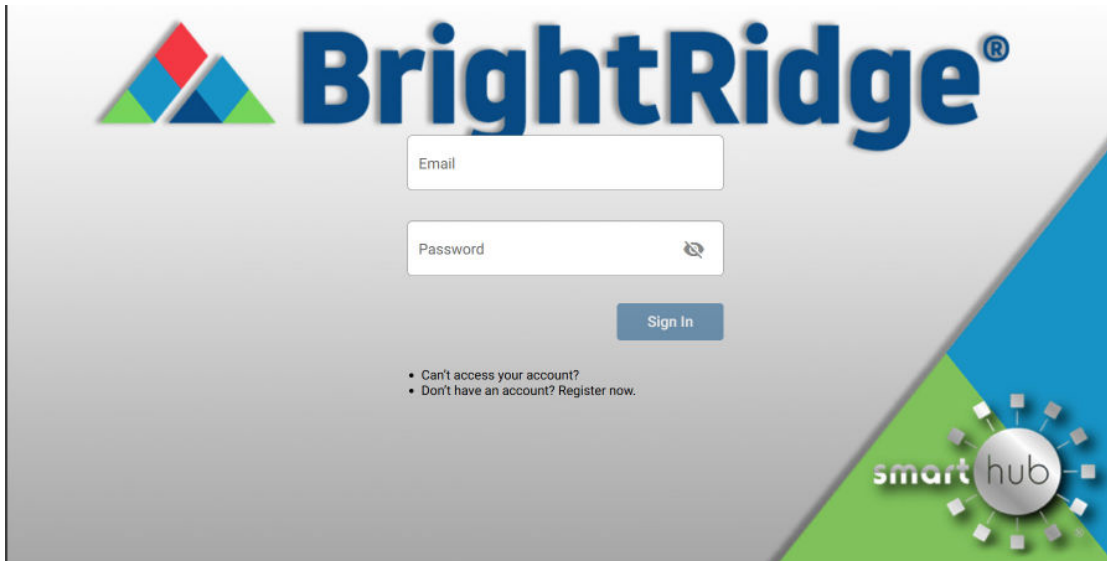


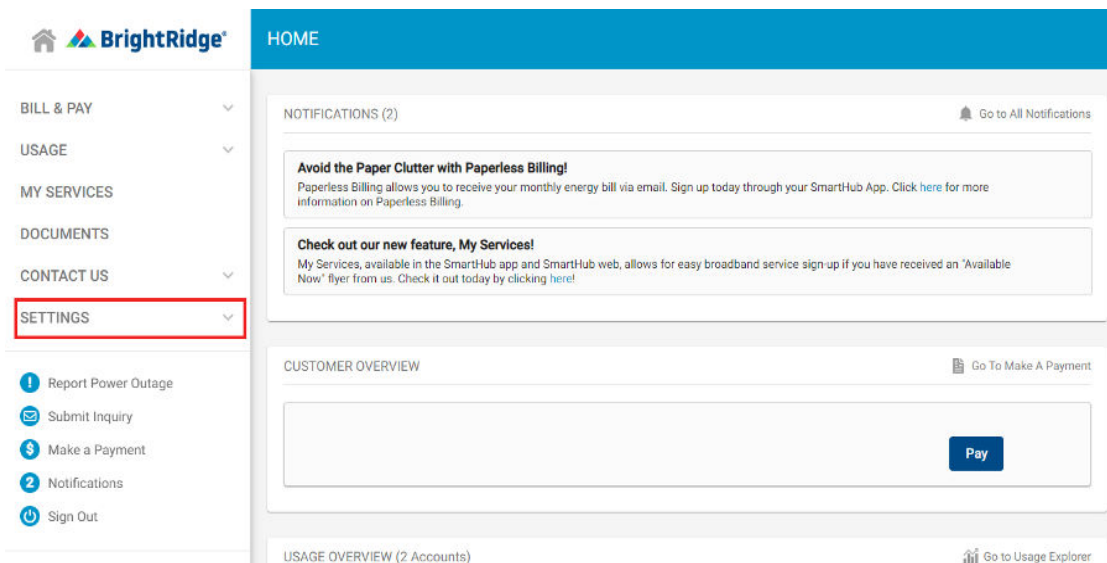


Add Additional Accounts or Users

1. Log into your SmartHub account.



2. Select Settings on the left hand side of the screen.



3. Click on Registered Accounts.

The screenshot shows the BrightRidge HOME dashboard. The left sidebar contains a menu with the following items: BILL & PAY, USAGE, MY SERVICES, DOCUMENTS, CONTACT US, and SETTINGS. Under SETTINGS, the following items are listed: Contact Information, Contact Methods, Manage Notifications, Paperless Billing, **Registered Accounts** (highlighted with a red box), Security, and Stored Payment Accounts. The main content area has a blue header with the BrightRidge logo and the word 'HOME'. Below the header, there are three sections: NOTIFICATIONS (2) with a 'Go to All Notifications' link, CUSTOMER OVERVIEW with a 'Go To Make A Payment' link and a 'Pay' button, and USAGE OVERVIEW (2 Accounts) with a 'Go to Usage Explorer' link.

4. Click Add Account or Add User, and follow the prompts.

The screenshot shows the BrightRidge REGISTERED ACCOUNTS page. The left sidebar is the same as in the previous screenshot, with 'Registered Accounts' highlighted. The main content area has a blue header with the BrightRidge logo and the word 'REGISTERED ACCOUNTS'. Below the header, there are two sections: 'REGISTERED ACCOUNTS' and 'ADDITIONAL USERS'. The 'REGISTERED ACCOUNTS' section has a table with columns 'Customer', 'Account(s)', and 'Action'. The 'Action' column has a trash icon. Above the table, there are two buttons: 'Unsubscribe All Accounts' and 'Add Account' (highlighted with a red box). The 'ADDITIONAL USERS' section has a heading 'ADDITIONAL USERS' and a sub-heading 'Add users to your registered accounts rather than sharing sign in information with others.' Below this, there is a link '? Frequently Asked Questions' and a button 'Add Users' (highlighted with a red box). At the bottom, there is a table with columns 'Email', 'Name', and 'Action'. The 'Action' column has a 'Reset Password' link and a trash icon.

FAQ

1. What information can additional users see?

Secondary users can see and take action on all screens and information for your specified accounts EXCEPT:

Manage My Registered Accounts

- Update My Secret Hint Question

2. Why would I want to add additional users?

To allow another person access to your account with their own login credentials, without sharing your login credentials.

3. Can I modify my additional users?

As the primary user, only you have the ability to remove a secondary user or reset their login password.

4. What happens to additional users if I delete my SmartHub registration?

If you delete your SmartHub registration, all secondary users you add will also be deleted and will no longer have access to your account information.

5. What if a user is already a registered SmartHub user?

If that user is already registered, then that specific email address could not be used to add as an additional user.

6. Can I modify my additional users?

As the primary user, only you have the ability to remove a secondary user, disable their two-factor authentication method or reset their login password.

7. What happens to additional users if I delete my SmartHub registration?

If you delete your SmartHub registration, all secondary users you add will also be deleted, along with their two-factor authentication method and will no longer have access to your account information.