

How to Enable SmartHub Outage Notifications

USING A COMPUTER (DESKTOP)

Follow these step-by-step instructions to enable outage and restoration notifications through SmartHub.

Go to www.dcremc.com and login to SmartHub.

Under **SETTINGS**, click **Contact Methods**.

CONTACT METHODS

Verified Contacts

These are the contacts we have on file that you have created or verified and will be used for notifications that are configured on the Manage Notifications page.

Add Email

Add Phone

Method	Contact	Status	Action
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Click **Add Email** or **Add Phone** for your preferred contact method (*if preferred, can add both*). Complete the required fields and hit **Save**.

ADD PHONE ×

Required fields marked with an asterisk

Phone (xxx-xxx-xxxx) *

Receive Text Message *

Yes

Place on Do Not Call List (optional)

No

Receive Voice Calls (optional)

No

☐ I accept the Terms & Conditions. *

Cancel

Save

ADD EMAIL ×

Required fields marked with an asterisk

Email *

Confirm Email *

☐ I accept the Email Terms & Conditions. *

Cancel

Save

VERIFY PHONE

Required fields marked with an asterisk

Verification Code *

Phone (xxx-xxx-xxxx)

812-

Receive Text Message

Yes

Place on Do Not Call List

No

Receive Voice Calls

No

Resend Verification Code

Cancel

Save

Be sure to complete the verification process.

Once verified, you will return to the Contact Methods screen.
From there you can click the link that comes up:

 **Go to Manage Notifications to enroll in notifications for your new contact.**

or go to settings > manage notifications.

Under **Manage Notifications**, go to the **Service** tab.

MANAGE NOTIFICATIONS

All Accounts for

Use this page to sign up for notifications about activity on your billing account.

Billing

Marketing

Marketing

Miscellaneous

Service

Usage

Under the **Alert Type**, go to **Power Outage** and **Power Outage Restored**.
From there, add the preferred contact to each section and hit **Save**.

Power Outage	This is a notification to inform you when a power outage has occurred.	Text Message 812-	Email @hotmail.com
Power Outage Restored	This is a notification to inform you when your power has been restored.	Text Message 812-	Email @hotmail.com

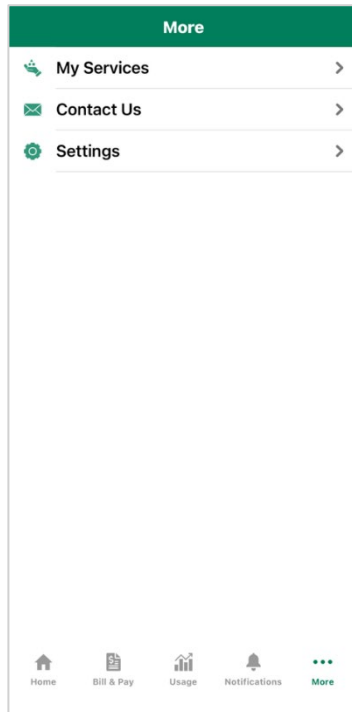
USING THE SMARTHUB MOBILE APP

Set up notifications on your smartphone to receive alerts when your power goes out and when it's restored.

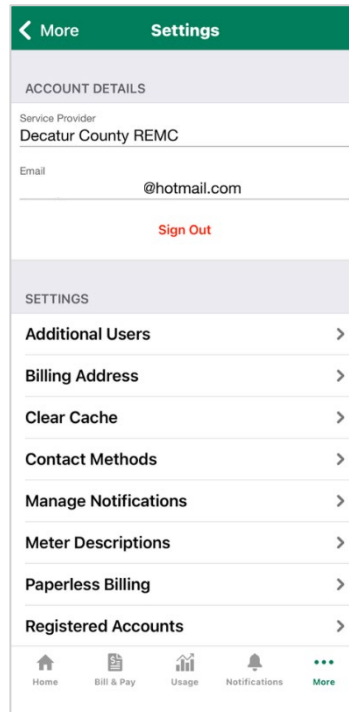
For iPhone:

On the bottom menu, click . . . **More**.

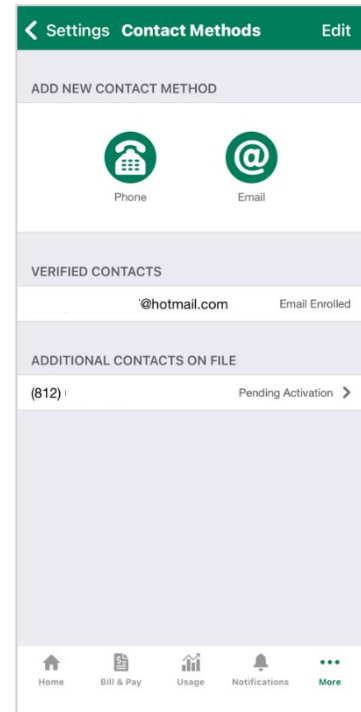
Go to **Settings**.



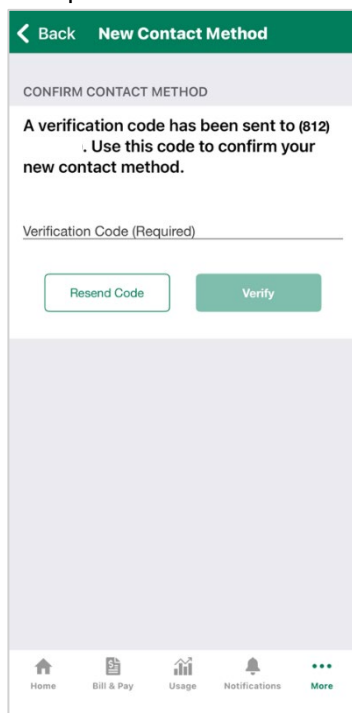
Click on **Contact Methods**.



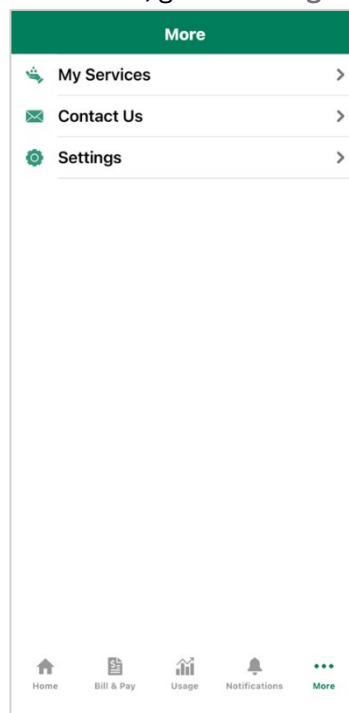
Select **Phone** or **Email** (or both).



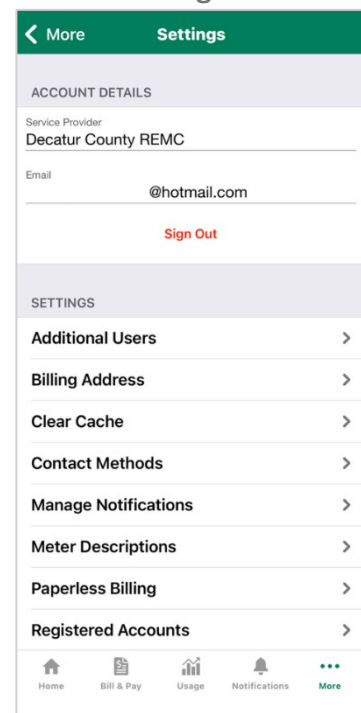
Complete the verification.



Click **Back**, go to **Settings** again.



Click on **Manage Notifications**.



Click on **Service**.

Back

Manage Notifications

NOTIFICATION TYPE

Billing

Marketing

Marketing

Miscellaneous

Service

Usage

Home

Bill & Pay

Usage

Notifications

More

Click on **Power Outage**.

Back

Edit Notifications

New Service Request Created

This is a notification to inform you that you have successfully completed a new service request.

Text Message

Not Enrolled

@hotmail.com

Email Enrolled

Power Outage

This is a notification to inform you when a power outage has occurred.

Text Message

Not Enrolled

Email

Not Enrolled

Power Outage Restored

This is a notification to inform you when your power has been restored.

Text Message

Not Enrolled

Email

Not Enrolled

Ticket Created

This is a notification to inform you when a communication ticket has been created.

Text Message

Not Enrolled

Email

Not Enrolled

Ticket Created (Multi Customer)

This is a notification to inform you when a communication outage has been created.

Text Message

Not Enrolled

Home

Bill & Pay

Usage

Notifications

More

Move the toggle switch on, hit **Save**.

Back

Edit Contact Preferences

ACCOUNT DETAILS

COOP Provided Electric Service — 2

GREENSBURG, IN 47240

EDIT TEXT MESSAGE CONTACT PREFERENCES

(812)

EDIT EMAIL CONTACT PREFERENCES

@hotmail.com

Save

Home

Bill & Pay

Usage

Notifications

More

Click on **Power Outage Restored**.

Back

Edit Notifications

New Service Request Created

This is a notification to inform you that you have successfully completed a new service request.

Text Message

Not Enrolled

@hotmail.com

Email Enrolled

Power Outage

This is a notification to inform you when a power outage has occurred.

Text Message

Not Enrolled

Email

Not Enrolled

Power Outage Restored

This is a notification to inform you when your power has been restored.

Text Message

Not Enrolled

Email

Not Enrolled

Ticket Created

This is a notification to inform you when a communication ticket has been created.

Text Message

Not Enrolled

Email

Not Enrolled

Ticket Created (Multi Customer)

This is a notification to inform you when a communication outage has been created.

Text Message

Not Enrolled

Home

Bill & Pay

Usage

Notifications

More

Move the toggle switch on, hit **Save**.

Back

Edit Contact Preferences

ACCOUNT DETAILS

COOP Provided Electric Service — 2

GREENSBURG, IN 47240

EDIT TEXT MESSAGE CONTACT PREFERENCES

(812)

EDIT EMAIL CONTACT PREFERENCES

@hotmail.com

Save

Home

Bill & Pay

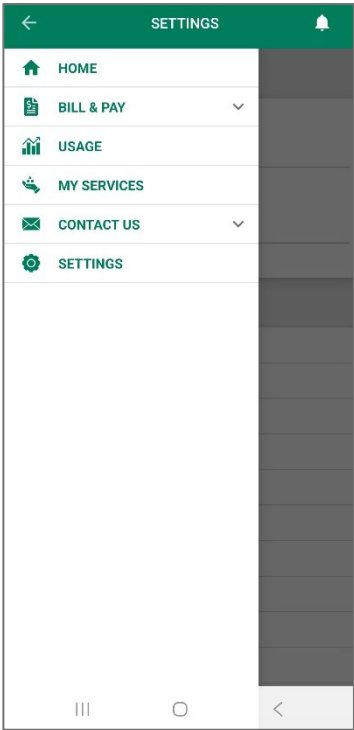
Usage

Notifications

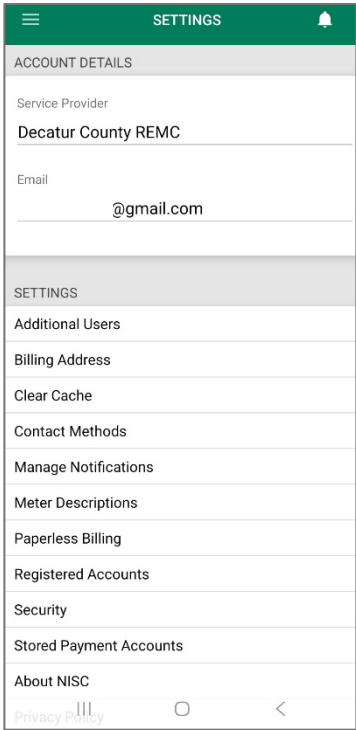
More

For Android:
Click the Hamburger Icon (≡).

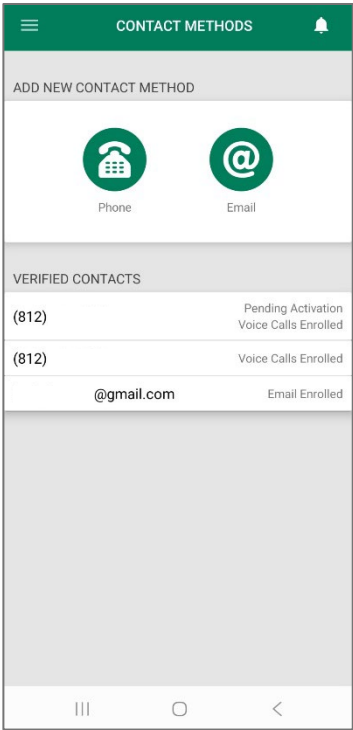
Go to Settings.



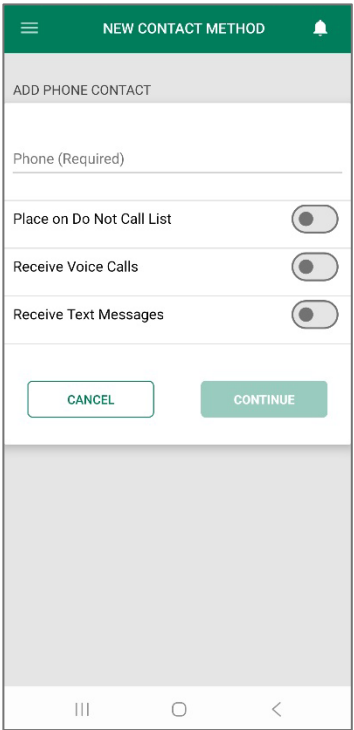
Click on Contact Methods.



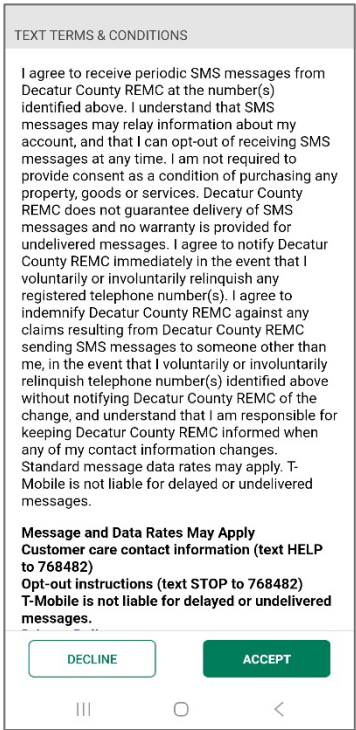
Select Phone or Email (or both).



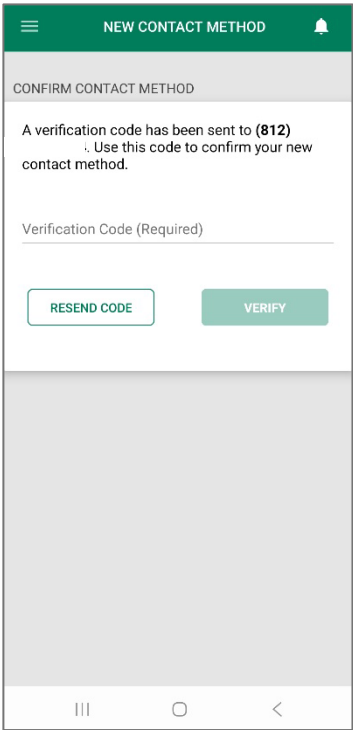
Add Contact.



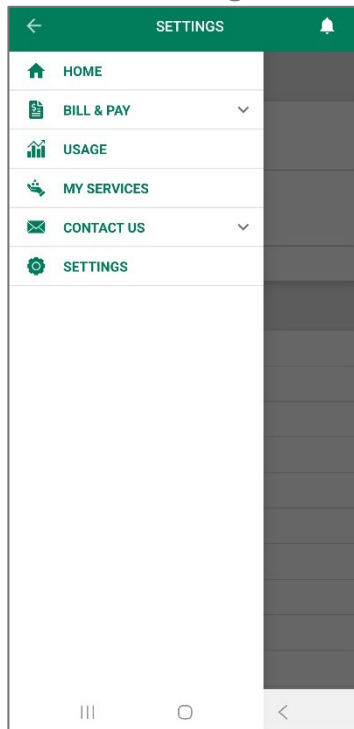
Accept the Terms & Conditions.



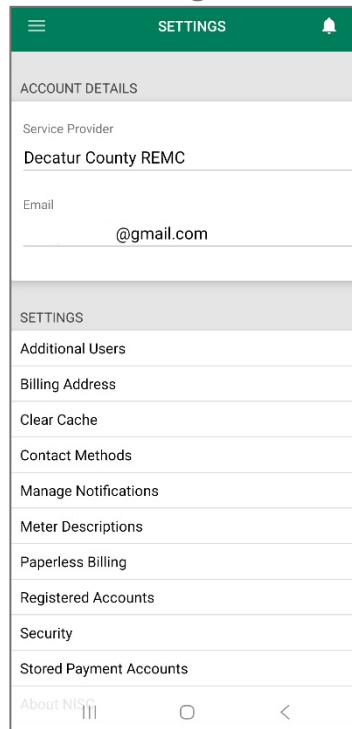
Complete the verification.



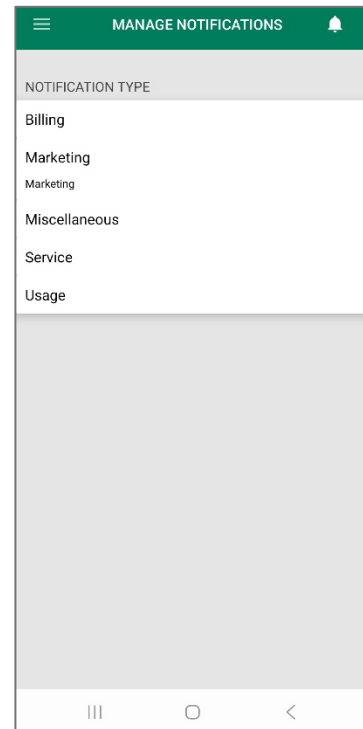
Go back to **Settings**.



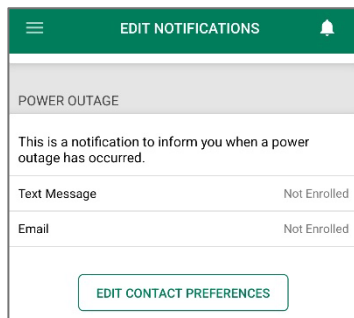
Click on **Manage Notifications**.



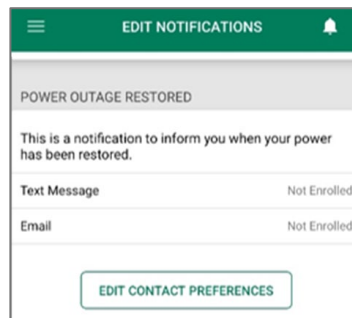
Click on **Service**.



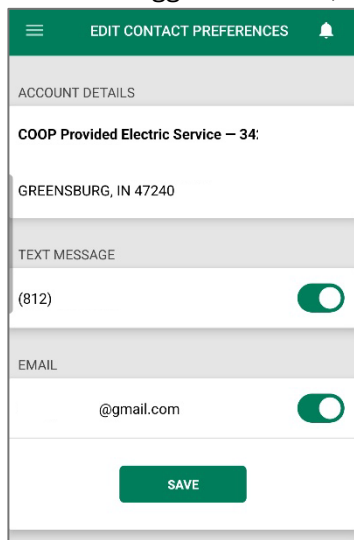
Under **Power Outage**, click **Edit Contact Preferences**.



Under **Power Outage Restored**, click **Edit Contact Preferences**.



Move the toggle switch on, hit **Save**.



Move the toggle switch on, hit **Save**.

