smarthub

How To

Overview

The Notifications screen provides you with important messages from your provider. You'll find two types of messages: Alerts and Notifications.

Alerts				
New Office Hours	Jul 29 at 2:53 PM			
Our office will now be open from 8:00am - 12:00pm on Saturday. Weekday hours will still be 8:00am - 5:00pm Monday through Friday.				
Tree trimming	Jul 29 at 2:53 PM			
We will be trimming trees in your area the week of August 5th.				
Notifications				
Your power may be out	Jul 22 at 12:53 PM			
We are working to resolve the issues with your service.				
🎲 \$139.00 was due on 2/28/2012	Jul 22 at 12:53 PM			
\$139.00 was due on 2/28/2012				

Alerts: Information helpful to every customer. Often this includes information about planned service disruptions or provider promotions. Alerts are controlled by your provider and you cannot clear them from the screen.

Notifications: Account/Customer specific information related specifically to you, such as a planned service interruption or upcoming due date for a bill. The number of notifications pending appears on the Notifications bar on the home screen. Unread notifications appear in bold text. You can tap a notification to navigate to the related portion of the app. For example, tapping a notification about your bill will take you to the Bill & Pay screen. You can also delete notifications.

Viewing Notifications

Review Notifications

1. Tap the **Notifications** bar.



All Alerts and Notifications now appear. Alerts appear at the top; Notifications at the bottom. New notifications are displayed in bold. You may need to swipe up to view all the Notifications.

- 2. Tap a Notification to navigate to the related screen for additional details.
- 3. Tap the SmartHub logo in the upper left to return to the Notifications screen.

Reviewed notifications are no longer bold.

Your power may be out We are working to resolve the issues with your service.	Jul 22 at 12:53 PM
🎲 \$139.00 was due on 2/28/2012	Jul 22 at 12:53 PM
\$139.00 was due on 2/28/2012	

Mark Individual Notifications as Read or Unread

 Press and hold the appropriate notification until a menu appears at the top of the screen.

Mark Read or Mark Unread and Delete options display in the top right.

	✓ D	ONE	Select An Option	MARK READ	DELETE
	2.	Adju	ust the status by tapping	the correct butt	on:
If it is currently unread, tap Mark Re Or			ad.		
			If it is currently read	l, tap Mark Unre	ad.
			menu disappears and th cted notification is adjus	5.7	

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The Center of Customer Engagement

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Mark All Notifications as Read or Unread

1. Tap the **Menu** button in the top right corner of the screen.

SmartHub Provider	•
Notifications 2	

2. Tap either Mark All Read or Mark All Unread.

Notifications 3	Mark All Read
Alerts	Delete All
New Office Hours	Jui 29 at 2.55 Piv

Depending on your choice, all notifications will appear in bold or regular text.

Deleting Notifications

Delete Individual Notifications

 Press and hold the appropriate notification until a menu appears at the top of the screen.

Mark Read (or Unread) and Delete options display in the top right.



2. Tap Delete.

The notification is removed from the list.

Delete All Notifications

- 1. Tap the **Menu** button in the top right corner of the screen.
- 2. Tap Delete All.



All notifications are cleared from the list.

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