You must sign up for SmartHub to participate in the Peak Time Payback Program. Once enrolled in SmartHub, you will automatically receive notifications about the Peak Time Payback program to the email address you provided. To change how you would like to receive these notifications, complete steps 2 through 4. If you have trouble please call 970-945-5491 and one of our Member Service Representatives will help you.

Sign up for SmartHub

1. If you have not already signed up for SmartHub, click here to set up an account. https://www.holycross.com/smarthub/. You will need to set up a user name and password. If you are already on E-bill with Holy Cross, you can use the same user name and password.

Add contacts for notifications

2.

   a. Log in to SmartHub
   b. Click the **Notifications** menu
   c. choose **Manage Contacts**
   d. By default, the SmartHub registration email (you used to login) is added as an available contact. You may add additional email and/or phone numbers to deliver PTP notifications to other people at your discretion.
   e. If not adding a new email or phone contact, proceed to step 4.

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3. Adding a new email or phone contact
    a. When adding a **new** contact email or phone, a confirmation code will be delivered via email or text and must be entered to validate the contact information.
    b. Press SAVE CONTACT when complete.
    c. Contacts must be verified before proceeding to the next step.

You have now updated your contacts. Next, let's move on to adding contact ID's to your notifications.

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Sign up for PTP notifications

4. Add contact ID's to your notifications
   a. Click the left navigation menu item: **Manage Notifications**
   b. Open the **Reports** menu item
   c. Select the **Account** for which you wish to add notifications. (It is possible multiple accounts exist for your SmartHub registration. In this case you should open the drop-down to scroll and search for the specific account number)
   d. For the Alert Type Peak Time Payback Notification, open drop-down menu(s) for **Text Message** and/or **E-Mail** and choose the **contact type** as appropriate. You can choose multiple contacts to receive the notification. Add a Check to each contact id in each drop-down.
   e. Click **Save Settings**

   f. Logout of SmartHub. **Enrollment is complete!**

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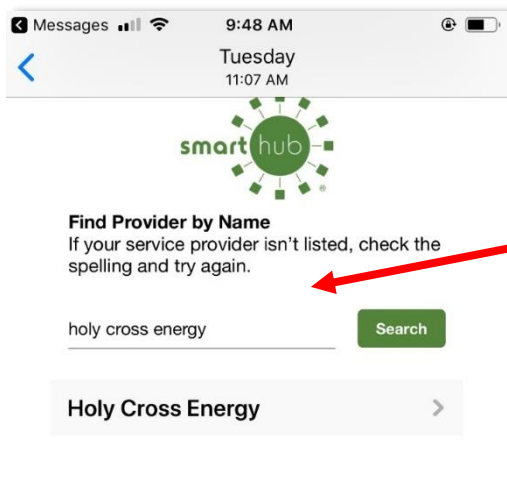
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SmartHub app instructions

If you are signing up with a mobile device, follow these instructions:
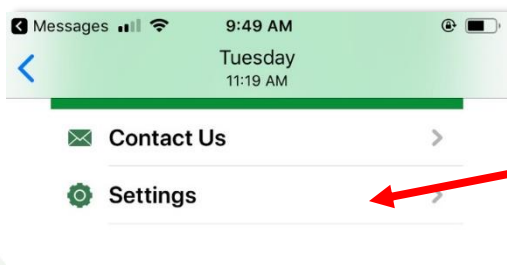
Sign up for SmartHub

1. Download the SmartHub app through the app store
2. Find provider – enter Holy Cross Energy and confirm

3. Enter email and password to sign into SmartHub

Add contacts for notifications

1. From the **Account Overview** page click **More** icon (right hand lower corner), then click **Settings** to navigate to the **Manage Notifications** page
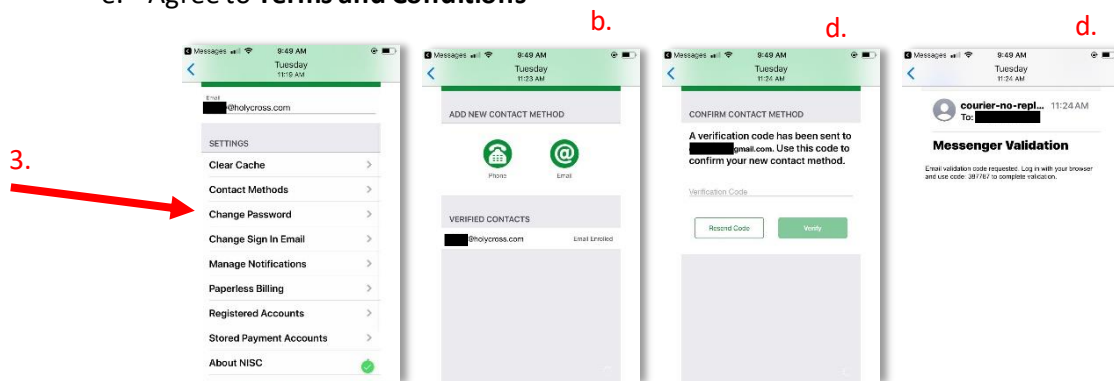

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2. To manage notifications methods, navigate to the **Manage Notifications** page, click **Reports**
   a. Add and **Select Notification Method** for email and/or text
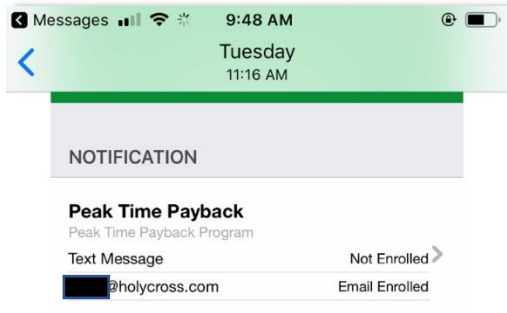
3. To add contacts, navigate to the **Settings Page** page
   a. Select **Contact Methods**
   b. To **Add New Contact Method**, click on icon to add contacts for email and/or text
   c. Add contact information
   d. **Confirm Contact Method** - a verification will be sent to preferred contact method. Confirm contact method by responding with code for text (messenger) or phone (text)
   e. Agree to **Terms and Conditions**

4. Logout of SmartHub. **Enrollment is complete!**

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