



# CityWest SmartHub app

## User Guide

### What is the CityWest SmartHub app?

It's an app you can download onto your phone or your tablet, which you can use to access your account.

### What can I do with the CityWest SmartHub app?

- Pay your bill
- Look at your account
- Make administrative changes to your account
- Get notifications on new products and services
- Find a CityWest storefront near you

### How do I get the CityWest SmartHub app?

Before downloading the app, make sure you can access your account online - without registering for an e-account, you will not be able to use any of the features of SmartHub. If you have already registered, you can start using the app right away.

To register for an account, go to <https://citywest.smarthub.coop/Login.html#login>: Then, click on "Sign up to access our self service site." You will need your account number and an active email address.

Once you have registered, follow these simple steps to add the app to your phone and/or tablet.

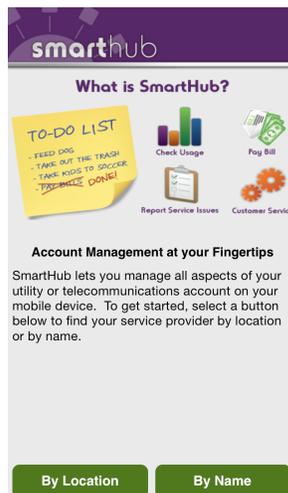
#### Step 1: Download from app store

Search for "SmartHub" in the app store, and open the one with the logo that looks like this:



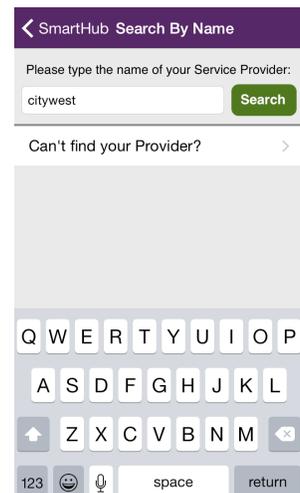
#### Step 2: Find your service provider

On the next screen (below), select "by name" to find CityWest.



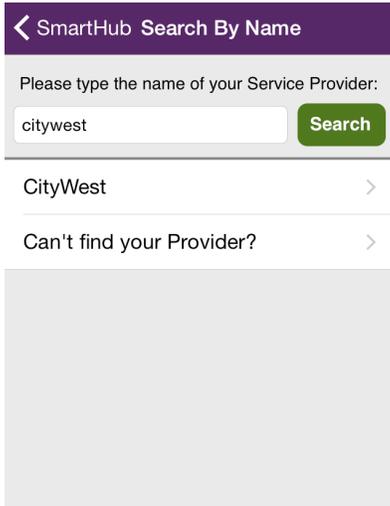
#### Step 3: Find CityWest

Then, type "CityWest" into the search bar and press "Search."



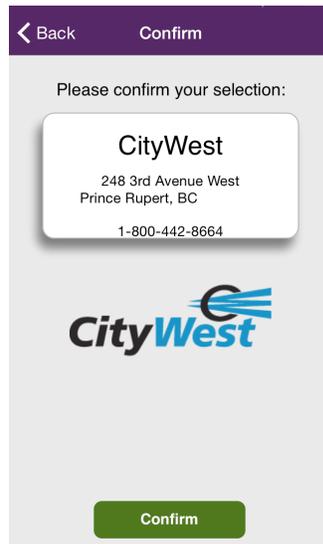
## Step 4: Select CityWest

It should be the only one that shows up after the search.



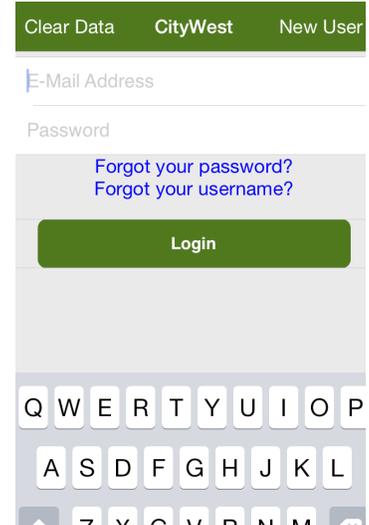
## Step 5: Confirm

The CityWest address will pop up. Press "confirm."



## Step 6: Login

Enter the email and password that you use to access your online account.



## How do I use the CityWest SmartHub app?

Now that you've downloaded the app, you can now access it to perform a variety of functions. Here's the screen you'll see when you log in:

Press here to:

- pay your bill
- check your account
- set up Auto-Pay

*See next page in this user guide for more details*

Change your password and email for your account.

Or clear your cache for security purposes

Once you're finished, just press "log out" to exit.

Find the CityWest storefront nearest you!

Call or email us at the press of a button.

Go direct to our Facebook page.

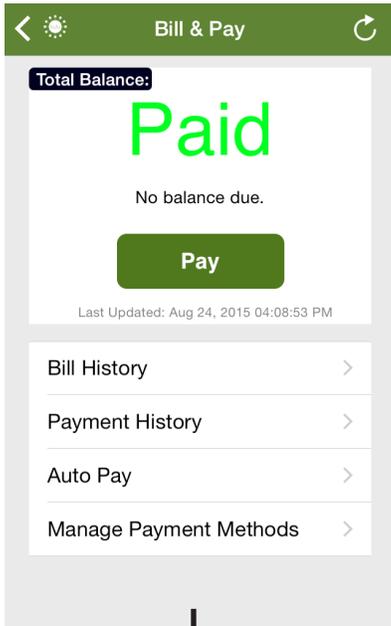
See our current promos, and any new services and products we're offering.

The screenshot shows the app's main menu with the following items: 'Bill & Pay' (with a bill icon), 'Contact Us' (with a globe icon), 'Map' (with a location pin icon), 'Settings' (with a gear icon), and 'Facebook' (with the Facebook logo). At the top right is a 'Log Out' button. At the bottom is a 'Notifications' button with an upward-pointing arrow. The header is green with 'CityWest' on the left and 'Log Out' on the right.

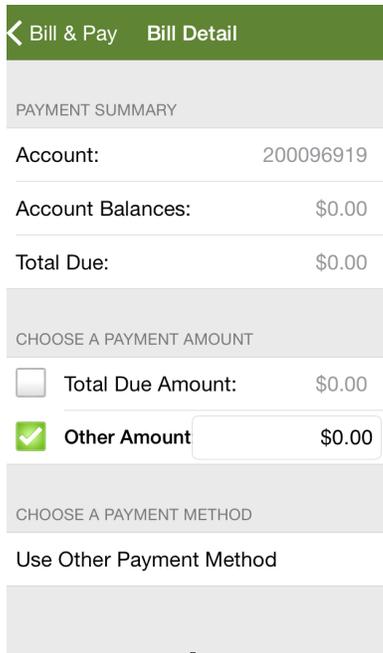
# On the "Bill & Pay" page, you can do a variety of things....

## Pay your current bill

Simply press the "Pay" button...



...and confirm the amount you're paying.

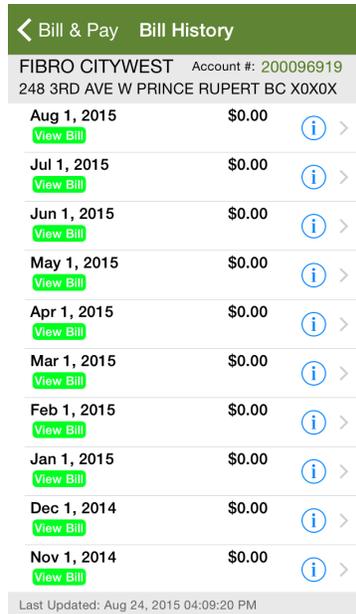


You're done!

(Note that your credit card information must be entered for this feature.)

## Look at your past bills

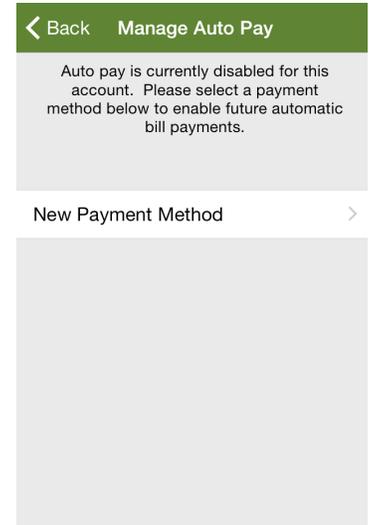
Select bill history, and you'll be able to see the entire history of your bills:



Press on any one of the dates listed, and you'll be able to see your bill, similar to the printed version.

## Manage Auto Pay

Auto Pay lets you pay your bill automatically each month - the money comes out of your credit card on the 25th of each month. To set it up with the CityWest SmartHub app, select "Auto Pay" on the bill & pay page. Then select "New payment method."



You'll be given two options: credit card or debit. Select "credit card." (CityWest does not yet have the ability to put Auto Pay on debit cards.)

Then, fill in your address and credit card information:

