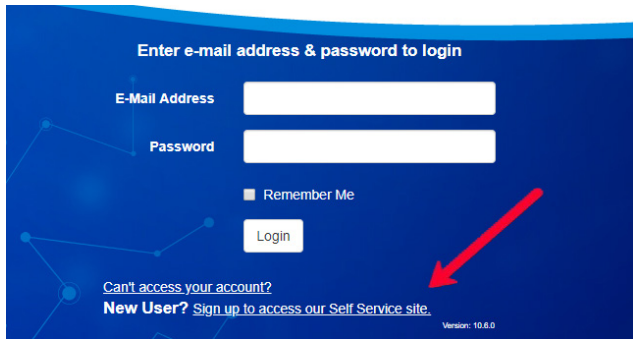




How To Register Your SmartHub Account (Web)

Step 1: From the GoPioneer SmartHub login screen, click on "Sign up to access our Self Service site".



Step 2: Enter the following information:

- Your 5 digit account number (found on your bill)
- Your last name or business name as it appears on your bill
- The email you want to use for your GoPioneer SmartHub account

Then click Submit

New User Registration

To register as a new user, please enter the following information.

Billing Account Number

Last Name or Business

E-mail Address

Confirm E-mail Address

Step 3: Enter the requested account information in order to verify your identity. Answers must match account info exactly.

Then click Submit

New User Registration

To register as a new user, please enter the following information.

Billing Account Number

Last Name or Business

E-mail Address

Confirm E-mail Address

Please answer the following about the account that you are trying to register in order to protect you against identity theft. Last 4 Digits Of SSN Or Federal Tax ID (For Businesses):

Mailing ZIP Code:

Please select a Secret Hint Question to answer. We may ask you to answer this, if you forget your login credentials.
Security Question 1: In what city were you born?

I'm not a robot

I accept the [Terms and Conditions](#)

Step 4: If successful, you'll get a notification like this.

Congratulations!

Your registration is complete. You will receive an e-mail with a temporary password. Use it to login and change your password.

Step 5: Check your inbox for an email that will contain your temporary password you need to first login to your account.

Your temporary password is: ←

Step 6: Back on the login page, enter email and temporary password and click login.

Enter e-mail address & password to login

E-Mail Address

Password

Remember Me

[Can't access your account?](#)
[New User? Sign up to access our Self Service site.](#)

Version: 10.6.0

Step 7: The first time you login, you'll be asked to change your password.

Please change your password

E-Mail Address

New Password

Confirm Password

[Password Strength](#)
4-character minimum; 10-character maximum

Step 8: Congratulations! You are now logged into GoPioneer SmartHub.

During your first log in, it will ask you if you would like to switch to paperless bill.

The screenshot shows the user's dashboard with a navigation bar at the top. A notification box titled "Paperless Bills" asks "Would you like to turn off paper bills?" with "Yes" and "No" options. Below it is a "Fiber-Optic Update" banner with a "Hurry! It's time to register for Fiber!" message and a 5-step process diagram: 1. Construction, 2. Staking, 3. Fiber Drop, 4. Splicing, 5. Connection. The dashboard also shows account overview, quick links, and a "Log Out" button.