



MEC

MIDWEST ENERGY & COMMUNICATIONS

Tips, Tricks and Helpful Hints

After Your Service Is Installed

TODAYS DISCUSSION

1 SmartHub

2 Residential Gateway

3 Troubleshooting



SmartHub

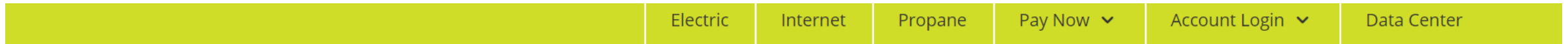
SmartHub

- View/Pay Your Bill
- Add Services
- Add Options for Internet
- Add Options for Telephone
- Disconnect services
- Manage Contacts/Notifications
- Update Contact Info
- Contact Us

<https://teammidwestinternet.smarthub.coop/Login.html>

Go to: teammidwest.com

Choose from the drop down: SmartHub: Internet



Outage Central Our Story Careers News and Events Contact

Welcome to SmartHub!

SmartHub is our secure online and mobile platform for convenient account access and management.

Enter e-mail address & password to login

E-Mail Address

Password

Login

[Can't access your account?](#)

New User? [Sign up to access our Self Service site.](#)

Version: 10.0.3



Quick Links

I want to...

- [Pay My Bill](#)
- [Add New Service](#)
- [Edit My Services](#)
- [View Billing History](#)
- [Report An Issue/Inquiry](#)
- [Get Help](#)

Available on the
App Store

ANDROID APP ON
Google play

Find us on Facebook

Communication / Alerts

Credit Card CVV Security Code

Processing a payment with a credit card will now require the 3-digit CVV security code to be entered.

Technical Support

If you are experiencing technical difficulties, please call 800-492-5989 and choose Option 4. You play an important role in troubleshooting service issues, and our tech support team stands ready to help you 24/7.

Account Overview [Pay all outstanding balances »](#)

LYNDON TOWNSHIP RESIDENTS	Next Due: 05/30/2019	Amount: Paid	Total Due: \$0.00	Make Payment »
----------------------------------	--------------------------------	------------------------	-----------------------------	--------------------------------

▾ See Less

Account	Date Due	Amount	
888046181 444-444-0390	05/30/2019	\$0.00	Pay Account »

[Log Out](#) | [Help](#)

[Pay Now »](#)

[Report An Issue/Inquiry](#)

[Cart](#)

- My Services**
- Add Bundle
- Add Phone
- My Internet
- Add TV

Account: 888046181 - 17751 NORTH TERRITORIAL - 444-444-0390 ▾

My Services

Below are the active services on the account.

Residential Basic 25/25

\$34.95 / Month

Price may vary based on service address.

[Cancel Service](#)

Billing & Payments

- Billing History
- Payment History
- Auto Pay Program

LYNDON TOWNSHIP RESIDENTS Select All Accounts With a Payment Amount Entered Total amount may differ from your statement due to recent payments and/or adjustments.

Account	Date Due	Total Due	Make a Payment	
<input type="checkbox"/> Account 888046181 444.444-0390 123 TERRITORIAL RD, CHELSEA, MI	05/30/2019 <small>Thank You</small>	Paid	\$ <input type="text" value="0.00"/>	<input checked="" type="radio"/> Total Due <input type="radio"/> Other Amt
			\$0.00	Pay Now »

VIEWLOCAL

CREATE FREEDOM

Cut the cord with VIEWLOCAL

CREATE FREEDOM with VIEWLOCAL

[Learn More](#)

- Billing & Payments
- Billing History
- Payment History
- Auto Pay Program**

Check Out the Latest Issue of Website Compass Magazine

[CLICK HERE](#)

LYNDON TOWNSHIP RESIDENTS

Auto Pay Program

Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month.

Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to [Manage My Stored Payment Accounts](#) »

Accounts	Auto Pay Payment Account ^{What's this?}	Actions
Account 888046181 444-444-0390 123 TERRITORIAL RD, CHELSEA, MI	None	Sign Up For Auto Pay »

My Information



- Update My Login E-Mail or Password
- Update My Billing Address & Contact Information
- Manage My Stored Payment Accounts
- Update My Security Phrase
- Update My Secret Hint Question

My Login E-Mail Address & Password

You may update your login E-Mail address or password from this page.

Login E-Mail Address

Current Login E-Mail Address

jennifer.gilliam@teammidwest.com

[Update](#)

Password

Current Password

New Password

4-character minimum; 15-character maximum; at least one numeric character

[Password Strength:](#) _____

Confirm New Password

[Update](#)

My Information



Check Out the Latest Issue of Website Compass Magazine

[CLICK HERE](#)

- Update My Login E-Mail or Password
- Update My Billing Address & Contact Information
- Manage My Stored Payment Accounts**
- Update My Security Phrase
- Update My Secret Hint Question

My Stored Payment Accounts

Stored payment accounts are accounts that have been saved and can be used when paying your bill online. When you choose to store your bank account or card information, the stored payment account will become an available payment option when making future online payments.

Do you want to update your Auto Pay accounts? If you would like to update your accounts enrolled in Auto Pay, go to [Auto Pay Program »](#)

Cards

None [Add New Card »](#)

Bank Accounts

None [Add New Bank Account »](#)

Manage Contacts
[Manage Notifications](#)

Manage Contacts

Use this page to manage your contacts. Once you have contacts setup, you may use those contacts to sign up for notifications about your billing account.

[+ Add E-Mail Contact](#) [+ Add Phone Contact](#)

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.

Method	Contact	Status	Available Actions
	jennifer.gilliam@teammidwest.com	E-Mail Enrolled	Activate Edit Delete

Manage Contacts

Manage Notifications

Manage Notifications

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

▾ Billing

Select Account

888046181 - 123 TERRITORIAL RD - 444-444-0390 ▾

Alert Type	Description	Text Message	E-Mail
Billing Change	This is a notification to inform you when you change your billing options from SmartHub.	None ▾	jennifer.gilliam@teammidwest ▾
Credit Card Expiration	This is a notification to inform you when your billing credit card is about to expire.	None ▾	jennifer.gilliam@teammidwest ▾
Payment Confirmation	This is a notification to inform you we received your payment submission.	None ▾	jennifer.gilliam@teammidwest ▾
Telecom Bill Available	This is a notification to inform you when a new telecom bill is available.	None ▾	jennifer.gilliam@teammidwest ▾

[Reset](#) [Save Settings](#)

▸ Miscellaneous

Contact Us[Report An Issue/Inquiry](#)[Location](#)**Contact Us**

Choose one of the selections below to report an issue with your service, to submit a general inquiry, to track the status of an issue or to view our location(s).

Report An Issue/Inquiry

Report a problem with any of your services or submit a general inquiry.

[Report Issue/Inquiry](#)**Location**

View our location and contact information.

[View Location](#)

CREATE FREEDOM with VIEWLOCAL

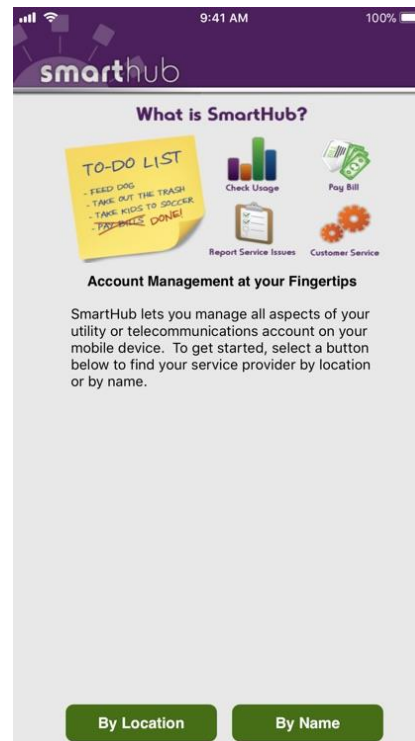
[Learn More](#)

Or get the app!

Mobile users can download the free “Smarthub” app from iTunes or Google play store.



Search either by name (MEC Internet) or by your service location.





Residential Gateway

Residential Gateway



- Network Name & Password
 - <https://youtu.be/PHLNEi0QrMk>
- Guest Network
- 2.4 GHz and 5 GHz
- Internet service vs Wifi service
 - <https://www.youtube.com/watch?v=LFjgF6egK7s>

<http://192.168.1.1/>



Common Troubleshooting

Common Troubleshooting

- Buffering Issues – Power cycling your router
 - <https://youtu.be/LuaPb1VDsmU>
- Slow Speeds
- Streaming issues
- No Internet
- Wifi signal strength
- 24/7 Tech Support at 800-492-5989



Thank You!

MEC

TOGETHER

OUR FUTURE IS BRIGHT