

INTRODUCING **QUADRO SmartHub**

OUR NEW & ENHANCED ONLINE BILL PAYMENT SYSTEM



Quadro is excited to announce that we will be launching SmartHub, our new online billing portal in March. SmartHub has new features that allow customers to view a better snapshot of their Quadro account at all times plus so much more!

With SmartHub, customers can

- Pay their bill immediately with secure online payments
- View monthly billing information
- Manage account information directly and track payment history from mobile devices or the web
- Report service issues
- Contact our office to initiate various custom service requests
- Access our Twitter feed, Facebook account & current promotions with one click!

In addition to this new online billing platform, customers can now download the **FREE** application on their Android or iOS smartphone to view your account, make payments and more, all while on the go!

How to register with SmartHub

If you were already registered with our previous Self-Serve online billing portal, you are already registered with SmartHub. Please visit www.quadro.net to login with your existing email address and password.

1. Scroll to the **View/Pay Your Bill** menu at the top of the Quadro homepage and choose the **Login to Pay Your Bill** option.
2. On the log in screen, click the link **Sign up to access our Self Service site**.
3. You will need to enter the following information:
 - **Your Quadro account number** (found on the top right corner of your bill, beginning with "103")
 - **Your Last Name or Business Name** as stated on your bill
 - **An active email address**
4. Follow the prompts to assign **two security questions** to help reset your password, if ever needed.
5. You will then receive an email with your **temporary password** to login to SmartHub. Following your initial login you will be required to establish a secure password containing a combination of numbers, uppercase letters, lowercase letters and symbols.
6. On the next screen **input a security word** that will display as an extra visual security check when making payments online.
7. You are now registered for SmartHub!

Go Paperless! Once registered with our new online billing portal you will be prompted to go paperless and receive a \$1 monthly bill credit on your account.

NOTE: Currently customers who register via mobile app will not be able to opt out of a paper bill and receive a \$1 credit. To register for paperless billing please sign in to SmartHub by visiting www.quadro.net or call our office to have this changed.



iOS



Android

A convenient way to pay your bill and manage your account!

To download the FREE SmartHub app for your mobile device or tablet, click on the App Store icon on your iPhone/iPad or Google Play icon on your Android phone/tablet, and search for "SmartHub"

*Not available on Windows or BlackBerry devices.

If you have any questions, please contact our office at 519.229.8933