

Setting up Alerts and Reminders in the Online Customer Service Portal

Customers can manage their Alerts and Reminders by using the **Online Customer Service Portal (CSP)(Pay Bill Online)**. The CSP allows you to manage your utility account 24 hours per day, 7 days per week. Through the CSP, you can setup auto-pay, view utility usage, setup bill payment alerts, order new services, enter meter reading, estimate bills or report an outage using the internet.

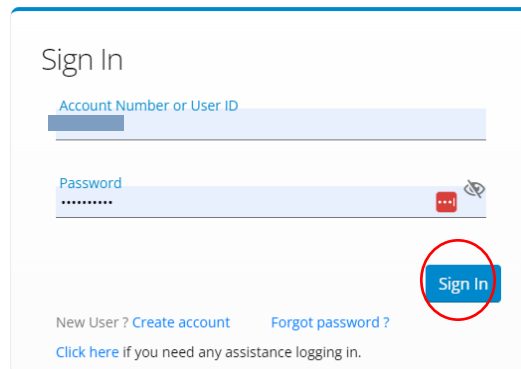
To access the CSP and use its features:

1. Open the CSP homepage.
2. Click Sign **in**.

The Sign **in** button is located on the top right of the CSP homepage.



3. Enter either your account number or user ID in the **Account Number or User ID** field.

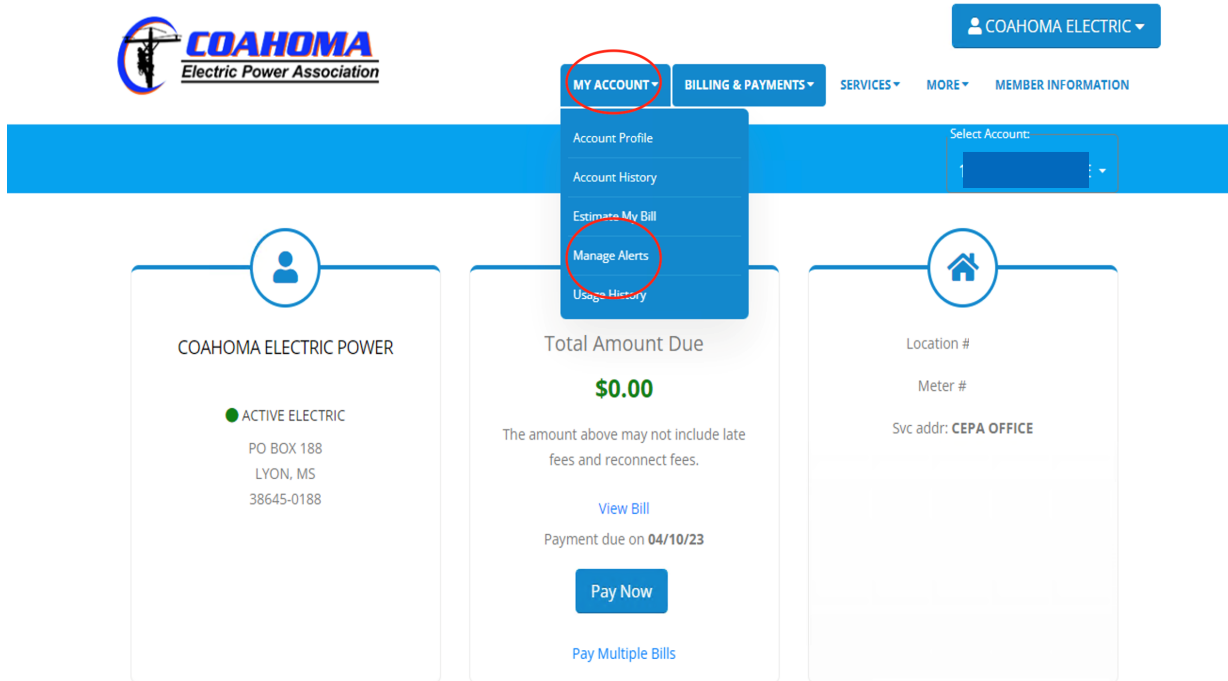


4. Enter your password.
5. Click Sign In to access your account.

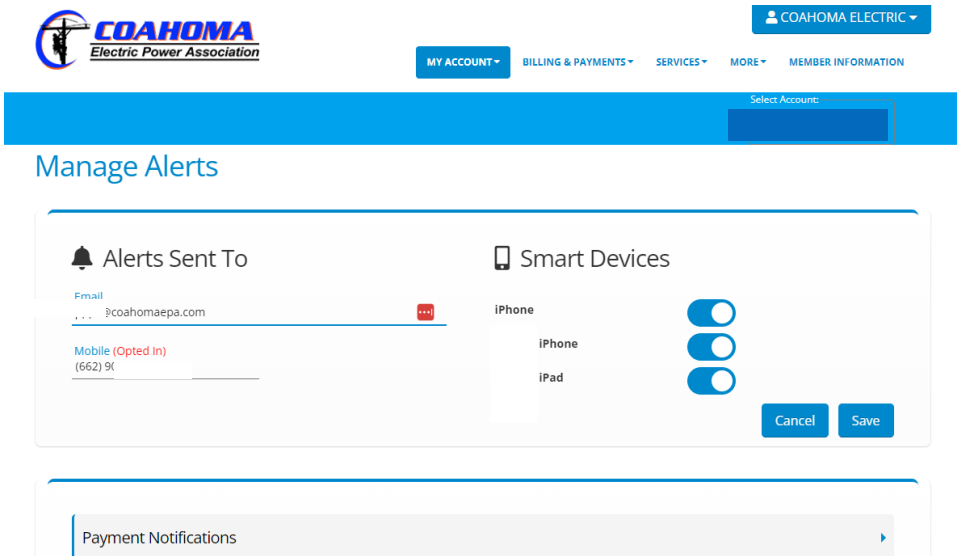
Note: If your utility has the customer login function embedded into the corporate website, the user will be automatically authenticated and bypass this login page.

6. Select the **My Alerts** tab to access the **Subscribe/Modify for Alerts & Reminders Service** page.

If you have more than one account, you will be asked to select an **account**. The selected account appears at the top of the screen with the alerts open below.



7. Enter your **E-Mail Address** and confirm it.
8. Enter **Mobile Number** if you wish to receive **text messages**.
9. Check the **Alerts** box if you wish to receive mobile alerts.
10. If you have entered a **Mobile Number**, you must indicate your **Mobile Service Provider**.



11. Select **Alert Type** (Payment Notifications, Balance & Usage Notifications, Outage Notifications, Account Profile Change, etc.).

The screenshot shows the COAHOMA Electric Power Association member communication settings page. The navigation bar includes 'MY ACCOUNT', 'BILLING & PAYMENTS', 'SERVICES', 'MORE', and 'MEMBER INFORMATION'. The 'MY ACCOUNT' menu is open, showing a 'Select Account:' dropdown. The main content area is titled 'OUTAGE DECLARED ALERT' and contains three notification options: 'Text Message' (checked), 'Email' (unchecked), and 'Push Notification' (checked). There are 'Cancel' and 'Save' buttons at the bottom right of the alert settings section. Below the alert settings are sections for 'Account Profile Notifications' and 'Other Notifications'.

12. Select how you wish to be notified (**Text Message, Email or Push**) for each alert type. All options are available to you.

13. Click **Submit** to save or update your Alert Profile.

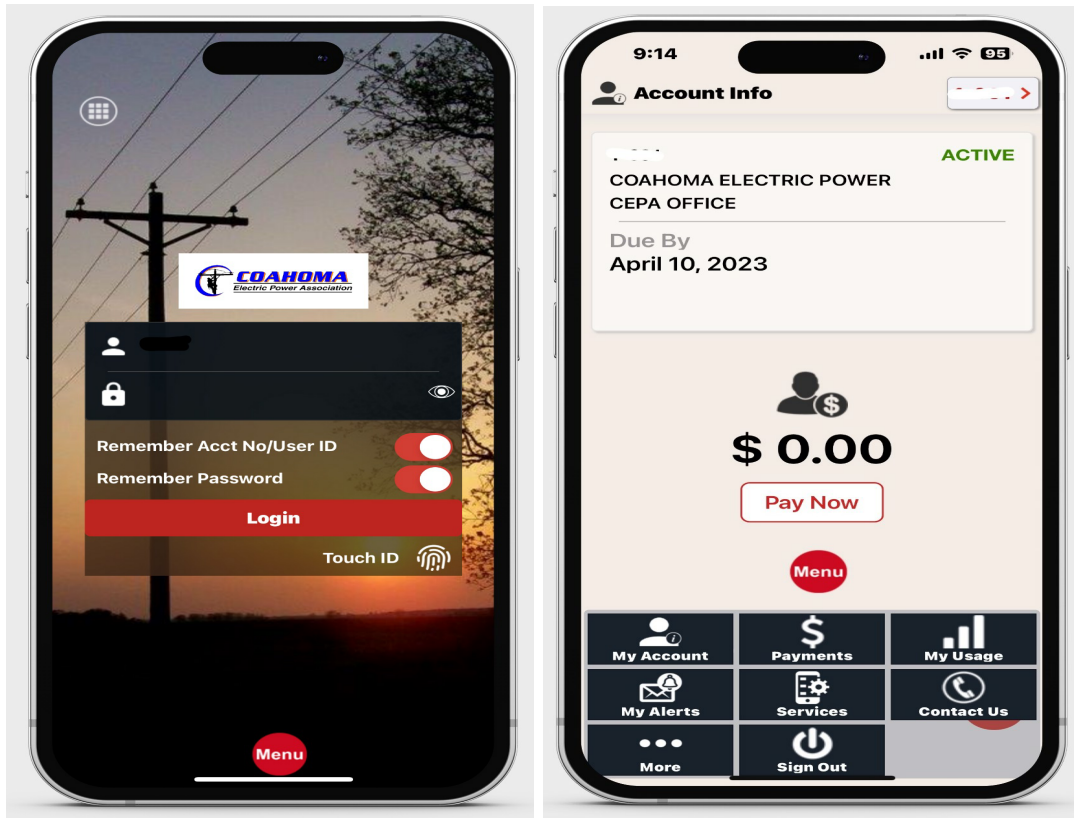
Based on your chosen alert type (Text Message, Email or Push), you will receive a message that your alert profile was successfully created or updated.

14. Click **OK** to continue.

Setting up Alerts and Reminders in Smart Apps

To use this feature:

1. Log into the Smart App using your **Account Number** and **Password** and select account
2. Tap the My**Alerts** button.
3. Verify contact information.



The **Alerts & Reminders** screen shows the registration options for all available Alerts and Reminders with a sliding bar to turn the alert on or off.

4. Select the type of alerts and the method of delivery for your alerts.

