

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:

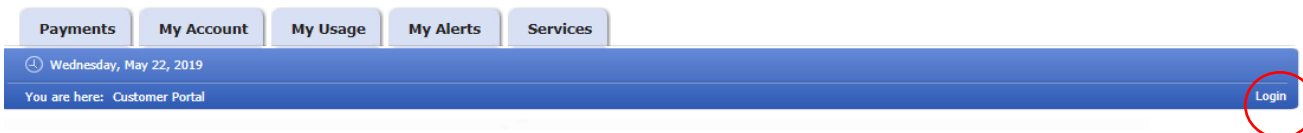
1. Open the CSP homepage.
2. Click **Login**.

The **Login** button is located on the right of the CSP homepage.



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Welcome to Coahoma Electric Power Association's Customer Portal!



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

Customer Login

You must enter your account number or user ID and password to access information on this site. Your account number is printed on your bill. If your account number includes a '-', it should be removed. For example, if the account number on your bill is 12345-001, you should enter either 12345 or 12345001 in the account number field.

*Account Number or User ID:

*Password:

[New User](#) | [Forgot Password?](#) | [Help](#) | [Back](#)

4. Enter your password.
5. Click **Login** 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.

MEMBER COMMUNICATION GUIDE

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.

The screenshot shows the COAHOMA Electric Power Association member portal. At the top, there are navigation tabs: Payments, My Account, My Usage, **My Alerts** (highlighted with a red circle), and Services. Below the tabs, a blue banner displays the date 'Wednesday, May 22, 2019' and the user's login status 'You are logged in as: 1001'. A breadcrumb trail indicates 'You are here: My Alerts > Alerts & Reminders Subscription'. The COAHOMA logo is prominently displayed. Below the logo, a table lists account details for the selected account (1-007). The table has columns for Action, Account, Name, Status, Service Address, Meter, Due Date, and Account Balance. The 'Selected Account' label is highlighted with a red circle. Below the table, the 'Subscribe/Modify for Alerts & Reminders Service' section prompts the user to verify their E-mail address and mobile number. A red message states: 'Currently there are no Smart Devices registered for this account. To register a device, you should enable Push Notifications from the same Device.' Below this, there are input fields for E-mail Address, Confirm E-mail Address, and Mobile Number. A 'Smart Devices' section on the right allows users to manage their devices. At the bottom, there is a table for selecting alert preferences, including Due Date Reminder, Past Due Date Reminder, Account Profile Change, Returned Check Alert, Payment Confirmation, Arrangement Installment Due, Outage Declared Alert, High Energy Usage Alert - Daily, Energy Usage Alert, and Low Usage Alert - Daily. Each row has checkboxes for Text Message, Email, and Push Notification. A 'Submit' button is located at the bottom of the form.

Action	Account	Name	Status	Service Address	Meter	Due Date	Account Balance
Enable	1-007	COAHOMA ELECTRIC POWER	ACTIVE	HOPSON ST 340	24001	05/10/19	.00

Subscribe/Modify for Alerts & Reminders Service

Please verify the E-mail address and mobile number which we have in our records, so that alerts & reminders can be sent. Please update below E-mail address and mobile number if required.

My alerts & reminders for this account number will be sent to:

E-mail Address: [redacted]@coahomaepa.com
Confirm E-mail Address: [redacted]@coahomaepa.com
Mobile Number: 662-902-[redacted]

Smart Devices

Profile Name: [redacted] Enable/Disable Delete

Currently there are no Smart Devices registered for this account. To register a device, you should enable Push Notifications from the same Device.

Select alerts & reminders preferences:

Please select preferences for alerts & reminders which can be modified later if required by re-visiting this page.

Alert Type	Description	Text Message	Email	Push Notification
Due Date Reminder	Remind me [Select] day(s) before.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Past Due Date Reminder	Alert me when due date has passed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Account Profile Change	Alert me when the profile is updated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Returned Check Alert	Alert me when a check is returned or rejected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment Confirmation	Send me a confirmation when a payment is submitted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrangement Installment Due	Remind me [Select] day(s) before the due date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outage Declared Alert	Alert me when an outage has been declared at my location.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High Energy Usage Alert - Daily	Alert me when my daily usage reaches [redacted]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy Usage Alert	Alert the customer each day with daily energy usage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low Usage Alert - Daily	Alert me when my daily usage drops to [redacted]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Submit

My Alerts

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** (Due Date Reminder, Account Profile Change, Returned Check Alert, etc.).

Select alerts & reminders preferences:

Please select preferences for alerts & reminders which can be modified later if required by re-visiting this page.

Alert Type	Description	Text Message	Email	Push Notification
Due Date Reminder	Remind me <input type="text" value="Select"/> day(s) before.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Past Due Date Reminder	Alert me when due date has passed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Account Profile Change	Alert me when the profile is updated.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Returned Check Alert	Alert me when a check is returned or rejected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment Confirmation	Send me a confirmation when a payment is submitted.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Arrangement Installment Due	Remind me <input type="text" value="Select"/> day(s) before the due date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outage Declared Alert	Alert me when an outage has been declared at my location.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

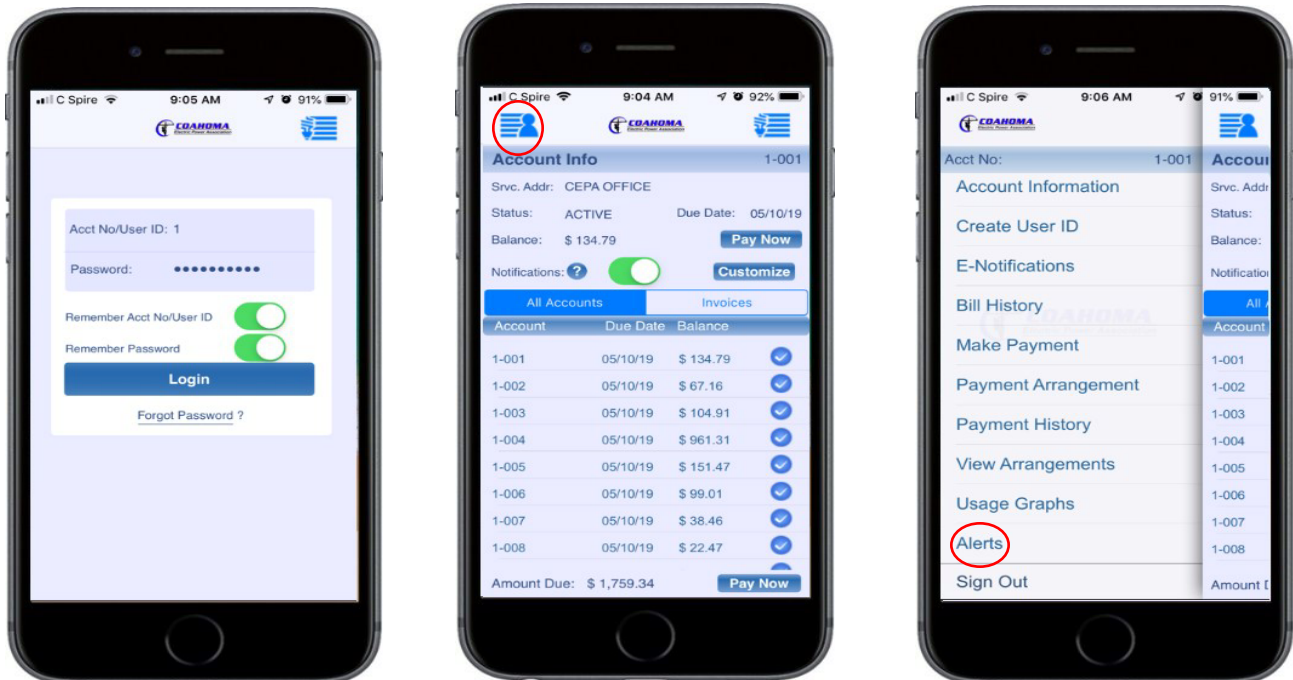
My Alerts

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

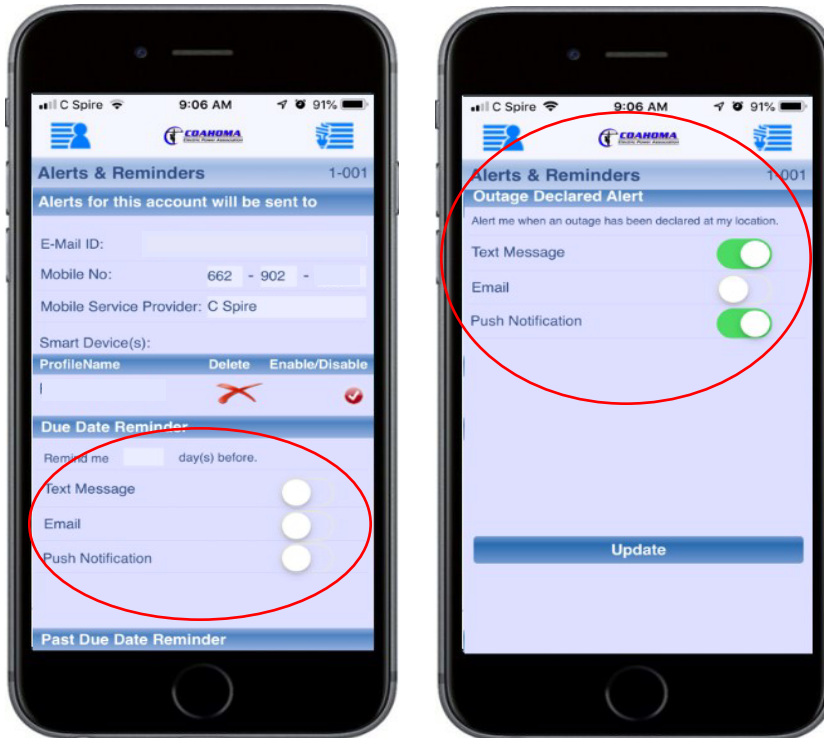
To use this feature:

1. Log into the Smart App using your **Account Number** and **Password** and select account
2. Tap the **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.

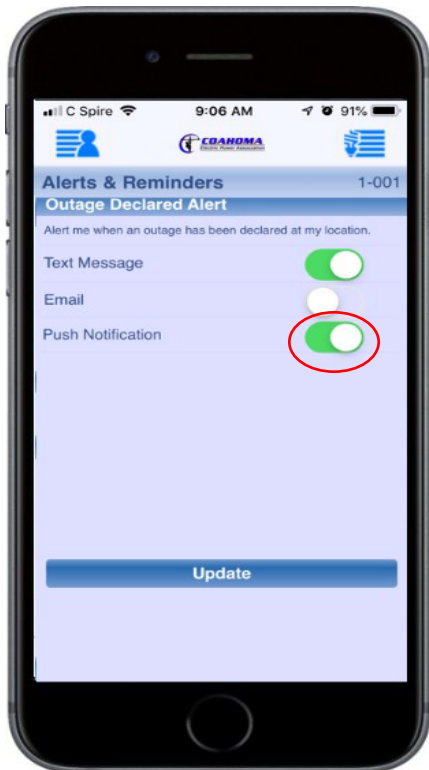


Configuring Push Notifications

Push Notifications is a technology used to send notifications to smart devices (iOS and Android based mobile phones or tablets) over cellular and Wi-Fi data networks. Customers can register for Push Notifications from the Smart App. This type of alert is only available for the utilities using Smart Apps.

To use this feature:

1. Select the **Acct Info** button from Smart Apps.
2. Register the device by sliding the bar to the **ON** position.



3. Select **OK** on the confirmation message.



View the registered device in the **Alerts** tab of the Smart App.

