

# HOW TO CHANGE YOUR EMAIL ADDRESS FOR YOUR MCG ACCOUNT



## INSTRUCTIONS

1. Click on the PAYMENT CENTER button on the top left navigation of our website's main page, [www.mahaska.org](http://www.mahaska.org). Please see the image below.



2. Once you are on the Account Management page, you will see a button labeled SMART HUB, click on this button and log in to your SmartHub account. Please see the image below.



CLICK ON EACH BUTTON FOR MORE INFORMATION.



# HOW TO CHANGE YOUR EMAIL ADDRESS FOR YOUR MCG ACCOUNT



## INSTRUCTIONS

- Your MCG Smart Hub login credentials will need to be entered to access your account. The login screens look like the images below.

The screenshot shows the MCG SmartHub login interface. At the top left is the MCG logo. To the right, the text "MCG SmartHub" is displayed. Below the logo, there is a prompt "Enter e-mail address & password to login". This is followed by two input fields: "E-Mail Address" and "Password". A "Login" button is positioned below the password field. Below the login fields, there are links for "Can't access your account?" and "New User? Sign up to access our Self Service site." At the bottom of the page, a blue banner contains the text "NOT YOUR ORDINARY COMMUNICATION PROVIDER".

The screenshot displays the MCG SmartHub dashboard. At the top left is the MCG logo. Below it is a navigation menu with the following items: Home, My Services, Billing & Payments (with a dropdown arrow), My Profile (with a dropdown arrow), Notifications (with a dropdown arrow), and Contact Us (with a dropdown arrow). The main content area is divided into three sections: "Quick Links" with a list of actions like "Pay My Bill", "Add New Service", "Edit My Services", "View Billing History", "Report An Issue/Inquiry", and "Get Help"; "Communication / Alerts" with a "Welcome to SmartHub!" message and a brief description of the tool; and "Account Overview" with a blue banner that reads "MAHASKA COMMUNICATION GROUP". At the bottom left, there is an "Available on the App Store" badge and an "ANDROID APP ON" badge.

# HOW TO CHANGE YOUR EMAIL ADDRESS FOR YOUR MCG ACCOUNT



## INSTRUCTIONS

- Click on the tab, MY PROFILE, and then click on UPDATE MY LOGIN EMAIL OR PASSWORD.

The screenshot shows the MCG account management interface. The top navigation bar includes 'me', 'My Services', 'Billing & Payments', 'My Profile', 'Notifications', and 'Contact Us'. The 'My Profile' tab is selected. On the left, there is a sidebar menu with options: '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', and 'Update My Paperless Settings'. The main content area is titled 'My Login E-Mail Address & Password' and contains the text 'You may update your login E-Mail address or password from this page'. Below this, there is a 'Login E-Mail Address' section with a text input field containing 'lorrie.klawonn@mahaska.org' and an 'Update' button. A 'Password' section is also visible below.

- Provide your newly created email address twice and then click the green CONTINUE button. Please see the image below.

The screenshot shows the 'Enter New Login E-Mail Address' form. The top navigation bar includes 'My Profile', 'Notifications', 'Contact Us', and 'Have a Question?'. The sidebar menu is the same as in the previous screenshot. The main content area is titled 'My Login E-Mail Address & Password' and contains the text 'You may update your login E-Mail address or password from this page'. Below this, there is a 'Login E-Mail Address' section with a text input field containing 'lorrie.klawonn@mahaska.org' and an 'Update' button. Below that, there is a section titled 'Enter New Login E-Mail Address' with two text input fields: 'New E-Mail Address:' and 'Re-Enter New E-Mail Address:'. At the bottom right, there are 'Cancel' and 'Continue' buttons.