Overview

With SmartHub, you can easily contact your provider with billing questions, service issues or other requests, right from your device. This document shows you several of the ways you can contact your provider from the SmartHub mobile app on an iPhone.

Contact Your Provider

1. From the SmartHub Home screen, tap the **Contact Us** icon.

    The Contact Us screen appears, listing a number of common reasons and methods to contact your provider, including email and phone calls. The options displayed may vary depending on your provider.

Contact Us

2. Tap a contact option.

    A contact form appears.

3. Tap the comments box and enter your question or comments. Include specific details about your request or question when appropriate.

4. You may also have the option to add a photo or send your GPS coordinates.

    Add Photo:

    a. Tap the **Add a photo** button.

   *A list of photo options displays.*

    b. Select from the options presented:

        *   **Take a Picture** accesses your device's camera so you can take a new picture.

        *   **Choose Existing Picture** opens the pictures on your device for easy selection.

    c. Once you've selected a picture, it appears beside the **Add a Photo** button.

    Add GPS coordinates:

    a. If you are physically at the location with an issue, swipe the Send Location switch to ON.
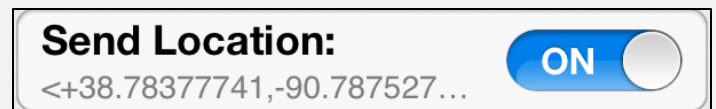
5. Tap the **Submit** button.

    A confirmation alert displays. If you attached a photo, the alert indicates the picture is being uploaded.

6. Tap **Close** to return to the Contact Us screen.

Transmission Sent
Your contact was successfully sent.
Close