

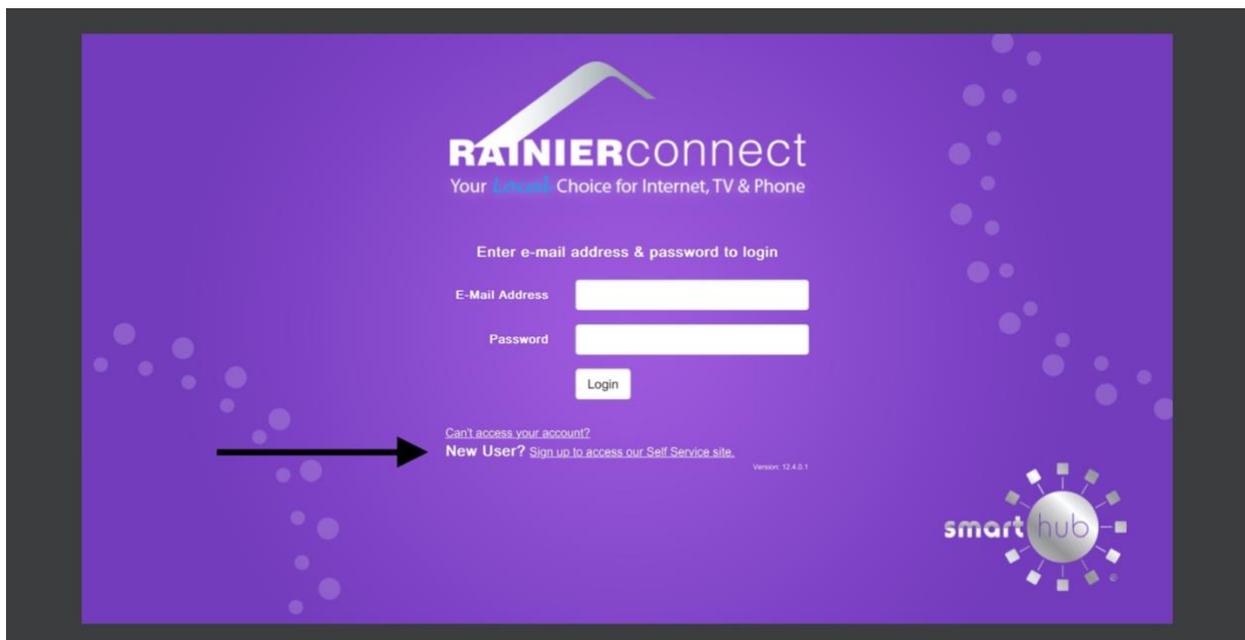
To log into your Rainier Connect SmartHub account for the first time:

Go to our website, <https://www.rainierconnect.com/>

In the top right-hand corner, you will see, My Account. Click on “My Account,” from the drop down list select “Login to Account/ Pay Bill”



You will see the log in screen below. If you are a Click! Cable TV only customer or if you have not set up your account previously, select New User below the log in boxes.



Once this screen comes up, put in your account number (you will find this on your statement), Your Last name that is on the account or Business name and email address that you would like to set up for being able to log into your account. Click Submit

New User Registration

To register as a new user, please enter the following information.

Billing Account Number	<input type="text"/>
Last Name or Business	<input type="text"/>
E-mail Address	<input type="text"/>
Confirm E-mail Address	<input type="text"/>

Choose all security and hint questions. Make sure to check the box "I'm not a robot" and Submit

Please answer the following about the account that you are trying to register in order to protect you against identity theft.

Security Question 1	Answer
<input type="text" value="Mailing ZIP Code"/>	<input type="text"/>

Security Question 2	Answer
<input type="text" value="WHERE WERE YOU BORN?"/>	<input type="text"/>

Please choose from the Secret Hint Questions below to answer. We may ask you to answer these if you forget your login credentials.

Security Question 1	Answer
<input type="text" value="YOUR HIGH SCHOOL MASCOT?"/>	<input type="text"/>

Security Question 2	Answer
<input type="text" value="YOUR MOTHER'S MAIDEN NAME?"/>	<input type="text"/>

<input checked="" type="checkbox"/> I'm not a robot	 reCAPTCHA Privacy - Terms
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If everything matches, then you will see this notification.



Congratulations!

Your registration is complete. You will receive an e-mail with a temporary password. Use it to login and change your password.

Login

Look for temporary password in your email:

You have successfully registered with the SmartHub web portal for Rainier Connect.

Please use this temporary password upon your first login: Your temp password is: xxxx

[Login »](#)

Please make sure you complete your account set up by clicking on "Login" which will take you back to the Log in Screen. Enter in the email you registered with and the temporary password provided in the confirmation email.

A screenshot of the RAINIERconnect login page. The background is purple with a pattern of white dots. The RAINIERconnect logo is at the top left, with the tagline "Your Local Choice for Internet, TV & Phone". Below the logo is a form with the heading "Enter e-mail address & password to login". The form contains two input fields: "E-Mail Address" and "Password", each with a white input box. Below the fields is a "Login" button. At the bottom left, there are links for "Can't access your account?" and "New User? Sign up to access our Self Service site.". At the bottom center, it says "Version: 12.3.0.1". At the bottom right is the SmartHub logo, which consists of a central grey circle with the word "smart" in lowercase and "hub" in a larger, bold lowercase font, surrounded by a ring of small white squares.

You will be required to enter in a new password before proceeding.

Please change your password

Current Password

New Password **Password Strength:** Strong
8-character minimum, 15-character maximum; at least one uppercase letter; at least one numeric character; at least one special character

Confirm Password

When you first log in, it will ask you if you want a paper bill or Emailed statements

Paperless Bills

There is a \$2.00 paper bill fee.

Would you like to turn off paper bills? Yes No

Please note that this will apply to all accounts registered with this email address.

This brings you to the Account Overview

The screenshot shows the RAINIERconnect website interface. At the top right, there are links for "Log Out", "Help", "www.rainierconnect.com", "Pay Now", and "Report An Issue/Inquiry". The main navigation bar includes "Home", "My Services", "Billing & Payments", "My Profile", "Notifications", "Contact Us", and "Have a Question? Get Help.". The page content is divided into several sections: "Quick Links" with a list of actions like "Pay My Bill" and "Manage My Registered Accounts"; "Communication / Alerts" with a yellow banner for the "Auto Pay Program" and a blue banner for "Payments after 6:00pm"; and "Account Overview" with a link to "Pay all outstanding balances".

You can click on “View Bill” under the Due date to view your statements. If you want to make a one-time payment, click on Make Payment. This is only for single payments and it does not set you up for autopay.

Next Due: 09/20/2020 View Bill »	Amount: Paid	Total Due: \$0.00	Make Payment »
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▶ See More

SETTING UP AUTOPAY

Go up to Billing & Payments, in the drop down select "Auto Pay program." If you select Autopay with a Credit Card, it will either pay the bill on the 5th or the 19th of each month depending on your billing cycle you are on*(see below).



Click on Sign up for Auto Pay.

Actions

[Sign Up For Auto Pay »](#)

Complete your credit card and billing info in the next screen and continue.

Auto Pay - Card Setup

Payment Card Details

Payment Method: Choose One

Card Type: VISA MasterCard

Card Number:

Expire Date: Choose One Choose

Account Description (optional):

I (we) hereby authorize Rainier Connect - WA to initiate debit entries to my (our) account. This authorization is to remain in full force and effect until Rainier Connect - WA has received your written notice of cancellation.

[Continue](#) [Reset](#)

You will get a confirmation of your Auto pay has been set up. This does not make a payment; this is only setting up auto pay. If wanting to make a onetime payment you will need to go the make a payment on the home screen.

*Auto Pay & Bank draft schedule

Bill date of 1st:

Auto Pay (credit/debit card) date-5th

EFT/Bank draft-20th

Bill date of 16th:

Autopay date (credit/debit card)-19th

Eft/Bank draft-1st

If you have any questions regarding your auto pay please email billing@rainierconnet.com. If you would prefer to set up bank draft with a checking account, then please call our office and we can assist you in setting this up. Establishing a bank draft with a checking account cannot be set up online.