**Enhance Your SmartHub Security with Two-Factor Authentication**

In today’s digital age, protecting your personal information is more important than ever. At Ponderosa, we’re committed to helping you safeguard your account. That’s why we strongly recommend enabling **Two-Factor Authentication (2FA)** on your SmartHub account.

**What is Two-Factor Authentication?**  
Two-Factor Authentication is an additional layer of security that requires not just a password, but also a second form of verification—like a code sent to your phone or email. This extra step ensures that only you can access your account, even if your password is compromised.

**Why Enable 2FA?**

1. **Enhanced Security:** Protect your account from unauthorized access and potential fraud.
2. **Peace of Mind:** Feel confident knowing your personal and financial information is secure.
3. **Simple Setup:** It takes just a few minutes to add this powerful protection to your account.

**How to Enable Two-Factor Authentication on SmartHub**

1. **Log In to [SmartHub](https://ctec.smarthub.coop/ui/" \l "/login):** Open the app or visit the website and sign in to your account.
2. **Go to Settings:** Navigate to the Settings menu.
3. **Select Two-Factor Authentication:** Locate the security settings and click “Two-Factor Authentication.”
4. **Enable 2FA:** Follow the on-screen instructions to enable and set up your preferred verification method, such as receiving a text message or email code.

**Protect What Matters Most**

Your SmartHub account is the gateway to managing your energy usage, paying your bills, and staying connected with Ponderosa. By enabling 2FA, you’re taking a proactive step to ensure that your information stays safe and secure.

Don’t wait—enable Two-Factor Authentication today and enjoy the peace of mind that comes with knowing your account is protected.

For questions or assistance, feel free to reach out to our team. We’re here to help!

**Step 1- Log In using your SmartHub credentials.**

A screenshot of a login screen

AI-generated content may be incorrect.

**Step 2- Select theProfile Tab.**



**Step 3- Now click on the “Manage Two-Factor Authentication” tab.**

A screenshot of a computer

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**Step 4- Select enable two-factor authentication.**

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**Step 5 – Choose a desired contact method.**

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**Step 6 – Fill in requested information and hit continue.**



Once setup is complete, you’ll receive a verification code via your selected method (Email, Phone Number or One Time Password).

* + If you selected 'One-Time Password,' you will see a QR code to scan with your authenticator app.

A screenshot of a contact method

AI-generated content may be incorrect.

When prompted enter the provided code that you have received.

You are now logged in and one step closer to a safer online experience.

**If you are experiencing any issues or need assistance with your Two Factor Authentication, please contact our Customer Care Team at 559-868-6000.**