

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](#):** 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.

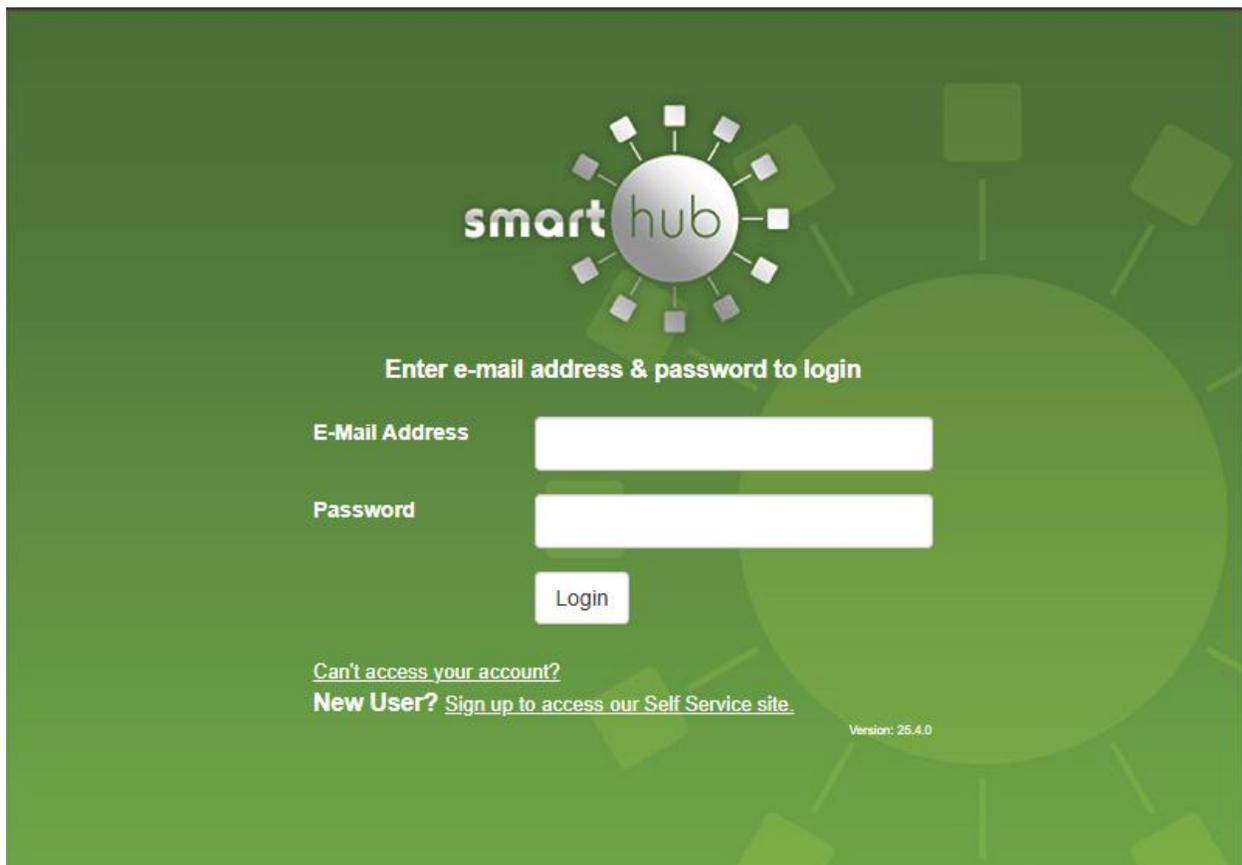
Protect What Matters Most

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.

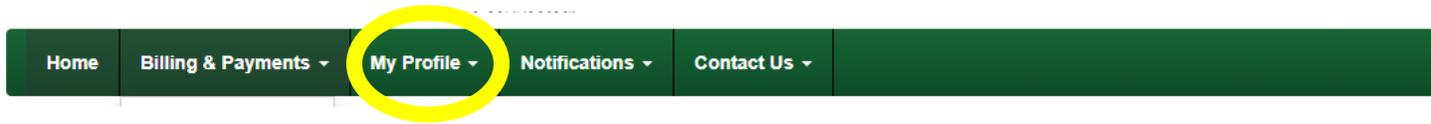
Don't wait—enable Two-Factor Authentication today and enjoy the peace of mind that comes with knowing your account is protected.

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

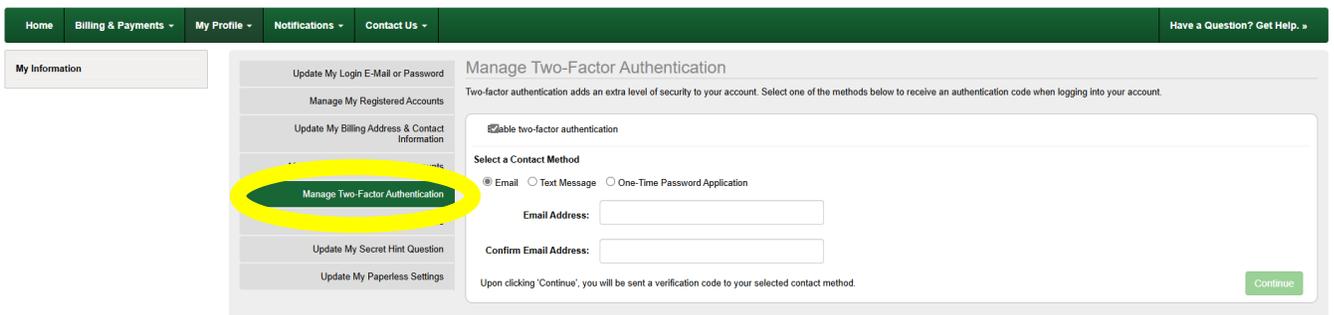
Step 1- Log In using your SmartHub credentials.

The image shows a login page for SmartHub. At the top center is the SmartHub logo, which consists of the words "smart" and "hub" in a lowercase, sans-serif font, with "smart" in white and "hub" in a light green color. The logo is surrounded by a circular arrangement of small squares connected by lines, resembling a network or a hub-and-spoke model. Below the logo, the text "Enter e-mail address & password to login" is displayed in white. Underneath this text are two white input fields: the first is labeled "E-Mail Address" and the second is labeled "Password". Below the password field is a white button with the text "Login". At the bottom left of the page, there are two links: "[Can't access your account?](#)" and "[New User? Sign up to access our Self Service site.](#)". At the bottom right, the text "Version: 25.4.0" is visible. The background of the page is a dark green color with a subtle pattern of light green squares and lines.

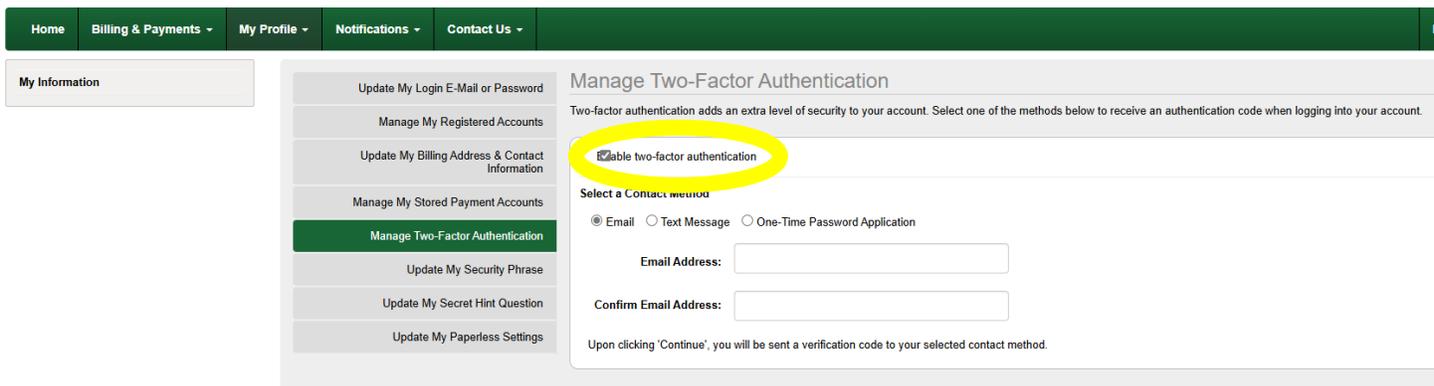
Step 2- Select the Profile Tab.



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



Step 4- Select enable two-factor authentication.



Step 5 – Choose a desired contact method.

Home Billing & Payments My Profile Notifications Contact Us

My Information

Update My Login E-Mail or Password

Manage My Registered Accounts

Update My Billing Address & Contact Information

Manage My Stored Payment Accounts

Manage Two-Factor Authentication

Update My Security Phrase

Update My Secret Hint Question

Update My Paperless Settings

Manage Two-Factor Authentication

Two-factor authentication adds an extra level of security to your account. Select one of the methods below to receive an authentication code.

Enable two-factor authentication

Select a Contact Method

Email Text Message One-Time Password Application

Email Address:

Confirm Email Address:

Upon clicking 'Continue', you will be sent a verification code to your selected contact method.

Step 6 – Fill in requested information and hit continue.

Number:

Upon clicking 'Continue', you will be sent a verification code to your selected contact method.

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.

Your Current Two-Factor Authentication Contact Method: Text Message

Your verification code will be sent to the phone number below when using two-factor authentication.

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.