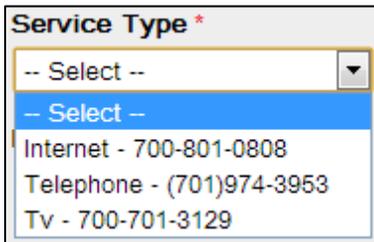**smart**hub

Overview

Nobody likes it when the cable goes out. Or the internet is down. Or there is a lot of static on a long distance call. And you like it even less when you have to wait on hold to report the problem. SmartHub makes it easy to report service issues so everything is back up and running as quickly as possible. This document tells you how to do it with SmartHub Web.
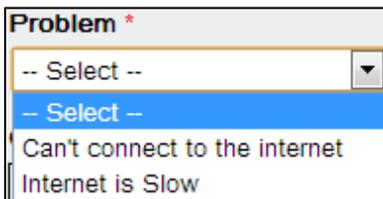
Report an Issue

1. From the homepage, click the **My Profile** tab.

    [My Profile]
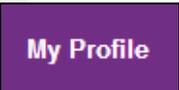
2. Click the **Report a Problem** link on the far left.

3. Click the **Service Type** drop down to select the affected service.

    Service Type *
    -- Select --
    -- Select --
    Internet - 700-801-0808
    Telephone - (701)974-3953
    Tv - 700-701-3129

4. Click the **Problem** drop down to select your specific issue.

    Problem *
    -- Select --
    -- Select --
    Can't connect to the internet
    Internet is Slow

5. Enter any helpful information about your problem into the **Comments** field, such as when it began or a description of your attempts to solve the problem.

6. Enter your name and a valid contact phone number.

    Your Contact Information
    Reported By *
    Craig Dahle
    Contact Number *
    555   555   5555
    ☑ **Request call back when service is restored**
    Fields marked with a '*' are required.
    [Report Problem]

7. If you wish to be notified when service is restored, click the **Request call back when service is restored** checkbox.

8. Click the **Report Problem** button.

    A success message displays, indicating your report has been submitted and providing you a ticket number. Links to report another problem or to check the status of previously submitted trouble tickets also appear.

9. Click **Close** to return to the previous screen.

Check Your Status

1. Click the **My Profile** tab.

2. Click the **Problem History** link on the far left.

    The Problem History page appears, displaying any past or pending trouble tickets.

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3. Click the associated **View Details** link to view specific information related to that trouble ticket.

The Problem History Detail window appears.

4. Check for updates, which most often display at the bottom of the form in the **Appointment Date/Time** or **Company Comments** sections.

5. Click **Close** to return to the Problem History screen.

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