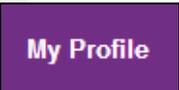


Overview

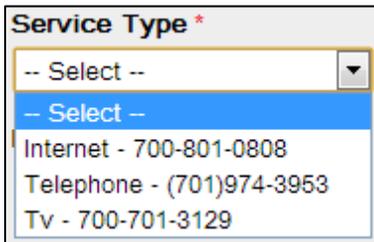
Nobody likes it when the cable goes out. Or the internet is down. Or there is a lot of static on a long distance call. And you like it even less when you have to wait on hold to report the problem. SmartHub makes it easy to report service issues so everything is back up and running as quickly as possible.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

Report an Issue

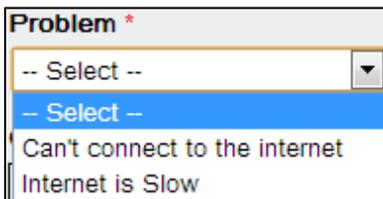
1. From the homepage, click the **My Profile** tab.



2. Click the **Report a Problem** link on the far left.
3. Click the **Service Type** drop down to select the affected service.



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



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 *

Contact Number *

Request call back when service is restored

Fields marked with a * are required.

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.

Problem History

1583700
(701)974-3953
322 12TH AVE W, RICH, ND

Select an Account to View:
1583700 - 3056 14TH ST - (701)974-3953

Pending Requests

Agreement	Service Type	Problem Reported	Reported Date/Time	Status	Ticket
700-801-0808	INTERNET	Internet is Slow	08/26/2013 2:56 PM	Unassigned View Details »	90412

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

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

Reported Date/Time	Status	Ticket
08/26/2013 2:56 PM	Unassigned View Details »	90412

The Problem History Detail window appears.

Problem History Detail Close X

Report Date/Time: 08/26/2013 2:56 PM

Reported By: Craig Dahle

Requested call back upon service restoration

Contact Number: (555)555-5555

Account: 1583700

Service Type: INTERNET

Agreement: 700-801-0808

Service Address: 322 12TH AVE W

Problem: Internet is Slow

Customer Comments:

It is taking forever to load a page. When it does load, the pictures are not showing. I have restarted the computer but to no avail.

Appointment Date/Time:

Company Comments:

Technician will need to come for additional trouble shooting. Please contact us for an appointment.

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