Creating your online account

truestream
powered by Great Lakes Energy

A step-by-step guide to setting up your Truestream account.

Billing is done *ONLINE Only*.

You will need an email address and your ELECTRIC, INTERNET, or VOICE account number to register.

Welcome to your online account.

Enter e-mail address & password to login

E-Mail Address
Password
☐ Remember Me
Login

Can't access your account?
New User? Sign up to access our Self Service site.   Version 11.1.5.1

GREAT LAKES ENERGY | **truestream** powered by Great Lakes Energy

New User Registration

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

Billing Account Number	000000000
Last Name or Business	Your Last Name or Business
E-mail Address	YourEmail@Address.com
Confirm E-mail Address	YourEmail@Address.com

Submit   Cancel

New User Registration

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

Billing Account Number	98076004
Last Name or Business	Great Lake Energy Coop
E-mail Address	kwhittet@glenergy.com
Confirm E-mail Address	kwhittet@glenergy.com

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
Billing ZIP Code   ▾

☐ I'm not a robot   reCAPTCHA
Privacy · Terms

Submit   Cancel

1. Visit www.truestreamfiber.com.

2. Click on the green MY ACCOUNT box in the upper right hand corner.   **👤 MY ACCOUNT**

3. A log in box will appear - select "New User? Sign up to access our Self Service."

4. A new box will pop up.

5. Enter your Billing Account Number.

6. Enter Last Name or Business Name of the primary account holder.

7. Enter your E-mail address.

8. Enter your E-mail address again to confirm.

9. Click "Submit".

10. You will be asked a security question. Select one of the questions from the drop down menu. Type in the answer - this verifies your information against our records.

11. Check "I'm not a robot" box.

12. If prompted, select all the images that match the description given.

13. Click to verify.

14. Click "Submit".

CONGRATULATIONS! Your registration is complete. Now turn this page over for instructions on how to protect your online account

Protecting Your Online Safety

truestream
powered by Great Lakes Energy

After you set up your account, follow these steps to protect your online safety:

Great Lakes Energy Online Registration

Your online registration with GREAT LAKES ENERGY was successful.

Your temporary password is: **xxXxxXXx**

Log In

1. You will receive an e-mail from glenergy@smarthub.coop with a temporary password.

2. Highlight, right click, and copy the temporary password - no spaces. Click the "Log In" button on the e-mail - you'll be redirected to our log in screen.

3. Enter your e-mail address, then right click in the temporary password box and paste.

4. You'll be redirected to change your password.

Please change your password

E-Mail Address: kwhittet@glenergy.com

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: ••••••••••••••

Submit   Cancel

5. For your security, please create and enter a new password that you will remember.

*Password requirement – minimum of 8 characters, at least 1 needs to be a number and at least 1 needs to be a special character like: !, @, #, $, %, &, or *.*

Security Phrase   ✕

Please choose a Security Phrase before proceeding. This phrase is required to be set up before you can make payments, store or update credit cards and bank accounts for future payments, or sign up for Auto Pay.

When entering your financial information, if the Security Phrase displayed on the form does not match your chosen phrase, please DO NOT enter any personal information and contact customer service.

You can update your Security Phrase at any time by selecting 'Update My Security Phrase' under the 'My Profile' tab.

Security Phrase

Minimum of 5 characters in length

▶ What's a good security phrase?

Save

6. Once you are logged in, you will need to enter a Security Phrase. (i.e. Fiber opens the door for fun!)

7. Click "Save".

You're all done! You can now access your account anywhere, anytime!

Username:_____

Keep this in a safe spot!

If you need additional account support, call 1-888-485-2537
or email info@truestreamfiber.com