

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.

1. Visit www.truestreamfiber.com.

Welcome	to your online account.	2. Click on the green MY ACCOUNT box in the upper right hand corner.
Entler e-mail address & password to login  E Mail Address  Platoword  Remoniber Mo		3. A log in box will appear - select "New User? Sign up to access our Self Service."
	Login  Cant access your account?  New User? Signus is access our Self Service site.  Yearn 113.31	4. A new box will pop up.
	LAKES RGY truestream powered by Great Lokes Energy	5. Enter your Billing Account Number.
	New User Registration	6. Enter Last Name or Business Name of the primary account holder.
To register as a new user, ple	ase enter the following information.	7. Enter your E-mail address.
Billing Account Number	00000000	8. Enter your E-mail address again to confirm.
Last Name or Business	Your Last Name or Business	9. Click "Submit".
E-mail Address	YourEmail@Address.com	9. Click Submit .
Confirm E-mail Address	YourEmail@Address.com  Submit Cancel	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.
New User Registration		11. Check "I'm not a robot" box.
To register as a new user, please	enter the following information.	
Billing Account Number	98076004	12. If prompted, select all the images that match the description given.
Last Name or Business	Great Lake Energy Coop	the description given.
E-mail Address	kwhittet@glenergy.com	13. Click to verify.
Confirm E-mail Address	kwhittet@glenergy.com	14. Click "Submit".
Please answer the following abo Security Question 1	ut the account that you are trying to register in order to protect you against identity  Answer	theft.
Billing ZIP Code ▼		CONCRATULATIONS Vocasian in all tractions in
I'm not a robot	reCAPTCHA	CONGRATULATIONS! Your registration is complete.

## Protecting Your Online Safety

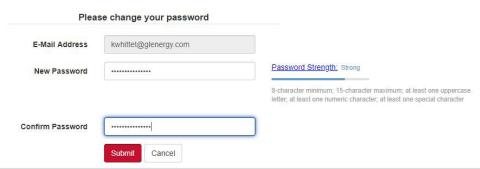




## After you set up your account, follow these steps to protect your online safety:



- 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.



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	
	efore proceeding. This phrase is required to be set up ore or update credit cards and bank accounts for future
	nation, if the Security Phrase displayed on the form does ase DO NOT enter any personal information and contact
You can update your Security Phras under the 'My Profile' tab.	se at any time by selecting 'Update My Security Phrase'
Security Phrase	
Minimum of 5 characters in length	
■ What's a good security phra	ase?

- 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!