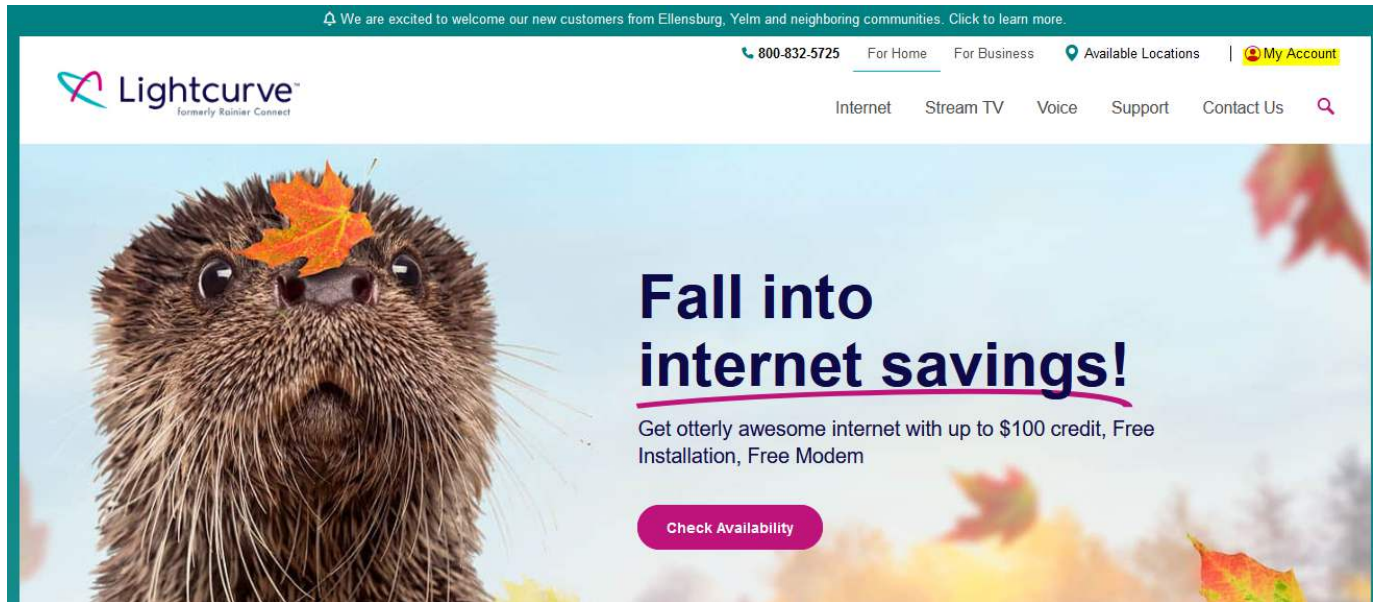


## Online login to Smarthub

Go to our website, <https://getlightcurve.com/>

Then go over to My Account. Click on it and on the drop down and select “Login to Account/ Pay Bill”



This screen will come up. If you are a new User, then click on “New User” Sign up to access our Self Service site.



Once this screen comes up, put in your account number (you will find this on your statement or notification email), Your Last name that is on the account or Business name and email address that you would like to set up for being able to log into your account. Click Submit

### New User Registration

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

**Billing Account Number**

**Last Name or Business**

**E-mail Address**

**Confirm E-mail Address**

Submit

Cancel

Choose all security and hint questions. Make sure to check the box "I'm not a robot" and Submit

Please answer the following about the account that you are trying to register in order to protect you against identity theft.

Security Question 1

Mailing ZIP Code



Answer

Security Question 2

WHERE WERE YOU BORN?



Answer

Please choose from the Secret Hint Questions below to answer. We may ask you to answer these if you forget your login credentials.

Security Question 1

YOUR HIGH SCHOOL MASCOT?



Answer

Security Question 2

YOUR MOTHER'S MAIDEN NAME?



Answer



I'm not a robot



reCAPTCHA  
Privacy - Terms

Submit

Cancel

If everything matches, then you will see this:

## Congratulations!

Your registration is complete. You will receive an e-mail with a temporary password. Use it to login and change your password.

Login

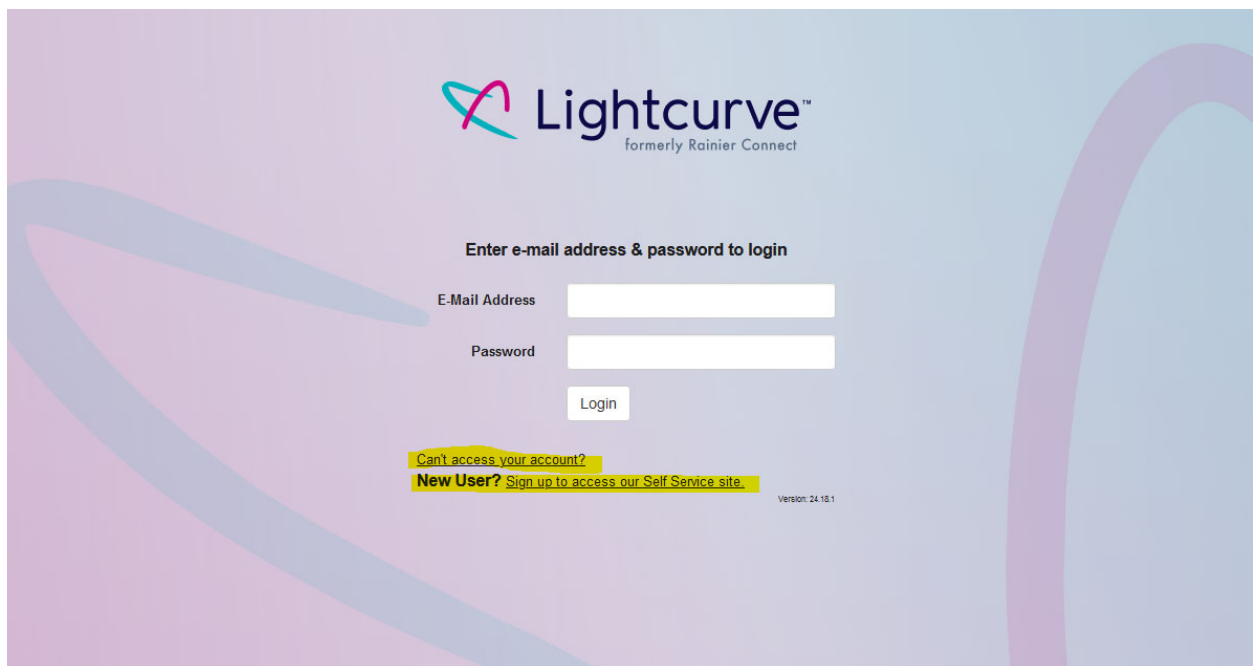
Look for temporary password in your email:

You have successfully registered with the SmartHub web portal for Lightcurve.

Please use this temporary password upon your first login: Your temp password is: xxxx

[Login »](#)

Then you can click on the Login and it will take you back to the Log in Screen. Enter in the email you registered with and the temporary password. If you already have a login and have forgotten your password, click on Can't access your account and you will get an email to reset your password.



The image shows the Lightcurve login page. At the top center is the Lightcurve logo, which consists of a stylized 'L' made of two overlapping curved lines in blue and red, followed by the text 'Lightcurve™' and 'formerly Rainier Connect' below it. Below the logo is the heading 'Enter e-mail address & password to login'. There are two input fields: 'E-Mail Address' and 'Password'. Below these fields is a 'Login' button. At the bottom left, there are two links: 'Can't access your account?' and 'New User? Sign up to access our Self Service site.'. At the bottom right, there is a small version number 'Version: 24.18.1'.

You will be required to enter in a new password before proceeding.

Current Password

New Password

Confirm 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

When you first log in, it will ask you if you want a paper bill or Emailed statements


**Paperless Bills**

There is a \$2.00 paper bill fee.

Would you like to turn off paper bills?  Yes  No

Please note that this will apply to all accounts registered with this email address.

This brings you to the Account Overview. You can click on "View Bill" under the Due date to view your statements. If you want to make a 1x payment, then click on Make Payment. This is only for 1x payments and it does not set you up for autopay



[Log Out](#) | [Help](#) | [getlightcurve.com](#)

Home
My Services ▾
Billing & Payments ▾
My Profile ▾
Notifications ▾
Contact Us ▾
Have a Question? Get Help. »

**Quick Links**

I want to...

- [Pay My Bill](#)
- [Manage My Registered Accounts](#)
- [Add New Service](#)
- [Edit My Services](#)
- [View Billing History](#)
- [Report An Issue/Inquiry](#)
- [Get Help](#)

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- [Support](#)
- [Residential](#)
- [Business](#)

**Communication / Alerts**

**Auto Pay Program**

To set up Auto Pay with your credit card, go to Billing & Payments and select Auto Pay program. If you want to make a one time payment select make a payment on your home screen. You can save your credit card information for future one time payments.

**Payment notifications**



Payments made after 4:30pm to reconnect services may not be reconnected until the next business day.

**Account Overview** [Pay all outstanding balances »](#)

	Next Due: <b>09/20/2024</b> <a href="#">View Bill »</a>	Amount: <b>Paid</b>	Total Due: <b>\$0.00</b>	<input type="button" value="Make Payment"/>
--	---	------------------------	-----------------------------	---

[▼ See Less](#)

Account	Date Due	Amount	
[Redacted]	09/20/2024 <a href="#">View Bill »</a>	\$0.00	<a href="#">Pay Account »</a>

[Billing & Payments](#)
[My Profile](#)
[Notifications](#)
[Contact Us](#)

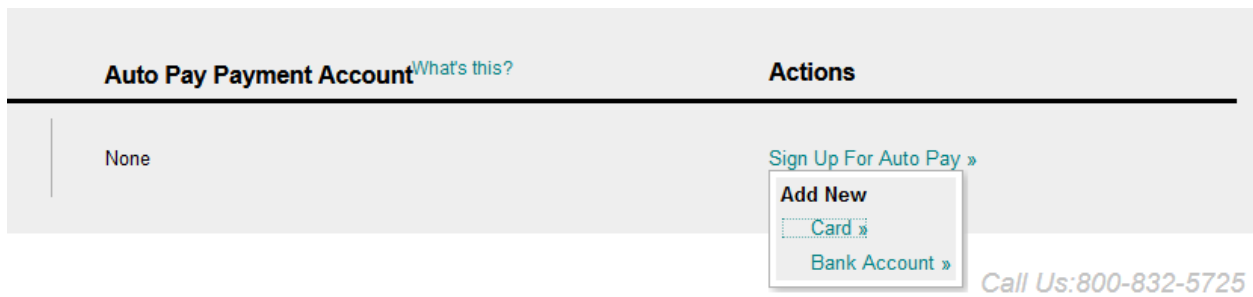
Call Us: 800-832-5725

## SETTING UP AUTOPAY

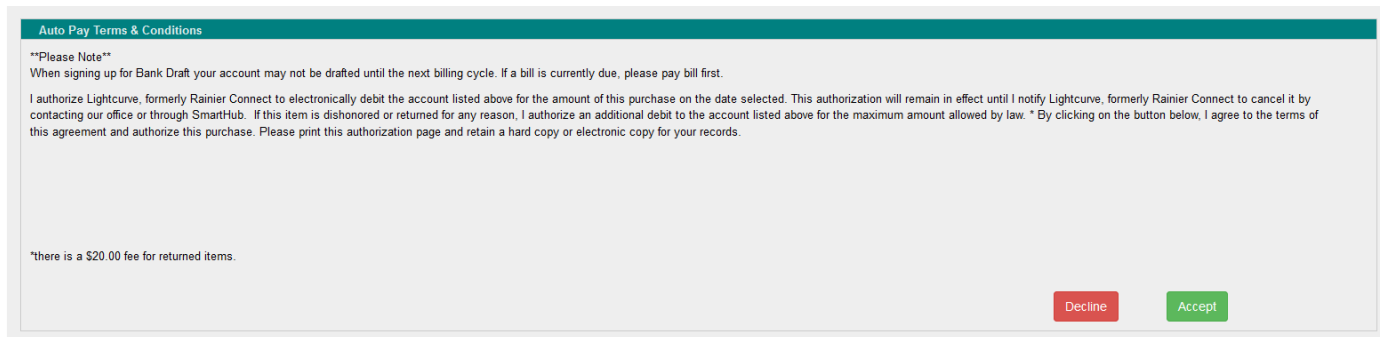
Go up to Billing & Payments and drop down to Auto Pay program. If you select Autopay with a Credit Card, it will either pull on the 5<sup>th</sup> or the 19<sup>th</sup> of each month depending on what billing cycle you are on\*(see below).



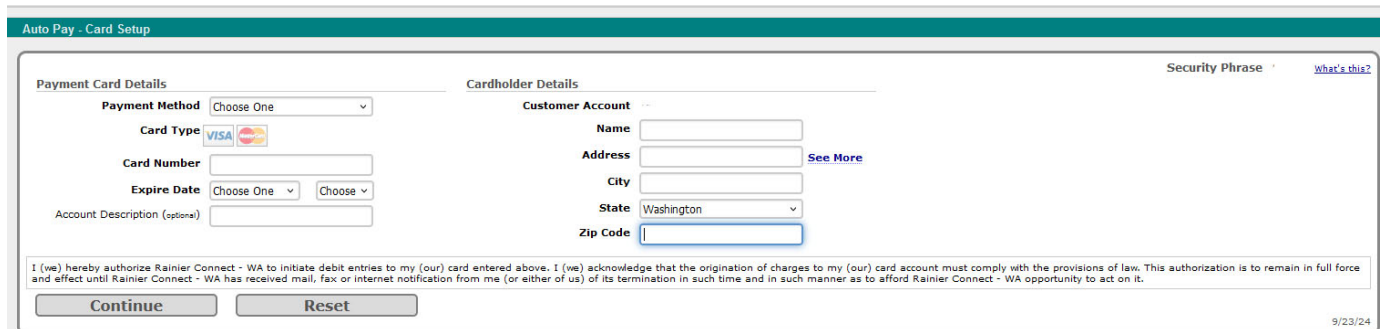
Click on Sign up for Auto Pay. Choose Card or Bank Account.



Read auto pay terms and conditions and hit Accept.



Complete your credit card and billing info in the next screen and click continue.



You will get a confirmation of your Auto pay has been set up. This does not make a payment; this is only setting up auto pay. If wanting to make a 1X payment you will need to go the make a payment on the home screen.

\*Auto Pay & Bank draft schedule

**Bill date of 1<sup>st</sup>:**

Auto Pay (credit/debit card) date-5<sup>th</sup>

Eft/Bank draft-20<sup>th</sup>

**Bill date of 16<sup>th</sup>:**

Autopay date (credit/debit card)-19<sup>th</sup>

Eft/Bank draft-1<sup>st</sup>

If you have any questions regarding your auto pay please email [billing@rainierconnet.com](mailto:billing@rainierconnet.com).