

Getting Started with Online Bill Pay Through SmartHub

1. Go to www.itsTriangle.com. Under the **My Account** section, click on **"Pay or View Bill"** and follow the links.
2. Click on the **"Sign up to access our Self Service site"** line next to **"New User?"**
3. Enter the following information as it appears on your Triangle bill:
 - ▶ **Account Number**
 - ▶ **Last Name or Business Name**
4. Enter the e-mail address you would like your online bill pay notification to go to and then click **"Submit"**. This will bring up the Security Questions.
5. Answer the Security Questions and click **"Submit"**.
5. An e-mail with a temporary password will be sent to your designated e-mail box. Use the temporary password to login to your online account.
6. Once logged in to your account, you will be prompted to change your password.
7. Choose if you would like to turn off your paper bills and click **"Submit"**.
8. You will be asked to choose a Security Passphrase. When entering your financial information on various screens, your chosen phrase will appear. If the phrase displayed is not the same as your chosen phrase, DO NOT enter your personal information and contact the Triangle customer service department.