

## Setting Up MyJacksonEMC Account: App

1. To set up your MyJacksonEMC account in the mobile app, you'll first need to download the app from the App Store or Google Play store. You can find a tutorial on downloading the app at MyJacksonEMC.com.
2. To set up your MyJacksonEMC account, you'll need the following readily available:
  - a. Your billing account number
  - b. The last name on your account or business name
  - c. A preferred email address that you would like associated with MyJacksonEMC.
  - d. Your billing zip code **OR** the last four digits of the account owner's Social Security number or the Federal Tax ID (for businesses)

You can find your Jackson EMC account number on your bill statement. See below:

The image shows a sample bill statement from Jackson EMC. A red arrow points to a pink box in the top right corner containing the text "JOHN MEMBER Account #333333".

**JACKSON**  
ELECTRIC MEMBERSHIP CORPORATION™

Member-owned | MyJacksonEMC.com  
Office Hours: M-F, 8 a.m.-5 p.m.; Member Service Hours: M-F, 7 a.m.-7 p.m.  
Member Service: 1-800-462-3691, Outage: 1-800-245-4044

**TOTAL DUE:**  
**\$236.00**  
PAYMENT DUE  
03/04/2019

Service period: Jan 4, 2019 - Feb 5, 2019  
Bill Date: 02/11/19  
Days of Service: 32  
Rate: Residential Service

01/08/19 Previous Balance	\$190.00
01/21/19 Payment - Thank You	-\$190.00
02/11/19 Electric Metered Service	\$211.58
02/11/19 Sales Tax	\$15.40
02/11/19 Jefferson Franchise Tax	\$8.46
02/11/19 Operation Round Up	\$0.56
02/11/19 TOTAL DUE	\$236.00

**Important Information**  
Go Paperless: Enjoy the ease and convenience of paperless billing. Sign up for paperless billing with a MyJacksonEMC online account. More details at MyJacksonEMC.com.  
For detailed energy use information, visit MyJacksonEMC.com

**JACKSON** Jackson EMC  
ELECTRIC MEMBERSHIP CORPORATION™ P.O. Box 38  
Jefferson, GA 30549-0038

ACCOUNT # 333333 BILLING DATE 02/11/2019  
CURRENT BILL AMOUNT \$236.00  
AMOUNT DUE BY 03/04/2019 \$236.00

MEMBER SERVICE | 7 a.m. - 7 p.m., M-F  
1-800-462-3691  
MyJacksonEMC.com

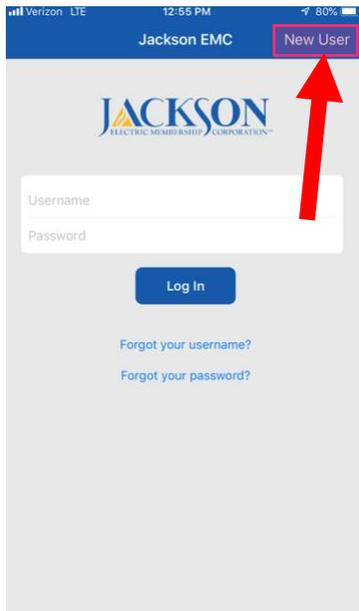
JOHN MEMBER  
1234 COOPERATIVE DR  
JEFFERSON GA

JACKSON EMC \*\*  
P.O. BOX 100  
JEFFERSON GA 30549-0100

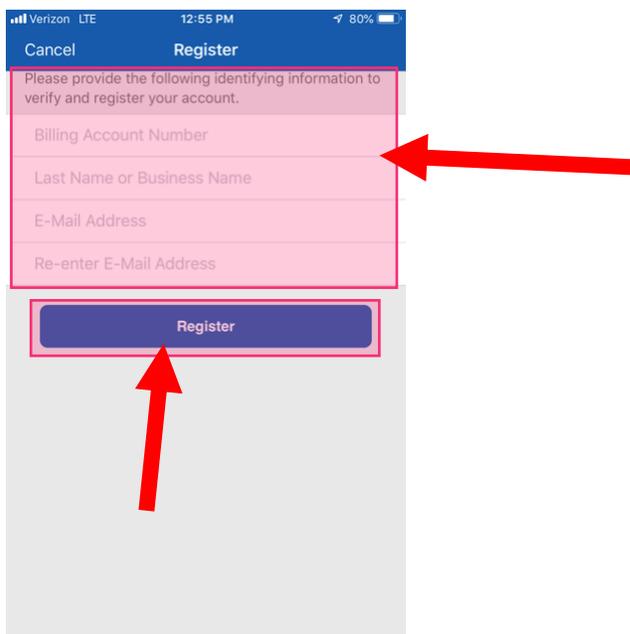
120830000616324000124900000126400010720193

Don't have a copy of your bill statement readily available? Please call 1-800-462-3691 to speak with a Jackson EMC representative who will be able to help you locate this information.

- When you have the required information available, **open the MyJacksonEMC app**. There, click on the link that says, “New User” in the top right corner.

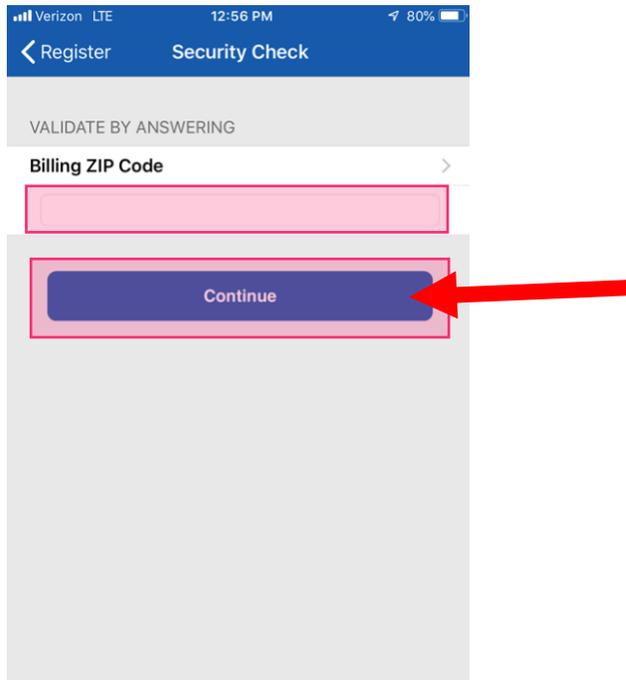


- This link will take you to the “New User Registration” form. Enter in the requested information. Hit “**Register.**” Remember: The email address that you enter here will be the email address you use to login to MyJacksonEMC, going forward.

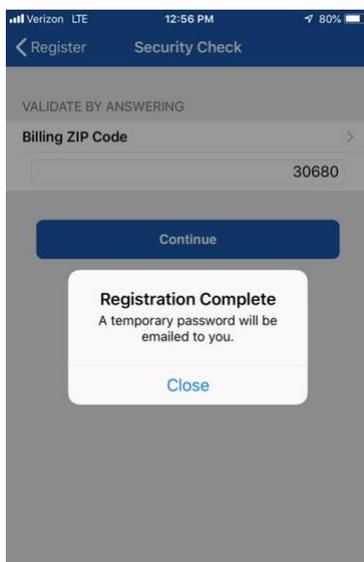


5. Once you hit “Register,” a security question will appear. **Click the option to choose between two questions.** Choose the one you would like to answer. The question options are as follows:
  - a. Last four digits of the account owner’s Social Security number or the Federal Tax ID (for businesses)
  - b. The billing ZIP code for the account

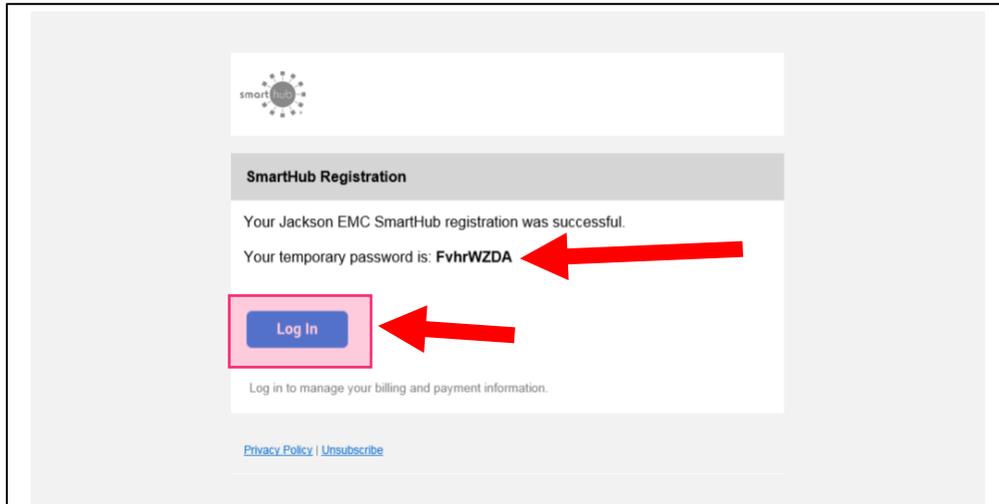
Enter that information in the box. When complete, select “**Continue.**”



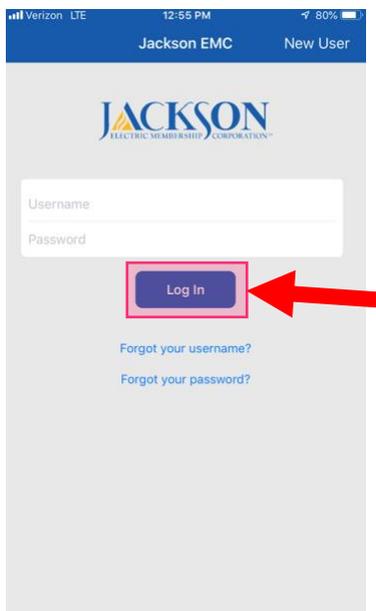
6. You will then get a screen that confirms your registration.



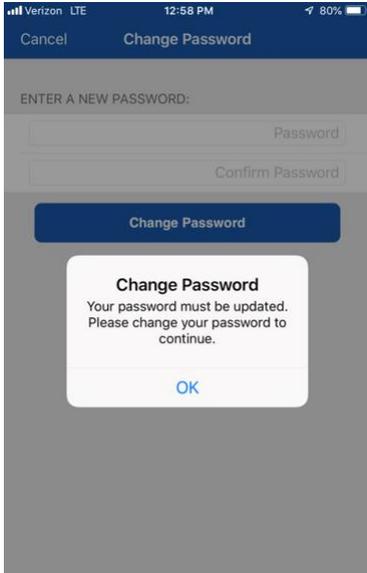
7. Check the inbox of the email address that you provided when registering for MyJacksonEMC. Note: Please be sure to check your email's junk mailbox.
8. Open the email and click on the **"Log In"** button. You'll need to log in using the temporary password in this email.



9. You'll then be brought to the MyJacksonEMC login page on the app. **Enter in the email address** you used to register and your **temporary password**. Click **"Login"** when ready.



10. Upon logging in, you will be asked to enter a new password. Be sure to record this somewhere, as this will be your password, going forward. Enter your new password and then select **“Change Password.”**



11. You will receive confirmation and will now be able to use the MyJacksonEMC app.

