

## Setting Up MyJacksonEMC Account: Website

1. 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.  
For businesses, you'll need your company's tax ID number.

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

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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: 1-800-245-4844

**JACKSON**  
ELECTRIC MEMBERSHIP CORPORATION

**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
01/12/19 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

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

JOHN MEMBER  
1234 COOPERATIVE DR  
JEFFERSON GA

120830000816124000124900000126400010720193

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.

2. When you have the required information available, visit MyJacksonEMC.com. There, you will see an Account Login section on the right-hand side of the screen. Click on the link that says, "New user? Register to use SmartHub!"

**Account Login**

E-mail:

Password:

**LOGIN**

[Can't access your account?](#)

[New user? Register to use SmartHub!](#)

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

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**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

4. Once you hit "Submit," a security question will appear. Click the **drop-down menu** to select which question 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 into the box marked **“Answer.”** You’ll need to click the box to **confirm** that you are **“not a robot.”** You will also need to **read and accept the “Terms and Conditions.”** When complete, select **“Submit.”**

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**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**

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

Last 4 Digits Of SSN Or Federal Tax ID (For Businesses)

I'm not a robot  reCAPTCHA  
Privacy - Terms

I accept the [Terms and Conditions](#)

- 5. You will then get a screen that confirms your registration.

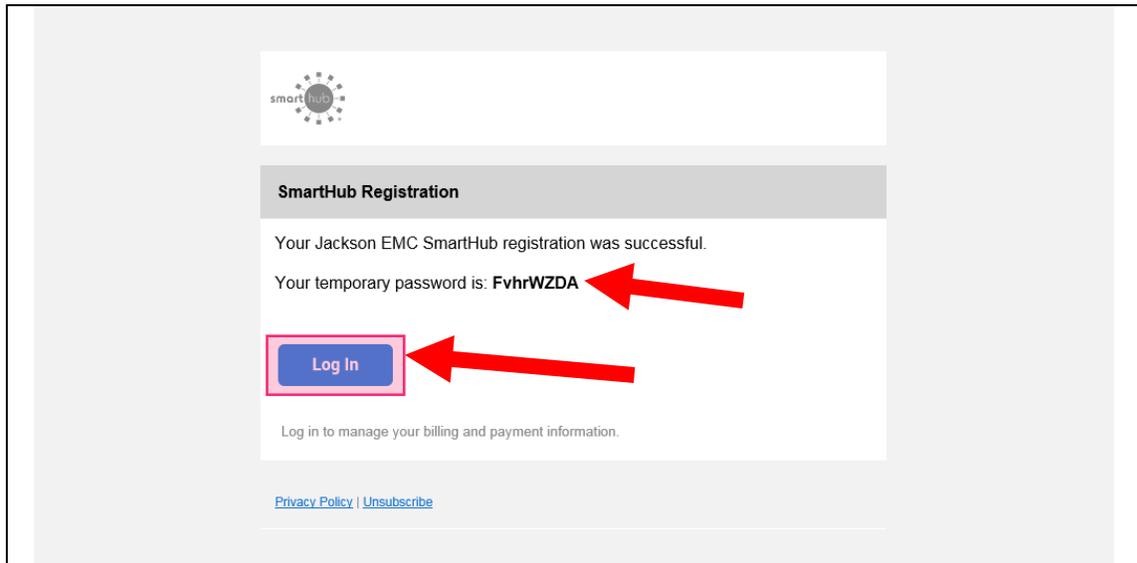
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**Congratulations!**

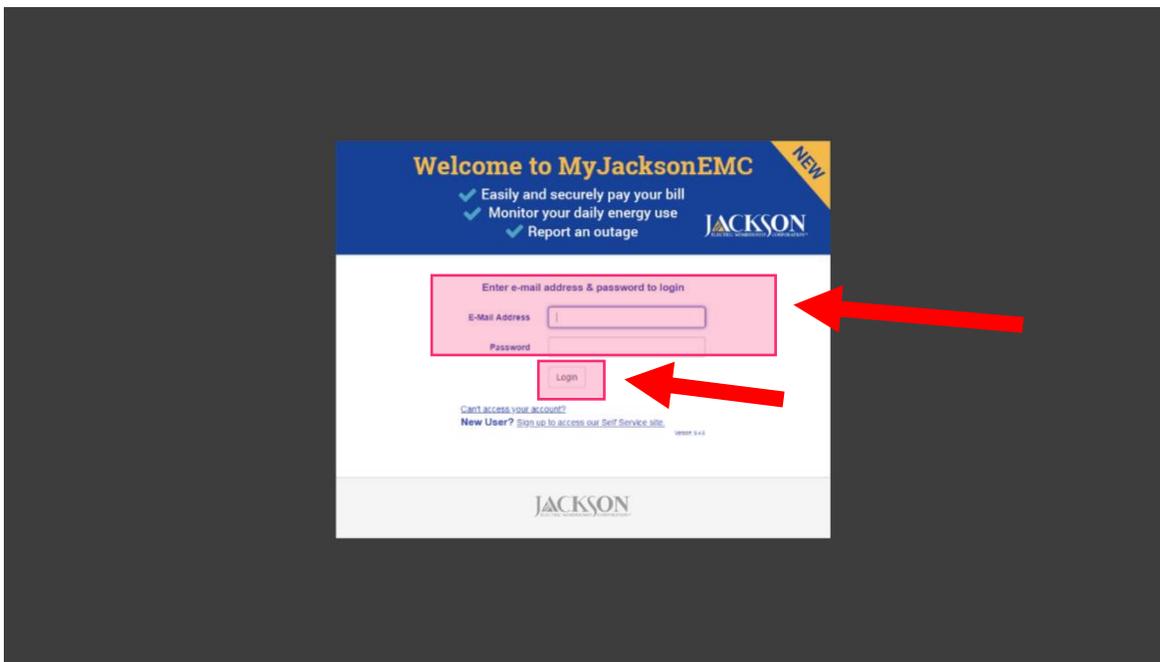
Your registration is complete. You will receive an e-mail with a temporary password.  
Use it to login and change your password.

- 6. 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.

7. Open the email and click on the **“Log In”** button. You’ll need to log in using the temporary password in this email.



8. You’ll then be brought to the MyJacksonEMC login page. **Enter in the email address** you used to register and your **temporary password**. Click **“Login”** when ready.



9. Upon logging in, you will be asked to change your password. **Choose a new password** and be sure to record it. This will be the password you use to access MyJacksonEMC, going forward.



**Please change your password**

E-Mail Address

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



10. Upon logging in, you will be asked if you would like to turn off paper bills. Choose “Yes” if you do not want to receive a paper bill in the mail or choose “No” if you want to receive paper bills. Hit **“Submit”** when you have made your selection. **Note:** If you were previously enrolled in paperless billing, you WILL have to enroll again.



**Paperless Bills**

Thank you for your selection. Your change has been completed.

Would you like to turn off paper bills?

Yes  No

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

