



Creating Your Online Account at gtlakes.com

- 1. Visit our website at gtlakes.com
- 2. Click on **ACCOUNT LOGIN**, located in the middle of your screen.
- 3. A log in box will appear. Click on New user? Sign up to access our Self Service site.
- 4. Enter your:
 - Billing Account Number leave out any dashes or other non-numerical characters
 - Last Name or Business last name of the account holder or the name of the business listed for this account
 - E-mail Address enter your e-mail address. Our records will be updated with this e-mail if GLE has a different e-mail on file.
 - Confirm E-mail Address re-enter your e-mail to confirm
- 5. Click Submit.
 - You will be asked a Security Question. Please select one of the questions from the dropdown (**Most Recent Bill Amount** or **Mailing Zip Code**) and type in your answer.
- 6. Check the **I'm not a robot** box. You'll have to select all images that match the description given. Click **Verify**.
- 7. Click Submit.
- 8. **Congratulations!** Your registration is complete. You will receive an e-mail from glenergy@smarthub.coop with a link to direct you to create a password.
- 9. From the e-mail, click on the link.
- 10.You'll be directed to gtlakes.com to create a password.
- 11. Please create a password and enter it again to confirm your password.
- 12. To log in, enter the e-mail address you registered with and the password you created.
- 13. Would you like to turn off paper bills? Select Yes or No. Click Submit. Note: all Truestream Fiber statements are paperless
- 14.Enter a Security Phrase (i.e., "You're More Than A Customer")
- 15. Click Save.
- 16. Great work! You are now logged into your Great Lakes Energy online account!

Feel free to contact us at 1-888-485-2537 if you need help creating your online account.





