SMART PREPAY CUSTOMER PORTAL USER GUIDE

Using the Customer Portal on
SMARTprepay.co.uk

yü

ENERGY

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1.1 LOG IN PROCESS

• Go to www.smart-prepay.co.uk

• Click on the Customer login button in the top right corner of the page.

• To log in, enter your account number and password which can be found on your initial prepay email.

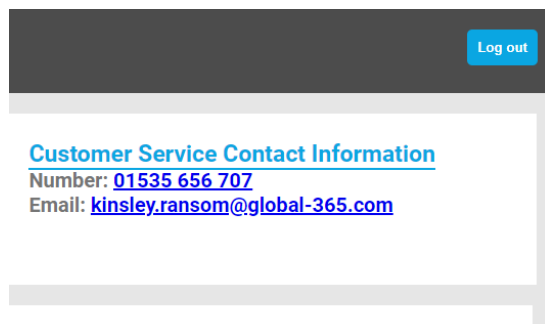• If you have forgotten your pasword, you can refresh it by clicking on the Forgot Password link.

Customer Login

SMARTprepay username

Password

Login

Forgot Password?

1.2 CHANGING YOUR PASSWORD

• The first time you login, you will be asked to change your password.

• To change your password at any other time, you can click on the arrow next to Username in the top right corner.

• Select Change Password.

• Enter your current password and then your new password.

• Once you select Change Password, a message will appear to confirm that it has been changed.

1.3 LOG OUT PROCESS

• To logout of the website, click the arrow next to your username on the top right corner of the page.

• Select Logout

• Once you have logged out, you will be taken back to the Customer Login page.

Log out

Customer Service Contact Information
Number: **01535 656 707**
Email: **kinsley.ransom@global-365.com**

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THE HOMEPAGE ALLOWS YOU TO:

• View your most recent transactions

• Add credit to your meter using a credit or debit card

• View any savings or debts you are contributing to

• View your nearest top-up location

2.1 UPDATING YOUR DETAILS

• Go to Your Details and select Edit Update Details.

• Enter the information that you wish to change.

• Once you have finished, click on Update to save the information.

• If you wish to cancel at any point, just press the X on the top right of the screen

YOUR DETAILS　　　　　　　　　　　　**Electricity**

Name

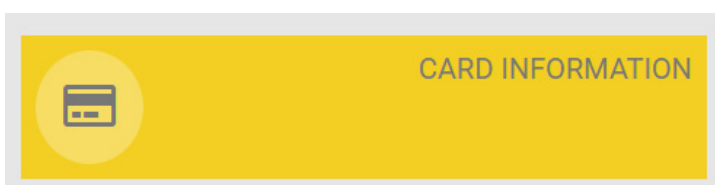**SMARTprepay account number**

Email

Postal Address

Update Details 👤

2.2 CARD INFORMATION

• Select Card Information to view all the cards you have on your account.

• If a card is due to expire, you will receive a message informing you that they will automatically renew.

CARD INFORMATION

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2.3 HOW TO TOP UP

• Click on the Top Up area and a pop up box will appear.

• Select the amount you wish to top up by and select Confirm Top Up.

• Enter your payment details into the page and then select Top Up.

• The amount will then be automatically added to your meter. If there is a problem at this stage, you will get a message to get in touch or to try again.

• Once the top up is complete you will be returned back to the home page where you can see the top up amount in the transactions list.
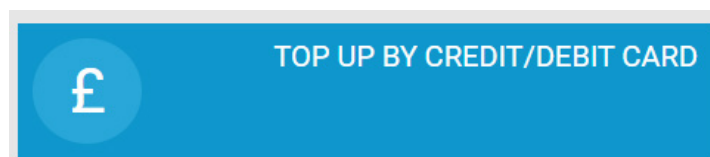
2.4 FUNDS SPLITTING

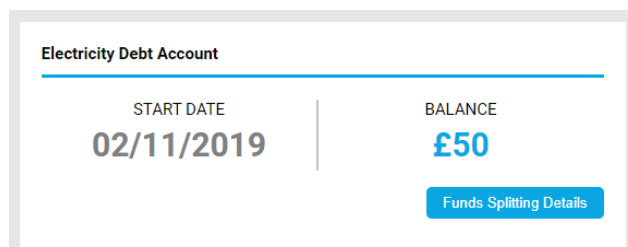Any Saving or Debt accounts that you pay in to are kept in this section. You can keep a maximum of 3 types of these accounts, which can be found beneath the Transactions section of the homepage.

• To view the requirements of the account and any account transactions, select Funds Split Details.

• A pop up will show the list of fund split details including; Account Name, Customer Name, Priority, Frequency & Amount or Percentage, Start Date, Balance and Actions.

• To display the data alphabetically, select the blue and grey arrows in the headings of the table.

• To view more data about the Fund Splitting Rule, select View in the table.

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2.5 VIEW OUTSTANDING BALANCE

Any Saving or Debt accounts that you pay in to are kept in this section. You can keep a maximum of 3 types of these accounts, which can be found beneath the Transactions section of the homepage.

• To view the requirements of the account and any account transactions, select Funds Split Details.

• To display the data alphabetically, select the blue and grey arrows in the headings of the table.

• To view more data about the Fund Splitting Rule, select View in the table.

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