

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.

