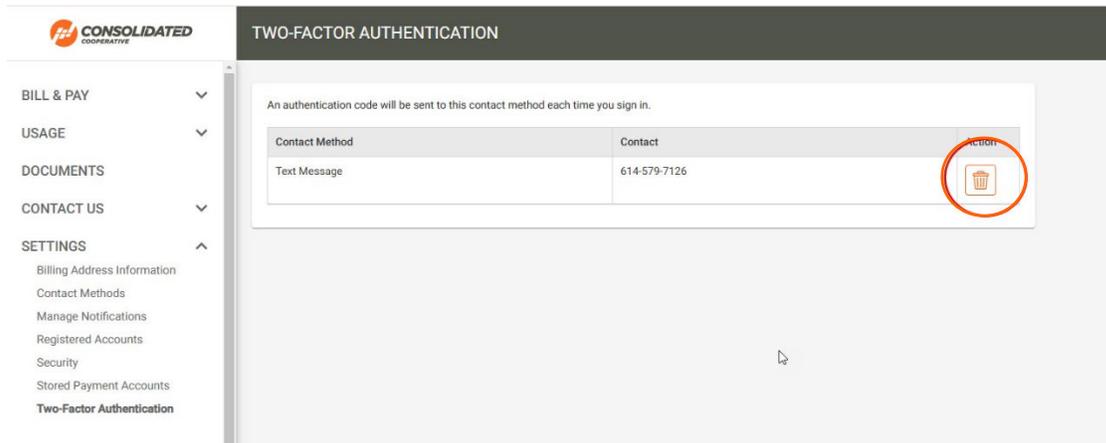


Removing Two-Factor Authentication

If you need to remove Two-Factor Authentication from your account or if you would like to set up a different method, log on to your SmartHub account using the method of Two-Factor Authentication you set up (text message or one-time code generator app).

Use the dropdown arrows to open the *Settings* menu on the left side of your screen. Select "Two-Factor Authentication" to open the Two-Factor Authentication screen. Click on the trashcan icon in the "Action" box to remove your chosen method of Two-Factor Authentication.



The screenshot displays the 'TWO-FACTOR AUTHENTICATION' settings page. On the left is a navigation menu with categories: BILL & PAY, USAGE, DOCUMENTS, CONTACT US, and SETTINGS. Under SETTINGS, 'Two-Factor Authentication' is selected. The main content area shows a table with the following data:

Contact Method	Contact	Action
Text Message	614-579-7126	

A red circle highlights the trashcan icon in the 'Action' column of the table. Above the table, a note states: 'An authentication code will be sent to this contact method each time you sign in.'