



**MID-OHIO ENERGY  
COOPERATIVE, INC.**  
A Touchstone Energy<sup>®</sup>  
Cooperative 

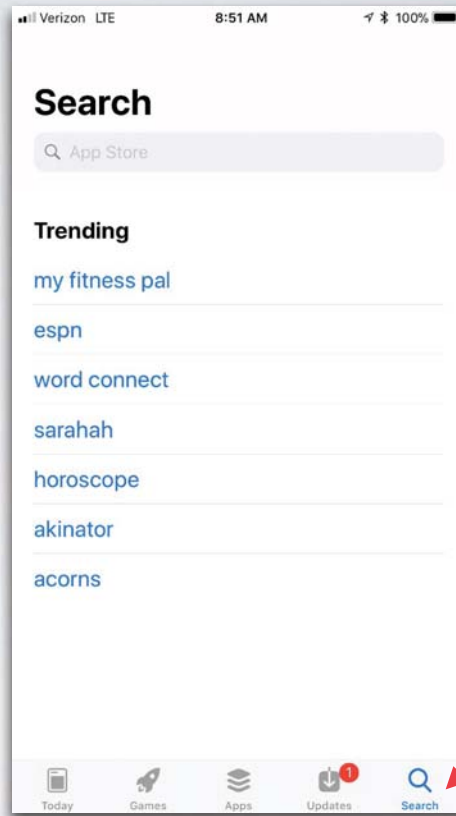
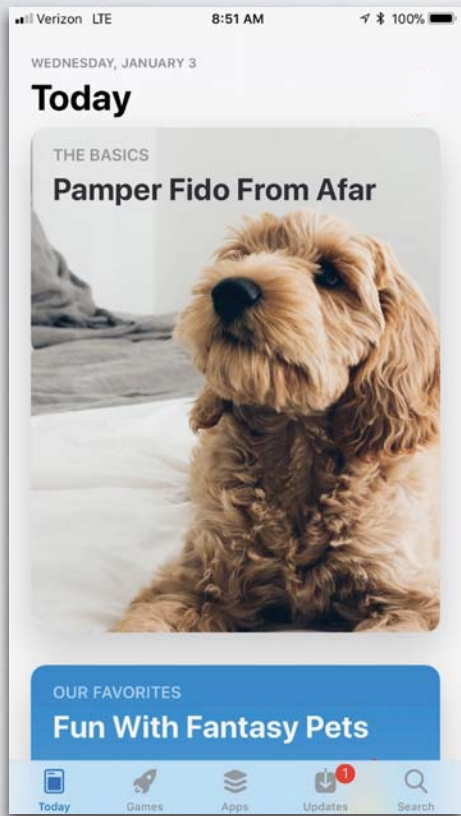


## ***Member App Guide***

# HOW TO DOWNLOAD THE MID-OHIO APP

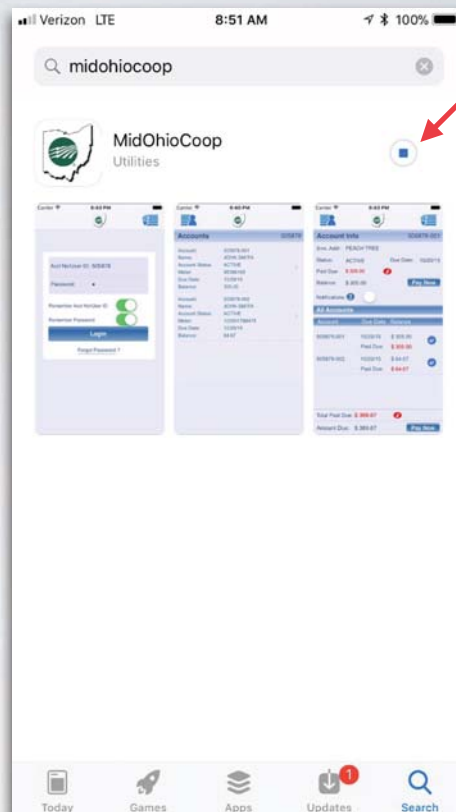
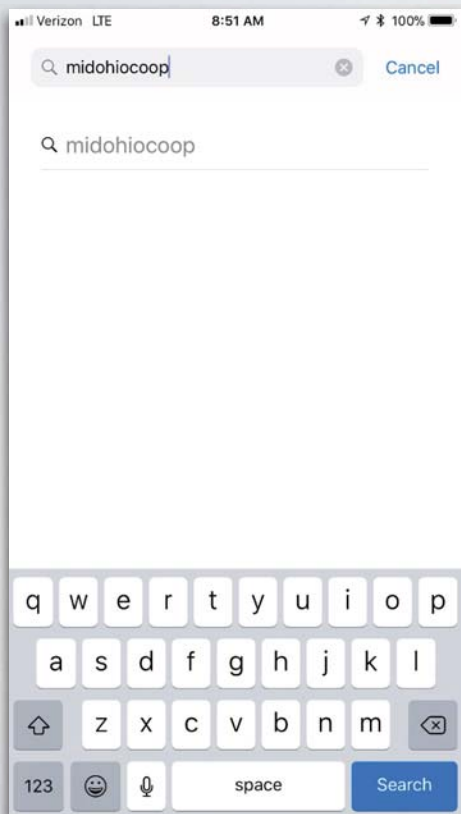
iPhone

1. FIND THE APP IN THE APP STORE



ONCE YOU ARE IN THE APP STORE, LOCATE THE SEARCH TAB IN THE BOTTOM RIGHT CORNER

2. ENTER **MIDOHIOCOOP** INTO THE SEARCH BAR

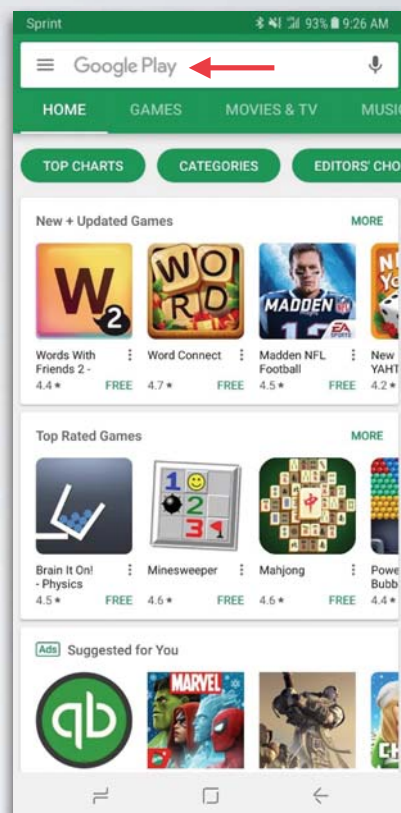
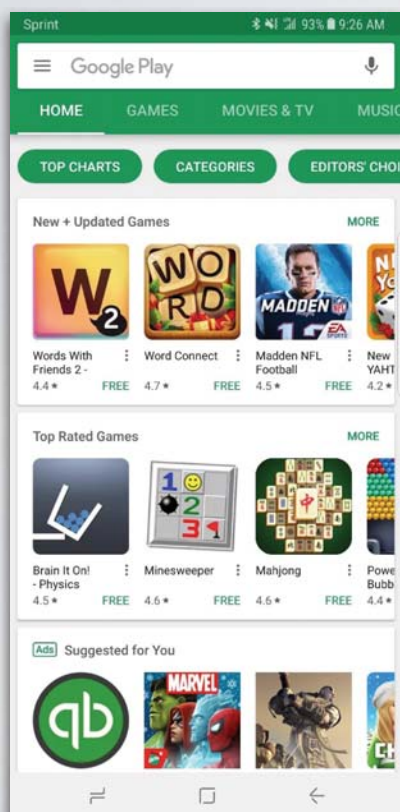


3. ONCE YOU FIND THE APP, TOUCH THE DOWNLOAD BUTTON AS SHOWN ABOVE. THE APP WILL DOWNLOAD TO YOUR DEVICE.

# HOW TO DOWNLOAD THE MID-OHIO APP

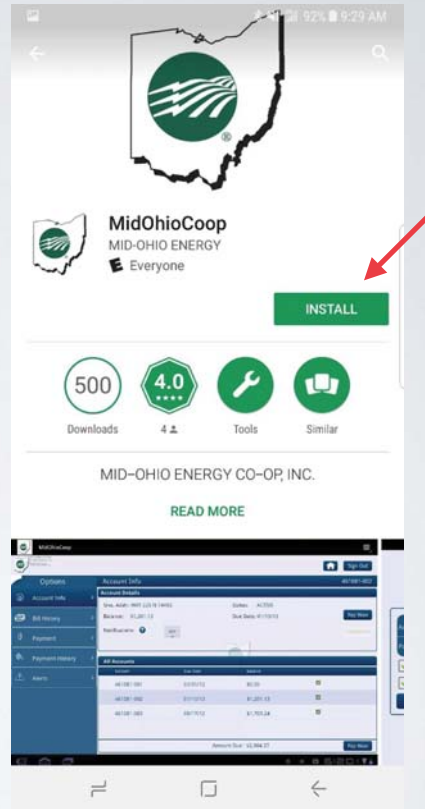
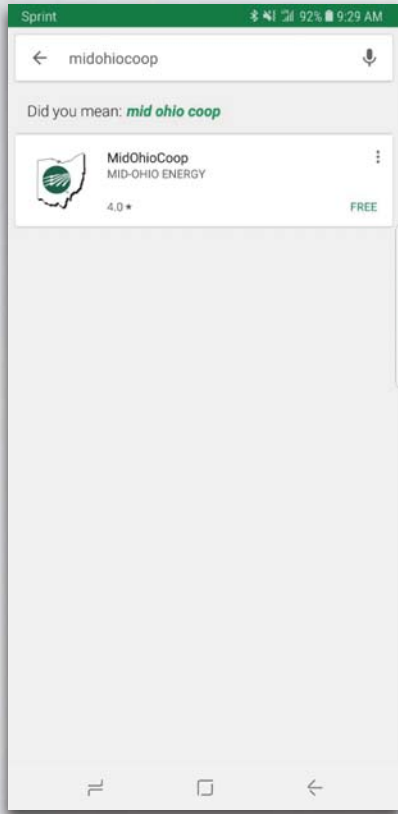
Android

## I. FIND THE APP IN THE GOOGLE PLAY STORE



ONCE YOU ARE IN THE GOOGLE PLAY STORE,  
USE THE SEARCH TAB AT THE TOP OF THE SCREEN

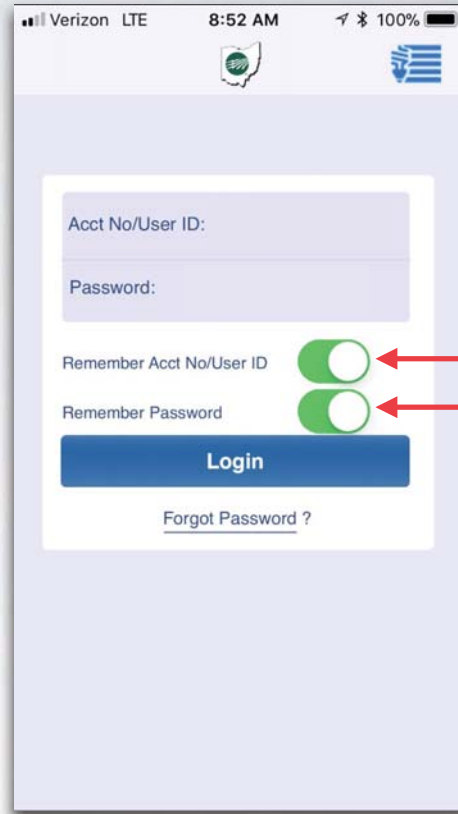
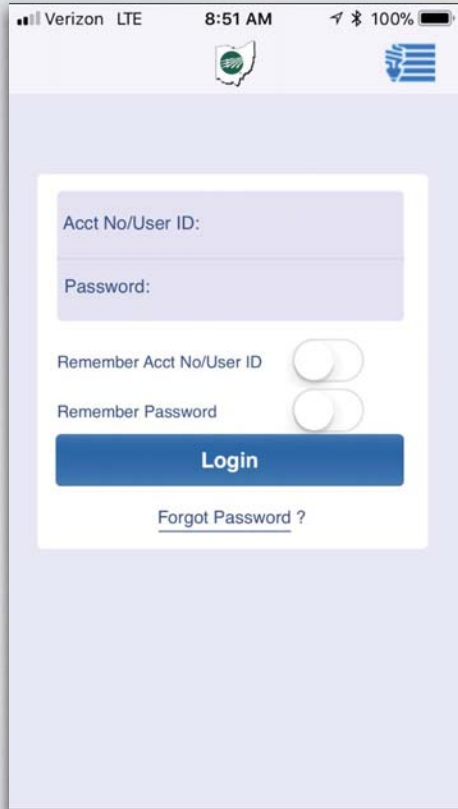
2. ENTER **MIDOHIOCOOP** INTO THE SEARCH BAR



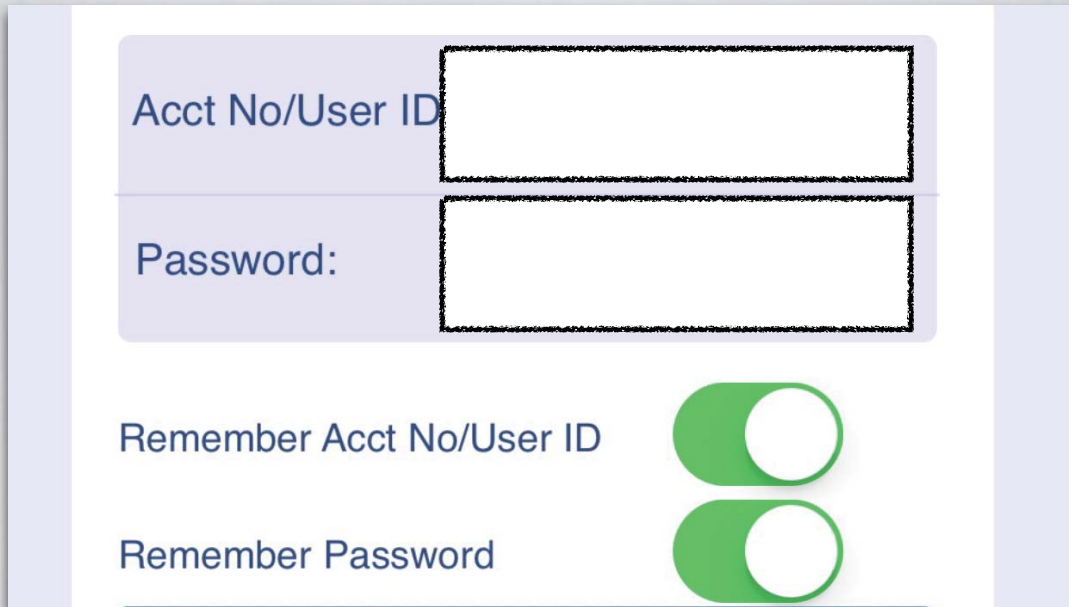
3. ONCE YOU LOCATE THE APP, TOUCH THE INSTALL BUTTON AS SHOWN ABOVE. THE APP WILL DOWNLOAD TO YOUR DEVICE.

# HOW TO LOG INTO THE APP

AFTER THE APP IS DOWNLOADED GO AHEAD AND OPEN IT UP. THIS IS THE SCREEN YOU WILL SEE



IF YOU DON'T WANT TO HAVE TO PUT YOUR USERNAME AND PASSWORD IN EVERY TIME BE SURE TO TURN THE REMEMBER BUTTON TO "ON"



ONCE THIS IS DONE JUST PUT YOUR USERNAME AND PASSWORD IN.

# USING THE APP

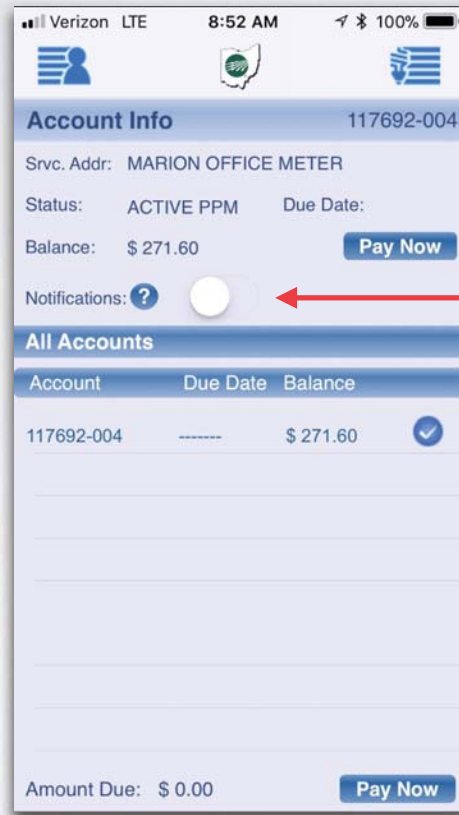
THESE ARE THE LISTS  
OF ACCOUNTS YOU HAVE



TO SHOW ALL ACCOUNT SLIDE  
THIS BUTTON

TOUCH HERE TO OPEN ACCOUNT  
INFORMATION

This is what you will see once you are logged in



TOUCH HERE TO PAY NOW  
TO RECEIVE NOTIFICATIONS  
ABOUT YOUR ACCOUNT  
SLIDE THIS BUTTON

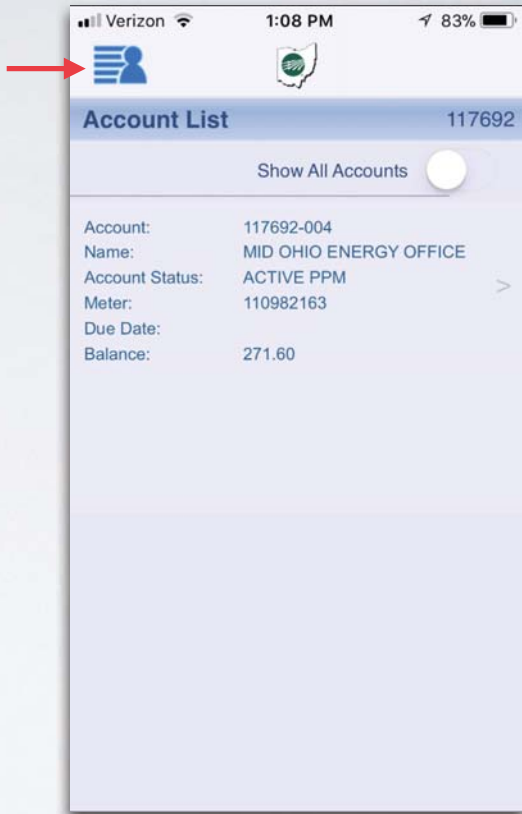
TOUCH HERE TO PAY FOR  
ALL ACCOUNTS

This is what you will see if you open Account Information

# USING THE APP

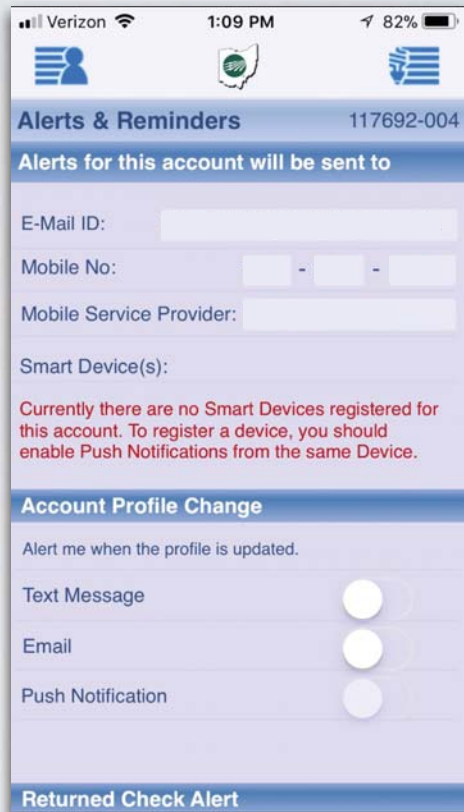
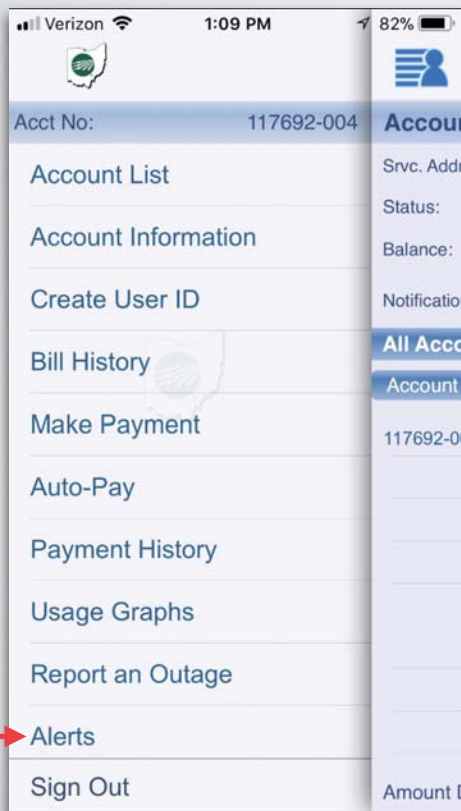
## Alerts

TO ACCESS YOUR ALERTS START ON THE HOME PAGE



ONCE YOU ARE IN THE APPS HOME PAGE TOUCH THE TOP LEFT CORNER WHERE THE RED ARROW IS

ONCE YOU DO THIS TOUCH ALERTS LOCATED ON THE BOTTOM LEFT



THIS IS WHAT YOU WILL SEE WHEN YOU HIT THE ALERT BUTTON. THERE ARE MANY OPTIONS TO ADD ALERTS TO DIFFERENT THINGS DEPENDING ON YOUR SET-UP JUST SCROLL THROUGH AND SELECT YOUR ALERTS.



## Account Profile Change

Alert me when the profile is updated.

Text Message



Email



Push Notification

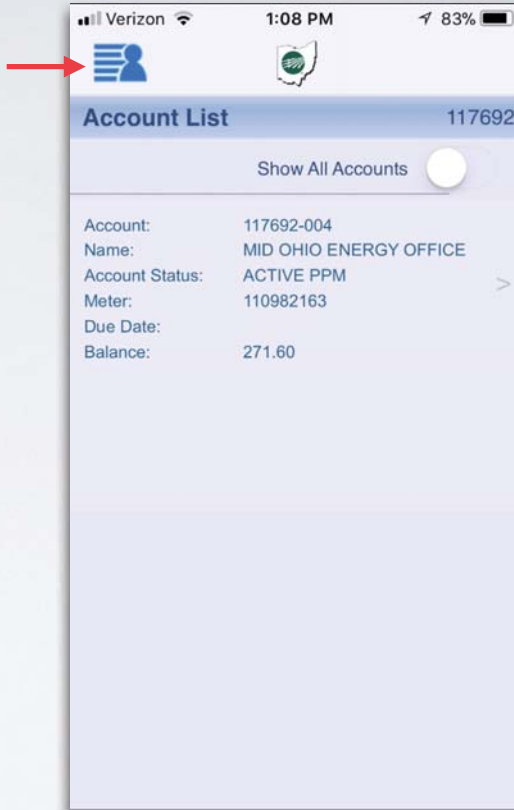


TO TURN OFF AND ON ALERTS JUST TOUCH THE BUTTON, WHEN IT IS GREEN IT MEANS THE ALERT IS ACTIVE

## USING THE APP

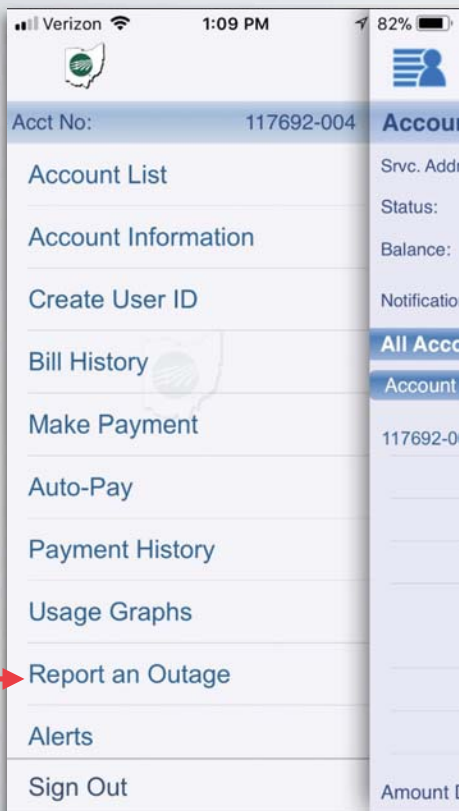
Outages

TO REPORT AN OUTAGE,  
START ON THE HOME SCREEN



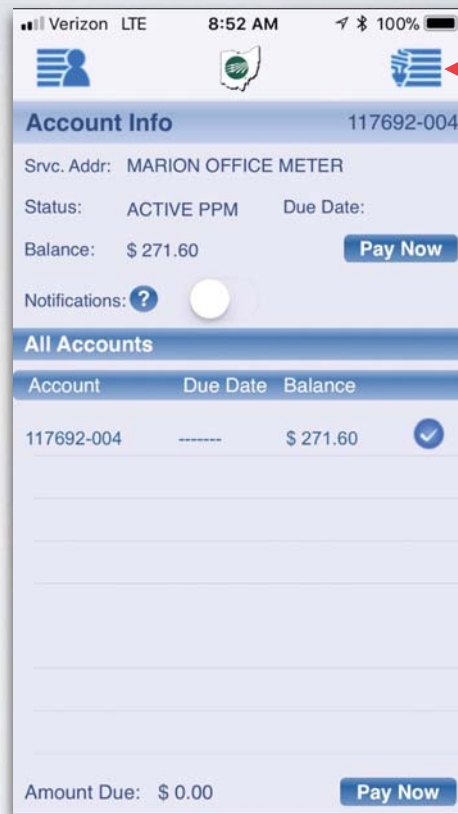
ONCE YOU ARE ON THE HOME SCREEN, TOUCH THE  
'FEATURES' ICON IN THE TOP LEFT CORNER

NEXT, SELECT REPORT AN OUTAGE  
LOCATED ON THE BOTTOM LEFT



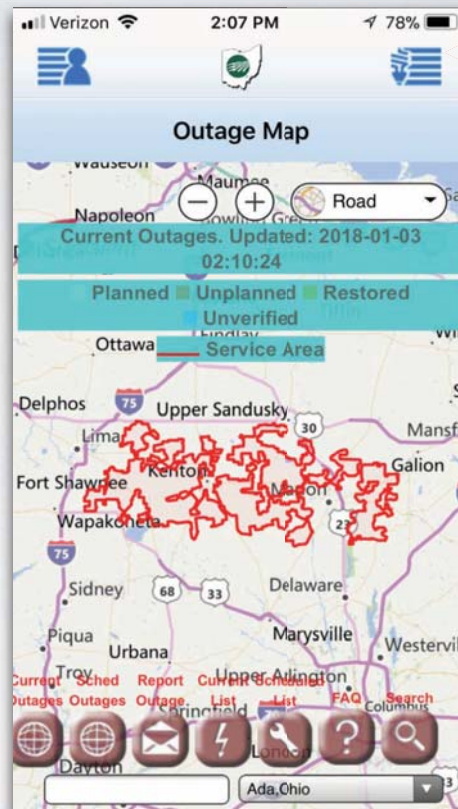
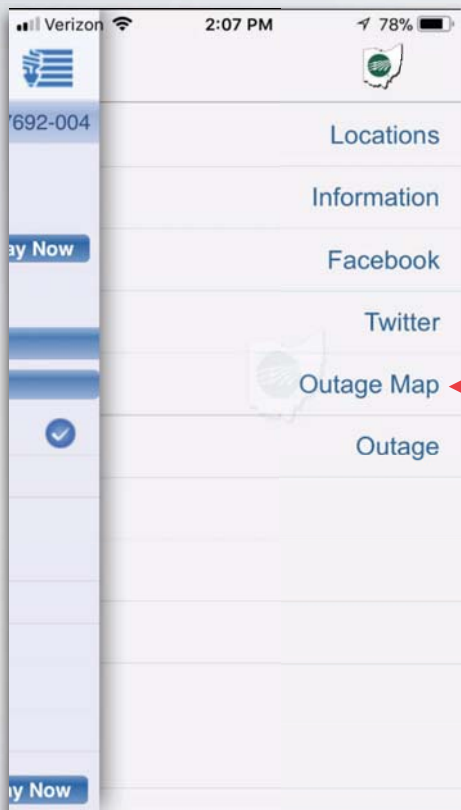
THIS IS WHAT YOU WILL SEE WHEN YOU HIT THE REPORT AN  
OUTAGE. PLEASE JUST PUT YOUR PHONE CONTACT, IF YOU  
CAN CONFIRM THE POWER OUTAGE, AND ANY COMMENTS  
YOU MAY HAVE ABOUT IT. FOR EXAMPLE, YOU SEE A TREE FELL  
ON THE POWER LINES BESIDE YOUR HOME.

TO VIEW A CURRENT OUTAGE MAP...  
 START ON THE HOME PAGE, TOUCH  
 WHERE THE RED ARROW IS TO VIEW DETAILS



ONCE YOU ARE IN THE APPS HOME PAGE, TOUCH THE  
 ICON IN THE TOP RIGHT CORNER

ONCE YOU TOUCH THE TOP RIGHT YOU WILL  
 SEE THIS MENU. TO ACCESS OUTAGES MAP  
 TOUCH OUTAGE MAP

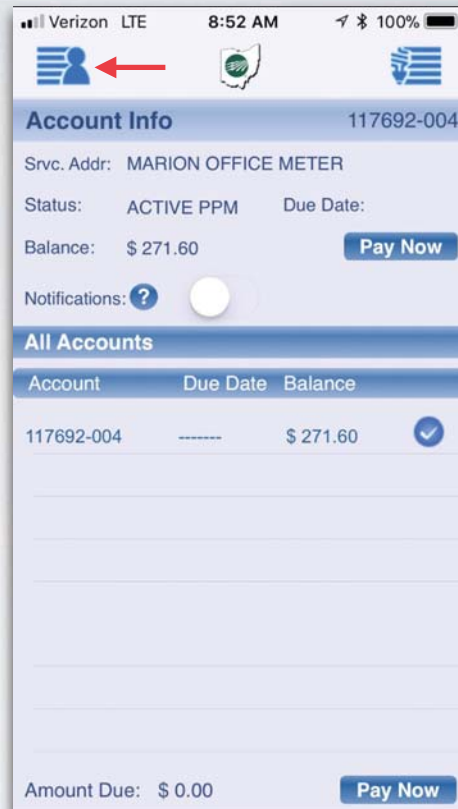
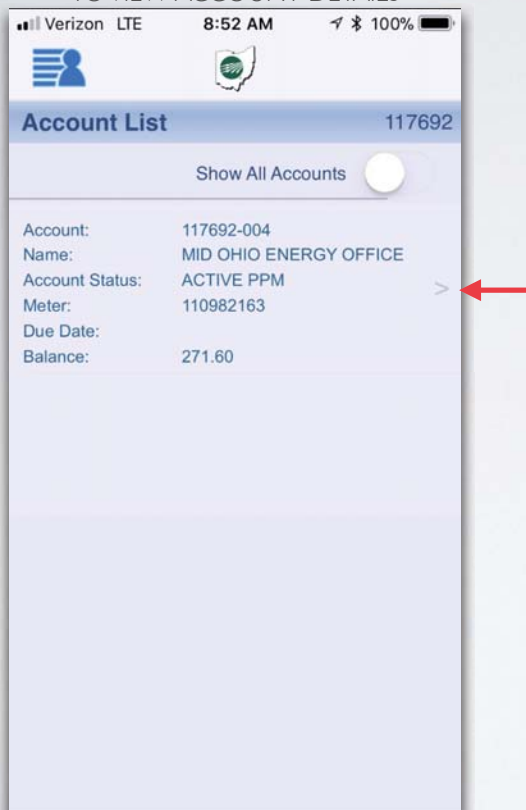


ONCE YOU OPEN THE OUTAGE MAP YOU CAN VIEW  
 WHERE OUTAGES IN THE AREA

# USING THE APP

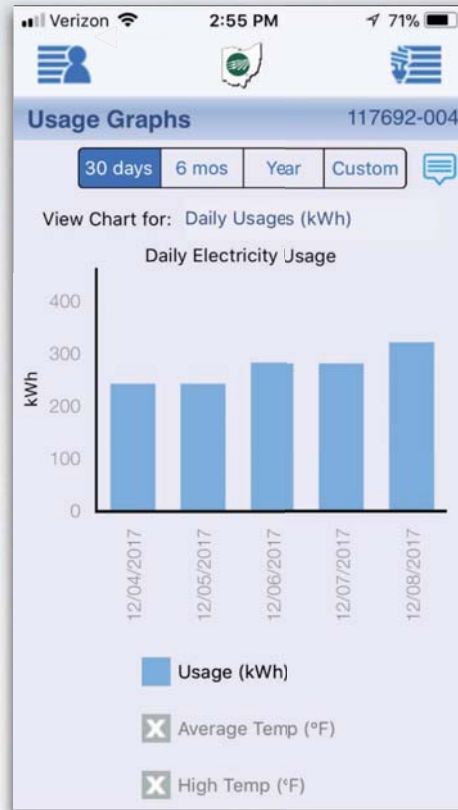
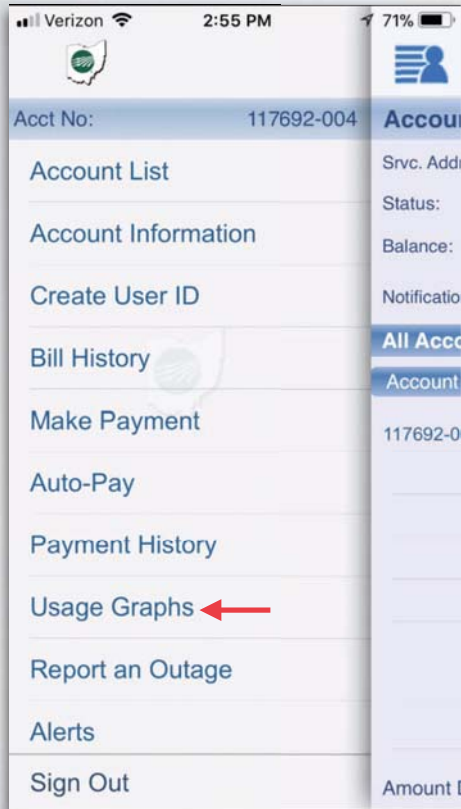
## Energy Use Data

TO VIEW USAGE DATA  
START ON THE HOME PAGE, TOUCH THE ARROW  
TO VIEW ACCOUNT DETAILS



ONCE YOU ARE IN THE APPS HOME PAGE, TOUCH THE  
TOP LEFT CORNER WHERE THE RED ARROW IS

ONCE YOU OPEN THE LIST , TOUCH USAGE GRAPHS WHERE THE RED ARROW IS LOCATED



THIS IS WHERE YOU CAN VIEW YOUR USAGE. TAP THE BAR FOR A GIVEN DATE TO DRILL DOWN TO HOURLY ENERGY USE DATA FOR THAT DAY.