

# Notifications 101

Step 1: Login to our online customer portal at: <https://billing.nrlp.appstate.edu>

The screenshot shows the login page for New River Light & Power. At the top left, the logo reads "New River Light & Power" and "Appalachian State University". A navigation bar contains "Home", "Sign Off", and "Contact Us". The main content area features a login form with "Email Address" and "Password" input fields, a "Login" button, and links for "Register now" and "Forgot your password? Click Here.". The footer includes copyright information for 2014, contact details for PO Box 1130, Boone, NC 28607, and a "LEGAL" link.

Step 2: Click on Notifications in the menu on the left:

The screenshot shows the customer portal menu. The header is the same as in the previous image. Below the header, a "Home" link is visible. A vertical menu on the left lists several options: "Account Summary", "Billing History", "Pay Online Now", "Payment History", "Usage History", "Draft Payment Options", "Account Management / Paperless", "Notifications" (highlighted in yellow), "Notifications Log", and "Sign Off". The footer contains the same copyright and contact information as the previous image.

**Step 3: Choose the account(s) from the dropdown you want to receive messages for:**

The screenshot shows the 'NOTIFICATIONS' section of the New River Light & Power website. A dropdown menu is open under 'Select Account', showing three options: 'Electric- [redacted] Winklers Cr Rd', 'Electric- [redacted] Longvue Dr', and 'Electric- [redacted] Winklers Cr Rd'. Below the dropdown, there is a 'Select A Message Type to Register' dropdown, a 'Register A New Address' section with an input field and a 'Register' button, and a 'Delete An Address' section with a dropdown and a 'Submit' button. A sidebar on the left contains links like 'Account Summary', 'Billing History', and 'Sign Off'. A top navigation bar includes 'Home', 'Sign Off', and 'Contact Us'.

**Step 4: Choose the Message Type from the dropdown:**

This screenshot shows the same 'NOTIFICATIONS' section as Step 3, but with the 'Select A Message Type to Register' dropdown menu open. The menu lists three options: 'Email', 'SMS', and 'Voice'. The 'Register A New Address' section is visible below, but the input field is empty. The rest of the page layout, including the sidebar and navigation bar, remains the same.

**Step 5: Enter the email/phone number you want to use for messages:**

The first screenshot shows the 'Register A New Address' section with the input field containing 'abcdefg@email.com' and a 'Register' button. The second screenshot shows the same section with the input field containing the phone number '1234567890' and a 'Register' button. Both screenshots include a help box on the right that reads: 'For NRLP Power Outage & Billing Alerts Help call 1-866-698-4287. Message and data rates may apply. 10 msgs/mo. Reply STOP to Cancel.'

**Step 6: Choose the messages you want to receive and options in the “Manage Your Notifications box at the bottom of the screen:**

**Manage Your Notifications**

	Type	Time	Subscribed	Not Subscribed
<b>Billing</b>			✓	✗
2 Day Due Date Reminder	(828) 773-████ SMS	12:00am to 11:59pm	<input type="radio"/>	<input type="radio"/>
7 Day Due Date Reminder	(828) 773-████ SMS	12:00am to 11:59pm	<input checked="" type="radio"/>	<input type="radio"/>
Bill Creation Notification	(828) 773-████ SMS	12:00am to 11:59pm	<input checked="" type="radio"/>	<input type="radio"/>
Cutoff Notification	(828) 773-████ SMS	12:00am to 11:59pm	<input checked="" type="radio"/>	<input type="radio"/>
<b>COOP Special Messaging</b>			✓	✗
Severe Weather	(828) 773-████ SMS	12:00am to 11:59pm	<input type="radio"/>	<input checked="" type="radio"/>
Special Alerts	(828) 773-████ SMS	12:00am to 11:59pm	<input type="radio"/>	<input checked="" type="radio"/>
<b>Inquiries and Requests</b>			✓	✗
Balance Inquiry				

Submit

Anytime you need to delete a number, use the Delete an Address dropdown in the middle of the page.

## NOTIFICATIONS

Select Account

### Select A Message Type to Register

### Register A New Address

For NRLP Power Outage & Billing Alerts Help call 1-866-698-4287. Message and data rates may apply. 10 msg/mo. Reply STOP to Cancel.

### Delete An Address

To see notifications sent to you, click on Notifications Log in the menu on the left and choose a date range. Click Submit to see the log:

# New River Light & Power

Appalachian State University

Home Sign Off Contact Us

Home > Notifications Log

## NOTIFICATIONS LOG

Select Account

Select a date range

Aug 2014

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Message	Status
Your notification subscription verification code is 64484. Reply NRP for help, STOP to Cancel. Msg and data Rates May Apply.	Successful
29-Jan-2014 - 12:23PM SMS TEST Special Alert Message	Successful
29-Jan-2014 - 12:24PM SMS TEST Severe Weather Message	Successful