

E-CARE CUSTOMER PORTAL

NEW NTS E-CARE CUSTOMER PORTAL

1 LOGIN SCREEN

Welcome to your new E-Care Customer Portal! We've made several enhancements to provide you with even better service.

- 1 **Register:** The first time that you access the new E-Care Portal, you will need to register with your Account ID and Code. This information can be found on the first page of your bill. Click "Register" to start.
- 2 **Forgot Your Password?** If you have already registered but have forgotten your password, click the "Reset Password" button. You will need to provide your email, Account ID and security question answer in order to reset your password.

QUICK REFERENCE GUIDE

2 WELCOME TAB

Here you can find helpful information about your account and easily access other areas of the E-Care Customer Portal:

- 3 Your **Account ID** and **Name** on your account
- 4 Your total balance due and due date
- 5 You can enroll in auto pay and change your invoice delivery settings to paperless billing
- 6 Several Quick Links including **View Payment History**, **Report a Problem**, **How to Read Your Bill**, and more

3 INVOICE & PAYMENTS TAB

Here you can find helpful information about your current NTS bill as well as set up:

- 7 See your current balance and **Pay Now** with one click
- 8 View past payments and invoices

4 SERVICES TAB

Here you can view all the NTS services you subscribe to.

5 PROFILE TAB

Here you can view and edit your profile information:

- 9 View and edit your login information and password as well as update your contact information
- 10 Add additional contacts to your account

6 INBOX TAB

Here you will find important messages from NTS letting you know when your bill is ready to view, when your payment is due and more!

