E-CARE CUSTOMER PORTAL



NEW NTS E-CARE CUSTOMER PORTAL

LOGIN SCREEN

1

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.
- Porgot 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 guestion answer in order to reset your password.

QUICK REFERENCE GUIDE

WELCOME TAB

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

- Your Account ID and Name on your account
- Your total balance due and due date
- 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

INVOICE & PAYMENTS TAB

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

- See your current balance and Pay Now with one click
- (B) View past payments and invoices

3

SERVICES TAB

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



PROFILE TAB

- Here you can view and edit your profile information: • View and edit your login information and password as well as update your contact information
- 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!

Welco	ome	Invoice & Payments	Services	Usage Analysis	Profile •	Inbox			
Email Int	box					Quick Links			
Filter									
Email Me	essages (1)			📴 🕸 🔶 🚳	View pa			
Subject			Email Address	Created Time	► View/e				
						View la			



► Viet	w Details	Fiber Inter	net Services	Internet	JOHN SMI 123 MAIN LUBBOCK	ST TX 79000	Active
Welcome	Invoice	& Payments	Services	Usage	Analysis 5	Profile	Active
Security Informatio	n					Quick Links	
Login: Password: Secret Question: Secret Answer: View/edit securi	JSMITH [.] ********	****				Make a paymert View payment View/edit paym View latest invo View past invoi	his ne pic
Contact Information Name: Email Address: View/edit conta	JOHN SI johnsm	Stop your pape View unbilled u Report a proble Add a Profile	ISa				
Additional Contacts	(1)	(How To Read Y				
Add	Detail		Prima	tion Service	Туре	Return to NTS	~1
Edit Delete	(806)	123-4567		land karan	Phone		1