

# MINTA SELF CARE - FAQs



Dear Customer,

Here are few Frequently Asked Questions that we have come across regarding our MINTA Self Care while helping our valuable customers with their queries. Listed below is a step-by-step process to answer any common questions to help ease our customers navigating the MINTA Self Care.

## **1. HOW DO I GET MY MINTA SELF CARE USERNAME AND PASSWORD?**

Your MINTA Self Care Username and Password can be retrieved from our NTA Facility. You will be required to provide valid proof of identification, phone number, and E-Mail address. You will then receive an E-Mail with your Login Password and Username credentials. You can also call the Customer Care Service and retrieve your MINTA Self Care credentials by verifying relevant details regarding your account.

(Cont'd on Page 2)

## 2. HOW DO I LOGIN TO MY SELF CARE ACCOUNT?

To login to your MINTA Self Care account, enter the following link into your web browser's address bar: ***https://my.nta.mh***

Enter your Username and Password credentials in the proper fields. If you are logging in for the first time, you will be prompted to change your temporary password to one of your personal choosing.

Please refer to the screenshot on below for a visual representation of the login page.

Log in

a\_12345

.....

**Sign in**

[Forgot Password?](#)

IAKWE and Welcome to NTA Web Self Care

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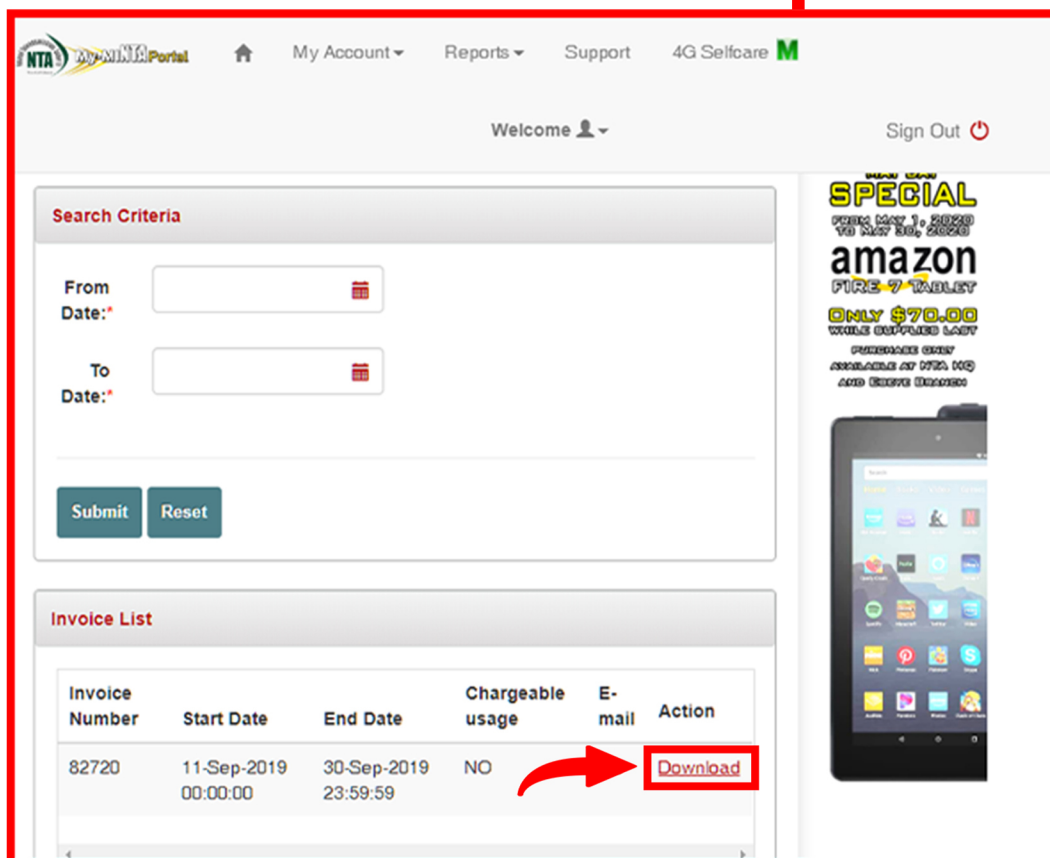
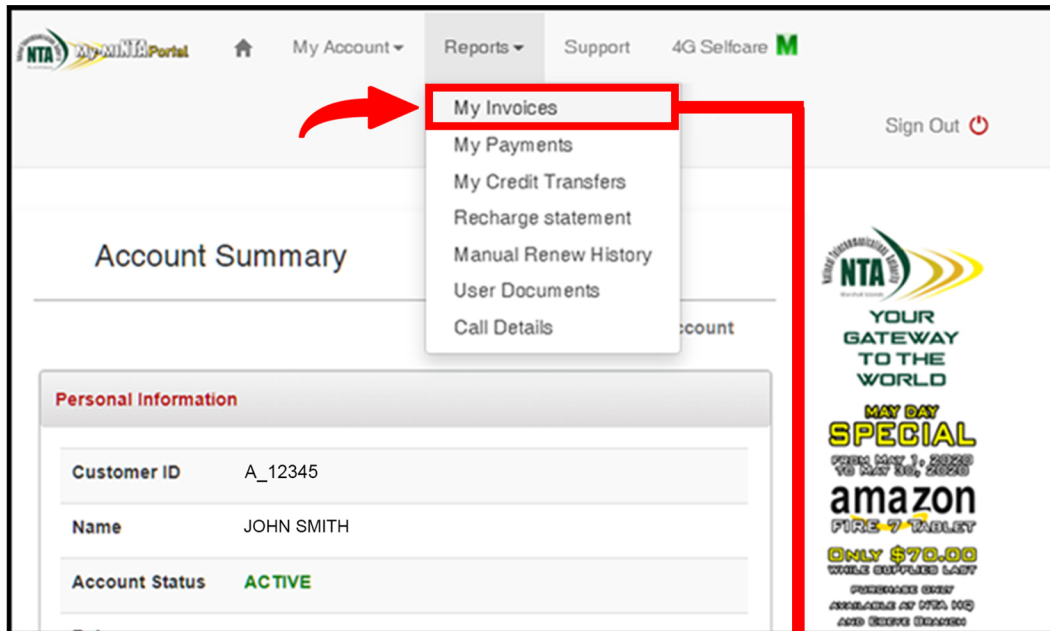
- Check voice and data usage
- View your bills and payments
- Transfer Credits
- Purchase Offers
- Account TopUps

And much more!

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### 3. WHERE CAN I FIND MY INVOICES IF I HAVE A POSTPAID ACCOUNT?

To find your invoices, navigate to **Reports > My Invoices** at the top menu bar. Click **Download** next to the desired invoice number to download for viewing.



## 4. HOW DO I ACCESS CHILD ACCOUNTS?

If you have multiple accounts, all charges for the services (on Parent/Child accounts) reflect in the invoice generated on the Parent account. You can login to your Parent account to check charges for both the Parent and Child accounts.

To check the summaries and invoices of Child accounts, navigate to the Account Summary Page of the Parent account, click the **Linked Account** dropdown menu, and select the appropriate Child account in the revealing menu.

NTA My NTA Portal

My Account ▾ Reports ▾ Support 4G Selfcare M

Welcome ▾ Sign Out 🔌

### Account Summary

**Personal Information**

Customer ID	A_12345
Name	JOHN SMITH
Account Status	ACTIVE
Balance	\$
Advance Payment	\$ 0

**Linked Account**

- P\_1604 ⚙️
- P\_1682 ⚙️
- P\_1770 ⚙️
- P\_1844 ⚙️
- P\_1927 ⚙️
- P\_1996 ⚙️
- P\_2018 ⚙️
- P\_2220 ⚙️

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## 5. HOW DO I CHECK MY CALL DETAILS ON MINTA SELF CARE?

To check your call details, navigate to **Reports > Call Details** at the top menu bar.

If your Landline Service is also on the Parent account, you will also be able to view its call history and details as well. If your Landline Service is under a Child account, navigate to the appropriate Child account, using the method from FAQ #4 above: **4. HOW DO I ACCESS CHILD ACCOUNTS?**

The screenshot shows the NTA MINTA Portal interface. The top navigation bar includes 'My Account', 'Reports', 'Support', and '4G Selfcare'. A dropdown menu is open under 'Reports', with 'Call Details' highlighted in a red box. Below the menu, there are search criteria fields for 'From Date' and 'To Date', and 'Submit' and 'Reset' buttons. The 'Call Details' table is also highlighted in a red box. The table has the following data:

Subscriber ID	Service type	Event Type	Calling Party Number	Called Party Number	Called Station ID	Call Start Time	Call End Time	Call Charge	Durat
B_12345	PSTN		6926250000	6924550000		2020-01-01	2020-01-01	X.XX	
B_12345	PSTN		6926250000	6924550000		2020-01-01	2020-01-01	X.XX	

## 6. HOW DO I MAKE A PAYMENT FOR MY INVOICE?

We have provided the option to make online payments by using your MINTA Self Care account. To make an online payment, navigate to **My Account > Make Payment** at the top menu bar, or click on **Make Payment** on the left vertical menu (desktop mode only). Payments made will always be against the total balance on the account. You will then be directed to the 'Post Amount' menu. You can choose to make a payment for either yourself (**Self**) or another customer (**Other Customer**). Select either option and you will be directed to the 'Online Payment' menu. Enter the dollar amount in the XX.XX format and click the **Make Payment** button. You will then be externally redirected to the PayPal Payment Gateway for payment processing. **(PayPal ACCOUNT REQUIRED)**

The image consists of three screenshots of the My-MINTA Portal interface, illustrating the steps to make a payment. Red and orange arrows highlight the navigation path.


**Top Screenshot:** Shows the 'My Account' dropdown menu with 'Make Payment' selected. The 'Account Summary' page displays the account name 'JOHN SMITH', status 'ACTIVE', and a balance of '\$ 0.00'. A red circle highlights the balance.

**Middle Screenshot:** Shows the 'Post Amount' page with two options: 'Self' and 'Other Customer'. Orange arrows point to both options.

**Bottom Screenshot:** Shows the 'Online Payment' page with a 'Select payment method' dropdown set to 'Pay Online'. A text input field contains 'X.XX' and a dollar sign. A red circle highlights the input field and the 'Make Payment' button below it.

## 7. I AM UNABLE TO UNDERSTAND THE FORMAT OF POSTPAID INVOICES. CAN YOU HELP ME UNDERSTAND THE FORMAT?

Postpaid invoices contain information on the Parent account. Below are the descriptions for each section and entry in the Postpaid invoices.

MI NATIONAL TELECOMMUNICATIONS AUTHORITY		Invoice			
		PO Box: 1169 Majuro, Marshall Islands 96960 Tel: (692) 625-3618 / 3676 / 9876 Fax: (692) 625-3388			
JOHN SMITH PO BOX 1234 TOWN Majuro Marshall Islands 96960 Phone: 6924550000 Email: jsmith@email.com		Invoice Date: 01/01/2020 <b>1.</b> Customer Number: A_12345 Mobile Number: 6924550000 Invoice Number: 123456 Your Plan Name: Plan A			
Type Of Charge	ServiceIdentifier	Description	Price	Quantity	Amount
Service Period Fee	6926253782	Recurring fee for dates 05/01/20 - 06/01/20 (Landline - Cell Blocking).	\$ 2.00	1	\$ 2.00
Service Period Fee	6926253782_1	Recurring fee for dates 05/01/20 - 06/01/20 (LeasedLine_3mbps).	\$ 600.00	1	\$ 600.00
Service Period Fee	6926253782_2	Recurring fee for dates 05/01/20 - 06/01/20 (LeasedLine_3mbps).	\$ 600.00	1	\$ 600.00
Service Period Fee	6926253782	Recurring fee for dates 05/01/20 - 06/01/20 (Local Loop Service 1mbps).	\$ 750.00	1	\$ 750.00
Service Period Fee	6926253782	Recurring fee for dates 05/01/20 - 06/01/20 (PSTN_Business_Line).	\$ 30.00	1	\$ 30.00
Transfer to Parent Acct.		For User P_10210 (Invoice 335540)	\$ 30.00	1	\$ 30.00
Transfer to Parent Acct.		For User P_10211 (Invoice 335541)	\$ 395.80	1	\$ 395.80
Transfer to Parent Acct.		For User P_11067 (Invoice 335543)	\$ 30.10	1	\$ 30.10
Transfer to Parent Acct.		For User P_13966 (Invoice 335544)	\$ 30.00	1	\$ 30.00
Transfer to Parent Acct.		For User P_17763 (Invoice 335546)	\$ 74.95	1	\$ 74.95
Transfer to Parent Acct.		For User P_18794 (Invoice 335549)	\$ 74.95	1	\$ 74.95
Transfer to Parent Acct.		For User P_5655 (Invoice 335442)	\$ 165.60	1	\$ 165.60
Transfer to Parent Acct.		For User P_5658 (Invoice 335443)	\$ 271.40	1	\$ 271.40
Transfer to Parent Acct.		For User P_5661 (Invoice 335465)	\$ 215.20	1	\$ 215.20
Transfer to Parent Acct.		For User P_5663 (Invoice 335479)	\$ 30.00	1	\$ 30.00
Transfer to Parent Acct.		For User P_5664 (Invoice 335480)	\$ 315.50	1	\$ 315.50
Transfer to Parent Acct.		For User P_5665 (Invoice 335514)	\$ 69.50	1	\$ 69.50
Transfer to Parent Acct.		For User P_5667 (Invoice 335519)	\$ 71.45	1	\$ 71.45
Transfer to Parent Acct.		For User P_5668 (Invoice 335522)	\$ 32.00	1	\$ 32.00
Transfer to Parent Acct.		For User P_5669 (Invoice 335525)	\$ 46.30	1	\$ 46.30
Transfer to Parent Acct.		For User P_5670 (Invoice 335526)	\$ 32.00	1	\$ 32.00
Transfer to Parent Acct.		For User P_5672 (Invoice 335528)	\$ 32.00	1	\$ 32.00
Transfer to Parent Acct.		For User P_5673 (Invoice 335531)	\$ 165.60	1	\$ 165.60
Transfer to Parent Acct.		For User P_5674 (Invoice 335532)	\$ 32.00	1	\$ 32.00
Transfer to Parent Acct.		For User P_5675 (Invoice 335534)	\$ 38.25	1	\$ 38.25
Transfer to Parent Acct.		For User P_5676 (Invoice 335536)	\$ 32.00	1	\$ 32.00
-Parent Account Voice Call Charges					\$ 0.00
-Parent Account SMS Charges					\$ 0.00
-Parent Account Data Charges					\$ 0.00
			<b>5.</b> TOTAL:		\$ 4166.60
Balance Forwarded as of 31-May-2020					\$ 22473.40
Payment Received During May 2020					\$ 4546.95
Balance Past Due On 31-May-2020					\$ 17926.45
Total New Charges					\$ 4166.60

1. Customer Number is the **UserID** of the Parent Account for MINTA Self Care Login.

2. **Service Period Fee** represents recurring charges for services on the Parent account only.

3. **Transfer from Parent Acct.** represents the complete charges from Child accounts which includes the recurring charges for services on the Child account, plus usage for Child account (if the Child account has PSTN or PBX service).

4. **Parent Account Voice Call Charges** represents the usage amount for the call made by PSTN/PBX NUMBERS Present only on Parent account. **Parent Account SMS Charges** and **Parent Account Data Charges** represent texting and internet data (4G) charges respectively.

5. **Total** shows the combined invoice amount for the billing period for the Parent account as well as Child accounts under it.

**Total Due** \$ 22093.05

Please return this portion with payment.



MI National Telecommunications Authority  
PO Box: 1169  
Majuro, Marshall Islands 96960  
Tel: (692) 625-3618 / 3676 / 9876  
Fax: (692) 625-3388

**Payment Slip**

**Pay by mail**

Post this portion with your check or credit card details to:  
PO Box 1169, Majuro, Marshall Islands 96960

Due Date : 25-Jun-2020  
Please Pay this Amount : 22093.05

**Pay by wire**

Remit to Bank of Guam, ABA# 121405115  
NTA Account #: 2505-100225

Customer Number : A\_12345  
Invoice Number : 339229  
Bill up to : 31-May-2020

**Pay in person**

Please bring the payment slip to the NTA Headquarter building or any BOMI Branch

Total Amount Due : Amount Enclosed

\$ **6.** 22093.05

Usage From: May 1, 2020 To: May 31, 2020

SERVICE IDENTIFIER	CALL TYPE	TOTAL CALL MINUTES	CALLCHARGE
6923293006	LOCAL -Mobile	199.42	\$ 22.3
6923293009	LOCAL -Mobile	43.95	\$ 4.8
6923293341	NDD -Landline	5.52	\$ 3.5
6923293341	NDD -Mobile	71.7	\$ 7.6
6923293341	LOCAL -Mobile	12.83	\$ 1.8
6923294402	Terminating Calls	89.25	\$ 0
6923294402	Directory Service	36.63	\$ 0
6923294402	NDD -Landline	548.93	\$ 291
6923294402	NDD -Mobile	214.17	\$ 23.5
6923294402	LOCAL -Mobile	497.53	\$ 62.1
6923294403	Terminating Calls	10.5	\$ 0
6923294403	Directory Service	0.52	\$ 0
6923294403	NDD -Landline	19.87	\$ 12
6923294403	NDD -Mobile	34.42	\$ 3.9
6923294403	LOCAL -Mobile	31.48	\$ 4.8
6923294426	Terminating Calls	1.48	\$ 0
6923294426	Directory Service	0.35	\$ 0
6923294426	NDD -Landline	13.67	\$ 13
6923294426	NDD -Mobile	58.27	\$ 6.6
6923294426	LOCAL -Mobile	230.25	\$ 26.2
6923294427	NDD -Landline	23.65	\$ 13.5
6923294427	NDD -Mobile	41.05	\$ 4.6
6923294427	LOCAL -Mobile	71.98	\$ 9.1
6923299478	LOCAL -Mobile	24.02	\$ 3.1
6926251181	IDD(Peak & Off-Peak)	10.67	\$ 13.75
6926251181	LOCAL -Mobile	0.23	\$ 0.2
6926251185	LOCAL -Mobile	4.32	\$ 0.6
6926251411	Terminating Calls	0.92	\$ 0
6926251411	Directory Service	2.32	\$ 0
6926252273	IDD(Peak & Off-Peak)	5.78	\$ 7.5
6926253618	Terminating Calls	0.23	\$ 0
6926253618	LOCAL -Mobile	7.47	\$ 1
6926253676	Terminating Calls	18.9	\$ 0

**6. Total Amount Due** is the amount to be paid by the customer after considering the current invoice amount. Previous unpaid amount and balance adjustments are made on the account.

**7. Service Identifier** shows the summary usage for all the PSTN/PBX numbers on both the Parent account and Child accounts. The above data is summarised on the basis of charge against all call type for every PSTN/PBX number of the customer.



## 8. HOW DO I REFILL MY ACCOUNT IF I HAVE A PREPAID ACCOUNT OR A 2G NUMBER?

We have provided the option for online refill/recharge for our 2G customers. To recharge your 2G numbers, you will have to login into your 2G account. Your 2G account credentials can be retrieved in the same manner as presented in FAQ #1: **1. HOW DO I GET MY MINTA SELF CARE USERNAME AND PASSWORD?**

Once you are logged in to your 2G account, you can E-Refill your 2G account by navigating to **My Account > E-Refill** at the top menu, or click on **E-Refill** on the left vertical menu (desktop view only). You will then be directed to the 'E-Refill CellCard' menu. In the **Select Subscription** dropbox menu, select the appropriate 2G number you wish to Refill, and then select the desired CellCard amount by clicking its respective radio button.

