

TELIKOM PNG SELF-CARE

Frequently Asked Questions & Answers - for Self-Care Features

Q1: How do I sign into Telikom PNG Self-Care?

Ans: You can sign by typing the URL: <https://sc.telikompng.com.pg/self-care> and log into your account. Enter your user name and your password. Your username will always be your subscriber number.

Q2: What if I forget my password?

Ans: Click on "forget password" and enter your account number where it says MSISDN and select the preferred means for your verification code and make sure it's accessible. Enter your verification code and type your new password.

Step 1



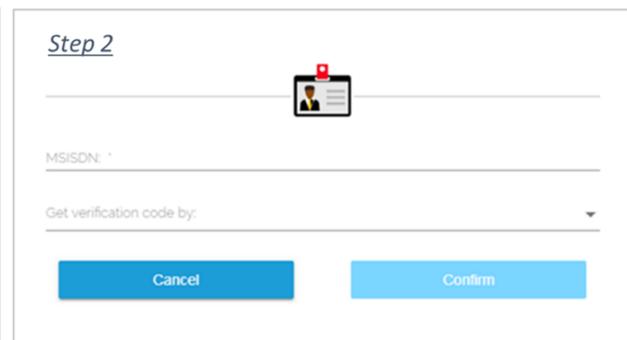
Username

Password

[Forgot Password?](#)

Submit

Step 2

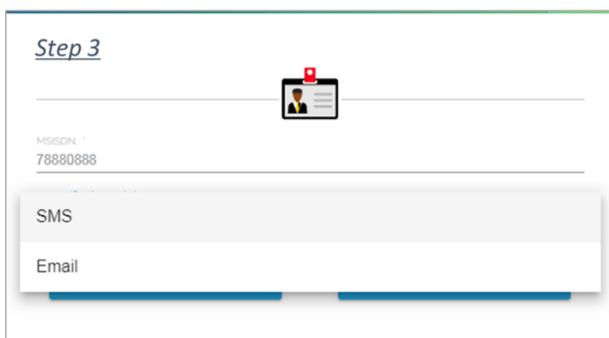


MSISDN: *

Get verification code by: ▾

Cancel Confirm

Step 3



MSISDN: *

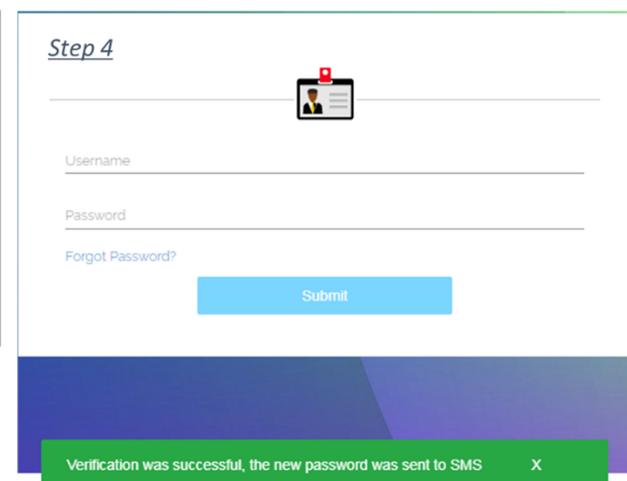
78880888

SMS

Email

Submit

Step 4



Username

Password

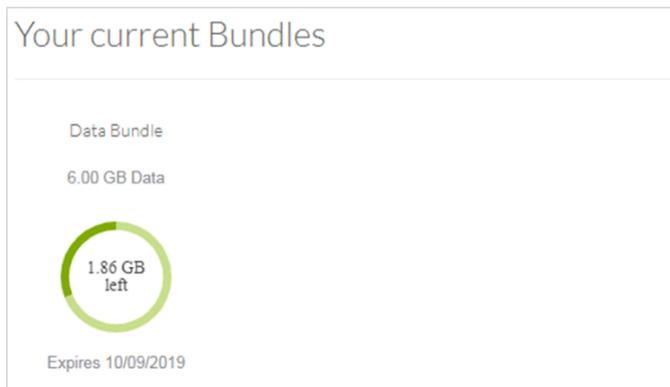
[Forgot Password?](#)

Submit

Verification was successful, the new password was sent to SMS X

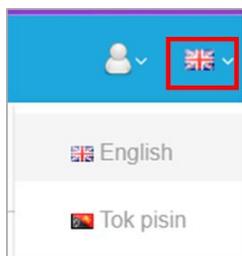
Q3: How can I view my purchased bundle?

Ans: Once you purchase a bundle it will automatically appear under the "Your Current bundles" heading. From there you can also keep track of how much data or call units you have used.



Q4: Are there any language preferences?

Ans: Yes, you can either choose Tok Pidgin or English according to your preference.



Q5: How can I check my current balance?

Ans: Your current balance will be shown under "Wallets" heading.

Wallets	Balance	Expiry Date
Main Wallet	K 1.0	30/08/2020

Q6: How can I enter a Rait prepaid to top-up my account?

Ans: You can enter by clicking "Scratch card" and then enter the code and click submit.

The screenshot shows the 'Wallets' section of an application. At the top, there is a table with columns 'Wallets', 'Balance', and 'Expiry Date'. The first row shows 'Main Wallet' with a balance of 'K 0.0' and an expiry date of '29/08/2019'. Below the table is a section titled 'Top up your account' with three buttons: 'Scratch Card', 'Credit Card', and 'Transfer Balance'. The 'Scratch Card' button is highlighted with a red border. Below this is another 'Top up your account' section with the same three buttons. Below the buttons is a text input field with the placeholder 'Enter scratch card code' and the value '123456789112'. To the right of the input field is a 'Submit' button with a checkmark icon.

Q7: Is it possible to do balance transfers?

Ans: Yes, you can transfer balance by clicking the Balance transfer category and follow the three steps. Do select an accessible means for your verification code. The minimum amount to transfer is K2.

The screenshot shows the 'Top up your account' screen. At the top, there is a section titled 'Top up your account' with three buttons: 'Scratch Card', 'Credit Card', and 'Transfer Balance'. The 'Transfer Balance' button is highlighted with a red border. Below the buttons is a progress indicator with three steps: '1 Amount', '2 Verification', and '3 Done'. Below the progress indicator is a text input field with the placeholder 'Enter the recipient's number' and the value '2'. Below the input field is a dropdown menu with the text 'Get verification code by:'. At the bottom of the screen are two buttons: 'Close' and 'Next'.

Q8: How can I use a credit card to top-up my account?

Ans: You can top-up your account by selecting Credit Card and follow the three steps given.

Top up your account

Scratch Card **Credit Card** Transfer Balance

1 Amount — 2 Confirm Email — 3 End

amount

Close Next

Q9: How can I purchase a bundle?

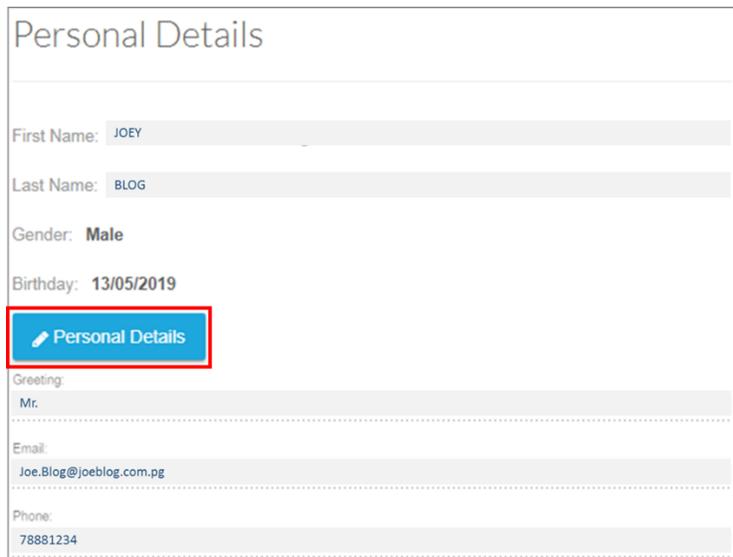
Ans: You can purchase bundles under "Bundle List" heading for Voice, Data & FWB pass/ADSL pass respectively by clicking your desired bundle offer.

Bundle List		FWB subscriber view	
VOICE	DATA	FWB Pass	
1 Day			
1 Day Voice Call Plan	⌚ 1 Day	K5.00	
1 Day IDD Call Plan	⌚ 1 Day	K9.00	
7 Days			
7 Days Voice Call Plan	⌚ 7 Days	K9.00	
7 Days IDD Call Plan	⌚ 7 Days	K16.00	
14 Days			
14 Days Voice Call Plan	⌚ 14 Days	K16.00	
14 Days IDD Call Plan	⌚ 14 Days	K30.00	

Bundle List		FBB (ADSL/GPON) subscriber view	
VOICE	DATA	ADSL Pass	
1 Day			
1 Day Voice Call Plan	⌚ 1 Day	K5.00	
1 Day IDD Call Plan	⌚ 1 Day	K9.00	
7 Days			
7 Days Voice Call Plan	⌚ 7 Days	K9.00	
7 Days IDD Call Plan	⌚ 7 Days	K16.00	
14 Days			
14 Days Voice Call Plan	⌚ 14 Days	K16.00	
14 Days IDD Call Plan	⌚ 14 Days	K30.00	

Q10: How can I change my email address or phone number?

Ans: Click "Personal details" highlighted blue and under respective sub-categories insert your number or email and follow the steps. Make sure to select an accessible means for your verification code.



Personal Details

First Name: JOEY

Last Name: BLOG

Gender: Male

Birthday: 13/05/2019

Personal Details

Greeting: Mr.

Email: Joe.Blog@joeblog.com.pg

Phone: 78881234

Q11: How do I change my password?

Ans: You can change password under the "Change Password" heading and follow the steps given.



Change Password

Old password

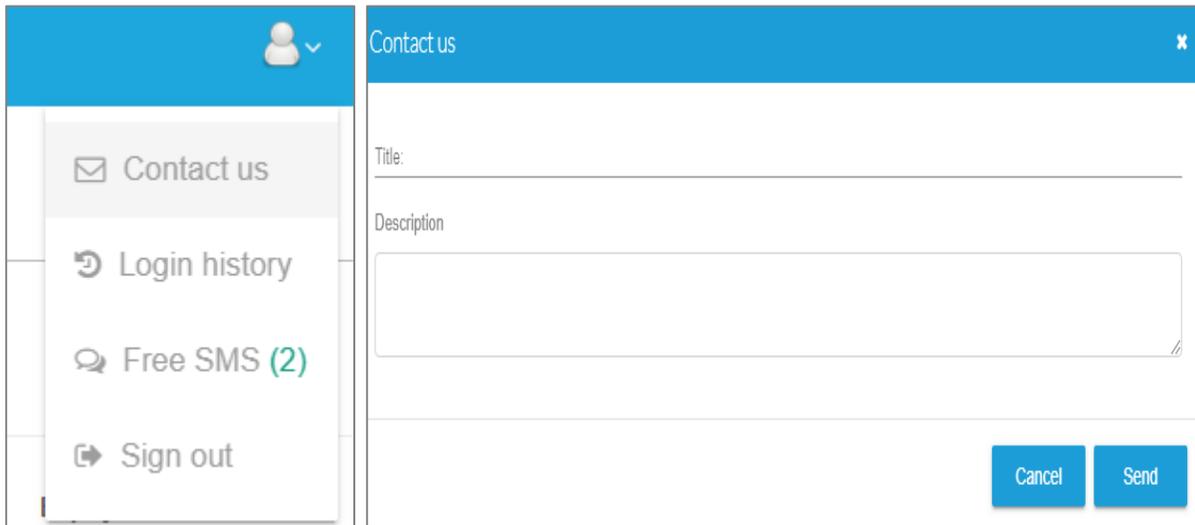
New password

Confirm password

Save

Q12: What will I do if I'm unable to change my Personal Information like email address and mobile number?

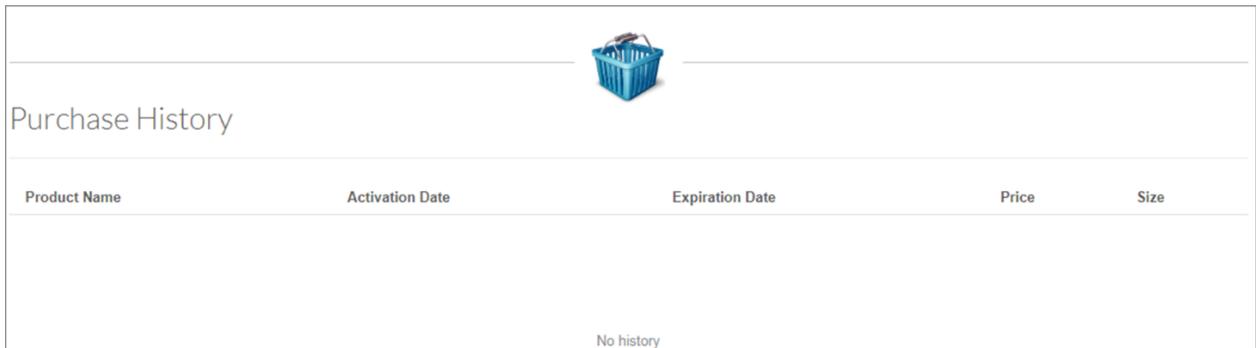
Ans: You can contact us by giving your description or you can always call our 24/7 customer care on 3456789.



The image shows a user interface for contacting customer support. On the left, a dropdown menu is open, showing options: 'Contact us' (with an envelope icon), 'Login history' (with a circular arrow icon), 'Free SMS (2)' (with a speech bubble icon), and 'Sign out' (with a right-pointing arrow icon). The main area is titled 'Contact us' and contains a 'Title:' text input field, a 'Description' text area, and two buttons at the bottom right: 'Cancel' and 'Send'.

Q13: How can I view my purchase history?

Ans: You can view under the "Purchase History" section and other necessary information below.



The image shows a 'Purchase History' section. At the top center is a blue shopping basket icon. Below it, the text 'Purchase History' is displayed. Underneath is a table with the following columns: 'Product Name', 'Activation Date', 'Expiration Date', 'Price', and 'Size'. The table is currently empty, and the text 'No history' is centered at the bottom of the table area.

Product Name	Activation Date	Expiration Date	Price	Size
No history				

For more information contact our 24/7 Call Centre on 3456789.