

# Web Billing User Guide

## (Part “(4) Change of membership information”)

This guide describes how to use Web Billing service provided by NTT Finance. Your display on the screen may vary depending on the payment methods you have.

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### Contact details for inquiries to use Web Billing

Web Billing section in charge

**0800-333-0030** Working hours: 9 am to 5 pm, Monday to Friday

(closed during public holidays and year-end and new year holidays (from December 29<sup>th</sup> to January 3<sup>rd</sup>))

\* Inquiries online are also available.

<https://contact.bill.ntt-finance.co.jp/form/contact.html>

However, inquiries are only available in Japanese form.

# 1. Reference / Change of membership information

○ You are able to confirm or change the registered “Membership information.”



(1) Your basic information are on the screen once you choose [Basic information] submenu on the left.

(2) For operations of [Change], [Confirm / Change the registered line], [Change of ID / password] and [Cancellation of Web Billing], please click each of the buttons.

“Basic information” screen

◆ Please view below for the details of each item.

Item	Description
WebBillingご契約状況	Your contract status is on the screen.
WebBillingご登録日	The registration date is on the screen.
お客様名	The registered name for the line is on the screen.
日中のご連絡先電話番号	The contact phone number is on the screen. If you want to change the number, please click the [Change] button. (See page 4-2 for “2. Change of contact phone number”)
パスワード再発行用メールアドレス登録有無	On the screen, you are able to check if you registered email address to reissue a login password.
パスワード再発行用メールアドレス	If email address is registered to reissue a login password as mentioned above, the registered email address will be on the screen. If you want to make a change, please press the “Change” button. (See page 4-9 “5. Registering / Changing the email address of login password to reissue”)
WebBilling対象回線	If you want to confirm or change the registered line, please click the [Confirm / Change the registered line]. (See section 4-3 “3. Add or cancel a line for reference”)
秘密の質問による認証設定	The settings for the Internet connection by secret questions are on the screen. Please click the [change] button, if you want to change the secret questions. (See page 4-13 “6. Settings with secret questions”)

## 2. Change of contact phone number

○ The contact phone number is to change.

1



“Change of contact phone number” screen

- (1) Please choose [Contact phone number] at the submenu on the left.
- (2) Please input the new contact phone number without dash (-).

Ex) If the number is 090-1234-5678, please enter 09012345678 .

- (3) Please click [Confirm].

2



“Confirming the changed contact phone number” screen

- (4) The inputted information will be shown.
- (5) Please click [Update] after confirming the changes.

3



“Completion of the change of contact phone number” screen

- (6) Completion message will be shown.
- (7) Please click the [Back to Web Billing Top].

### 3. Add / Cancel a line for reference

○ Change (add, cancel) the registered information of your line.

#### Important points to note

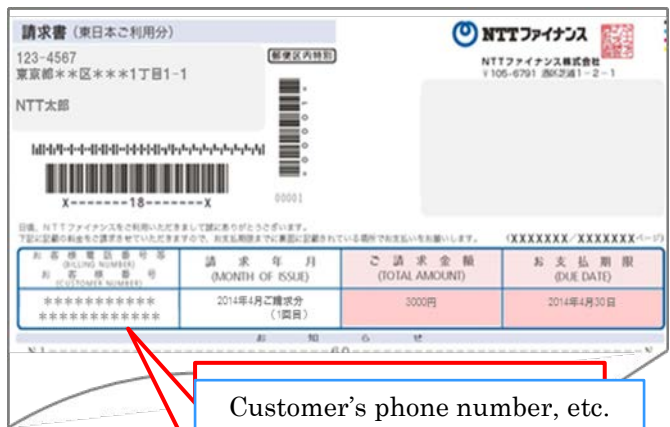
- A Line with different names from the registered name is not available to add.
- With one registered name, up to 200 lines could be registered.
- For combined billing service (usage charges of multi-line are all combined to one billing), registering the main number will allow you to view all lines in the combined group.



(1) Please choose [Add a line for Web Billing] at the submenu on the left.

(2) Please input the “Customer phone numbers, etc.” written on bills or on other documents. And then click [Add].

\* Please see examples on the next page.



Customer's phone number, etc.  
Customer number

090\*\*\*\*\*  
\*\*\*\*\*

- (3) Please click [Delete] to stop adding a line.
- (4) To cancel a registered line, please check the [Cancel Web Billing] column in the row of “Customer phone number and etc.”
- (5) Please click [confirm] after changing.
- \* To cancel all lines registered to Web Billing at once, see page 4-15 “7. Cancellation for Web Billing.”

### 3. Add / Cancel a line for reference

Select your NTT company by pull-down menu when you input your phone number or etc. and then if the cursor is in the right side of NTT company selection, an example will pop up.

お客さま情報

お客様電話番号等\*(半角)  (例) 09012345678 など

When the cursor is here, the following examples will be popped up.

NTT docomo



「Webビリング」お申し込みのお客様電話番号の記入にあたって

「Webビリング」お申し込みのお客様電話番号等には当社から送付された「請求書」及び「口座振替のご案内」の「お客様電話番号」をご記入ください。(NTT東日本、NTT西日本、NTTコミュニケーションズの場合は「お客様電話番号等」(または「お客様ご請求番号」)と表示されています)

請求書(または口座振替のご案内)			
お客様電話番号 お客様番号	請求年月	ご請求金額 (振替金額)	お支払期限 (振替日)
XXX-XXXX-XXXX XXX-XXXX-XXXX	2013年5月ご請求分	9,999円	2013年5月31日(金)

2段目上部に表示している「お客様電話番号」をご記入願います。  
※注 2段目下部に表示の「お客様番号」ではお申し込みいただけませんのでご注意ください。

【NTTドコモの電話番号をご記入になる場合】

- ご利用の電話番号(例:090-1234-5678、090-12345678、090-123456789)をご記入ください。

NTT East, NTT West



「Webビリング」お申し込みのお客様電話番号の記入にあたって

「Webビリング」お申し込みのお客様電話番号等には当社から送付された「請求書」及び「口座振替のご案内」の「お客様電話番号」(または「お客様ご請求番号」)をご記入ください。

請求書(または口座振替のご案内)			
お客様電話番号等 お客様番号	請求年月	ご請求金額 (振替金額)	お支払期限 (振替日)
XXX-XXXX-XXXX XXX-XXXX-XXXX	2013年5月ご請求分	9,999円	2013年5月31日(金)

2段目上部に表示している「お客様電話番号」(または「お客様ご請求番号」)をご記入願います。  
※注 2段目下部に表示の「お客様番号」ではお申し込みいただけませんのでご注意ください。

【NTT東日本、NTT西日本の電話番号等をご記入になる場合】

- <フレッツ回線でお電話をご利用のお客さま>
- ・「00」から始まる10桁のご請求番号(例:00-1234-5678)(※)またはご利用電話番号をご記入ください。
- <フレッツ回線のみをご利用のお客さま>
- ・「00」から始まる10桁のご請求番号(例:00-1234-5678)(※)をご記入ください。
- <上記以外のお客さま>
- ・ご利用の電話番号(例:09-1234-5678)をご記入ください。

※ 「00」から始まる10桁のご請求番号とは、フレッツ回線の「閉鎖のご案内」(請求書 お客様番号欄)に記載の番号または請求書/口座振替のご案内の「お客様ご請求番号」欄に記載の番号もしくは@ビリング/Myビリングの閲覧画面内の「お客様番号」欄に記載の番号となります。  
ご不明な場合は、NTT東日本またはNTT西日本にお問い合わせ願います。

NTT Communications



「Webビリング」お申し込みのお客様電話番号の記入にあたって

「Webビリング」お申し込みのお客様電話番号等には当社から送付された「請求書」及び「口座振替のご案内」の「お客様電話番号」をご記入ください。

請求書(または口座振替のご案内)			
お客様電話番号等 お客様番号	請求年月	ご請求金額 (振替金額)	お支払期限 (振替日)
XXX-XXXX-XXXX XXX-XXXX-XXXX	2013年5月ご請求分	9,999円	2013年5月31日(金)

2段目上部に表示している「お客様電話番号」をご記入願います。  
※注 2段目下部に表示の「お客様番号」ではお申し込みいただけませんのでご注意ください。



### 3. Add / Cancel a line for reference

2



(6) The line registered at Web Billing and the inputted information on the previous screen are on the screen.

(7) Please confirm the changes and click [Update].

“Confirmation of changing target line for Web Billing” screen

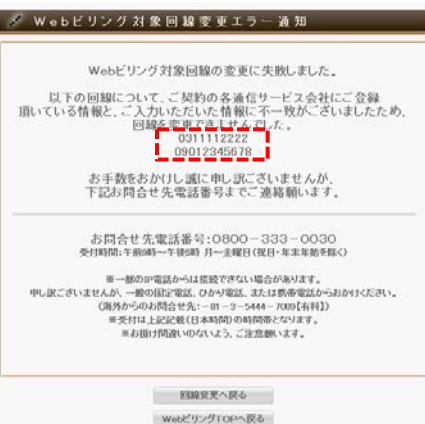
3



(8) Completion message will be shown.

(9) Please click [Back to Web Billing Top].

“Completion of changing target line for Web Billing” screen



In case that an error screen is up, please contact the information listed below.

< Contact information >

Web Billing section in charge

0800-333-0030

Working hours: 9 am to 5 pm, Monday to Friday

(Closed during public holidays and year-end / new year holidays)

Calls from mobile phone / PHS are also available.

(Calls from out of the country: +81-3-5463-3582 [Not toll-free])

\* Working hours are listed above (Japan Time).

Depending on the type of IP phone, calls may not be able to be connected. Please make a call by ordinary landline phone, Hikari phone or mobile phone.

## 4. Change for login ID / login password

○ Available to change login ID / login password

### Rules of changing login ID / login password to renew

\* Please note that there are rules of changing login ID / login password to renew.

◆ Please be sure to cover the conditions below to renew <login ID>.

It should be in 5 to 31 digits mixed with numbers and alphabets.  
 (Numbers only password or alphabets only password are not available.)  
 It should be an ID not used by other customers.  
 It should be in a different string from the new login password.

◆ Please be sure to cover the conditions below to renew <login password>.

It should be in 8 to 32 digits mixed with numbers and alphabets.  
 (Numbers only password or alphabets only password are not available.)  
 It should be in a different string from the new login ID.

◆ The following 20 symbols are available:

#	\$	%	(	)	*	+	-	.	/
:	;	?	@	[	]	_	{	}	~



- (1) Please choose [Change login ID / password] at the submenu on the left.
- (2) Please choose the item to change.
- (3) Please click [Next].

“Choice of change login ID / password” screen

## 4. Change for login ID / login password

2

\* Depending on the chosen item, the display on the screen differs.

(4-A) When you choose to change login ID, the display on the screen is to change login ID. Please input the following information.

◆Items to input

- Current login ID
- New login ID
- (Re-input) New login ID

(4-B) When you choose to change login password, the display on the screen is to change login password. Please input the following information.

◆Items to input

- Current login password
- New login password
- (Re-input) New login password

(4-C) When you choose to change login ID / password, the display on the screen is to change login ID / password. Please input the following information.

◆Items to input

- Current login ID
- New login ID
- (Re-input) New login ID
- Current login password
- New login password
- (Re-input) New login password

(5) Please click [Update] after confirming the changes.

(4-A) Change of login ID screen

(4-B) Change of login password screen

(4-C) Login ID / login password change screen



## 4. Change for login ID / login password

3



(6) Completion message will be shown.

(7) Please click [Back to Web Billing Top].

“Completion of changes for login ID / password” screen

## 5. Registration / change of email address to reissue a login password

○ Registration / change of [Email address], [Secret questions] and [Answers for secret questions] to reissue a login password are available.

\* Please note if you choose not to register email address to reissue a login password, when you forget your login password, you will need to call to get a login password to reissue.

1

(1)

“Registration / change of email address to reissue” screen

(1) Please choose the [Registration / change of email address to reissue a login password] at the submenu on the left.

(2) If you want to register email address newly, please choose the [Register] submenu of the [Registration / change of email address].

- ◆ If [E-mail address to reissue] has been registered, display on the screen differs.
  - To make a change in the registered information,
    - please choose [Make a change].
  - To delete,
    - please choose [Delete].

(3) Please input the new email address and confirmed information for the time to reissue.

- ◆ Items to input
  - New email address (in one-byte)
  - Secret questions
  - Answers for secret questions

(4) Please click [Confirm] after inputting the new email address and confirmed information for the time to reissue.

## 5. Registration / Change of email address to reissue a login password

2



(5) The inputted information will be shown.  
 (6) Please click [Update].

“Confirmation of registration / change of email address to reissue” screen

3



(7) The completion message will be shown.  
 The final confirmation of change will be sent to the new email address.

“Confirmation of registration / change of email address to reissue” screen

**\* The procedure has not been completed yet.  
 Please see the next page to complete the procedure.**

## 5. Registration / Change of email address to reissue a login password



Please check the incoming email!

Webビリングメンバー様

平素より、NTTファイナンスのWebビリングをご愛顧いただき、誠にありがとうございます。

お客様のパスワード再発行用メールアドレス登録/変更のお申し込みを受け付けました。

!!登録手続きはまだ完了していません!!

引き続き、以下のURLへアクセスして、お手続きを完了してください。

(9) PCから接続されるお客様  
[https://www.dnet110.net/pub/NAE/NAE0001E011nit01sp.do?HASH\\_KEY=88df18-950224e8ea1052284b63a7d](https://www.dnet110.net/pub/NAE/NAE0001E011nit01sp.do?HASH_KEY=88df18-950224e8ea1052284b63a7d)

スマートフォンから接続されるお客様  
[https://www.dnet110.net/pub/NAE/NAE0001E011nit01sp.do?HASH\\_KEY=88df18-950224e8ea1052284b63a7d](https://www.dnet110.net/pub/NAE/NAE0001E011nit01sp.do?HASH_KEY=88df18-950224e8ea1052284b63a7d)

携帯電話から接続されるお客様  
[https://web.dnet110.net/abc-sub/NAE/NAE0001E011nit01sp.do?HASH\\_KEY=88df18-950224e8ea1052284b63a7d](https://web.dnet110.net/abc-sub/NAE/NAE0001E011nit01sp.do?HASH_KEY=88df18-950224e8ea1052284b63a7d)

指定のURLを誤った場合、正常に処理が行えません。

※このURLの有効期限は2022年06月01日10時までです。

※URLが無効となった場合は、以下のURLよりアクセスして再度メールアドレスの登録を行ってください。

PCまたはスマートフォンから接続されるお客様  
<https://bill.ntt-finance.co.jp/memview/NA001901E00.do>

携帯電話から接続されるお客様  
<https://m.bill.ntt-finance.co.jp/ab-view/NA001901E00.do>

※本メールにお心当たりのない方は、お手数ですが下記NTTファイナンス Webビリング受付担当までご連絡ください。

※本メールはシステムより自動配信されています。本メールに返信されても、回答できませんのでご注意ください。

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■お問い合わせ窓口  
 フリーダイヤル 0800-833-0030  
 ※受付時間 9:00~17:00  
 月~金曜日(祝日・年末年始を除く)  
 NTTファイナンス Webビリング受付担当

PCまたはスマートフォンから接続されるお客様  
<https://www.ntt-finance.co.jp/billing/index.html>

携帯電話から接続されるお客様  
<https://m.bill.ntt-finance.co.jp/>

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(8) Please confirm that email has been sent from `webbilling_info@ntt-finance.co.jp`.

(9) Please click the URL in the email message within 24 hours.

For users of personal computer, please click here.

For users of smart phone, please click here.

For users of mobile phone, please click here.

• The expiration date of URL is indicated in the email message.

Email sample

4

(10) Please click the [Register] after inputting the [Secret questions] and [Answers for secret questions].

“Completion of registration / change of email address to reissue” screen

## 5. Registration / Change of email address to reissue a login password

5



(11) Completion screen will be shown.

“Final completion of registration / change of email address to reissue” screen



## 6. Settings by secret questions

### To make the settings by secret questions

#### About making the settings by secret questions...

It is the way to verify the identity by answering to the registered question other than login ID and login password for security purpose.

If you make the settings by secret question, you will need to input your [Secret questions and answers] when you login. It will enhance the security such as blocking illegal access by a third person.



“Settings / Cancellation by secret questions” screen

(1) Please choose [Settings / Cancellation by secret question] by the submenu on the left.

(2) Please choose [Set] of the [Settings by secret password] if you want to change settings by secret question.

\* Please choose [Not to set] of the [Settings by secret questions] if you want to cancel the settings by secret questions.

(3) Please choose [Secret questions] and input the confirmed information in the field of [Answers for secret questions] at the settings.

#### ◆ Items to input

- Secret questions
- Answers for secret questions

\* The questions and answers will be the same as the registered ones when you set email address to reissue login password.

(4) Please click [Confirm].



“Settings / Cancellation by secret questions” screen

\* A notice to ask you for settings of secret questions and answers will appear if you haven't registered them.

Please click [Here] in the message and make the registration for the secret questions of email address to reissue a password. (For more details, please see page 4-9 ”5. Registration / Changing email address to reissue a login password].)

Please choose [Settings / Cancellation by secret questions] on the submenu on the left after completing the registration.

## 6. Settings by secret questions

2



(5) The inputted information will be shown.

(6) Please click [Update] after confirming the inputted information.

“Settings / Cancellation by secret questions” screen

3



(7) Completion message will be shown.

(8) Please click [Back to Web Billing Top].

“Settings / Cancellation by secret questions” screen

If you made [Settings by secret questions],



“Login” screen



“Additional settings” screen

From next login on, “additional confirmation! Screen will be shown if you press “login” button after you input login ID/login password

# 7. Cancel of Web Billing

○ To Cancel Web Billing



(1) Please choose [Basic information] by the submenu on the left.

(2) Please choose [Cancel all services of Web Billing] at the right bottom of the screen.

“Basic information” screen



(3) Please check the [Cancel] and choose the reason.

- ◆ Items to input
  - Cancel
  - Reason

(4) Please press [Confirm].

“Canceling all services of Web Billing” screen

# 7. Cancel of Web Billing



- (5) The inputted information will be shown.
- (6) Please click [Cancel] after confirming the inputted information.

“Confirmation of canceling all services of Web Billing” screen



- (7) Completion message will be shown.
- (8) Please click [OK].

“Completion of canceling all services of Web Billing” screen