



USER GUIDE

How to Add a Payment or Account Credit

A clear, step-by-step guide to the Billing section

The screenshot displays the Dotmac Selfcare Billing section. At the top, there's a navigation bar with links to Dashboard, Services, Billing (active), Support, Refer & Earn, and More. A user profile icon and name (DN DotmacNOC) are on the right. Below the navigation bar, the Billing section is titled 'Billing' with a subtitle 'Manage invoices and payment history'. A green button labeled '+ Deposit Account Credit' is visible. The main content area shows four summary cards: Current Balance (0.00 NGN), Total Billed (3,422,705.40 NGN), Outstanding (229,624.66 NGN), and Overdue (0.00 NGN). Below these cards is a 'Filter by Status' dropdown menu set to 'All Status' with an 'Apply Filter' button. The 'Invoice History' section shows a table of billing records with columns for Invoice, Amount, Status, Issued, Due, and a View link.

Invoice	Amount	Status	Issued	Due	View
202501017328	NGN 229,623.66	Issued	Dec 07, 2025	N/A	View
202501006851	NGN 1,868,760.42	Paid	May 07, 2025	May 14, 2025	View
202501005294	NGN 1,324,321.32	Paid	Apr 07, 2025	May 09, 2025	View
202401014578	NGN 0.00	Paid	Sep 05, 2024	N/A	View
202401012905	NGN 0.00	Paid	Aug 05, 2024	N/A	View

Start here

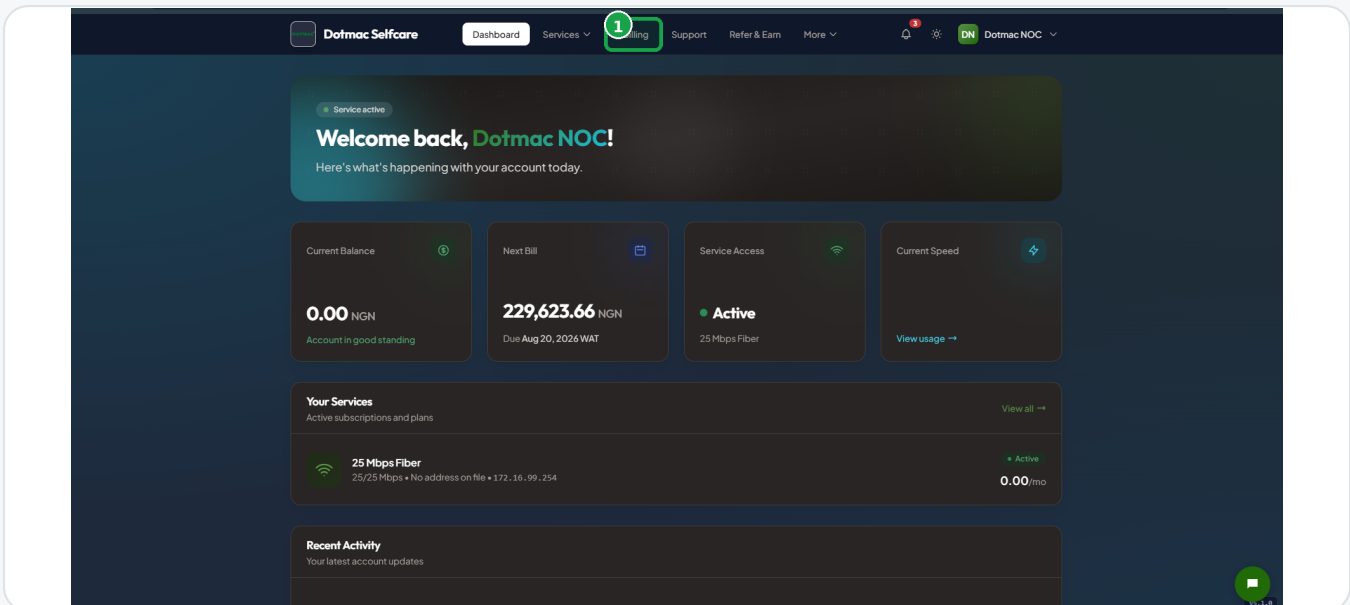
Visit selfcare.dotmac.io on your phone or computer





Sign in and open Billing

Begin on the Selfcare dashboard, then open the Billing section from the top navigation.



The green marker identifies the Billing menu on the desktop view.

1

Open the portal

Go to selfcare.dotmac.io and sign in with your Selfcare user ID and password.

2

Review your dashboard

Check your current balance, next bill, service status and active plan before continuing.

3

Select Billing

Choose Billing from the top navigation. On a smaller screen, open the menu first if Billing is hidden.

4

Confirm the account

Make sure the signed-in customer or business name is correct before making a payment.

Security check

Only use <https://selfcare.dotmac.io>. Never share your password, OTP, card PIN or full card details with anyone.



Choose the correct billing action

The Billing page shows account balances, invoice status and the option to deposit account credit.

Billing
Manage invoices and payment history

Current Balance
0.00 NGN
Available on your account

Total Billed
3,422,705.40 NGN
All time

Outstanding
229,624.66 NGN
Awaiting payment

Overdue
0.00 NGN
No overdue invoices

Filter by Status
All Status

Invoice History
All your billing records

Invoice	Amount	Status	Issued	Due	
202501017328	NGN 229,623.66	Issued	Dec 07, 2025	N/A	View
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Current Balance

Credit currently available on the account.

Total Billed

Total value of invoices generated over time.

Outstanding

An unpaid invoice that must be settled.

Overdue

An invoice that has passed its due date.

What Deposit Account Credit means

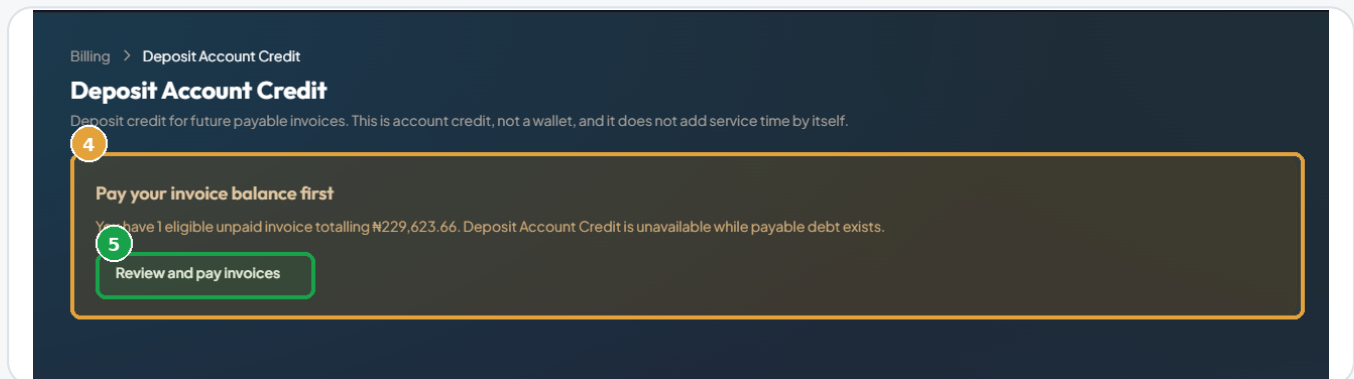
Use Deposit Account Credit to add funds for future payable invoices. It is account credit, not a wallet, and it does not add service time by itself.

Important: clear payable debt first

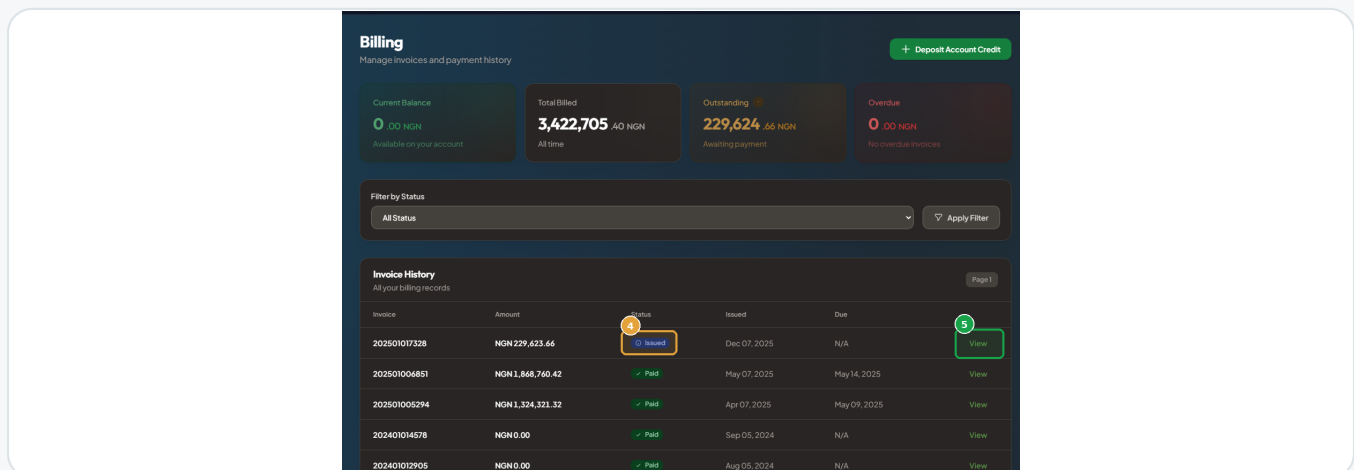
If the page shows an Outstanding amount, pay the eligible unpaid invoice before attempting to deposit account credit.

Pay an outstanding invoice first

If account credit is unavailable, return to Invoice History and settle the issued invoice.



If this notice appears, select Review and pay invoices.



On Invoice History, locate the invoice marked Issued, then select View.

4

Review the warning

The system displays the total eligible unpaid invoice amount and blocks account-credit deposits until it is cleared.

5

Open and pay the invoice

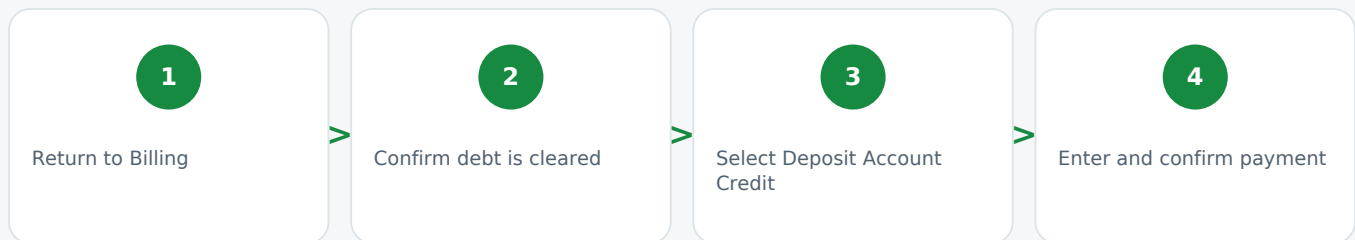
Review the invoice amount and details, then follow the on-screen payment instructions to complete the transaction.

Before confirming

Check the customer account, invoice number and amount carefully. Keep the payment reference or receipt after payment.

Deposit account credit

Once payable debt has been cleared, return to Billing to add credit for future invoices.



Complete the deposit

- 1 Return to Billing and check that no eligible unpaid invoice remains.
- 2 Select Deposit Account Credit.
- 3 Enter the amount you want to add on the next screen.
- 4 Review the amount and the available payment option before confirming.
- 5 Complete the payment and keep the receipt or transaction reference.
- 6 Refresh Billing and confirm that Current Balance reflects the available credit.

The final payment screen may vary

Available payment channels and confirmation screens may differ. Follow the labels shown in your portal and verify the amount before authorising the transaction.

Remember

Depositing account credit prepares funds for future payable invoices. It does not independently extend a service period.

Upload and Submit Your Receipt

Do not skip this step after making the bank transfer.

Important: The Selfcare payment procedure is not complete until the receipt is uploaded and submitted. This allows Dotmac to review and process the payment.

Bank name
ZENITH BANK

Account name
Dotmac Technologies Ltd

Account number
1016946461

Amount to pay
NGN 20,000.00

Payment reference
TRF - 2868FA20324B [Copy](#)

1

Submit Receipt
Accepted files: JPG, PNG, WEBP, or PDF up to 10 MB.

Receipt file

[Choose File](#) No file chosen

☐ I have made this payment to the account shown above.

[Submit Receipt](#)

Enlarged portal view: scroll to Submit Receipt below the payment details.

Submit Receipt
Accepted files: JPG, PNG, WEBP, or PDF up to 10 MB.

1 file

[Choose File](#) No file chosen

2

☐ I have made this payment to the account shown above.

3

[Submit Receipt](#)

1 Choose the receipt file
Select Choose File. Upload a clear JPG, PNG, WEBP or PDF receipt with readable amount, date and reference. Maximum: 10 MB.

2 Confirm the payment
Tick I have made this payment to the account shown above only after the transfer has been completed.

3 Submit the receipt
Select Submit Receipt. Keep the original receipt and transaction reference until the payment is approved.



Confirm the payment and get help

Use this final checklist before closing the portal.

Payment confirmation checklist

- ☐ The correct customer account was used.
- ☐ The invoice number or deposit amount was checked.
- ☐ The payment receipt was uploaded and Submit Receipt was selected.
- ☐ A success message, receipt or transaction reference was received.
- ☐ Billing now shows the correct invoice status or current balance.
- ☐ The dashboard service status was refreshed where applicable.

Payment not showing?

Refresh the page, sign out and back in, and check Billing again. If it is still missing, select Support and provide the payment reference.

Need assistance?

Open Support in Dotmac Selfcare. Include your account ID, invoice number, payment amount, date and transaction reference. Never include a password, OTP or card PIN.



Manage your Dotmac account online

selfcare.dotmac.io