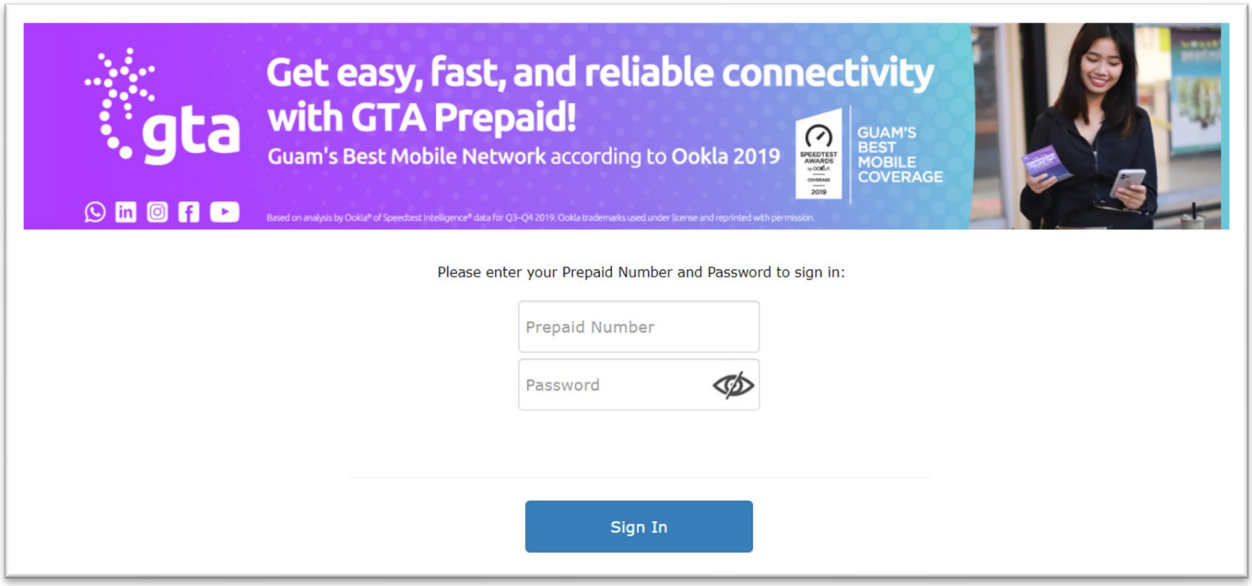
Prepaid Web Selfcare Portal

With GTA's new Prepaid service, customers will now be able to access their prepaid service online through our new Web Selfcare portal. In the Selfcare Portal, customers will have the ability to change their plan, top-up, view their usage history, and much more! See below for a quick and simple "How To Guide".

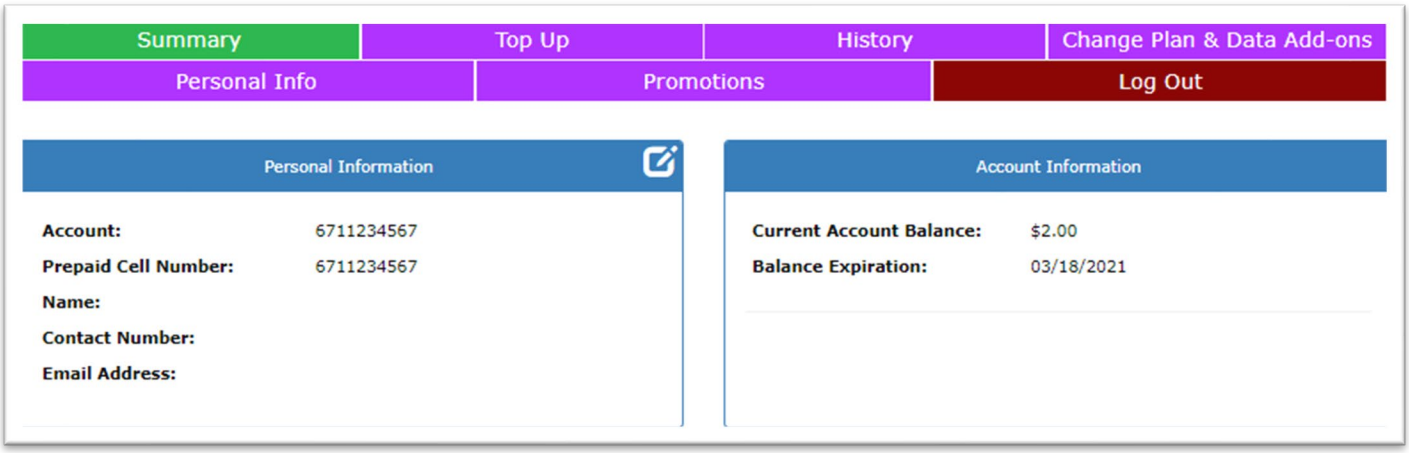
Accessing GTA's Web Selfcare Portal

From your browser, use this link to access GTA's Prepaid Web Selfcare Portal. Upon activation of your GTA prepaid simkit, you will receive a SMS notification with your temporary 4-digit PIN. myprepaid.gta.net



Summary Tab

In the Summary tab, you will be able to view Current Account Balance, Balance Expiration, Personal Information, and Bucket Balance.



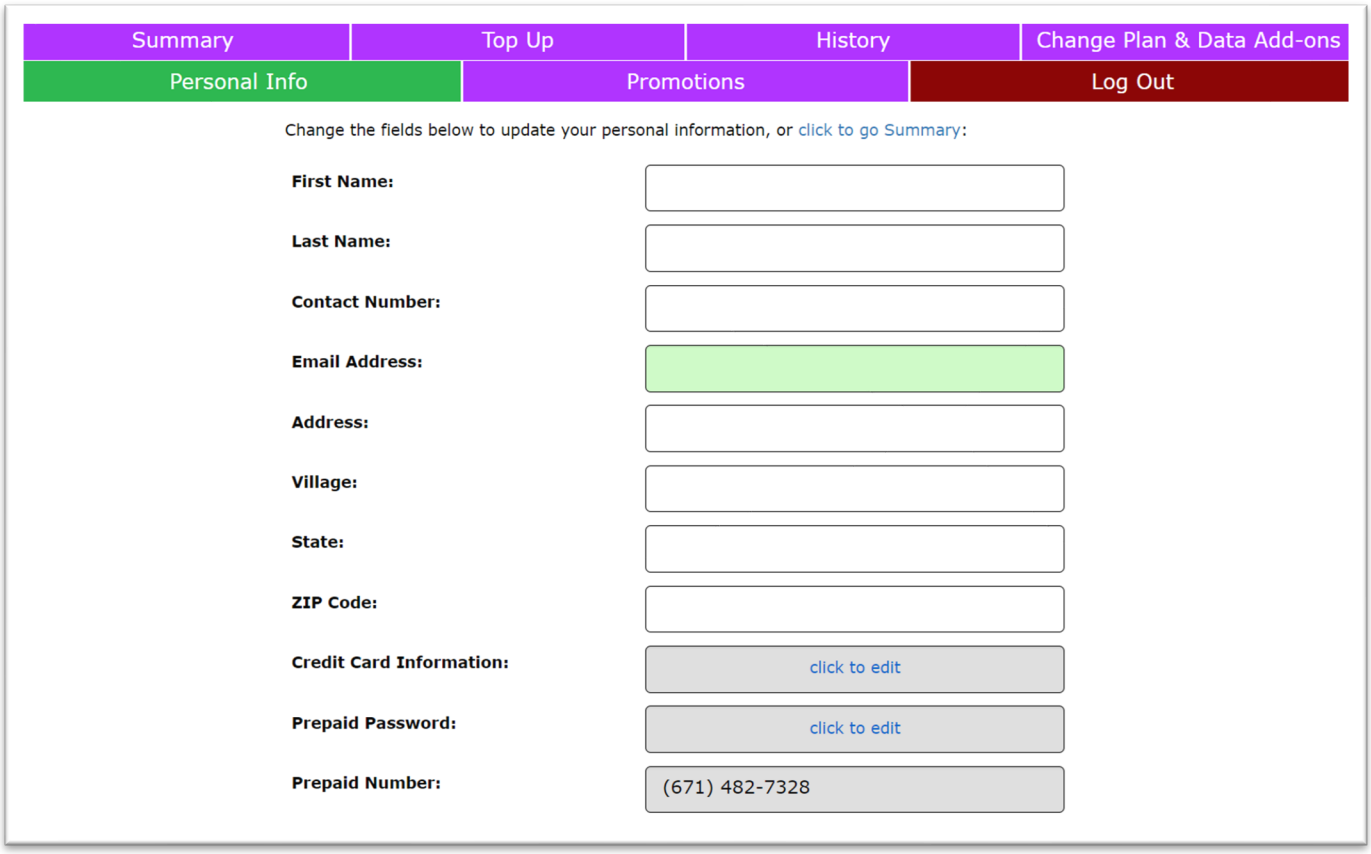
Personal Info Tab

In the Personal Info tab, you will be able to input your personal information like your name, contact number, email, and address. You will also be able to save your credit card on file and change your Prepaid account password.

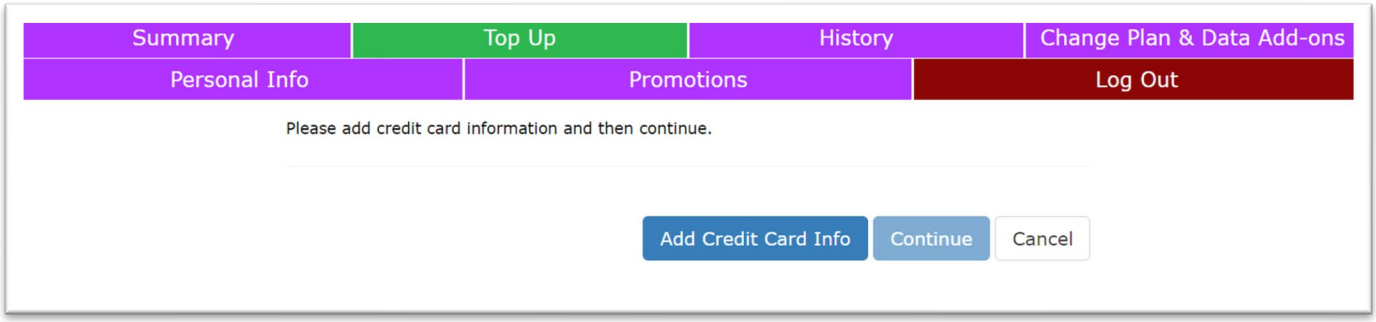
Adding a Credit card on file

By adding your credit card on file, you will now be able to top up with load and have the ability to set up automatic top ups (Autopay).

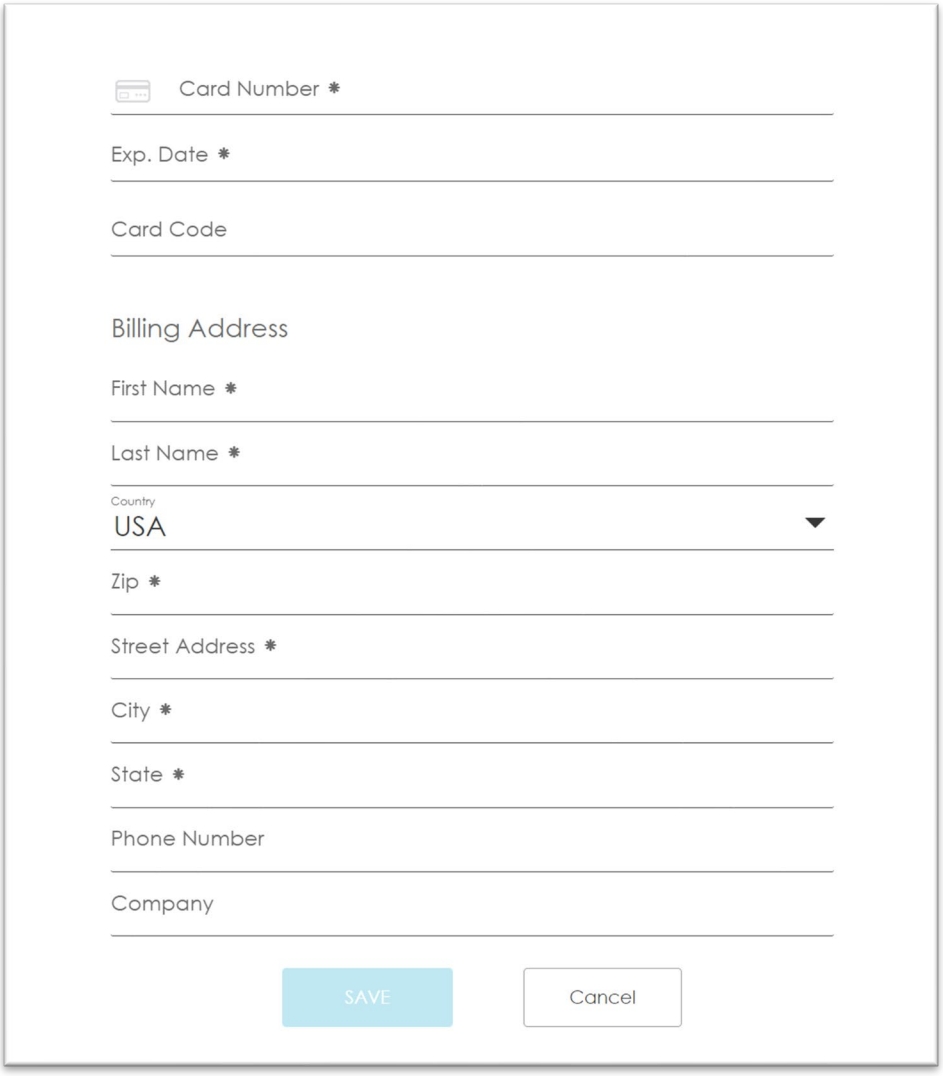
To add a credit card on file you will start by selecting "click to edit" Credit Card Information.



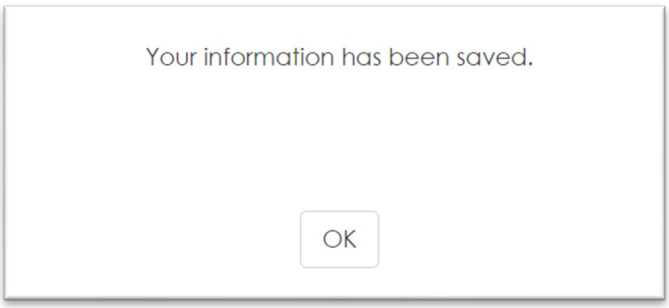
It will bring you to this window. From here, you will select "Add Credit Card Info"



You will then proceed by entering your credit card information. Once all the information has been entered, click “SAVE”

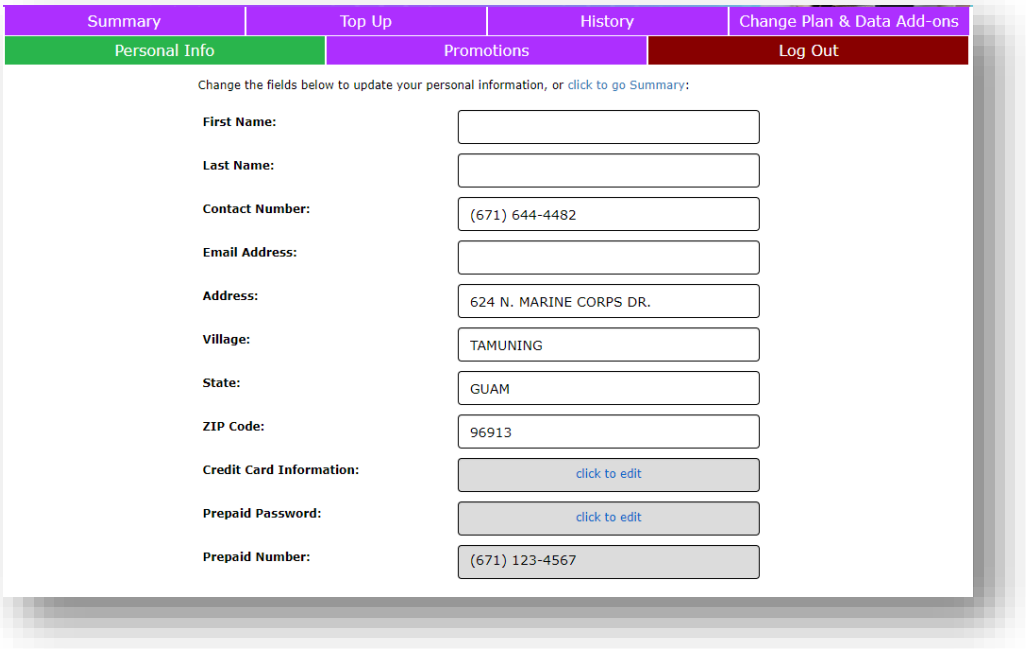


You will then be prompted that your information has been saved.

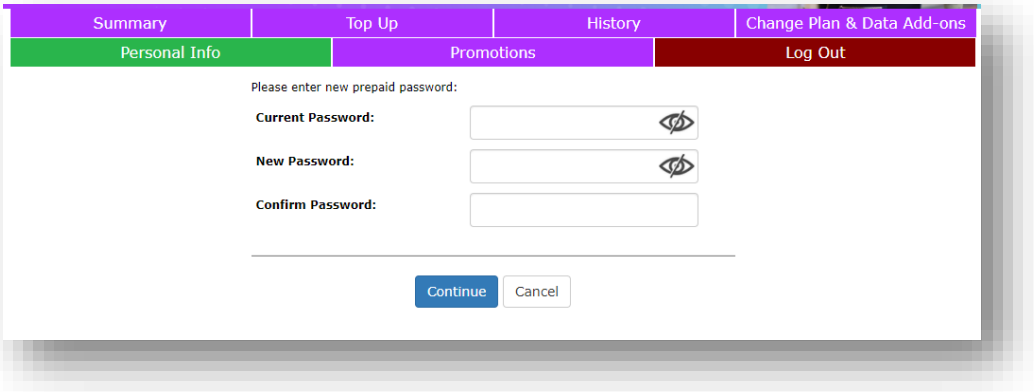


How to change your prepaid web selfcare password

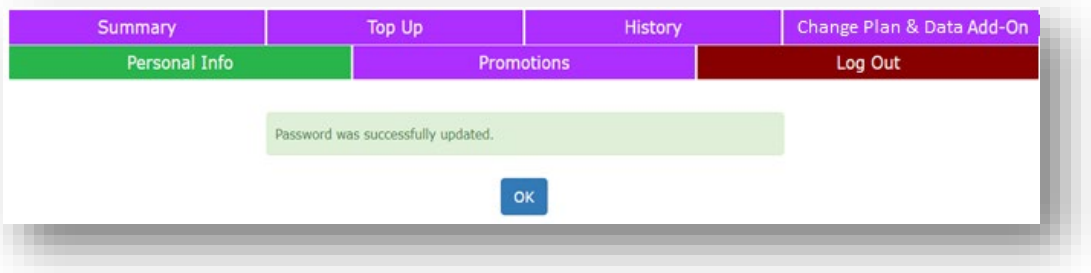
To change your prepaid web selfcare password, you will start by selecting “click to edit” Prepaid password.



You will then be prompted to enter your current password and new password. Once you have added in this information, click “Continue”.



Once the system has validated your previous password and confirms your new password, you will be prompted “Password was successfully updated.”

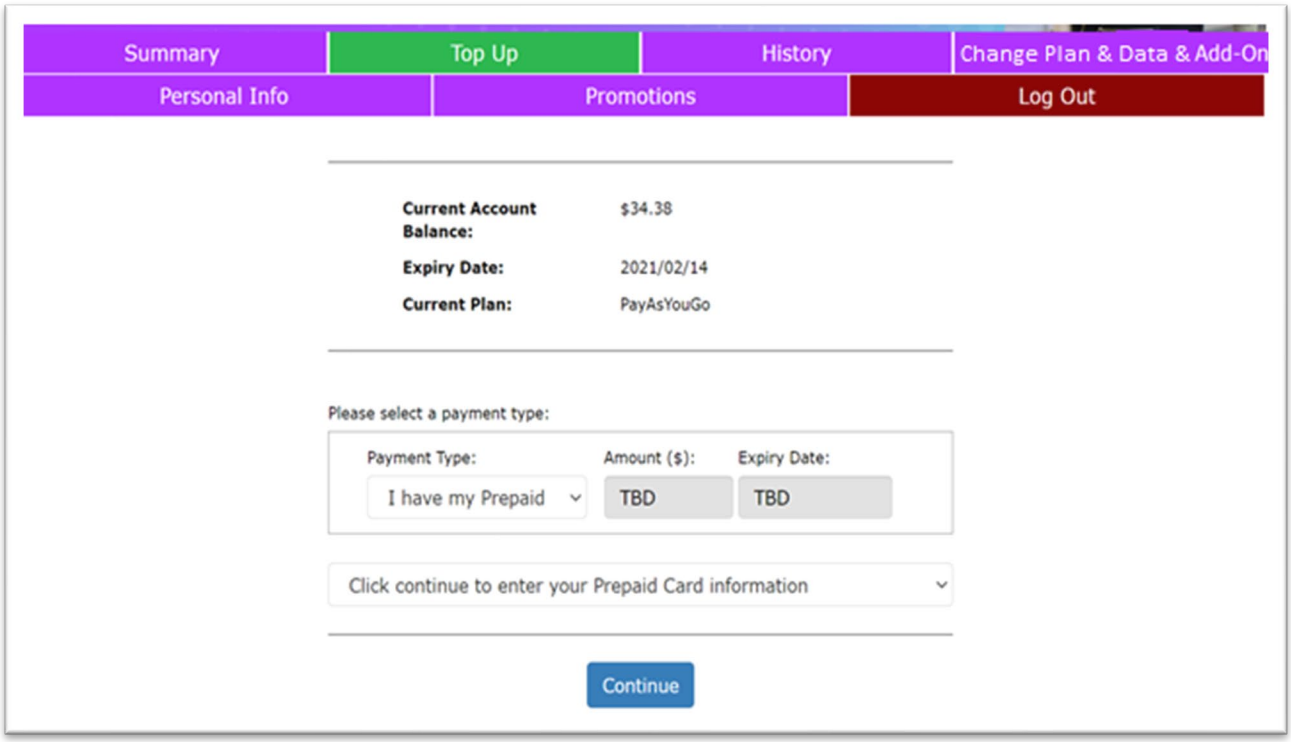


Top Up Tab

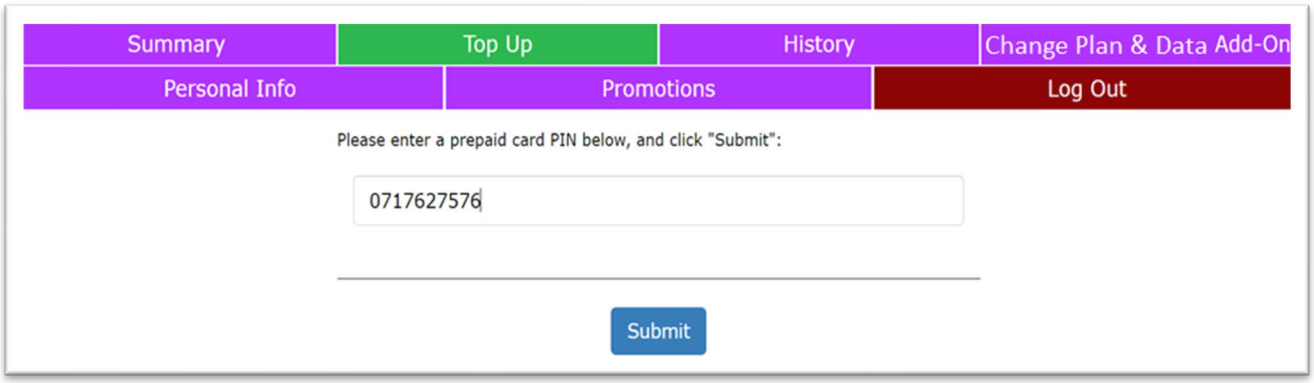
In this tab, you will have the ability to set up automatic top up's (Autopay) and top up using a prepaid card and/or a credit card.

Topping up with a Prepaid Plus Card

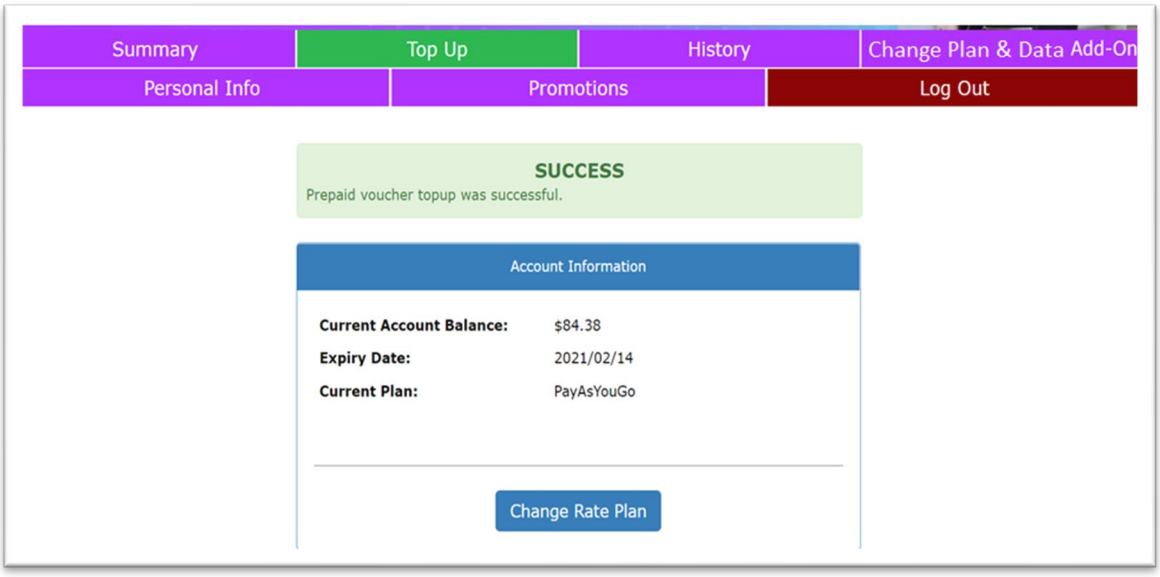
To top up using a GTA Prepaid Plus card, you will start by selecting "I have my Prepaid Card" on the drop-down menu and click continue.



You will not enter the card access code and click "Submit".
The card access code can be found on the back side of your prepaid card.

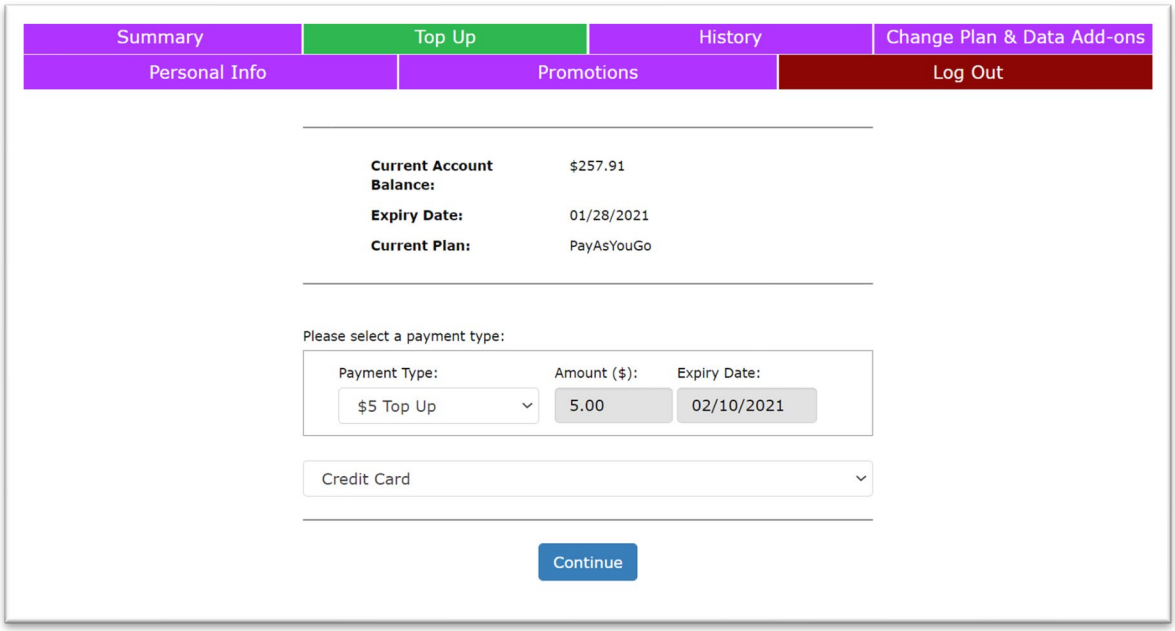


You will then be brought to this screen which advises the top up was successful.

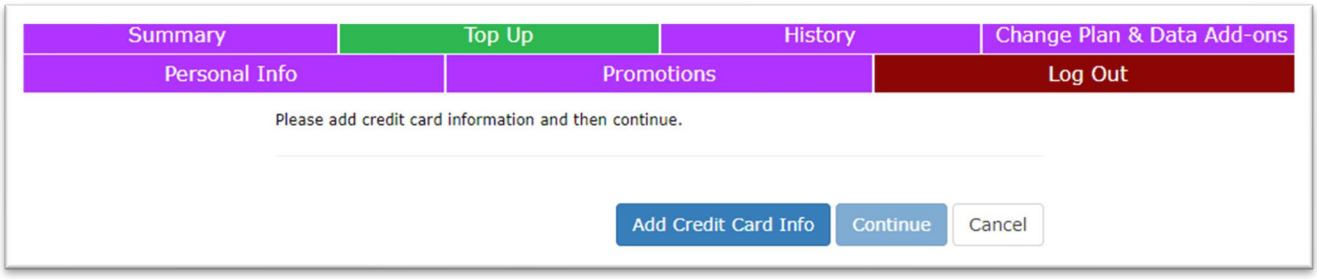


Topping up with a Credit card

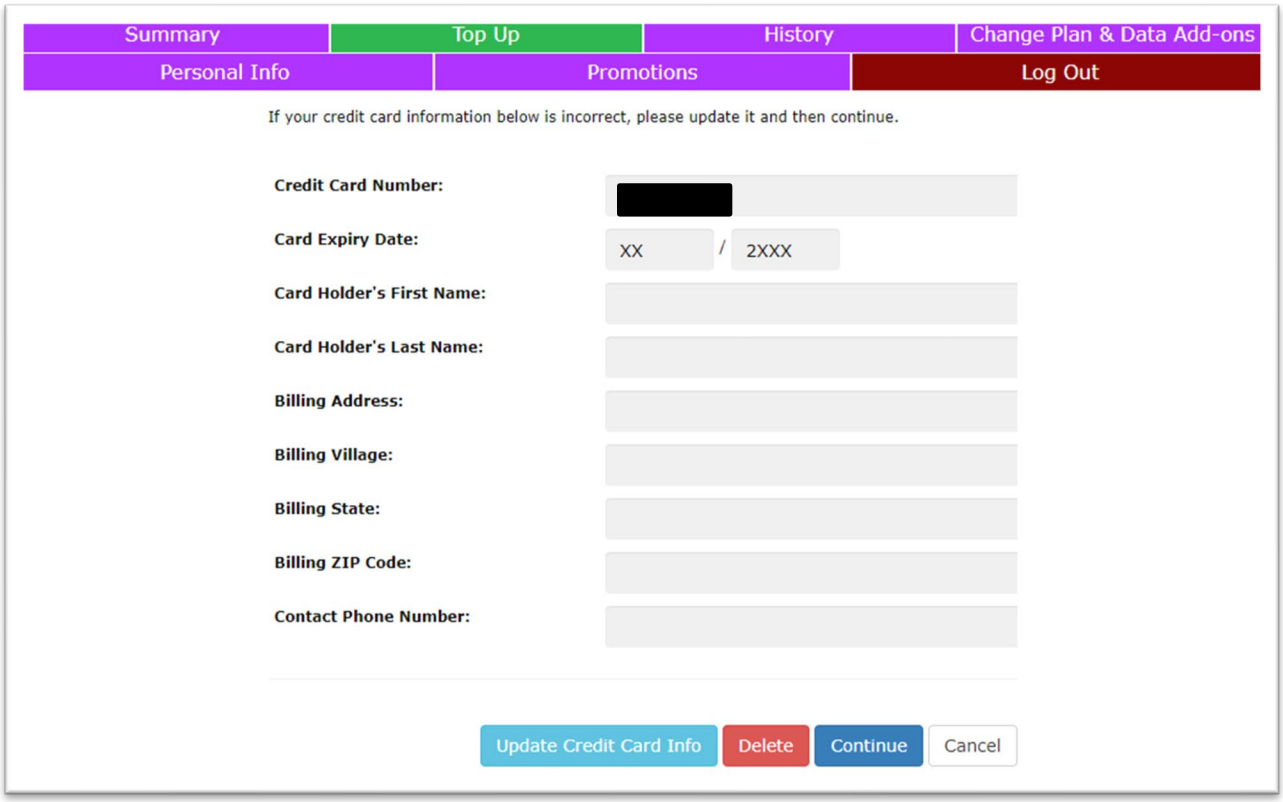
To top up using a credit card, on the drop-down menu select a payment type. Customers will have the option to select between a $5 Top Up, $10 Top Up, $20 Top Up or $50 Top Up. Once you have selected the Top Up amount, you may click on “Continue”.



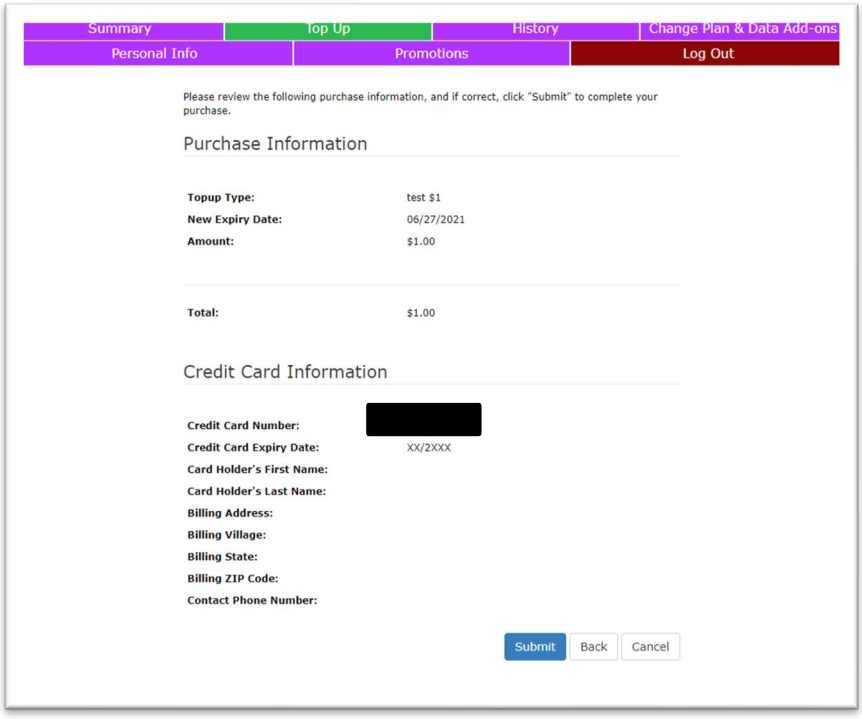
On this screen if you did not already save a credit card on file, you will have the option to add a Credit Card.



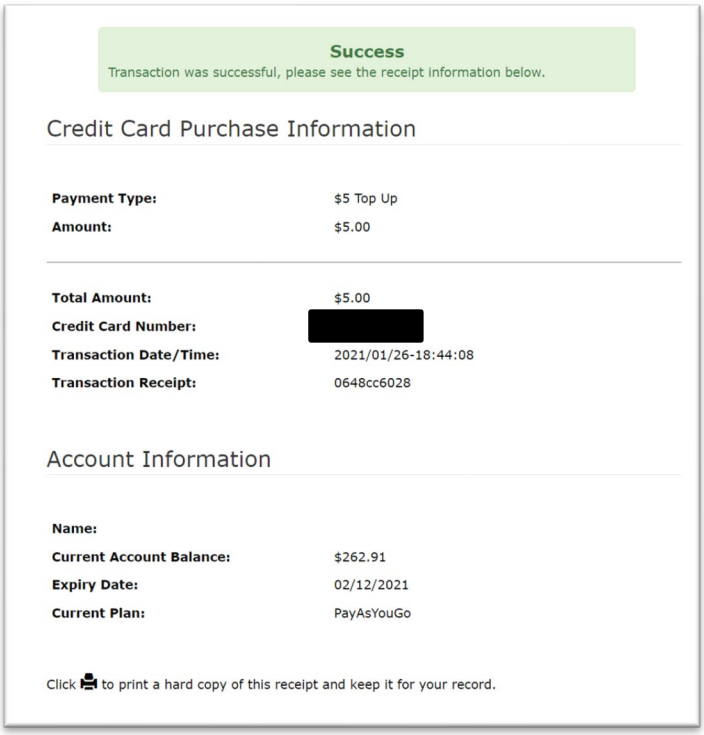
If you have already added a credit card on file and would like to use the saved card, click “Continue” to proceed with the payment.



This screen will reflect your Purchase Information. Please review that all the information is correct and hit "Submit" to run the payment.



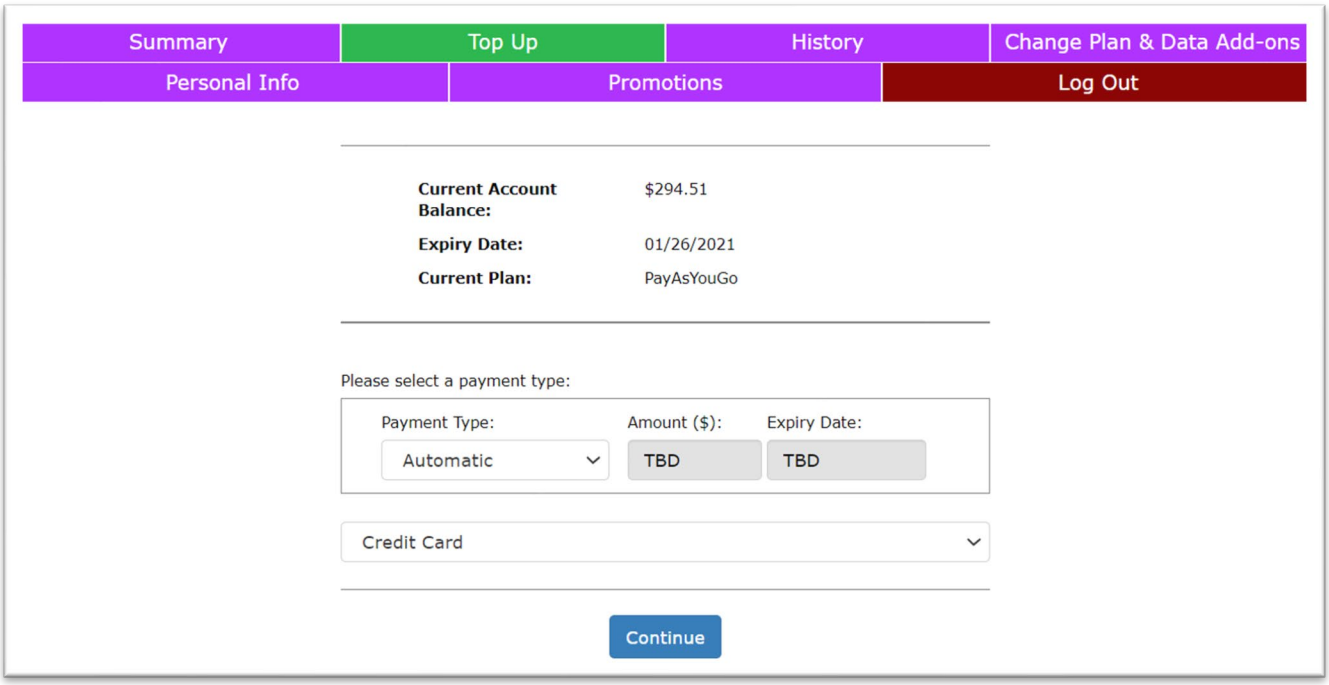
You will then be brought to this screen which advises the top up was successful. On this page, you will have access to print a hard copy of the receipt.



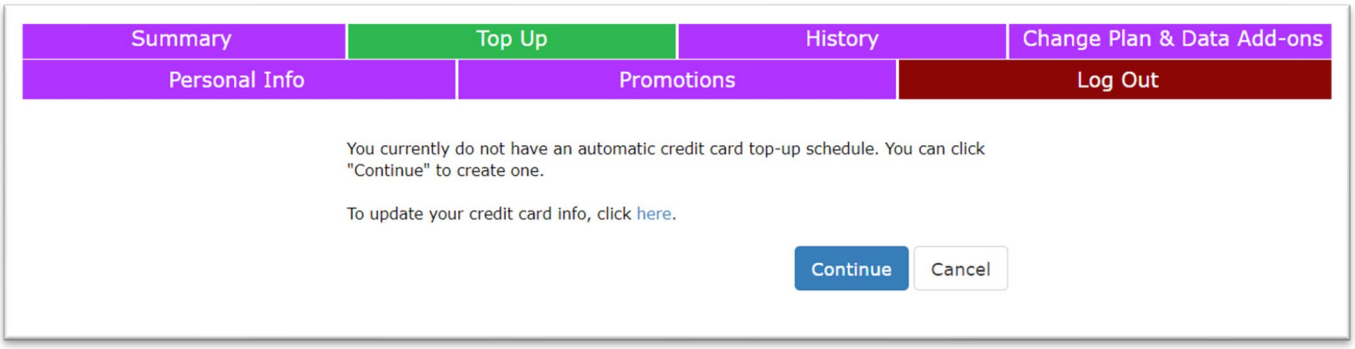
Setting up automatic Top up (Autopay)

Once you have saved a credit card on file in the "Personal Information" Tab, you will now be able to set up Automatic Top Up's (Autopay)

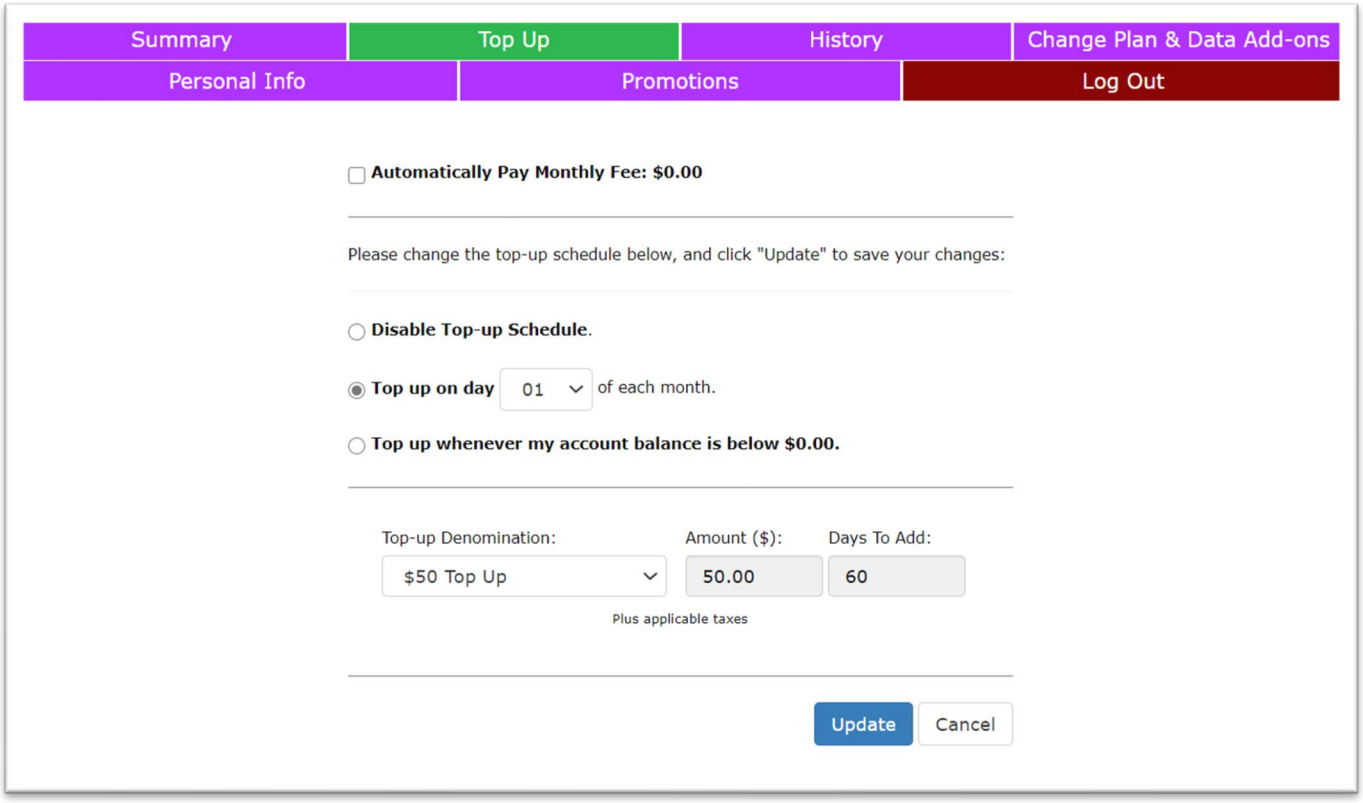
To set this up, start by selecting "Automatic" on the drop-down menu and click "Continue".



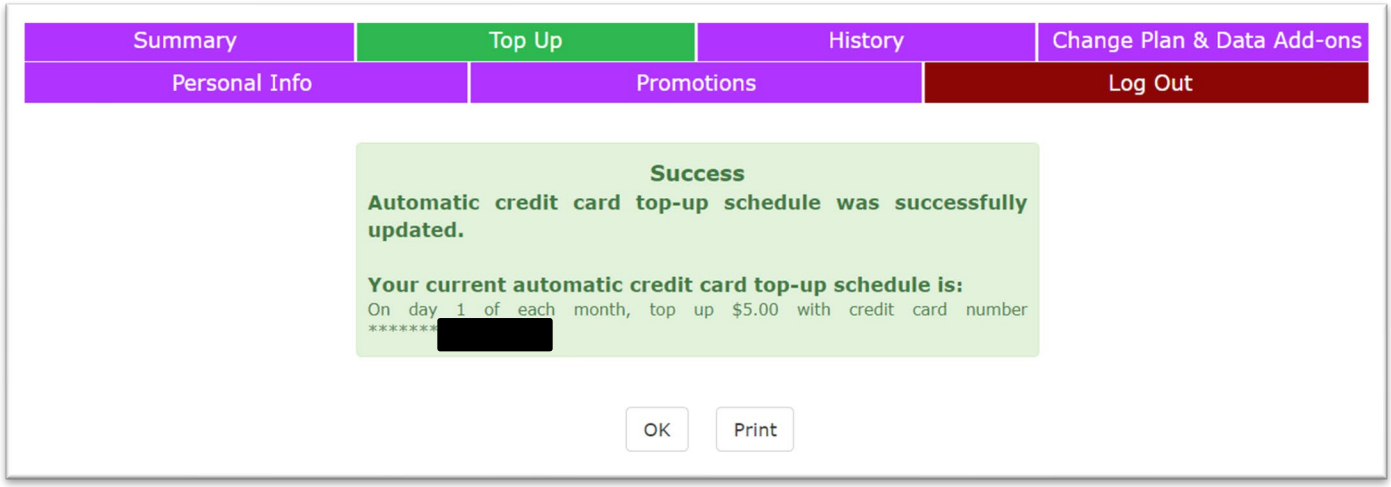
If you would like to use another card other than the one that is saved on file, you can select "Click here" to update your credit card info. If not, proceed with selecting "Continue".



Here you will select “Top up on day”, select the day of which the autopay will run, and the Top-up Denomination. When completed, select “Update”.



By selecting Update, you confirm all the info is correct and you will be prompted with the following message. “Automatic credit card top-up schedule was successfully updated” Your current automatic top-up schedule is on….”

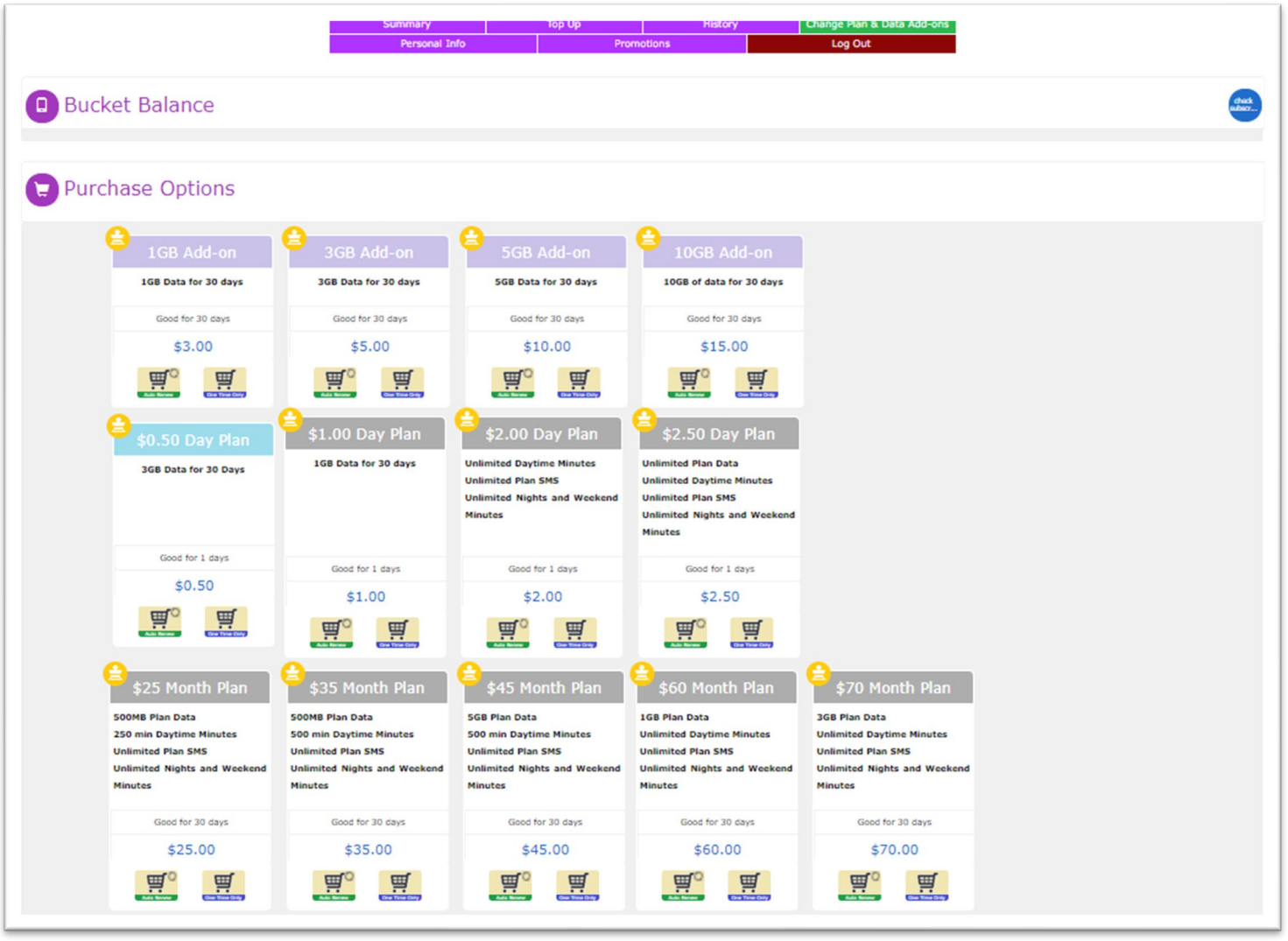


Change Plan & Data Add-ons Tab

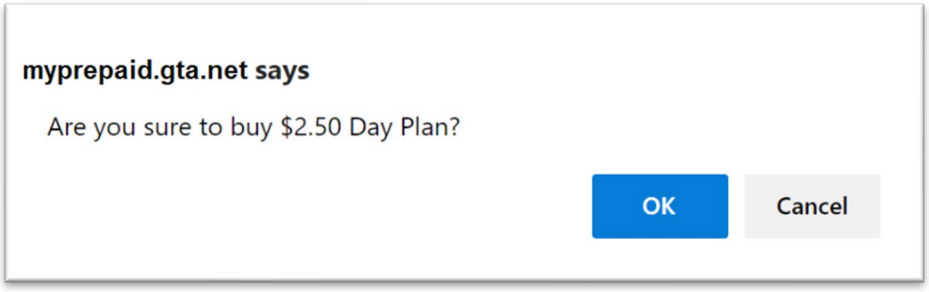
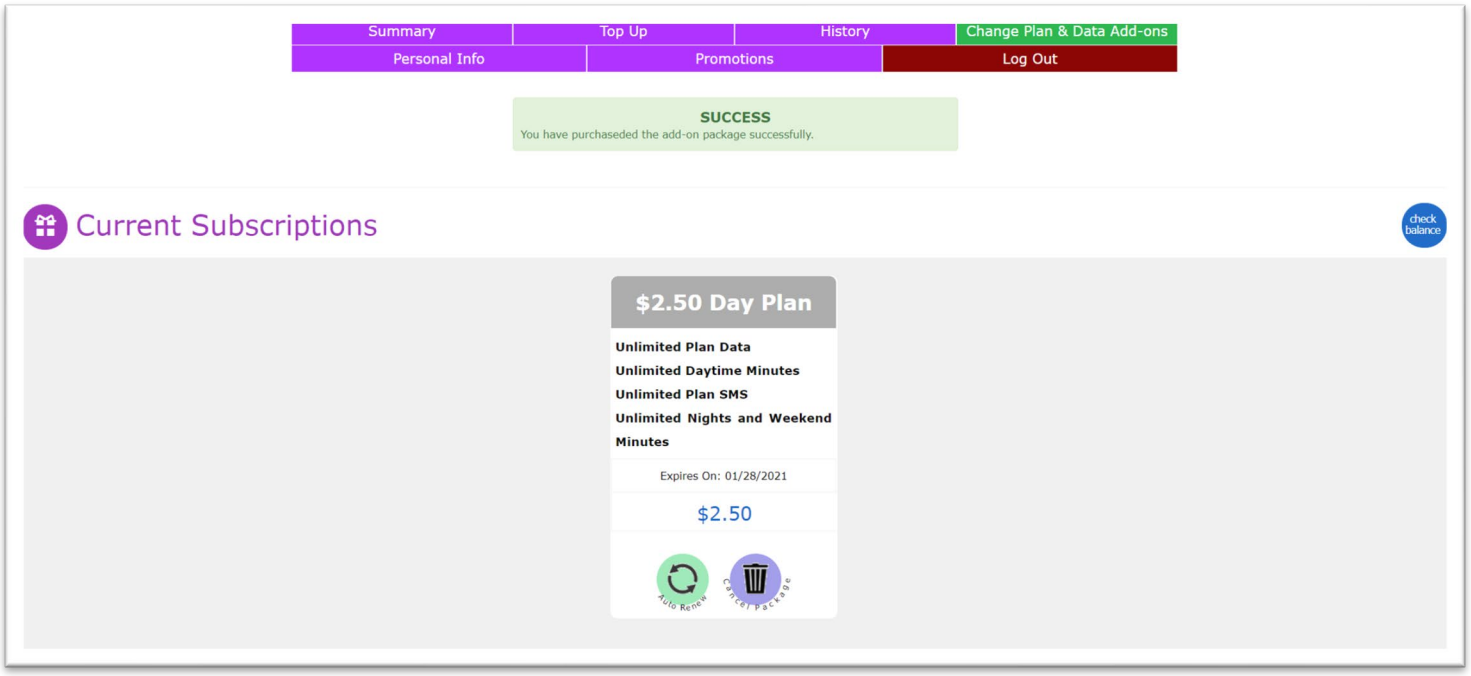
Here you will be able to select between a Daily plan, Monthly plan, or Data Add-on package. You now have the option to select a one-time plan or auto-renew plan.

- The one-time plan option expires plans 24 hours after the plan is activated for Daily plans and 30 days after the plan is activated for Monthly plans.
- The auto-renew option renews plans every 24 hours for Daily plans and every 30 days for monthly plans and Data add-on packages.

To change your plan or to apply for a data add on, you will start by selecting a plan and choosing either “Auto Renew” or “One Time only”



By clicking “One Time Plan” or “Auto Renew”, the following pop-up message will appear. By clicking “Ok”, you confirm you are opting in for the specific calling plan.



You can view your plan under “Current Subscription”.