



USER MANUAL

Road User Portal (RUP)

-

Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account

In case of additional questions contact **Satellic Customer Support** on

00800/72 83 55 42

(From Belgium and neighboring countries)

or **+32 2 416 0 416**

(From any location)

Calls from mobile networks may be surcharged according to the terms and conditions of your mobile service operator.

You can run a Service Point procedure to get an OBU at a Service Point. This is recommended if your OBU could not be ordered via the Road User Portal, if you forgot to order your OBU beforehand or if you are already on the road heading to Belgium.

To get access to all the services provided by Satellic, you must:

- **upgrade your service point account** by creating a standard account on the RUP
- **or merge your service point account with an existing account** on the Road User Portal. This procedure is explained on page 7 to 10 of this manual.

Please note that, due to privacy reasons, not all the account details can be shown in the print screens below.

Upgrade your service point account by creating a standard account

Step 1: Go to www.satellic.be, and select “MY ACCOUNT”.

NEWS PRESS JOBS

BECOME A CUSTOMER MY ACCOUNT EN

Satellic

FIND A SERVICE POINT TOLL SUPPORT SEARCH

No. 1 toll provider in Belgium!

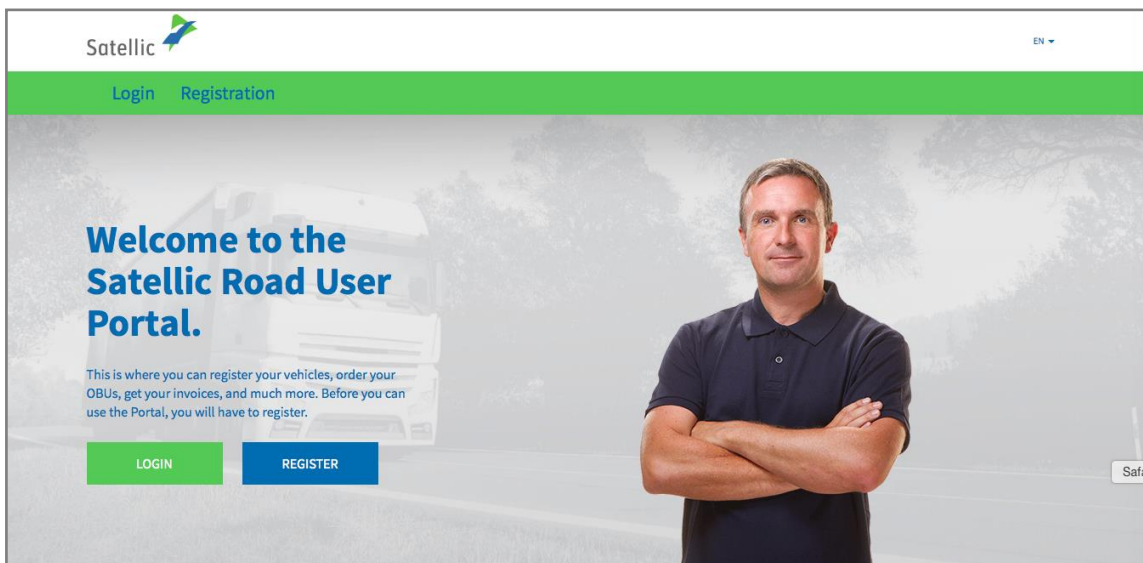
Become a customer

News

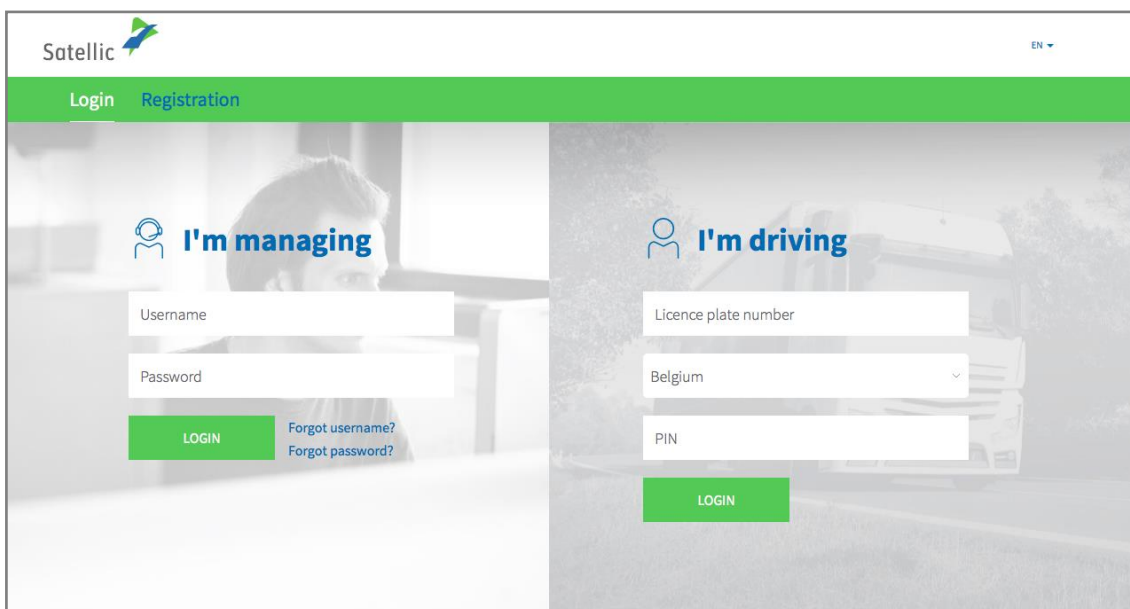
Thomas Pferr appointed Chairman of Satellic's Board | Elisabeth Verbrugge taking over his function as CEO
PRESS 29 June 2018

What changes on 1 January 2018?
NEWS 1 January 2018
A few things will change from 1 January, which might have an impact

Step 2: Select "LOGIN".




Step 3: Select "I'M DRIVING" and log in with your Licence plate number, the country of origin of your vehicle and the PIN of the OBU you obtained at a Service Point.




Step 4: Select “CREATE A STANDARD ACCOUNT”.
 You can also edit your vehicle details by clicking “EDIT” or top up your OBU by clicking “TOP UP OBU”.

Step 5: Select “BUSINESS CUSTOMER” or “PRIVATE CUSTOMER”, and fill in the required boxes.

Step 6: Accept the Satellic “PRIVACY POLICY” and the “TERMS AND CONDITIONS” and select “NEXT”.



Please type the text displayed above

I was informed about the [Privacy Policy](#) and accept the [General Terms and Conditions](#) (to be able to click “NEXT/CONFIRM”, you must first click on the links to open the documents). 

Step 7: Check if the data are correct and select “CONFIRM”.

Account registration

Please check if the below data are correct before you confirm your registration.

Account information

| | | | |
|------------------|------------------|------------------------------|---------|
| Customer type | Private customer | Country | Belgium |
| First name | Test | Language | Dutch |
| Last name | Account | EU-VAT identification number | |
| Street | | E-mail address | |
| Address Addendum | | | |
| City | | | |

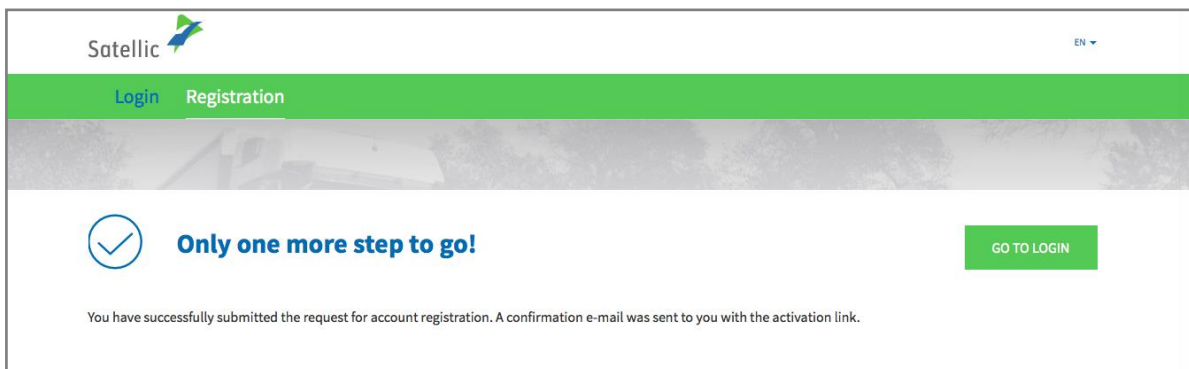
Bank Account

| | | | |
|----------------|--|--------------|---------|
| Account holder | | Salutation | Mrs. |
| BIC | | First name | Test |
| IBAN | | Last name | Account |
| | | Phone number | |

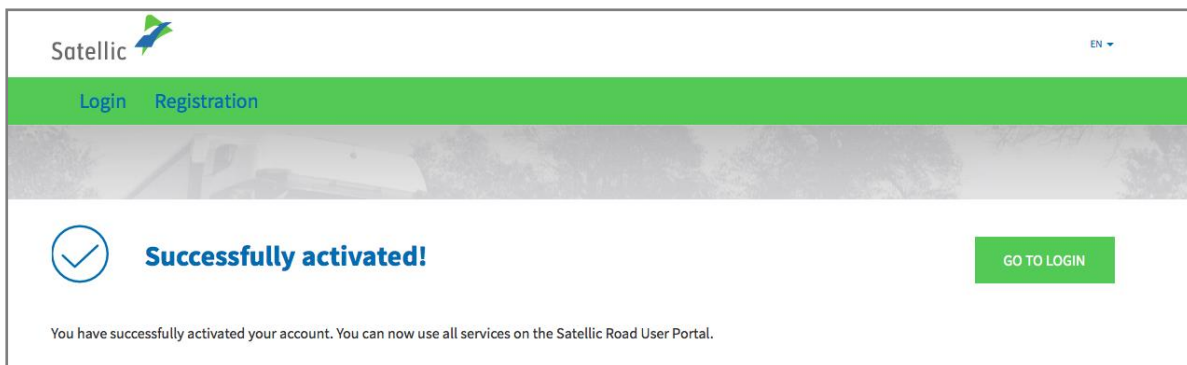
Road User Portal Login

| | |
|----------|-------------|
| Username | Testaccount |
|----------|-------------|

Step 8: A confirmation e-mail is sent to you with the activation link.



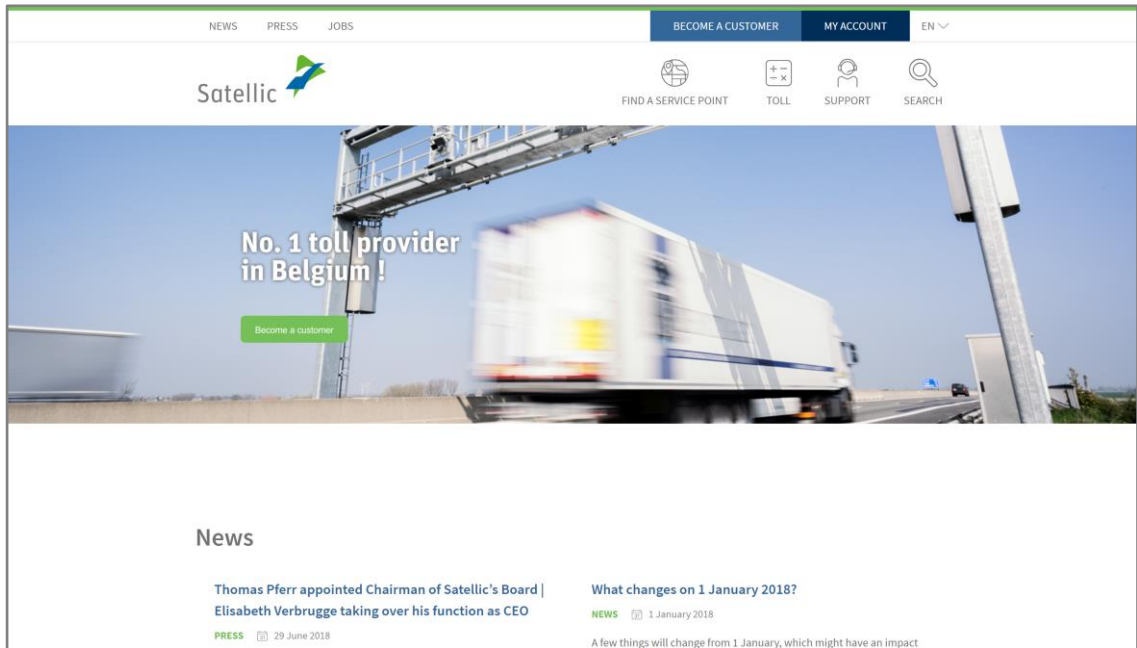
Step 9: Complete your registration by clicking on the activation link in the confirmation e-mail. Please note that this link is only valid for the next 24 hours.



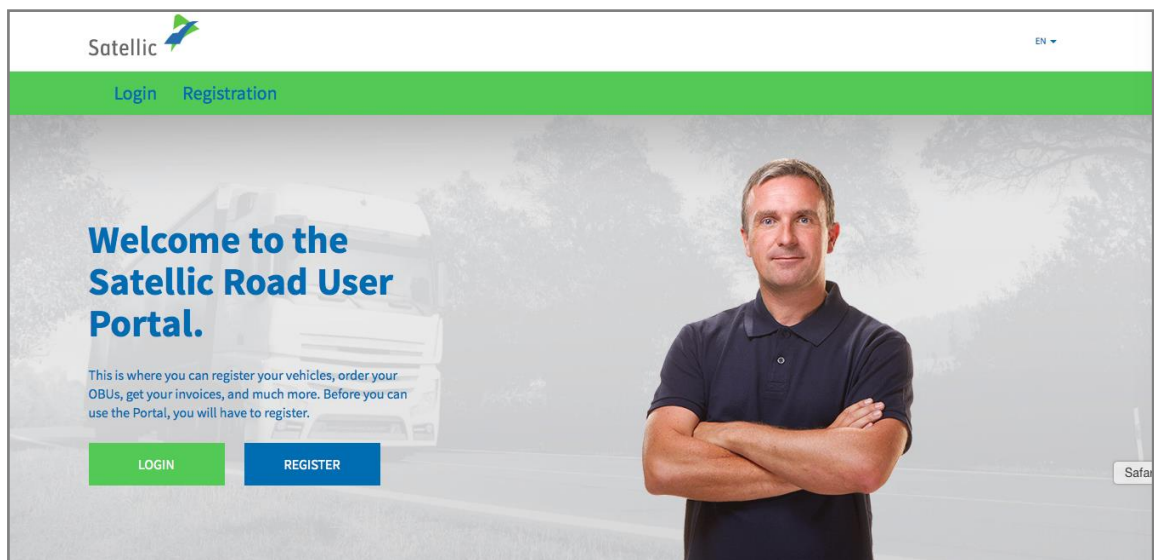
You now have a standard account registered on the Satellic Road User Portal and you can use all the Satellic services.

Merge your service point account with an existing account in the Road User Portal

Step 1: Go to www.satellic.be, and select “MY ACCOUNT”.



Step 2: Select “LOGIN”.



Step 3: Select “I’M DRIVING” and log in with your Licence plate number, the country of origin of your vehicle and the PIN of the OBU you obtained at a Service Point.

The screenshot shows the Satellic website's login interface. At the top left is the Satellic logo, and at the top right is a language dropdown menu set to 'EN'. Below the header is a green navigation bar with 'Login' and 'Registration' links. The main content area is split into two panels. The left panel, titled 'I'm managing', features a person icon, a 'Username' input field, a 'Password' input field, a green 'LOGIN' button, and links for 'Forgot username?' and 'Forgot password?'. The right panel, titled 'I'm driving', features a person icon, a 'Licence plate number' input field, a dropdown menu for 'Country' (currently showing 'Belgium'), a 'PIN' input field, and a green 'LOGIN' button.

Step 4: Select “ADD VEHICLE AND OBU TO MY STANDARD ACCOUNT”. You can also edit your vehicle details by clicking “EDIT”, or top up your OBU by clicking “TOP UP OBU”.

The screenshot displays the 'Vehicle & OBU details' page. At the top left is a truck icon. The main heading is 'Vehicle & OBU details'. Below this is a promotional banner: 'Come in and enjoy all the features of the Satellic Road User Portal!'. Underneath the banner are two buttons: 'CREATE A STANDARD ACCOUNT' and 'ADD VEHICLE AND OBU TO MY STANDARD ACCOUNT', separated by 'OR'. The page is divided into four sections:


- Vehicle details:** A table with the following information:

| | |
|---|----------|
| Licence plate number | TEST |
| Vehicle's country of registration | Zimbabwe |
| Gross Combination Weight Rating (GCWR) [kg] | 12345 |
| Emission class | EURO VI |
| Journey visualisation | Inactive |

 Below the table is a blue 'EDIT' button.
- Uploaded vehicle paper files:** Shows a document icon, the date '28/6/2019', and the filename 'Doc20190628_091852.jpg'.
- OBU Details:** Lists 'OBU ID (S/N)', 'Status', and 'PIN', with the corresponding values redacted by black boxes.
- Toll payment settings:** Lists 'Payment scheme' and 'Balance', with the corresponding values redacted by black boxes.

 At the bottom left of the page is a green 'TOP UP OBU' button.

Step 5: Please enter the username and password of the existing standard account and accept the Satellic "PRIVACY POLICY" and the "TERMS AND CONDITIONS". Click "CONFIRM".



Add vehicle and OBU to Standard Account

To add the vehicle and OBU to your Standard Account, please enter the username and password of the Standard Account.

My Standard Account Data

Username

Password


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Vehicle you want to add

Licence plate number

Vehicle's country of registration

Step 6: Select "CONFIRM".



Confirm Add vehicle and OBU to Standard Account

Do you want to add the vehicle and OBU to the Standard Account?

My Account

Account number

First name

Last name

Vehicle you want to add

Licence plate number

Vehicle's country of registration

Step 7: **The vehicle and the OBU are now successfully added to a standard account. The service point account will be deleted.**
Select "GO TO LOGIN".



Vehicle and OBU successfully added to Standard Account

The request to add the vehicle and OBU to your Standard Account has been submitted successfully. The Service Point Account will be deleted. Please login again.

[GO TO LOGIN](#)