



USER MANUAL

Road User Portal (RUP)

-

Upgrade your Fast-track Account to a Full Account or Merge it with an Existing Full 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 fast-track 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.

Please note that the fast track account will be deactivated after 15 days if you don't convert it to a full account!

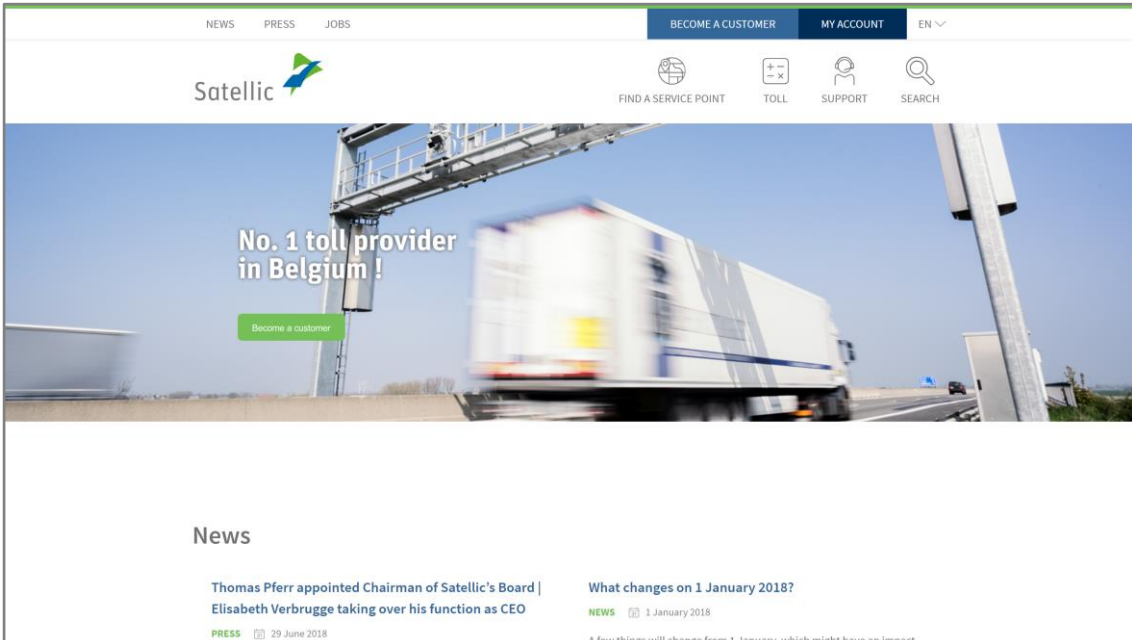
To get access to all the services provided by Satellic and to receive official invoices, you must

- **upgrade your fast-track account** by creating a full account on the RUP
- **or merge your fast-track 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 fast-track account by creating a full 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!

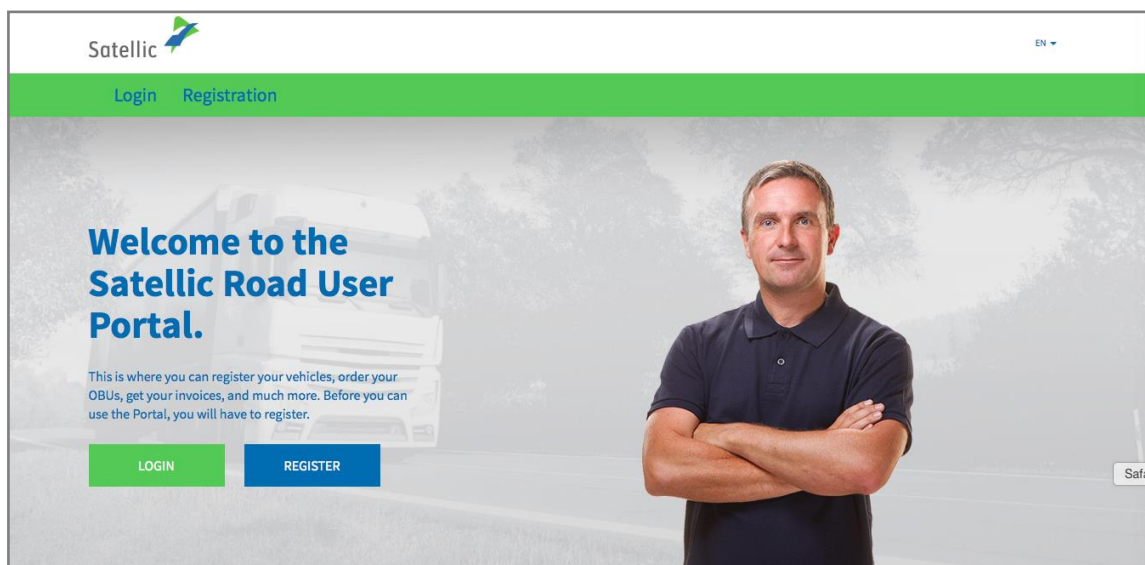
Become a customer

News

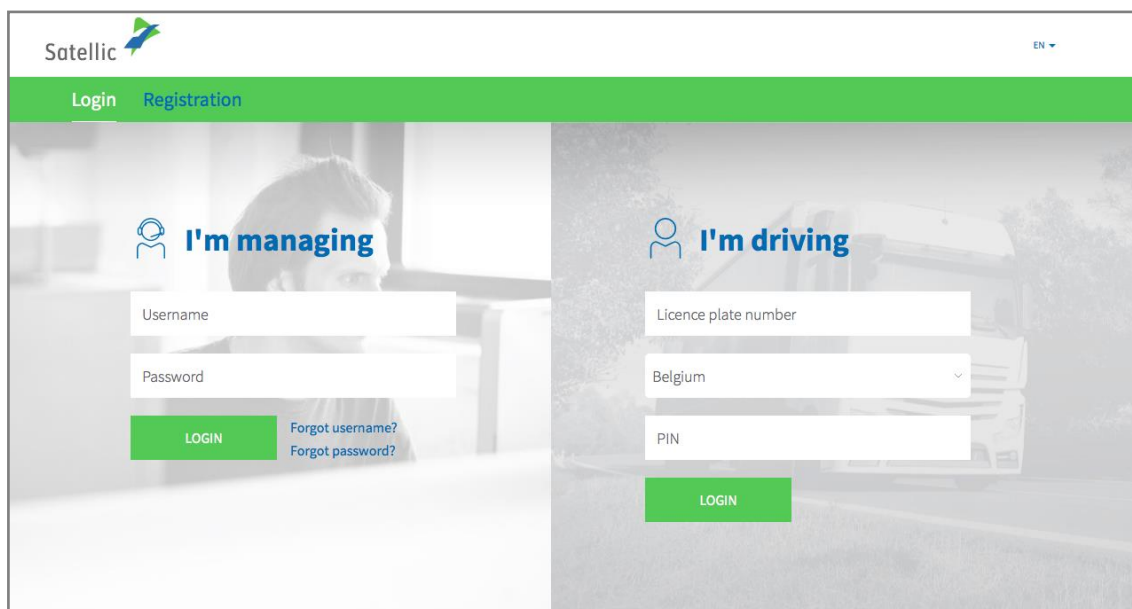
Thomas Pferr appointed Chairman of Satellic's Board | Elisabeth Verbrugge taking over his function as CEO
PRESS 29 June 2018

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 FULL ACCOUNT".

You can also edit your vehicle details by clicking "EDIT" or top up your OBU by clicking "TOP UP OBU".



Vehicle & OBU details

Come in and enjoy all the features of the Satellic Road User Portal!

[CREATE A FULL ACCOUNT](#) OR [ADD VEHICLE AND OBU TO MY FULL ACCOUNT](#)

Vehicle details

Licence plate number	[REDACTED]
Vehicle's country of origin	Belgium
Gross Combination Weight	44000
Rating (GCWR) [kg]	
Emission class	EEV

[EDIT](#)

Uploaded vehicle paper files

[REDACTED]

OBU Details

OBU ID (S/N)	[REDACTED]
Status	Active
PIN	[REDACTED]


[TOP UP OBU](#)

Toll payment settings

Payment scheme	Pre-payment
Balance	EUR 50.00
as per	31/1/2016 3:57

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

[Vehicle & OBU details](#) [My Invoices](#)



Complete Account - Create Account

[Back to My Vehicle & OBU Details](#)

Personal data

Business customer Private customer

First name Last name


Street Number


Address Addendum

Postal code City


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

Road User Portal Login


Username 

Password 

Confirm Password



Please type the text displayed above

 I was informed about the [Privacy Policy](#) and accept the General [Terms and Conditions](#) 

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	

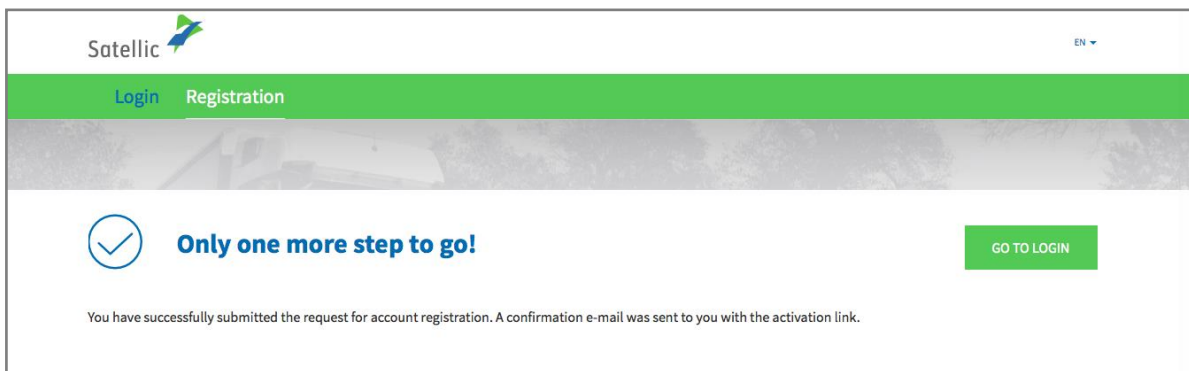
Contact person

Salutation	Mrs.
First name	Test
Last name	Account
Phone number	

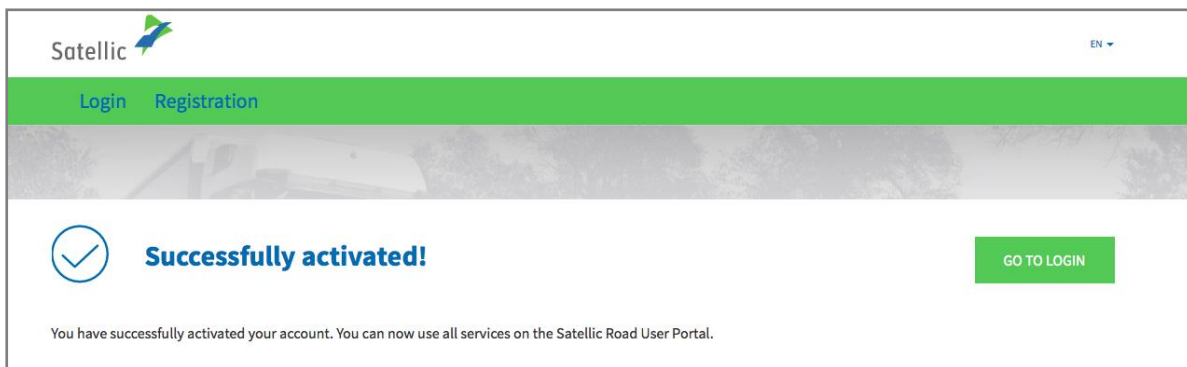
Road User Portal Login

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



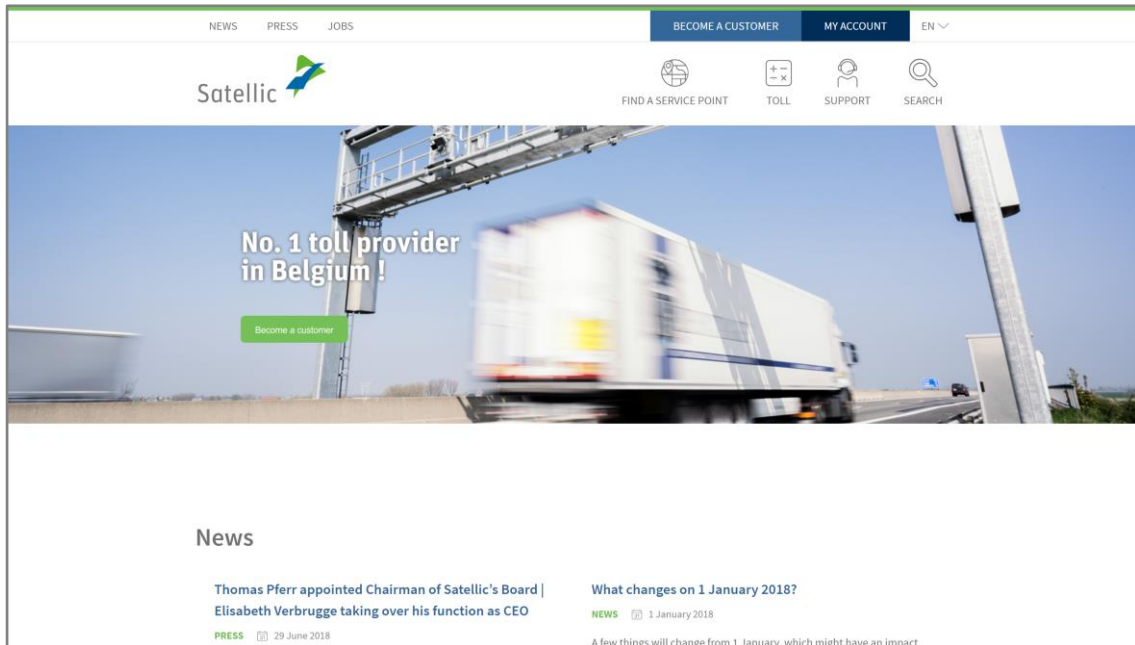
Step 9: Complete your registration by clicking on the activation link in the confirmation e-mail. Please note that this link is only valid for the next 24 hours.



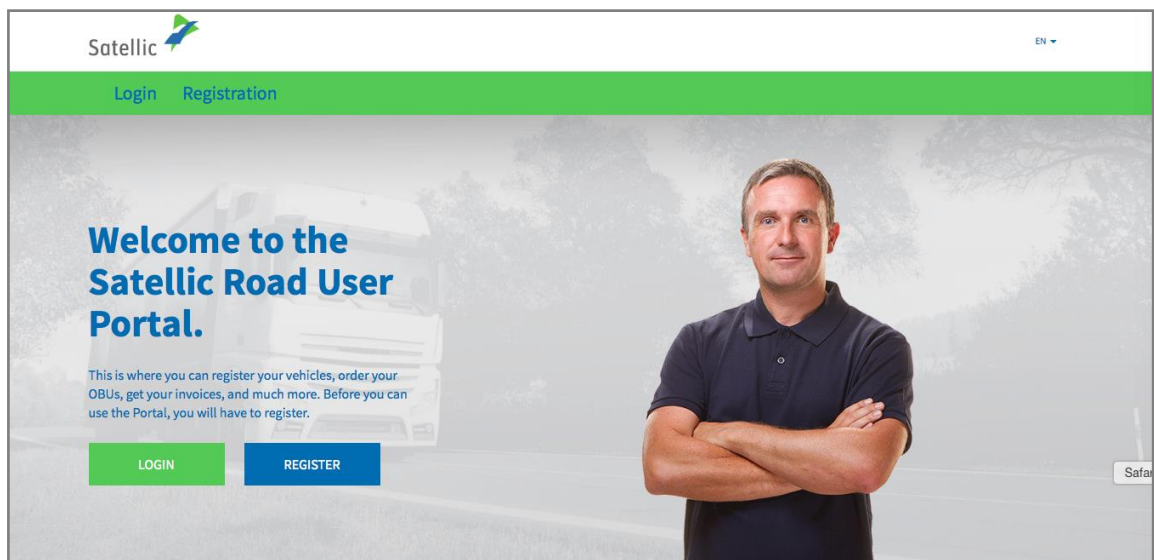
You now have a full account registered on the Satellic Road User Portal and you can use all the Satellic services.

Merge your fast-track 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 'Belgium' dropdown menu, a 'PIN' input field, and a green 'LOGIN' button.

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

The screenshot shows the 'Vehicle & OBU details' page. At the top left is a truck icon. The title is 'Vehicle & OBU details'. Below the title is a grey banner with the text 'Come in and enjoy all the features of the Satellic Road User Portal!'. Underneath the banner are two buttons: 'CREATE A FULL ACCOUNT' (blue) and 'ADD VEHICLE AND OBU TO MY FULL ACCOUNT' (green), separated by 'OR'. The page is divided into four sections: 'Vehicle details' (with fields for Licence plate number, Vehicle's country of origin: Belgium, Gross Combination Weight: 44000, Rating (GCWR) [kg], and Emission class: EEV, and an 'EDIT' button), 'Uploaded vehicle paper files' (with a document icon and a redacted field), 'OBU Details' (with fields for OBU ID (S/N), Status: Active, and PIN, and a 'TOP UP OBU' button), and 'Toll payment settings' (with fields for Payment scheme: Pre-payment, Balance: EUR 50.00, and as per: 31/1/2016 3:57).

Step 5: Please enter the username and password of the existing full account. Click "CONFIRM".


The screenshot shows a web interface with a green header containing 'Vehicle & OBU details' and 'My Invoices'. Below the header is a grey banner with a car icon. The main content area is titled 'Add vehicle and OBU to full account' with a car icon. Below the title is a sub-header 'My Full Account Data' and a text prompt: 'To add the vehicle and OBU to your full account, please enter the username and password of the full account.' There are two input fields: 'Username' and 'Password'. To the right, under 'Vehicle you want to add', there are two fields: 'Licence plate number' and 'Vehicle's country of origin', with 'Belgium' selected in the second field. At the bottom are two buttons: 'CONFIRM' (green) and 'CANCEL' (blue).

Step 6: Select "CONFIRM".

The screenshot shows a web interface with a green header containing 'Vehicle & OBU details' and 'My Invoices'. Below the header is a grey banner with a car icon. The main content area is titled 'Confirm Add vehicle and OBU to full account' with a car icon. Below the title is a text prompt: 'Do you want to add the vehicle and OBU to the full account?'. There are two sections: 'My Account' and 'Vehicle you want to add'. 'My Account' has two fields: 'Account number' and 'Company'. 'Vehicle you want to add' has two fields: 'Licence plate number' and 'Vehicle's country of origin', with 'Belgium' selected in the second field. At the bottom are three buttons: 'CONFIRM' (green), 'BACK' (blue), and 'CANCEL' (blue).

Step 7: **The vehicle and the OBU are now successfully added to a full account. The fast-track account will be deleted.**
Select "GO TO LOGIN".

[Login](#) [Registration](#)



Vehicle and OBU successfully added to full account

The request to add the vehicle and OBU to your full account has been submitted successfully. The Fast Track Account will be deleted. Please login again.

[GO TO LOGIN](#)