# USER MANUAL

# Road User Portal (RUP)

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# Activate the Liefkenshoek Tunnel service

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.

**Date version: November 2018**

# How can I activate the Liefkenshoek Tunnel service?

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

> **Important!**
> **The payment of the toll of the Liefkenshoek Tunnel with the Satellic OBU is only possible if you choose a participating Satellic Business Partner as payment mean for this specific service.**
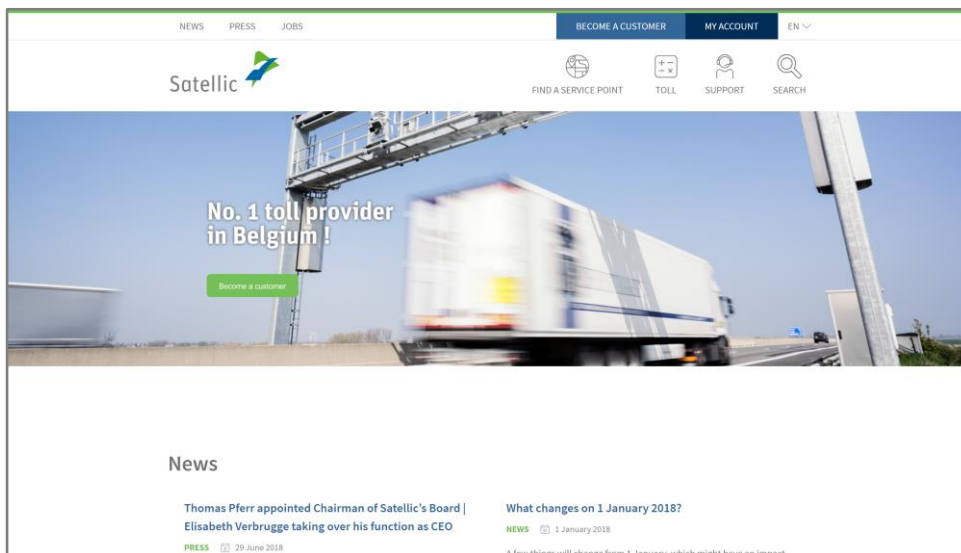> A list of the Business Partners offering this service can be found here:
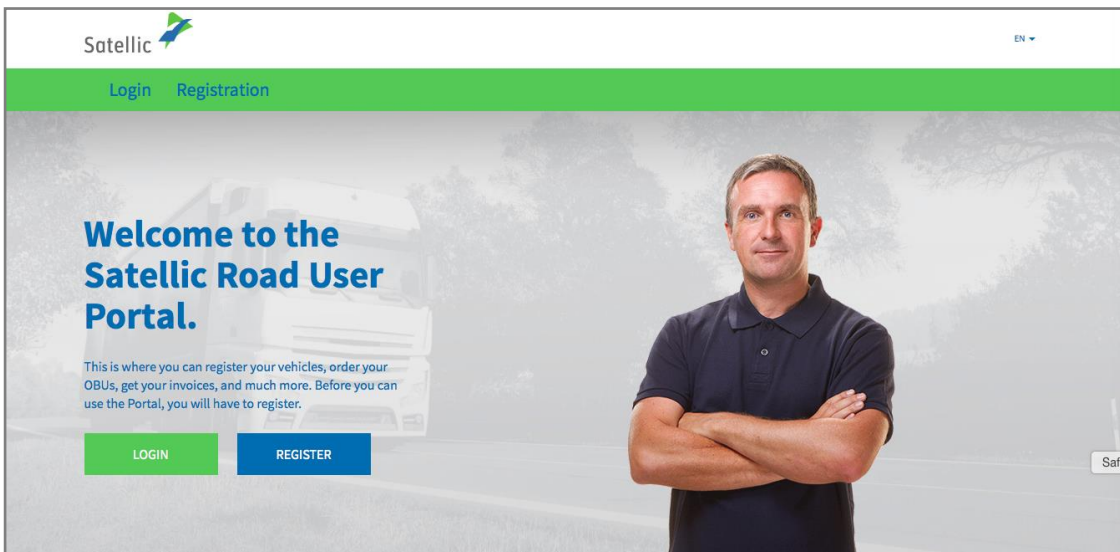> http://www.satellic.be/partners-offering-liefkenshoek-tunnel-service
>
> > ➢ **If you already pay the Belgian toll via a participating Business Partner,** please contact your Business Partner to see if they offer this service.
> > ➢ **If you don't pay the Belgian toll via a participating Business Partner**, you can log onto the Road User Portal and request to have a participating Business Partner as guaranteed payment mean. For more information, please read our FAQ "How can I change my payment means (full account only)?".
> > *Note that the selected Business Partner will first have to accept your request. When they contact you, don't forget to specify that you would like to use the Liefkenshoek Tunnel service they offer.*
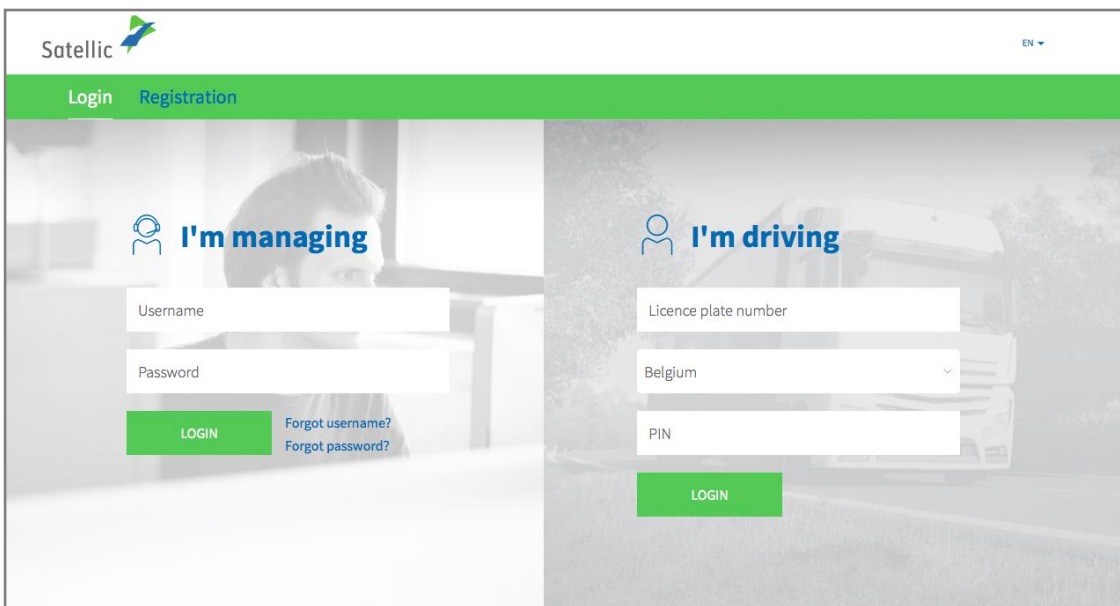
Step 1: Go to www.satellic.be, and select "MY ACCOUNT".

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Step 2: Select "LOGIN".



Step 3: Select "I'M MANAGING" and log in with your Username and Password.

Step 4: Click on "Product Area".



Step 5: You will see two different possibilities. Click on the "MANAGE" button next to "Liefkenshoek Tunnel".

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Step 6: Next to "Payment Means", you will see the name of your Business Partner. You can also always see if the automatic activation of the service for new vehicles has been selected.

1) **"MANAGE VEHICLES"**
   If you click on "MANAGE VEHICLES", you can manually add and remove the Liefkenshoek Tunnel service from already registered vehicles.



- If you made some selection that you would like to cancel, click on "RESET".
- If you have selected another OBU for which the Liefkenshoek Tunnel service should be activated, click on "NEXT".

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The following screen will appear if you clicked on "NEXT". Click then on "CONFIRM".



The following screen appears. It confirms your modification.

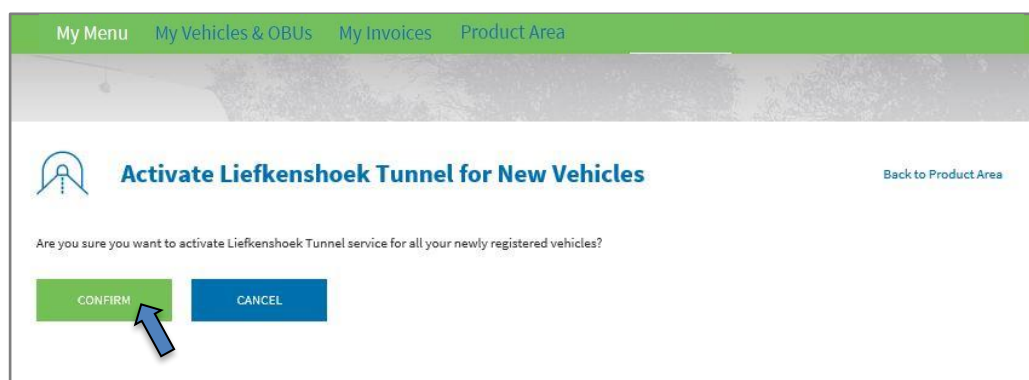## 2) "ACTIVATE FOR NEW VEHICLES"

When you click on "ACTIVATE FOR NEW VEHICLES" (or "DEACTIVATE FOR NEW VEHICLES" if you have already selected the Liefkenshoek Tunnel service), you can select (or deselect) the automatic activation of the Liefkenshoek Tunnel service for all of your newly registered vehicles.
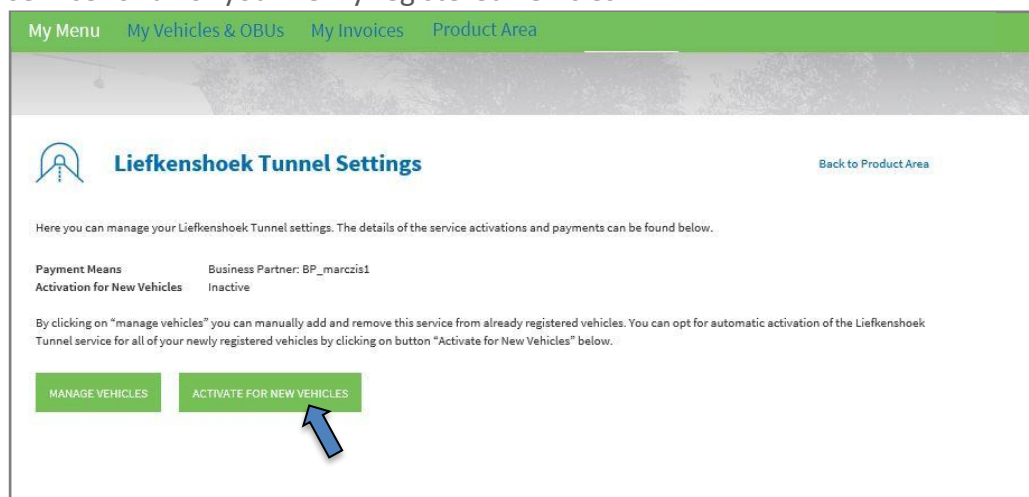


If you clicked on "ACTIVATE FOR NEW VEHICLES", you will see the following screen. Click then on "CONFIRM".



The following screen appears. It confirms your modification.