



USER MANUAL

Road User Portal (RUP)

-

Manage your 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.

Manage your account on the Satellic Road User Portal

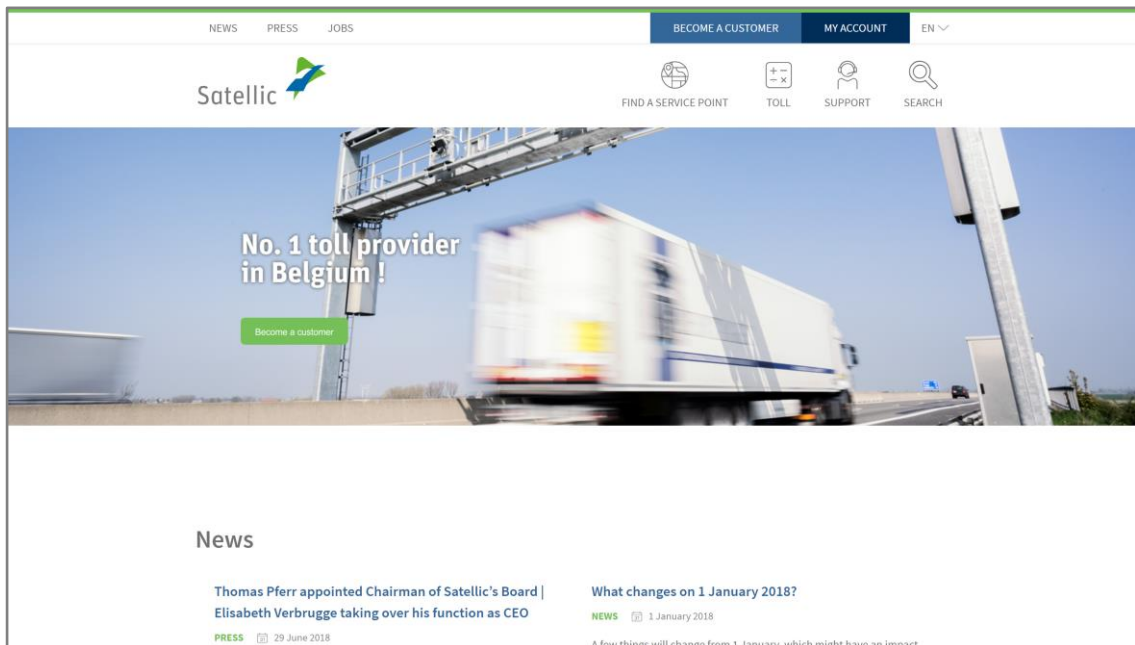
In this manual, we explain how you can manage your account data on the Satellic Road User Portal. More specifically, this manual shows how to change your account data such as your personal data (address, language, VAT-number ...), bank account data, contact person info, etc. Furthermore, it is possible to change your password and to indicate in which additional countries you would like to use the Satellic OBU in the future.

- To edit your account → Go to page 5
- To change your password → Go to page 7
- To indicate in which additional countries you would like to use the Satellic OBU → Go to page 9

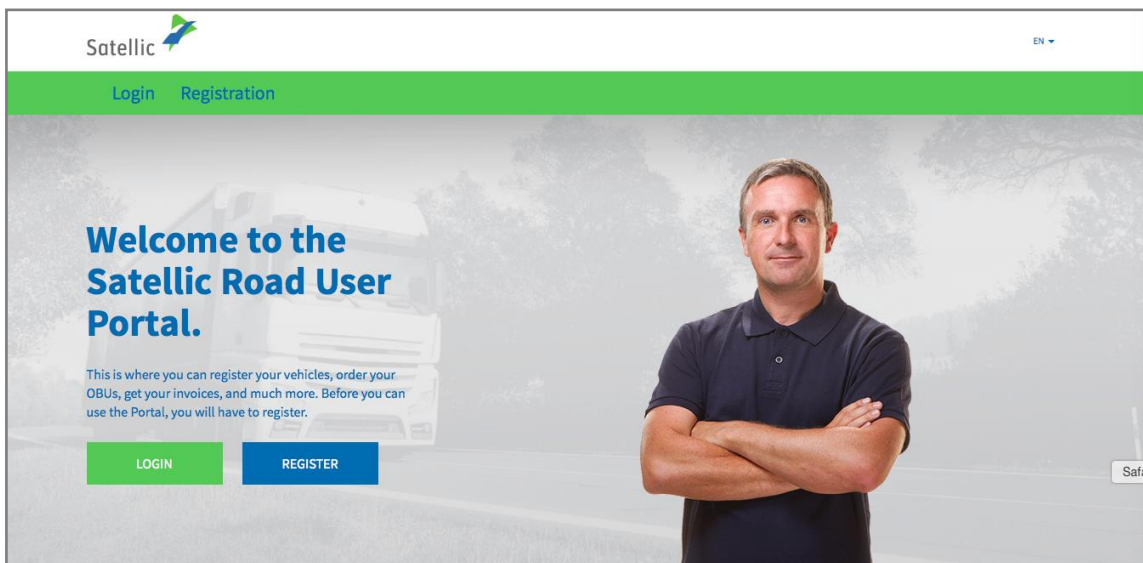
In order to manage your account in the Satellic [Road User Portal](#), you need to create a standard account first. Please check the [RUP User Manual – Create a Standard Account](#) for more information.

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

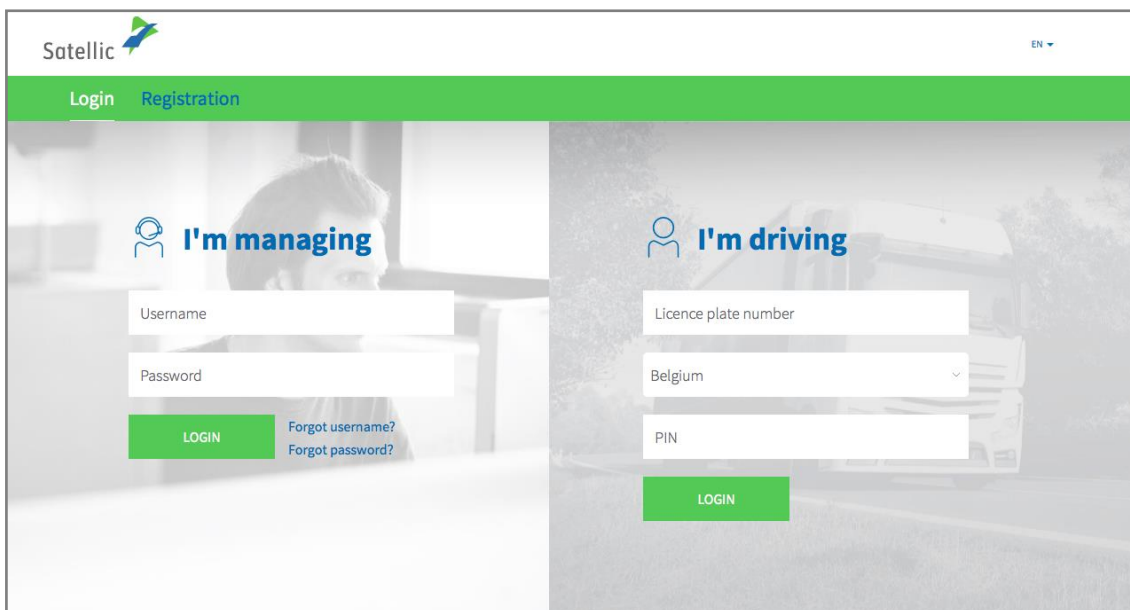
Step 1: Go to www.satellic.be, and select “MY ACCOUNT”.



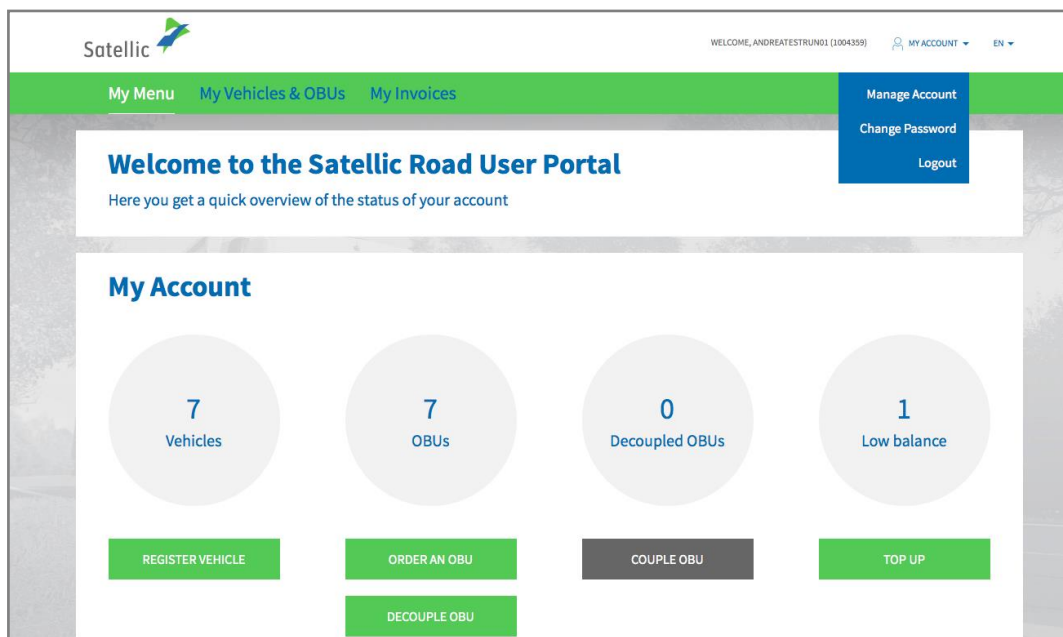
Step 2: Select "LOGIN".



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

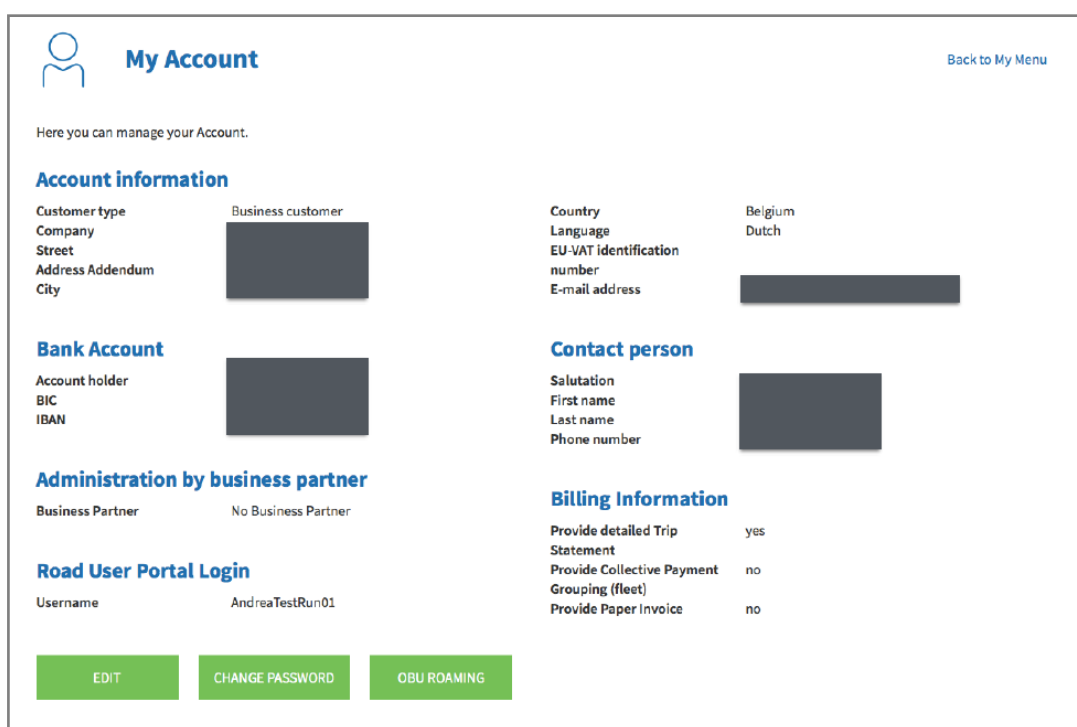


Step 4: Select “MY ACCOUNT” in the upper right corner and click “MANAGE ACCOUNT”.



Step 5: You can select one of the following three options.

- 5.1: To edit your account, click “EDIT” and continue.
- 5.2: To change your password, click “CHANGE PASSWORD” and go to page 7.
- 5.3: To indicate in which additional countries you would like to use the Satellic OBU, click “OBU ROAMING”, and go to page 9.



5.1 Edit your account

a. Fill in the fields you want to change. If you want to change any of the fields that are not allowed to be edited, please contact the Satellic Customer support.

Edit My Account [Go to My Account](#)

If you want to change any of the fields that are not allowed to be edited, please contact Satellic Customer Support.

Personal data

Business customer Private customer

Company

Street Number

Address Addendum

Postal code City

Country Language


b. You can also select a Satellic Business Partner to manage your account. These partners assist their clients with the management of the OBUs and the payment of the toll. Select “CONFIRM” to confirm your new account data.

Administration by business partner

Business Partner

- No Business Partner
- Belgian Shell NV
- DKV
- eurotol
- Eurowag
- FEBETRA
- Gabriels NV
- LogPay Transport Services GmbH
- Maes Brandstoffen
- PLOSE SISTEM SERVICE
- Power Oil NV
- SA Octa+ Energie NV
- TLV (Transport en Logistiek Vlaanderen)
- Total Belgium
- UTA (UNION TANK Eckstein GmbH & Co. KG)
- ZMPD (Zrzeszenie Międzynarodowych Przewoźników Drogowych w Polsce)

c. Confirm your changes by selecting “CONFIRM”.



Confirm My Account

Please confirm your changes.

Account information

Customer type	Business customer	Country	Belgium
Company		Language	Dutch
Street		EU-VAT identification number	
Address Addendum		E-mail address	
City			

Bank Account

Account holder		Salutation	
BIC		First name	
IBAN		Last name	
		Phone number	

Administration by business partner

Business Partner	No Business Partner
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Road User Portal Login

Username	AndreaTestRun01
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Contact person

Salutation	
First name	
Last name	
Phone number	


Billing Information

Provide detailed Trip Statement	yes
Provide Collective Payment Grouping (Fleet)	yes
Provide Paper Invoice	no

[CONFIRM](#) [BACK](#)

d. Your account has now been successfully updated. Click “GO TO MY ACCOUNT”.

[My Menu](#) [My Vehicles & OBUs](#) [My Invoices](#)




Account successfully updated!

Account successfully updated!

[GO TO MY ACCOUNT](#)

5.2 Change your password

a. Select “CHANGE PASSWORD”.



My Account

[Back to My Menu](#)

Here you can manage your Account.

Account information

Customer type	Business customer	Country	Belgium
Company	[REDACTED]	Language	Dutch
Street	[REDACTED]	EU-VAT identification number	[REDACTED]
Address Addendum	[REDACTED]	E-mail address	[REDACTED]
City	[REDACTED]		

Bank Account

Account holder	[REDACTED]	Salutation	[REDACTED]
BIC	[REDACTED]	First name	[REDACTED]
IBAN	[REDACTED]	Last name	[REDACTED]
		Phone number	[REDACTED]

Administration by business partner

Business Partner	No Business Partner		
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Road User Portal Login

Username	AndreaTestRun01		
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Contact person


Salutation	[REDACTED]		
First name	[REDACTED]		
Last name	[REDACTED]		
Phone number	[REDACTED]		

Billing Information

Provide detailed Trip Statement	yes		
Provide Collective Payment Grouping (fleet)	no		
Provide Paper Invoice	no		

[EDIT](#) [CHANGE PASSWORD](#) [OBU ROAMING](#)

b. Fill in your new password twice and select “CONFIRM”. Your password change will be confirmed by e-mail. Click “RESET” if you want to return to your original password.




Change password

[Go to My Account](#)

Your password change will be confirmed by e-mail.

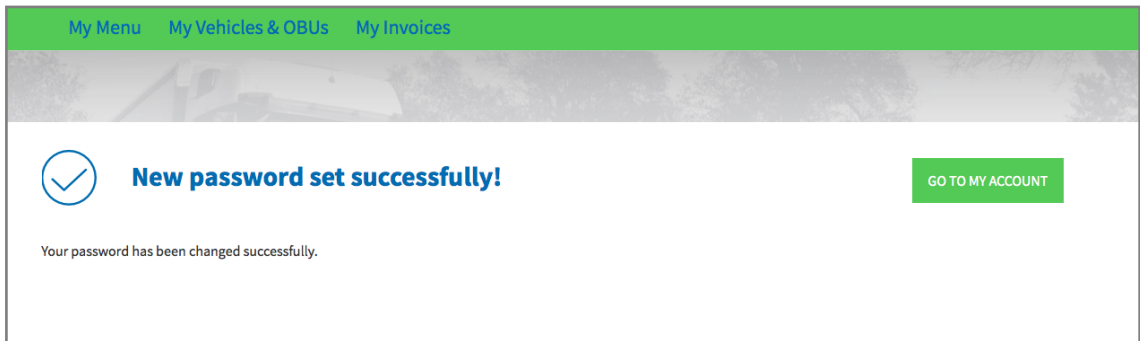
Old password

New password 

Confirm new password

[CONFIRM](#) [RESET](#)

c. Your new password has been changed successfully. Select "GO TO MY ACCOUNT".



The screenshot shows a user interface with a green navigation bar at the top containing the links "My Menu", "My Vehicles & OBUs", and "My Invoices". Below the navigation bar is a light gray header image. The main content area is white and features a blue checkmark icon in a circle on the left. To the right of the icon is the bold text "New password set successfully!". Below this text is the message "Your password has been changed successfully.". On the right side of the main content area, there is a green button with the text "GO TO MY ACCOUNT".

5.3 OBU Roaming

a. Select “OBU ROAMING”.

The screenshot shows a 'My Account' page with a user icon and a 'Back to My Menu' link. Below the header, there is a sub-header 'Here you can manage your Account.' followed by several sections:

- Account information:** Customer type (Business customer), Country (Belgium), Language (Dutch), EU-VAT identification number, and E-mail address.
- Bank Account:** Account holder, BIC, and IBAN.
- Contact person:** Salutation, First name, Last name, and Phone number.
- Administration by business partner:** Business Partner (No Business Partner).
- Billing Information:** Provide detailed Trip Statement (yes), Provide Collective Payment (no), Grouping (fleet), and Provide Paper Invoice (no).
- Road User Portal Login:** Username (AndreaTestRun01).

At the bottom, there are three green buttons: EDIT, CHANGE PASSWORD, and OBU ROAMING.

b. The Satellic OBU only collects toll in Belgium. To use your OBU in additional countries in the future, we offer you the possibility to select specific countries.





























You can give a vote for every registered vehicle. You can divide these votes over different countries or give all your votes to the same country. Please keep in mind that these votes just serve as an indication in the context of a possible extension of our services in the future.

Give your votes and select ‘CONFIRM’.

OBU Roaming

The Satellic OBU only collects toll in Belgium. To use your OBU in the future in additional countries we offer the possibility to choose specific countries. Please be aware that a service fee may be due for that service.

You can give 2 votes, one for every registered vehicle you have.

Country	Your votes	Overall votes
Austria	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	86
Czech Republic (the)	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	68
Denmark	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	80
France	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	413
Germany	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	360
Hungary	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	56
Ireland	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	42
Italy	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	84
Poland	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	126
Portugal	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	51
Slovakia	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	62
Spain	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	125
Sweden	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	44
United Kingdom of Great Britain and Northern Ireland (the)	<input type="text" value="0"/>   You have 0 from 2 votes given and 2 votes left.	111

CONFIRM

CANCEL