



USER MANUAL

Road User Portal (RUP)

-

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.

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>

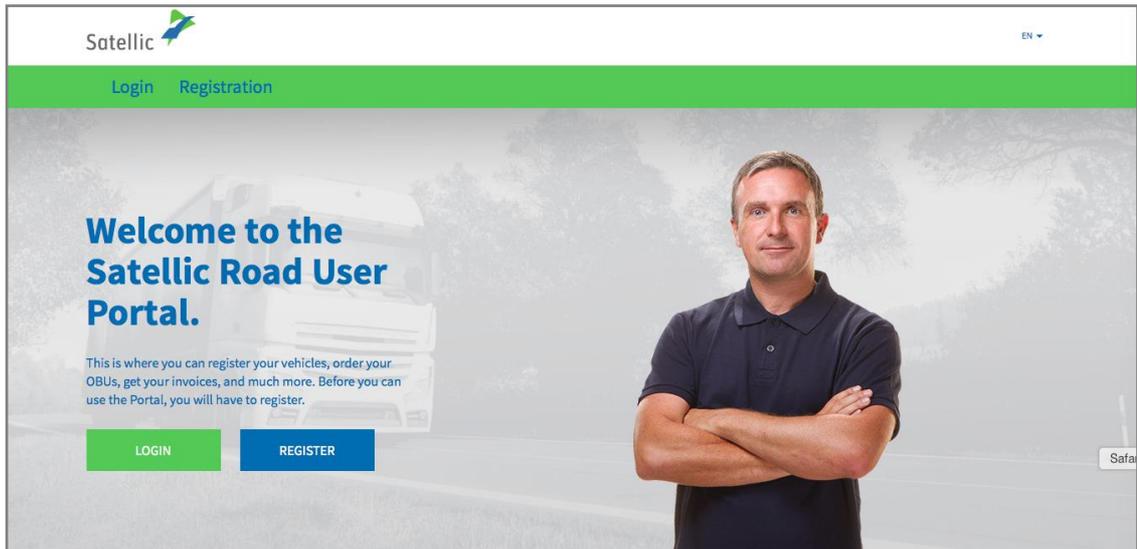
- **If you already pay the Belgian toll via a participating Business Partner**, please contact your Business Partner to see if they offer this service.
- **If you don't pay the Belgian toll via a participating Business Partner**, you can log onto the [Road User Portal](#) and request to have a participating Business Partner as guaranteed payment mean. For more information, please read our [FAQ "How can I change my payment means \(standard account only\)?"](#).

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.

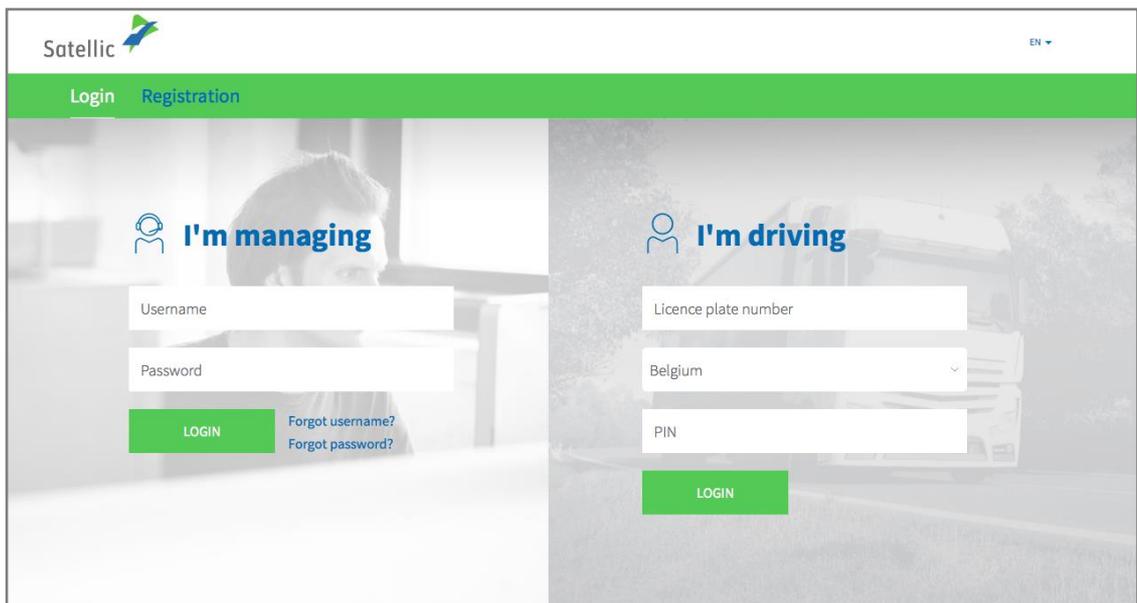
Step 1: Go to www.satellic.be, and select "MY ACCOUNT".



Step 2: Select "LOGIN".



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



Step 4: Click on “Product Area”.

The screenshot shows the 'My Account' section of the Satellic Road User Portal. At the top, a green navigation bar contains 'My Menu', 'My Vehicles & OBUs', 'My Invoices', and 'Product Area'. A blue arrow points to 'Product Area'. Below the navigation bar, the main heading is 'Welcome to the Satellic Road User Portal' with the subtext 'Here you get a quick overview of the status of your account'. The 'My Account' section features four circular statistics: '7 Vehicles', '7 OBUs', '0 Decoupled OBUs', and '2 Low balance'. Below each statistic is a button: 'REGISTER VEHICLE', 'ORDER AN OBU', 'DECOUPLE OBU', 'COUPLE OBU', and 'TOP UP'.

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

The screenshot shows the 'Product Area' section of the Satellic Road User Portal. At the top, a green navigation bar contains 'My Menu', 'My Vehicles & OBUs', 'My Invoices', and 'Product Area'. Below the navigation bar, the main heading is 'Product Area' with a shield icon. The section contains two cards: 'Toll Belgium' and 'Liefkenshoek Tunnel service'. The 'Liefkenshoek Tunnel service' card has a 'MANAGE' button highlighted with a blue arrow.

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.

My Menu My Vehicles & OBUs My Invoices Product Area

Usage settings for the Liefkenshoek Tunnel service Back to Product Area

You can manage your usage settings for the Liefkenshoek Tunnel service here. The details regarding service activations and payments are to be found below.

Payment means -
Activation for new vehicles Inactive

By clicking on « Manage vehicles », you can manually add this service to a vehicle or remove this service from already registered vehicles. You can choose to activate/deactivate the automatic activation of the Liefkenshoek Tunnel service for all your newly registered vehicles by clicking on the “(De)Activate for new vehicles” button below.

MANAGE VEHICLES **ACTIVATE FOR NEW 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”.

My Menu My Vehicles & OBUs My Invoices Product Area

Edit the Settings for the Usage of the Liefkenshoek Tunnel Back to Product Area

Select the OBU(s) you wish to use in the Liefkenshoek Tunnel. Click 'Select all' (i.e. the white box in the blue banner) to change the status of all your OBUs. When you are finished, click 'Next' to confirm your changes.

Licence plate number	Country code	OBU ID (S/N)	OBU status	Payment mean	Activation status	<input type="checkbox"/>
JORIS 01	BE	000410001005286	Activation requested			<input type="checkbox"/>
KEVIN 04	BE			Business Partner		<input checked="" type="checkbox"/>
KEVIN 05	BE			Business Partner		<input checked="" type="checkbox"/>
KEVIN 06	BE	000410001006952	Coupled			<input type="checkbox"/>
KEVIN 02	BE	000410001005985	Coupled	Business Partner	Active	<input checked="" type="checkbox"/>
KEVIN 03	BE	000410001005944	Coupled	Business Partner	Active	<input checked="" type="checkbox"/>
KEVIN 01	BE	000410001006500	Coupled	Business Partner	Activation requested	<input checked="" type="checkbox"/>

NEXT **CANCEL** **RESET**

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

My Menu My Vehicles & OBUs My Invoices Product Area

 **Confirm the modification of the settings for the usage of the Liefkenshoek Tunnel** [Back to Product Area](#)

Please review and confirm your changes by clicking the « Confirm » button, or go back if you want to make any changes.

Licence plate number	Country code	OBU ID (S/N)	OBU status	Payment mean	Activation status	Change
KEVIN 06	BE	000410001006952	Coupled	Business Partner	Activate	Activate

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

The following screen appears. It confirms your modification.

My Menu My Vehicles & OBUs My Invoices Product Area

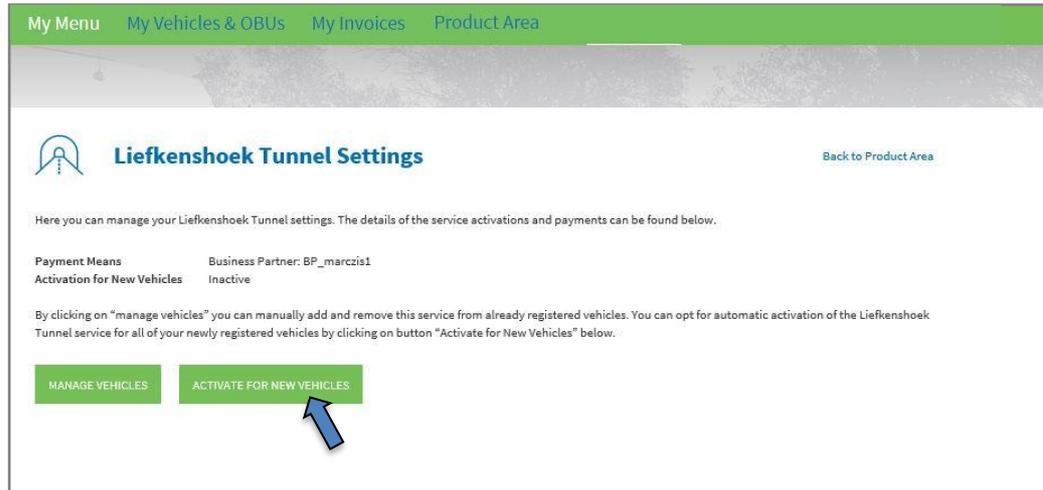
 **Modification of the settings for the usage of the Liefkenshoek Tunnel : Result** [Back to Product Area](#)

The modification of the settings for the usage of the Liefkenshoek Tunnel was successful.

[MANAGE](#)

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.

