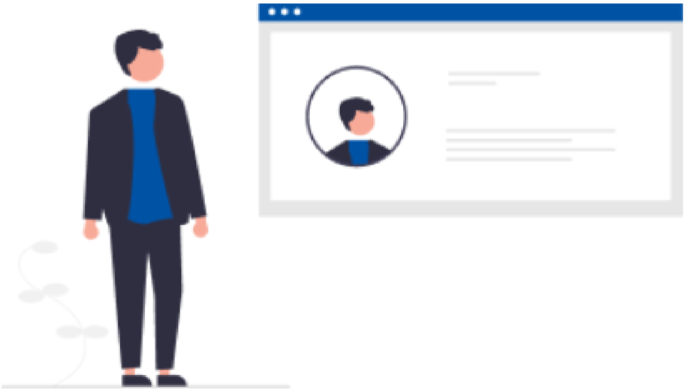
Online Customer Account (OCA)

Instructions for use – private person



1. Go to etoll.gov.pl

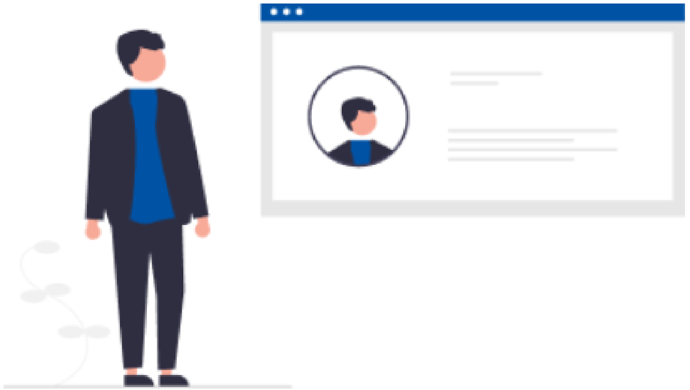
2. Log in and confirm your identity

3. Main menu:

- Desktop tab
- Billing Accounts tab
- Vehicles tab
- OBE (Devices) tab
- History tab
- Documents tab
- Reports tab
- Register your ride tab
- Calculate route payment tab
- Notifications tab
- Tickets tab

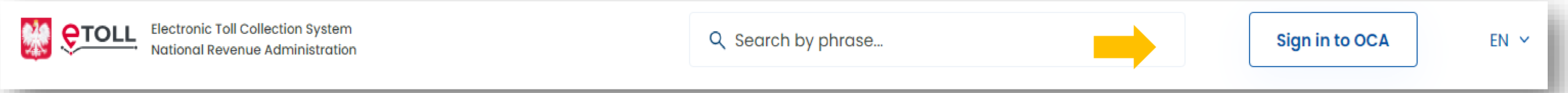
4. Main desktop

- Information banner
- Favourites section
- Recently created users section
- Customers details
- Financing
- Financing notes
- Generate route report



1. Go to etoll.gov.pl

Select *Sign in to OCA* from the top bar.



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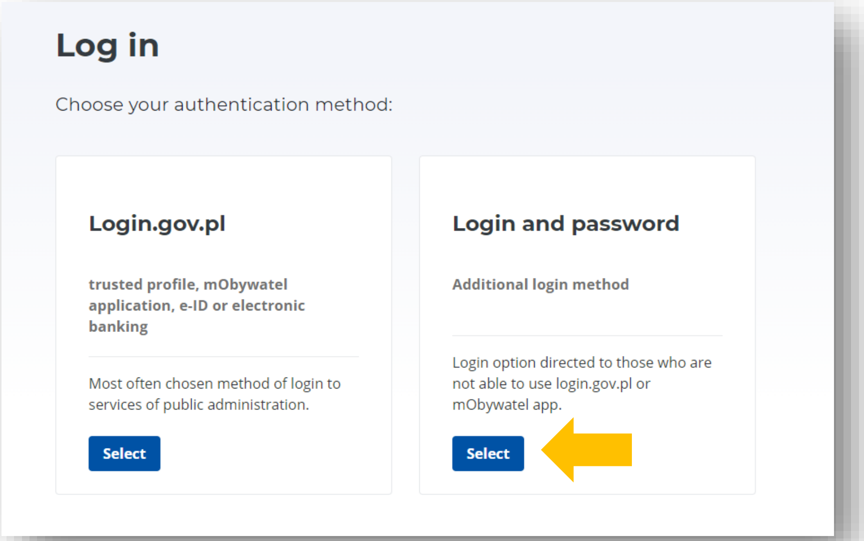
2. Log in and confirm your identity.

The dedicated login method for people from outside of Poland is:
- login and password

This option requires additional user authentication at a Customer Service Facility (MOK)



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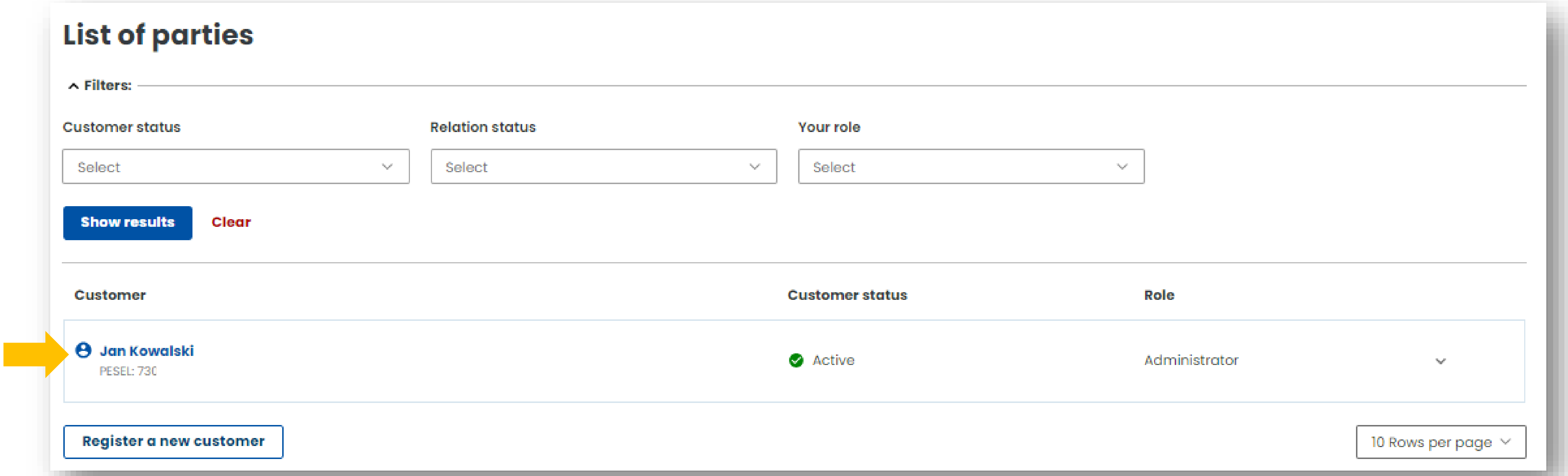
A list of parties will appear - select the account you want to use.



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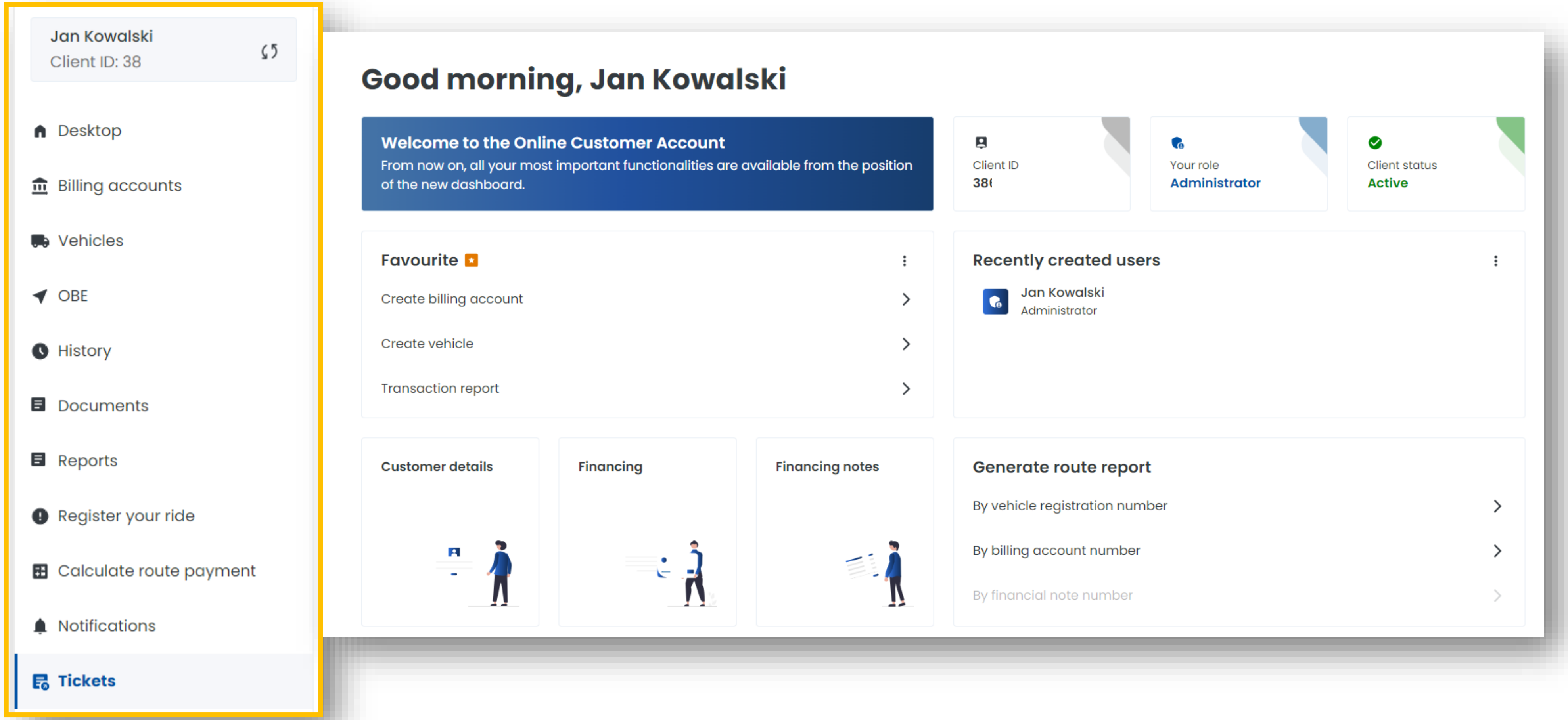
3. On the left side, you will find the main menu with tabs:



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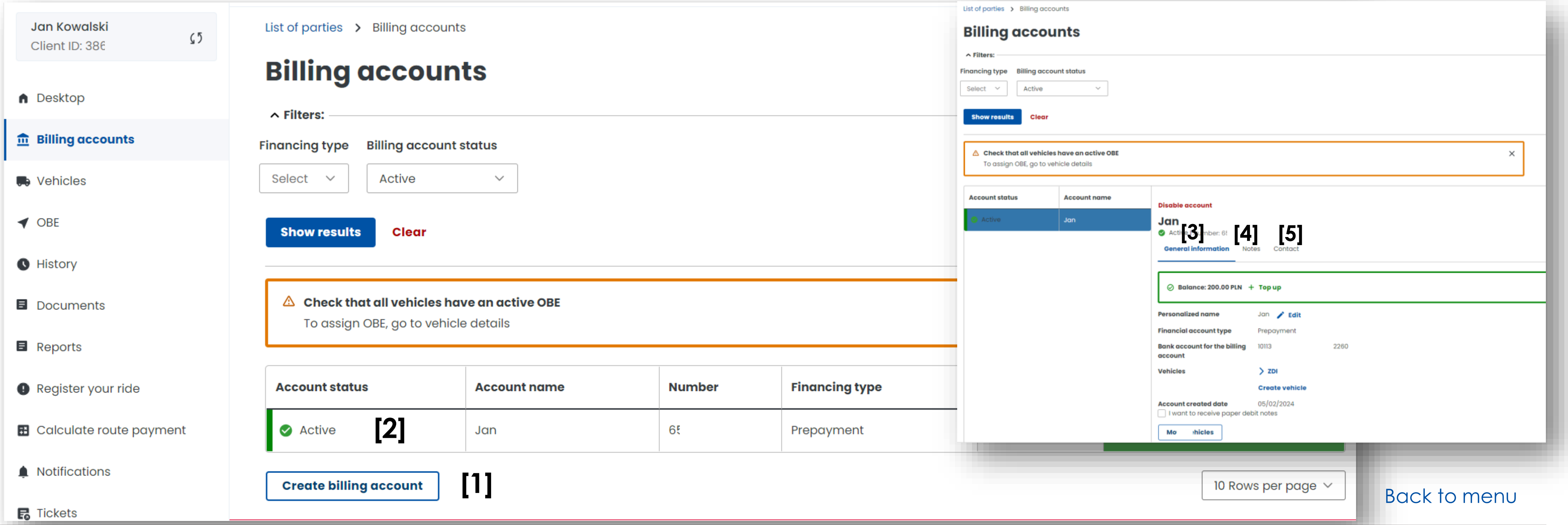
Billing accounts tab

- You can create a billing account **[1]**
- You can check the list of billing accounts assigned to the customer's account **[2]**
- **General information** -You can check your balance and, by clicking on the account of your choice, you can top it up **[3]**
- **Notes** : you can view the notes issued, settlement documents **[4]**
- **Contact:** you will update your address details required to receive billing documents [**5]**



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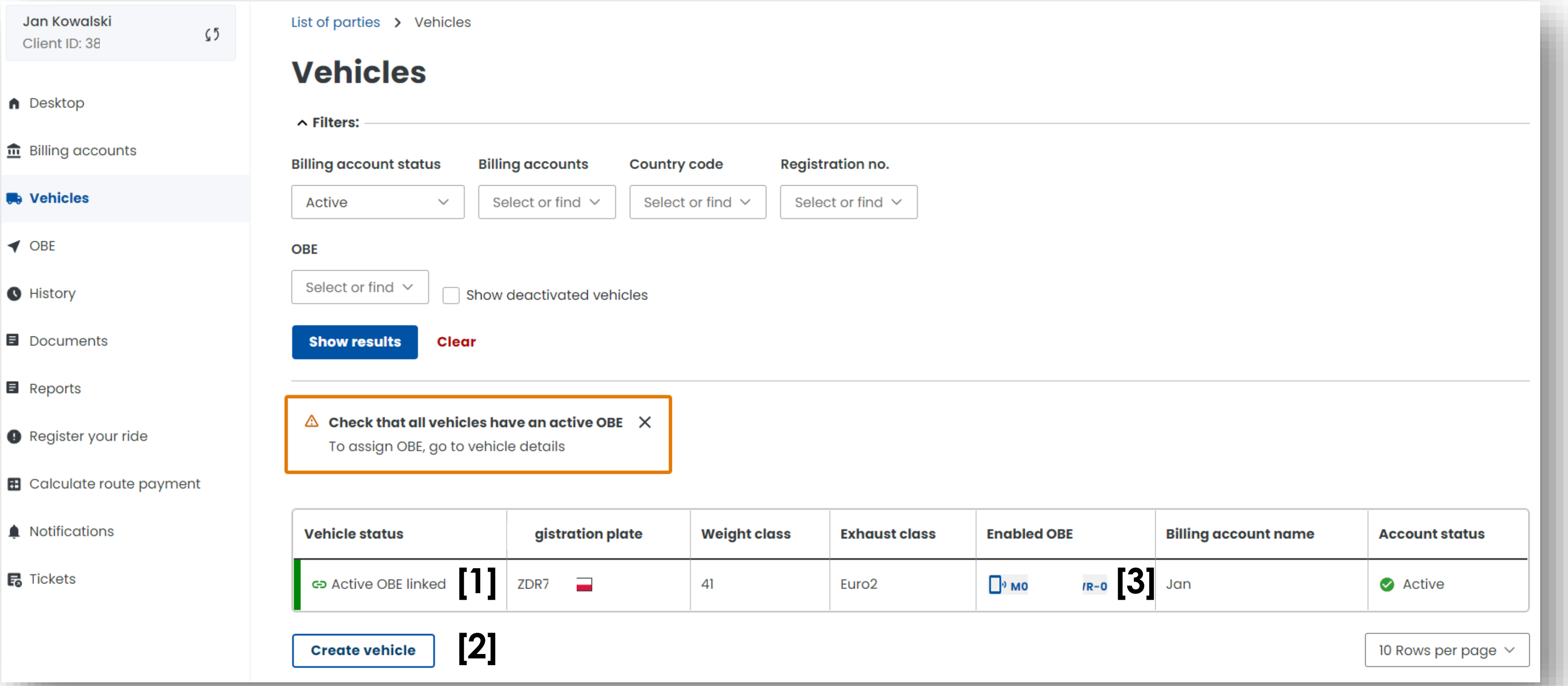
Vehicles Tab

- Here you can find a list of vehicles assigned to your customer account **[1]**
- You can create a new vehicle **[2]**
- In the Enabled OBE column, you can check whether a location device is assigned to the vehicle **[3]**



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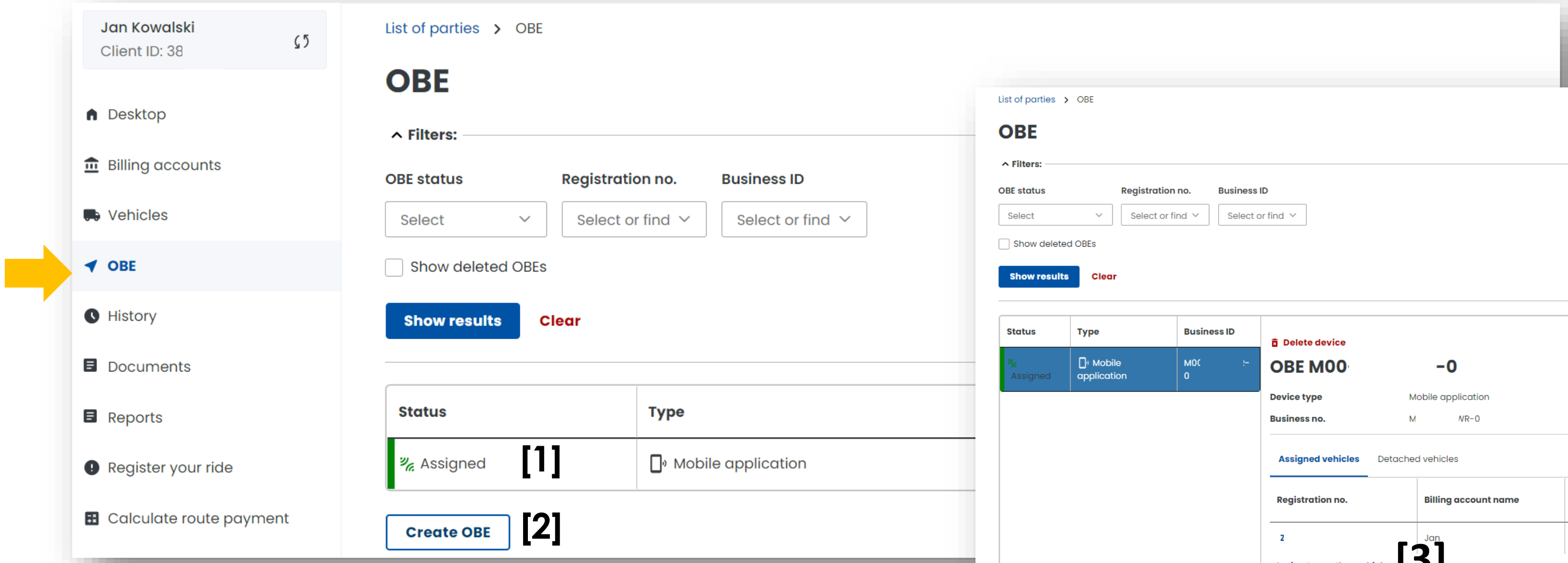
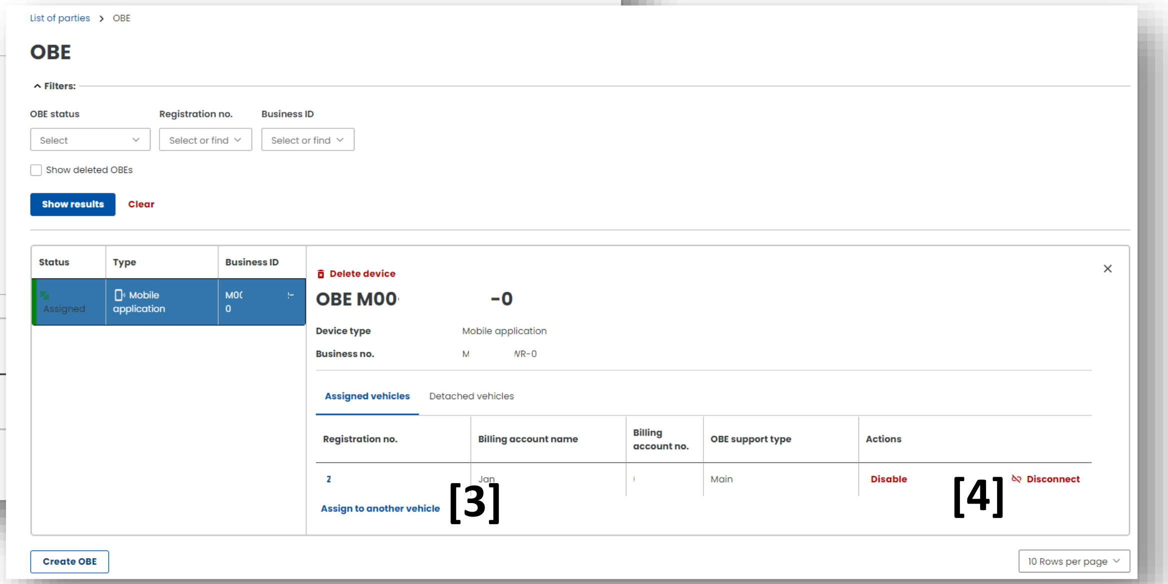
OBE (devices) Tab

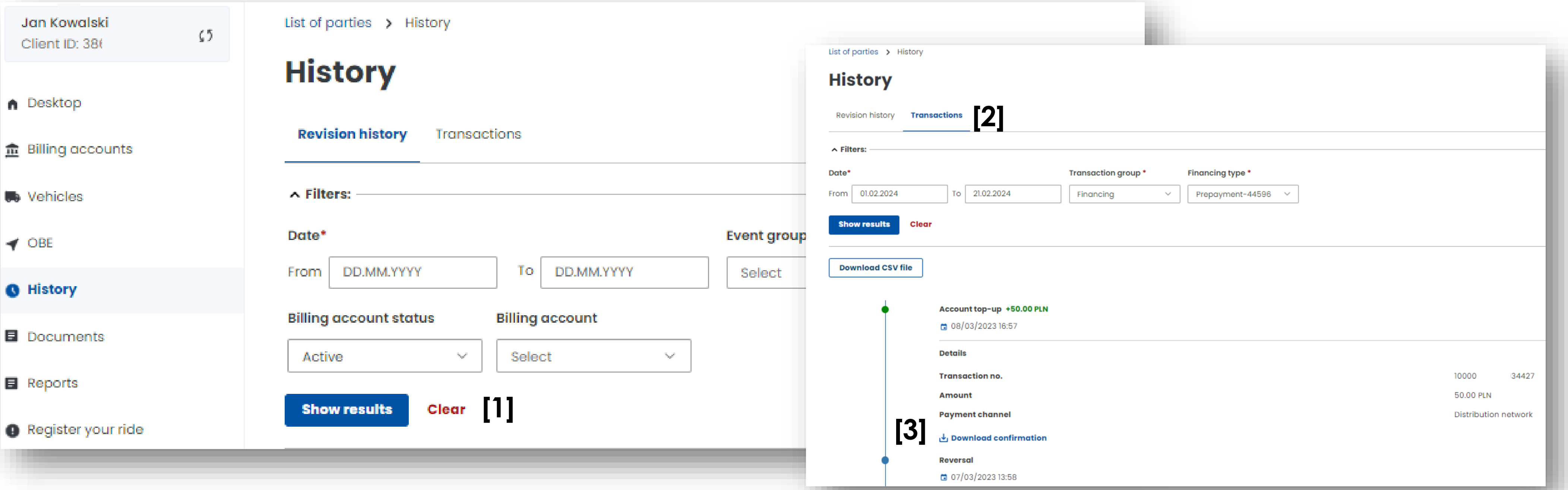
- In this tab you can find a list of the devices assigned to your customer account **[1]**
- You can create OBE device **[2]**
- After clicking on the selected device, you can assign it to a vehicle **[3]**
- In the Actions field, you can disconnect or deactivate the device **[4]**





History Tab

- Here you will find the history of changes to your account, with the option of selecting an event group or the event type **[1]**
- You can find information on financial transactions (e.g. top-ups to your billing account) **[2]**
- You can download a confirmation of the transaction **[3]**



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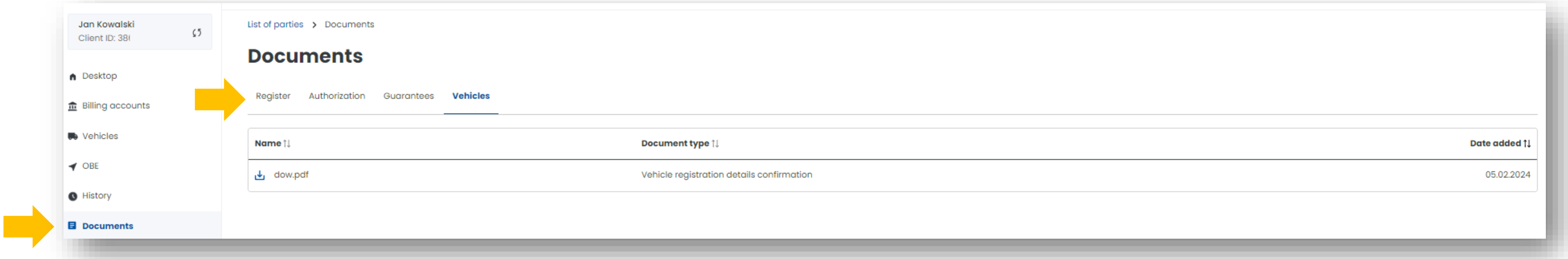
Documents Tab

Here you can find scans of the documents attached to your account:

- company registration documents
- authorization
- guarantees
- vehicle documents (vehicle registration certificates, documents certifying the emission class)



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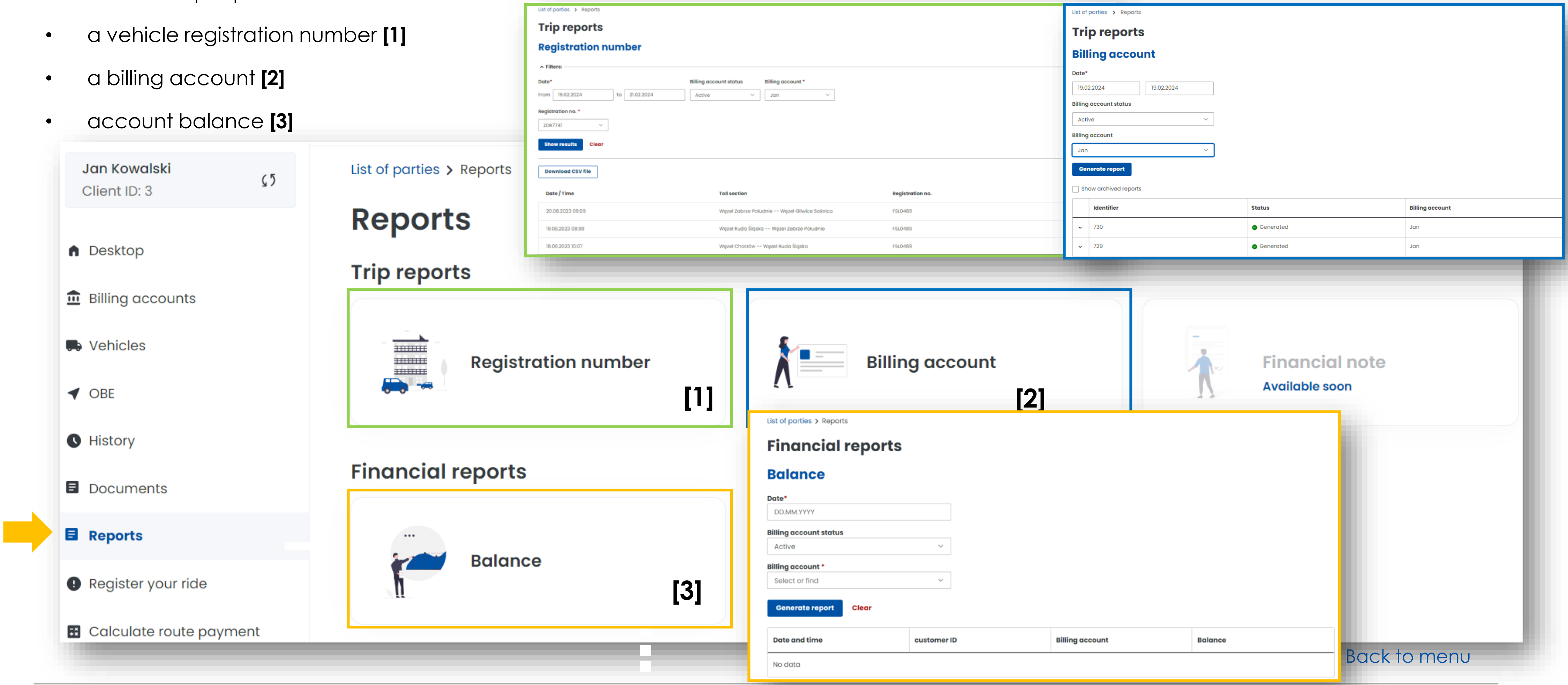
Reports Tab

You can find trip reports for:

- a vehicle registration number **[1]**
- a billing account **[2]**
- account balance **[3]**



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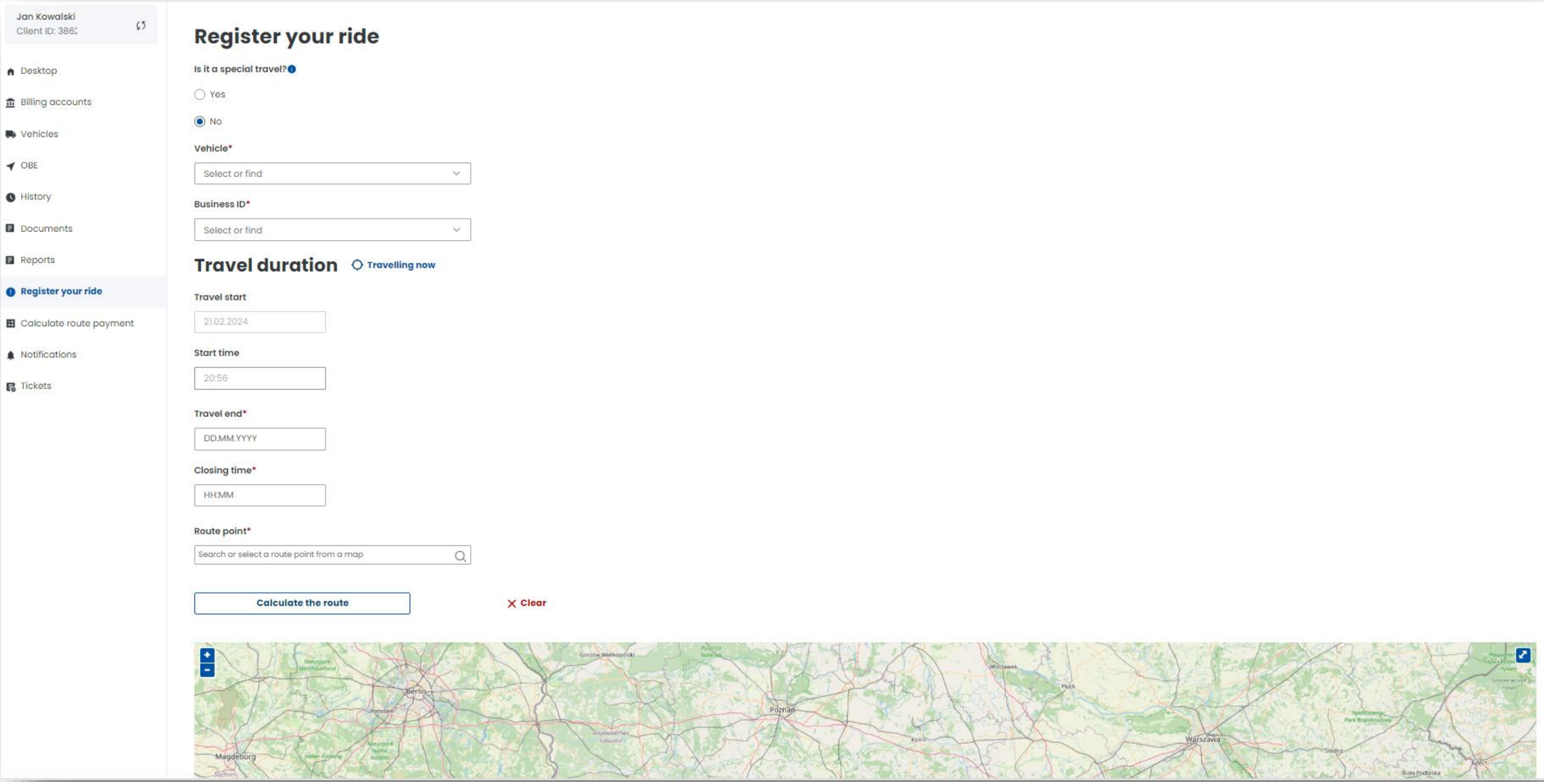
Register your ride Tab

- Functionality for users whose location device has stopped working and is not transmitting geolocalisation data, the ride can be continued after declaring the route
- After filling in all the transit details, click Calculate the route



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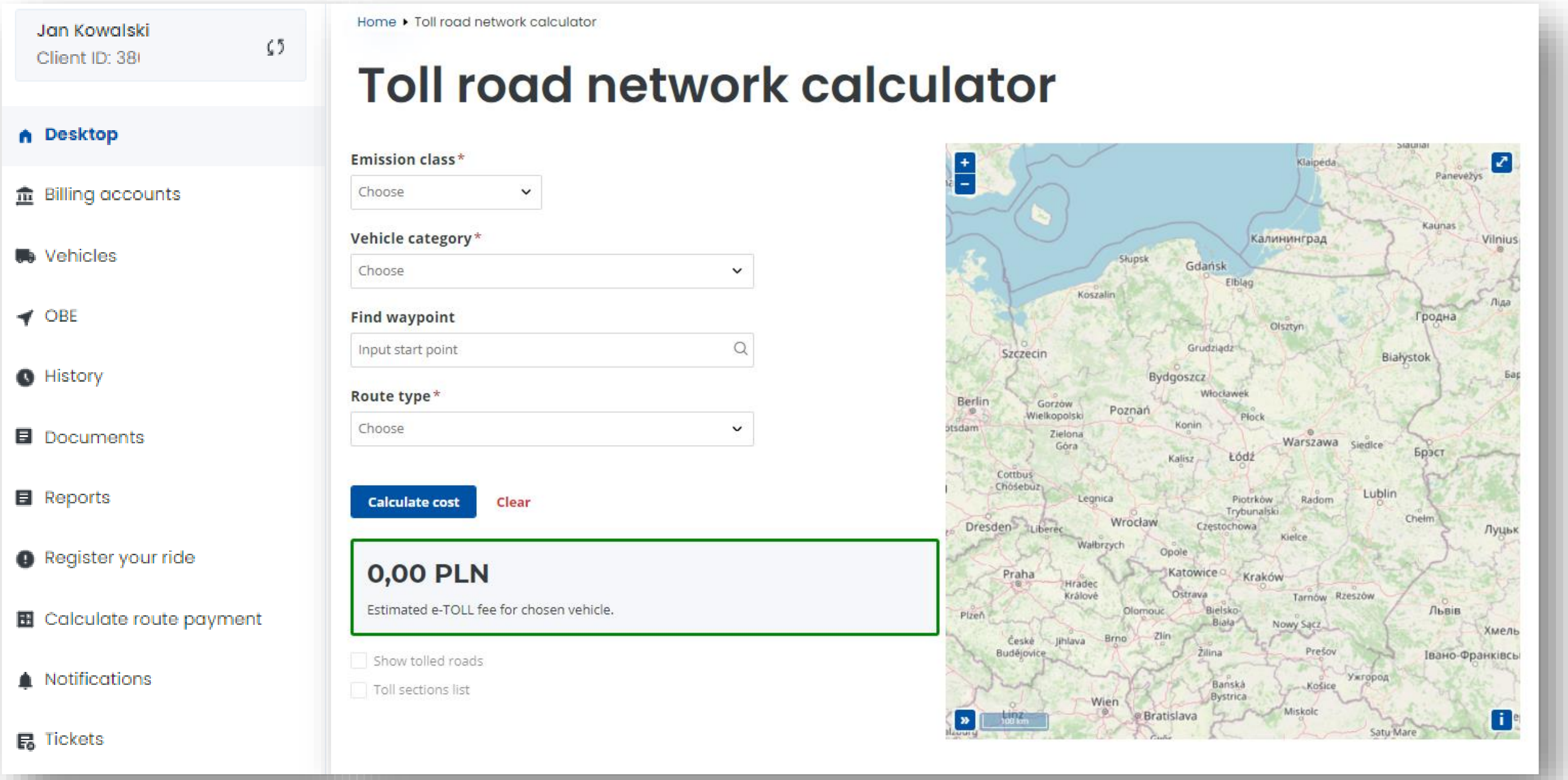
Calculate route payment Tab

When you enter this tab, you will be redirected to etoll.gov.pl/en, where you can calculate the estimated route cost using the e-TOLL route calculator.



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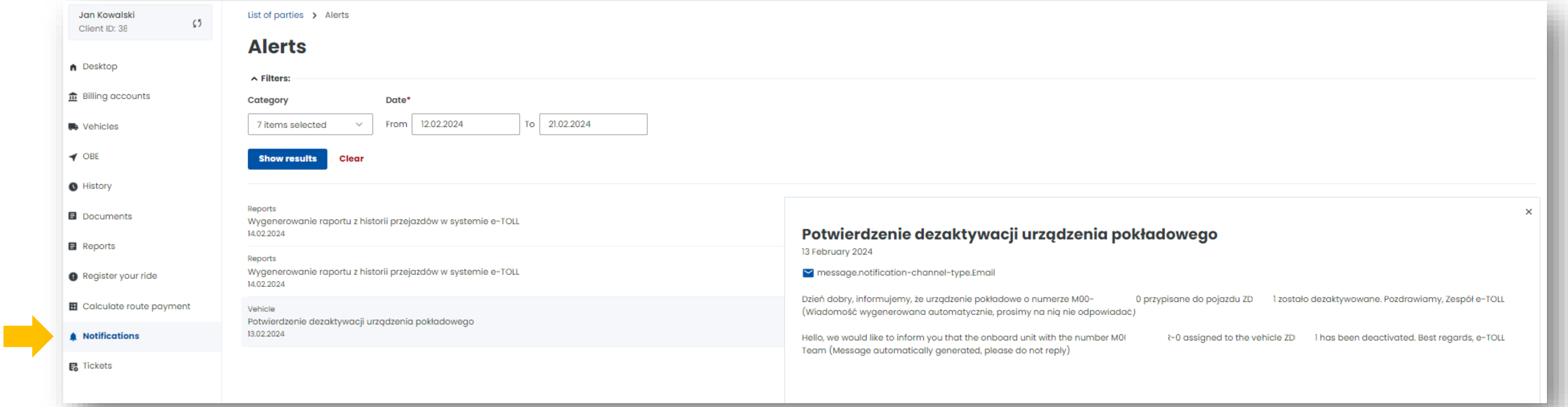
Notifications Tab

Here you will find information on notifications for the entire customer account.



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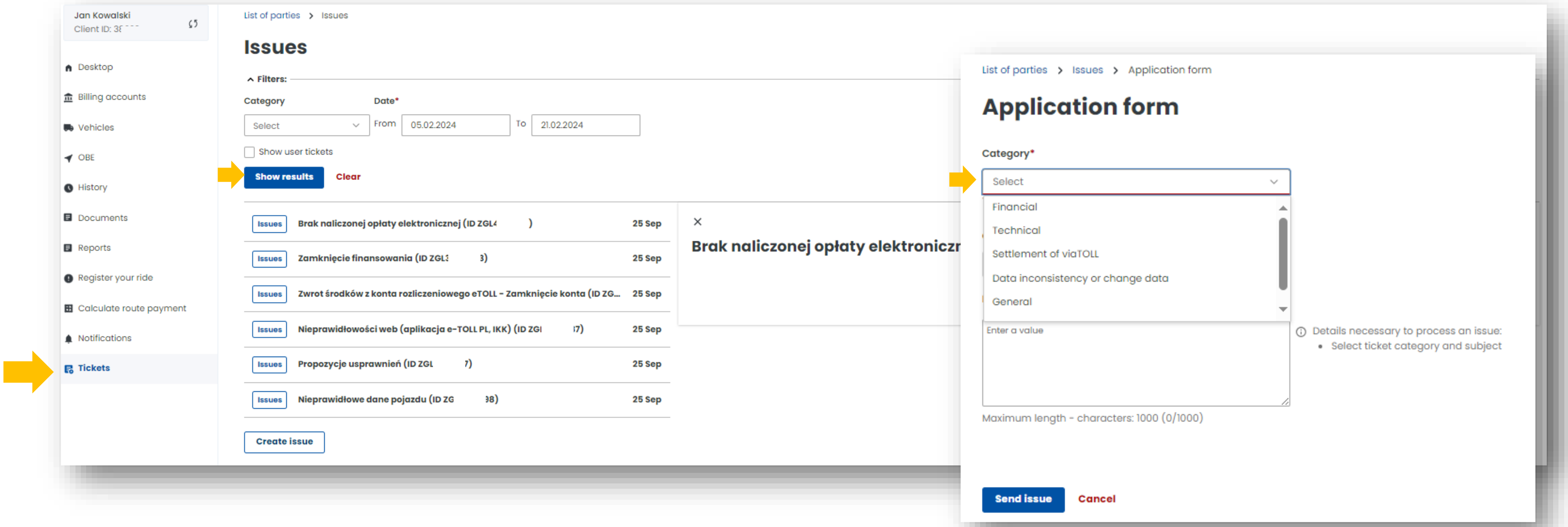
Tickets Tab

- You can create a request from the categories: financial, technical, settlement of viaTOLL, inconsistency or change data, general, complaints, no top-up on billing account
- Check the status of your application



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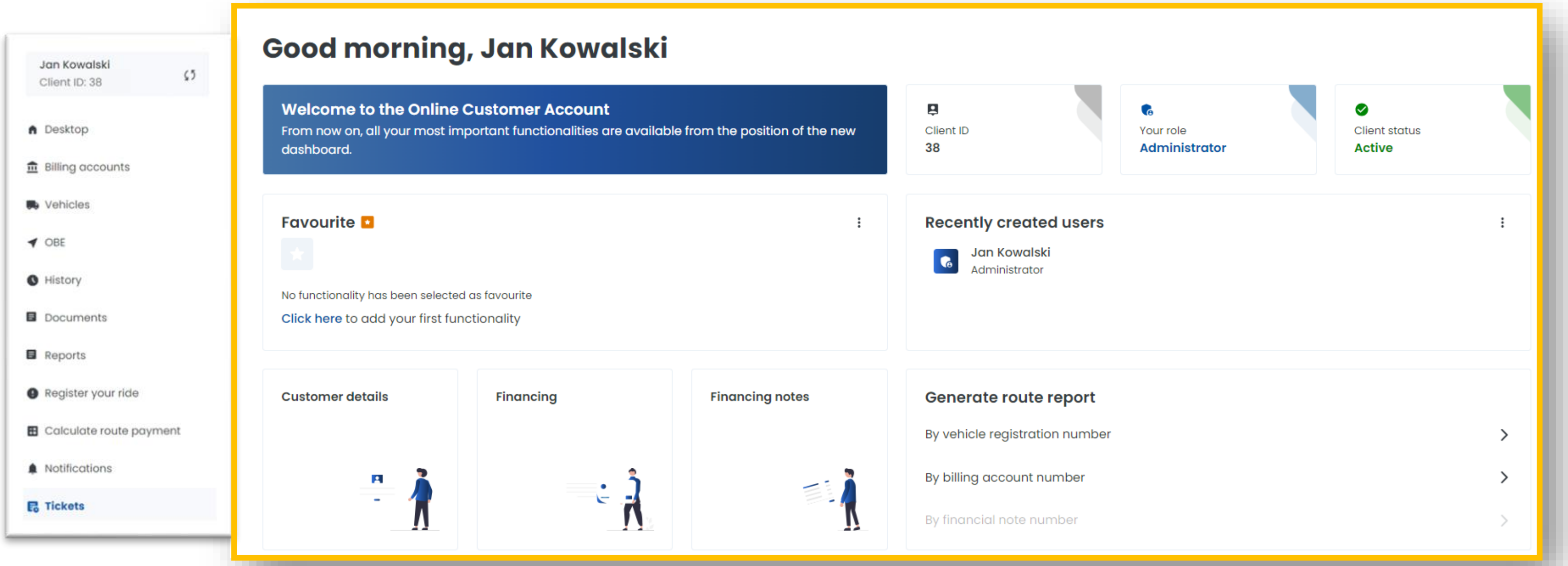
4. On the right is the main dashboard.
Here you will find the most important information and features of the OCA:

- Information banner - Client ID, user role, Client status
- Favourite section - you can select up to 3 favourite functions
- Recently created users section - displays 4 most recently added users, you can go to the users tab from here
- Customer details - key customer information
- Financing - information on finances, available means, collateral, guarantees
- Financing Notes
- Generate route report



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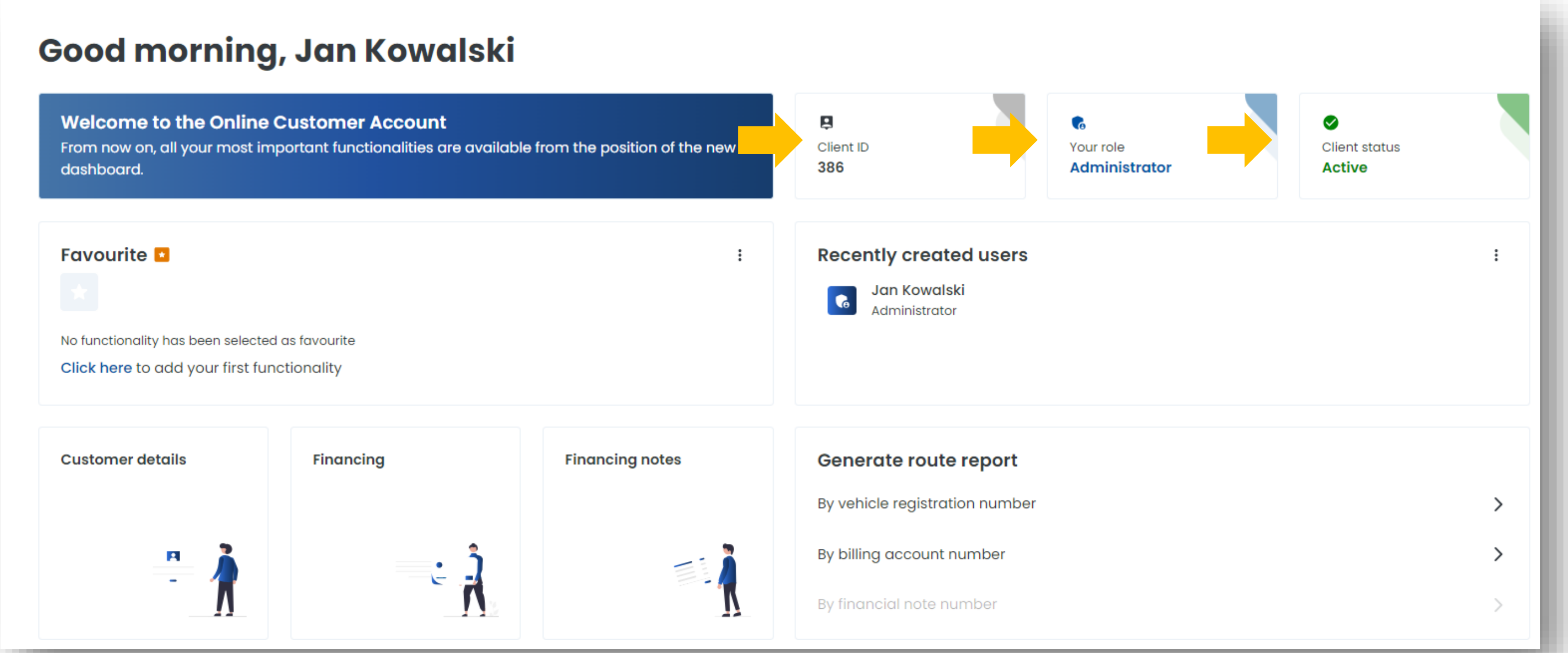
Information banner

Here you can find:

- Client ID
- user role
- Client status - active, inactive, unconfirmed



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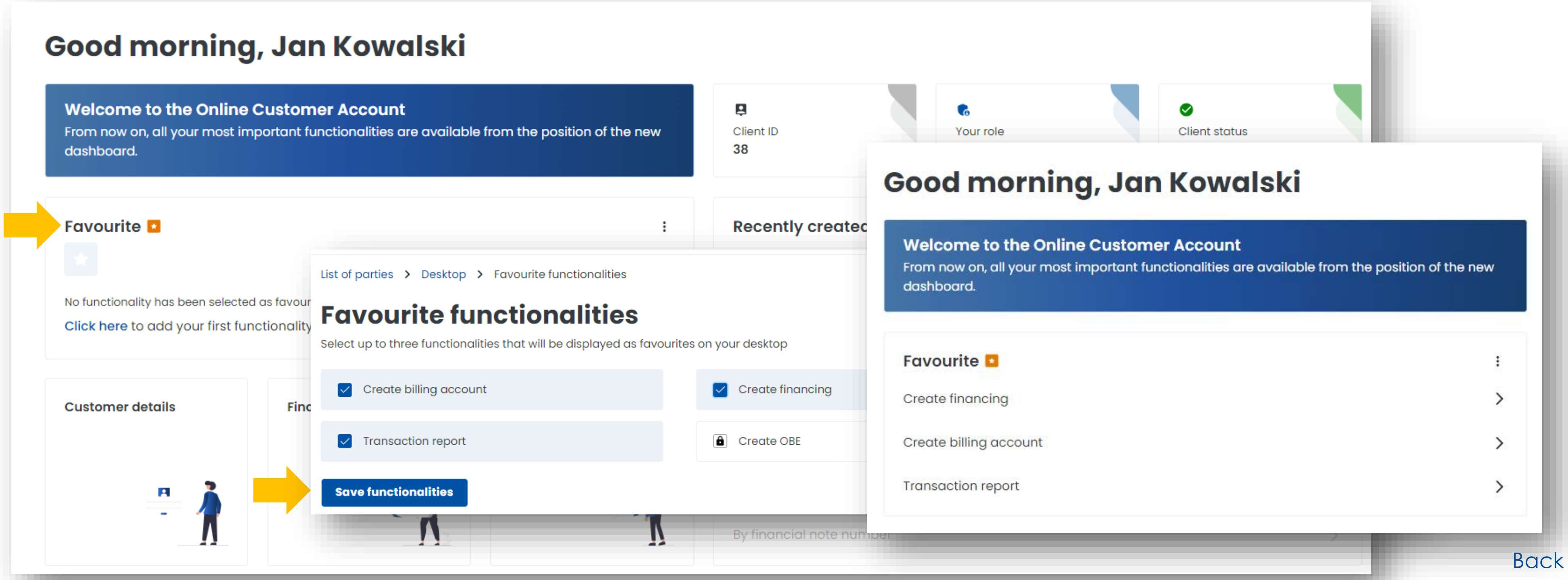
Favourite section

You can select up to 3 of your favourite OCA functions, which will always be at hand:

- to add them click here and select the features you are interested in
- then click Save functionalities



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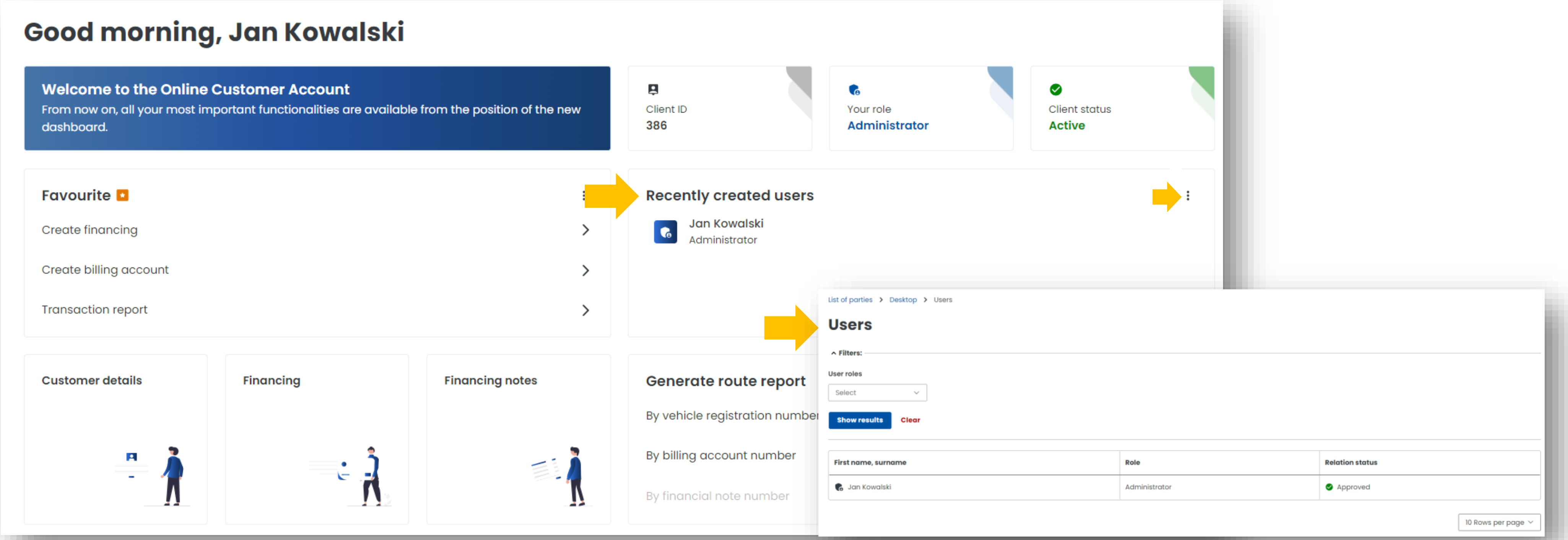
Recently created users **section:**

- this is where you add users who will have access to your OCA account
- you will see 4 most recently added users
- from here you can go to the Users tab



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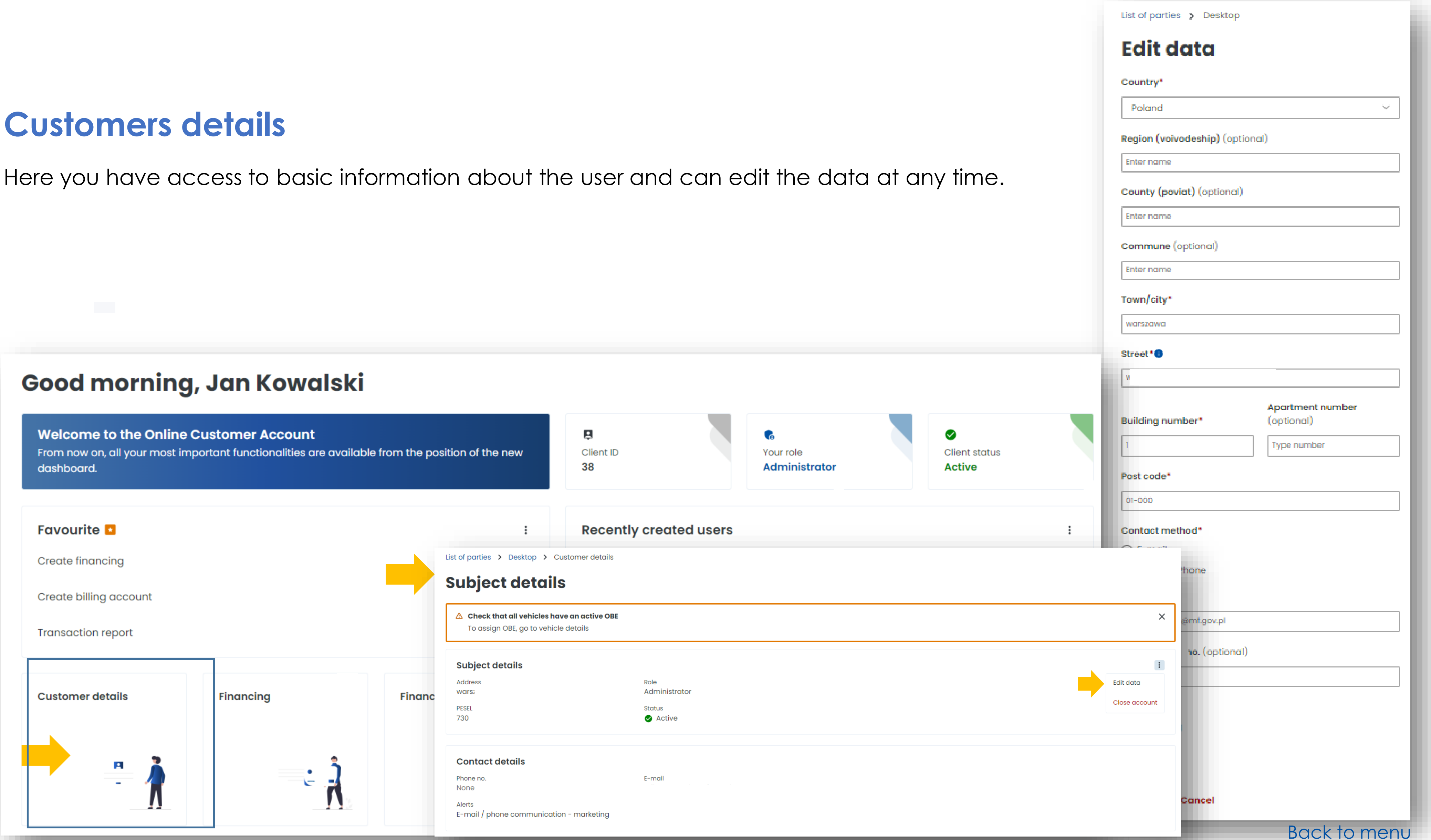
Customers details

Here you have access to basic information about the user and can edit the data at any time.



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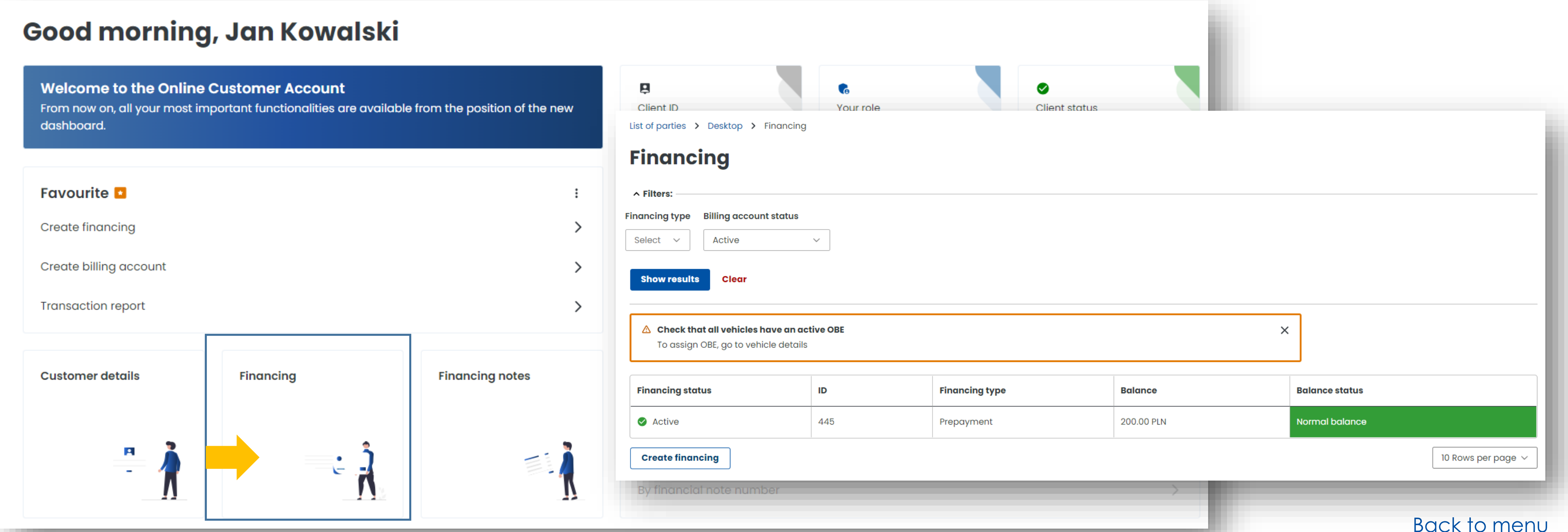
Financing

In this tab:

- you can create financing
- you can check your balance and verify your financing
- you can top up your account, edit parameters



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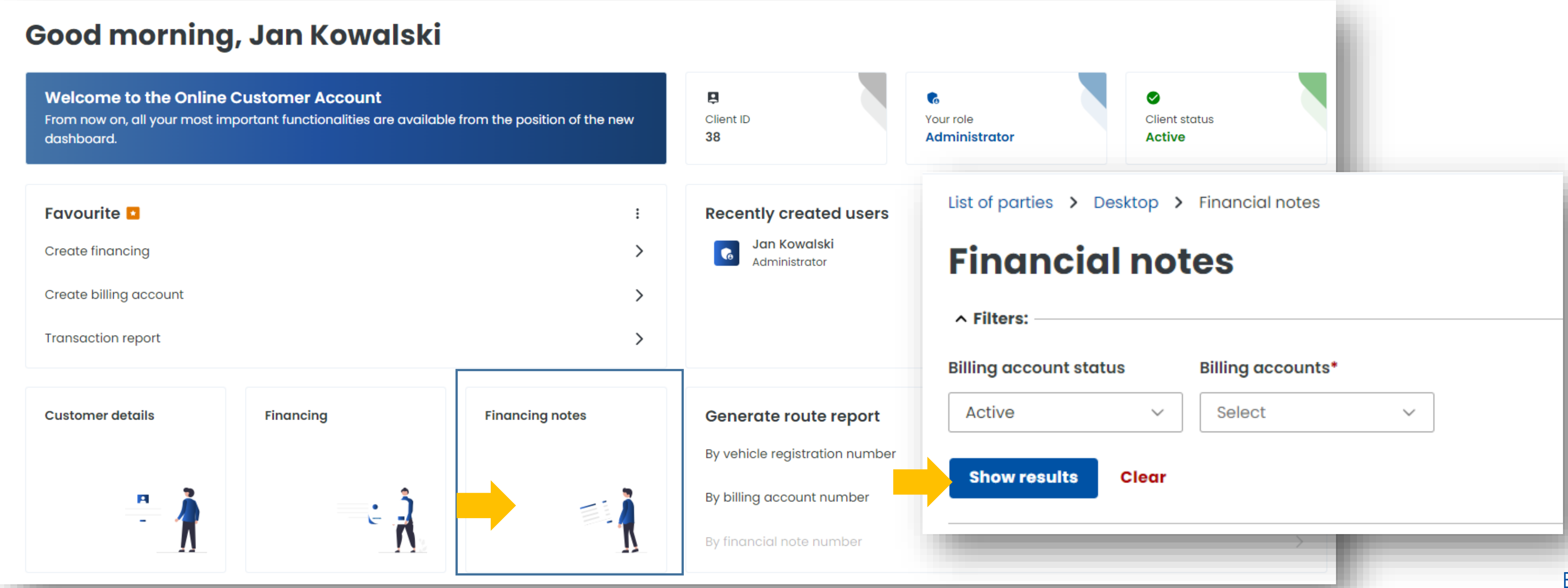
Financing notes

In this tab you have access to the financing notes issued.



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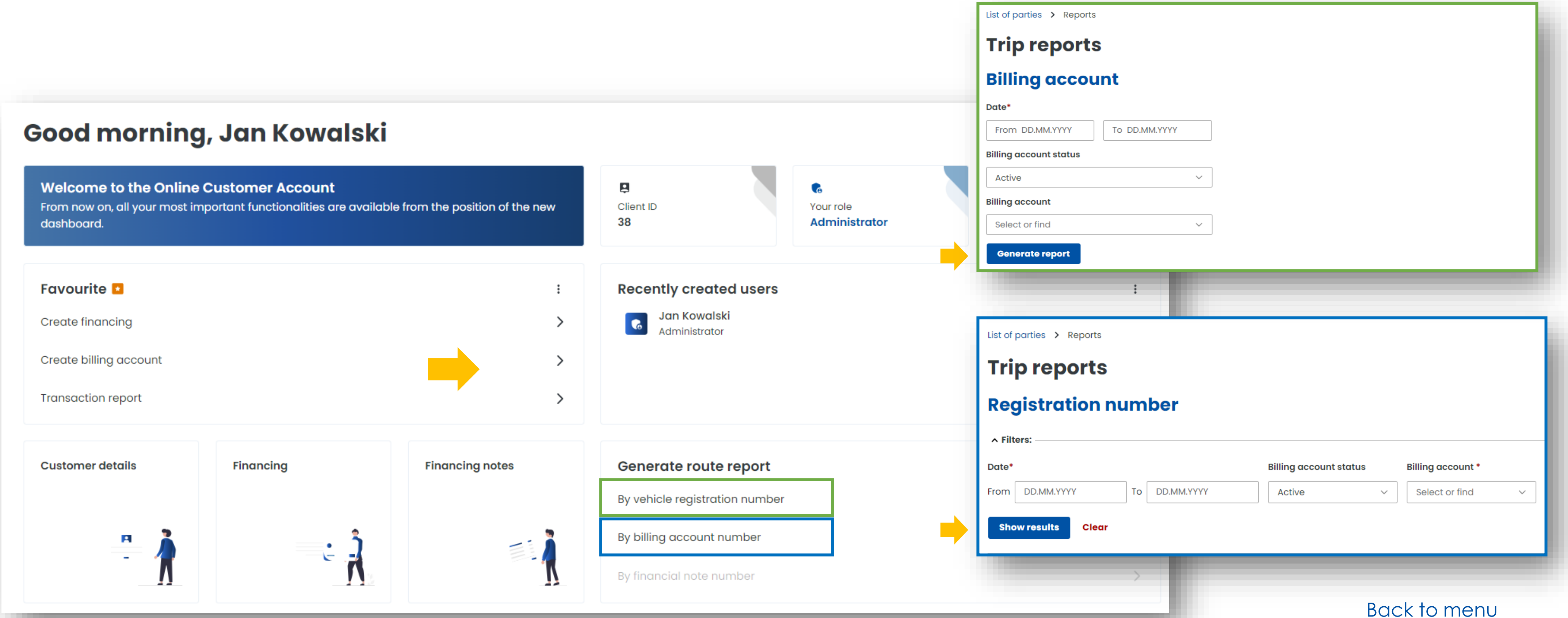
Generate route report

Here you have access to reports generated by vehicle registration number or billing account number. In addition, you can download them in an Excel file.



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You can find more information about the Online Customer Account at etoll.gov.pl.