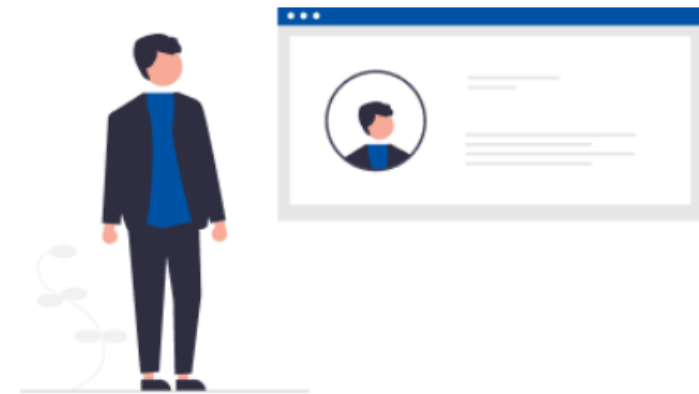


Online Customer Account (OCA)

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](#)

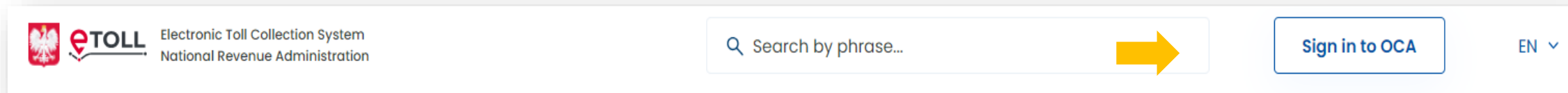
4. Main desktop

- [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.



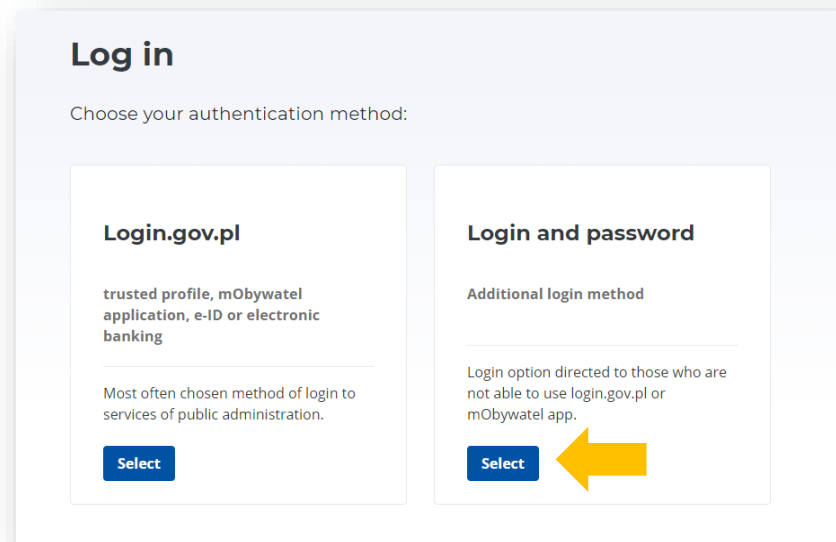
[Back to menu](#)

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)



Log in

Choose your authentication method:

<p>Login.gov.pl</p> <p>trusted profile, mObywatel application, e-ID or electronic banking</p> <hr/> <p>Most often chosen method of login to services of public administration.</p> <p>Select</p>	<p>Login and password</p> <p>Additional login method</p> <hr/> <p>Login option directed to those who are not able to use login.gov.pl or mObywatel app.</p> <p>Select</p>
--	---

[Back to menu](#)

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



List of parties

^ Filters:

Customer status Relation status Your role

Select Select Select

Show results Clear

Customer	Customer status	Role
 Jan Kowalski PESEL: 730	 Active	Administrator

[Register a new customer](#) 10 Rows per page

[Back to menu](#)

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

Jan Kowalski
Client ID: 38

- Desktop
- Billing accounts
- Vehicles
- OBE
- History
- Documents
- Reports
- Register your ride
- Calculate route payment
- Notifications
- Tickets**

Good morning, Jan Kowalski

Welcome to the Online Customer Account
From now on, all your most important functionalities are available from the position of the new dashboard.

Client ID 38t

Your role **Administrator**

Client status **Active**

Favourite

- Create billing account
- Create vehicle
- Transaction report

Recently created users

- Jan Kowalski Administrator

Customer details

Financing

Financing notes

Generate route report

- By vehicle registration number
- By billing account number
- By financial note number

[Back to menu](#)

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]

Jan Kowalski
Client ID: 386

Desktop

Billing accounts

Vehicles

OBE

History

Documents

Reports

Register your ride

Calculate route payment

Notifications

Tickets

List of parties > Billing accounts

Billing accounts

Filters:

Financing type: Select | Billing account status: Active

Show results Clear

Check that all vehicles have an active OBE
To assign OBE, go to vehicle details

Account status	Account name	Number	Financing type
Active [2]	Jan	6t	Prepayment

Create billing account [1]

10 Rows per page

Back to menu

Billing accounts

Filters:

Financing type: Select | Billing account status: Active

Show results Clear

Check that all vehicles have an active OBE
To assign OBE, go to vehicle details

Account status	Account name	Disable account
Active [3]	Jan	Jan [3] [4] [5]

General information Notes Contact

Balance: 200.00 PLN + Top up

Personalized name: Jan Edit

Financial account type: Prepayment

Bank account for the billing account: 10113 2280

Vehicles: > ZOI Create vehicle

Account created date: 05/02/2024

I want to receive paper debit notes

Mo Vehicles

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]



Jan Kowalski
Client ID: 38

Desktop
Billing accounts
Vehicles
OBE
History
Documents
Reports
Register your ride
Calculate route payment
Notifications
Tickets

List of parties > Vehicles

Vehicles

Filters:

Billing account status: Active
Billing accounts: Select or find
Country code: Select or find
Registration no.: Select or find

OBE: Select or find Show deactivated vehicles

Show results Clear

⚠ Check that all vehicles have an active OBE X
To assign OBE, go to vehicle details

Vehicle status	gistration plate	Weight class	Exhaust class	Enabled OBE	Billing account name	Account status
Active OBE linked [1]	ZDR7	41	Euro2	M0 IR-0 [3]	Jan	Active

Create vehicle [2]

10 Rows per page

[Back to menu](#)

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]

The screenshot displays the 'OBE (devices)' tab in a web application. The interface is divided into a sidebar, a main content area, and a modal window.

Sidebar: Contains navigation options: Desktop, Billing accounts, Vehicles, **OBE** (highlighted with a yellow arrow), History, Documents, Reports, Register your ride, and Calculate route payment.

Main Content Area: Shows the 'OBE' tab with filters for OBE status, Registration no., and Business ID. A 'Show results' button is present. Below the filters is a table with the following data:

Status	Type
Assigned [1]	Mobile application

A 'Create OBE' button [2] is located below the table.

Modal Window: Displays details for 'OBE M00'. It includes a 'Delete device' button and a 'Device type' section. Below this is a table of assigned vehicles:

Registration no.	Billing account name	Billing account no.	OBE support type	Actions
1	Jan		Main	Disable [4] Disconnect

An 'Assign to another vehicle' button [3] is located below the table. A 'Create OBE' button is also visible at the bottom of the modal.

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]

The screenshot displays the 'History' tab for a user named Jan Kowalski (Client ID: 386). The left sidebar contains navigation options: Desktop, Billing accounts, Vehicles, OBE, History (highlighted with a yellow arrow), Documents, Reports, and Register your ride. The main content area is titled 'History' and includes tabs for 'Revision history' and 'Transactions'. Below the tabs are filter sections: 'Date*' with 'From' and 'To' date pickers, 'Event group' with a 'Select' button, 'Billing account status' with a dropdown set to 'Active', and 'Billing account' with a 'Select' dropdown. A 'Show results' button and a 'Clear' button are present, with a '[1]' annotation next to the 'Clear' button. A 'Download CSV file' button is also visible. The transaction details section shows a vertical timeline with a green dot for an 'Account top-up +50.00 PLN' on 08/03/2023 16:57. A '[2]' annotation is placed above the 'Transactions' tab. A '[3]' annotation is placed next to the 'Download confirmation' link. Transaction details include: Transaction no. 10000 34427, Amount 50.00 PLN, and Payment channel Distribution network. A 'Back to menu' link is located at the bottom right.

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)

Jan Kowalski
Client ID: 381

List of parties > Documents

Documents

Register Authorization Guarantees **Vehicles**

Name	Document type	Date added
dow.pdf	Vehicle registration details confirmation	05.02.2024

[Back to menu](#)

Reports Tab

You can find trip reports for:

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

The screenshot displays the 'Reports' tab interface. On the left is a navigation sidebar with 'Reports' highlighted. The main content area is divided into three sections: 'Trip reports', 'Financial reports', and 'Financial note'. Each section has a corresponding filter and generation form. The 'Trip reports' section includes a table of results. The 'Financial reports' section shows a table with columns for Date and time, customer ID, Billing account, and Balance.

Navigation Sidebar:

- Jan Kowalski (Client ID: 3)
- Desktop
- Billing accounts
- Vehicles
- OBE
- History
- Documents
- Reports**
- Register your ride
- Calculate route payment

Trip reports - Registration number [1]

Filters: Date* (From: 19.02.2024, To: 21.02.2024), Billing account status (Active), Billing account* (Jan), Registration no.* (ZZ07741)

Date / Time	Toll section	Registration no.
20.08.2023 09:09	Węzeł Zabrze Południe -- Węzeł Gliwice Środkowa	F5L0489
19.08.2023 08:08	Węzeł Ruda Śląska -- Węzeł Zabrze Południe	F5L0489
18.08.2023 10:07	Węzeł Chorzów -- Węzeł Ruda Śląska	F5L0489

Trip reports - Billing account [2]

Filters: Date* (19.02.2024, 19.02.2024), Billing account status (Active), Billing account (Jan)

Identifier	Status	Billing account
730	Generated	Jan
729	Generated	Jan

Financial reports - Balance [3]

Filters: Date* (DD.MM.YYYY), Billing account status (Active), Billing account* (Select or find)

Date and time	customer ID	Billing account	Balance
No data			

Financial note: Available soon

[Back to menu](#)

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](#)

Jan Kowalski
Client ID: 388;

Register your ride

Is it a special travel? No

Vehicle*
Select or find

Business ID*
Select or find

Travel duration Travelling now

Travel start
21.02.2024

Start time
20:56

Travel end*
DD.MM.YYYY

Closing time*
HH:MM

Route point*
Search or select a route point from a map

[Calculate the route](#) [Clear](#)

[Back to menu](#)

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.

Jan Kowalski
Client ID: 381

Home ▶ Toll road network calculator

Toll road network calculator

Emission class*
Choose

Vehicle category*
Choose

Find waypoint
Input start point

Route type*
Choose

Calculate cost Clear

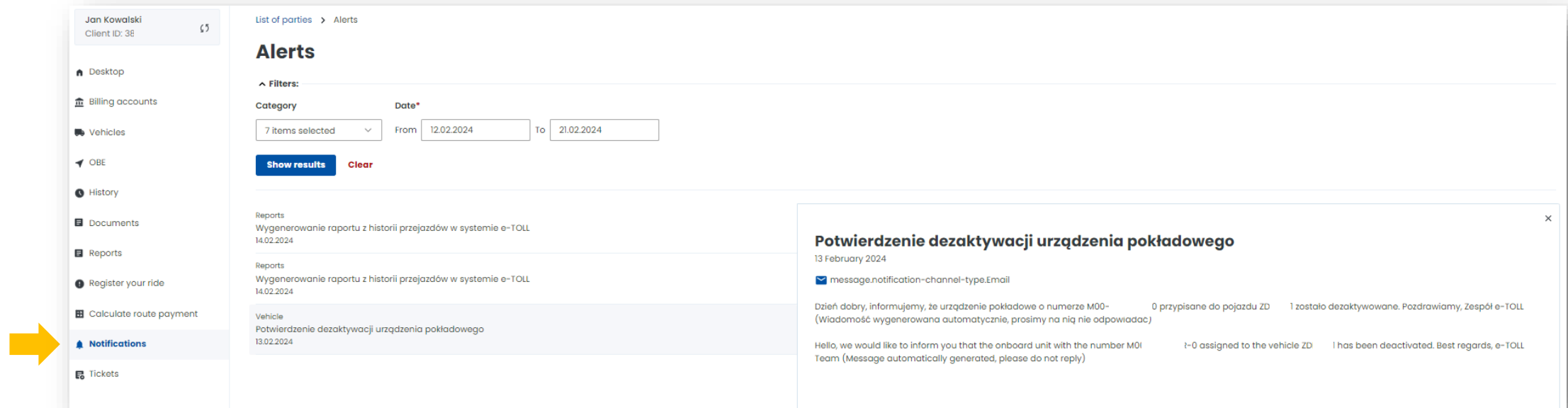
0,00 PLN
Estimated e-TOLL fee for chosen vehicle.

Show tolled roads
 Toll sections list

Back to menu

Notifications Tab

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



The screenshot displays the 'Notifications Tab' interface. On the left, a sidebar contains navigation items: Desktop, Billing accounts, Vehicles, OBE, History, Documents, Reports, Register your ride, Calculate route payment, **Notifications** (highlighted with a yellow arrow), and Tickets. The main content area is titled 'Alerts' and includes a breadcrumb 'List of parties > Alerts'. Below the title, there are filter options: 'Category' (set to '7 items selected') and 'Date*' (with 'From' and 'To' date pickers set to 12.02.2024 and 21.02.2024 respectively). A 'Show results' button and a 'Clear' link are present. The notification list shows three items: two 'Reports' (Wygenerowanie raportu z historii przejazdów w systemie e-TOLL, 14.02.2024) and one 'Vehicle' notification (Potwierdzenie dezaktywacji urządzenia pokładowego, 13.02.2024). A detailed view of the vehicle notification is shown on the right, containing the following text:

Potwierdzenie dezaktywacji urządzenia pokładowego
13 February 2024
message.notification-channel-type.Email

Dzień dobry, informujemy, że urządzenie pokładowe o numerze M00- 0 przypisane do pojazdu ZD 1 zostało dezaktywowane. Pozdrawiamy, Zespół e-TOLL (Wiadomość wygenerowana automatycznie, prosimy na nią nie odpowiadać)

Hello, we would like to inform you that the onboard unit with the number M01 i-0 assigned to the vehicle ZD 1 has been deactivated. Best regards, e-TOLL Team (Message automatically generated, please do not reply)

[Back to menu](#)

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

The screenshot displays the 'Issues' tab in a web application. The left sidebar contains navigation options: Desktop, Billing accounts, Vehicles, OBE, History, Documents, Reports, Register your ride, Calculate route payment, Notifications, and Tickets (highlighted with a yellow arrow). The main content area shows the 'Issues' section with filters for Category and Date (From: 05.02.2024, To: 21.02.2024). A yellow arrow points to the 'Show results' button. Below the filters is a table of issues:

Category	Subject	Date
Issues	Brak naliczonej opłaty elektronicznej (ID ZGL4)	25 Sep
Issues	Zamknięcie finansowania (ID ZGL:)	25 Sep
Issues	Zwrot środków z konta rozliczeniowego eTOLL - Zamknięcie konta (ID ZG...	25 Sep
Issues	Nieprawidłowości web (aplikacja e-TOLL PL, IKK) (ID ZGI)	25 Sep
Issues	Propozycje usprawnień (ID ZGL)	25 Sep
Issues	Nieprawidłowe dane pojazdu (ID ZG)	25 Sep

A yellow arrow points to the 'Create issue' button. An 'Application form' modal is open, showing a dropdown menu for 'Category*' with options: Financial, Technical, Settlement of viaTOLL, Data inconsistency or change data, and General. A text input field is present below the dropdown. A yellow arrow points to the 'Send issue' button. A note indicates: 'Details necessary to process an issue: • Select ticket category and subject'. A 'Back to menu' link is visible at the bottom right.

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](#)

The screenshot shows the main dashboard for Jan Kowalski (Client ID: 38). The dashboard is titled "Good morning, Jan Kowalski" and includes a welcome message: "Welcome to the Online Customer Account. From now on, all your most important functionalities are available from the position of the new dashboard." The dashboard is divided into several sections: a "Favourite" section with a star icon and a message "No functionality has been selected as favourite. Click here to add your first functionality"; a "Recently created users" section showing "Jan Kowalski Administrator"; a "Customer details" section; a "Financing" section; a "Financing notes" section; and a "Generate route report" section with three options: "By vehicle registration number", "By billing account number", and "By financial note number". A sidebar on the left contains navigation links: Desktop, Billing accounts, Vehicles, OBE, History, Documents, Reports, Register your ride, Calculate route payment, Notifications, and Tickets. A "Back to menu" link is located at the bottom right of the dashboard area.

[Back to menu](#)

Information banner

Here you can find:

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

Good morning, Jan Kowalski

Welcome to the Online Customer Account
From now on, all your most important functionalities are available from the position of the new dashboard.

Client ID
386

Your role
Administrator

Client status
Active

Favourite

No functionality has been selected as favourite
[Click here](#) to add your first functionality

Recently created users

Jan Kowalski
Administrator

Customer details

Financing

Financing notes

Generate route report

By vehicle registration number >

By billing account number >

By financial note number >

[Back to menu](#)

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](#)

The image shows a user interface for the Online Customer Account. The main dashboard is titled "Good morning, Jan Kowalski" and includes a welcome message, client ID (38), and a "Favourite" section. A yellow arrow points to the "Favourite" section, which currently shows "No functionality has been selected as favourite" and a "Click here to add your first functionality" link. A modal window titled "Favourite functionalities" is open, showing a list of parties (Desktop > Favourite functionalities) and a selection of up to three functionalities. The selected functionalities are "Create billing account", "Transaction report", and "Create financing". A "Save functionalities" button is visible at the bottom of the modal. A second, semi-transparent version of the dashboard is overlaid on the right, showing the "Favourite" section with the selected functionalities: "Create financing", "Create billing account", and "Transaction report". A "Back to menu" link is located at the bottom right of the dashboard area.

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

Good morning, Jan Kowalski

Welcome to the Online Customer Account
From now on, all your most important functionalities are available from the position of the new dashboard.

Client ID
386

Your role
Administrator

Client status
Active

Favourite

- Create financing >
- Create billing account >
- Transaction report >

Recently created users

- Jan Kowalski
Administrator

Users

List of parties > Desktop > Users

^ Filters:

User roles
Select

Show results Clear

First name, surname	Role	Relation status
Jan Kowalski	Administrator	Approved

10 Rows per page

[Back to menu](#)

Customers details

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

The screenshot displays the 'Online Customer Account' interface for Jan Kowalski. It features a navigation sidebar with options like 'Create financing', 'Create billing account', and 'Transaction report'. The main area shows user information: Client ID 38, Role Administrator, and Client status Active. A 'Customer details' card is highlighted with a yellow arrow pointing to a modal window. The modal, titled 'Subject details', contains a warning message: 'Check that all vehicles have an active OBE. To assign OBE, go to vehicle details'. Below this, it lists subject details (Address: WARS, PESEL: 730, Role: Administrator, Status: Active) and contact details (Phone no.: None, E-mail: E-mail / phone communication - marketing). A yellow arrow points to the 'Edit data' button in the modal. In the background, a 'List of parties' form is visible with fields for Country (Poland), Region, County, Commune, Town/city (warszawa), Street (w), Building number (1), Apartment number, Post code (01-000), and Contact method. A 'Back to menu' link is located at the bottom right of the modal area.

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

Good morning, Jan Kowalski

Welcome to the Online Customer Account
From now on, all your most important functionalities are available from the position of the new dashboard.

Favourite

- Create financing
- Create billing account
- Transaction report

Customer details | **Financing** | **Financing notes**

Financing

Client ID: [redacted] | Your role: [redacted] | Client status: [green checkmark]

List of parties > Desktop > Financing

Financing

Filters:

Financing type: Select | Billing account status: Active

Show results | Clear

Check that all vehicles have an active OBE
To assign OBE, go to vehicle details

Financing status	ID	Financing type	Balance	Balance status
Active	445	Prepayment	200.00 PLN	Normal balance

Create financing

10 Rows per page

By financial note number

[Back to menu](#)

Financing notes

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

Good morning, Jan Kowalski

Welcome to the Online Customer Account
From now on, all your most important functionalities are available from the position of the new dashboard.

Client ID: 38
Your role: Administrator
Client status: Active

Favourite

- Create financing
- Create billing account
- Transaction report

Customer details | Financing | **Financing notes**

Recently created users

- Jan Kowalski Administrator

Generate route report

- By vehicle registration number
- By billing account number
- By financial note number

Financial notes

List of parties > Desktop > Financial notes

Filters:

Billing account status: Active
Billing accounts*: Select

Show results Clear

[Back to menu](#)

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.

Good morning, Jan Kowalski

Welcome to the Online Customer Account
From now on, all your most important functionalities are available from the position of the new dashboard.

Client ID: 38
Your role: Administrator

Favourite

- Create financing
- Create billing account
- Transaction report

Customer details | **Financing** | **Financing notes**

Generate route report

- By vehicle registration number
- By billing account number
- By financial note number

Trip reports - Billing account

Date*
From DD.MM.YYYY To DD.MM.YYYY

Billing account status
Active

Billing account
Select or find

Generate report

Trip reports - Registration number

Filters:

Date*
From DD.MM.YYYY To DD.MM.YYYY

Billing account status
Active

Billing account*
Select or find

Show results **Clear**

[Back to menu](#)

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