User manual for e-TOLL PL mobile application

Ministerstwo Finansów

Krajowa Administracja Skarbowa

Table of contents

Table of contents 2
1. Installation of the e-TOLL PL mobile application 5
2. User support 5
3. Exemplary installation of application on a device with Google Android system 6
4. Launching and registration of the e-TOLL PL mobile application for the first time 8
5. Safety message 10
6. Enabling the e-TOLL PL mobile activation at **mojekonto.etoll.gov.pl** 11
7. Enabling the e-TOLL PL mobile application at **www.puesc.gov.pl** 12
8. Business ID of the application 12
9. Home screen of the e-TOLL PL application 13
10. "Paid route" configuration 14
    10.1. Selecting a travel type 15
    10.2. Selecting a vehicle 17
    10.3. Declaration of exceeded weight category 19
11. Non-started "Paid route" 20
12. "SENT route" configuration 21
    12.1. Selecting a travel type 22
    12.2. Selecting a SENT declaration 24
13. Non-started "SENT route" 26
14. Combined "Paid and SENT route" combination 26
    14.1. Selecting a travel type 27
    14.2. Selecting a vehicle 29
    14.3. Declaration of exceeded weight category 31
    14.4. Selecting a SENT declaration 32
15. Non-started combined "Paid and SENT route" 34
16. Travelling 35
    16.1. Disabling battery optimization 36
    16.2. GPS permission 39
    16.3. Enabling GPS 40
17. Messages displayed during travel 41
    17.1. Battery level 41

17.2. GPS signal level 42
17.3. Travel data transfer 42
17.4. Message on poor quality of location data 43
17.5. Critical messages 43
17.5.1. No access to the location services 43
17.5.2. Switching on the flight mode 43
17.5.3. Attempt to set up fake location during travel 44
17.5.4. Removing a vehicle during travel 44
17.5.5. Incorrect system date and time 44
18. Change of vehicle after configuration 45
19. Travel details 45
20. Active SENT declarations 47
21. Displaying travel information on the map 48
22. Cancelling travel configuration 49
23. Ending the travel and travel summary 50
24. Travel history 52
25. Billing accounts 54
26. Topping-up the account 55
27. ELS/OBU travel 57
28. GPS location (SENT406) 63
29. Settings 63
29.1. Changing a language 64
29.2. Dark mode 65
29.3. Floating icon 66
30. Security 68
30.1. Configuration of the new PIN code and password 68
30.2. Unlocking the application secured with the PIN code 70
30.3. Reseting the PIN code 71
30.4. Disabling security 72
30.5. Adding biometric security 73
31. Help 73
32. About application 74

33. Notifications 75
33.1. Notification management 76
33.2. Updating the Regulations 78
34. Notifying the user on the status of e-TOLL PL application 79
34.1. Outdated version of the application 80
34.2. Application copy 81
35. Assigning more than one driver to the same vehicle 81
36. List of figures in the document 81

1. Installation of the e-TOLL PL mobile application

The application is available in the Google Play

store for devices with Android system (version 8.0 or later) and in the App Store

for iOS devices (version 14 or later).

Downloading and installing the application is completely free of charge (excluding the costs of data transfer while downloading the installation file).

Before starting to use the e-TOLL PL application, it is necessary to:

- **for Paid routes** – create an individual account in the Online Customer Account (if you haven't got it yet) at **https://mojekonto.etoll.gov.pl,**
- **for SENT routes** – assigning the SENT declaration at **www.puesc.gov.pl**.

2. User support

If you experience any problems while installing or using the application, contact our support. You can do it:

- by phone on **+48 22 24 337 77**

More information on the e-TOLL PL application available also at **www.etoll.gov.pl**

In cases related to the System for Electronic Transport Supervision (SENT), please contact us:

- by phone on **+48 33 483 20 55**
- by e-mail at **helpdesk-eclo@mf.gov.pl**

More information on the System for Electronic Transport Supervision available also at **https://puesc.gov.pl/web/puesc/helpdesk-sc**

3. Exemplary installation of application on a device with Google Android system

Upon launching Google Play Store, search for e-TOLL PL application on the list of available programmes, click it and then press *Install*.

Once installed, the application icon displays on the application screen (Fig. 1).

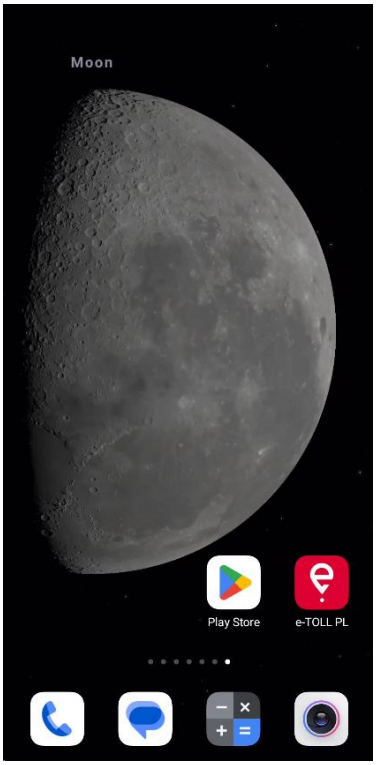

Fig. 1 Exemplary screen of a device with e-TOLL PL application

Information. If you cannot find the Google Play Store application on the device screen, it could have been disabled or moved to one of the desktop folders.

In order to enable the Google Play Store application, open the phone *Settings* and go to the *Apps*, find Google Play Store. (Fig. 2).

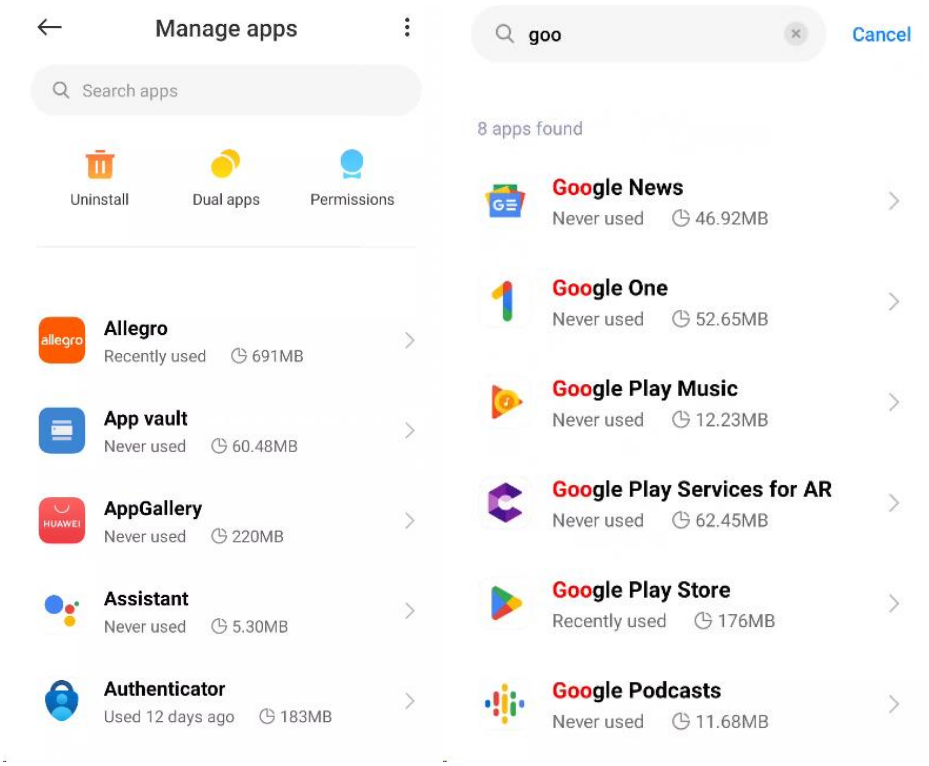

Fig. 2 Exemplary enabling screens of the disabled Google Play Store application

Note. Names and appearance of tabs may differ depending on the device brand and model.

4. Launching and registration of the e-TOLL PL mobile application for the first time

Find the e-TOLL PL application on the Application screen and launch it (Fig. 3).

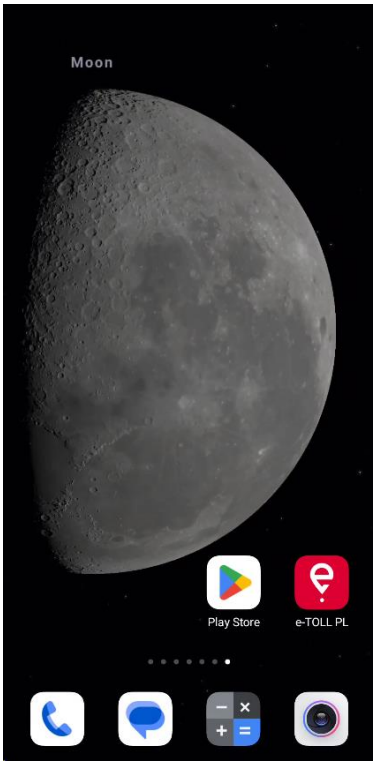

Fig. 3 Programme icon and exemplary screen with application icon on the desktop

Once launched, a welcome screen of the application with data loading message will be displayed (Fig. 4).

Fig. 4 Welcome screen of the e-TOLL PL application

In the following steps of the first launching (registration) of the application, the user is asked to (Fig. 5):

- **select the application language** – if the application automatically defects that the device language complies with one of the languages available in the application, this step is skipped and the detected language set as default. Otherwise, the user must select the application language manually from the list and click *Save.*
- **accept the Regulations** – accepting the Regulations is required to use the application. In order to accept the Regulations, the user clicks the *Accept* button. Accepting the Regulations requires a network connection and correct date and time on the device, otherwise the error messages are displayed.

Accepting the Regulations leads to registering a new and unique business ID of the application, with which the user is able to:

- assign a vehicle in the OCA (Online Customer Account) – **https://mojekonto.etoll.gov.pl**
- assign a SENT declaration - **https://puesc.gov.pl/**

The registration screen displays the assigned business ID of the application and guides on how to assign a vehicle or SENT declaration. Clicking *Continue* displays the screen with the *Be cautions* message 5. Safety message

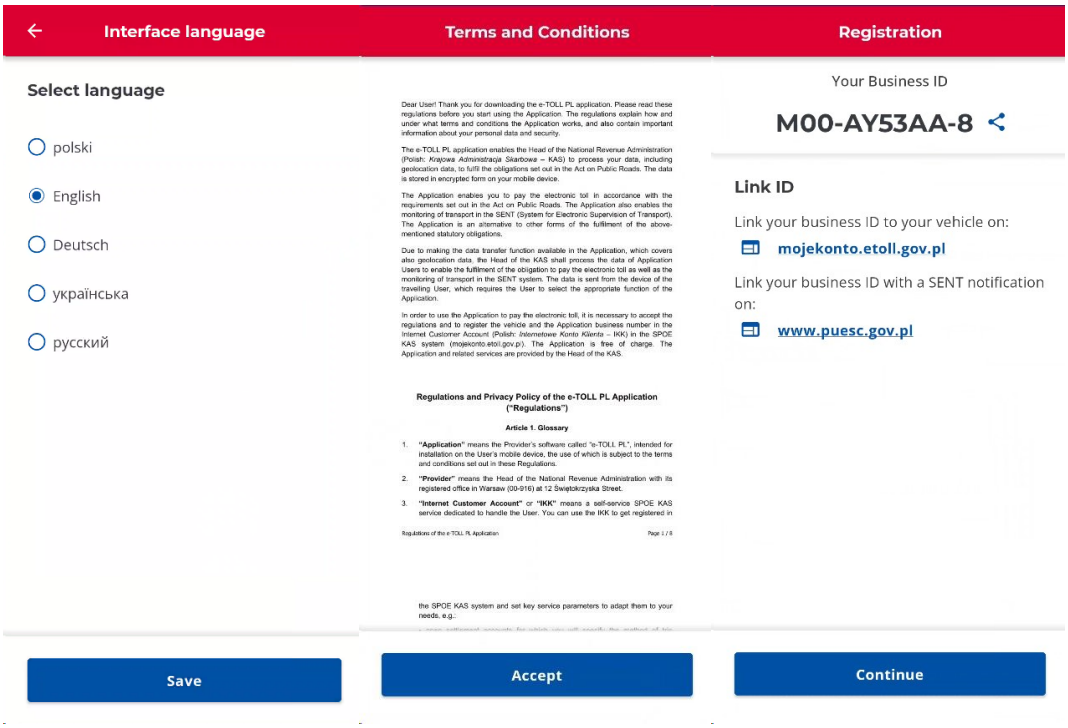

Fig. 5 Screens displayed when launching the application for the first time

5. Safety message

In order to ensure safety of the users on the road, upon displaying the welcome screen, the *Stay cautious* message appears (Fig. 6). If the user failed to check the option *Don't display again,* it is displayed each time the application is started. Checking the option *Don't display again* and clicking *Continue* ensures that the message will not be displayed for this application in future.

The *Continue* button redirects the user to the home screen of the e-TOLL PL application (Fig. 8).

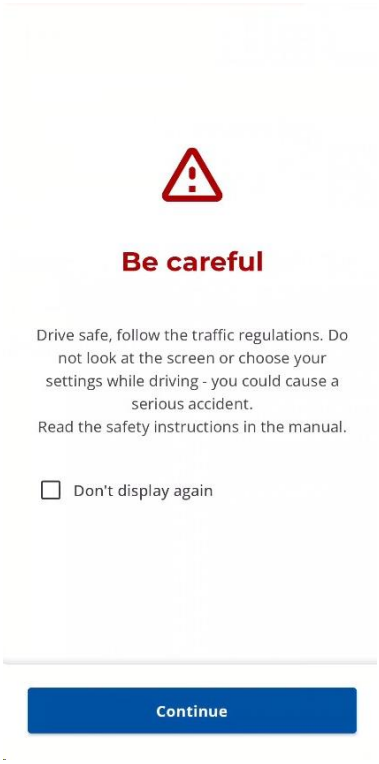

Fig. 6 Stay cautious safety message

6. Enabling the e-TOLL PL mobile activation at **mojekonto.etoll.gov.pl**

Creating the Online Customer Account at https://mojekonto.etoll.gov.pl is necessary to use the e-TOLL PL application for Paid routes.

Once the e-TOLL PL application is installed, you need to assign a business ID in the Online Customer Account and a vehicle to enable the application. Failure to enable the application at https://mojekonto.etoll.gov.pl and to assign the vehicle makes any Paid route in the application impossible.

Upon correct registration of the application at https://mojekonto.etoll.gov.pl and assigning the vehicle, the screen will display a message on successful assigning the vehicle (Fig. 7).

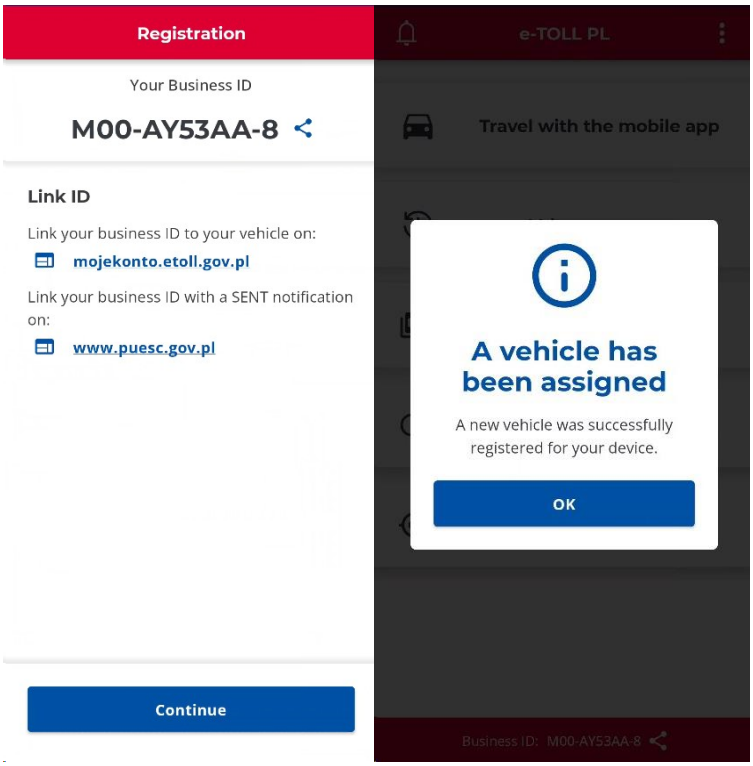

Fig. 7 Screen of the assigned business ID and message on the assigned vehicle

7. Enabling the e-TOLL PL mobile application at **www.puesc.gov.pl**

In order to use the e-TOLL PL for SENT routes it is necessary to assign the business ID to the relevant form at www.puesc.gov.pl.

Once the e-TOLL PL application is installed, you need to assign a business ID in the relevant registration form/complete the report of goods covered by the System for Electronic Transport Supervision (SENT) at www.puesc.gov.pl to enable the application. Assigning the business ID to the SENT consist in entering the business ID in the *Device/GPS location device number* or *Backup GPS location device number* field. Upon correct assigning of the business ID to the SENT declaration, the report is displayed in the mobile application on the SENT declaration selection screen (Fig. 20).

8. Business ID of the application

The e-TOLL PL application installed on a device has its own unique business ID, which enables linking the application:

- with the vehicles assigned to the user at https://mojekonto.etoll.gov.pl and the billing account,
- or with the assigned SENT declarations at www.puesc.gov.pl

The ID is generated at the first installation or re-installation of the application. It is displayed at the bottom of the screen in the *Business ID* tool bar and on the *About application* screen.

Failure to enable the application at https://mojekonto.etoll.gov.pl blocks the option of making the Paid routes. Failure to assign (enable) the business ID of the application to the SENT declaration at www.puesc.gov.pl prevents making the first travel in the SENT system.

9. Home screen of the e-TOLL PL application

The home screen of the E-TOLL application (Fig. 8) is the main navigation element in the application. It is displayed:

- after clicking *Continue* for the *Stay cautious* message,
- or as the first one upon starting the application, where *Don't display again* option was checked for *Stay cautious* message.

The home screen consists of:

- 5 bottoms
  - Travel with mobile app,
  - Travel history,
  - Sattlement accounts,
  - ELS/OBU travel,
  - GPS location (SENT406)
- *Notifications* icons (bell) in the upper left corner,
- *More* icons (3 dots) in the upper right corner.

The *More* menu contains the following options: Settings, Security, Help, About application, which are described in detail in the following sections.

The home screen displays also the unique business ID of the application with a sharing option.

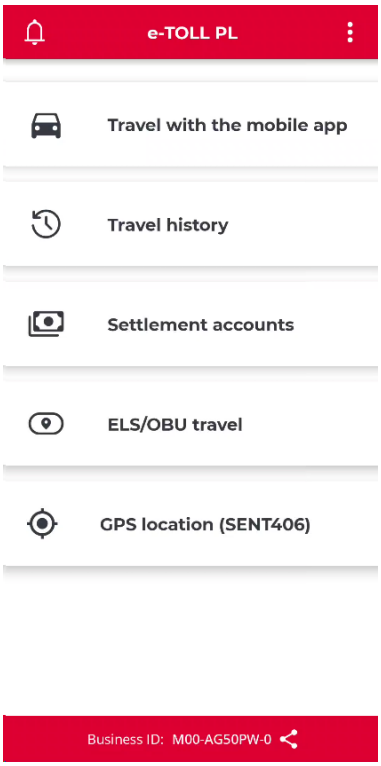

Fig. 8 Home screen of the e-TOLL PL application

10. “Paid route” configuration

Each time upon starting and loading the application, the screen with a PIN security code is displayed – provided that such security was set (29. Security), followed by *Stay cautious* message, if *Don’t display again* option was not checked. If these screens did not display or if the user performed any action, the home screen of the e-TOLL PL application will be displayed (Fig. 9).

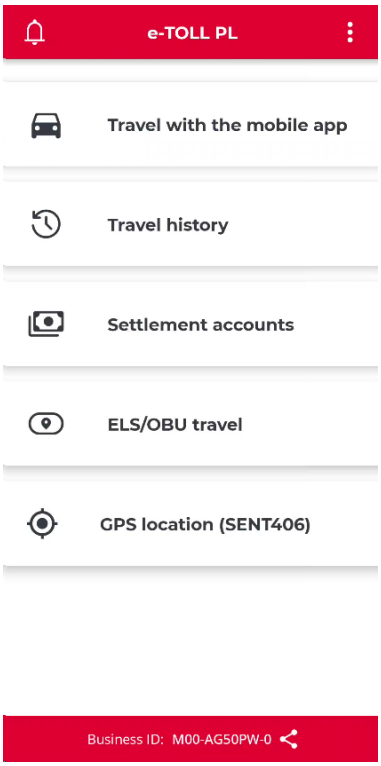

Fig. 9 Home screen of the e-TOLL PL application

10.1. Selecting a travel type

Note. If you intent to travel on a toll road section, you must have at least 1 vehicle assigned with the unique business ID of the application at https://mojekonto.etoll.gov.pl.

Upon clicking the *Travel with mobile application,* the application will automatically check to what type of travels you are allowed. If:

- you have only one option available *(Paid route),* the system will select it by default and skip this stage of configuration (go to section 10.2. Selecting a vehicle),
- you have more than one option available *(Paid route, SENT route),* the application will display the travel type selection screen. Move the slider at the *Paid route* type and click *Continue* (Fig. 10).

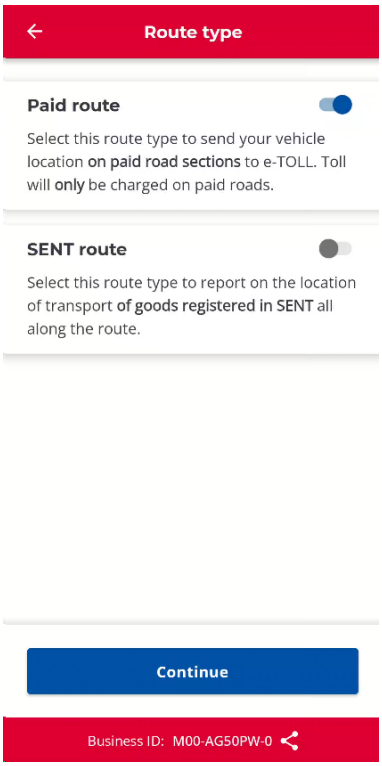

Fig. 10 Configuration – travel type selection screen for Paid route

Information. If a given application fails to meet the requirements of starting the travel configuration i.e.

- data loading failed due to no Internet connection,
- or no assigned vehicles and SENT declarations

the application will display a message notifying on the inability to start configuration (Fig. 11).

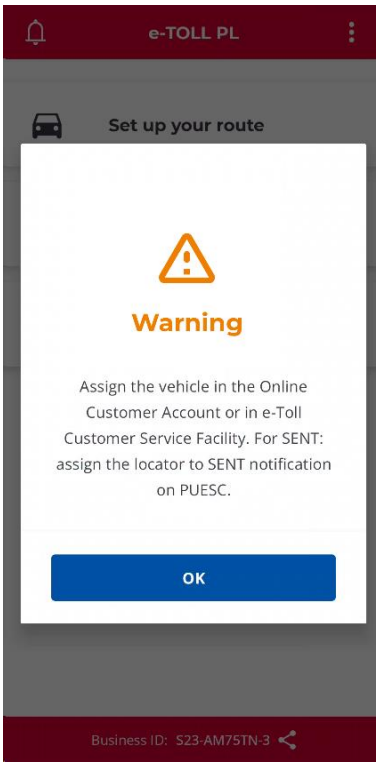

Fig. 11 Configuration – configuration error

10.2. Selecting a vehicle

Selecting the *Paid route* option and clicking the *Continue* button open the screen with the travel selection. The application will automatically verify the number of vehicles assigned to the business ID:

- if 1 vehicle is assigned, the screen is skipped and the vehicle is selected automatically (go to section 10.3. Declaration of exceeded weight category),
- if more than 1 vehicle is assigned, the *Select the vehicle and billing account* screen is displayed *(*Fig. 12).

As the user, you may do the following on the vehicle selection screen:

- Find the vehicle by entering data to the search engine (Fig. 12),
- Display a detailed view of a given billing account and the vehicle assigned to it (Fig. 13).

In order to select a vehicle, check the vehicle and click the *Confirm* button.

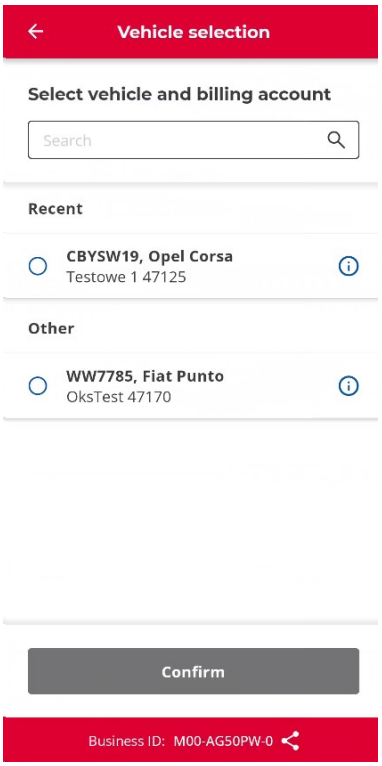

Fig. 12 Configuration – selecting a vehicle

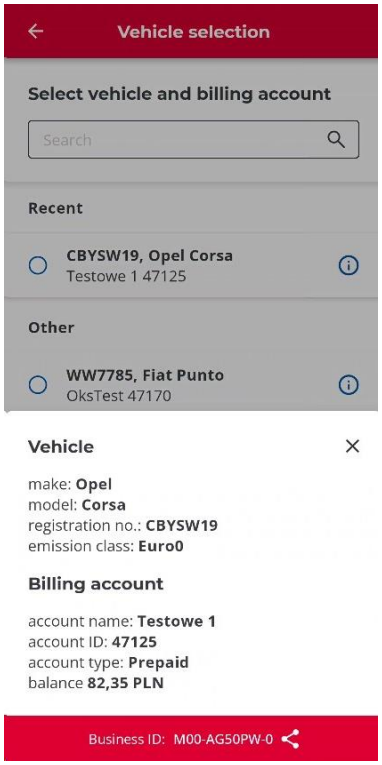

Fig. 13 Configuration – selecting a vehicle – detail view

10.3. Declaration of exceeded weight category

Note! Selecting the option of exceeded weight category is possible only for light-duty and heavy-duty vehicles with such option enabled.

The application will automatically verify the possibility of entering information on weight exceeding. If the selected vehicle has no such option enabled due to its category, this step is skipped (go to section 11. Non-started "Paid route").

If the planned travel exceeds the weight category, in order declare the exceeded weight category you need to check the option *Are you completing a journey with a trailer/smi-traier?*, and click *Confirm (*Fig. 15*)*. If you do not exceed the weight category, leave this option unchecked and click *Confirm (*Fig. 14) (go to section 11. Non-started "Paid route").

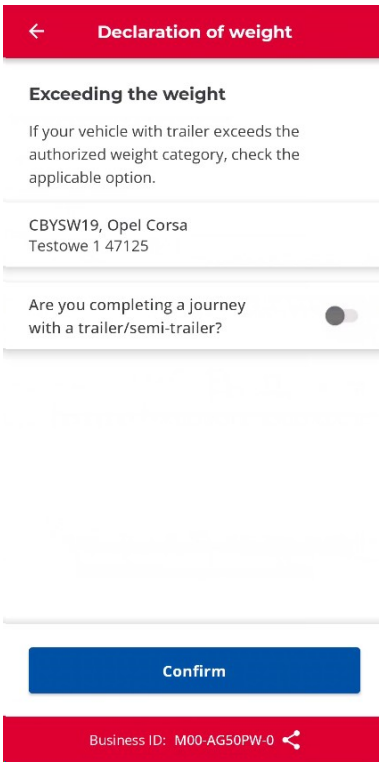

Fig. 14 Configuration – declaration of exceeded weight category – none

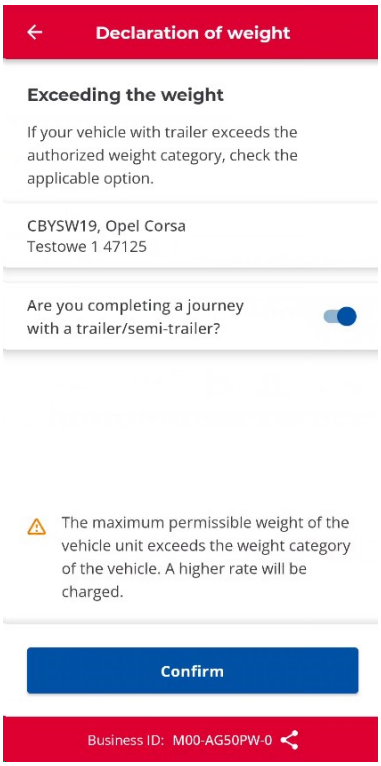

Fig. 15 Configuration – declaration of exceeded weight category – enabled

11. Non-started “Paid route”

By clicking *Confirm* in the last configuration step you will go to the screen enabling starting the travel. The type of travel made is displayed at the top of the screen (Fig. 16).

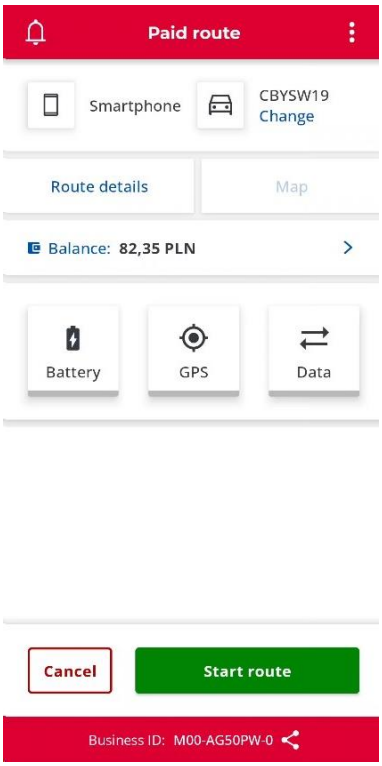

Fig. 16 Non-started travel – Paid route view

The screen displays the following information:

- monitoring device,
- registration number of the selected vehicle – available options described in section 18. Change of vehicle after configuration,
- *Route details* button – available options described in section *19. Travel details*,
- *Map* button – active during each started travel. Detailed description in section 20. Displaying travel information on the map,
- Balance – only for prepaid accounts with the selected Paid route. For postpaid accounts the *Postpaid* information is presented. Clicking the *Account balance* for the prepaid account enables its topping-up (see section 25. Topping-up the account),
- *Battery, GPS, Data* icons – detailed description in section 17. Messages displayed during travel,
- *Cancel* buttons – detailed description in section 21. Cancelling travel configuration,
- *Start route* button – detailed description in section 16. Travelling.

12. "SENT route" configuration

Each time upon starting and loading the application, the screen with a PIN security code is displayed – provided that such security was set (29. Security), followed by *Stay cautious* message, if *Don't display again* option was not checked. If these screens did not

display or if the user performed any action, the home screen of the e-TOLL PL application will be displayed (Fig. 17).

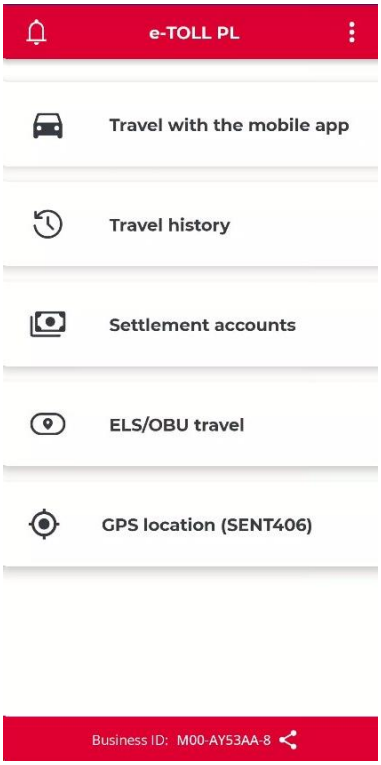

Fig. 17 Home screen of the e-TOLL PL application

12.1. Selecting a travel type

Note! The list of SENT declarations will be available only when the SENT declarations are recorded in the SENT 105 form in the PUESC (Electronic Tax and Customs Services Platform) (https://puesc.gov.pl/). You should provide ID (i.e. identifier) of the monitoring device (OBE/ELS) in each form. One vehicle may have only one ELS ID assigned, which is why it is displayed in any other orders having another ELS ID assigned.

Upon clicking the *Travel with mobile application,* the application will automatically check to what type of travels you are allowed. If:

- you have only one option available *(SENT route),* the system will select it by default and skip this stage of configuration (go to section 11.2. Selecting a SENT declaration),
- you have more than one option available *(Paid route, SENT route),* the application will display the travel type selection screen. Move the slider at the *Paid route* type and click *Continue* (Fig. 18).

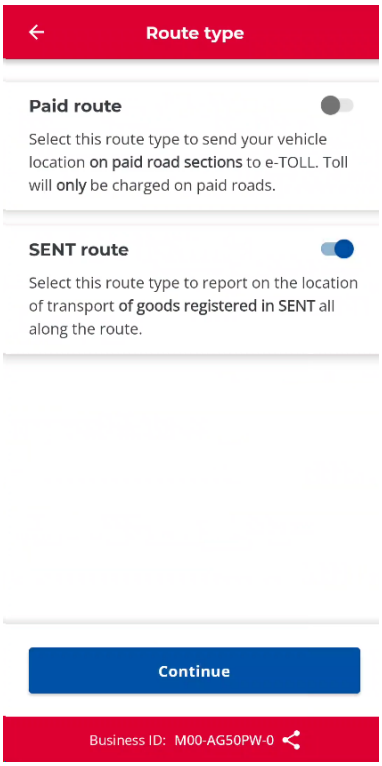

Fig. 18 Configuration - travel type selection screen for SENT route

Information. If a given application fails to meet the requirements of starting the travel configuration i.e.

- data loading failed due to no Internet connection,
- or no assigned vehicles and SENT declarations

the application will display a message notifying on the inability to start configuration (Fig. 19).

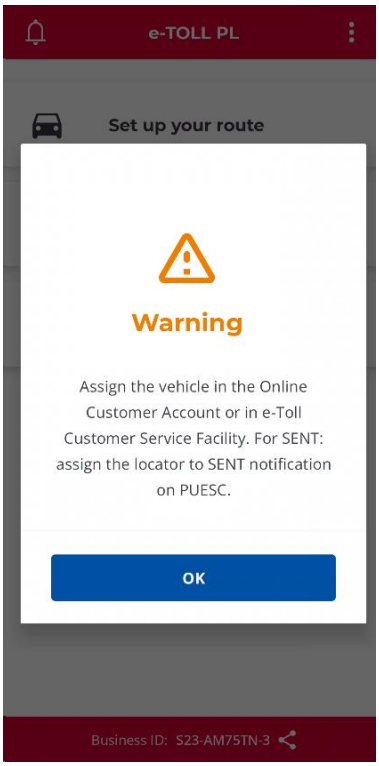

Fig. 19 Configuration – configuration error

12.2. Selecting a SENT declaration

In the following step you need to select the SENT declarations. You make a selection from the list of declarations assigned to the business ID of the application (Fig. 20). Select the declarations to be monitored during the travel and accept your choice by clicking the *Confirm* button (go to section 13. Non-started "SENT route").

The list of declarations is grouped according to the vehicle registration number. Under a single travel, the user may select only the SENT declarations, which are assigned to a single vehicle. Selecting the first declaration from the group will block the selection of the other declarations assigned to the other vehicles (Fig. 20).

Before selecting the declaration the user may display its details by clicking the icon on the right side of the declaration information. Upon selecting the details, the application will display a new screen with vehicle and trailer data, date and place of starting and date and place of ending the travel and the map showing the place of starting and ending of travel (Fig. 21).

Information. The user may execute the SENT route without selecting a declaration from the list. To this end, click *Confirm.*

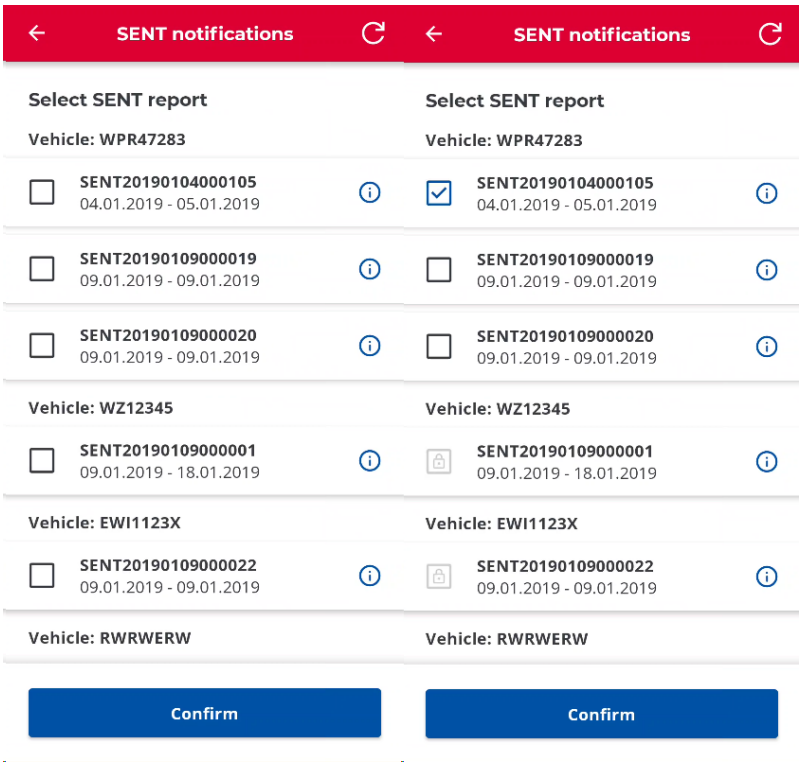

Fig. 20 Configuration – SENT list

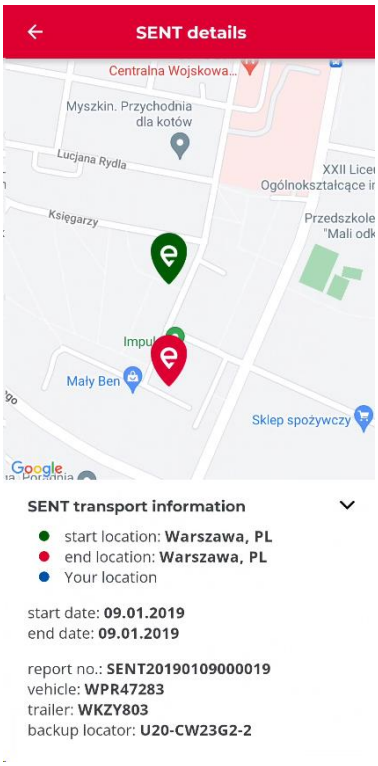

Fig. 21 Configuration – SENT declaration details

13. Non-started “SENT route”

By clicking *Confirm* in the last configuration step you will go to the screen enabling starting the travel. The type of travel made is displayed at the top of the screen (Fig. 22).

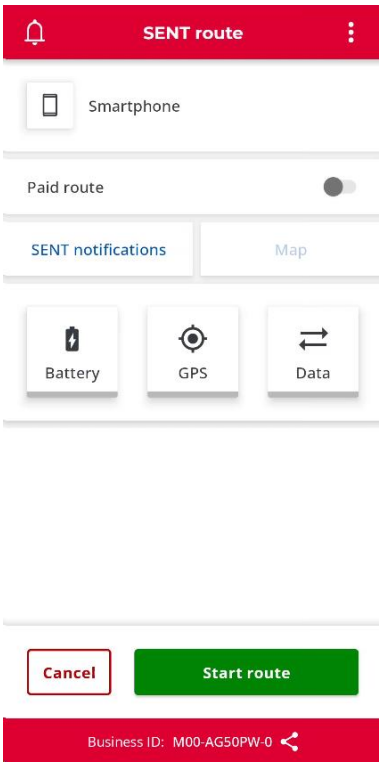

Fig. 22 Non-started travel – SENT route view

The screen displays the following information:

- monitoring device,
- *Paid route* slider – available in the SENT and combined mode (the slider allows for enabling/disabling the Paid route during the SENT route)
- *SENT notifications* button – available options described in chapter 20. Active SENT orders,
- *Map* button – active during each started travel. Detailed description in section 20. Displaying travel information on the map,
- *Battery, GPS, Data* icons – detailed description in section 17. Messages displayed during travel,
- *Cancel* buttons – detailed description in section 21. Cancelling travel configuration,
- *Start route* button – detailed description in section 16. Travelling.

14. Combined “Paid and SENT route” combination

Each time upon starting and loading the application, the screen with a PIN security code is displayed – provided that such security was set (29. Security),

followed by *Stay cautious* message, if *Don't display again* option was not checked. If these screens did not display or if the user performed any action, the home screen of the e-TOLL PL application will be displayed (Fig. 23).

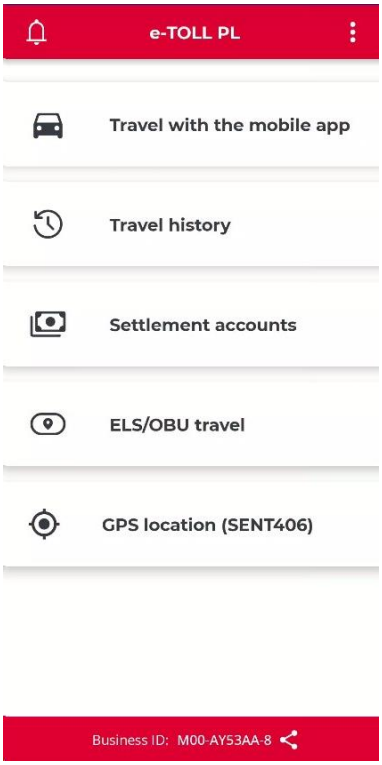

Fig. 23 Home screen of the e-TOLL PL application

14.1. Selecting a travel type

Note. If you want to execute a tolled and SENT route:

- you must have at least 1 vehicle assigned with the unique business ID of the application at https://mojekonto.etoll.gov.pl,
- you must record the SENT declarations in the SENT 105 form in the PUESC (https://puesc.gov.pl/).

Upon clicking the *Travel with mobile application,* the application will automatically check to what type of travels you are allowed. If:

- you have only one option available (*Paid route or SENT route),* the system will select it by default and skip this stage of configuration (**this means that one of the conditions described above is not met and you are not allowed for a combined travel**),
- you have more than one option available *(Paid route, SENT route),* the application will display the travel type selection screen. Move the slider at the *Paid travel* type and click *Continue* (Fig. 24).

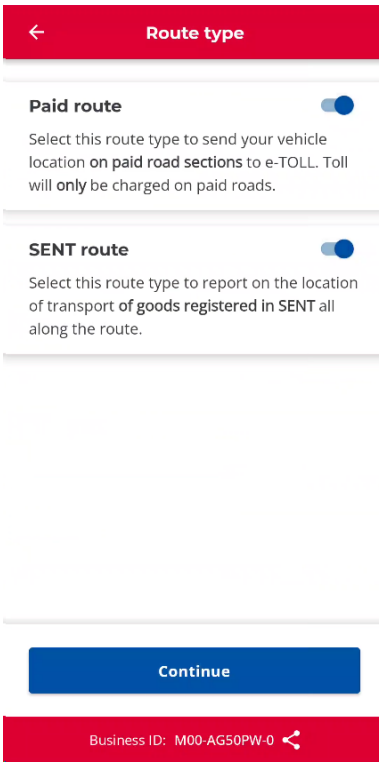

Fig. 24 Configuration - travel type selection screen for Paid route

Information. If a given application fails to meet the requirements of starting the travel configuration i.e.

- data loading failed due to no Internet connection,
- or no assigned vehicles and SENT declarations

the application will display a message notifying on the inability to start configuration (Fig. 25).

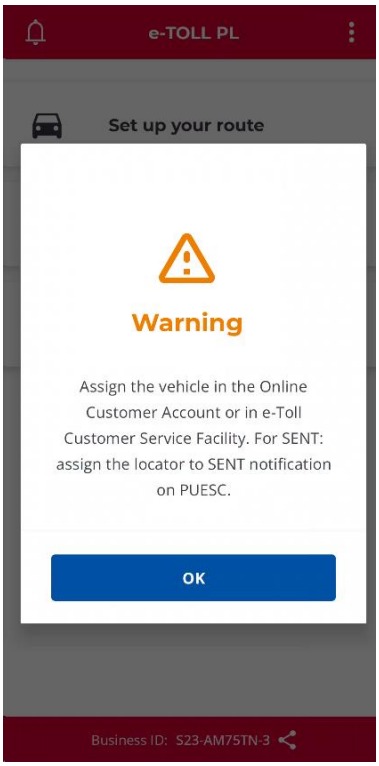

Fig. 25 Configuration – configuration error

14.2. Selecting a vehicle

Selecting the *Paid route* and *SENT route* option and clicking the *Continue* button open the screen with the travel selection. The application will automatically verify the number of vehicles assigned to the business ID:

- if 1 vehicle is assigned, the screen is skipped and the vehicle is selected automatically (go to section 14.3 Declaration of exceeded weight category),
- if more than 1 vehicle is assigned, the *Select the vehicle and billing account* screen is displayed *(*Fig. 26).

As the user, you may do the following on the vehicle selection screen:

- Find the vehicle by entering data to the search engine (Fig. 26),
- Display a detailed view of a given billing account and the vehicle assigned to it (Fig. 27).

In order to select a vehicle, check the vehicle and click the *Confirm* button.

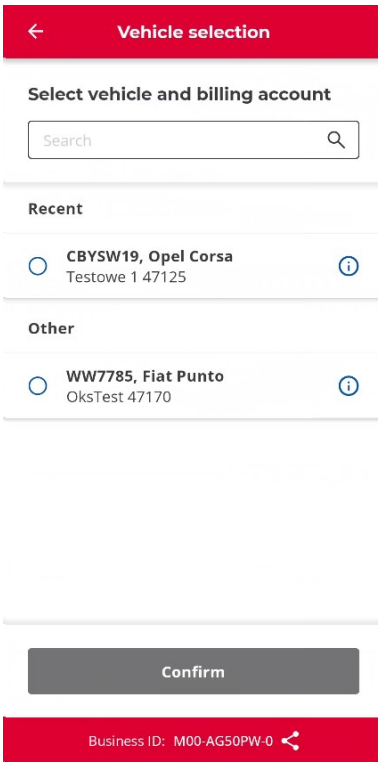

Fig. 26 Configuration – selecting a vehicle

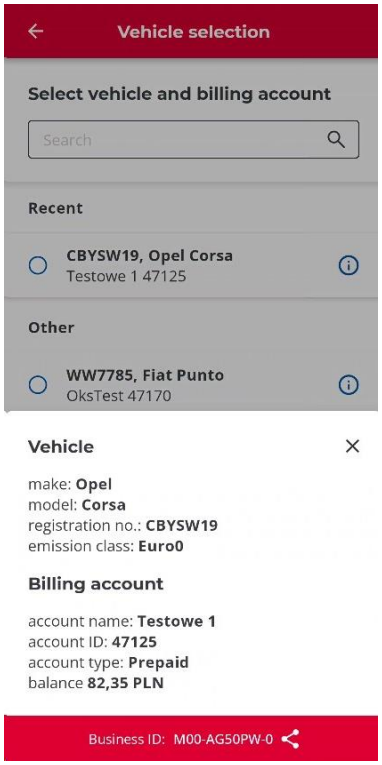

Fig. 27 Configuration – selecting a vehicle – detail view

14.3. Declaration of exceeded weight category

Note! Selecting the option of exceeded weight category is possible only for light-duty and heavy-duty vehicles with such option enabled.

The application will automatically verify the possibility of entering information on weight exceeding. If the selected vehicle has no such option enabled due to its category, this step is skipped (go to section 14.4 Selecting a SENT declaration).

If the planned travel exceeds the weight category, in order declare the exceeded weight category you need to check the option *Exceeded weight category of the vehicle* by changing the slider position (the application will display an additional message) and click *Confirm (*Fig. 29*)*. If you do not exceed the weight category, leave this option unchecked and click *Confirm (*Fig. 28).

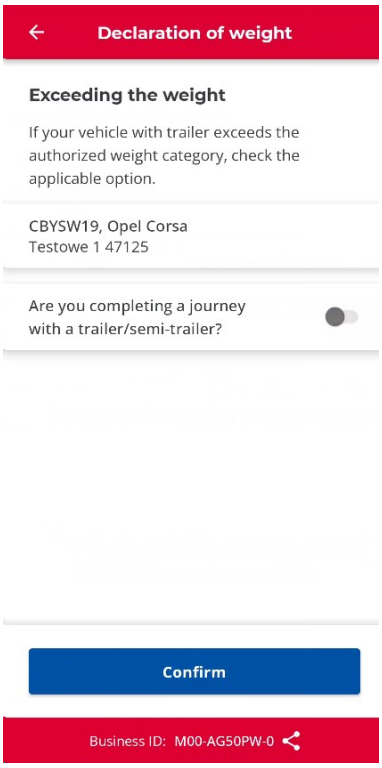

Fig. 28 Configuration – declaration of exceeded weight category – none

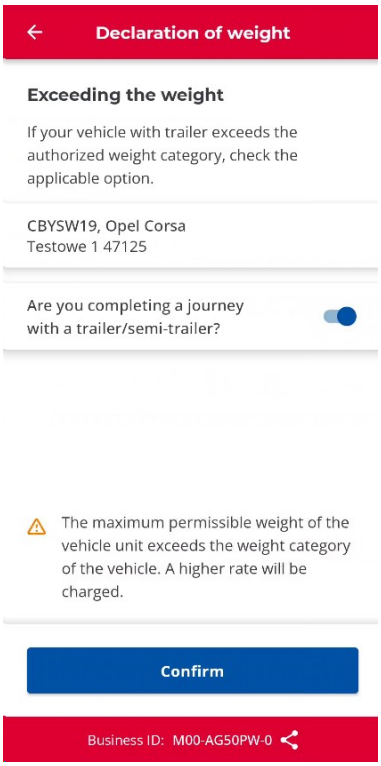

Fig. 29 Configuration – declaration of exceeded weight category – enabled

14.4. Selecting a SENT declaration

In the following step you need to select the SENT declarations. You make a selection from the list of declarations assigned to the business ID of the application (Fig. 30). Select the declarations to be monitored during the travel and accept your choice by clicking the *Confirm* button (go to section 15. Non-started combined "Tolled and SENT route").

The list of declarations is grouped according to the vehicle registration number. Under a single travel, the user may select only the SENT declarations, which are assigned to a single vehicle. Selecting the first declaration from the group will block the selection of the other declarations assigned to the other vehicles (Fig. 30).

Before selecting the declaration the user may display its details by clicking the icon on the right side of the declaration information. Upon selecting the details, the application will display a new screen with vehicle and trailer data, date and place of starting and date and place of ending the travel and the map showing the place of starting and ending of travel (Fig. 31).

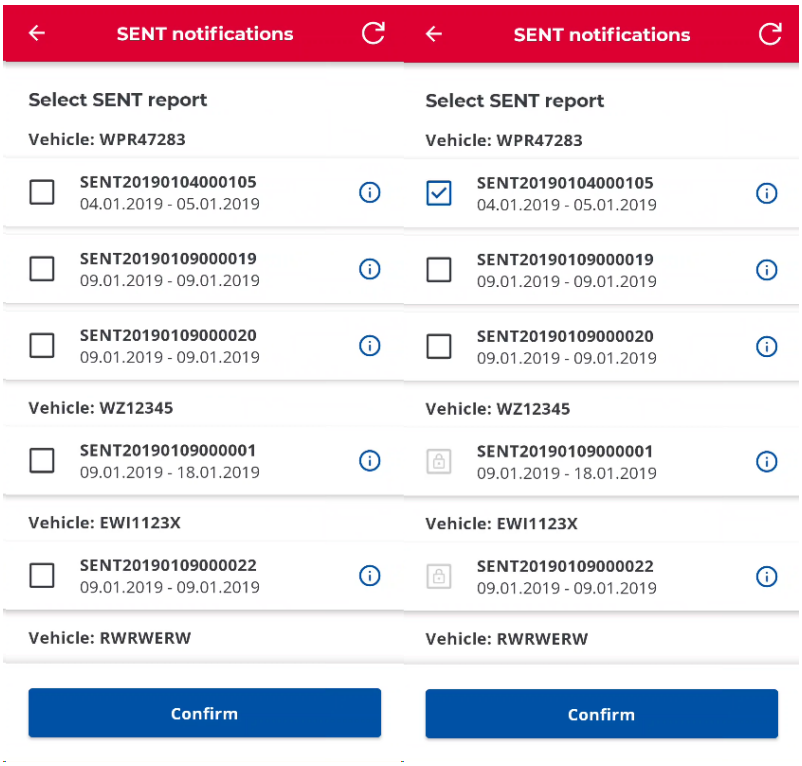

Fig. 30 Configuration – combined travel – SENT list

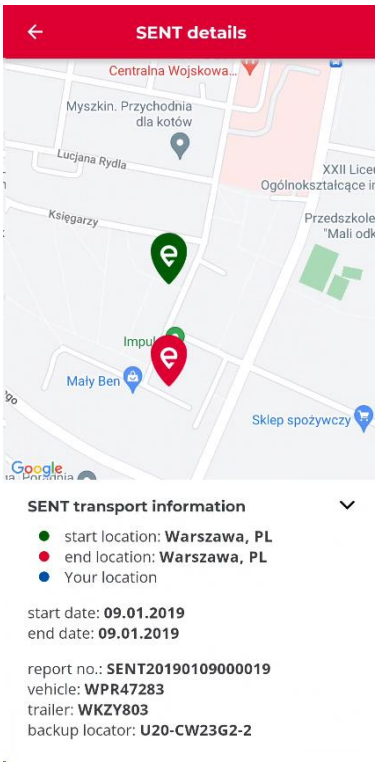

Fig. 31 Configuration – combined travel – SENT details

Information. The user may execute the SENT route without selecting a declaration from the list. To this end, click *Confirm* without selecting any SENT declaration.

15. Non-started combined “Paid and SENT route”

By clicking *Confirm* in the last configuration step you will go to the screen enabling starting the travel. The type of travel made is displayed at the top of the screen (Fig. 32).

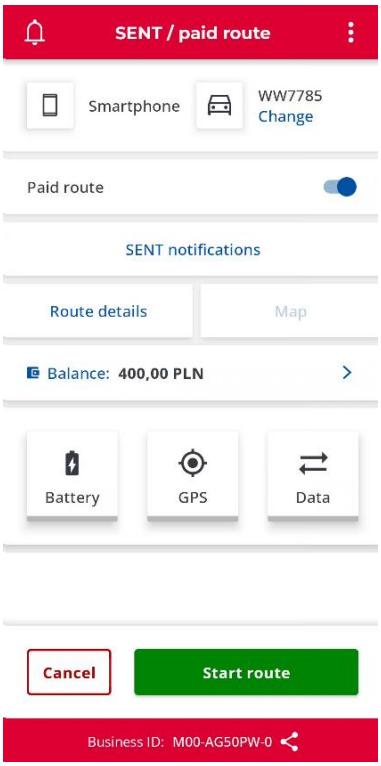

Fig. 32 Home screen of the e-TOLL PL application

The screen displays the following information:

- monitoring device,
- registration number of the selected vehicle – available options described in section 18. Change of vehicle after configuration,
- *Paid route* slider – available in the SENT and combined mode (the slider allows for enabling/disabling the Paid route during the SENT route),
- *SENT notifications* button – available options described in chapter 20. Active SENT orders,
- *Details* button – available options described in section *19. Travel details*,
- *Map* button – active during each started travel. Detailed description in section 20. Displaying travel information on the map,
- Balance – only for prepaid accounts with the selected Paid route. For postpaid accounts the *Postpaid* information is presented. Clicking the *Account balance* for the prepaid account enables its topping-up (see section 25. Topping-up the account),
- *Battery, GPS, Data* icons – detailed description in section 17. Messages displayed during travel,

- *Cancel* buttons – detailed description in section 21. Cancelling travel configuration,
- *Start route* button – detailed description in section 16. Travelling.

16. Travelling

Upon configuring of the travel and clicking the *Start route* button, the travel screen displays a timer (Fig. 33) and geo-location data are collected via Internet to the system coordinating the application operation.

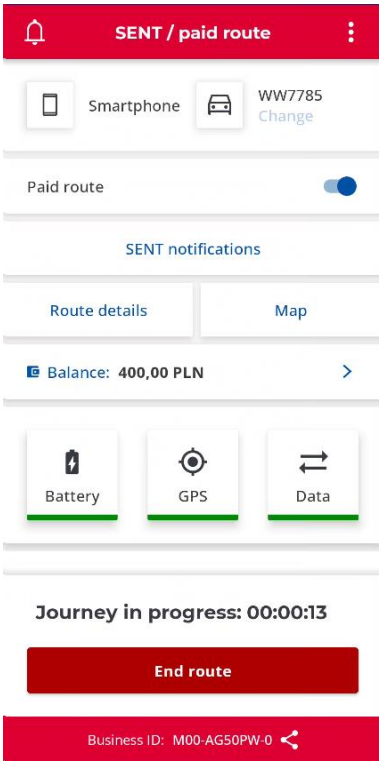

Fig. 33 Started travel screen

During the travel, data are collected on a continuous basis. Internet connection should be active throughout the travel. Lack of Internet connection is reported on the device screen. At temporary lack of Internet, the application collects data in the offline mode and sends them as the connection is restored.

Note. During the travel, pay attention to the colour of the following icons: If the colour of any of them is other than green, this mean that the selected module does not operate properly. More information on colours of the icons and proper operation of the device is available in section 17. Messages displayed during travel or by clicking the icon to display a message with a key (Fig. 34).

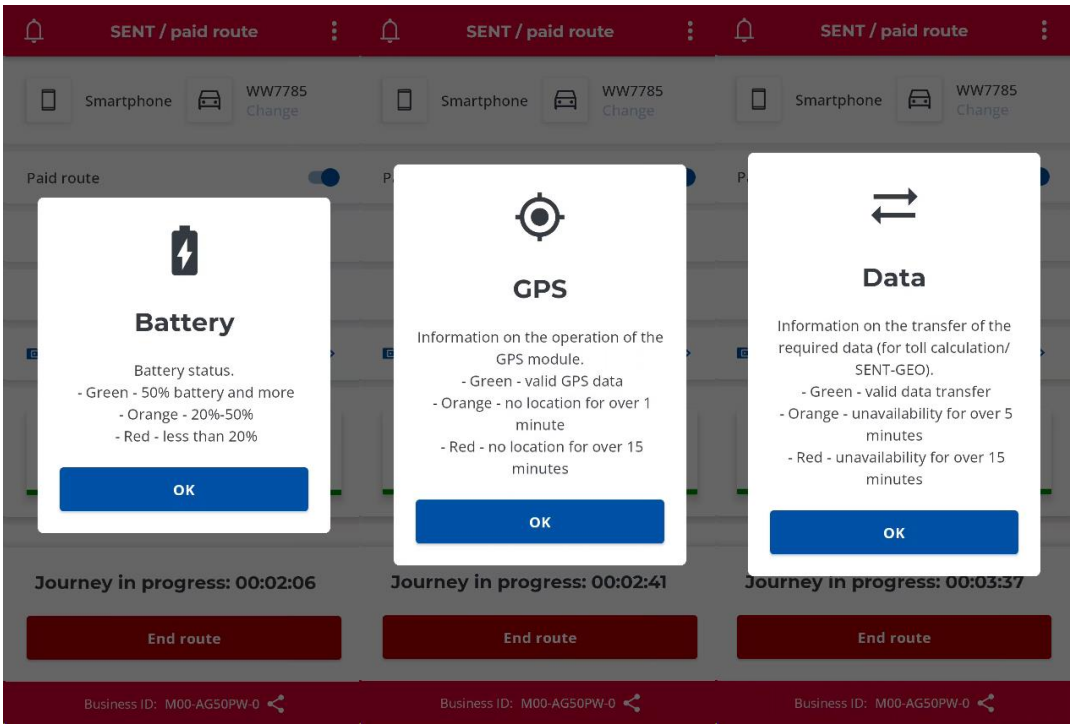

Fig. 34 Explanations to the icons

16.1. Disabling battery optimization

The mobile device manufacturers apply various mechanisms aimed at optimizing the operation of the battery embedded in the device. The battery saving mode introduced to Android 6.0 (sleep mode) enables reduction of unnecessary energy consumption by the applications which are not used at the moment. The sleep mode is launched automatically. However, when the device enters into the sleep mode, the background application is cut off from e.g. access to Internet, the location services are stopped and their processing tasks are suspended.

Proper operation of the e-TOLL PL application with the Android system requires disabling the battery optimization function.

If the battery optimization function is not disabled for the e-TOLL PL application, the *Battery optimization* warning is displayed after clicking the *Start route* button (Fig. 35).

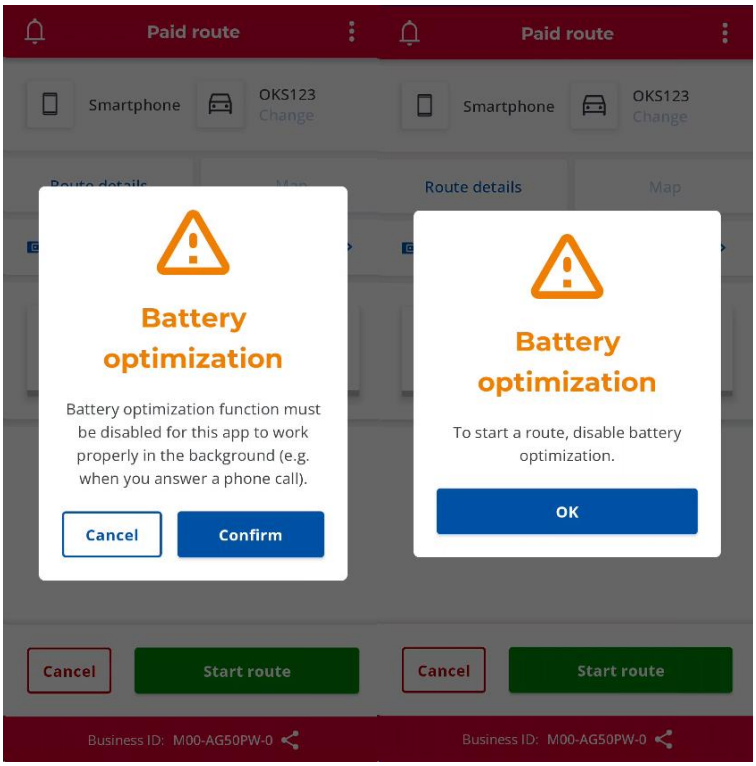

Fig. 35 Battery optimisation message when starting the travel (left)

Battery optimisation message upon exiting the settings and failure to disable the optimisation function (right)

Selecting the *Confirm* button redirects to the phone settings where on the Battery optimization settings screen you should select No restrictions (Fig. 36).

You can go directly to the *Optimize battery usage* screen directly from the device's *Settings.* Choose *Applications* (Fig. 37).

Find the e-TOLL PL application on the displayed list and disable battery usage optimization for this application.

Going back from the settings to the application without disabled battery optimization results in displaying a message and the travel is not being started (Fig. 35).

Note. The method of battery optimization disabling/enabling may differ depending on a manufacturer and device. The exemplary menu and appearance of screens used to disabling the battery optimization are presented below.

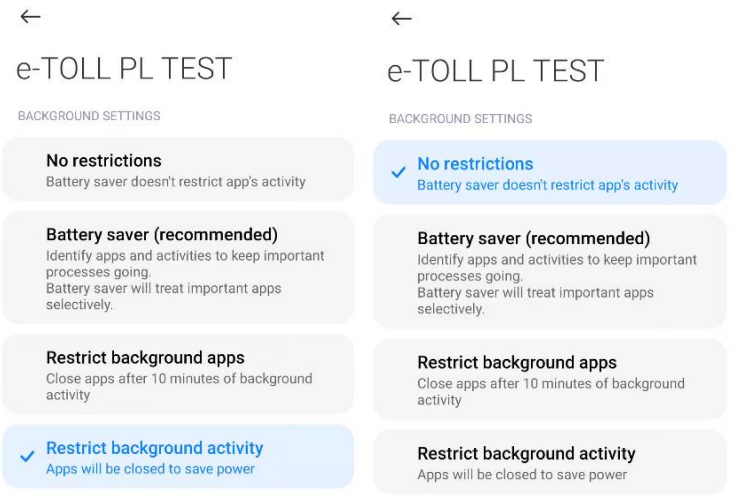

Fig. 36 Battery optimization settings screen

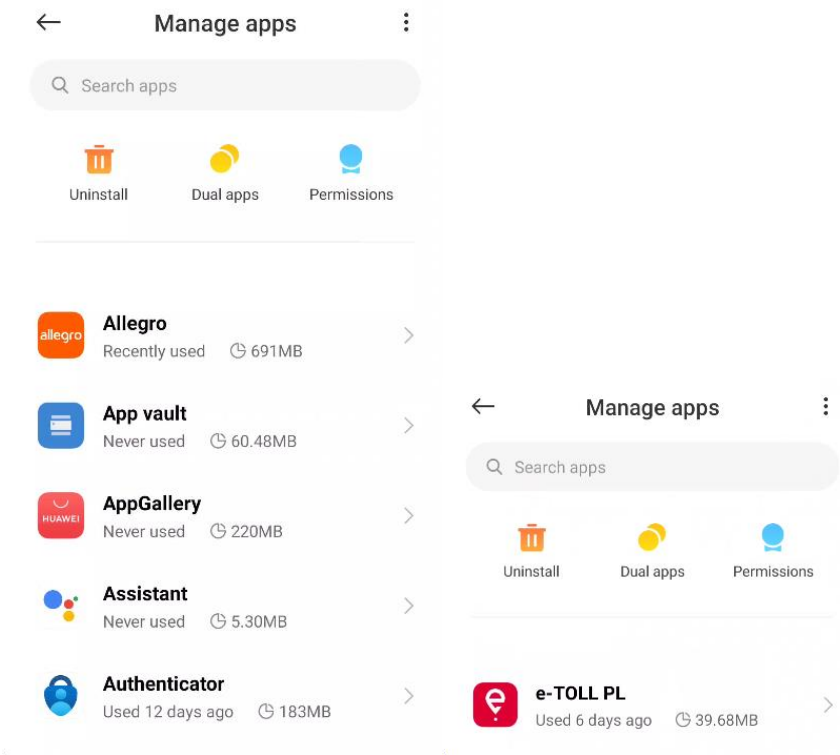

Fig. 37 Battery optimization in Settings

16.2. GPS permission

The e-TOLL PL application requires the location permission. When clicking *Start route* without granted permission, a message is displayed. No *Location* permission results in the travel not being started.

The application displays a warning (Fig. 38). By clicking *Continue,* the user goes to the phone settings, where it should display the application permission, check *Always allow* and enable the *Use precise location* option (if available for a given device and operating system).

The permission screen is accessible directly from the device's *Settings.* Choose *Applications* and then select the e-TOLL PL application from the list.

Going back from the settings to the application without appropriate permission results in displaying a message and the travel is not being started (Fig. 38).

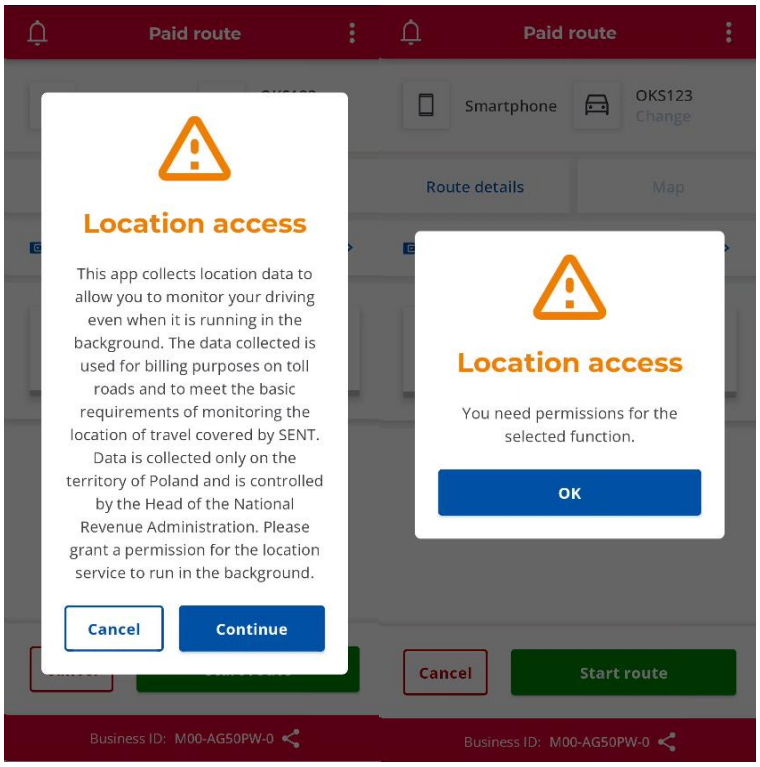

Fig. 38 The Access to location message when starting a travel (left)

Going back from configuration with disabled access to location message (right)

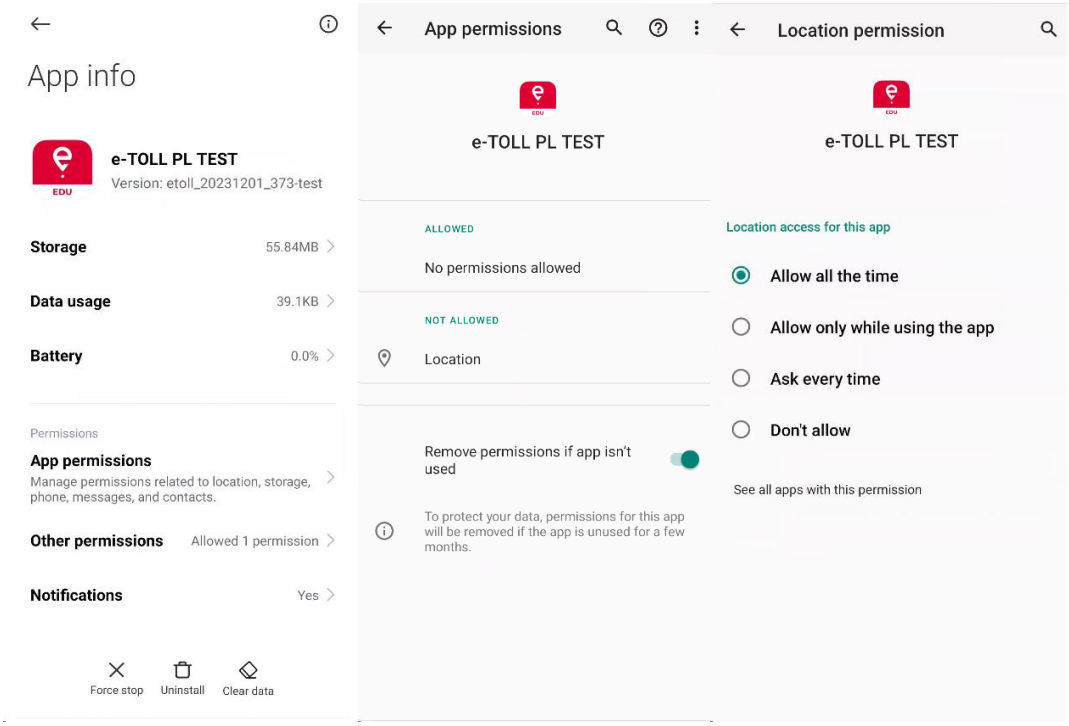

Fig. 39 Application settings screen on the device

Note. Enabling/disabling the location permission may differ depending on a manufacturer and device.

16.3. Enabling GPS

Apart from the *Location* permission, the Android system requires enabling the GPS module on a device to start a travel. If it is disabled, an error message displays when clicking *Start route* (Fig. 40) and the travel is not being started. Enable the GPS module and click *Start route* again.

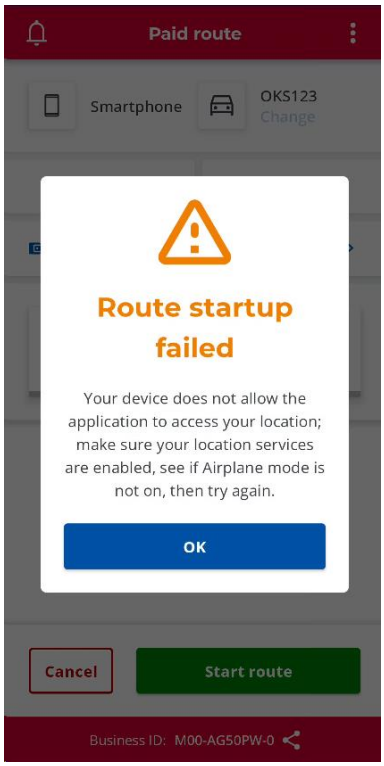

Fig. 40 Message on no enabled GPS module

17. Messages displayed during travel

17.1. Battery level

A standard message informing on the battery level in the device. If a message on battery level drop displays, connect a charger (Fig. 41).

The

colour of the icon informs on the battery level:

- green means that the battery level is above 50%,
- orange means that the battery level is between 20 and 50% and it is recommended to stop a vehicle to safely connect the device to a charger,
- red means that the battery level is below 20% and it is necessary to immediately stop the vehicle to safely connect the device to a charger.

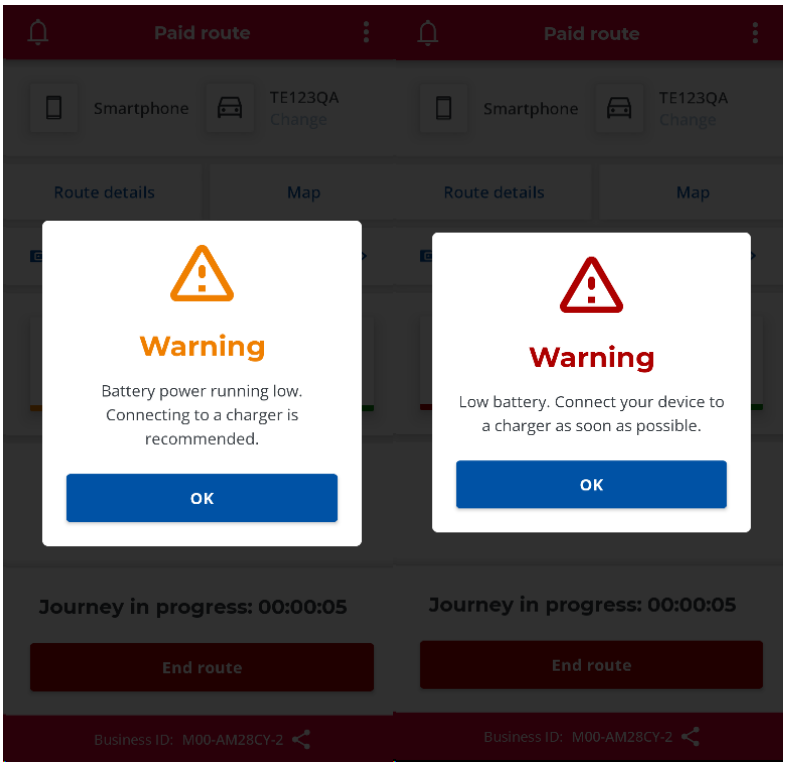

Fig. 41 Low battery messages

17.2. GPS signal level

The

icon informs on the GPS signal level and on the time from the last update of the device location, provided that the colour:

- green means proper operation of the GPS module and up-to-date location,
- orange means no location update above 1 minute for Paid routes (above 10 minutes for SENT),
- green means no location update above 15 minutes for Paid routes (above 60 minutes for SENT).

17.3. Travel data transfer

The

icon informs that the geolocation data are transferred on a continuous basis via Internet to the system coordinating the operation of the application while in travel, provided that the colour:

- green means proper communication with the Internet and up-to-date location,
- orange means no connection with the server and data transfer above 5 minutes for Paid routes (above 10 minutes for SENT),

- red means no connection with the server and data transfer above 15 minutes for Paid routes (above 60 minutes for SENT).

If there are any communication issues with the system coordinating the operation of the application, a warning is displayed.

Lack of Internet and supporting server communication issues cause no data loss. Transfer of data to the server is only delayed. If there is no Internet, the application collects data and sends them as the connection with the Internet is restored. Lack of connection with the Internet does not terminate the travel.

17.4. Message on poor quality of location data

If the GPS module is enabled while in travel and the application detects poor quality of collected location data, the screen will display a message with guides on what to do to improve data quality. The message does not terminate the travel.

17.5. Critical messages

Critical messages are the notifications on the inability to continue the travel. Critical message terminate the current travel. A part of critical messages blocks the use of the application.

17.5.1. No access to the location services

If **access to the location services** is disabled while in travel, the critical message on the inability to continue the use of application is displayed. The application is blocked until the location services are enabled. The existing travel is automatically terminated by the mobile application due to disabled location services.

Note. The location services are the basic services used by the application. No access to the location services in the places, where such access is required, results in blocking the application.

17.5.2. Switching on the flight mode

If the **flight mode** is switched on while in travel, the critical message on the inability to continue the use of application is displayed (Fig. 42). The application is blocked until the flight mode is switched off. The existing travel is automatically terminated by the mobile application due to switching on the flight mode, which prevents proper continuation of the travel.

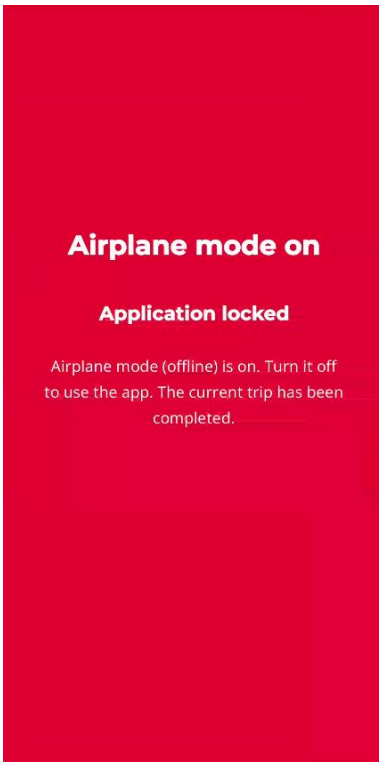

Fig. 42 Critical message – flight mode switched on

17.5.3. Attempt to set up fake location during travel

If there is any attempt to set up fake location of the device during travel (e.g. using other locations), the screen will display a message on such attempt and the current travel will be automatically terminated by the mobile application. The message can be closed and use the application in the scope not requiring proper geolocation data.

17.5.4. Removing a vehicle during travel

Another critical message concerns no assigned business ID of the application to the vehicle in the Online Customer Account or its removal. If such message displays, the user needs to verify the vehicle assignation at https://mojekonto.etoll.gov.pl. Removing the vehicle assignation to the business ID results in discontinuation of the current travel.

17.5.5. Incorrect system date and time

Correct time setup in the mobile device is necessary for proper operation of the system. Select *Automatic date and time* option in the mobile device settings. No correct date and time in the device prevents proper collection and transfer of geolocation data to the server and therefore inability to travel. In such case the current travel is terminated and an error message is displayed.

Note. The message on incorrect system date and time may display anywhere in the application. This is necessary for proper operation of the application.

18. Change of vehicle after configuration

The user may change the vehicle without the need to cancel the configuration at the *Non-started travel* level.

In order to change a vehicle, the user needs to select the *Change* button located directly at the currently selected vehicle (vehicle registration number). Once this button is selected, the application will display a screen with a list of the available vehicles (Fig. 43). Upon selecting a new vehicle and confirming it by clicking *Confirm,* the application will verify the vehicle category. If the category prevents a travel with a trailer, the application will display a screen enabling checking the declaration of exceeded weight category (according to the section Declaration of exceeded weight category). In the other case, the *Non-started travel* screen will display.

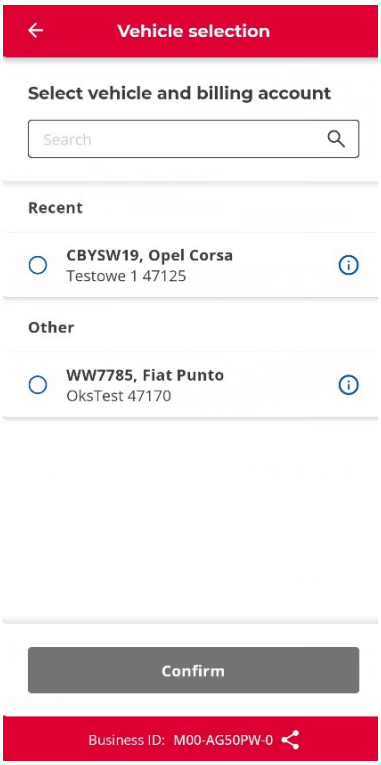

Fig. 43 Change of vehicle - reconfiguration

19. Travel details

There is an option do display travel details for Paid routes. To this end, the user needs to click the *Travel details* button on the travel screen (Fig. 16). The details screen content depends on the vehicle category:

- 14,42 possibility of connecting a trailer (Fig. 44),
- No possibility of connecting a trailer (Fig. 44).

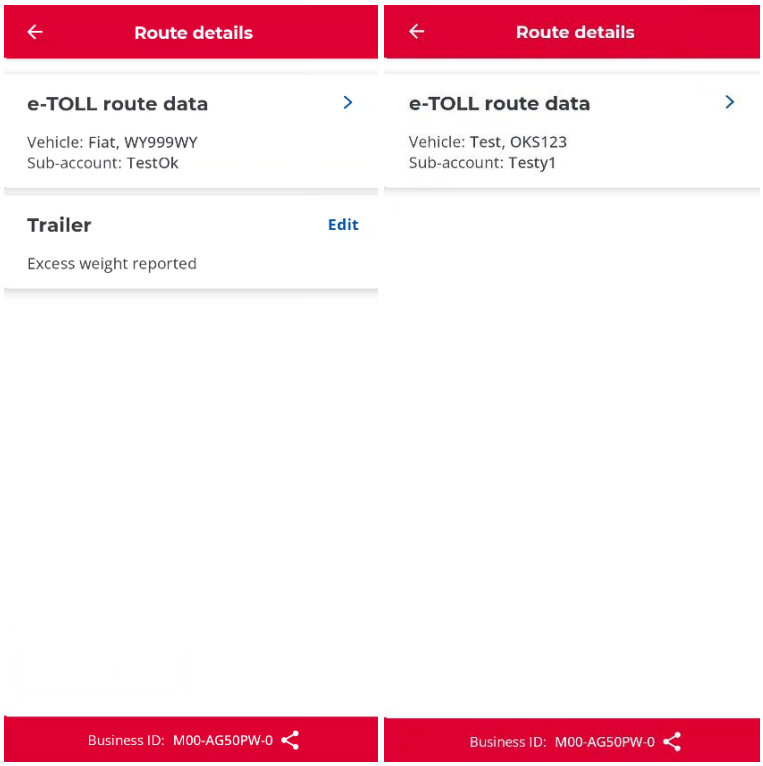

Fig. 44 Details of the journey – left - with a trailer, right - without a trailer

e-TOLL route data

Data of used vehicle and of the assigned billing account are displayed. Clicking the Travel data icon results in displaying detailed data by the application (Fig. 45).

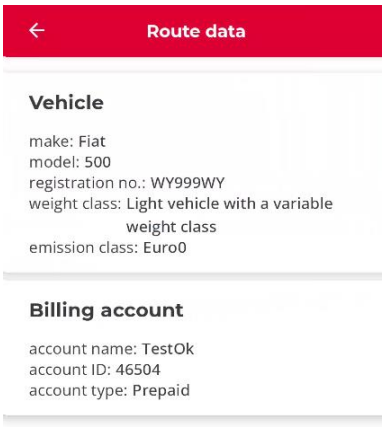

Fig. 45 Details – vehicle and account data

Trailer

It enables declaring the exceeded weight of the vehicle, for example when the user travels with a trailer. Clicking *Edit* results in displaying the declaration of exceeded weight category screen. The edition option is available only for the vehicle categories that permit such exceeding.

20. Active SENT declarations

For journeys with a combined paid and SENT route, it is possible to display SENT details by selecting the *SENT notifications* button. The application will display a screen with a list of available SENT notifications that have been assigned to the application's business ID.The screen displays the declarations which are declared by the user as currently transported (*Active SENT declarations)* and other that may be selected for transport (*Available SENT declarations).* The screen enables making one of the actions:

- **Selection and enabling the declaration from the *Available SENT declarations* list** (Fig. 46) – check the selected declaration and click the *Enable* button and then confirm the activation. The enabled declaration will display in the *Active SENT declarations* section.

  Note. You have the option to select the declarations from a given group (with the same vehicle assigned) within a given travel. The selection option is blocked for the remaining groups.

- **Displaying the SENT declaration details** (Fig. 46) – by clicking *Details* or *"i"* icon. The details screen will display details of the SENT declaration and location of the goods loading and delivery sites on the map.
- **Cancelling the SENT declaration** – click the *Cancel* button for the declaration in the *Active SENT declaration* section. Once the cancelling is confirmed, the declaration is displayed in the *Available SENT declaration*.

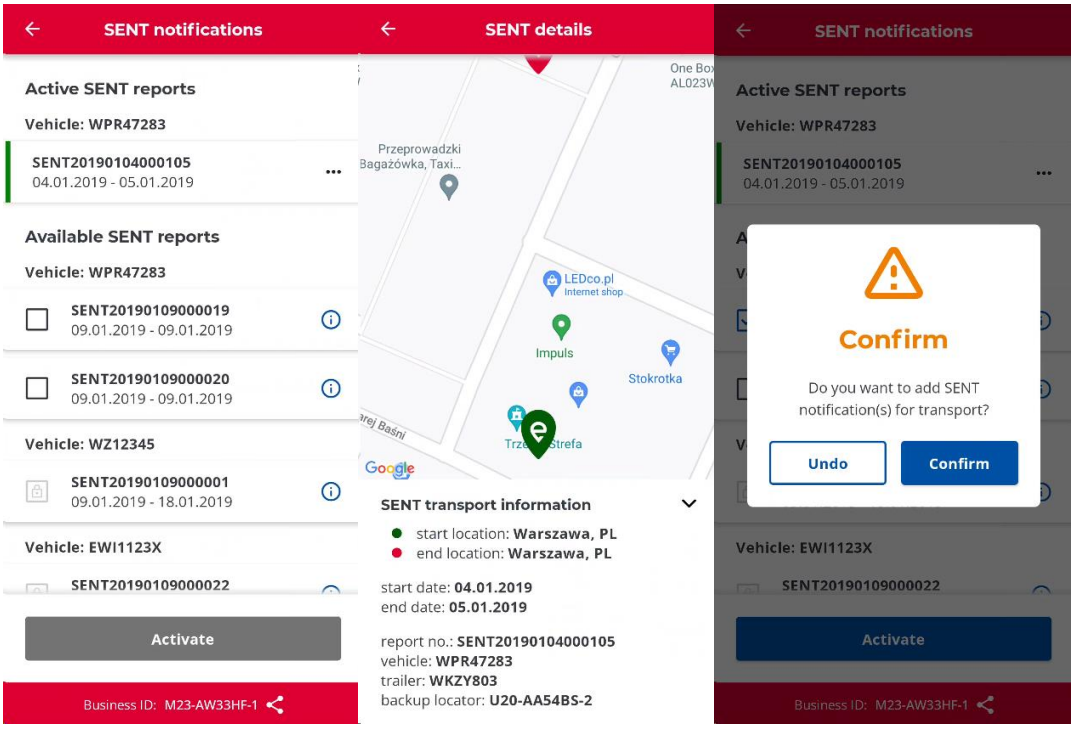

Fig. 46 SENT declarations - List - Details – SENT adding message

21. Displaying travel information on the map

Clicking the *Map* button results in displaying the map screen, which shows the specified locations depending on the selected type of travel (Fig. 47):

- Paid route
  - Application (App) – current location of the application,
  - Start – first recorded location.
- SENT and combined travel (SENT and Paid route)
  - Application (App) – current location of the application,
  - Backup location device (L2) - (if there is a second device assigned to SENT – if not, the entire record is hidden),
  - Start – first recorded location,
  - Log – recently recorded location data (hidden, if no data were downloaded).

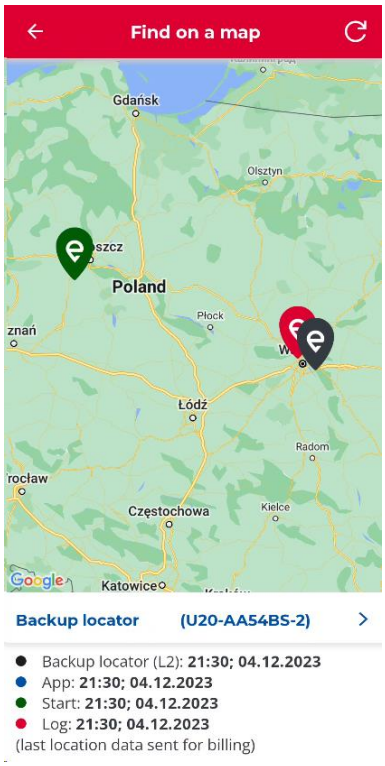

Fig. 47 Presentation of information on the map

22. Cancelling travel configuration

If there is a need to cancel a pending travel configuration, once the *Cancel* button is clicked, the travel screen will display the *Cancel configuration* message *(*Fig. 48*).*

After clicking *Confirm,* the configuration is cancelled and the home screen of the application will be displayed. Clicking *Undo* in the message window saves the existing configuration and continued display of the travel screen.

Note! Cancelling the configuration is possible only for a non-started travel.

Note! For devices with the Android system, the *Undo* button operates identically as the systemic *Back* button.

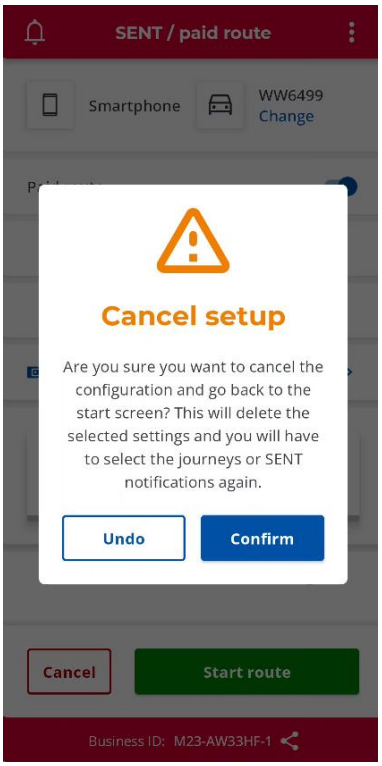

Fig. 48 Cancelling travel configuration - message

23. Ending the travel and travel summary

In order to end the travel, click the *End travel* button. Once the *End travel* button is clicked, the relevant message confirming the end of travel will be displayed depending on the type of travel (Fig. 49). Clicking *End* results in ending the travel and displaying the travel summary. By clicking *Cancel* you will return to the travel screen.

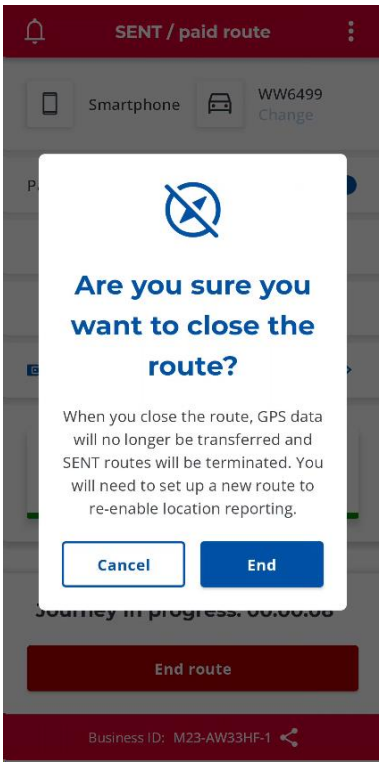

Fig. 49 Message – ending the travel

The travel summary screen is displayed upon ending each travel. Depending on the type of travel, the screen may display data on the travel time, travel monitoring device, vehicle and billing account data and the list of completed SENT declarations (Fig. 50).

For each travel summary a *Data status* section is displays, which presents the status of geolocation data transfer for the purposes of calculating the toll. Data transfer requires an Internet connection. If there is no Internet connection, data will not be sent and the user will be at risk of a fine.

The *Summary* screen may be closed before the data transfer is completed. The user is redirected to the home screen of the application, where the balloon at the bottom of the screen will display a message on travel data transfer. The message will disappear automatically as the data transfer is completed.

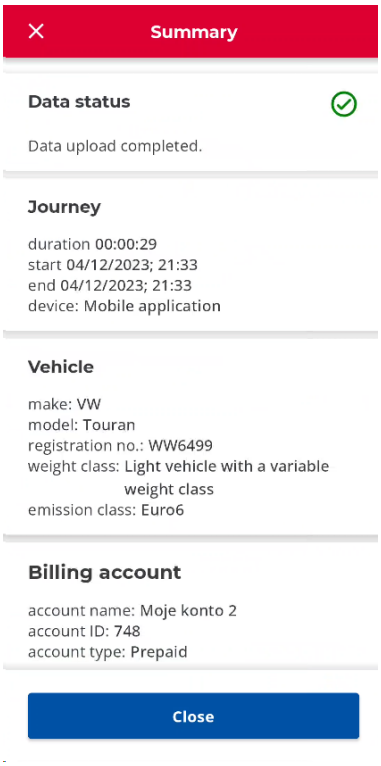

Fig. 50 Travel summary and data transfer

24. Travel history

In order to display all events taking place during the travels, click the *Travel history* option on the home screen of the e-TOLL PL application.

The travel history contains a list of all events logged by the application while in travel during the last 3 months in chronological order (Fig. 51).

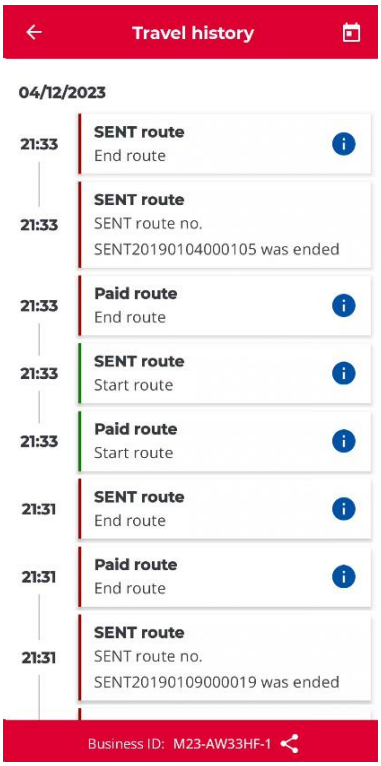

Fig. 51 Travel history

The list in the travel history records the following systemic events and their precise time:

- Starting a Paid route (possible display of the following details: date and time of starting a travel, monitoring mode, vehicle data, available funds on the prepaid account, exceeded weight category) (Fig. 52),
- Ending a Paid route (possible display of the following details: date and time of ending a travel, monitoring mode, vehicle data, available funds on the prepaid account, exceeded weight category) (Fig. 52),
- Starting a SENT route (possible display of the following details: date and time of starting a travel, monitoring mode, list with the numbers of completed SENT declarations) (Fig. 52),
- Ending a SENT route (possible display of the following details: date and time of ending a travel, monitoring mode, list with the numbers of completed SENT declarations) (Fig. 52),
- Starting and ending of a SENT declaration,
- Cancelling of a SENT declaration,
- Declaration of changed weight category of a vehicle combination (e.g. upon assembling or disassembling a trailer),
- Battery level (low level and normal level),
- GPS status (poor quality, normal status),

- Connection status (poor quality, normal status),
- Fake location.

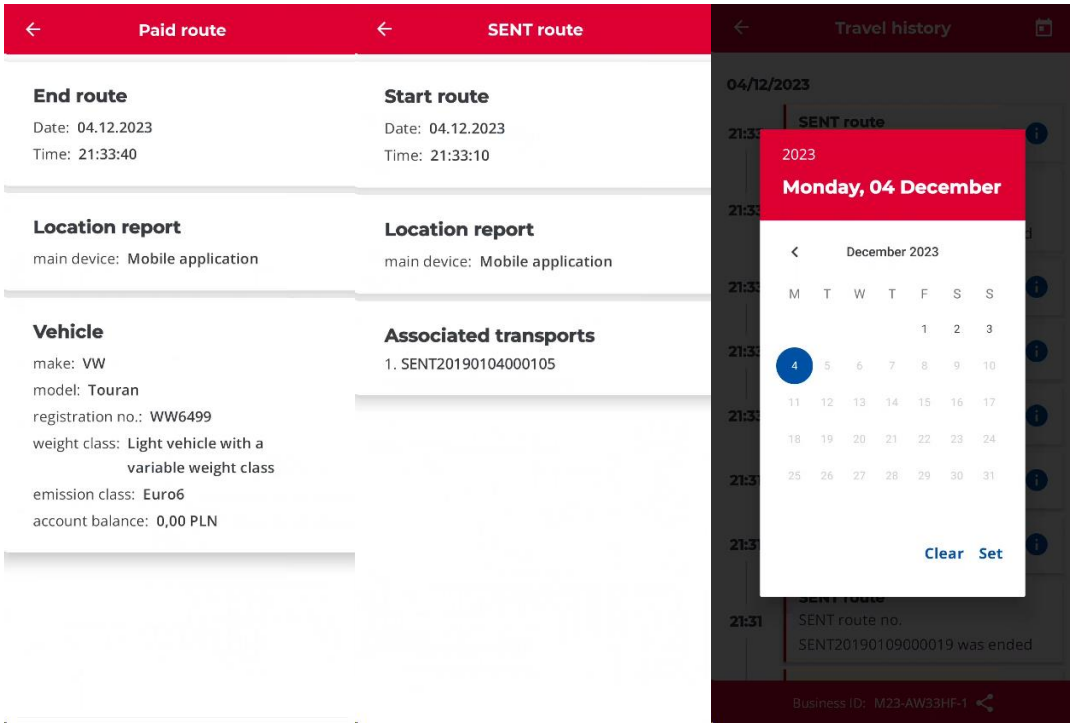

Fig. 52 Travel history – details of events and filtering

In the case of a large number of travels, the list is sorted in chronological order to facilitate searching (starting from the latest one).

In addition, the user may use a calendar and select a specific travel data. By clicking the *Set* button, you will display only the events recorded in the history on the selected day. By clicking the *Clear* button, you will display the entire travel history.

25. Billing accounts

The user may display the list of billing accounts linked to the business ID of the application. To this end, the user should click *Billing accounts* on the home screen of the application.

The list of billing accounts is divided into: *Prepaid* and *Postpaid* accounts (Fig. 53). If the user has no account of a given category, this category is not displayed. If the user has no billing account assigned, an empty list is displayed.

The following data are displayed for the *prepaid accounts*: name, ID and balance of the account. There is also the option to top up the account by clicking *Top up* (see section Topping-up the account).

The following data are displayed for the *postpaid accounts*: name and ID of the account.

Both types of accounts enable displaying the list of the assigned vehicles upon clicking *Vehicles*. The list of vehicles is displayed in the window showing the following data: make, model and registration number of the vehicle.

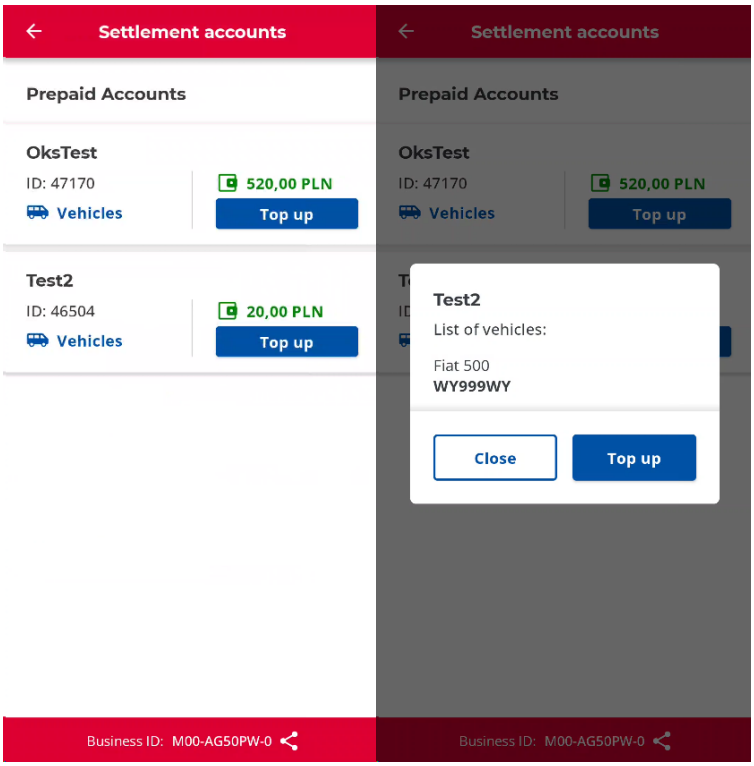

Fig. 53 Billing accounts and list of vehicles

26. Topping-up the account

The prepaid accounts may be topped up. Topping-up the account is possible:

- from the *Billing accounts* screen – by clicking the *Top up* button,
- from the travel screen – by clicking the *Account balance* button.

The screen (Fig. 54) displays the current balance of the selected billing account and the date and time of its last update. In order to top up the account, the user should select one of the available amounts (*Select the top-up amount*) or enter it with a keyboard in the text field.

Note. The available top-up amounts differ depending on the type of vehicle assigned with the selected billing account.

- if at least 1 heavy-duty vehicle is assigned to the billing account: PLN 120, PLN 200, PLN 300 or PLN 500
- if only light-duty vehicles are assigned to the billing account: PLN 20, PLN 50, PLN 100 or PLN 200.

Note. The application introduced a maximum and minimum limit of the top-up amount. The minimum amount depends on the category of vehicle and is PLN 20 for light-duty vehicles and PLN 120 for heavy duty vehicles, respectively. The maximum amount is PLN 1000 in each case. In the event of exceeding the limit amount during topping-up, a message *Too low amount* or *Too high amount* is displayed. In such case, the user should select the amount within the available range.

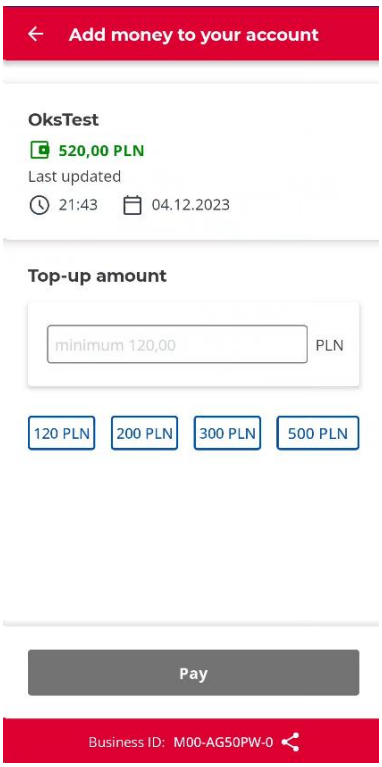

Fig. 54 Account topping-up screen

Upon setting the top-up amount and clicking the *Pay* button, the TECS billing operator window is displayed and the remaining part of the process takes place in the operator's system. You may discontinue the topping-up process at any time by clicking the *Cancel payment* button or ✕ and confirm the intent to discontinue.

Upon selecting the payment method (debit card, fleet card, BLIK, bank transfers) and clicking *Continue payment* the screen will be displayed, on which you will have to enter all data required for payment. The payment process status is displayed on the application screen by means of information on whether the payment was successful or failed. The content of the status screen depends on the place, in which topping-up was initiated:

- Billing accounts screen (Fig. 53),
- Travel screen (Fig. 32).

27. ELS/OBU travel

The user may enable the option of supporting the Paid route by ELS/OBU in the mobile application by clicking the dedicated button on the home screen *ELS/OBU travel* (Fig. 8). Clicking the button displays the dedicated screen.

Information. Screen loading requires an Internet connection and proper date and time. In the opposite case, data will not be loaded.

The application will automatically verify the available vehicles assigned to the business ID of the application.

- If the business ID has no vehicles with ELS/OBU assigned, the screen will display the following data:
  - screen header,
  - message notifying that no vehicle with ELS/OBU is assigned.

Fig. 55 No vehicles with ELS/OBU

- If the business ID has active vehicles with ELS/OBU assigned, the screen will display the following data (Fig. 56):
  - screen header,
  - message on selecting a vehicle,
  - *Select vehicle* button,
  - *Back to main menu of the application.*

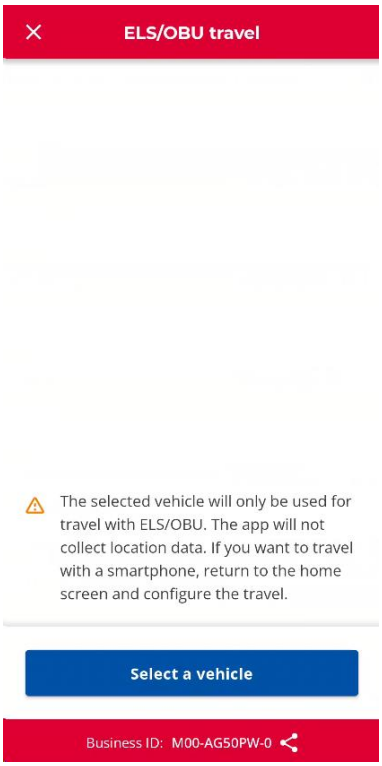

Fig. 56 Paid route with ELS

Select vehicle

Clicking the *Select vehicle* button displays the vehicle selection screen. The screen is analogical to the one displayed during the configuration process, with the exception that the list of vehicles is displayed on a continuous basis, without the *Last used* and *Other* sections. Once the selected vehicle is checked, it should be confirmed by clicking the *Confirm* button (Fig. 57).

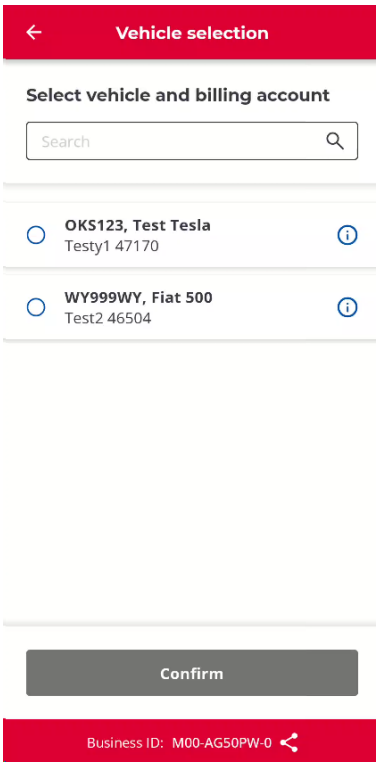

Fig. 57 Paid route with ELS

In the next step, the application will verify how many ELS/OBU devices are assigned to the previously selected vehicle. If this number is greater than one, the application will display an additional screen that will allow the user to indicate a specific device (Fig. 58). Otherwise, the step is skipped.

Fig. 58 List ELS/OBU

In the following step, the application will automatically verify the option of entering information on the exceeded weight category (according to the section Declaration of exceeded weight category). If the selected vehicle has no such option available due to its category, this step is skipped.

Clicking the *Confirm* button in the last step of configuration displays the message (Fig. 59) on completing the configuration. If the user selects the *Activate* button, the configuration will be sent to CRM. If the *Cancel* button is clicked, the configuration is abandoned.

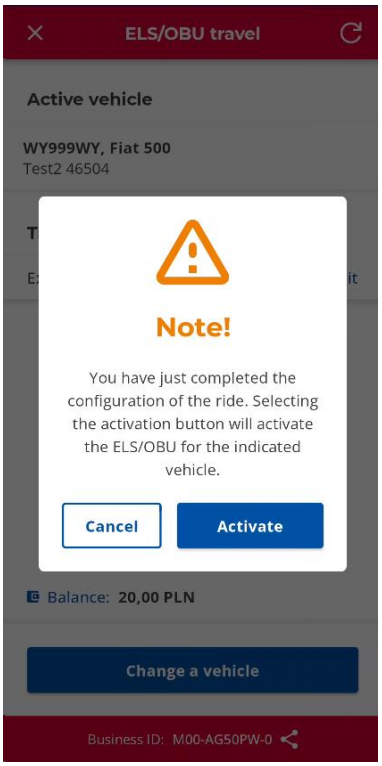

Fig. 59 Accepting the ELS/OBU configuration

From now on, the user may do the following from the ELS home screen (Fig. 60):

- verify the enabled vehicle – information displayed in the central part of the screen,
- verify the balance of account assigned to the vehicle – for the PREPAID accounts the amount in PLN is displayed, while for the POSTPAID accounts a message that this account is a postpaid one is displayed,
- refresh the balance using the *Refresh* icon in the upper right corner of the screen,
- change the vehicle using the *Change vehicle* button,
- go back to the home screen of the application.

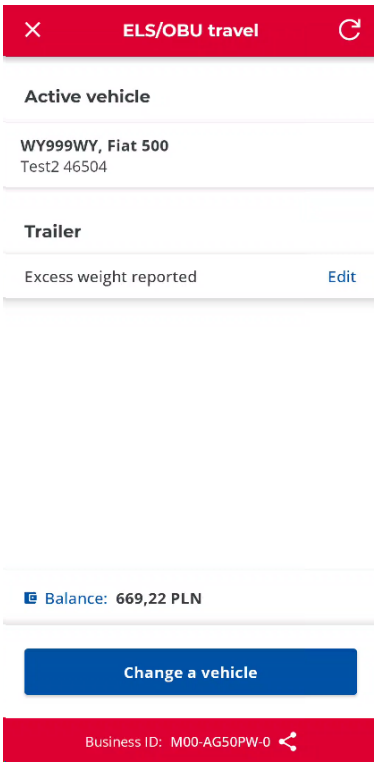

Fig. 60 Main screen of the ELS travel

Change vehicle

Clicking the *Change vehicle* button displays the vehicle selection screen (analogical to the configuration process described above). Enabling the new vehicle by clicking *Confirm* in the last configuration stage results in sending a message on enabling the vehicle.

***Refresh* icon**

Upon clicking the *Refresh* icon, the Internet connection and proper date and time are verified. The mobile application downloads status data for a given business ID of the application and on this basis refreshes the balance value for the selected billing account.

Go back to the main menu of the application

From the enabling the vehicle with ELS screen, the user may go back to the home screen of the application using the icon in the upper left corner:

- if there is no active vehicle – the user is immediately redirected to the home screen of the application without the need to confirm the decision,
- if there is an active vehicle – the message confirming the exit from the screen is displayed.

Note. Enabling the vehicle on the *Paid route with ELS* screen affects also the vehicle active during a Paid route – it changes this vehicle. For a given OBE (mobile application) there is an option to leave only 1 vehicle active.

28. GPS location (SENT406)

Selecting the *GPS location* button *(SENT406)* displays a new screen with the option of entering data of the SENT declaration, location of which the user wants to verify. The screen consists in a map and list of parameters required to search for SENT location (Fig. 61).

Elements on the SENT Monitoring screen:

- Location device ID – business ID of the location device assigned to a consignment,
- SENT number – the number of SENT declaration,
- Registration number – registration number of the vehicle,
- *Search* button – the button is enabled as all required data are entered.

***Search* action**

Clicking the *Search* button refreshes the screen and displays the SENT location on the map. If there are any issues with the Internet connection or if the user enters incorrect data, the application will display the error message.

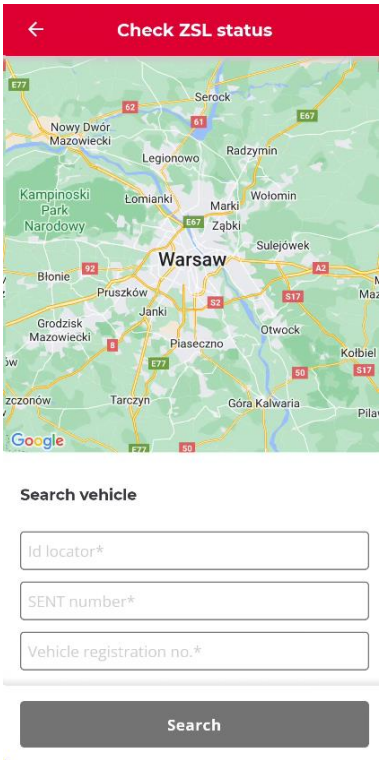

Fig. 61 SENT monitoring

29. Settings

In order to change settings of the e-TOLL PL application, the *Settings* option should be selected on the home screen. Clicking this option results in displaying a dedicated

screen (Fig. 62) with the options of changing the language, dark mode, floating icon and SENT routes.

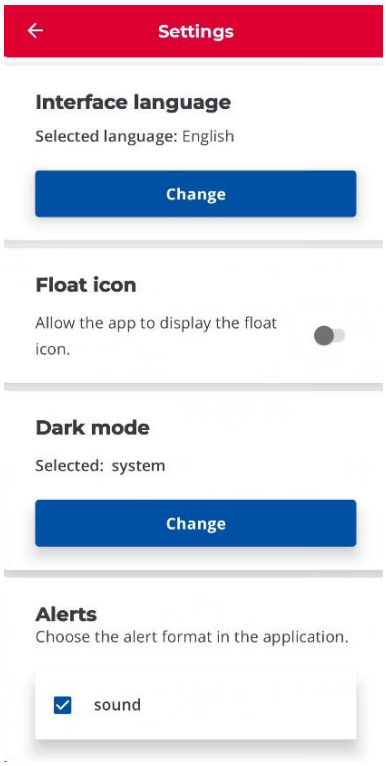

Fig. 62 Settings

29.1. Changing a language

In order to change a language, the user needs to click the *Change* button in the *Application language* section on the *Settings* screen (Fig. 62). One of the available languages (Polish, English, German, Ukrainian and Russian) should be selected on the language change screen (Fig. 63), followed by clicking *Save.* Changing the language is signalled by information in the *Selected language* field on the *Settings* screen and the content of application displayed in the selected language.

Information. At the installation stage, the default systemic language of the device is being selected. If the language set on the device is not included in the list of available languages, the application will be installed in English. The language version of the application can be changed at any time.

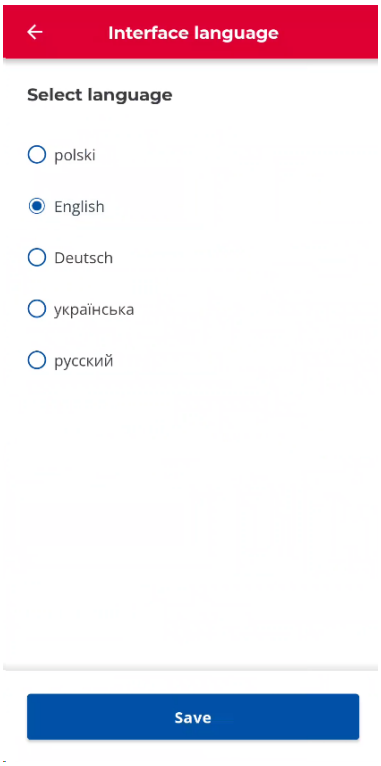

Fig. 63 Changing a language

29.2. Dark mode

In order to change the colour mode of the application, click the *Change* button in the *Dark mode* section on the *Settings* screen (Fig. 62). Select one of the available options on the colour mode change screen and click *Apply* (Fig. 64). Available options:

- system – the colour theme of the application complies with the system settings,
- dark mode – the application is displayed in dark colour theme,
- bright mode - the application is displayed in bright colour theme.

The change is signalled by information in the *Selected* field on the *Settings* screen.

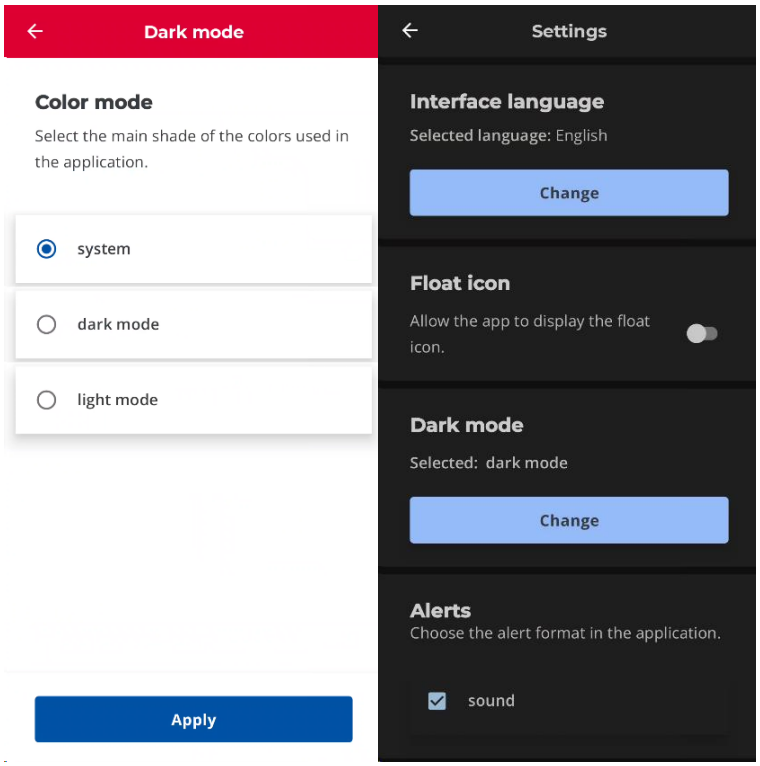

Fig. 64 Dark mode change screen

29.3. Floating icon

The floating icon component is only available in Android applications. In order to enable the component, use the slider in the *Floating icon* section on the *Settings* screen (Fig. 62). Enabling the component requires using the slider on the right side of the section. Proper displaying of the floating icon requires enabling the *Displaying on the top* in the device settings (Fig. 65). If the floating icon is enabled correctly, it appears on the screen as the application is minimized during travel (Fig. 66).

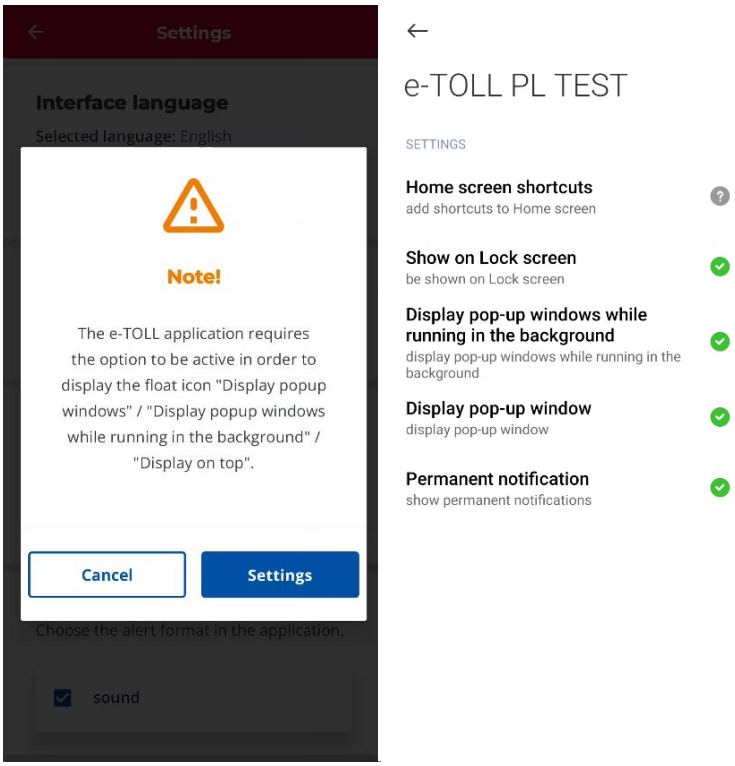

Fig. 65 Application settings for displaying on the top

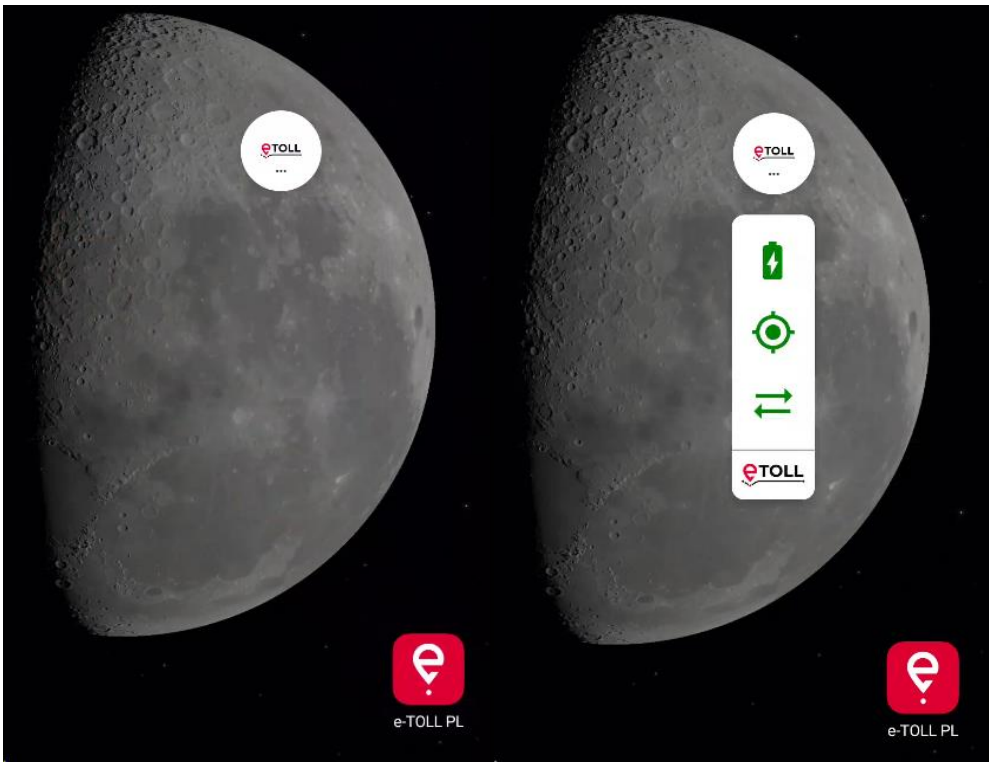

Fig. 66 Floating icon during travel

30. Security

30.1. Configuration of the new PIN code and password

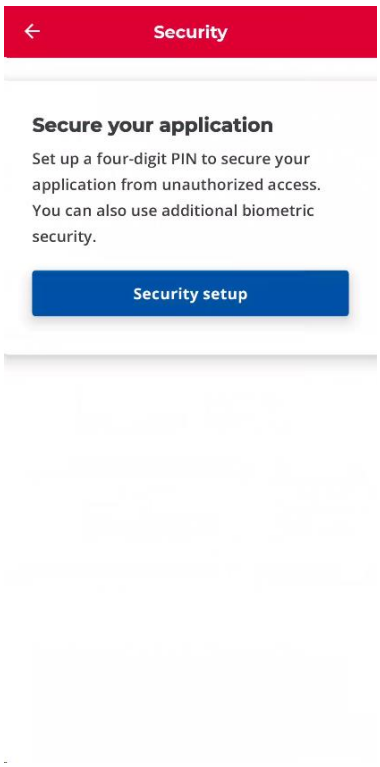

Fig. 67 Security screen – no PIN code

Setting of the PIN code consisting of 4 digits protects the application against unauthorised access. In order to assign the code securing access to the application, select *Security* on the home screen of the application.

If the PIN code has not been set yet, click *Configure security settings* button on the screen (Fig. 67).

When setting the code, enter the same 4-digit PIN code in the fields *Enter 4-digit PIN code* and *Confirm PIN (*Fig. 68*)*.

If two different codes are entered (code entered as a confirmation differs from the initial one), the *Incorrect PIN* error message is displayed. The user should then click *Re-enter PIN* button and enter the correct code.

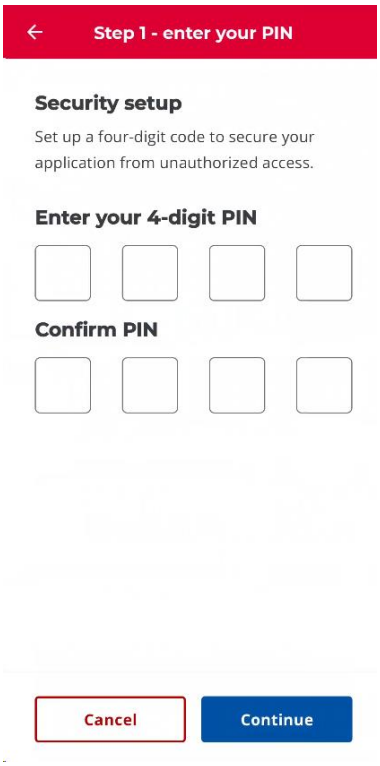

Fig. 68 PIN configuration

In the next step, upon selecting the *Continue* button, the user should also set the password enabling the PIN code recovery in future. The password should consist of at least 8 alphanumeric characters.

If the user enters a shorter password than required, after clicking the *Save* button the *Password does not meet the requirements* error is displayed. The correct password should be entered upon clicking the *Re-enter password* button.

If the password entered as a confirmation differs from the initial one, the *Incorrect password* error is displayed and the user needs to enter the correct password.

On the password entering screen, the user may also set the biometric security options. To this end, the user should enable the *Allow unlocking of application with biometric security* option and follow the system messages.

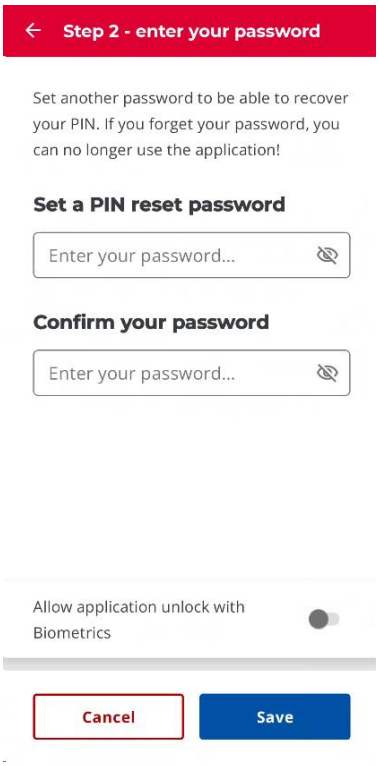

Fig. 69 Biometrics

30.2. Unlocking the application secured with the PIN code

If the application is locked with PIN code, its starting requires entering of a 4-digit PIN code (Fig. 70). Entering the correct PIN code unlocks the application. The user has 3 attempts to enter the correct PIN code, otherwise the access is temporarily blocked.

If the application has biometric security options set, the user may unlock the application using one of these securities. Upon clicking *Log in using biometric data,* the user should follow the system messages displayed on the screen. This option is unavailable, if the biometric security options are not configured.

If the user forgot the PIN code, he/she may rest the code by clicking *I don't remember PIN code.* First, the user needs to enter the relevant password to recover the PIN code. Once the correct password is entered, the user is redirected to setting the new PIN code and password (see section: 30.1Configuration of the new PIN code and password). The user has 3 attempts to enter the correct password, otherwise the access is temporarily blocked.

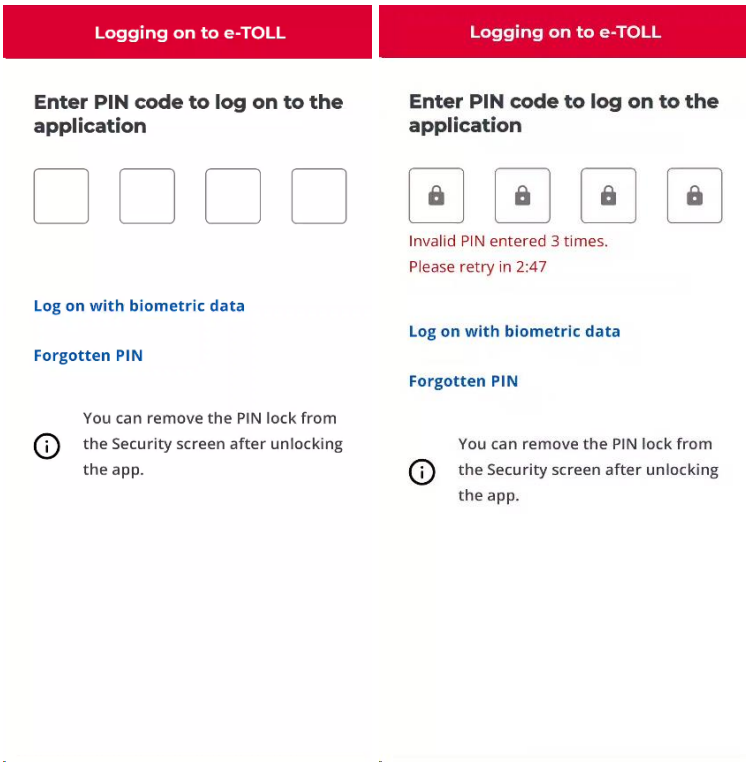

Fig. 70 Screen of unlocking the application with the PIN code

30.3. Reseting the PIN code

If the PIN code is set, the user may reset it on the *Security* screen by clicking the *Reset PIN code* button (Fig. 71).

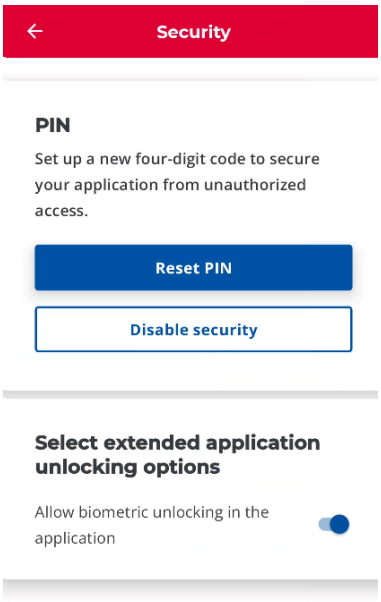

Fig. 71 Security screen – restarting the password

In order to reset the PIN code, first the user needs to enter the password to reset the PIN code set when launching the application and confirm it. Then the entire process of setting the PIN code and password must be followed (see section: 30.1Configuration of the new PIN code and password).

Note. If the user losses the access password to the application, it is necessary to uninstall the e-TOLL PL application from the mobile device, including all data, and reinstall and launch the application.

30.4. Disabling security

If the PIN code is set, it may be disabled on the *Security* screen by clicking *Disable security (*Fig. 71*)*. In order to disable security, the user needs to enter the password established while setting the application security options and confirm it by clicking *Confirm.*

Note. If you want to make sure that no unauthorised person will change settings in the application installed on your device, you should always have the security PIN code set. In such case, every time you start the application, you will be required to enter the PIN code.

30.5. Adding biometric security

Apart from securing against unauthorised access using the PIN code, it is possible to unlock the application using biometric security embedded in the device (if the device has such functionalities).

Biometric security may be set:

- on the password screen when setting the security options (Fig. 67),
- or on the *Security* screen, when the PIN code is already assigned (Fig. 71).

In order to set biometric security, the user needs to enable the *Allow unlocking of application with biometric security* option and follow the system messages.

Note. The method of disabling/enabling biometric security may differ depending on a manufacturer and device.

31. Help

The *Help* screen provides information on where to seek help in the case of problems with the use of application (Fig. 72).

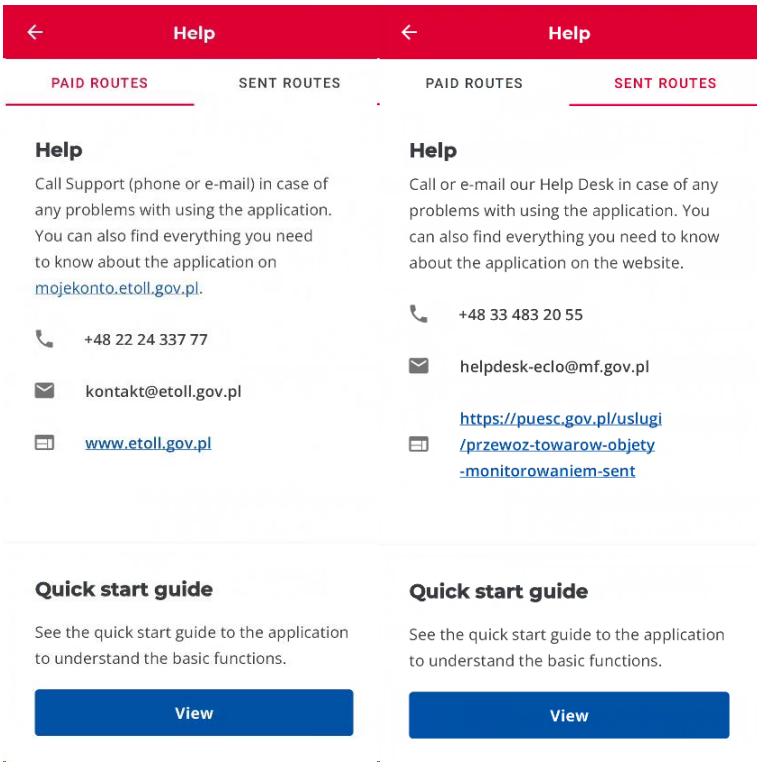

Fig. 72 Help screen

The screen is divided into information on support for tolled and SENT routes. For each travel the support contact data and a tutorial containing basic information on a

given travel are provided (Fig. 73). The tutorial is displayed by clicking *See* in the *Application tutorial* section.

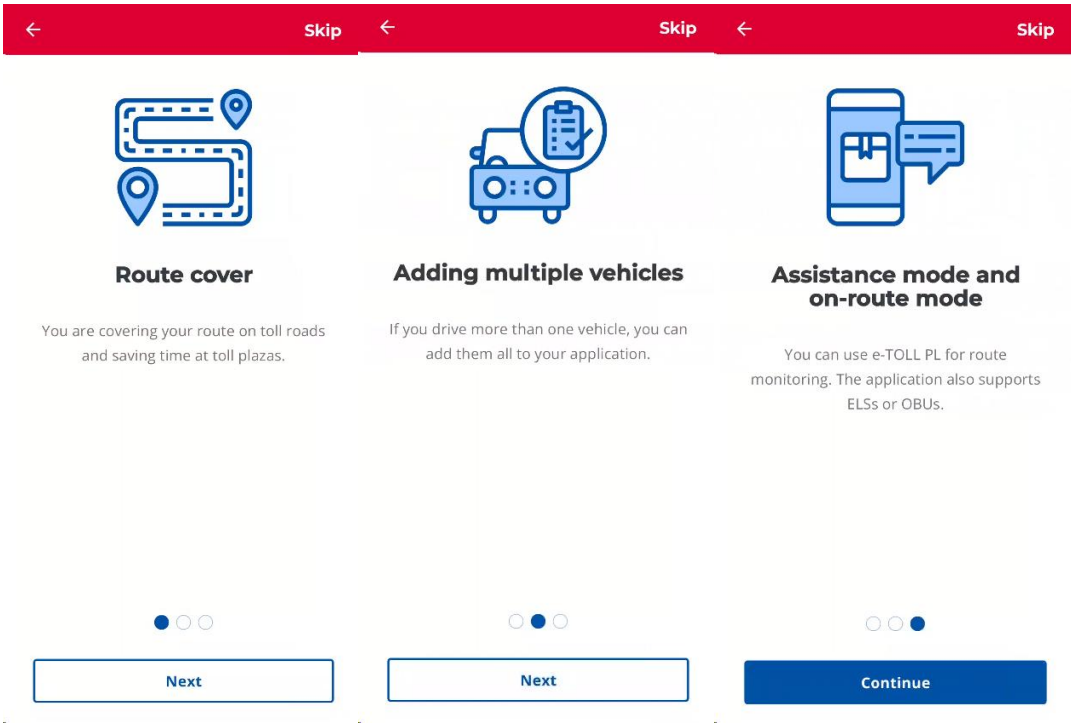

Fig. 73 Application tutorial

32. About application

The *About application* screen allows for updating the application, displaying the declaration of accessibility, business ID assigned to the application, the Regulations of the application and information on the information system (Fig. 74).

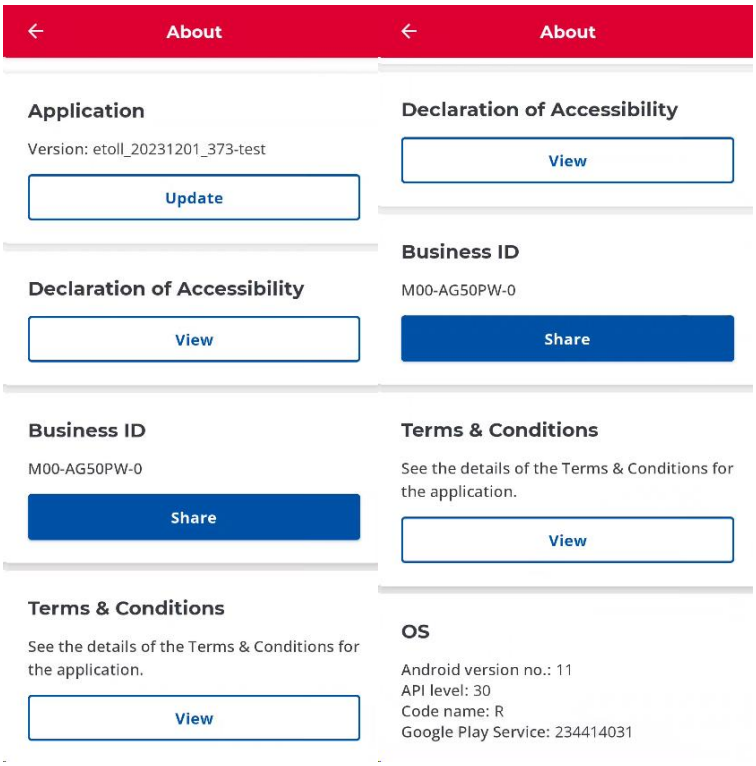

Fig. 74 About application screen

When going to the *About application* screen, you may check the *business ID* assigned to the application and enabling linking the application with the vehicles and billing account assigned to the user at https://mojekonto.etoll.gov.pl. This information is of key importance when contacting the technical support. The second important information you should provide when contacting the technical support is the version of installed application and of the operating system, which are also displayed in the *About application* screen.

Remember to always use the latest available version of the application. You may download and update the application to the latest version at any time – *Update* button.

The *About application* screen displays the declaration of accessibility for the application by clicking the *See* button in the *Declaration of accessibility* section. The clicking opens the link in a default browser. The content of declaration is displayed in the language selected for the application.

The *About application* screen displays also the content of the Regulations of use of the application by clicking the *See* button.

33. Notifications

Notifications are the messages:

- sent by the e-TOLL system operator to the mobile application user from the back-office level. These messages are divided into three categories: *Informational* (blue), *Warning* (orange), *Critical* (red). This is the method of one-way communication of the "system" with the users,
- or notifications sent by the mobile application with regard to a specific action of the user e.g. assigning the business ID, assigning a vehicle, etc.

Notifications are displayed in the application as a dialogue box, which may be closed and PUSH system notifications (Fig. 75) when the application operates in the background.

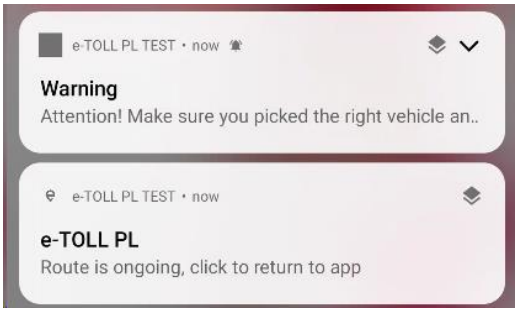

Fig. 75 PUS system notification

33.1. Notification management

The user may read the notification even if it was missed when displayed for the first time. Notifications are accessible by clicking the *bell* icon *(Notifications).* The icon is available in the upper left corner on home screen or travel screen.

After selecting this option, the list of received notifications is displayed (Fig. 76). The application stores the notifications from the last three months sorted in chronological order. By clicking the selected notification, you may display its details. When displaying the details of notification, you may delete it by clicking or go back to the notification list screen.

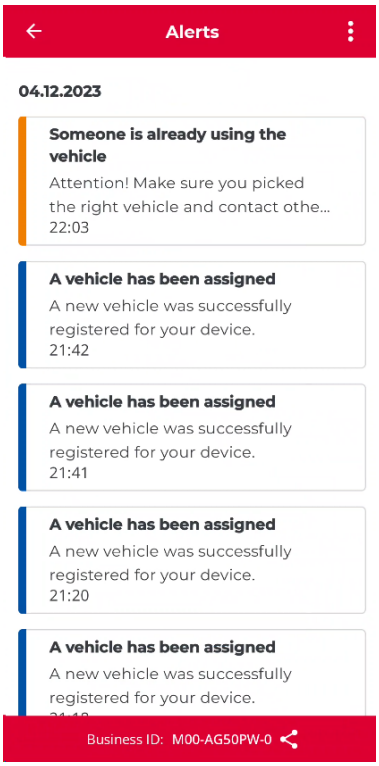

Fig. 76 Notification list

By clicking the ⋮ button on the menu bar, you may (Fig. 77):

- delete all recorded notifications *(Delete all)*,
- delete only the selected ones (*Check selected)*.

Choosing the *Check selected* option results in displaying the check boxes next to each notification, which can be ticked for deletion. The ticked notifications are deleted upon clicking the 🗑 button in the upper right corner. The selected notifications may be cancelled by clicking ✕ in the upper left corner.

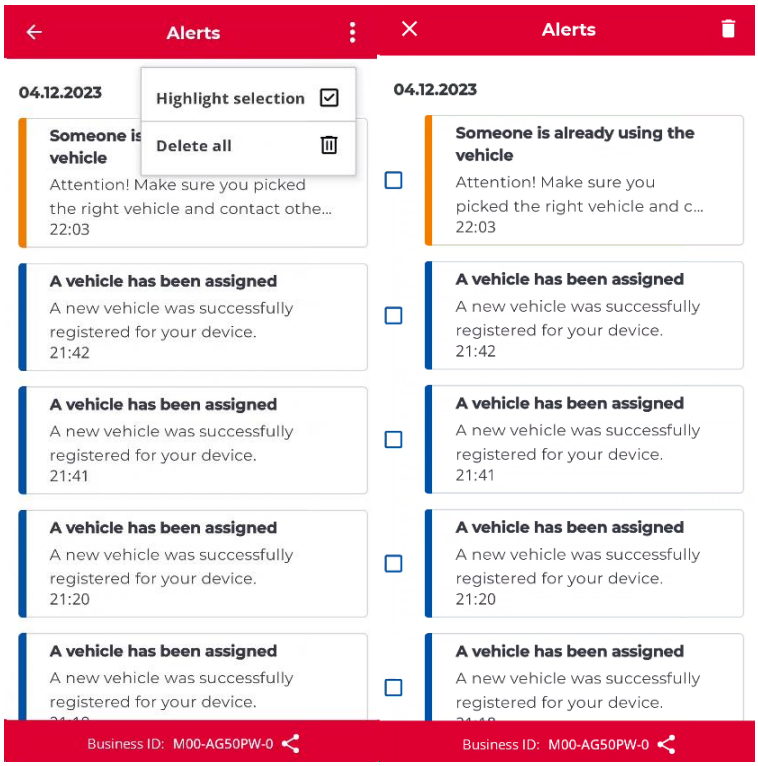

Fig. 77 Deleting the notifications

33.2. Updating the Regulations

If any update of the Regulations is published for the application with the assigned business ID, the user is obliged to accept it to use the application. Information on the updated Regulations is displayed while starting the application and is first of all signalled by information on what has changed in the Regulations (Fig. 78). Then the user may familiarise with the entire Regulations, which it has to accept by clicking the *Accept* button. Accepting the Regulations redirects the user to the home screen.

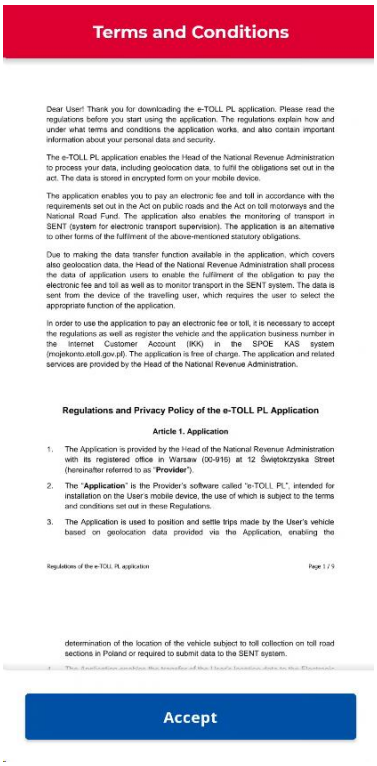

Fig. 78 Accepting the updated Regulations

34. Notifying the user on the status of e-TOLL PL application

When using the e-TOLL PL, the device screen may display various notifications and messages. The notifications are divided into three classes:

- **Top level notifications** are information on the complete inability to continue the use of the application by the user; administrative blockade of the application, no GPS signal, no connection with the Internet, low battery level). Upon confirmation of reading, transfer of location data is terminated (if launched). Using the application is impossible. In certain cases, if a given error allows to do so, you may try to restart the application,
- **Second level notifications** are information on the need to update the application or perform other activities by the user within the specified deadline, upon the expiry of which the application may be blocked. Such notification may be upgraded to the top level notifications upon the expiry of the specified time,
- **Third level notifications** are information on the need to perform the activities without the specified deadline (e.g. availability of the new version of the application, without the need to update it by the user within the specified deadline).

34.1. Outdated version of the application

The e-TOLL PL application issued on the device requires updating from time to time (e.g. adding the additional functionalities to the application, improving security and stability of the application, etc.).

The application may be updated automatically (when automatic updates in the device settings are allowed) or manually by entering the *About application* menu and selecting the *Update* button.

In both cases, the update overwrites the existing application with later version. The update maintains the business ID and history. Updating this number https://mojekonto.etoll.gov.pl is not required. If the application is deleted before the update takes place, the ID is lost and upon installing the newer version a new business ID is generated, which should be registered at https://mojekonto.etoll.gov.pl.

Note. If the application update is available, the users receive a message on the available new version of the application in the store (the notification is sent by the app store). In certain cases e.g. when a security gap is detected, the previous version of the application can be blocked, which is notified by a dedicated message. In such case, the version needs to be updated manually (Fig. 79). The message on blocking the previous version of the application prevents further use of the application. The message is not display while in travel – the user will see it only upon ending the travel.

Remember to always use the latest available version of the application.

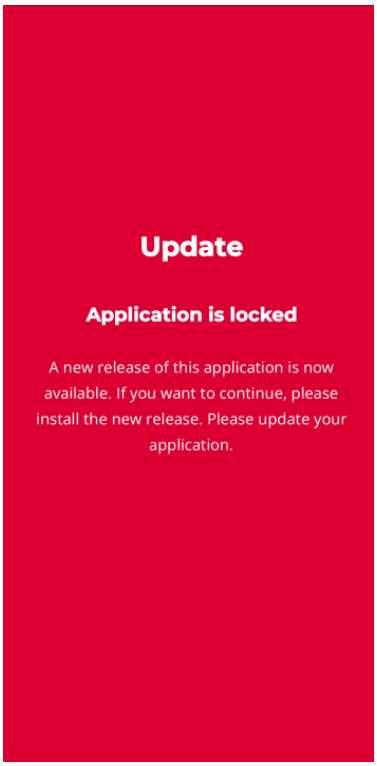

Fig. 79 Message on outdated version of the application

34.2. Application copy

Only one instance of the application can be used on a given device. If the application detects its copy on the same device, it blocks access to it and displays a dedicated message. In order to use the application again, the user needs to delete and reinstall it.

35. Assigning more than one driver to the same vehicle

There are two reasons behind assigning more than one driver to the same vehicle:

- the vehicle you intend to travel is currently assigned to a different user,
- another user started to use your vehicle in the e-TOLL application.

In order to solve this problem, verify the vehicle selected in the application or correctness of “driver – vehicle” assignation in the Online Customer Account.

Note. Make sure you have chosen the right vehicle or contact the persons using the same billing account.

36. List of figures in the document

Fig. 1 Exemplary screen of a device with e-TOLL PL application 6
Fig. 2 Exemplary enabling screens of the disabled Google Play Store application 7
Fig. 3 Programme icon and exemplary screen with application icon on the desktop 8

Fig. 4 Welcome screen of the e-TOLL PL application 9
Fig. 5 Screens displayed when launching the application for the first time 10
Fig. 6 Stay cautious safety message 11
Fig. 7 Screen of the assigned business ID and message on the assigned vehicle ... 12
Fig. 8 Home screen of the e-TOLL PL application 14
Fig. 9 Home screen of the e-TOLL PL application 15
Fig. 10 Configuration – travel type selection screen for Paid route 16
Fig. 11 Configuration – configuration error 17
Fig. 12 Configuration – selecting a vehicle 18
Fig. 13 Configuration – selecting a vehicle – detail view 18
Fig. 14 Configuration – declaration of exceeded weight category – none 19
Fig. 15 Configuration – declaration of exceeded weight category – enabled 20
Fig. 16 Non-started travel – Paid route view 21
Fig. 17 Home screen of the e-TOLL PL application 22
Fig. 18 Configuration - travel type selection screen for SENT route 23
Fig. 19 Configuration – configuration error 24
Fig. 20 Configuration – SENT list 25
Fig. 21 Configuration – SENT declaration details 25
Fig. 22 Non-started travel – SENT route view 26
Fig. 23 Home screen of the e-TOLL PL application 27
Fig. 24 Configuration - travel type selection screen for Paid route 28
Fig. 25 Configuration – configuration error 29
Fig. 26 Configuration – selecting a vehicle 30
Fig. 27 Configuration – selecting a vehicle – detail view 30
Fig. 28 Configuration – declaration of exceeded weight category – none 31
Fig. 29 Configuration – declaration of exceeded weight category – enabled 32
Fig. 30 Configuration – combined travel – SENT list 33
Fig. 31 Configuration – combined travel – SENT details 33
Fig. 32 Home screen of the e-TOLL PL application 34
Fig. 33 Started travel screen 35
Fig. 34 Explanations to the icons 36
Fig. 35 Battery optimisation message when starting the travel (left) 37
Fig. 36 Battery optimization settings screen 38
Fig. 37 Battery optimization in Settings 38
Fig. 38 The Access to location message when starting a travel (left) 39
Fig. 39 Application settings screen on the device 40
Fig. 40 Message on no enabled GPS module 41
Fig. 41 Low battery messages 42
Fig. 42 Critical message – flight mode switched on 44
Fig. 43 Change of vehicle - reconfiguration 45
Fig. 44 Details of the journey – left - with a trailer, right - without a trailer 46

Fig. 45 Details – vehicle and account data 47
Fig. 46 SENT declarations - List - Details – SENT adding message 48
Fig. 47 Presentation of information on the map 49
Fig. 48 Cancelling travel configuration - message 50
Fig. 49 Message – ending the travel 51
Fig. 50 Travel summary and data transfer 52
Fig. 51 Travel history 53
Fig. 52 Travel history – details of events and filtering 54
Fig. 53 Billing accounts and list of vehicles 55
Fig. 54 Account topping-up screen 56
Fig. 55 No vehicles with ELS/OBU 57
Fig. 56 Paid route with ELS 58
Fig. 57 Paid route with ELS 59
Fig. 58 List ELS/OBU 60
Fig. 59 Accepting the ELS/OBU configuration 61
Fig. 60 Main screen of the ELS travel 62
Fig. 61 SENT monitoring 63
Fig. 62 Settings 64
Fig. 63 Changing a language 65
Fig. 64 Dark mode change screen 66
Fig. 65 Application settings for displaying on the top 67
Fig. 66 Floating icon during travel 67
Fig. 67 Security screen – no PIN code 68
Fig. 68 PIN configuration 69
Fig. 69 Biometrics 70
Fig. 70 Screen of unlocking the application with the PIN code 71
Fig. 71 Security screen – restarting the password 72
Fig. 72 Help screen 73
Fig. 73 Application tutorial 74
Fig. 74 About application screen 75
Fig. 75 PUS system notification 76
Fig. 76 Notification list 77
Fig. 77 Deleting the notifications 78
Fig. 78 Accepting the updated Regulations 79
Fig. 79 Message on outdated version of the application 81