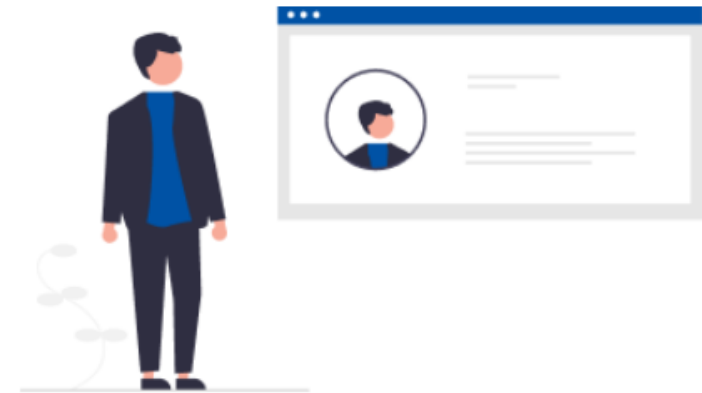


Online Customer Account (OCA)

Instructions for use



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](#)

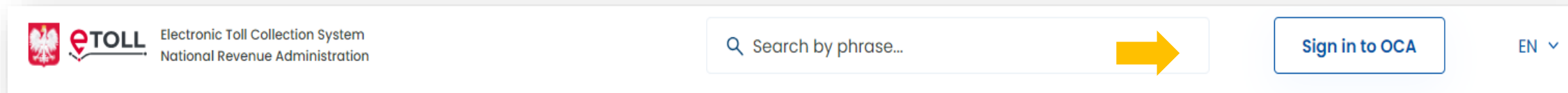
4. Main desktop

- [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.



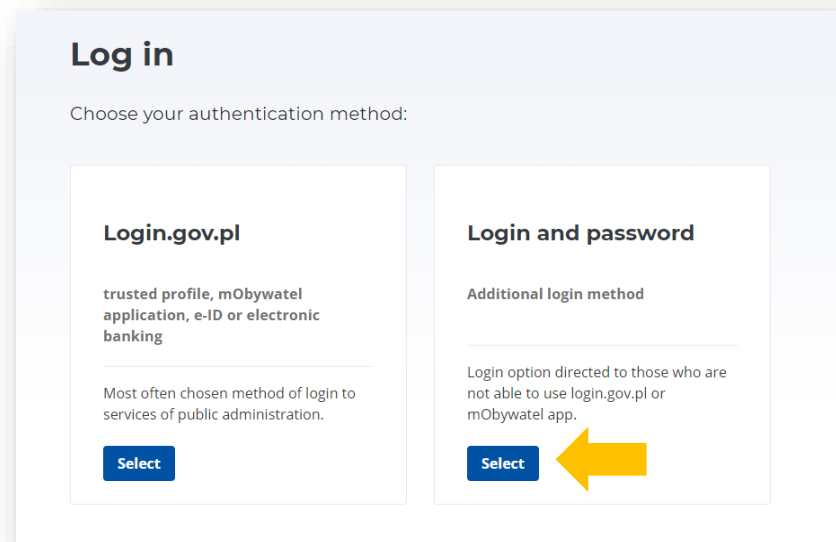
[Back to menu](#)

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

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)' interface. On the left, a sidebar contains navigation items: Desktop, Billing accounts, Vehicles, **OBE** (highlighted with a yellow arrow), History, Documents, Reports, Register your ride, and Calculate route payment. The main area shows the 'OBE' tab with filters for OBE status, Registration no., and Business ID. A table lists assigned devices, with one device highlighted. A modal window is open, showing details for the selected device and options to assign it to a vehicle or disconnect it.

Filters:

OBE status: Select | Registration no.: Select or find | Business ID: Select or find

Show deleted OBEs

Show results **Clear**

Status	Type
Assigned [1]	Mobile application

Create OBE [2]

Modal Window:

OBE M00 -0

Device type: Mobile application

Business no.: M VR-0

Assigned vehicles Detached vehicles

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

Assign to another vehicle [3]

Create OBE

10 Rows per page

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 interface includes a sidebar with 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 has two tabs: 'Revision history' and 'Transactions' (selected). Below the tabs are filter sections for 'Date' (From and To fields), 'Billing account status' (Active), and 'Billing account' (Select). A 'Show results' button and a 'Clear' button are present, with a [1] annotation. A 'Download CSV file' button is also visible. The transaction details section shows a top-up of +50.00 PLN on 08/03/2023 16:57. A [2] annotation points to the 'Transactions' tab, and a [3] annotation points to the 'Download confirmation' link. A 'Back to menu' link is 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:

- Registration number [1]:** A form with filters for Date (19.02.2024 to 21.02.2024), Billing account status (Active), and Billing account (Jan). It includes a 'Registration no.' dropdown (ZZ07741) and a 'Download CSV file' button. Below is a table of trip reports.
- Billing account [2]:** A form with filters for Date (19.02.2024 to 19.02.2024), Billing account status (Active), and Billing account (Jan). It includes a 'Generate report' button and a table of generated reports.
- Balance [3]:** A form with filters for Date (DD.MM.YYYY), Billing account status (Active), and Billing account (Select or find). It includes a 'Generate report' button and a table with columns: Date and time, customer ID, Billing account, and Balance.

A 'Financial note' card is also visible, stating 'Available soon'. A 'Back to menu' link is located at the bottom right.

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 a web application interface for a user named Jan Kowalski (Client ID: 38). The sidebar on the left 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 filter section with 'Category' (7 items selected) and 'Date' (From 12.02.2024 to 21.02.2024). Below the filters, there are three notification items:

- Reports: Wygenerowanie raportu z historii przejazdów w systemie e-TOLL (14.02.2024)
- Reports: Wygenerowanie raportu z historii przejazdów w systemie e-TOLL (14.02.2024)
- Vehicle: Potwierdzenie dezaktywacji urządzenia pokładowego (13.02.2024)

The selected notification is expanded, showing the following details:

- 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 M01-0 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 a user interface for managing issues. On the left, a sidebar menu includes options like Desktop, Billing accounts, Vehicles, OBE, History, Documents, Reports, Register your ride, Calculate route payment, Notifications, and Tickets (highlighted with a yellow arrow). The main area shows the 'Issues' tab with filters for Category and Date (From: 05.02.2024, To: 21.02.2024). A 'Show results' button is highlighted with a yellow arrow. 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

An 'Application form' modal is open, showing a 'Category*' dropdown menu with options: Financial, Technical, Settlement of viaTOLL, Data inconsistency or change data, and General. A text input field is present with a placeholder 'Enter a value' and a character count 'Maximum length - characters: 1000 (0/1000)'. A 'Send issue' button and a 'Cancel' button are at the bottom. A note on the right states: 'Details necessary to process an issue: • Select ticket category and subject'. A 'Back to menu' link is 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 user Jan Kowalski. The main dashboard includes a welcome message, a navigation menu with options like 'Create financing', 'Create billing account', and 'Transaction report', and a grid of cards for 'Customer details', 'Financing', and 'Financ'. A 'Subject details' modal is open, showing a warning about OBE, user information (Address: wars, PESEL: 730, Role: Administrator, Status: Active), and contact details (Phone no: None, E-mail: E-mail / phone communication - marketing). A 'Back to menu' link is visible at the bottom right.

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

Subject details

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

Subject details

Address	Wars	Role	Administrator
PESEL	730	Status	Active

Contact details

Phone no.	None	E-mail	
Alerts	E-mail / phone communication - marketing		

Back to menu

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**

Generate route report

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

List of parties > Desktop > Financial notes

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.

The screenshot displays the 'Online Customer Account' dashboard for Jan Kowalski, an Administrator. The dashboard includes a 'Favourite' menu with options like 'Create financing', 'Create billing account', and 'Transaction report'. A yellow arrow points from 'Create billing account' to a modal window titled 'Trip reports Billing account'. Another yellow arrow points from the 'Generate route report' section to a second modal window titled 'Trip reports Registration number'. The 'Generate route report' section has three options: 'By vehicle registration number' (highlighted with a green border), 'By billing account number' (highlighted with a blue border), and 'By financial note number'. The 'Billing account' modal includes fields for 'Date' (From/To), 'Billing account status' (Active), and 'Billing account' (Select or find), with a 'Generate report' button. The 'Registration number' modal includes similar 'Date' and 'Billing account status' fields, plus a 'Billing account' field, and 'Show results' and 'Clear' buttons. A 'Back to menu' link is located at the bottom right of the dashboard area.

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