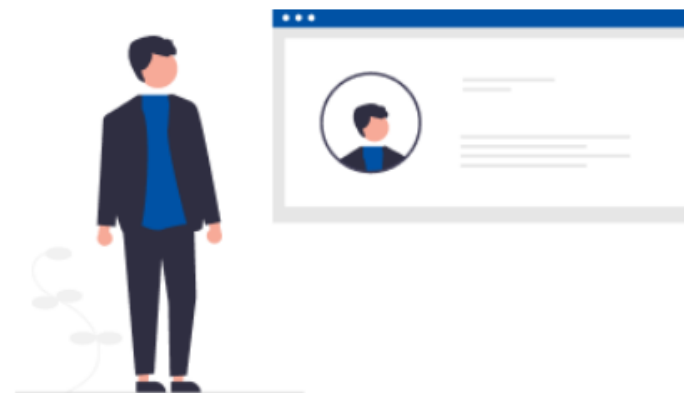


Online Customer Account (OCA)

Instructions for use
– private person



1. Go to etoll.gov.pl

2. Log in and confirm your identity

3. Main menu:

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

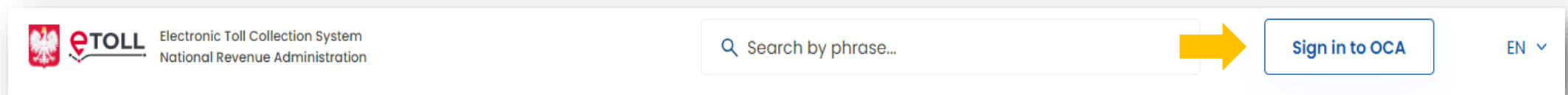
4. Main desktop

- [Information banner](#)
- [Favourites section](#)
- [Recently created users section](#)
- [Customers details](#)
- [Financing](#)
- [Financing notes](#)
- [Generate route report](#)



1. Go to etoll.gov.pl

Select [Sign in to OCA](#) from the top bar.



[Back to menu](#)

2. Log in and confirm your identity.

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

- login and password

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

Log in

Choose your authentication method:

Login.gov.pl

trusted profile, mObywatel application, e-ID or electronic banking

Most often chosen method of login to services of public administration.

Select

Login and password

Additional login method

Login option directed to those who are not able to use login.gov.pl or mObywatel app.

Select

[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
38

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](#)

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]

The screenshot displays the 'Billing accounts' interface for a customer named Jan Kowalski (Client ID: 386). The interface is divided into several sections:

- Left Sidebar:** Contains navigation options: Desktop, **Billing accounts** (highlighted with a yellow arrow), Vehicles, OBE, History, Documents, Reports, Register your ride, Calculate route payment, Notifications, and Tickets.
- Main Content Area:**
 - Header: 'List of parties > Billing accounts'.
 - Section: 'Billing accounts'.
 - Filters: 'Financing type' (Set to 'Select') and 'Billing account status' (Set to 'Active').
 - Buttons: 'Show results' and 'Clear'.
 - Warning: 'Check that all vehicles have an active OBE. To assign OBE, go to vehicle details'.
 - Table:
- Table:**

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

- Buttons: 'Create billing account' [1].
- Footer: '10 Rows per page'.

Right Panel (Detailed View):

- Section: 'Billing accounts'.
- Filters: 'Financing type' (Set to 'Select') and 'Billing account status' (Set to 'Active').
- Buttons: 'Show results' and 'Clear'.
- Warning: 'Check that all vehicles have an active OBE. To assign OBE, go to vehicle details'.
- Table:

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

- Buttons: 'General information', 'Notes', 'Contact'.
- Balance: 'Balance: 200.00 PLN + Top up'.
- Personalized name: 'Jan' (with 'Edit' link).
- Financial account type: 'Prepayment'.
- Bank account for the billing account: '10113 2260'.
- Vehicles: '> ZDI' (with 'Create vehicle' link).
- Account created date: '05/02/2024'.
- Checkbox: 'I want to receive paper debit notes'.
- Buttons: 'Mo', 'ehicles'.

Back to menu

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	Registration plate	Weight class	Exhaust class	Enabled OBE	Billing account name	Account status
Active OBE linked [1]	ZDR7	41	Euro2	MO 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]

Jan Kowalski
Client ID: 38

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

List of parties > OBE

OBE

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]

List of parties > OBE

OBE

Filters:

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

Show deleted OBEs

Show results Clear

Status	Type	Business ID
Assigned	Mobile application	M010

Delete device

OBE M00 -0

Device type: Mobile application
Business no.: M WR-0

Assigned vehicles Detached vehicles

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

Assign to another vehicle [3]

Create OBE

10 Rows per page

[Back to menu](#)

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: 38f). The left sidebar contains navigation options: Desktop, Billing accounts, Vehicles, OBE, History (highlighted with a yellow arrow), Documents, Reports, and Register your ride. The main content area is titled 'History' and includes a 'Revision history' tab and a 'Transactions' tab. The 'Transactions' tab is active, showing a list of transactions. The filters section includes 'Date*' (From: DD.MM.YYYY, To: DD.MM.YYYY), 'Event group' (Select), 'Billing account status' (Active), and 'Billing account' (Select). The 'Show results' button is highlighted. The transaction details for an 'Account top-up +50.00 PLN' on 08/03/2023 16:57 are shown, including the transaction number (1000000000034427), amount (50.00 PLN), and payment channel (Distribution network). A 'Download confirmation' button is visible next to the transaction details.

[Back to menu](#)

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)

Documents

Register Authorization Guarantees Vehicles

Current

File name	Document type	Date added	
DPO ulotka.pdf	Company registration details confirmation	28.02.2024	⋮

Deleted

File name	Document type	Date added	Delete date
No data			

[Back to menu](#)

Reports Tab

You can find trip reports for:

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

List of parties > Reports

Trip reports

Registration number

^ Filters:

Date* From: 19.02.2024 To: 21.02.2024 Billing account status: Active Billing account*: Jan

Registration no.*: 20K7741

Show results Clear

Download CSV file

Date / Time	Toll section	Registration no.	Transaction type
20.08.2023 09:09	Wpazd Zabrze Poludnie -- Wpazd Gliwice Sotnica	FSL0489	Toll
19.08.2023 08:08	Wpazd Kuda Szajka -- Wpazd Zabrze Poludnie	FSL0489	Toll
18.08.2023 10:07	Wpazd Chorab -- Wpazd Kuda Szajka	FSL0489	Toll

List of parties > Reports

Trip reports

Billing account

Date* From: 19.02.2024 To: 19.02.2024

Billing account status: Active

Billing account: Jan

Generate report

Show archived reports

Identifier	Status	Billing account
730	Generated	Jan
729	Generated	Jan

Jan Kowalski
Client ID: 3

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

List of parties > Reports

Reports

Trip reports

Registration number [1]

Billing account [2]

Financial note [3]

Financial reports

Balance

Balance specification

Trip reports

Financial note

Billing period: 01.2025 - 01.2025

Billing account status: Active

Billing account: Select or find

Note number: No options available

Generate report Clear

[Back to menu](#)

Reports Tab

You can find trip reports for:

- balance [1]
- balance specification [2]

Financial reports

Balance

Date*

Billing account status

Billing account*

Date and time	Customer ID	Billing account	Balance	Actions
No data				

Financial reports

Balance specification

Date*

Report type* Billing account Cash security

ID*

Archived reports My reports only

Date and time	Report type	ID	Actions
No data			

Jan Kowalski
Client ID: 3

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

List of parties > Reports

Reports

Trip reports

- Registration number
- Billing account
- Financial note

Financial reports

- Balance [1]
- Balance specification [2]

[Back to menu](#)

Register your ride Tab

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

Jan Kowalski
Client ID: 388

Register your ride

Is it a special travel? No

Vehicle*
Select or find

Business ID*
Select or find

Travel duration Travelling now

Travel start
21.02.2024

Start time
20:56

Travel end*
DD.MM.YYYY

Closing time*
HH:MM

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

Calculate the route [Clear](#)

[Back to menu](#)

Calculate route payment Tab

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

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.

Jan Kowalski
Client ID: 38

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

List of parties > Alerts

Alerts

Filters:

Category: 7 items selected

Date: From 12.02.2024 To 21.02.2024

Show results Clear

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

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 1-0 assigned to the vehicle ZD 1 has been deactivated. Best regards, e-TOLL Team (Message automatically generated, please do not reply)

[Back to menu](#)

Tickets Tab

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

The screenshot displays the 'Issues' tab in a web application. The user is logged in as Jan Kowalski (Client ID: 3f...). The left sidebar contains navigation options: Desktop, Billing accounts, Vehicles, OBE, History, Documents, Reports, Register your ride, Calculate route payment, Notifications, and Tickets (highlighted with a yellow arrow). The main content area shows a list of issues with filters for Category and Date. A yellow arrow points to the 'Show results' button. The list of issues includes:

Category	Date	Issue Description
Issues	25 Sep	Brak naliczonej opłaty elektronicznej (ID ZGL4)
Issues	25 Sep	Zamknięcie finansowania (ID ZGL: 3)
Issues	25 Sep	Zwrot środków z konta rozliczeniowego eTOLL - Zamknięcie konta (ID ZG...
Issues	25 Sep	Nieprawidłowości web (aplikacja e-TOLL PL, IKK) (ID ZGI 17)
Issues	25 Sep	Propozycje usprawnień (ID ZGL 1)
Issues	25 Sep	Nieprawidłowe dane pojazdu (ID ZG 38)

An 'Application form' modal is open, showing a dropdown menu for 'Category*' with options: Financial, Technical, Settlement of viaTOLL, Data inconsistency or change data, and General. A text input field is present with a character count of 1000 (0/1000). A yellow arrow points to the 'Send issue' button. A note indicates: 'Details necessary to process an issue: • Select ticket category and subject'. A 'Back to menu' link is visible at the bottom right.

4. On the right is the **main dashboard**.

Here you will find the most important information and features of the OCA:

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

The screenshot shows the main dashboard for Jan Kowalski (Client ID: 38). The dashboard is titled "Good morning, Jan Kowalski" and includes a welcome message: "Welcome to the Online Customer Account. From now on, all your most important functionalities are available from the position of the new dashboard." The dashboard is divided into several sections:

- Client Information:** Client ID 38, Role: Administrator, 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:** A card with an icon of a person and a document.
- Financing:** A card with an icon of a person and a document.
- Financing notes:** A card with an icon of a person and a document.
- Generate route report:** A card with three options: "By vehicle registration number", "By billing account number", and "By financial note number".

A sidebar on the left contains navigation options: 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.

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: 38
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 an online customer account. The main dashboard is titled "Good morning, Jan Kowalski" and includes a welcome message, client ID (386), role (Administrator), and status (Active). A "Favourite" section is highlighted with a yellow arrow, showing a star icon and a message: "No functionality has been selected as favourite. Click here to add your first functionality." A modal window titled "Favourite functionalities" is open, allowing the user to select up to three functionalities. The modal lists four options: "Create billing account", "Create financing", "Transaction report", and "Create OBE". The "Save functionalities" button is highlighted with a yellow arrow. A "Back to menu" link is visible in the bottom right corner.

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: 38

Your role: **Administrator**

Client status: **Active**

Favourite +

- Create vehicle >
- Create billing account >
- Transaction report >

Recently created users

- Jan Kowalski Administrator

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 a user dashboard for Jan Kowalski, Administrator. The main navigation area includes 'Favourite' (Create vehicle, Create billing account, Transaction report) and 'Customer details' (highlighted with a yellow arrow). A 'Recently created users' section lists Jan Kowalski. A 'Subject details' modal is open, showing a warning: 'Check that all vehicles have an active OBE. To assign OBE, go to vehicle details'. The modal contains 'Subject details' (Arbitrator, Role: Administrator, Status: Active) and 'Contact details' (Phone no.: None, E-mail: mf.gov.pl, Alerts: E-mail / phone communication - marketing). A 'Back to menu' link is visible at the bottom right. On the right side, an 'Edit data' form is partially visible, containing fields for Country (Poland), Region, County, Commune, Town/city (warszawa), Street (warszawska), Building number (1), Apartment number, Post code (01-000), and Contact method (E-mail).

Financing

- 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.

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

Favourite +

- Create vehicle
- Create billing account
- Transaction report

Customer details | **Financing** | Financing notes

Financing

List of parties > Desktop > 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

[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 vehicle >
- Create billing account >
- Transaction report >

Customer details | Financing | **Financing notes** | Generate route report

Generate route report options:
By vehicle registration number >
By billing account number >
By financial note number >

Financial notes

List of parties > Desktop > Financial notes

Filters:

Billing account status: Active (dropdown)
Billing accounts*: Select (dropdown)

Show results (button) Clear (button)

[Back to menu](#)

Generate route report

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

Good morning, Jan Kowalski

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

Favourite +

- Create vehicle >
- Create billing account >
- Transaction report >

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

Recently created users
Jan Kowalski
Administrator

Client ID
38

Generate route report

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

Trip reports

Billing account

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

Billing account status
Active

Billing account
Select or find

Generate report

Trip reports

Registration number

Filters:

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

Billing account status
Active

Billing account*
Select or find

Show results **Clear**

Trip reports

Financial note

Billing period*
01.2025 - 01.2025

Billing account status
Active

Billing account*
Select or find

Note number*
No options available

Generate report **Clear**

[Back to menu](#)

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