For advice on how to use
the Customer Portal, contact
the Customer Service Line on:
+421 2 35 111 111

Customer Portal
User Manual

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Table of Contents

1 Customer Portal services of the web portal 3
2 Web browser setting 4
3 First registration of a vehicle 5
4 First setting of the password for the Customer Portal 6
5 Logging in to the Customer Portal 7
6 Home (Start Page) 8
7 Credit top-up 9
8 Balance check 10
9 Detailed statement of toll transactions 11
10 Invoices and accounting documents 13
11 History of payments 14
12 Customer data 15
13 Next vehicle registration 16
14 Services 17
15 Setting of the electronic invoice password 18
16 Submissions 19
17 Settings management 20

Explanatory notes:

The orange arrows used in this manual navigate through obligatory steps, which are necessary to carry out individual actions.

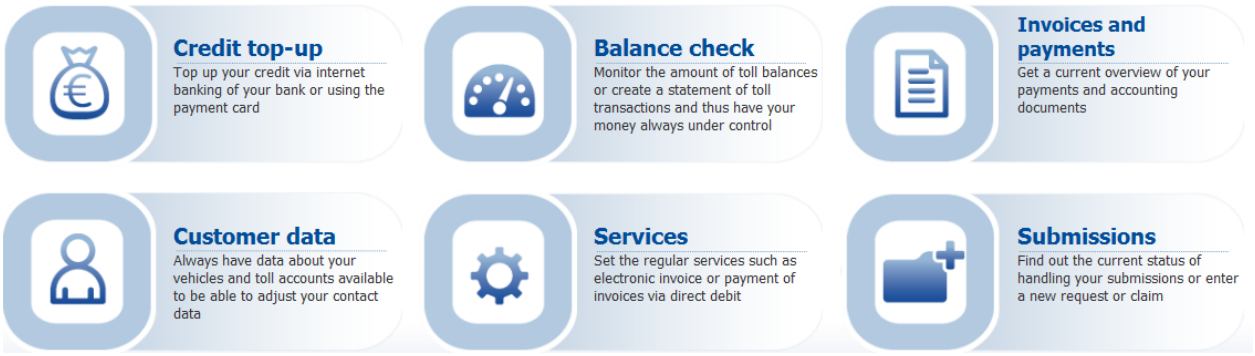
The green arrows in this manual mark the explained controls or they navigate through alternative steps of the individual operations.

1 CUSTOMER PORTAL SERVICES OF THE WEB PORTAL

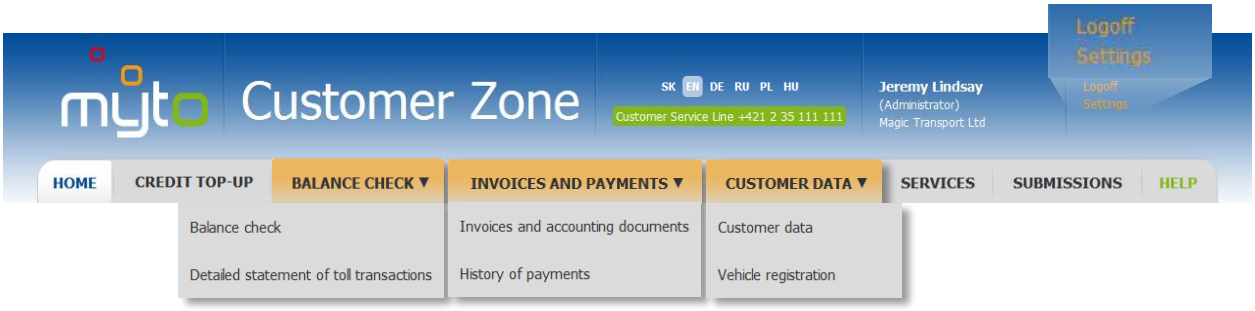
Use the Customer Portal of the web portal www.emyto.sk for convenient **credit top-up, checking of balances, invoices and payments, activation of customer services or monitoring of the status of handling your claims, requests and other submissions**. You will get access to all of these services after registering a vehicle in the electronic toll system. **You will speed up the registration by filling in the registration data.**

You will automatically obtain the access to your customer zone on the web portal based on your vehicle registration into the Electronic Toll Collection, whereas you can use the access to the customer zone only during the validity and effect of the Contract on the Use of Specified Road Sections made between you and the Toll Collection Administrator.

The most frequently used services of the Customer Portal are accessible **through speed dial icons:**



All the services of the Customer Portal **are accessible from the main menu**:

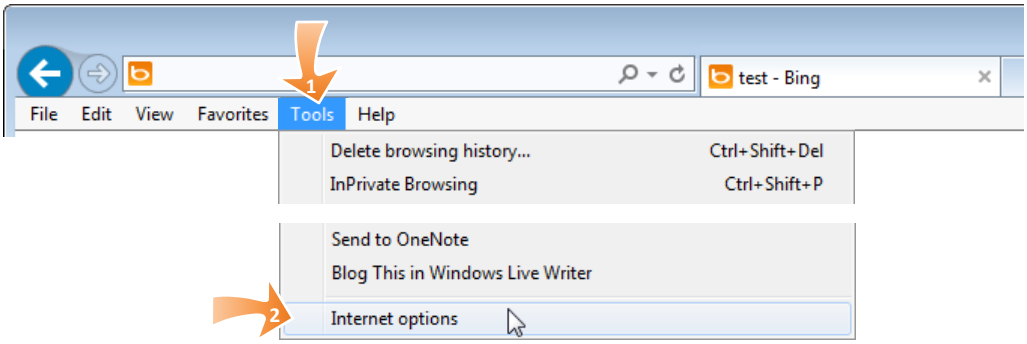


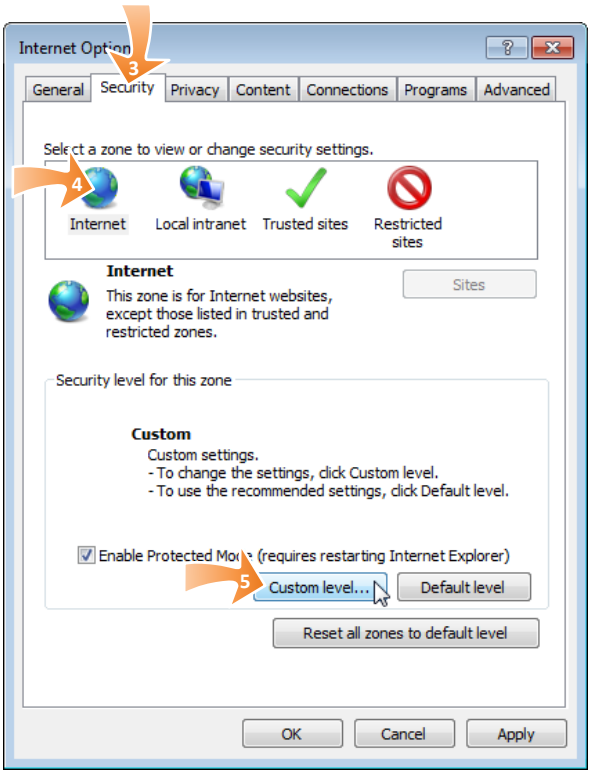
You can find an explanation of important common principles for using the application in the **chapter 3** of this manual.

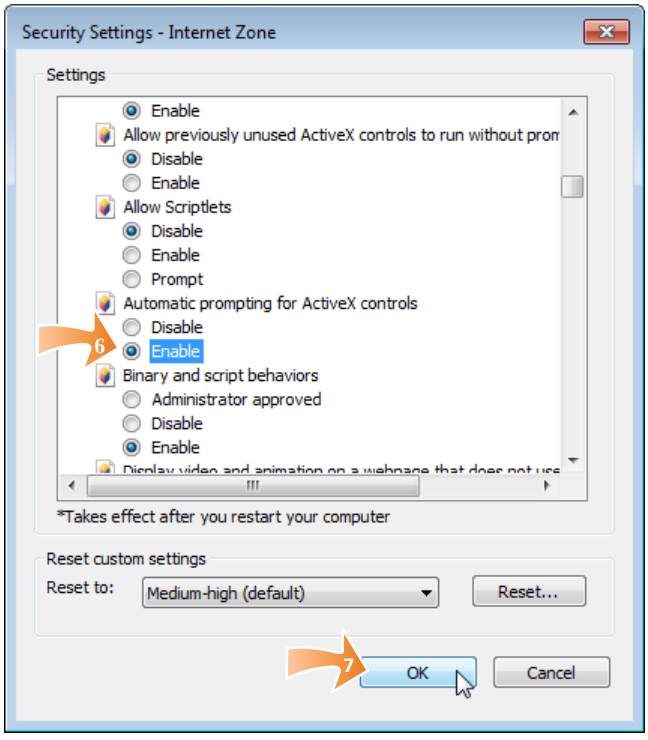
2 WEB BROWSER SETTING

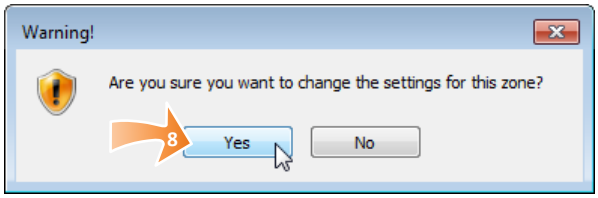
The Customer Portal is optimised for Mozilla Firefox (version 3.6 and higher) and Internet Explorer (version 8 and higher). With older versions or other browsers the application may not function correctly. For successful use of the Customer Portal services it is necessary to have the JavaScript and cookies support functions activated. The minimum recommended screen resolution is 1024 x 768 points and higher.

If you use **Internet Explorer as your web browser,** it is necessary to have automatic prompting for file downloads enabled for the purpose of exporting into CSV file. To enable automatic prompting for file downloads, follow the following procedure:



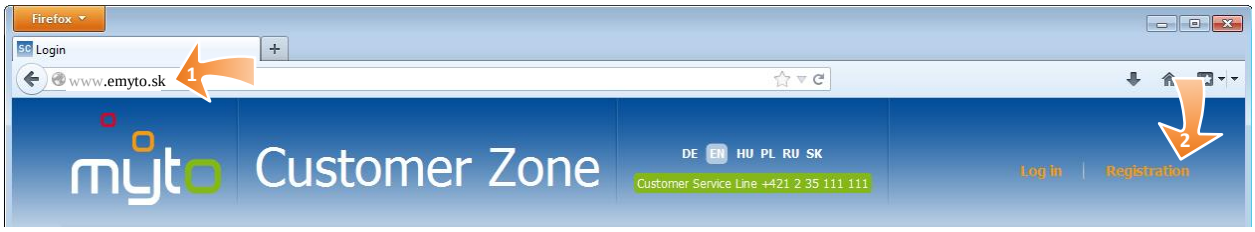


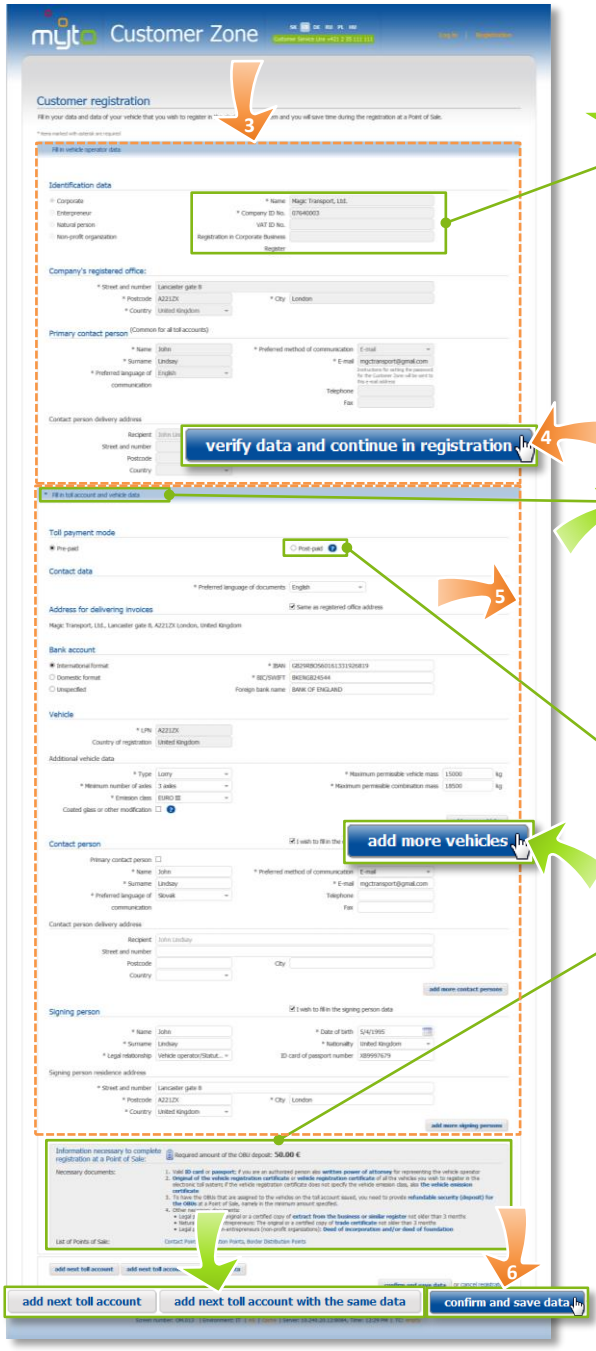




3 FIRST REGISTRATION OF A VEHICLE

Fill in data necessary for registration of a vehicle in the electronic toll system. After filling in the data you will get access in the Customer Portal, where you can use services that save your time.

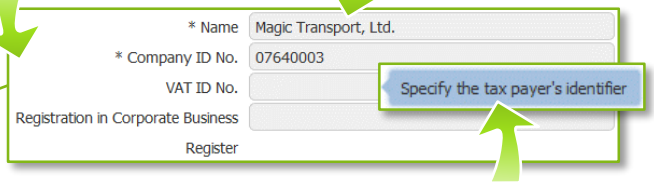




Add another toll account if necessary.

Required information is marked with asterisk "*".

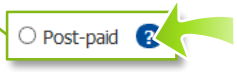
Grey background fields cannot be changed.



After moving the cursor on a relevant field, **pop-up help windows** will show up and guide you while filling in the information.

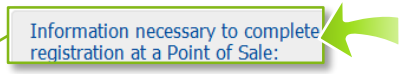
After filling in the vehicle operator data, confirm the provided information by pushing the "***verify data and continue in registration***" button.

The **form headers** include basic instructions for filling in data and at the same time they divide the form into several logical parts. For clarity it is possible to hide the individual parts of the form or to display them again by clicking on the header.

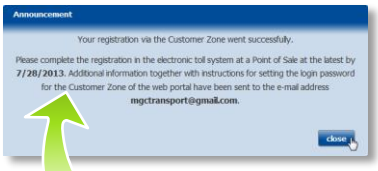


While filling in the form, you will also be assisted by **hidden help windows**, which will show up after clicking on the icon.

You can register multiple vehicles on one post-paid toll account but only one vehicle on a prepaid toll account.



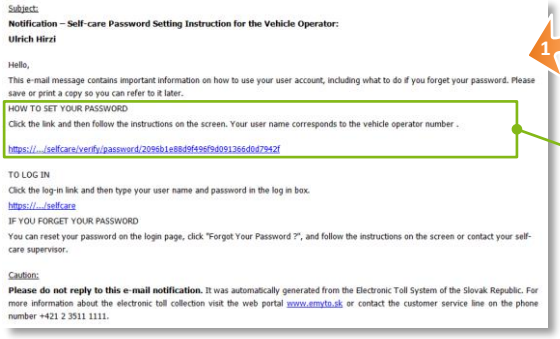
In the bottom part of the screen you can find **important information and instructions necessary to complete the registration** at a Point of Sale.



After confirming the data, a notification window will appear with **instructions for completing the registration**. At the same time the application will send **instructions for setting the password** for the Customer Portal of the portal www.emyto.sk to a specified e-mail address.

4 FIRST SETTING OF THE PASSWORD FOR THE CUSTOMER PORTAL

After first successful registration of a vehicle you will receive an e-mail message with "**Notification of setting of the user access in the Customer Portal**".


Subject:
Notification – Self-care Password Setting Instruction for the Vehicle Operator:
Ulrich Hirzi

Hello,
This e-mail message contains important information on how to use your user account, including what to do if you forget your password. Please save or print a copy so you can refer to it later.

HOW TO SET YOUR PASSWORD
Click the link and then follow the instructions on the screen. Your user name corresponds to the vehicle operator number .
https://.../selfcare/verify/password/2096b1e88d9f496f9d091366d0d7942f

TO LOG IN
Click the log-in link and then type your user name and password in the log in box.
https://.../selfcare
IF YOU FORGET YOUR PASSWORD
You can reset your password on the login page, click "Forgot Your Password ?", and follow the instructions on the screen or contact your self-care supervisor.

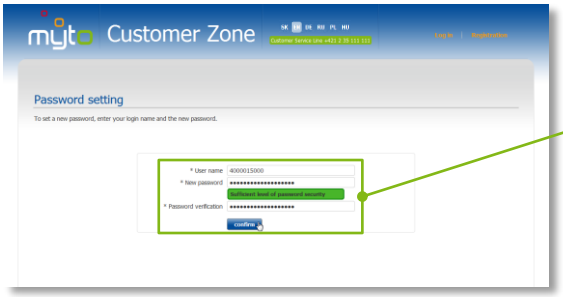
Caution:
Please do not reply to this e-mail notification. It was automatically generated from the Electronic Toll System of the Slovak Republic. For more information about the electronic toll collection visit the web portal www.emyto.sk or contact the customer service line on the phone number +421 2 3511 1111.

1 Open the e-mail message with "**Notification of setting of the user access in the Customer Portal**".

HOW TO SET YOUR PASSWORD
Click the link and then follow the instructions on the screen. Your user name corresponds to the vehicle operator number.
https://.../selfcare/verify/password/2096b1e88d9f496f9d091366d0d7942f

2 By clicking on the active link provided in the notification, **open the form for setting the password** for the Customer Portal.

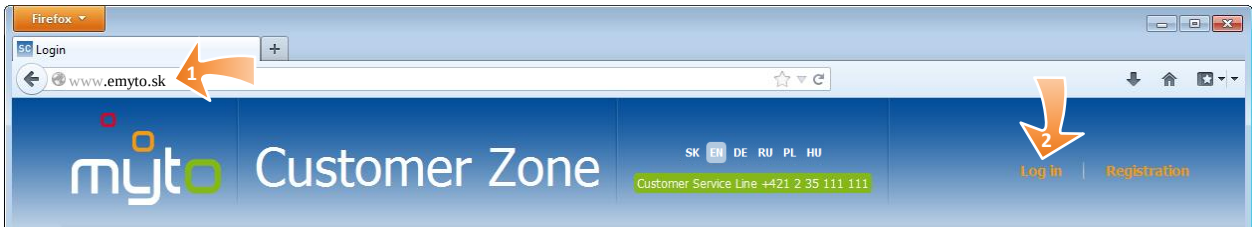
As the **user name** enter your assigned vehicle operator number, which is stated in the notification.

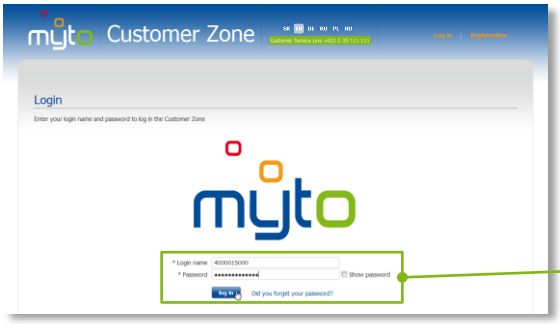


Enter a new password. When choosing a password, observe the instructions of the help window, which will show up after you move the cursor on the "*New password*" field.

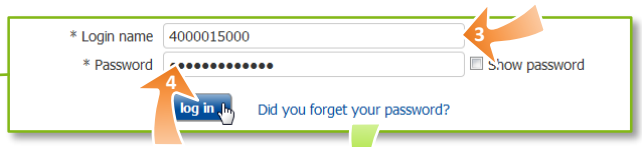
If you still do not have your login for the Customer Portal, you can obtain it at any Contact Point or through the Customer Service Line on **+421 2 35 111 111.** The login data will subsequently be sent to a specified e-mail address.

5 LOGGING IN TO THE CUSTOMER PORTAL

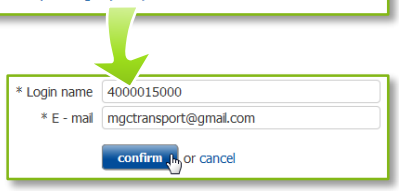




If you are the main user, **enter the assigned number of the vehicle operator** as your login name. If you are a secondary user, enter your assigned login name. (A **secondary user** is a user whose account can be created by the main user. He/she has the same access rights as the main user except for the ability to create accounts for secondary users).



Enter your password. The procedure for setting the password can be found in **chapter 4** of this Manual.

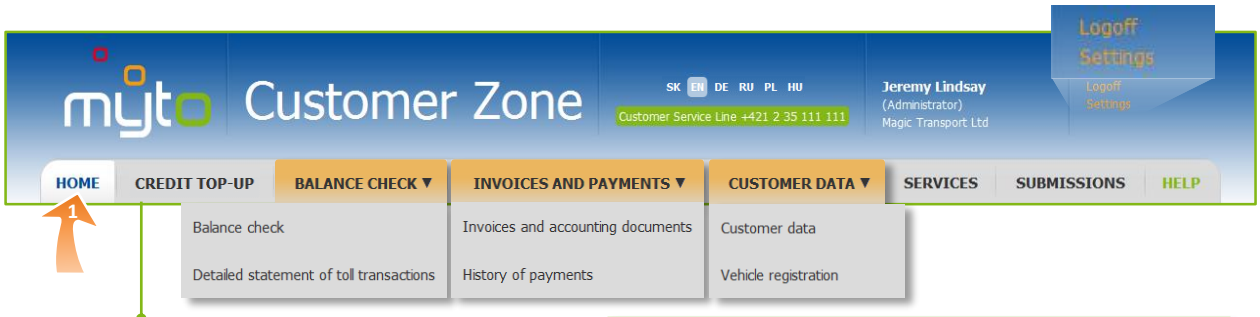


If you forget your password, click on the active link "**Did you forget your password?**". After filling in and confirming the required data, you will receive an e-mail message with instructions for password reset.

You will automatically obtain the access to your customer zone on the web portal based on your vehicle registration into the Electronic Toll Collection, whereas you can use the access to the customer zone only during the validity and effect of the Contract on the Use of Specified Road Sections made between you and the Toll Collection Administrator.

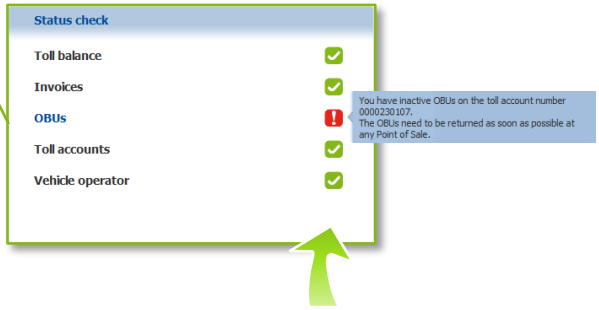
6 HOME (START PAGE)

After logging in the application, the start page will appear. You will find important information and notices there. Through the speed dial icon as well as through the items of the main menu it provides access to all of the Customer Portal services.



The speed dial icons enable quick activation of the most frequently used actions and services of the Customer Portal.

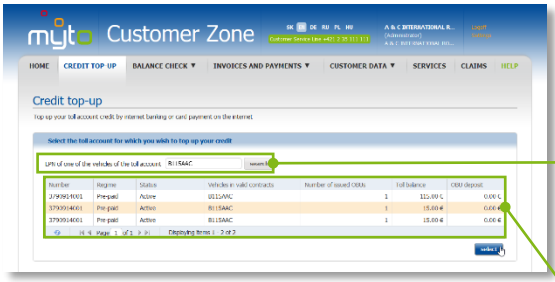
In the section of "**List of your messages**" you will find a list of messages by the System Operator delivered to you.



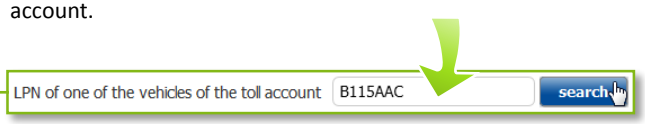
Transparent indicators enable simple and quick check of the toll balance, invoices, OBUs, toll accounts and the vehicle operator log. They will, for example, notify you of a low toll balance, an insufficient amount of the toll payment guarantee or outstanding liabilities (for example outstanding invoices, unexecuted contracts or contract amendments and so on). **By moving the cursor on the individual icons the pop-up help window will appear explaining the displayed status.**

7 CREDIT TOP-UP

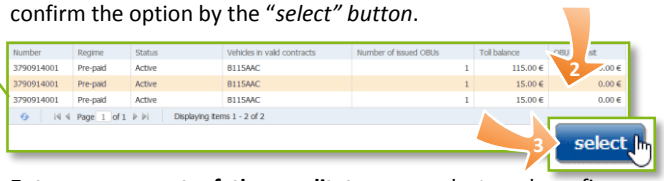
Top-up credit on your prepaid toll account through the internet using one of the supported payment cards. The list of supported payment cards can be found on the web portal www.emyto.sk.

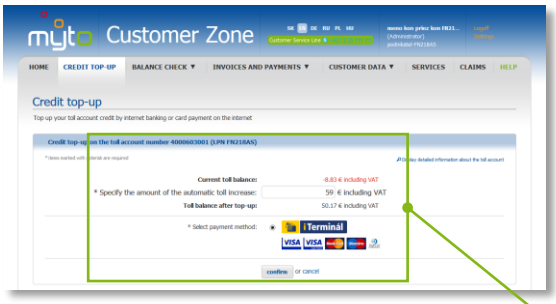


In case that you have vehicles registered on several toll accounts, enter a licence plate number for faster search for your toll account.

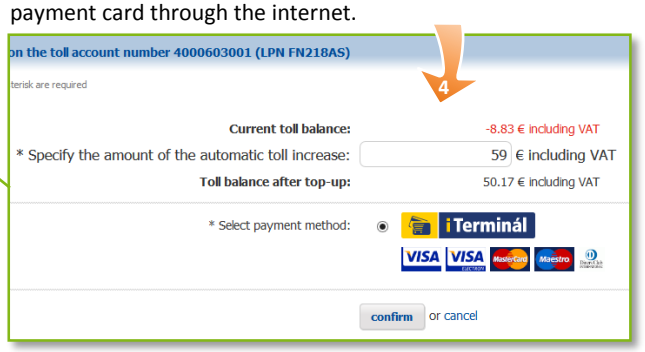


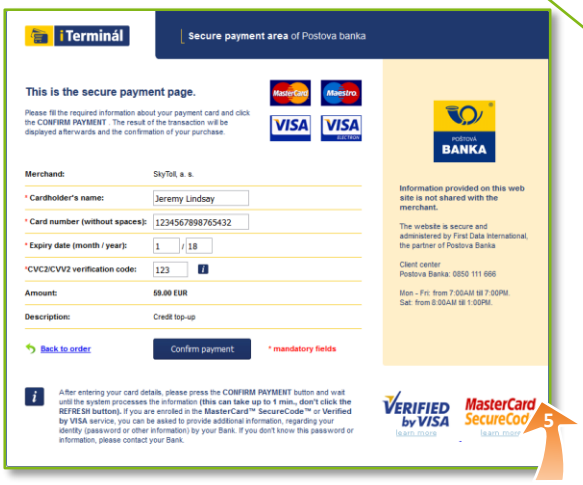
Select a toll account on which you wish to top up credit and confirm the option by the "*select" button*.





Enter an amount of the credit top-up, select and confirm a method of payment using either the internet banking or a payment card through the internet.



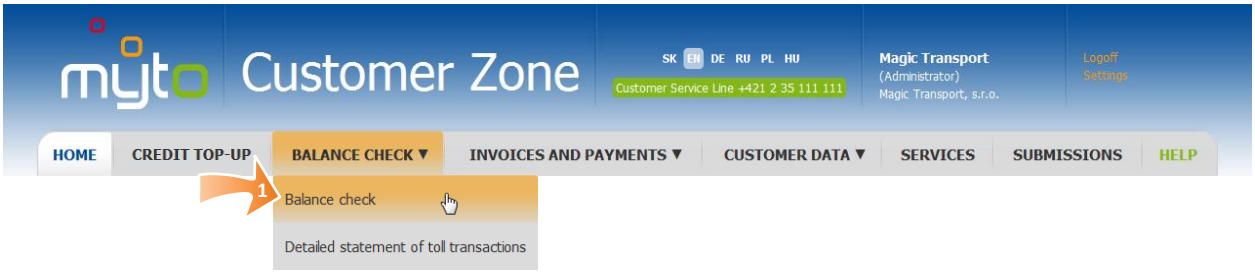


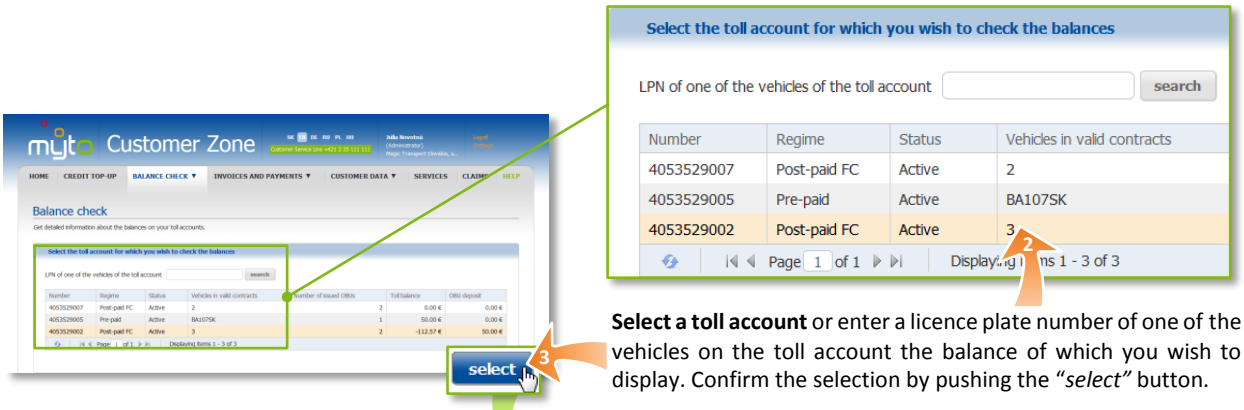
After confirming the payment method you will be redirected to the iTerminal pages. After making the payment, you will immediately receive the credit top-up confirmation.

After making the payment **an invoice with the payment confirmation will be generated for you, which you can save and print.**

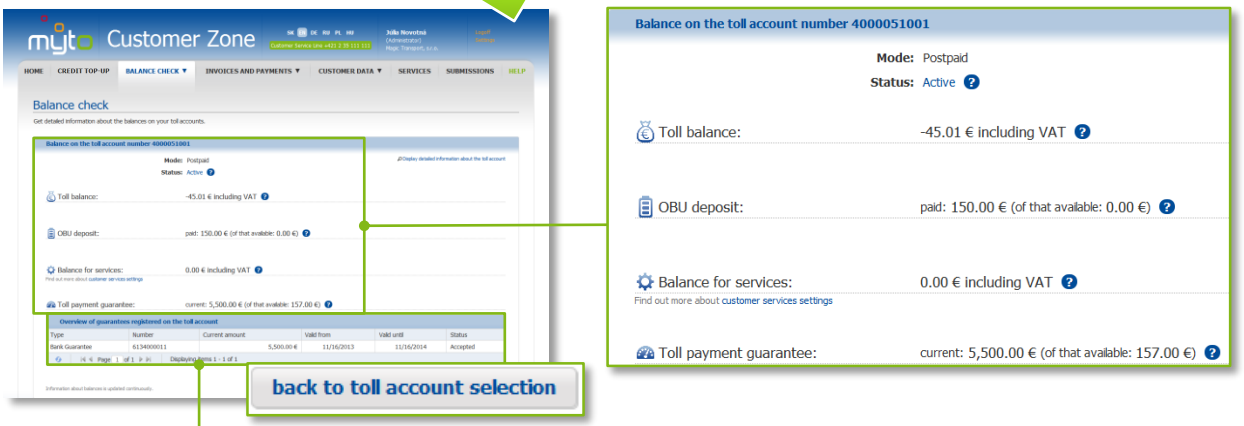
8 BALANCE CHECK

Get detailed information about your toll account balances.



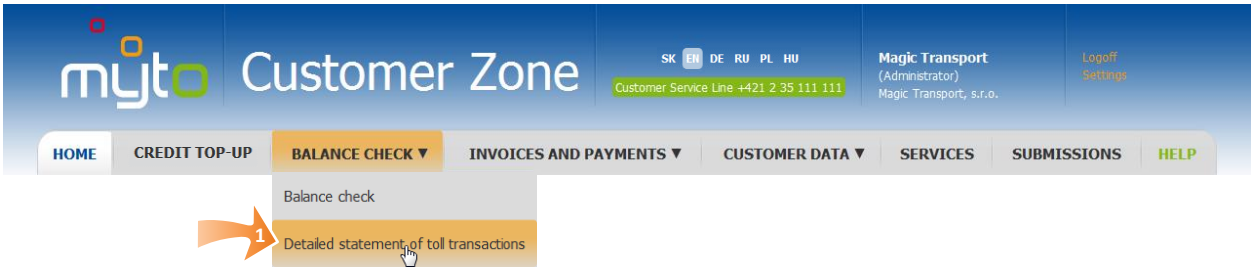


Select a toll account or enter a licence plate number of one of the vehicles on the toll account the balance of which you wish to display. Confirm the selection by pushing the "*select*" button.

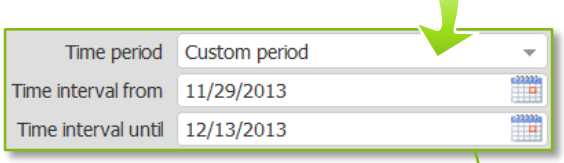


9 DETAILED STATEMENT OF TOLL TRANSACTIONS

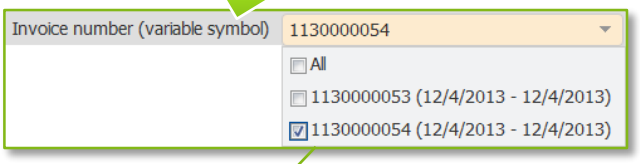
Monitor detailed information about the specified road sections that were used by your vehicles by means of a detailed statement of toll transactions.



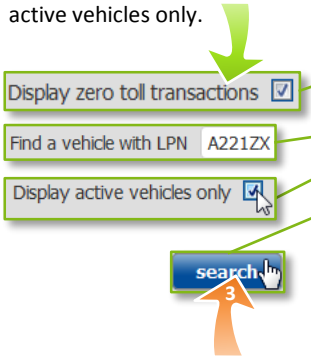
If you wish to include in the detailed statement of toll transactions **only toll transactions for a certain period of time,** select one of the predefined options or enter your own time interval.

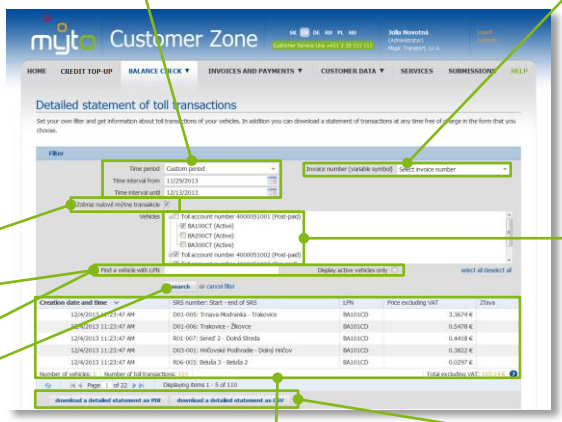


If you wish to create **a statement of toll transactions that were included in a certain invoice** or invoices, mark the relevant invoices.

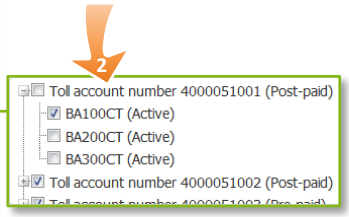


To speed up the search, choose to display zero toll transactions only, or **enter a vehicle licence plate number**, or choose to display active vehicles only.





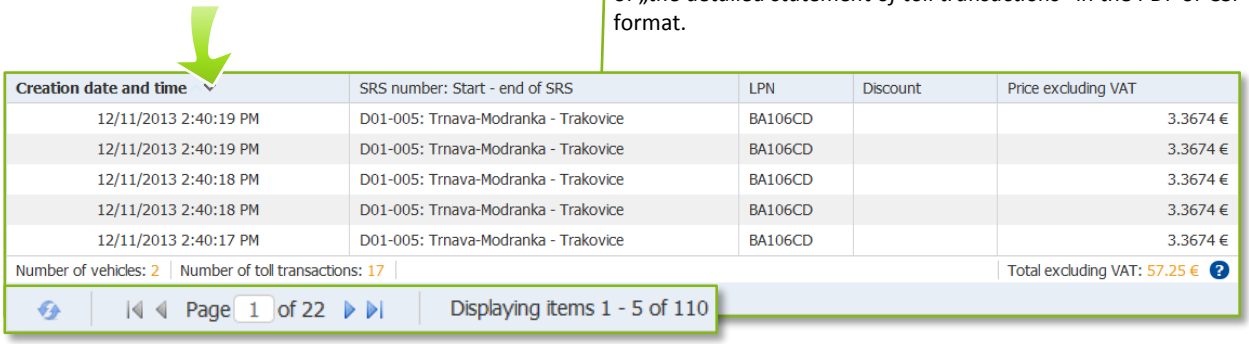
Mark the toll accounts or logs of specific vehicles that you wish to include in the detailed statement of toll transactions.



By pushing the "search" button, you will **display a detailed statement of toll transactions** according to selected criteria.

By clicking on the column headers you can **line up items of the overviews**.

By pushing the "download a detailed statement as PDF" button or the "download a detailed statement as CSV" button, the application will enable you to download an electronic file of *„the detailed statement of toll transactions"* in the PDF or CSF format.



Creation date and time	SRS number: Start - end of SRS	LPN	Discount	Price excluding VAT
12/11/2013 2:40:19 PM	D01-005: Trnava-Modranka - Trakovice	BA106CD		3.3674 €
12/11/2013 2:40:19 PM	D01-005: Trnava-Modranka - Trakovice	BA106CD		3.3674 €
12/11/2013 2:40:18 PM	D01-005: Trnava-Modranka - Trakovice	BA106CD		3.3674 €
12/11/2013 2:40:18 PM	D01-005: Trnava-Modranka - Trakovice	BA106CD		3.3674 €
12/11/2013 2:40:17 PM	D01-005: Trnava-Modranka - Trakovice	BA106CD		3.3674 €

Number of vehicles: 2 | Number of toll transactions: 17 | Total excluding VAT: 57.25 €

Page 1 of 22 | Displaying items 1 - 5 of 110

A detailed statement of toll transactions includes the toll transactions that were processed by the toll system, including provided discounts. The time needed to process toll transactions by the toll system depends on its current capacity utilisation and the time of submitting the toll transactions from the On-Board Unit for their further processing.

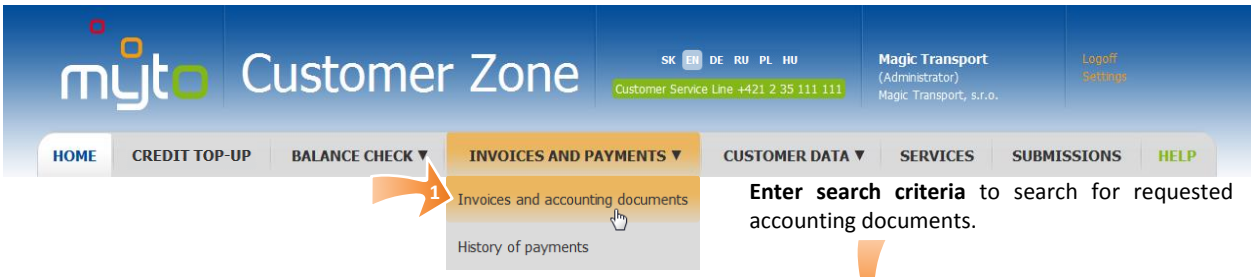
By means of the Customer Portal it is possible to display or export a detailed statement of toll transactions recorded **for the period of the last 6 months.** If you wish to have a statement of toll transactions older than 6 months issued, ask for the detailed statement of toll transactions for a specific period in one of the following manners:

- **by submitting a request by means of the Customer Portal** (see Chapter 15 –***Submissions***, while you need to select "***Request***" for the submission type);
- **on the phone by means of the Customer Service Line** on +421 2 351 111 11;
- **in person at a Point of Sale** or
- **in writing at the address of SkyToll, a.s.**

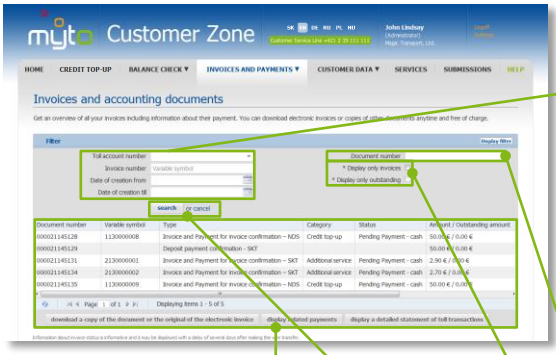
Issuance of a detailed statement of toll transactions is charged according to the current list of fees, which can be found on www.emyto.sk in the section "**Downloads**".

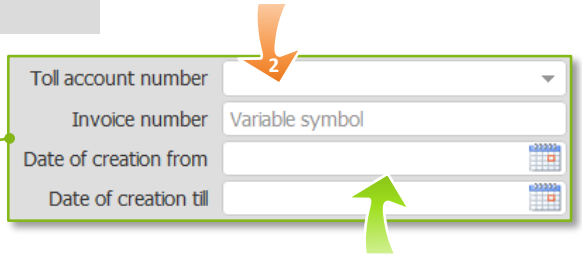
10 INVOICES AND ACCOUNTING DOCUMENTS

Monitor the status of your invoices and if necessary download a copy of an accounting document or the original of an electronic invoice.

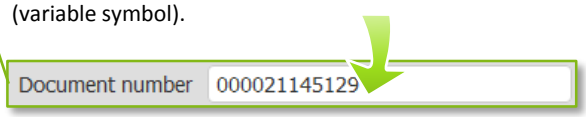


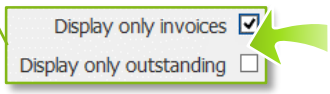
Enter search criteria to search for requested accounting documents.





To display an overview of invoices related to a certain toll account, select a specific toll account number from the menu. At the same by entering the date of issuance of an accounting document (from/until), the application enables to display accounting documents issued within a certain time interval.
If you wish to display a specific invoice, enter the invoice number (variable symbol).



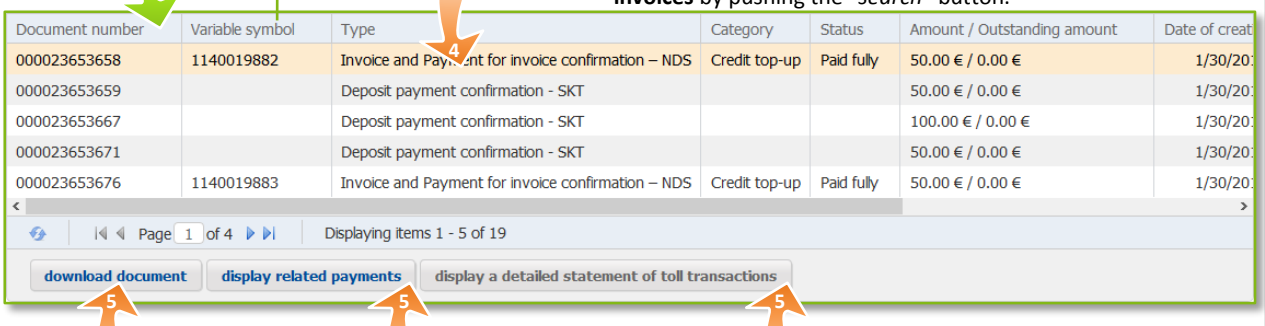


Check the relevant fields if you wish to display only accounting documents such as invoices or only outstanding invoices.

After entering the search criteria, **search the list of requested invoices** by pushing the "*search*" button.

By clicking on column headers, you can **line up overview items** according to the values in a selected column.

In an overview **select the record of the required document**.



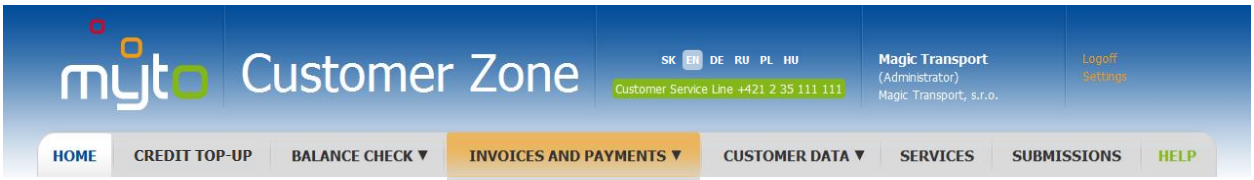
To **download a copy of an accounting document** or the **original of an electronic invoice,** click on the "*download document" button.*

To **display a payment** related to a certain invoice, click on the "*display related payments*" button.

To **display the toll transactions** related to an invoice for toll, click on the "*display a detailed statement...*" button.

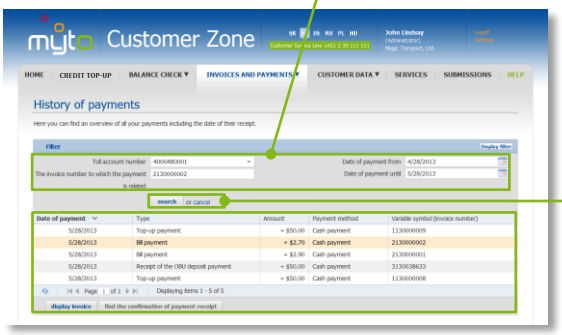
11 HISTORY OF PAYMENTS

The history of payments allows you to monitor the payments made, to display invoices based on which the individual payments were made or to search for confirmations of the individual payments' receipt.



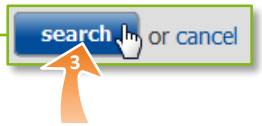
If you wish to display an overview of payments related to a certain toll account, select a specific toll account number from the menu.

If you wish to display payments made based on a specific invoice, enter the relevant invoice number (variable symbol).



Enter search criteria to search for requested payments.

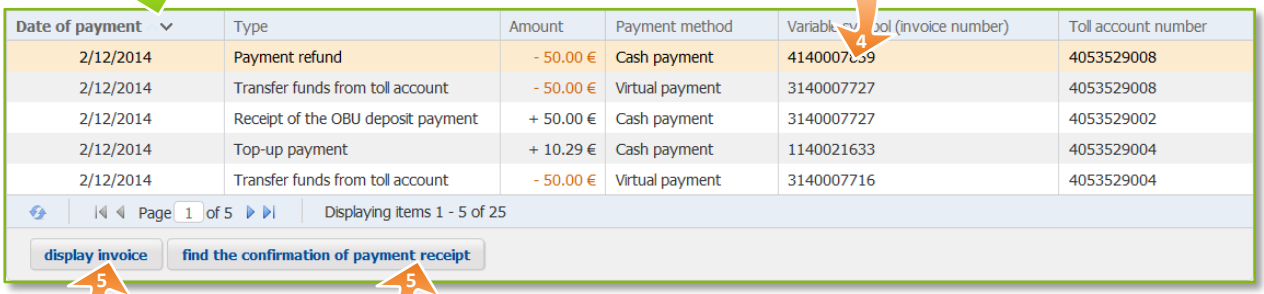
By entering the date of the payment execution (from/until), the application enables you to display only payments made within a certain time interval.



After entering the search criteria, **search the list of requested invoices** by pushing the "*search*" button.

By clicking on column headers, you can **line up overview items** according to the values in a selected column.

In an overview **select the record of the required payment**.

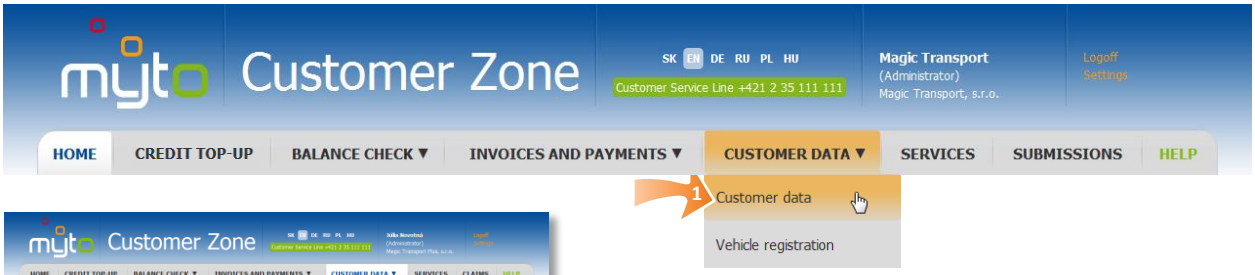


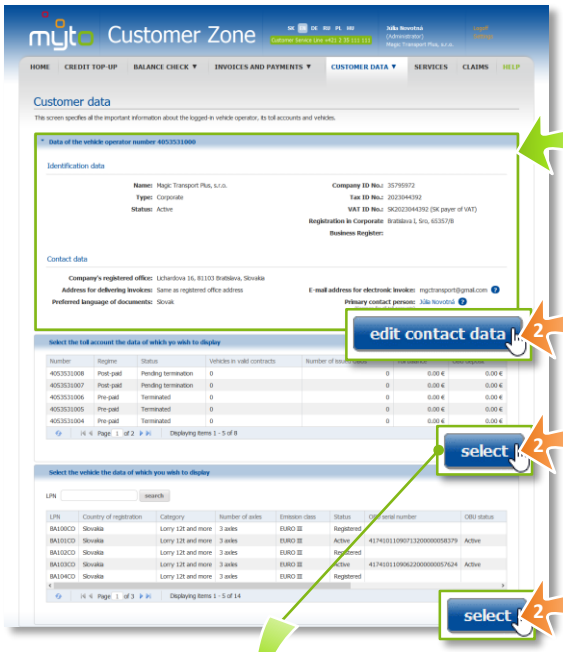
To **display an invoice** based on which a certain payment was made, click on the "*display invoice*" button.

To **search for a confirmation of receipt of** a certain **payment,** click on the "*a confirmation of payment receipt*" button.

12 CUSTOMER DATA

Check the accuracy of your registration data and if necessary adjust the data.



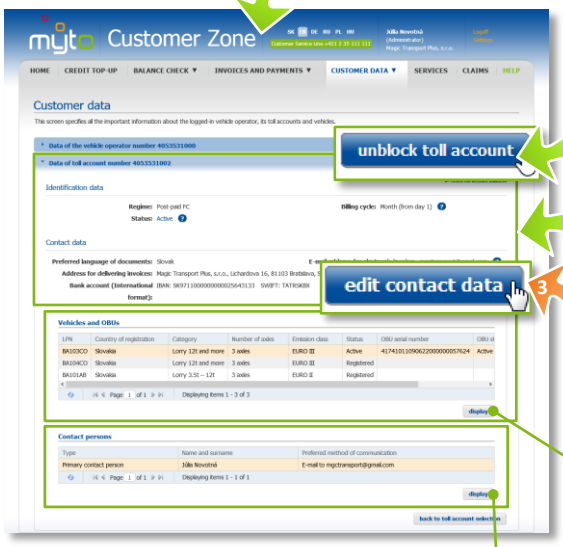


Check the accuracy of **identification and contact data of the vehicle operator.**

If necessary **adjust the vehicle operator contact data** by clicking on the *"adjust contact data"* button and make the required adjustments in the form for adjusting the contact data. The *"edit contact data"* button is available in the application only if none of the contact data is at the same time a part of the contractual data.

Select a toll account whose data you wish to edit or check and click on the *"select"* button.

To **display vehicle data,** select the record of the required vehicle and click on the "select" button.



In case a toll account is blocked due to an insufficient toll balance in the prepaid mode, you can unblock the toll account by pushing the button. When unblocking a toll account, you may need to top up credit or pay a contractual penalty for OBU unblocking.

Check the accuracy of **identification and contact data of the toll account.**

Edit the toll account contact data by clicking on the *"edit contact data" button.* If the toll account address for delivering invoices is identical with the vehicle operator's address for delivering invoices, check the "*Given by common setting*" field.

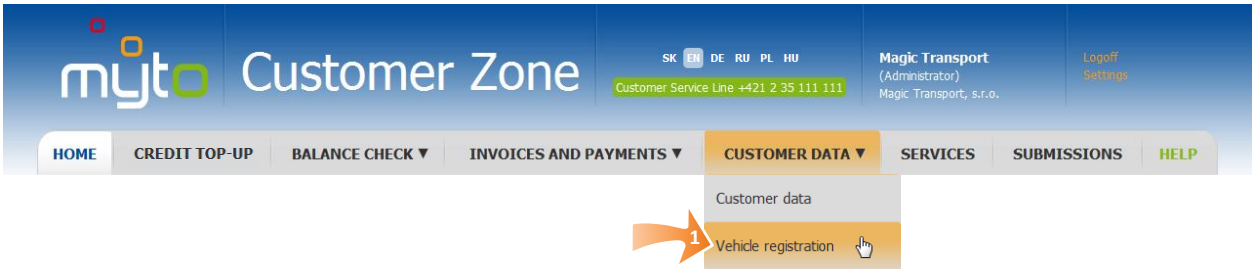
To **display vehicle data,** select the record of the required vehicle and click on the *"display"* button.

To **display data of a certain contact person** on a toll account, select the record of the required contact person and click on the *"display"* button.

Select the relevant tab to display the data of an On-Board Unit, a fleet card or kilometre counters and discounts.

13 NEXT VEHICLE REGISTRATION

Register a next vehicle on a new or existing toll account.

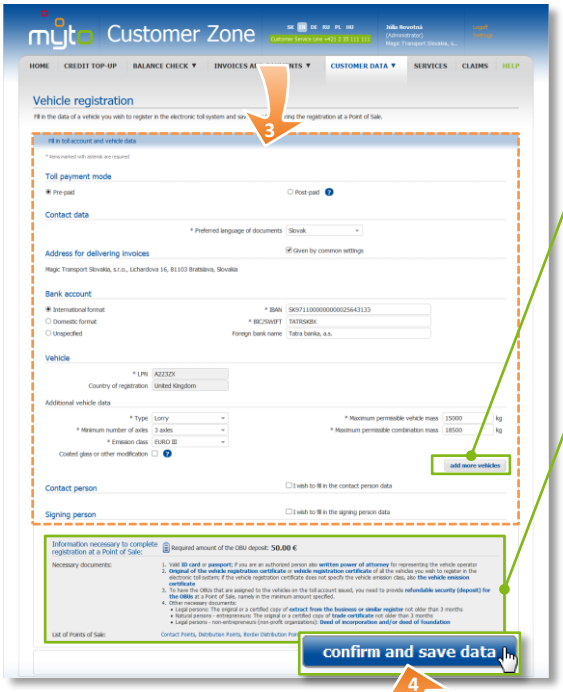


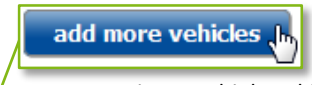
Select a toll account on which the vehicle is to be registered or create a new toll account.

If you wish to register a next vehicle on one of your existing post-paid toll accounts, click to check the toll account on which the vehicle is to be registered and push the "confirm and continue in registration" button.

If you wish to register a vehicle on a new toll account, click on the "*add another toll account*" button.

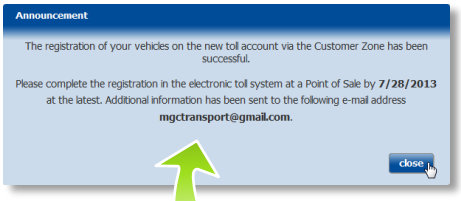
If you wish to register a vehicle on a new toll account that is supposed to have the same data as one of your existing toll accounts, click to check the required existing toll account and click on the "*add another toll account with the same data*" button. Upon registration the data of the new toll account will be filled in with the data of the selected existing toll account.





You can register multiple vehicles on one post-paid toll account but only one vehicle on a prepaid toll account.

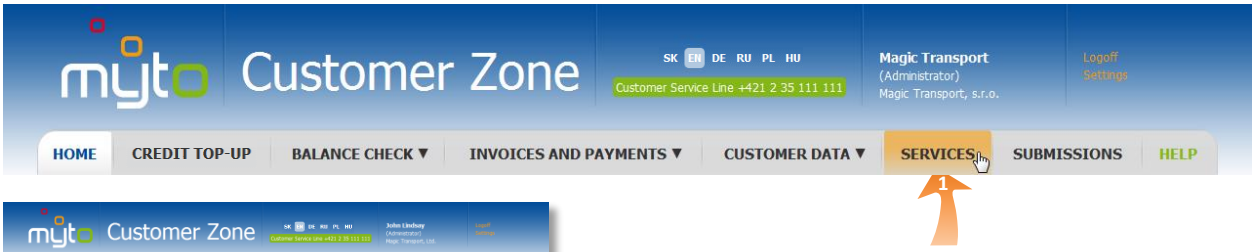
In the bottom part of the screen you can find important information and instructions necessary to complete the registration at a Point of Sale.

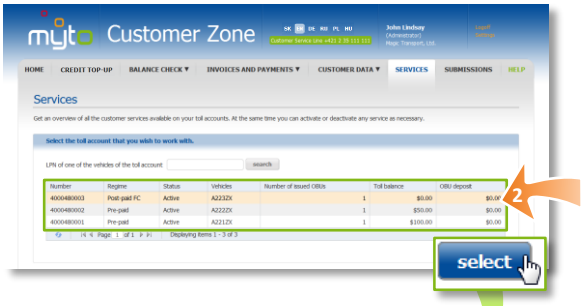


After confirming the data, a notification window will appear with instructions for completing the registration. At the same time the application will send additional information to a specified e-mail address.

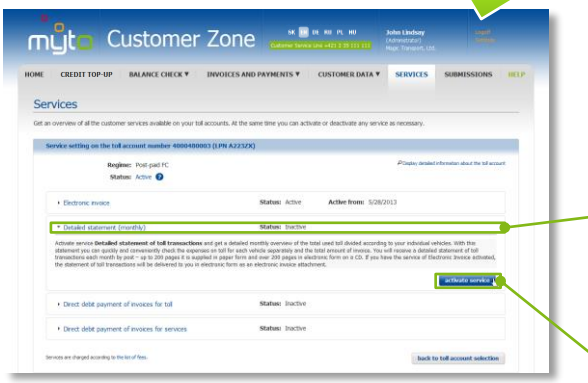
14 SERVICES

Enable or disable customer services on your toll accounts.

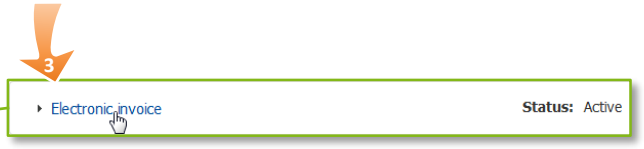




Select a toll account on which you wish to enable or disable a service or possibly to display the current settings of individual services.



If you wish to display the settings of the individual services or to enable or disable a service, **click on the header of the relevant service**.

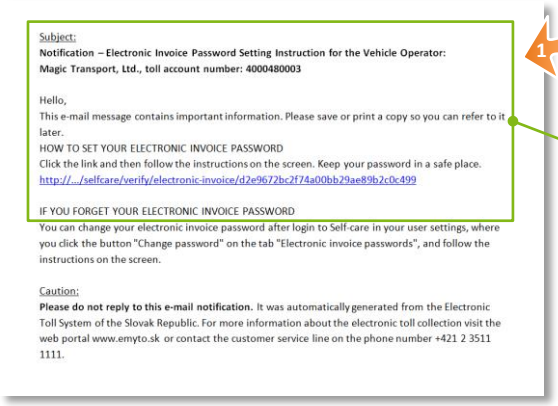


Enable a service by pushing the *"enable service"* button or **disable a service** by pushing the *"disable service"* button.

After selecting a toll account, the list of services will only include the services that are available for the relevant toll account.

15 SETTING OF THE ELECTRONIC INVOICE PASSWORD

After enabling the service of "electronic invoice" you shall receive an e-mail message with "**Notification of setting of the electronic invoice password**".



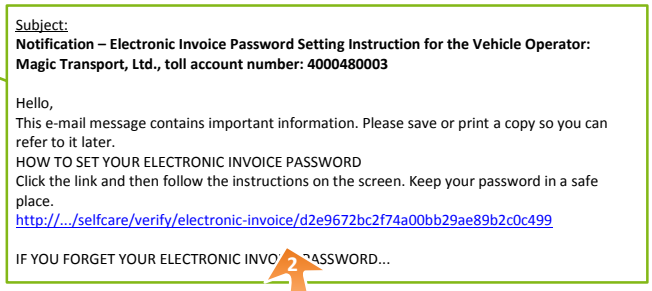
Subject:
Notification – Electronic Invoice Password Setting Instruction for the Vehicle Operator: Magic Transport, Ltd., toll account number: 4000480003

Hello,
This e-mail message contains important information. Please save or print a copy so you can refer to it later.
HOW TO SET YOUR ELECTRONIC INVOICE PASSWORD
Click the link and then follow the instructions on the screen. Keep your password in a safe place.
http://.../selfcare/verify/electronic-invoice/d2e9672bc2f74a00bb29ae89b2c0c499

IF YOU FORGET YOUR ELECTRONIC INVOICE PASSWORD
You can change your electronic invoice password after login to Self-care in your user settings, where you click the button "Change password" on the tab "Electronic invoice passwords", and follow the instructions on the screen.

Caution:
Please do not reply to this e-mail notification. It was automatically generated from the Electronic Toll System of the Slovak Republic. For more information about the electronic toll collection visit the web portal www.emyto.sk or contact the customer service line on the phone number +421 2 3511 1111.

1 Open the e-mail message with "**Notification of setting of the electronic invoice password**".



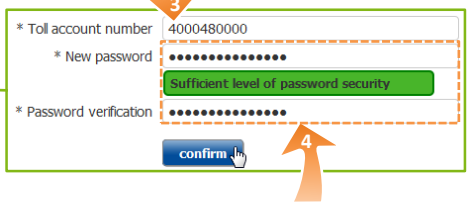
Subject:
Notification – Electronic Invoice Password Setting Instruction for the Vehicle Operator: Magic Transport, Ltd., toll account number: 4000480003

Hello,
This e-mail message contains important information. Please save or print a copy so you can refer to it later.
HOW TO SET YOUR ELECTRONIC INVOICE PASSWORD
Click the link and then follow the instructions on the screen. Keep your password in a safe place.
http://.../selfcare/verify/electronic-invoice/d2e9672bc2f74a00bb29ae89b2c0c499

IF YOU FORGET YOUR ELECTRONIC INVOICE PASSWORD...

2 By clicking on the active link provided in the notification, **open the form for setting of the electronic invoice password**.

Enter the toll account number specified in the notification.

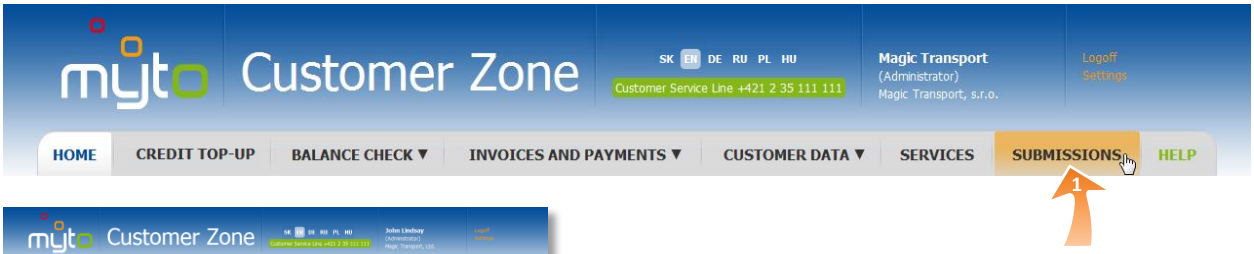


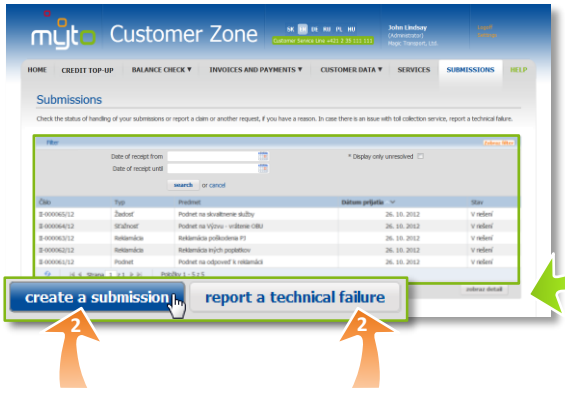
3 4 **Enter a new password.** When choosing a password, observe the instructions of the help window, which will appear after you move the cursor on the "*New password*" field.

16 SUBMISSIONS

Report a submission (claim, complaint, suggestion or request) or in case there is a failure of the toll collection service, report a technical failure. After reporting you can use the application to monitor the status of handling of individual submissions.

Please fill in the submission in Slovak or English language; otherwise it will not be processed.



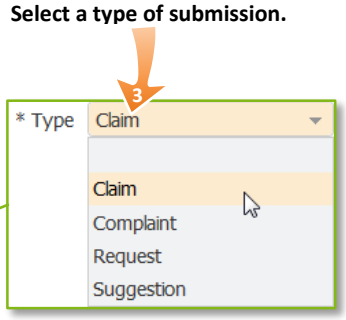


If you wish to display the current status of handling of a submitted request, complaint, claim or suggestion, check in the list the required submission record and push the "**display detail**" button.

Initiate submission creation by clicking on the "*create submission*" button.

Initiate technical failure report by clicking on the "*report technical failure*" button.

Select a type of submission.



Fill in data of the submission originator.

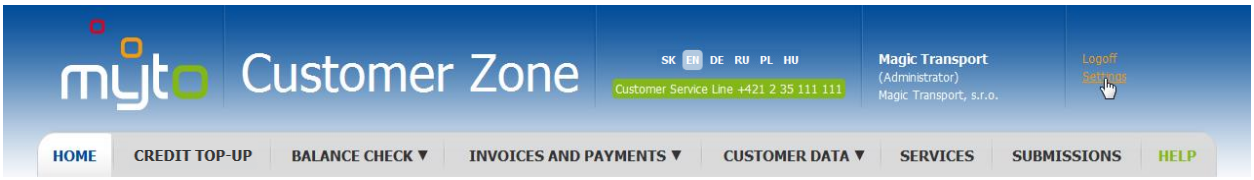
Fill in the text (content) of the submission.

If necessary, add an attachment to the submission.

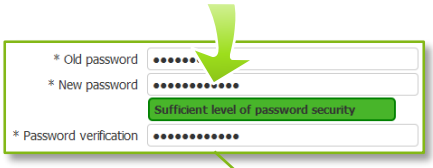
Save the submission.

17 SETTINGS MANAGEMENT

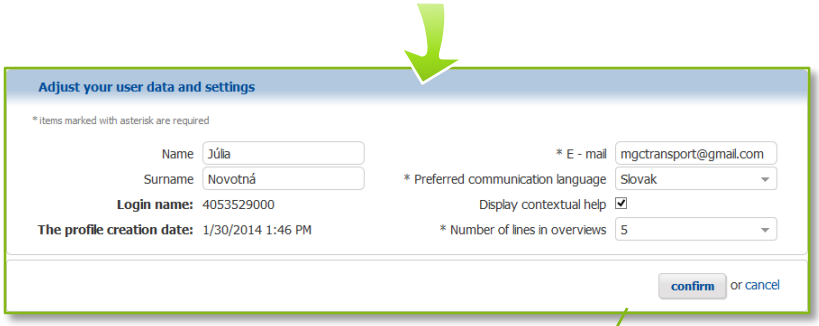
Edit your user data and settings, or profile of secondary users, change the password for electronic invoices or the password for the Customer Portal.

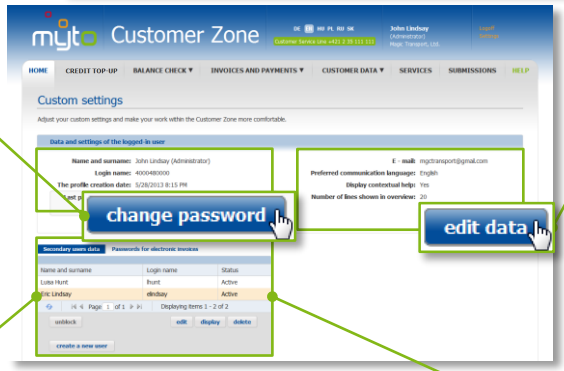


Enter a new **password for the Customer Portal** and enter an identical password in the *"Password verification"* field. When entering a password, observe the instructions of the help window, which will show up after you move the cursor on the "*New password*" field.

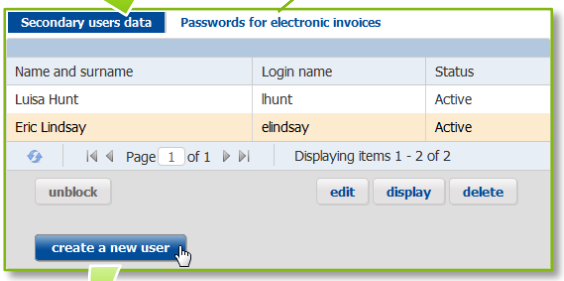


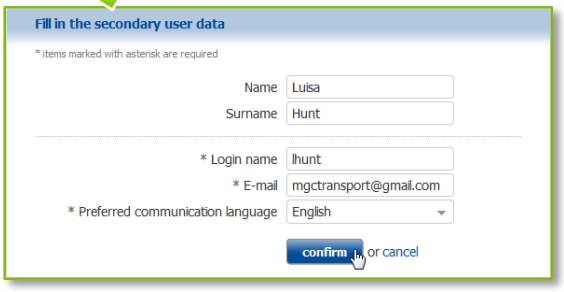
If necessary, edit your **user data and settings**.



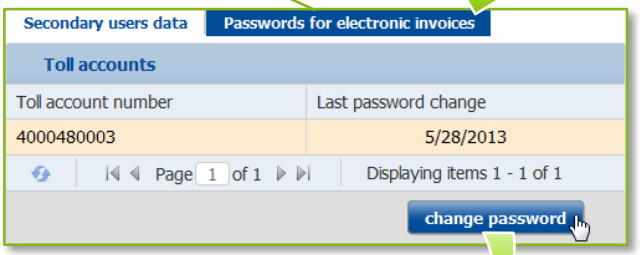
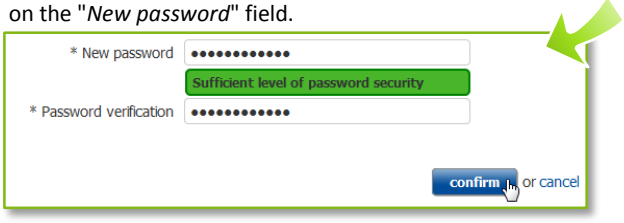


If necessary, edit **data of secondary users**.





If necessary, edit **passwords for electronic invoices**.



Enter a new password and verify the password for electronic invoices. When entering a password, observe the instructions of the help window, which will appear after you move the cursor on the "*New password*" field.