

E-DarsGo User Manual



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1 Creating a user account



Image 1: E-DarsGo entry page

1. Click on "Create your e-DarsGo"

The screenshot shows the "CREATE YOUR E-DARSGO" registration form. The title "CREATE YOUR E-DARSGO" is centered, followed by the instruction "Fill in the following data to create the e-DarsGo." The form contains several input fields: "Company name or name and surname:" (empty), "E-mail address:" (containing "user@darsgo.si"), "Password:" (empty), and "Repeat the password:" (empty). Below the email field, there is a note: "You will receive data for registration confirmation at your e-mail address". Below the password fields, there is a note: "Password should be have more than 10 characters, including a capital letter, a number and a special character". At the bottom of the form, there is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. A large black button with a right arrow icon and the text "Confirm" is centered below the form. At the very bottom, there is a progress indicator with three circles, the first of which is highlighted in orange.

Image 2: Entry of data for creating the e-DarsGo

2. In order to create your e-DarsGo, you will need a valid e-mail address and to complete the following information:
 - Company name or name and surname,
 - E-mail address (where we will send you instructions for confirming your registration),
 - Password and re-entry of the password, which must match (the password must have more than 10 characters, including a capital letter, a number and a special character).

Then click the box in order to confirm you are not a robot and select all images as instructed. Then click "Confirm".

3. After confirmation you will receive instructions to your e-mail for confirming your registration.

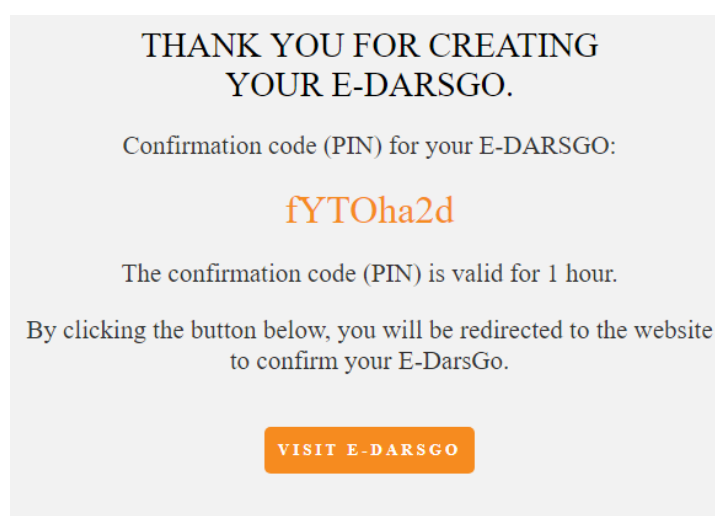


Image 3: Confirmation e-mail address with the confirmation PIN code

1.1 User account confirmation



USER ACCOUNT CONFIRMATION

Please enter the e-mail address, password and PIN we have sent to your e-mail address.

E-mail address:
E-mail address is obligatory

Password:

PIN:
Require a new PIN

I HAVE ALREADY ACQUIRED A DARS GO UNIT FOR THE NEW SYSTEM

→

Login and continue registration ?

I WISH TO ACQUIRE A DARS GO UNIT FOR THE NEW SYSTEM

→

Login and continue registration ?


1 — 2 — 3

[Cancel registration](#)

Image 4: Confirmation of the user account and the selection of registration

1. Please enter the following in order to confirm your user account:
 - E-mail address,
 - Password,
 - PIN (the latter will be sent to your e-mail address and is only valid for one hour. If your confirmation code (PIN) expires, you can create a new one by clicking on the link "Require a new PIN").
2. You can also click on the button "Visit e-DarsGo" in the e-mail to access the website and confirm your e-DarsGo.
3. You can confirm your e-DarsGo with one of the following options.
 - "I have already received a DarsGo unit to be used in the new system" (*left button*). Select this option if you have already collected your DarsGo unit. After login you will be re-directed to the dashboard where you can add an account for the vehicle that already has a DarsGo unit by entering the unique ŠOR number to your e-DarsGo. ŠOR is the number of your personal account with which you can link your DarsGo unit to your vehicle account. Each DarsGo unit is linked to only one vehicle account through the ŠOR number.
 - "I want to receive a DarsGo unit to be used in the new system" (*right button*). Select this option if you have not yet collected your DarsGo unit and are not yet registered in the new system. After login, you will be re-directed to the entry of customer data. After data entry, you can add one or more pre-paid customer accounts on the control panel. You can add one or more vehicle accounts to each customer account.

1.2 Enter customer data

 **DarsGo**

ENTER CUSTOMER DATA

Enter the data required below

Customer type*: ?

Country*: ?

Tax number*:

Customer name*:

Street*:

House number*:

House number addition:

Postcode*:

Town*:

VAT no.*:

Registration number:

Subject to VAT*: ☐

Telephone number: ?

E-mail address*:

1 2 3

Image 5: Page for entering customer data

1. The following needs to be entered in order to register a customer:
 - Customer type (if you wish to register a legal entity, choose “LEGAL ENTITY”, otherwise choose “NATURAL PERSON”),
 - Country (choose a country, then enter the tax number without the initial two letters determining the country, then click “Search”. Instead of searching according to tax number, you can search also by entering the initial letters of the customer name. If the data is not automatically entered, you must enter it manually),
 - Customer title,
 - Street,
 - House number,
 - House number addition (optional),
 - Postcode,
 - Place,
 - Vat ID No.,
 - Registration number (optional),
 - Subject to VAT,
 - Telephone number (optional) (when entering the telephone number, first enter + or 00, then the country code and the telephone number. Example: +3861234567 or 003861234567). If you decide to enter a telephone number, it will only be used to contact you in the event of a problem.,
 - E-mail address.
2. Next, click on “Register” and you will be redirected to a page where you can confirm your registration.

1.3 Confirmation of registration



THANK YOU FOR REGISTERING WITH E-DARSGO.

By clicking the button below, you will be redirected to the dashboard, where you can view and edit customer data, customer accounts and vehicle accounts.



Continue to the dashboard

Image 6: Page for confirming the registration

1. By clicking on “Continue to the dashboard” you will be redirected to the dashboard where you can view and edit customer data, customer accounts and vehicle accounts.

1.4 Dashboard

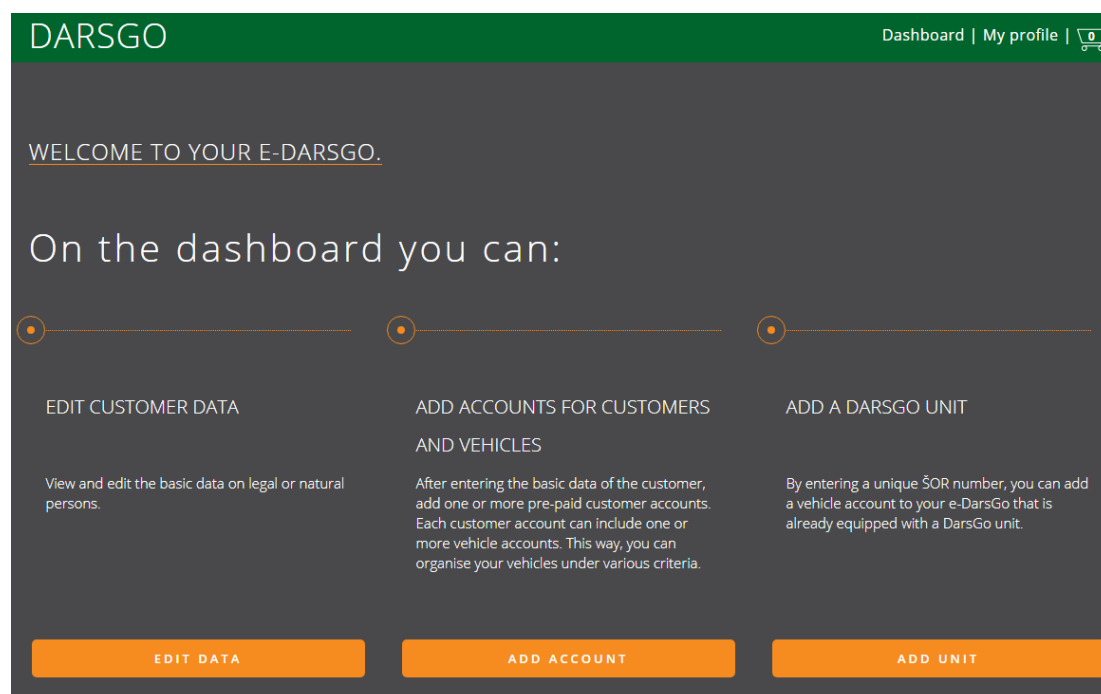


Image 7: Dashboard welcome page

1. When accessing the dashboard for the first time, a welcome page will be displayed, and you will be able to select various buttons, such as:
 - EDIT DATA (the possibility of viewing and editing the basic data of the legal entity or natural person, provided you chose the option “I want to receive a DarsGo unit to be used in the new system” during the registration process),
 - ENTER ACCOUNT (the possibility of viewing and editing customer account and vehicle account, but only if you chose the option “I want to receive a DarsGo unit to be used in the new system” during the registration process),
 - ADD DEVICE (the possibility of adding a vehicle account which already has a DarsGo unit. This can be done by entering the unique ŠOR number).
2. If you chose the option “I have already received a DarsGo unit to be used in the new system” at the confirmation phase of the registration, you will not be able to view and edit the basic data of the legal entity or natural person in the dashboard, neither will you be able to add customer and vehicle accounts. If you still wish to add a customer and customer account, you need to choose the option “Enter customer data” in “My profile”. After registering the customer, you will have the option of adding vehicle accounts the same way as if you had chosen “I want to receive a DarsGo unit to be used in the new system” during the registration process.

DARSGO

Dashboard | My profile

Add a customer account +

Add a vehicle account +

Add a DarsGo unit +

Account type: All account types

Statuses: All statuses

Show: Customer and vehicle a

Search by vehicle accounts

PRE-PAID, DARSGO, HGSHSJS 12, 200000 LONDON

Edit account | Show vehicles

REGISTRATION NO.	COUNTRY	NUMBER OF AXLES	EMISSION CLASS	SERIAL NUMBER	ŠOR	DARSGO STATUS	CURRENT STATE (EUR)	
GR5654	UNKNOWN COUNTRY	2	EURO 4		9705000001000077100		0€	
GFDGB	UNKNOWN COUNTRY	2	EURO 2		9705000001000077092		0€	
SAKNCONCO	UNKNOWN COUNTRY	2	EURO 3		9705000001000077084		0€	

Add a vehicle account +

Image 8: Personalised dashboard page

- After you enter a customer account or add a DarsGo unit, you will be redirected to your personalised dashboard, which contains all the added customer and vehicle accounts and where you can add new ones.

1.5 Adding a customer account



ADD A CUSTOMER ACCOUNT

Enter customer account data

Transfer from the customer data: ☒

Name*: DARSGO

Street*: HGSHSJS

House number*: 12

House number addition:

Postcode*: 200000

Town*: LONDON

Country*: LITHUANIA

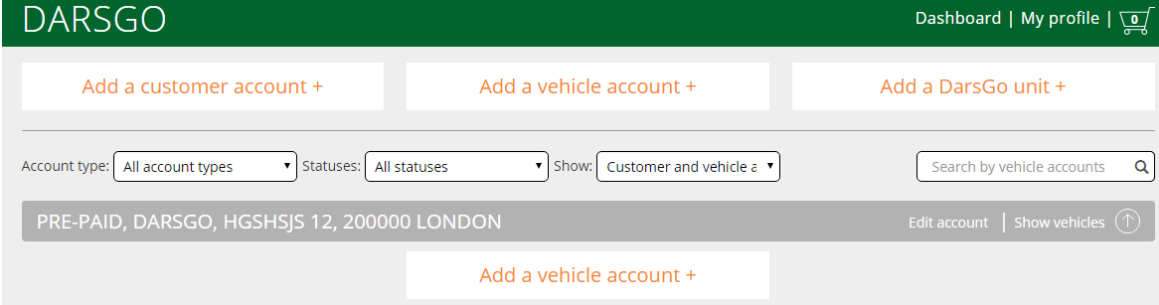
Account type: Pre-paid


Back

Confirm

Image 9: Adding a customer account

1. You can enter one or more pre-paid customer accounts. Each customer account can include one or more vehicle accounts. This way, you can organise your vehicles under various criteria. The customer account data is automatically transferred from the existing customer data. The transferred customer data can be changed, except for the “Title” and the “Account type”.



The screenshot shows the DARS GO dashboard. At the top, there's a green header with the DARS GO logo on the left and 'Dashboard | My profile | 

 on the right. Below the header, there are three buttons: 'Add a customer account +', 'Add a vehicle account +', and 'Add a DarsGo unit +'. Under these buttons, there are filters for 'Account type:' (All account types), 'Statuses:' (All statuses), and 'Show:' (Customer and vehicle a). To the right of these filters is a search bar labeled 'Search by vehicle accounts' with a magnifying glass icon. Below the filters, there's a grey bar displaying 'PRE-PAID, DARS GO, HGSHSJS 12, 200000 LONDON'. To the right of this bar are links for 'Edit account' and 'Show vehicles' with an upward arrow icon. At the bottom, there's another 'Add a vehicle account +' button.

Image 10: Personalised dashboard showing the customer account

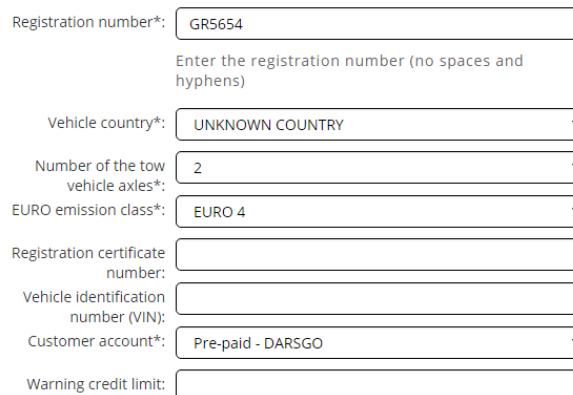
2. After entering the pre-paid customer account, you will be redirected to the dashboard where the confirmed pre-paid customer account will be shown.

1.6 Adding a vehicle account



ADD A VEHICLE ACCOUNT

Enter vehicle data



The form for adding a vehicle account contains the following fields and options:

- Registration number*:
- Enter the registration number (no spaces and hyphens)
- Vehicle country*:
- Number of the tow vehicle axles*:
- EURO emission class*:
- Registration certificate number:
- Vehicle identification number (VIN):
- Customer account*:
- Warning credit limit:



Image 11: Adding a vehicle account - Step 1

1. You can create one or more vehicle accounts in each customer account.
2. From the personalised dashboard you can add vehicle accounts by clicking on “Add vehicle account” at the top of the dashboard or in the customer account. The difference between the two is that when choosing the latter, the new vehicle account is automatically added to the existing customer account.
3. Adding vehicle accounts is divided into two steps:
 - **Step 1:** Entering vehicle data,



ADD A VEHICLE ACCOUNT

Enter vehicle data

Registration number*:	<input type="text" value="GR5654"/>
Vehicle country*:	<input type="text" value="UNKNOWN COUNTRY"/>
Number of the tow vehicle axles*:	<input type="text" value="2"/>
EURO emission class*:	<input type="text" value="EURO 4"/>
Registration certificate number:	<input type="text"/>
Vehicle identification number (VIN):	<input type="text"/>
Customer account*:	<input type="text" value="Pre-paid - DARS GO"/>
Warning credit limit:	<input type="text"/>

I will collect the unit at the 'DarsGo servis' office: ☒

I want to receive the DarsGo unit by mail: ☐ DARS GO
HGSHSJS 12
200000 LONDON
LITHUANIA

Confirm for sending [The accession form for the use of the DarsGo system](#) and pay administrative costs of 10.00€ incl. VAT. For vehicles not registered in Slovenia, a copy of the registration certificate and a copy of the proof of the EURO emission class should be enclosed.

Loading a copy of the registration certificate:

Loading a copy of the EURO emission class proof:

When ordering a DarsGo unit and after paying the administrative fees on the DarsGo website, we cannot guarantee that the unit will arrive by 01.04.2018 via post.

If you need to have your DarsGo unit(s) on 01.04.2018 or in the first few days of the implementation of the new tolling system, we advise you to register your vehicles on the DarsGo website (and also upload the required documents if these vehicles have not been registered in Slovenia) and to visit any of the 'DarsGo servis' customer centres with the printed vehicle registration certificate to receive your DarsGo unit. You will also be able to pay the administrative fees at the 'DarsGo servis' customer centre.



Back



Confirm

Image 12: Adding a vehicle account - Step 2

- **Step 2:** Choosing the way of collecting the DarsGo unit and uploading copies of the vehicle registration certificate and vehicle EURO emission class certificate. The copies can be in PNG, PDF, JPG, JPEG, or PNF formats. The maximum size of one copy must not exceed 5MB. The means of collecting or receiving the DarsGo unit can thus be:

You have successfully created
a vehicle account

Before collecting the DarsGo unit, you have to pay administrative costs of 10.00€ incl. VAT. You can do this in your basket or at the nearest 'DarsGo servis' office.

CONFIRM

Image 13 Confirming vehicle account creation and printing the certificate

- at a 'DarsGo servis' customer centre (you must first print the DarsGo Unit Certificate of Receipt and present it when collecting the unit at your nearest 'DarsGo servis' customer centre),

DARS

DRUŽBA ZA AVTOCESTE V REPUBLIKI SLOVENIJI D.O.O.

DarsGo System Access Statement

I hereby confirm that I have correctly submitted all information about the company and vehicle and I guarantee that the information is accurate and true.

I am aware that:

- before driving on the toll roads, the DarsGo unit, which I shall receive via post, must be correctly installed in the vehicle for which it was issued (check in the document "List of received units", enclosed with the package containing the DarsGo unit);
- incorrect and/or outdated data may lead to an offence regarding toll payments;
- any change in the above data must be communicated immediately to DARS d.d. via e-mail: info@darsgo.si or phone: +386 386 1 518 8 350;
- the Road Tolling Act (Off. Gaz. of RS No. 24/2015 and 41/2017) is accessible on the website (<http://www.pisrs.si/Pis.web/pregledPredpisa?id=ZAKO6373>);
- the general terms and conditions and other applicable laws regulating tolling in the Republic of Slovenia are accessible at www.dars.si and www.darsgo.si.

I hereby undertake to acquaint myself with the General Legal Act on Toll Collection (conditions on using the DarsGo system) and that I shall be using the electronic tolling system DarsGo in accordance with the said Act, the applicable legislation and other regulations which regulate tolling in the Republic of Slovenia.

The personal data of the user/customer is acquired, collected, processed and managed on the basis of Article 46, paragraph 2 of the Road Tolling Act (Official Gazette of RS No. 24/2015, 41/2017) for the purpose of ensuring correct and comprehensive tolling on the basis of the driven distance. The manager of the personal data is DARS d.d., Ulica XIV. divizije št. 4, 3000 Celje.

I AGREE

I DON'T AGREE

Image 14: Confirming the access statement for using the DarsGo system

- via post for customers in the EU (before sending, the access statement for using the DarsGo system needs to be confirmed and administrative fees of €10.00 (incl. VAT) need to be paid. In the case of vehicles that are not registered in Slovenia, the following needs to be provided: a copy of the vehicle registration certificate and a copy of the vehicle EURO emission class. After you click on the confirmation window for sending the unit via post, a new window will open for confirming the access statement. After you confirm, a new window will open notifying you that administrative fees of €10.00 (incl. VAT) need to be paid. This can be done in the basket, which changes colour to orange. After paying the administrative fees, the order is complete and the DarsGo unit will be sent via post. The unit will not be sent via post until administrative fees are paid).

The screenshot shows the DarsGo dashboard with a green header. Below the header are three buttons: "Add a customer account +", "Add a vehicle account +", and "Add a DarsGo unit +". Below these are filters for "Account type", "Statuses", and "Show", along with a search bar. A summary bar shows "PRE-PAID, DARS GO, HGSHSJS 12, 200000 LONDON". Below this is a table of vehicle accounts:

REGISTRATION NO.	COUNTRY	NUMBER OF AXLES	EMISSION CLASS	SERIAL NUMBER	ŠOR	DARS GO STATUS	CURRENT STATE (EUR)	
GR5654	UNKNOWN COUNTRY	2	EURO 4		9705000001000077100	✓	0€	✎ € 🛒
GFDGB	UNKNOWN COUNTRY	2	EURO 2		9705000001000077092	✓	0€	✎ € 🛒
SAKNCONCO	UNKNOWN COUNTRY	2	EURO 3		9705000001000077084	✓	0€	✎ € 🛒

Below the table is a button "Add a vehicle account +".

Image 15: Personalised dashboard showing the vehicle account

- After confirming the vehicle account, the latter will be shown in your dashboard.

1.7 Adding a DarsGo unit



ADD A DARS GO UNIT

Enter the data required below

ŠOR*:

Registration number*:

Vehicle country*:



Back



Confirm

Image 16: Adding a DarsGo unit

DarsGo System Access Statement

Customer name: Customer d.o.o.
Customer address: Street 123,
1000 Ljubljana
Tax ID Number: 12345678
Customer number: 123456
Customer account number: 654321
Vehicle registration number: LJXXXX
Country of vehicle registration: SI
ŠOR: **9705XXXXXXXXXXXX**
Serial number: YYYYYYYYYYYY
Number of axles on towing vehicle: 2
EURO emission class: EURO 1

Image 17: Access statement containing the ŠOR number

1. In order to add a DarsGo unit, you need to enter the following information:
 - ŠOR (the ŠOR number is listed on the access statement for using the DarsGo system),
 - Registration number,
 - Country of vehicle.

The screenshot shows the DarsGo dashboard interface. At the top, there's a green header with 'DARSGO' and navigation links 'Dashboard | My profile | '. Below the header, there are three buttons: 'Add a customer account +', 'Add a vehicle account +', and 'Add a DarsGo unit +'. A filter section includes 'Account type: All account types', 'Statuses: All statuses', 'Show: Customer and vehicle a', and a search bar 'Search by vehicle accounts'. The main content area shows a table for 'PRE-PAID, DARSGO, HGSHSJS 12, 200000 LONDON'. The table has columns: REGISTRATION NO., COUNTRY, NUMBER OF AXLES, EMISSION CLASS, SERIAL NUMBER, ŠOR, DARSGO STATUS, and CURRENT STATE (EUR). It lists three vehicle accounts: GR5654 (EURO 4), GFDGB (EURO 2), and SAKNCONCO (EURO 3). Each row has a green status icon and a '0€' current state. To the right of each row are icons for edit, currency, and a trash can. At the bottom, there's an 'Add a vehicle account +' button.

REGISTRATION NO.	COUNTRY	NUMBER OF AXLES	EMISSION CLASS	SERIAL NUMBER	ŠOR	DARSGO STATUS	CURRENT STATE (EUR)
GR5654	UNKNOWN COUNTRY	2	EURO 4		9705000001000077100	✓	0€
GFDGB	UNKNOWN COUNTRY	2	EURO 2		9705000001000077092	✓	0€
SAKNCONCO	UNKNOWN COUNTRY	2	EURO 3		9705000001000077084	✓	0€

Image 18: Personalised dashboard showing the added DarsGo units

2. After confirming the required information, the vehicle account with the corresponding DarsGo unit will be shown on the dashboard.

2 Dashboard

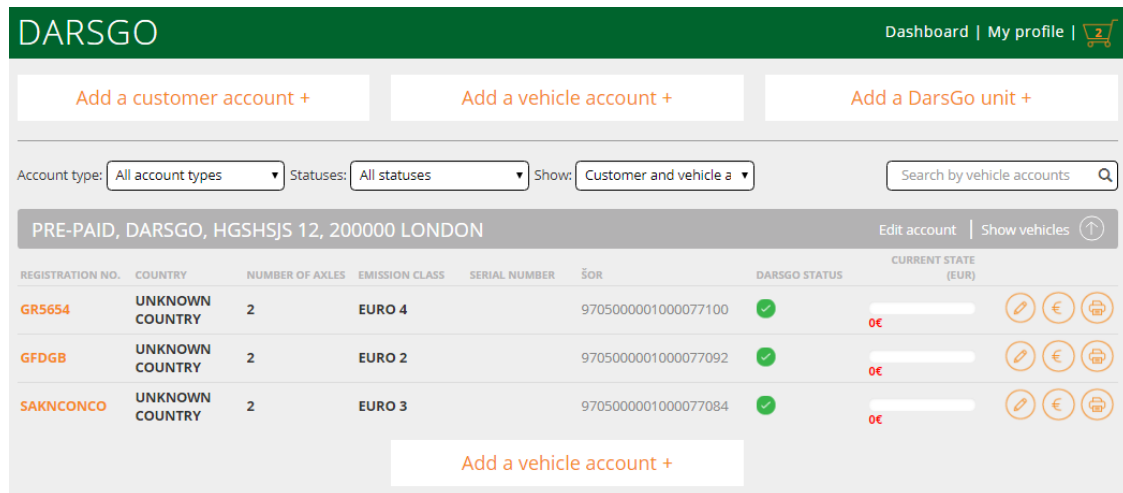
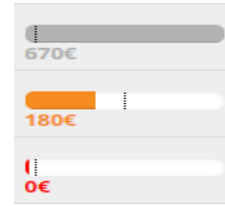


Image 19: Personalised dashboard

- In addition to buttons for adding customer accounts, vehicle accounts and DarsGo units, the personalised dashboard also contains the following:
 - Account type (allows sorting customer accounts based on the account type – pre-paid, post-paid),
 - Statuses (allows sorting vehicle accounts based on the DarsGo unit status),
 - Show (shows customer and vehicle accounts together or vehicle accounts),
 - Search (shows vehicle accounts based on their attributes, like: the registration number, country, emission class, and ŠOR. By adding an attribute, the display of customer and vehicle accounts is adjusted appropriately in the personalised dashboard),
 - All customer accounts, both pre-paid and post-paid, are shown in the personalised dashboard. The customer account can be edited by clicking on “Edit account”. You can open/close the display of vehicle accounts by clicking on “Show vehicles”. As last on the list of customer accounts, the customer account titled “Other vehicles” is shown, which contains other vehicle accounts which do not have a customer account. This part of the display cannot be edited.
 - Vehicle accounts are also displayed in a table by their attributes, like:
 - Registration number,
 - Country,
 - Number of axles,
 - Emission class,
 - Serial number of DarsGo unit,
 - ŠOR,
 - DarsGo status,
 - Current balance (EUR) (this is the current credit balance for vehicles having the pre-paid option and the consumption for vehicles having the post-paid option. The current credit balance for pre-paid vehicles is shown via the balance indicator. The balance indicator shows the set credit balance warning limit (vertical hatched line), which can be determined in the step “Adding a vehicle account” and the current credit balance, which can be in the following colours:

- ✓ Grey (the credit is above the credit warning limit),
 - ✓ Orange (the credit is below the credit warning limit),
 - ✓ Red (no credit or negative credit).
- The “Edit vehicle account” button (here you can edit the vehicle account data),
 - The “Top up credit” button (here you can add credit. The maximum allowed credit top up is €1,000),
 - The “You must print the certificate for collecting the DarsGo unit” button (here you can print your DarsGo Unit Certificate of Receipt, with which you can then collect your DarsGo unit at a ‘DarsGo servis’ customer centre).



3 Topping up credit and basket

3.1 Topping up credit

Load credit

YOUR CURRENT CREDIT	0 €
THE HIGHEST CREDIT	1000 €

REGISTRATION NUMBER	SUM IN EUR
GFDGB	<input type="text" value="1000"/>

CANCEL
ADD TO THE BASKET

Image 20: Window for topping up credit

1. Topping up credit is possible for pre-paid customer accounts and is performed by clicking on € the “Top up credit” button, which then opens up the window for topping up credit.
2. The window also displays the data of your current credit balance and the maximum possible credit balance. In the window where you may enter the amount you wish to top up, the maximum possible credit top up is already filled in (€1,000).
3. By clicking on the “Add to basket” button, the credit is added to the basket.
4. If the “Top up credit” button is in grey, then topping up credit for this vehicle account is not possible because the credit balance is already at its maximum or items from another customer account have been added to the basket. You can add credit to the basket only for vehicle

accounts within the same customer account. If we wish to top up credit for other vehicle accounts, you first need to pay the existing items in the basket.

5. If the “Top up credit” button is dark green, the set credit for this vehicle account is already in the basket.

3.2 Basket

DARS GO Dashboard | My profile

Basket VKLOPI RAZUM, ZAHTEVAJ RAČUN!

REGISTRATION NUMBER	AMOUNT WITH VAT	VAT %	AMOUNT W/O VAT	VAT AMOUNT	SERVICE	DELETE
SAKNCONCO	<input type="text" value="1000"/> €	22 %	819.67 €	180.33 €	Topping up credit for toll payment	
GFDGB	<input type="text" value="200"/> €	22 %	163.93 €	36.07 €	Topping up credit for toll payment	
GR5654	10 €	22 %	8.2 €	1.8 €	Administrative cost of issuing a DarsGo unit	
SAKNCONCO	10 €	22 %	8.2 €	1.8 €	Administrative cost of issuing a DarsGo unit	
Total	1220 €		1000 €	220 €		

[Add a vehicle +](#)
[Create offer](#)
[Continue with payment](#)

OFFER

If you continue to the offer preparation, the offer will be prepared only for the credit payment items. The offer will be sent to your e-mail address. You can view the offer also among the prepared offers in the section Invoices.

PAYMENTS

If you continue with the payment, you will be redirected to the credit card payment. If your card has not been issued using the 3-D Secure protocol, payment will not be possible. The invoice will be sent to your e-mail address. You can view the invoice also among the Issued invoices in the section Invoices. The payment will be made with integrated online authorisation for the following credit cards:

Image 21: Basket with items

1. The basket contains items for topping up credit for the toll and/or payment of administrative fees of issuing the DarsGo unit. Items for topping up credit for the toll can be changed by clicking on the amount, which then opens up a window for topping up credit from the previous subchapter 3.1 Topping up credit.
2. You can also add new items for topping up credit to the basket by clicking the “Add vehicle” button. Individual items can also be removed from the list by clicking on “Delete”.
3. Furthermore, you can create offers in the basket or continue with your payment for the items.

3.3 Offer creation

Offer preparation

The offer will only be available when topping up credit to the vehicle account. If you wish to purchase the ordered DarsGo units, you must first pay the administrative fees for their issue. You can pay the administrative fees using a credit or debit card.

To continue, press Confirm.


CANCEL

CONFIRM

Image 22: Offer creation

1. By clicking on the button “Create offer”, a new window for creating an offer appears. The offer will be created only for the credit top up to the vehicle account. If you wish to purchase the ordered DarsGo units, you must first pay the administrative fees for their issue. You can pay the administrative fees with a credit or debit card. The paid credit will be credited to your vehicle account on the next business day due to the data process. Paid credit will be credited to your vehicle account on the next business day after receipt to the DARS d.d transaction account (as indicated on the offer), and given the correct model and reference. Otherwise, there may be a delay in processing your payment.
2. After clicking “Confirm”, you can continue with creating an offer, which will be sent to your e-mail address. You can view the offer also among the prepared offers in the section “My profile”, “Transactions and Invoices”. After clicking on “Create offer”, this item will be removed from the basked and only the item for paying the administrative fees will remain.
3. The payment is carried out via a bank account (IBAN) listed in the offer.

3.4 Payment




Payment Information




Merchant	DARS D.D.
Website	http://www.darsgo.si
Amount	EUR 20.00

Card Data

Card Number

CVV 

Expiration Date

Copyright ©2018 Bankart d.o.o.

Image 23: Card payments via an internet bank

1. By clicking on “Continue with payment”, you will be redirected to the page where you can pay with a payment card. The payment will be made with integrated online authorisation for the following credit cards: Visa, Mastercard, Maestro.
2. You will need to enter the card number, the CVV2/CVC2 code and the date of expiry into the payment window. After clicking on “Pay”, the payment is carried out. After the successful payment, an invoice is sent to your e-mail address, which you can also view in the section “My profile”, “Transactions and invoices”. Following the payment, items which were paid for will be removed from your basket.

4 My profile

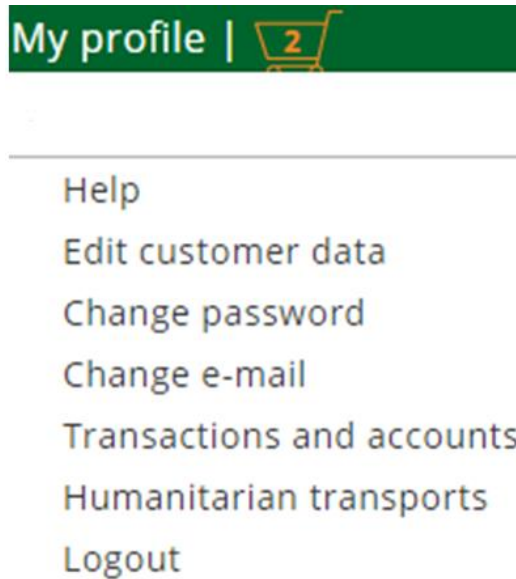


Image 24: My profile

1. By clicking on “My profile” in the personalised dashboard, a menu will open up which contains the links described in subchapters.

4.1 Help



USER ASSISTANCE

Choose a help type and enter the description

Help type:

Description:

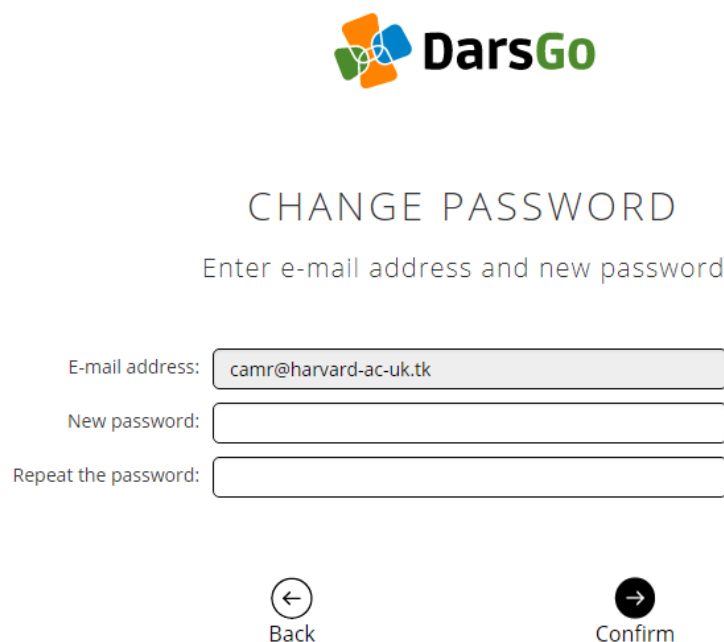
Image 25: Choosing the type of help


1. In order to request help, you need to choose one of the help types and enter a description of the selected help.
2. Help types are:
 - Complaint form (a general help type meant for submitting custom complaints regarding the operation of e-DarsGo),
 - I want to conclude an agreement on deferred toll payment (a help type meant for post-paid toll payment concluded in the form of an agreement on deferred toll payment with Dars d.d.),
 - I want expert mounting of the DarsGo unit (a help type meant for professional installation of a DarsGo unit onto specialised vehicles (e.g. armoured vehicles)). In addition, you will need to choose the vehicle account for which you are requesting help.
3. After creating a help claim, the content of your claim will be sent to your e-mail address.

4.2 Edit customer data

1. In order to edit the customer data, a new window will open up, similar to the one in subchapter 1.2 Enter customer data, the only difference being that you cannot change the customer type and country this time.

4.3 Change password





CHANGE PASSWORD

Enter e-mail address and new password

E-mail address:

New password:

Repeat the password:



 Back  Confirm

Image 26: Password change

1. In order to change your password, you need to enter a new password and re-enter it again. After clicking on “Confirm”, the password is changed. An e-mail will be sent to your e-mail address confirming the change of password. When you next log in, you will need to enter the new password.

4.4 Change the e-mail address

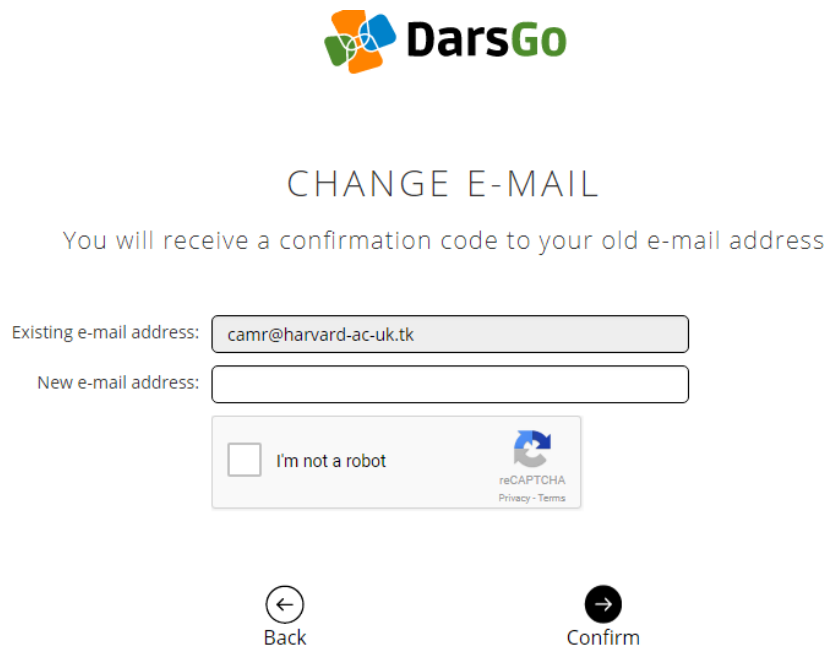


Image 27: E-mail address change

1. In order to change your e-mail address, you need to enter your existing e-mail address and your new e-mail address and confirm you are not a robot. Following confirmation, an e-mail will be sent to the existing e-mail address containing the PIN code for changing the e-mail address, which needs to be entered into the confirmation window of the e-mail address change. The confirmation process is the same as in subchapter 1.1 User account confirmation.

4.5 Transactions and invoices

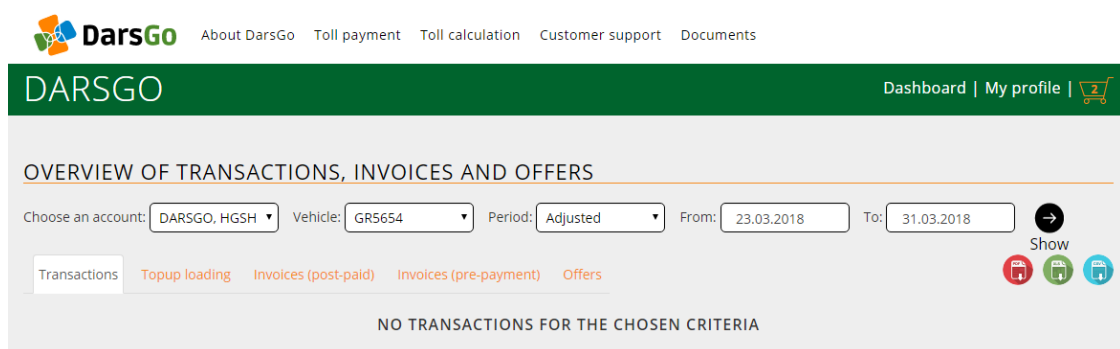


Image 28: Review of transactions, invoices and offers

1. The review of transactions, invoices and offers is possible for selected customer account, vehicle account and the chosen period.

2. You can view the following in this section:
 - in the “Transactions” tab: the charged transactions,
 - in the “Downloading credit” tab: all payments of top ups,
 - in the “Bills and attachments to the bills” tab: the list of post-paid invoices with attachments,
 - in the “Offers” tab: the list of pre-paid invoices for topping up credit.
3. From the “Transactions” and “Topping up credit” tabs you can export data in PDF, XLS and CSV formats.
4. You can download invoices by clicking on the link “Invoices”.
5. Offers for payment via a bank account (IBAN). Offers can be downloaded by clicking on the link “Offer”.

4.6 Humanitarian transports

CUSTOMER ACCOUNTS	VEHICLE ACCOUNT	START OF TRIP	END OF TRIP	ENTRY LOCATION	EXIT LOCATION	START OF RETURN TRIP	END OF RETURN TRIP	ENTRY LOCATION, RETURN TRIP	EXIT LOCATION, RETURN TRIP
DARSGO	GFDGB	31/03/2018 15:25	18/04/2018 15:25	BREŽICE	TURNIŠČE				


Image 29: Applications for exemption from toll payment

1. Humanitarian transports allow the review of submitted applications for the approval for exemption from toll payment for all or just the selected customer account, vehicle account (humanitarian vehicle) and the chosen period. In addition, adding new applications for the approval for exemption from toll payment is also possible.
2. The application may be submitted by clicking on the “Add application for the approval for exemption from toll payment” button.


ADD A VEHICLE FREE CROSSING

Fill in the approval form for exemption from toll payment

Applicant/customer*	<input type="text"/>
Contact person*	<input type="text"/>
E-mail address*	<input type="text"/>
Free crossing type*	Vehicle used for humanitarian assistance ▼
Customer accounts	Choose a customer account ▼
Vehicle account	Choose a vehicle account ▼
Vehicle make	<input type="text"/>
Registration number*	<input type="text"/>
Vehicle registration country*	Choose a country ▼
No. of axles*	Choose the no. of axles ▼
Starting date and time of transport*	21.12.2018 10:04
Finishing date and time of transport*	21.12.2018 10:04
Transport route – entry point*	Choose the entry point ▼
Transport route – exit point*	Choose the exit point ▼
Starting date and time of reverse transport	<input type="text"/>
Finishing date and time of reverse transport	<input type="text"/>
Reverse transport route – entry point	Choose the reverse route entry point ▼
Reverse transport route – reverse transport exit point	Choose the reverse route exit point ▼



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Add a new application

Image 30: Form for the approval for exemption from toll payment - Step 1

1. Adding the application for the approval for exemption from toll payment contains two steps:
 - **Step 1:** Entering the transport vehicle data. After entering the data, a new window opens up for printing out the application.

EDIT A VEHICLE FREE CROSSING

Edit the approval form for exemption from toll payment

Applicant/customer*	<input type="text"/>
Contact person*	<input type="text"/>
E-mail address*	<input type="text"/>
Free crossing type*	Vehicle used for humanitarian assistance ▼
Customer accounts	<input type="text"/>
Vehicle account	<input type="text"/>
Vehicle make	<input type="text"/>
Registration number*	<input type="text"/>
Vehicle registration country*	UNKNOWN COUNTRY ▼
No. of axles*	2 ▼
Starting date and time of transport*	31.03.2018 15:25
Finishing date and time of transport*	18.04.2018 15:25
Transport route – entry point*	<input type="text"/>
Transport route – exit point*	<input type="text"/>
Starting date and time of reverse transport	<input type="text"/>
Finishing date and time of reverse transport	<input type="text"/>
Reverse transport route – entry point	<input type="text"/>
Reverse transport route – reverse transport exit point	<input type="text"/>
Application for exemption approval*	<input type="text"/>
Vehicle registration certificate*	<input type="text"/>
CMR document*	<input type="text"/>

← Back
→ Submit an application

Image 31: Adding the application for the approval for exemption from toll payment - Step 2

- **Step 2:** In order to submit the application, you first need to print it, sign it, stamp it and submit it together with the copy of the vehicle registration certificate and CMR document. The documents can be in PDF, JPG, JPEG, or PNF formats. The maximum size of one document must not exceed 5MB. The application can only be submitted when all required documents have been submitted. After submitting the application, the submitted form cannot be changed anymore.
2. Before confirming the submission of the application, make sure the entered data is correct and continue with the process. Changes will no longer be possible at a later time. By clicking on “OK”, the application will be submitted to the e-mail OCCN@dars.si. A reply will be sent to your e-mail address within 24 hours.
 3. After you submit your application, the latter is shown in the list of applications for the approval for exemption from toll payment. If the application has already been submitted, it cannot be changed or printed (the buttons “Edit the application for exemption approval” and “Print the application for exemption approval” are coloured in grey).

4.7 Logout

1. Logging out from e-DarsGo is possible by clicking on “Logout”, which logs the user out and redirects them to the DarsGo website entry page.

5 Login to e-DarsGo

The screenshot shows the e-DarsGo website's login interface. At the top, there's a navigation bar with the DarsGo logo on the left and a language dropdown set to 'english' on the right. Below the navigation bar, a horizontal menu contains links: 'About DarsGo', 'Toll payment', 'Toll calculation', 'Customer support', and 'Documents'. The main content area has an orange header with the text 'Login to e-DarsGo' and a downward arrow icon. To the right of this header, it says 'You do not have an e-DarsGo? Create it [here](#).' Below the header, there are two input fields: 'E-mail address:' with the value 'user@darsgo.si' and 'Password:'. To the right of these fields is an orange button labeled '> ENTER'. Further right is a link 'Forgotten password?'. Below the login fields, there's a large banner image showing a highway with a dark overlay. The overlay contains the text 'Registration into the DarsGo system' and 'Register your customer or vehicle in the DarsGo system'. At the bottom of the overlay is an orange button labeled 'CREATE E-DARSGO'.

Image 32: Login to e-DarsGo

1. Logging in to e-DarsGo is possible by clicking on the link “Login to e-DarsGo”.
2. If you have forgotten your password, you can reset it by clicking on “Forgot your password?”.

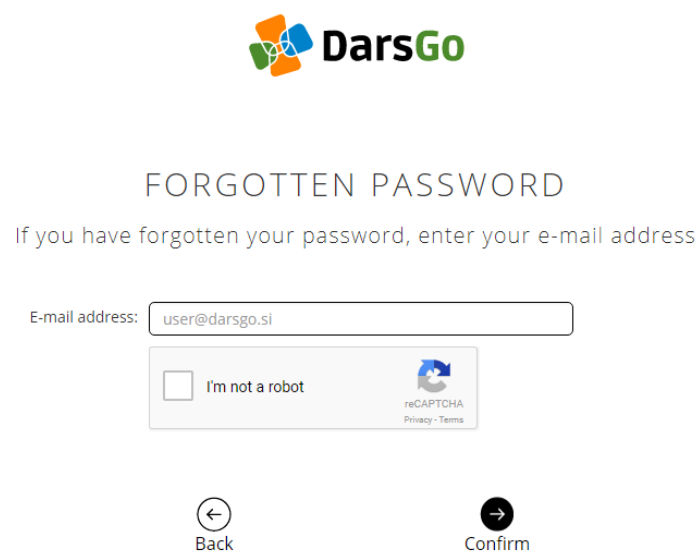
The screenshot shows the 'FORGOTTEN PASSWORD' page on the e-DarsGo website. At the top, there's the DarsGo logo. Below it, the title 'FORGOTTEN PASSWORD' is centered. Under the title, it says 'If you have forgotten your password, enter your e-mail address'. There's an input field labeled 'E-mail address:' with the value 'user@darsgo.si'. Below the input field is a reCAPTCHA widget with the text 'I'm not a robot' and a checkbox. To the right of the checkbox is the reCAPTCHA logo and links for 'Privacy' and 'Terms'. At the bottom of the page, there are two buttons: 'Back' with a left arrow icon and 'Confirm' with a right arrow icon.

Image 34: Forgotten password

3. You need to enter your e-mail address and confirm you are not a robot.



CHANGE PASSWORD

Enter PIN to change the password

E-mail address:

New password:

Repeat the password:

PIN:

Require a new PIN



Image 35: Change of password

4. Following confirmation, an e-mail will be sent to your e-mail address containing the confirmation (PIN) code for changing the password, which needs to be entered into the confirmation window of the password change, together with a new password and re-entry of the new password. The confirmation process is the same as the confirmation of the PIN code in subchapter 1.1 User account confirmation.