E-DarsGo User Manual

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Content

1 Creating a user account

Image 1: E-DarsGo entry page

1. Click on "Create your e-DarsGo"

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".

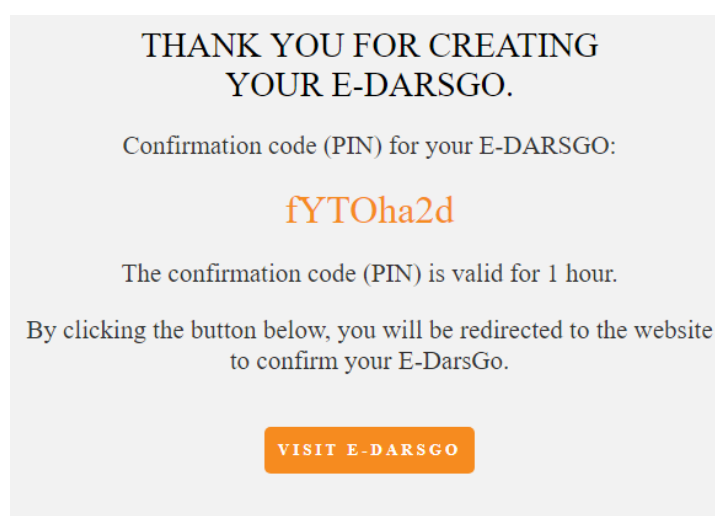3. After confirmation you will receive instructions to your e-mail for confirming your registration.

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

1.1 User account confirmation

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

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

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.
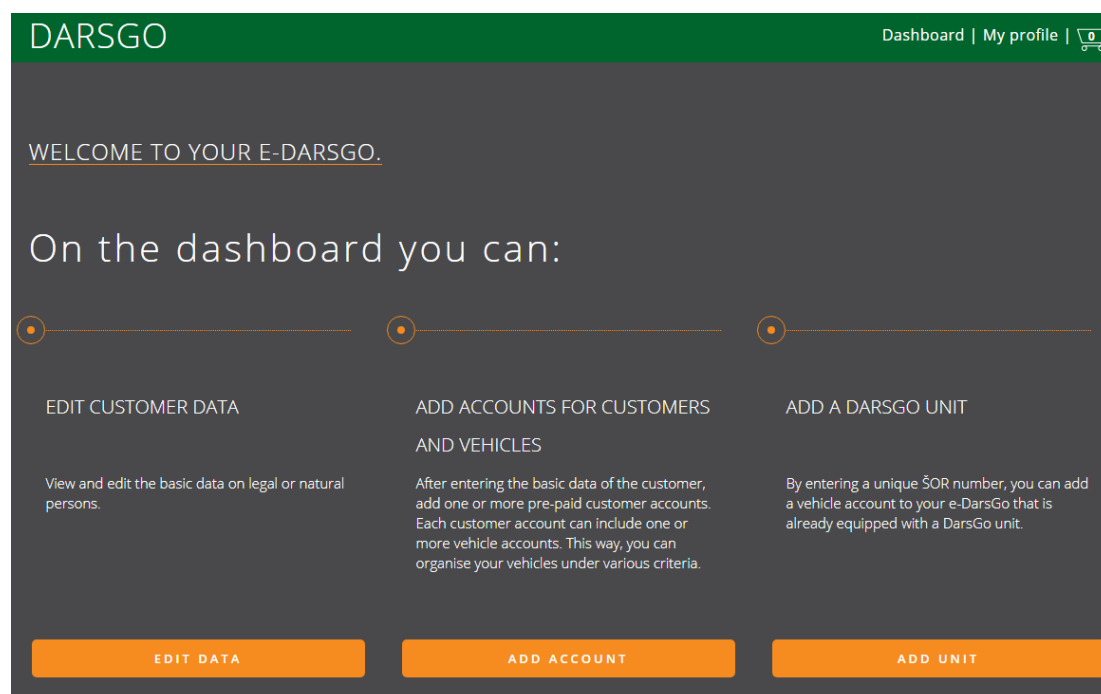
1.4   Dashboard

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.

Image 8: Personalised dashboard page

3. 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.
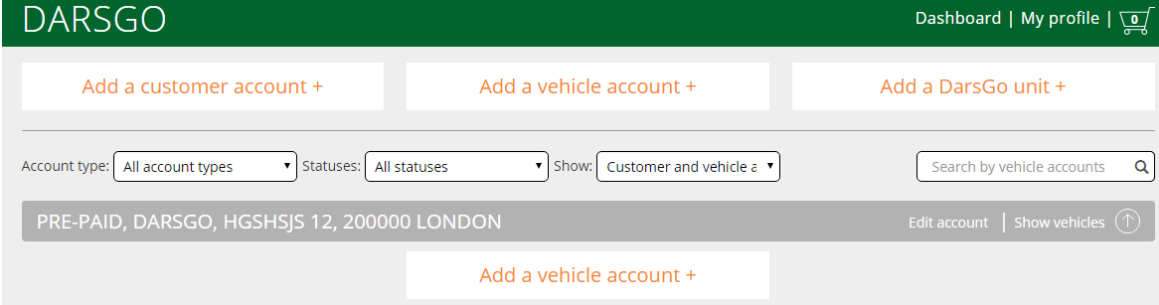
1.5   Adding a customer account

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".

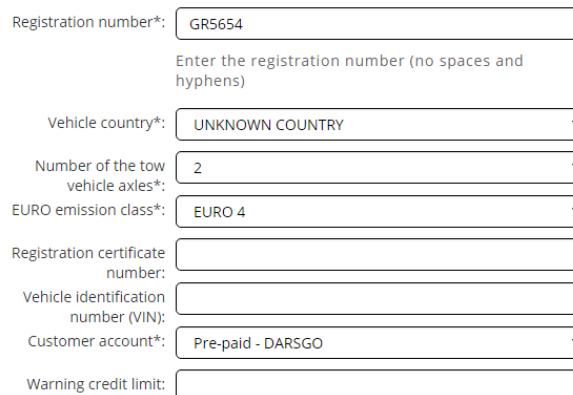**Image 10: Personalised dashboard showing the customer account**

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

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,

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:

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),

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).

Image 15: Personalised dashboard showing the vehicle account

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

1.7 Adding a DarsGo unit

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: 9705XXXXXXXXXXX
Serial number: YYYYYYYYYYY
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.

DARSGO						Dashboard | My profile | 🛒 2

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 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.
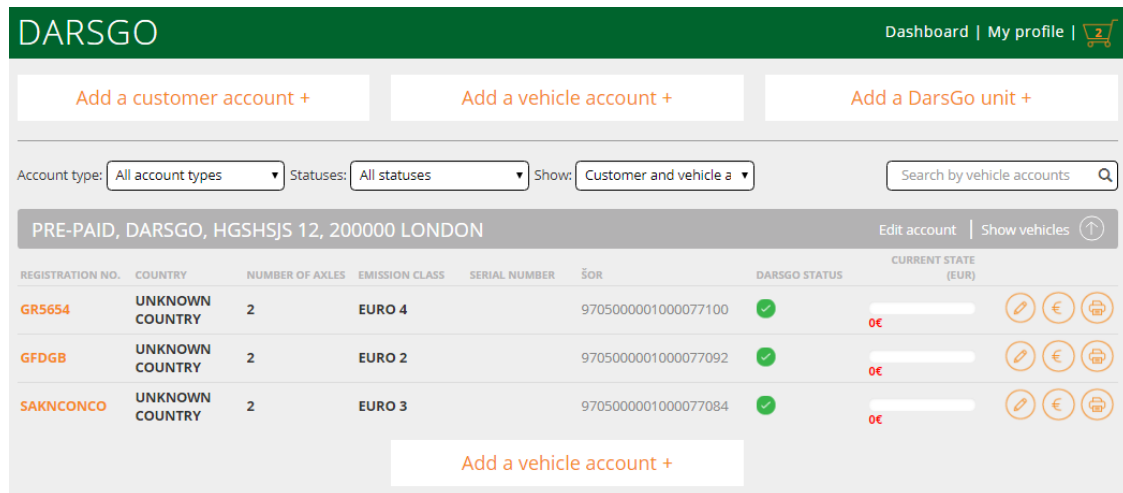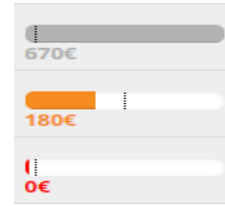
2 Dashboard

Image 19: Personalised dashboard

1. 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:

✓ <u>Grey</u> (the credit is above the credit warning limit),

✓ <u>Orange</u> (the credit is below the credit warning limit),

✓ <u>Red</u> (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

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

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

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

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.
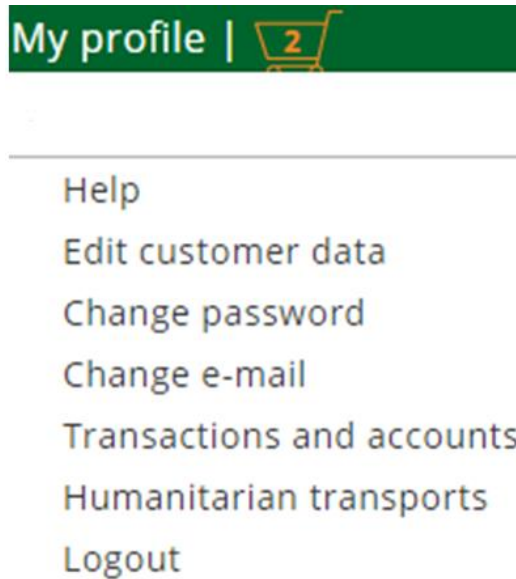
4   My profile

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.
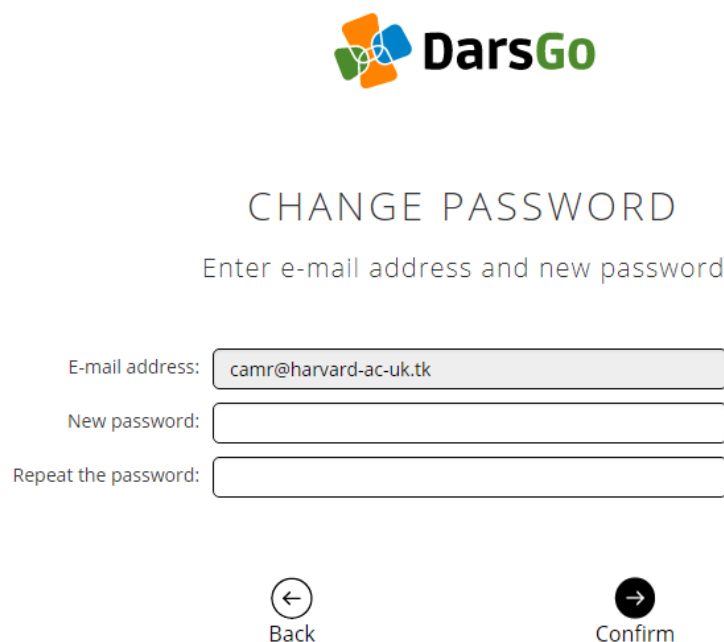
4.1   Help

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 1.2Enter 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:	camr@harvard-ac-uk.tk
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.
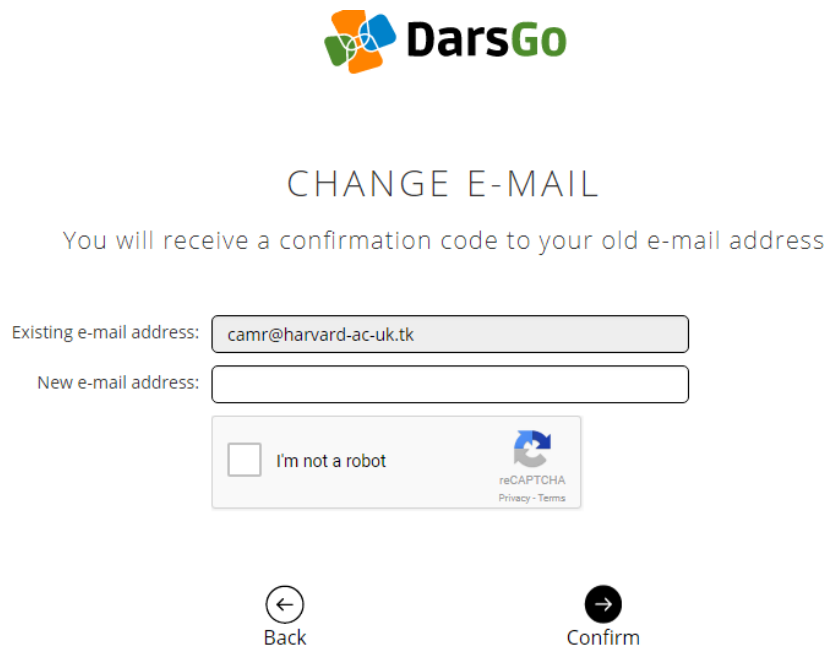
4.4   Change the e-mail address

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 1.1User account confirmation.
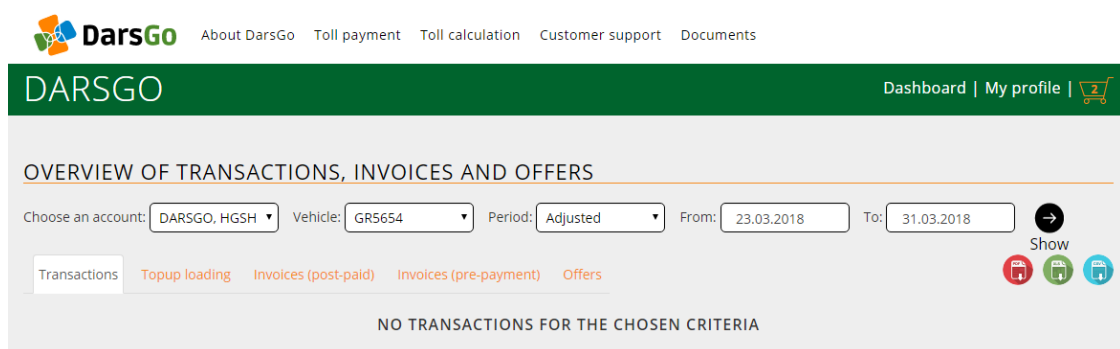
4.5   Transactions and invoices

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

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.

DarsGo

ADD A VEHICLE FREE CROSSING

Fill in the approval form for exemption from toll payment

Applicant/customer*	
Contact person*	
E-mail address*	
Free crossing type*	Vehicle used for humanitarian assistance ▼
Customer accounts	Choose a customer account ▼
Vehicle account	Choose a vehicle account ▼
Vehicle make	
Registration number*	
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	
Finishing date and time of reverse transport	
Reverse transport route – entry point	Choose the reverse route entry point ▼
Reverse transport route – reverse transport exit point	Choose the reverse route exit point ▼

← Back   → 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.

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

Image 32: Login to e-DarsGo

1. Logging in to e-DarsGo is possible by clicking on the link "Login to e-DarsGo".

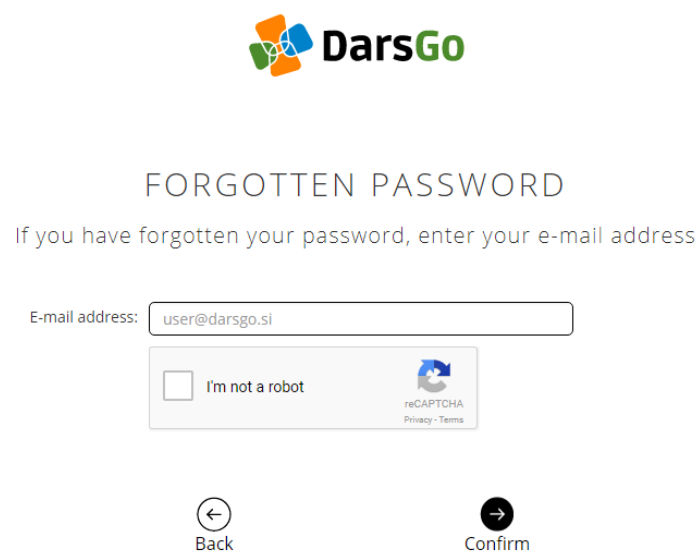2. If you have forgotten your password, you can reset it by clicking on "Forgot your password?".

Image 34: Forgotten password

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

DarsGo

CHANGE PASSWORD

Enter PIN to change the password

E-mail address: camr@harvard-ac-uk.tk

New password:

Repeat the password:

PIN:

Require a new PIN

Cancel   Confirm

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 1.1User account confirmation.