

For existing customers:

HOW TO ACCESS THE TOLL COLLECT CUSTOMER PORTAL

1. Requirements

Your company is already registered as a customer with Toll Collect.

You need a web account. Two activation codes are required to activate your account, which you can order from us:

→ By phone on 0800 222 2628 * (from Germany) or 008000 222 2628 * (from abroad)

→ Online on our website: www.toll-collect.de/order

Please select „Access to customer portal“ as the subject here.

*free call, mobile phone charges may vary

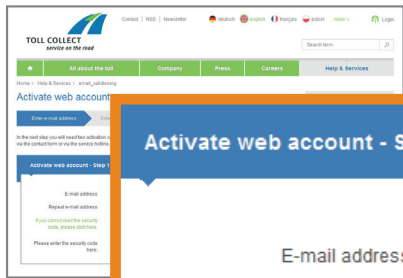
2. Activate web account

→ www.toll-collect.de

The image contains two screenshots of the Toll Collect website. The first screenshot shows the homepage with a 'Login' button highlighted by a large orange circle with the number '1'. The second screenshot shows the 'Toll Collect Portal' registration page, where the 'Activate web account' button is highlighted by a large orange circle with the number '2'. The text 'You have been registered' is visible above the button.

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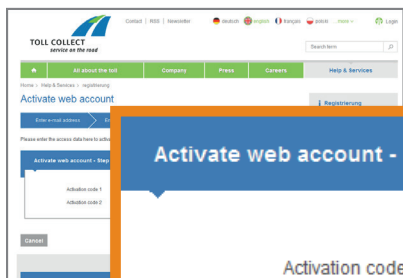
Enter your e-mail address here. All e-mails from the customer portal will be sent to this address.

A large screenshot of the 'Activate web account - Step 1' form. It features a blue header with the title. Below the header, there are two input fields for 'E-mail address' and 'Repeat e-mail address', with a callout '3' pointing to the first field. A security code 'K S 5' is displayed in green, with a callout '4' pointing to an input field for the code. At the bottom, there is a 'Cancel' button on the left and a 'Send' button on the right, with a callout '5' pointing to the 'Send' button. A hand cursor icon is shown clicking the 'Send' button.

An e-mail will now be sent to the e-mail address you entered.



Follow the link in the e-mail.



Now enter the two activation codes you received on the phone and by e-mail from Toll Collect.

A large screenshot of the 'Activate web account - Step 2' form. It features a blue header with the title. Below the header, there are two input fields for 'Activation code 1' and 'Activation code 2', with callouts '7' and '8' pointing to the first and second fields respectively. At the bottom, there is a 'Cancel' button on the left and a 'Send' button on the right, with a callout '9' pointing to the 'Send' button. A hand cursor icon is shown clicking the 'Send' button.

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The screenshot shows a web form titled "Activate web account - Step 3" from "TOLL COLLECT". The form contains the following fields and instructions:

- a** Login name *: A text input field. Below it, the instruction reads: "The login name must have at least 6 characters and only consist of lower case Latin letters and digits (a-z, 0-9)." A pencil icon is positioned above this field.
- b** Password *: A text input field. Below it, the instruction reads: "The password must have at least 8 characters and consist of a combination of 3 types of characters (upper case, lower case, numbers, special characters)." A pencil icon is positioned above this field.
- c** Repeat password *: A text input field.
- d** Language *: A dropdown menu currently showing "- Please select -".
- e** Security code: A text input field. Above it, the text reads: "If you cannot read the security code, please click here." Below the dropdown, a security code "U j b F k G" is displayed in a green, slightly blurred font.
- f** Conditions of participation: A checkbox next to the text "I have read and accept the conditions of participation. *".

At the bottom left of the form is a grey "Cancel" button. At the bottom right is a green "Send" button with a white arrow. A hand cursor icon is pointing at the "Send" button. A circular callout with the number "11" is located near the "Send" button.

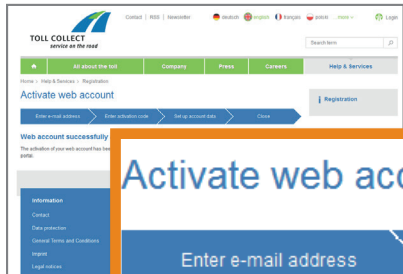
- a** *Login name*: freely selectable login name; login names that have already been used may not be reused. The login name must be at least 6 characters long and only consists of lower-case letters and numbers.
- b** *Password*: freely selectable password; it must have at least 8 characters and consist of 3 of the 4 types of characters (upper case, lower case, numbers, special characters).
- c** *Repeat password*: re-enter the chosen password.
- d** *Language*: select a language for the customer portal.
- e** *Enter security code*: the code displayed must be entered.
- f** *Conditions of participation*: if you accept the conditions of participation, tick the box; you can open or download the document by clicking on „conditions of participation“.

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Your web account is now set up and you can log in with your chosen access data (login name and password).



Activate web account

Enter e-mail address

Enter activation code

Set up account data

Close

Web account successfully activated

The activation of your web account has been completed. Click [here](#) to log on to the portal.



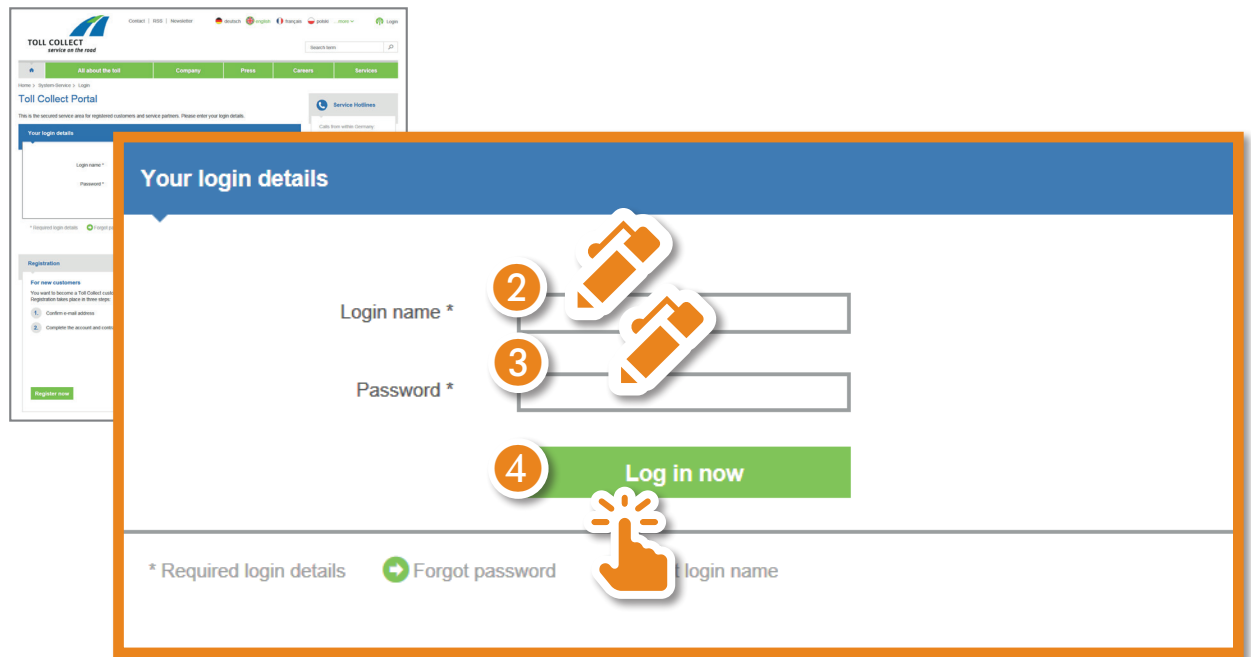
A confirmation e-mail will be sent to your stored e-mail address. The e-mail will contain your chosen login name and the accepted conditions of participation will be attached.

3. Logging in

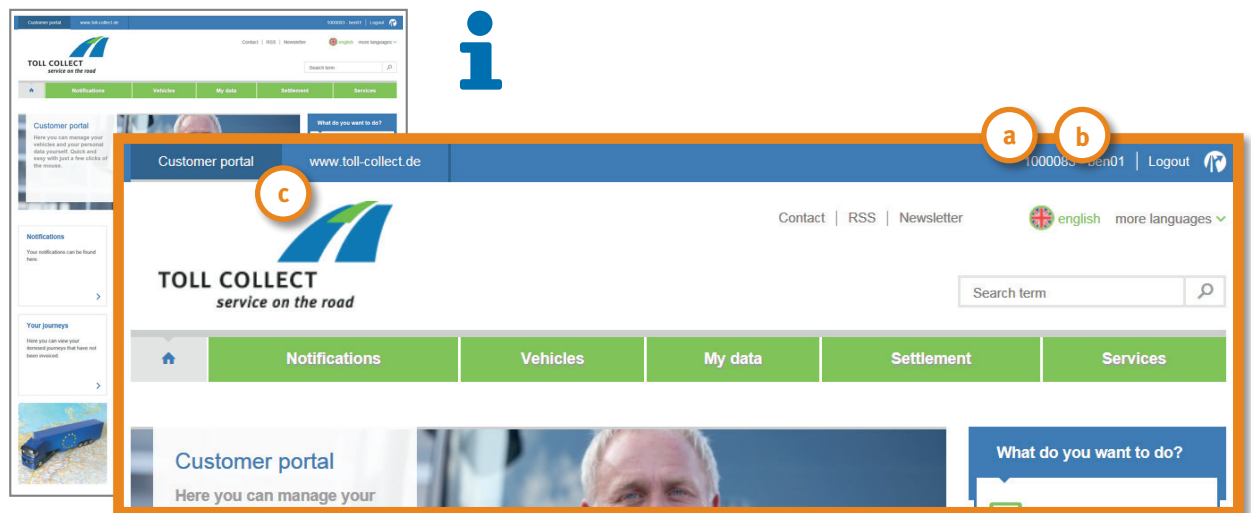


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You are now taken directly to the customer portal, recognisable by a blue bar at the top of the browser window.



- a** Customer number
- b** Login name
- c** Customer portal <> www.toll-collect.de: alternate between the public and personal area of the website.