



## MANUAL

### Road User Portal (RUP)

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### Decouple an On Board Unit (OBU)

In case of additional questions contact **Satellic Customer Support** on

**00800/72 83 55 42**

(From Belgium and neighboring countries)

or

**+32 78 15 15 15/+32 2 416 0 416.**

(From any location)

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# Decouple an On Board Unit in the Satellic Road User Portal

In order to decouple an On Board Unit, you need to complete the following steps first:

- Register an account.  
For more information, check: RUP Manual – Account Registration.
- Register a vehicle.  
For more information, check: RUP Manual – Vehicle Registration.
- Order an OBU.  
For more information, check: RUP Manual – Order an OBU.
- Couple an OBU.  
For more information, check: RUP Manual – Couple an OBU.

Please note that, due to privacy reasons, not all the information is shown.

Step 1: Go to [www.satellic.be](http://www.satellic.be), and select “Road User Portal”.

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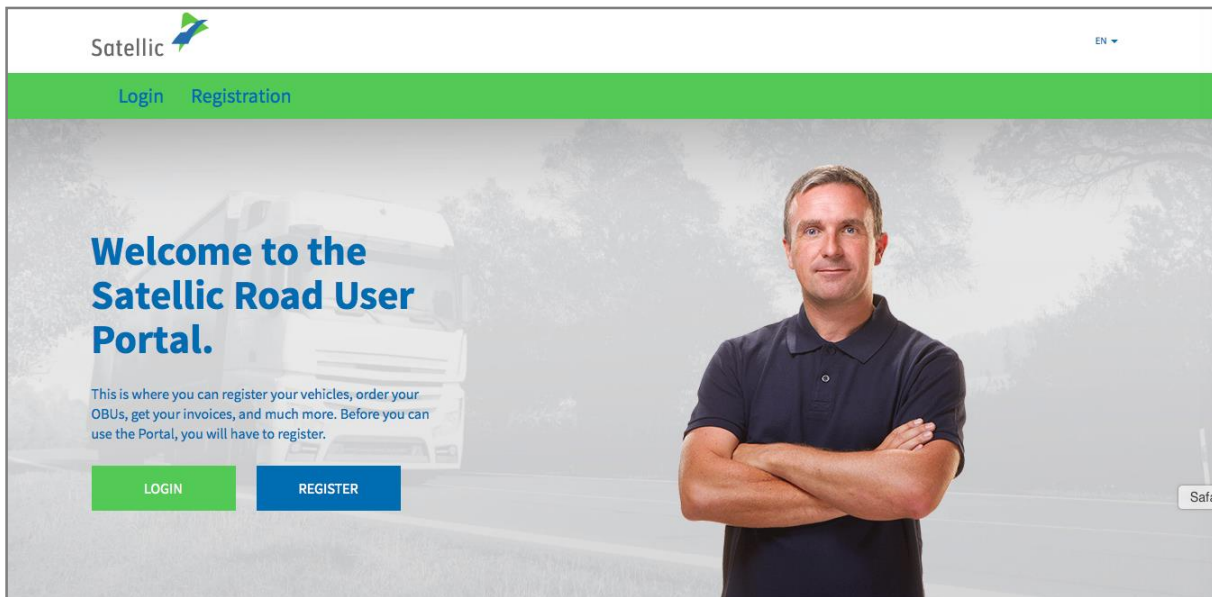
NEWS

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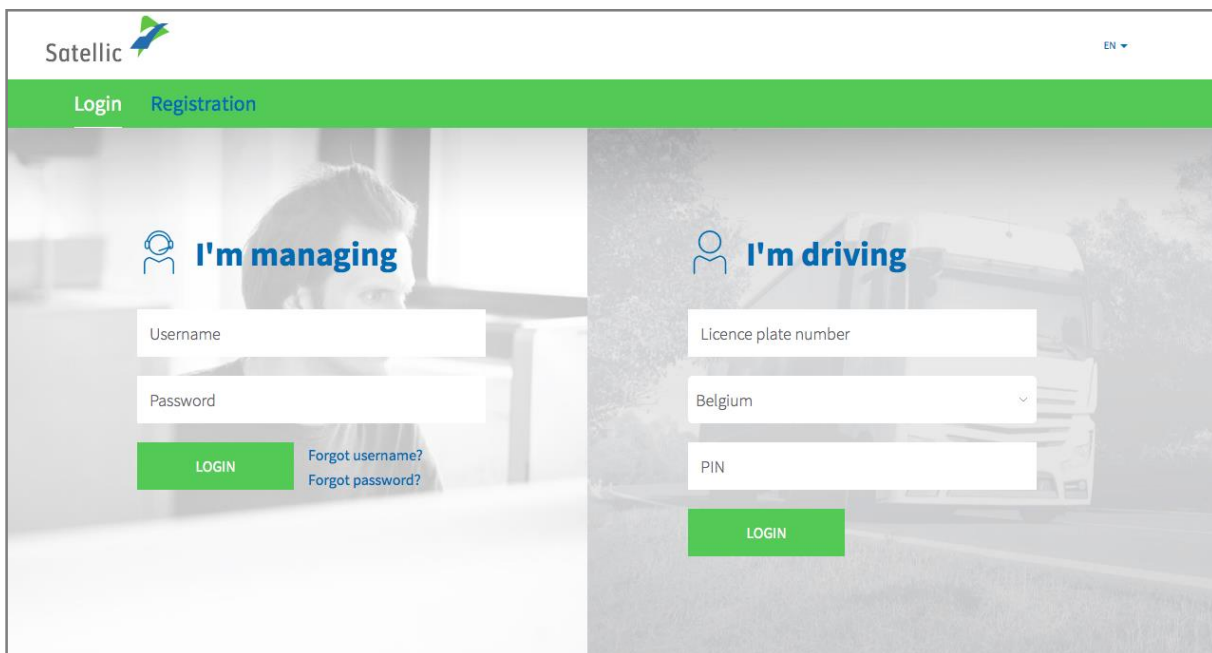
- > 09/16: New release implemented, better user experience for road users
- > 07/16: New release implemented, new functionalities for road users
- > 07/16: Satellic: the first 100 days

[MORE NEWS](#)

Step 2: Select "LOGIN".



Step 3: Select "I'M MANAGING" and login with your Username and Password.



Step 4: Select "DECOUPLE OBU" under the blue circle "OBUs".

The screenshot shows the 'My Account' dashboard with a green navigation bar at the top containing 'My Menu', 'My Vehicles & OBUs', and 'My Invoices'. Below the navigation bar is a white header with the text 'Welcome to the Satellic Road User Portal' and 'Here you get a quick overview of the status of your account'. The main content area is titled 'My Account' and features four circular statistics: '6 Vehicles', '6 OBUs' (highlighted in blue), '1 Decoupled OBUs', and '0 Low balance'. Below each statistic is a button: 'REGISTER VEHICLE', 'ORDER AN OBU', 'COUPLE OBU', and 'TOP UP'. A 'DECOUPLE OBU' button is positioned below the 'ORDER AN OBU' button.

Step 5: Select in the OBU ID list the OBU you want to decouple from a vehicle.

The screenshot shows the 'Decouple OBUs' page with a green navigation bar at the top containing 'My Menu', 'My Vehicles & OBUs', and 'My Invoices'. Below the navigation bar is a white header with a truck icon and the text 'Decouple OBUs'. Below the header is a sub-header 'Click on a row to decouple an OBU from a vehicle.' and a search bar with the text 'search by OBU ID (S/N) or vehicle'. Below the search bar is a table with the following columns: 'Licence plate number', 'OBU ID (S/N)', 'OBU status', 'OBU payment scheme', and 'OBU balance'. The table contains four rows of data, all with 'Active' status and 'Post-paid' payment scheme.

Licence plate number	OBU ID (S/N)	OBU status	OBU payment scheme	OBU balance
[REDACTED]	[REDACTED]	Active	Post-paid	Not applicable
[REDACTED]	[REDACTED]	Active	Post-paid	Not applicable
[REDACTED]	[REDACTED]	Active	Post-paid	Not applicable
[REDACTED]	[REDACTED]	Active	Post-paid	Not applicable

Step 6: Select “CONFIRM”.

The screenshot shows the Satellic user interface. At the top left is the Satellic logo. At the top right, it says 'WELCOME, ANDREATESTRUN01 (1004359)' and 'MY ACCOUNT' with a dropdown arrow, and 'EN' with a dropdown arrow. Below this is a green navigation bar with 'My Menu', 'My Vehicles & OBUs', and 'My Invoices'. The main content area has a white background with a blue icon of a device. The heading is 'Please confirm to de-couple OBU'. Below the heading, it says 'The payment means will be kept and balances can be reused after decoupling this OBU.' and 'Are you sure you want to de-couple the OBU from the vehicle?'. There is a table with two rows: 'OBU ID (S/N)' with a greyed-out box, and 'Coupled vehicle Balance' with 'EUR 0.00'. At the bottom are two buttons: a green 'CONFIRM' button and a blue 'CANCEL' button.

Step 7: Your OBU is now successfully decoupled.

The screenshot shows the Satellic user interface. At the top left is the Satellic logo. At the top right, it says 'WELCOME, ANDREATESTRUN01 (1004359)' and 'MY ACCOUNT' with a dropdown arrow, and 'EN' with a dropdown arrow. Below this is a green navigation bar with 'My Menu', 'My Vehicles & OBUs', and 'My Invoices'. The main content area has a white background with a blue checkmark icon. The heading is 'OBU successfully de-coupled!'. Below the heading, it says 'You may now couple the OBU to another vehicle.' and there is a green button that says 'GO TO MY VEHICLES & OBUS'.

**To couple the OBU to another or the same vehicle, you need to follow the guidelines in the RUP Manual – Couple an On Board Unit.**