



## User Manual

*My* EgnatiaPass

\*\*\*

version: 2021-02-13

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# 1 Introduction

Welcome to the official manual of Egnatia Odos for MyEgnatiaPass application.

Through this website you can:

- 1) Access your Subscription Account,
- 2) Acquire a QR code which can be used to pay your Transaction of Egnatia Odos Tolls, you, someone from your family or your business,
- 3) Monitor your Account Activity (Transactions, Payments etc.).
- 4) Renew/Top up your Account Balance online,
- 5) Get Access to your monthly statement,
- 6) Declare lost/stolen Transponder,
- 7) Change the password for MyEgnatiaPass,
- 8) Change the e-mail for your ETC Account, change phone number and address, and
- 9) Change the e-mail for MyEgnatiaPass.

The website allows access in both Greek and English language.

## 2 Basic Instructions

The aim of this manual is to guide you through all the steps required for the creation of MyEgnatiaPass Account, as well as its management.

### 2.1 QR Code

This service allows you to create a QR code which can be used through the Egnatia Odos application for mobile phones. In manned lanes of Egnatia Odos you can charge your Subscription Account just by having the Mobile app and access to MyEgnatiaPass.

### 2.2 New User

To access MyEgnatiaPass you must already be a Subscriber of Egnatia Odos and have already registered on MyEgnatiaPass service.

To register to the service, you must declare your e-mail otherwise you have to send an email to [customercare@egnatia.gr](mailto:customercare@egnatia.gr) containing your Tax Identification Number and the

Account Number, you wish your email to be registered on, or by calling to +31 2310 470 100. You will be able to register to MyEgnatiaPass service from the moment you receive a reply message for your request.

There are three (3) types of users for the application:

- Mobile Pass User,
- Standard User, and
- Standard User with Admin Privilege.

### **Mobile Pass User**

“Mobile Pass User”, is a user of MyEgnatiaPass with limited access and with main goal of using QR code for Egnatia Odos Tolls. This user when signs up, is connected to the declared Subscription Account which charges when he uses Tolls. He has access to the following functions:

- 1) Monitoring the Balance and the Status of the Subscription Account,
- 2) Monitoring the Transactions of this specific user,
- 3) Declare lost/stolen of Transponder/QR code,
- 4) Change the password for the MyEgnatiaPass app,
- 5) Change the e-mail for the MyEgnatiaPass app,
- 6) Link with other Subscription Accounts with the same Tax Identification and auto creation of QR codes for each of the linked Subscription Accounts, and
- 7) Charge through the QR code which is created in the MyEgnatiaPass mobile app of the selected Subscription Account for Toll Transaction

**Standard User**

Standard User has access to most of the functions of MyEgnatiaPass and more specific to the following:

- 1) Monitoring the Balance and the Status of the Subscription Account,
- 2) Monitoring all the Transactions of each of the Subscription Account (transaction, payments, balance etc.) which have been done either with the Transponder, Card or QR Code,
- 3) Renew/Top up your Account Balance online,
- 4) Access to the monthly statement of each of the Subscription Accounts,
- 5) Declare lost/stolen of a Transponder of any Subscription Account,
- 6) Change the password of MyEgnatiaPass app,
- 7) Change the e-mail of the user for MyEgnatiaPass app,
- 8) Link with other subscription Accounts with the same Tax Id and Auto creation of QR codes for each of the linked Subscription Account, and
- 9) Charge through the QR code which is created in the MyEgnatiaPass mobile app of the selected Subscription Account for Toll Transaction

**Standard User with Admin Privilege**

Standard User with Admin Privilege has access to the all functions of MyEgnatiaPass which are the following:

- 1) Monitoring the Balance and the Status of the Subscription Account,
- 2) Management of all the linked Users,
- 3) Monitoring all the Transactions of each of the Subscription Account (Transactions, Payments, Balance etc.) which have been done either with the Transponder, Card or QR Code,
- 4) Renew/Top up the Balance of any of the Subscription Accounts online,
- 5) Access to the monthly statement of each of the Subscription Accounts,

- 6) Declare lost/stolen of transponder of any Subscription Account,
- 7) Change password for MyEgnatiaPass
- 8) Change e-mail for MyEgnatiaPass
- 9) Change e-mail, mobile number and address of the chosen Subscription Account
- 10) Link with other Subscription Accounts with the same Tax Id and auto creation of QR codes for each of the linked Subscription Accounts, and
- 11) Charge through the QR code which is created in the MyEgnatiaPass mobile app of the selected Subscription Account for Toll Transaction

To have access to all the Subscription Accounts you should connect them to MyEgnatiaPass. All the accounts must have the same Tax Id and there should be a registered e-mail.

With the above mentioned process you can create multiple users. Each one of them will have access to different information and different Subscription Accounts.

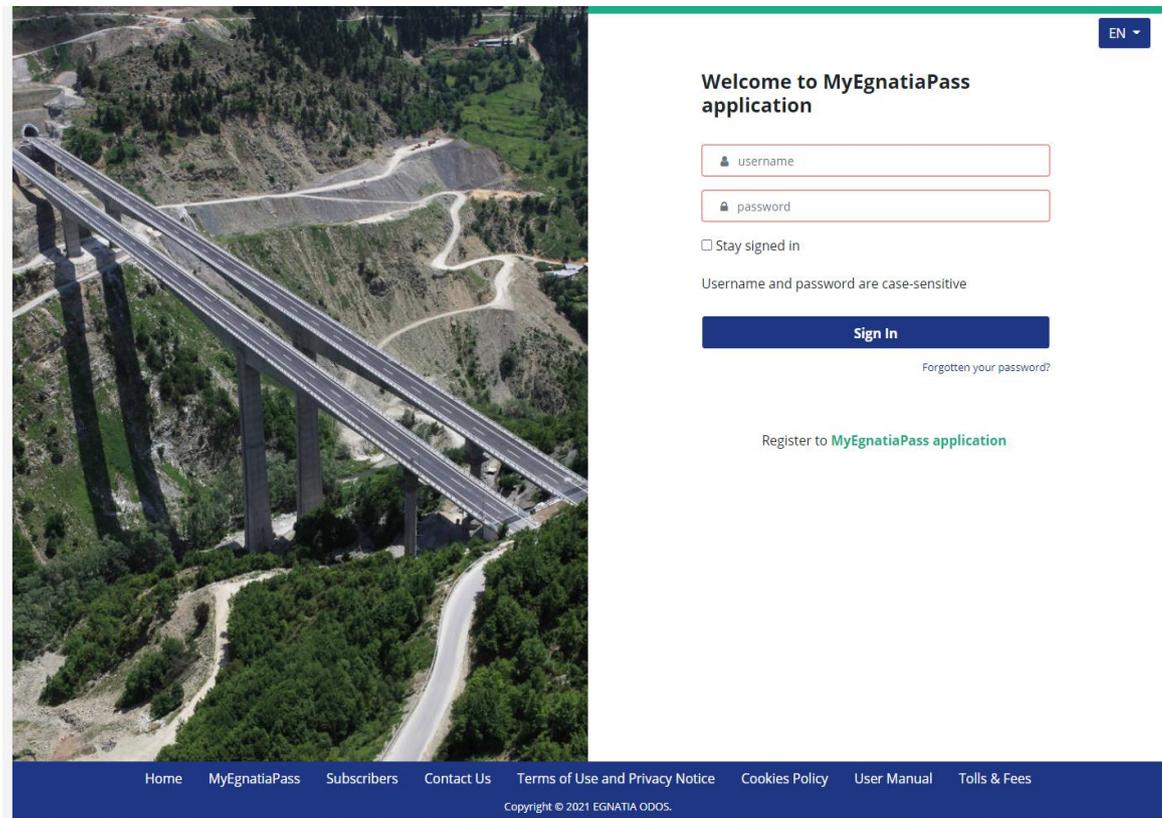
**It is highly recommended to create firstly a “Standard User with Admin Privilege” and afterwards any other user.**

If all the conditions are met properly please follow the next steps.

**Create an Account for “Standard User with Admin Privilege”:**

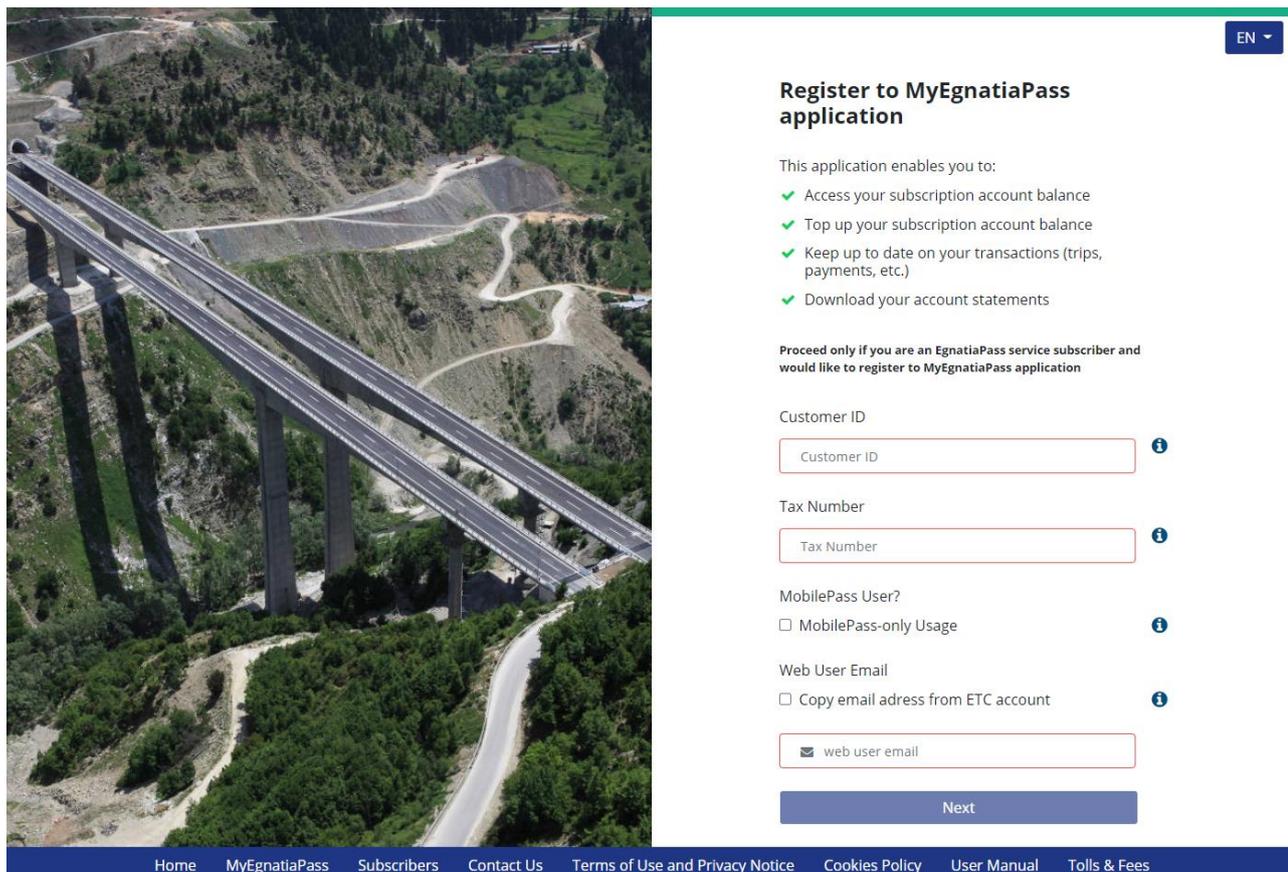
1. Open a browser and go to page, **[www.myegnatiapass.gr](http://www.myegnatiapass.gr)**

2. In bottom of the page where “**Register to MyEgnatiaPass application**” is shown, press the link “**MyEgnatiaPass application**”,



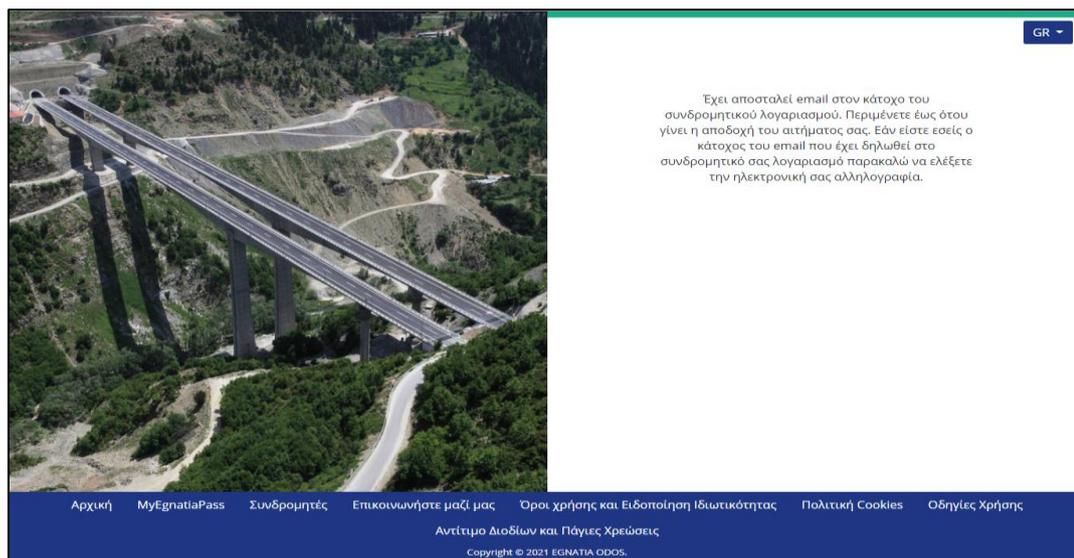
**Image 2-1: Home Page of MyEgnatiaPass**

3. Fill in your information and press next:
  - I. “Customer ID” (press the blue icon with letter “i” to have more info on where to find the customer id),
  - II. “Tax Number”,
  - III. Do not check MobilePass-only Usage, and
  - IV. Check if you would like to link “MyEgnatiaPass” Account with e-mail of your Subscription Account, otherwise fill in a web user mail
  - V. Press Next



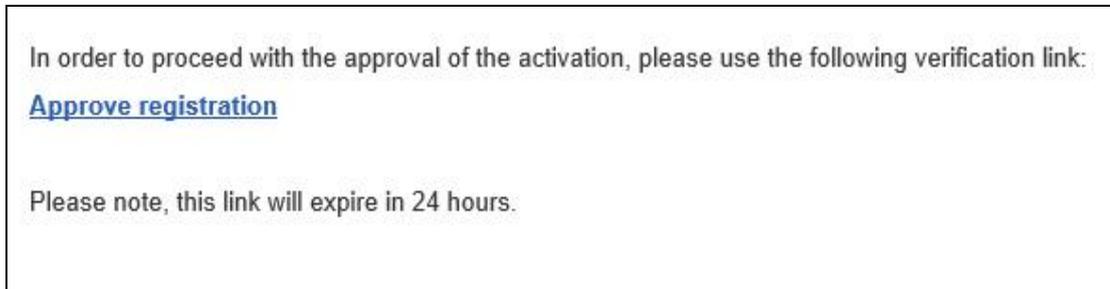
**Image 2-2: Register to my MyEgnatiaPass application**

4. The message below will appear which informs you that a link has been sent to the e-mail of the Subscription Account.



**Image 2-3: Informing that a link has been sent to the e-mail of the Subscription Account**

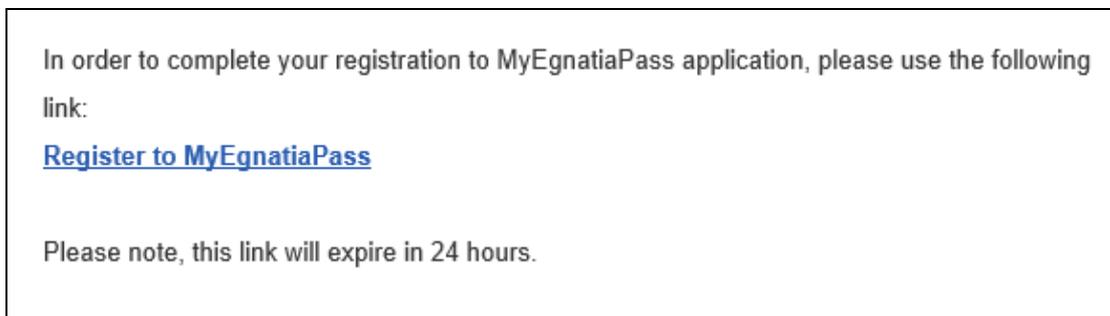
5. The administrator of the e-mail which has been declared at the registration of the EgnatiaPass will have to accept the request by pressing the link “Approve Registration”. If this process is not completed between 24 hours the link will be inactive and you must do again the steps, because a new e-mail should be sent.



**Image 2-4: Link to complete registration at MyEgnatiaPass**

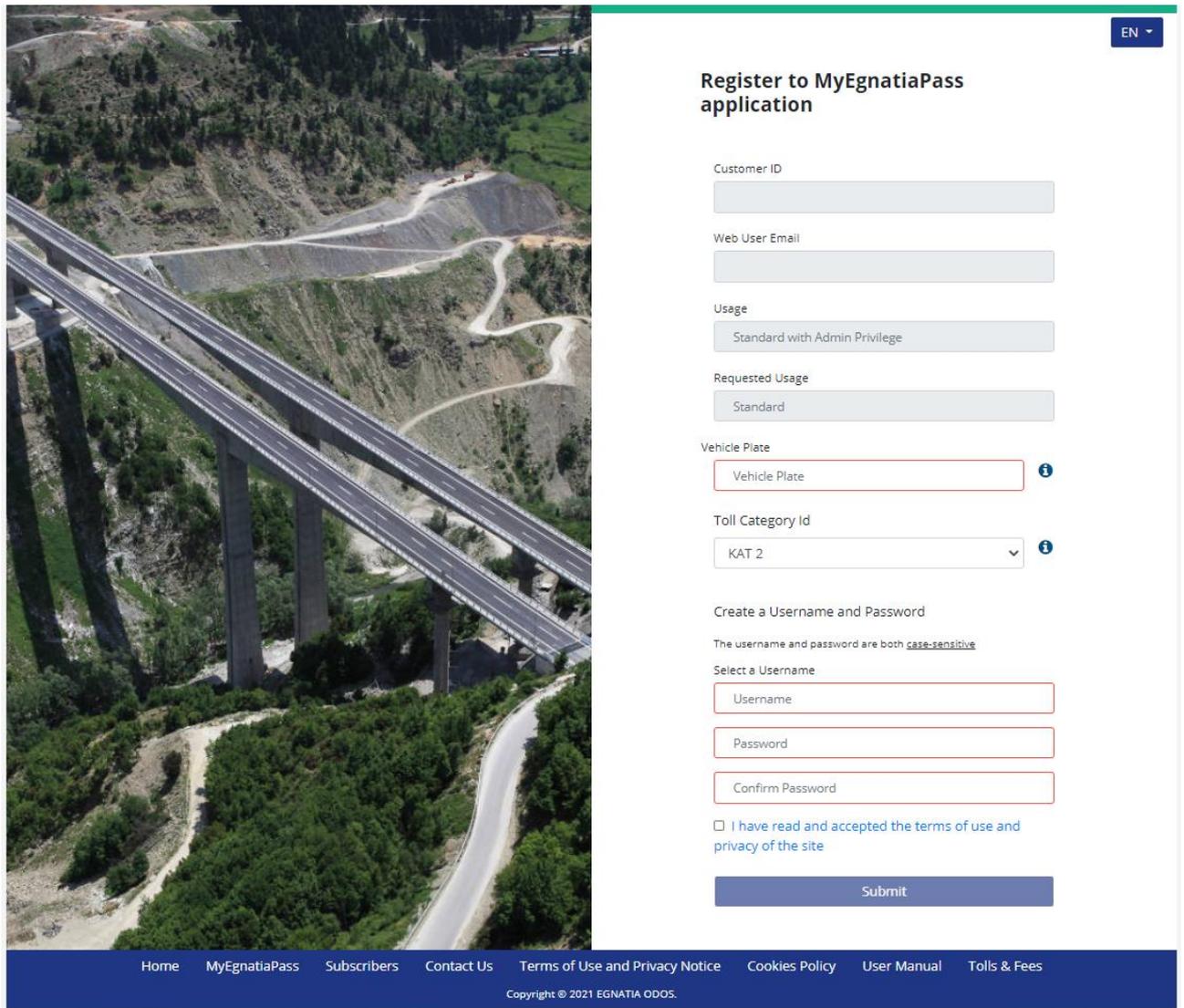
When the user presses the link, a new page will open in which he has to choose the right “Standard with Admin Privilege” and press Accept. The process is complete, and an e-mail is sent which informs you for the next steps.

6. Open the e-mail which is sent to you and press “Register to MyEgnatiaPass” and



**Image 2-5: E-mail “Register to MyEgnatiaPass”**

7. Fill in the data and press submit:
  - I. License Plate (One of the cars linked with your account)
  - II. Vehicle Category,
  - III. Username,
  - IV. Password,
  - V. Password confirmation,
  - VI. Read and choose the Terms of Use, and
  - VII. Submit.



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### Register to MyEgnatiaPass application

Customer ID

Web User Email

Usage  
Standard with Admin Privilege

Requested Usage  
Standard

Vehicle Plate  
 ?

Toll Category Id  
KAT 2 ?

Create a Username and Password  
The username and password are both case-sensitive

Select a Username

I have read and accepted the terms of use and privacy of the site

Submit

Home MyEgnatiaPass Subscribers Contact Us Terms of Use and Privacy Notice Cookies Policy User Manual Tolls & Fees  
Copyright © 2021 EGNATIA ODOΣ.

**Image 2-6: Complete Registration to MyEgnatiaPass application**

### **Create Account for Standard User**

Follow steps 1-4 mentioned to previous unit for the creation of Account for “Standard User with Admin Privilege” and:

- 1) The Administrator of the e-mail of the Subscription Account should accept the request by pressing “Accept Request”. Afterwards he should choose the rights of the user selecting standard
- 2) An e-mail will be sent to the e-mail address you declared at the request for creation of the Account.
- 3) Open the e-mail and press “Approve Registration to MyEgnatiaPass”, and
- 4) Fill the required info and press submit:
  - a) License Plate, (One of the cars linked with your account)

- b) Vehicle Category,
- c) Username,
- d) Password,
- e) Password confirmation,
- f) Read and choose Terms of Use, and
- g) Submit.

### **Create MobilePass User:**

- 1) Follow Steps 1-2 **mentioned to previous unit** for the creation of Account for “Standard User with Admin Privilege” and:
  - 2) Fill in your info and press next:
    - I. Customer ID” (press the blue icon with letter “i” to have more info on where to find the customer id),
    - II. Tax id,
    - III. Check MobilePass-only Usage, and
    - IV. Check if you would like to link “MyEgnatiaPass” Account with e-mail of your subscription Account, otherwise fill in web user mail.
- 3) A message is shown that informs you that a link is sent to the e-mail of your Subscription Account,
- 4) The Administrator of the e-mail of the Subscription Account must accept by pressing the link “Accept Request”. Afterwards he must select the right of the Account, choosing “MobilePass”. Next an e-mail is sent to the e-mail address you declared at the creation of the Account,
- 5) Open the e-mail and press the link “Register to MyEgnatiaPass”, and
- 6) Fill in the required data and press submit:
  - a) License Plate, (One of the cars linked to your account)
  - b) Vehicle category,

- c) Username,
- d) Password,
- e) Confirm Password,
- f) Read and check Terms of Use and
- g) Submit.

## 2.3 Login

To Login go to the page <https://www.myegnatiaepass.gr> and fill in the data you declared during the registration:

- 1) Fill in username and password,
- 2) If you want to, check “Stay signed in” (With this option even if you are inactive the application will not log you out automatically, otherwise you will get logged out after 10 minutes of inactivity), and
- 3) Press button “Sign In”.



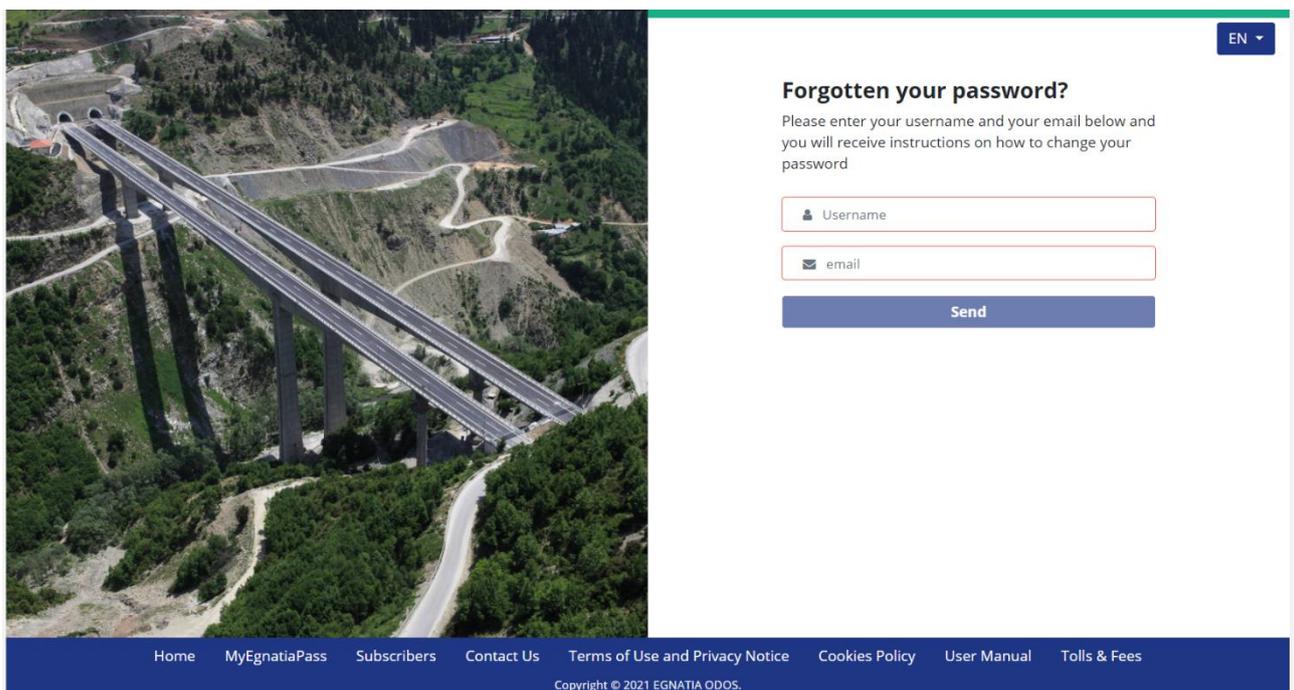
**Image 2-7Home Page MyEgnatiaPass (Login)**

## 2.4 Forgotten your password?

In case you forgot your password, you have to change it but you have to remember the username, otherwise communicate with customer service.

Follow the following steps:

- 1) Go to page <https://www.myeagnatiapass.gr>;
- 2) Press the link “Forgotten your password?”
- 3) In the new page shown:
  - a) Fill in Username and e-mail and
  - b) Press “Send”.



**Image 2-8: Retrieve Password**

- 4) Open the e-mail and press the link “Change Password”. The process must be completed between 24 hours, otherwise you have to repeat the steps mentioned before.

If not, please ignore and delete this email.

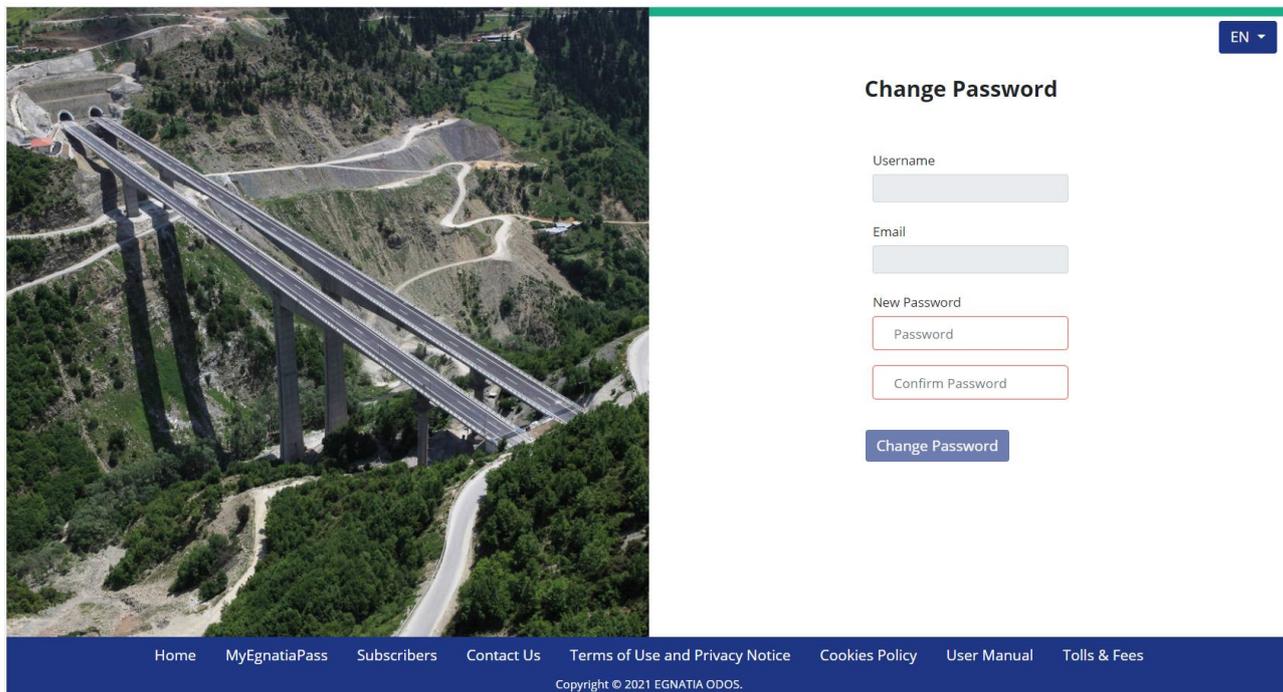
In order to proceed with changing your password, please use the following link:

[Change Password](#)

Please note, this link will expire in 24 hours.

**Image 2-9: E-mail to Change Password**

- 5) In the new page shown fill in new password and press “Change Password”.



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### Change Password

Username

Email

New Password

Confirm Password

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**Image 2-10: Change Password**

The password has changed successfully, and you can log in with your new data.

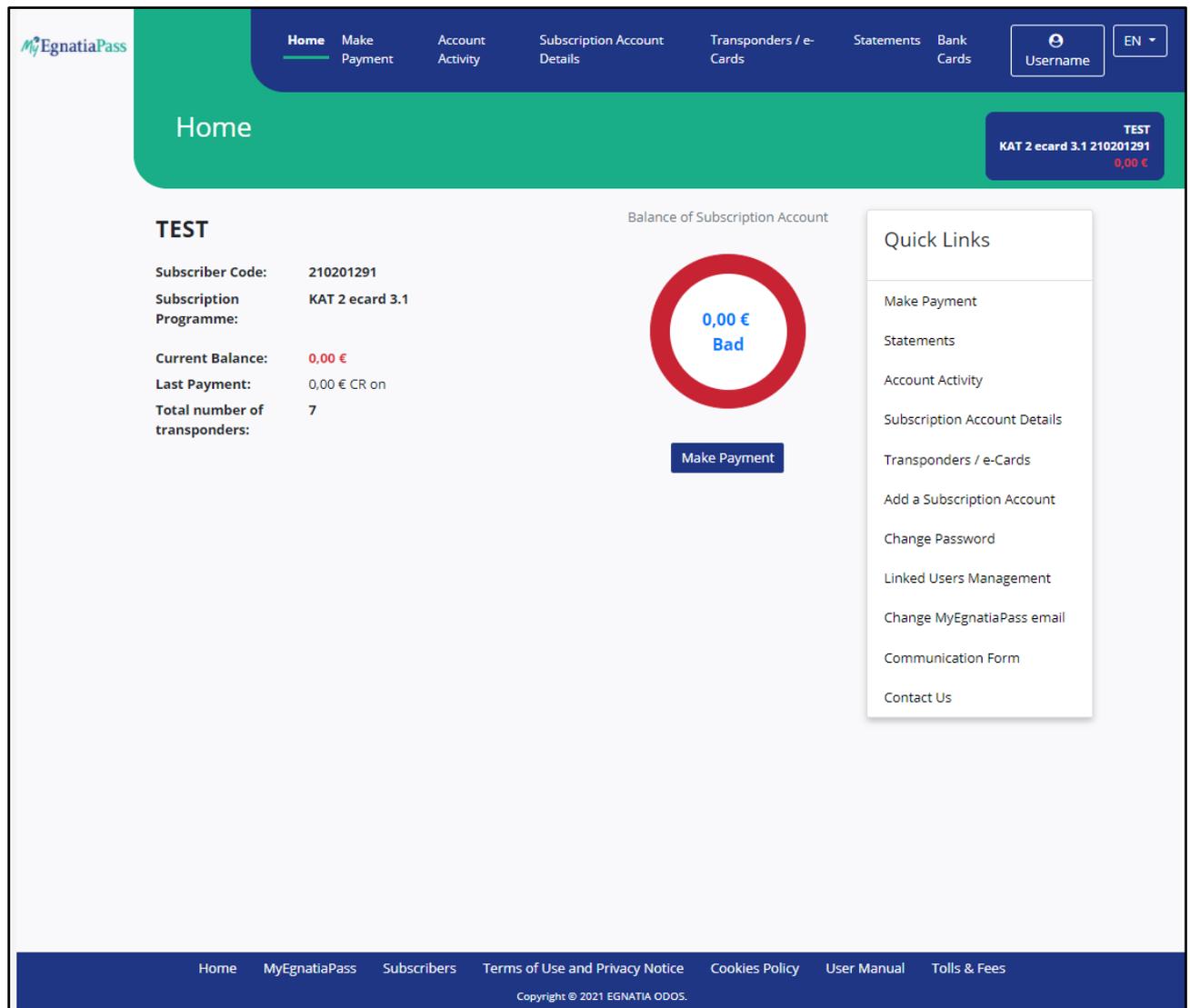
## 2.5 Log Out

If you stay inactive for more than 10 minutes, for security reasons you are logged out unless you have checked “Stay Logged in” when you logged in.

To Logout manually press at the blue icon with the Username and choose Exit.

## 2.6 MyEgnatiaPass Home Page “Standard User with Admin Privilege”

Below you can see the home page which includes:



**Image 2-11: MyEgnatiaPass home page Standard User with Admin Privilege»**

- 1) Account Info (Balance, Transponders number etc.)
- 2) Bank Cards (You can save the Bank Cards you use to top up the Account),
- 3) Online Payment (you can top up your Account online using Bank Cards),
- 4) Account Activity,
- 5) Subscription Account Details,
- 6) Transponders/E-cards,
- 7) Add a Subscription Account,

- 8) Change Password,
- 9) Linked Users Management,
- 10) Change MyEgnatiaPass e-mail,
- 11) Communication Form, and
- 12) Contact Us (pressing this link you are redirected to Egnatia Odos Web site where you can see how you can communicate).

## 3 MyEgnatiaPass Functions

### 3.1 Online Payment

With the new MyEgnatiaPass service you can credit your account with your debit/credit card:

- 1) Choose the payment way with “Visa, Mastercard, Maestro” or “Stored Card”,
- 2) Fill in the desired amount or choose one of the optional amounts,
- 3) If you have not stored your card before and you desire to store it please select “Store bank card for future use”,
- 4) Check “I have read and accepted the terms of use and privacy of the site”,
- 5) Press “Continue”,

Payment Method

VISA Mastercard Maestro

Stored Card ▼

Enter amount to pay

€  10 € 20 € 50 € 100 € 200 €

All payments made using the card are processed through the electronic payment platform of "Eurobank e-Commerce" of Eurobank and uses TLS 1.2 encryption protocol encryption with 128-bit (Secure Sockets Layer - SSL). Encryption is a way of coding the information until it reaches its recipient, who will be able to decode it using the appropriate key

Store bank card for future use ⓘ

I have read and accepted the terms of use and privacy of the site

Egnatia Odos S.A.  
41, 6th km Thessaloniki – Thermi  
P.O. Box 60030, GR-570 01, Greece

Telephone: +30 2310 470100  
E-mail: [customer-care@egnatia.gr](mailto:customer-care@egnatia.gr)  
Website: [www.egnatia.eu](http://www.egnatia.eu)

**Image 3-1: Online Payment with Card**

- 6) You are being redirected to Eurobank E-Commerce where you must follow the instructions to complete the payment, and

Eurobank

You have been redirected to Eurobank e-Commerce environment.

Transaction Details

Merchant: EGNATIA ODOS AE.  
Merchant site: <http://myegnatiapass.gr/>

Order amount:  
**10.00 €**

VISA SECURE Mastercard ID Check

Enter your card:

Card number

Expiration date: Month  / Year  Verification Code ⓘ: CVV

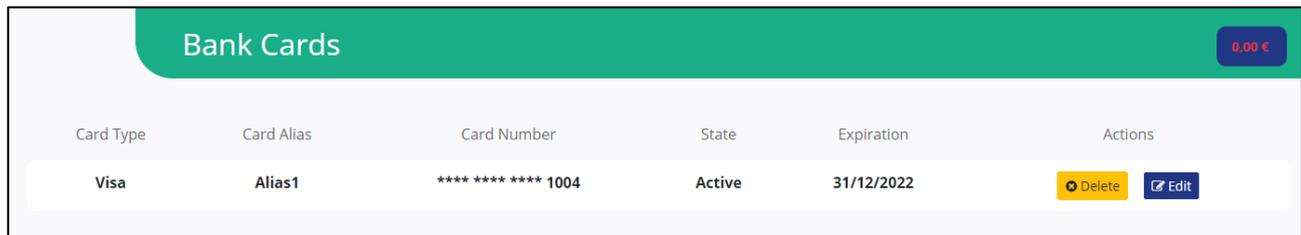
Name on card

**Image 3-2: Eurobank E-Commerce**

- 7) After the completion of the payment a message is shown informing you if the payment was successful or not and a copy is sent to your e mail.

## 3.2 Bank Cards

At Bank Cards you have the option to view the stored Credit/Debit cards. To store a card, you must select the “Store Card” at the payment.



Card Type	Card Alias	Card Number	State	Expiration	Actions
Visa	Alias1	**** * 1004	Active	31/12/2022	Delete Edit

**Image 3-3: Display of friendly name for Bank Cards**

With this service you can:

1) Delete a card:

To delete a stored card, you must press the delete button and confirm your option.

2) Name a card.

You can name a card so that during the payment you can choose from stored cards based on the name and not the card. To name a card press “Edit.” on the right of the card and add the name you want.

We would like to inform you that the data of the cards are not stored in the MyEgnatiaPass app but in a safe environment in Eurobank.

## 3.3 Account Activity

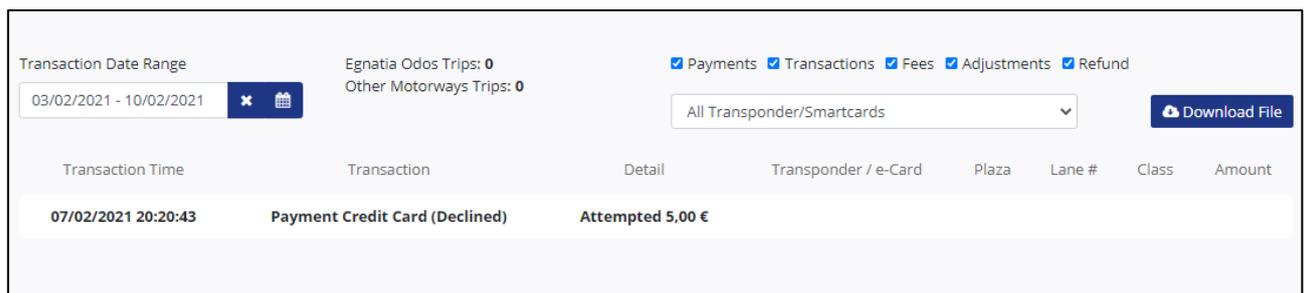
In Account Activity you can view the following types of transactions for a specific timeframe:

- 1) Payments,
- 2) Transactions,
- 3) Fees,
- 4) Adjustments, and
- 5) Refunds.

To view them you must follow the following steps:

- 1) Choose the desired timeframe,
- 2) Choose what you would like to see (Payments, Transactions etc.), and
- 3) Choose one or all Transponders

The results will be shown below.



The screenshot shows a web interface for account activity. At the top, there are filters for 'Transaction Date Range' (03/02/2021 - 10/02/2021), 'Egnatia Odos Trips: 0', and 'Other Motorways Trips: 0'. There are also checkboxes for 'Payments', 'Transactions', 'Fees', 'Adjustments', and 'Refund'. A dropdown menu is set to 'All Transponder/Smartcards', and a 'Download File' button is visible. Below the filters is a table with the following columns: Transaction Time, Transaction, Detail, Transponder / e-Card, Plaza, Lane #, Class, and Amount. A single transaction is listed: 07/02/2021 20:20:43, Payment Credit Card (Declined), Attempted 5,00 €.

Transaction Time	Transaction	Detail	Transponder / e-Card	Plaza	Lane #	Class	Amount
07/02/2021 20:20:43	Payment Credit Card (Declined)	Attempted 5,00 €					

**Image 3-4: Account Activity**

### 3.4 Subscription Account Details

All the details you have declared at Egnatia Odos are shown in “Subscription Account Details”.

Depending on the type of the Account (personal or business), different data are shown.

#### **Personal Account:**

- 1) Account Type,
- 2) Subscription Programme,
- 3) First Name and Last Name,
- 4) Contact Details (email and telephone),
- 5) Tax Information (Tax Authority, Tax Number and Profession), and
- 6) Mailing Address.

The data that can be changed are: telephone number, e-mail and mailing address. To make the changes press the blue icon “Edit Account Details” and after the changes press “Save Changes. Only the user with “Standard User with Admin Privilege” can make these changes.

#### **Business Account:**

- 1) Account Type,
- 2) Subscription Programme,
- 3) Business Name,
- 4) First Name and Last Name,
- 5) Title of Account Administrator,
- 6) Contact Details (e-mail and telephone number),
- 7) Tax Information (Tax Authority, Tax Number and Profession), and
- 8) Mailing Address.

The info that can be changed are:

- 1) Business phone number,
- 2) Business Title,
- 3) Telephone Number,
- 4) E-mail, and
- 5) Mailing address.

To make the changes press the blue icon “Edit Account Details” and after the changes press “Save Changes. Only the user with “Standard User with Admin Privilege” can make these changes.

We would like to inform you that the e-mail shown in Account Details is the one of the subscription Account. The e-mail of MyEgnatiaPass can be different if at the registration you declared a different one and can be changed at “Change MyEgnatiaPass e-mail”.

Image 3-5: Change of recover e-mail

### 3.5 Transponders / e-Cards

All transponders/ e-Cards and QR codes linked with your account can be shown at this page.

By “linked” we mean those that charge your account.

One of the functions available is declaring loss/theft of the transponder/card.

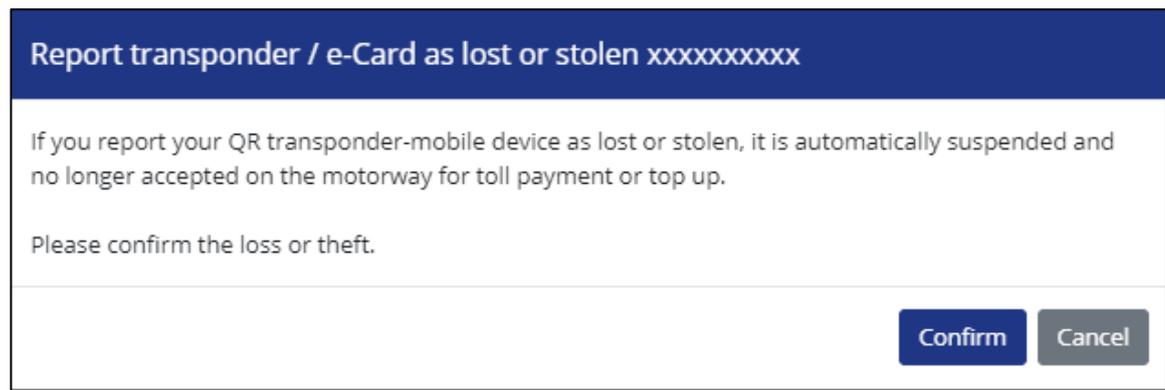
To do so please follow these steps:

- 1) Choose “Transponders/e-Cards”
- 2) Press “Report Lost/Stolen” at the desired transponder/card, and

Transponder / e-Card	Vehicle Plate	Vehicle Category	Status	Action
XXXXXXXXXXXXXX	XXXXX	KAT 1	Active	Report Lost / Stolen
XXXXXXXXXXXXXX	XXXXXX	KAT 1	Active	Report Lost / Stolen

Image 3-6: Transponders/ E-Cards

- 3) Confirm the action by pressing “Confirm” at the pop-up window.



**Image 3-7: report transponder / e-Card as lost or stolen**

**Note:** After the confirmation the transponder/Card cannot be used.

## 3.6 Statements

You can see the statement of a specific month by choosing the year and by pressing the red icon at column Statements to download it in PDF.



**Image 3-8: Statements**

## 4 Other Functions

### 4.1 Link Multiple Accounts

With MyEgnatiaPass you can link multiple accounts you have at Egnatia Odos with MyEgnatiaPass account. All accounts must have the same Tax Id.

To add an account in MyEgnatiaPass you must do the following:

- 1) Press the blue icon with the Username and select “Add a Subscription Account”,
- 2) Fill in:
  - a) “Customer ID”,
  - b) “Vehicle Plate”, and

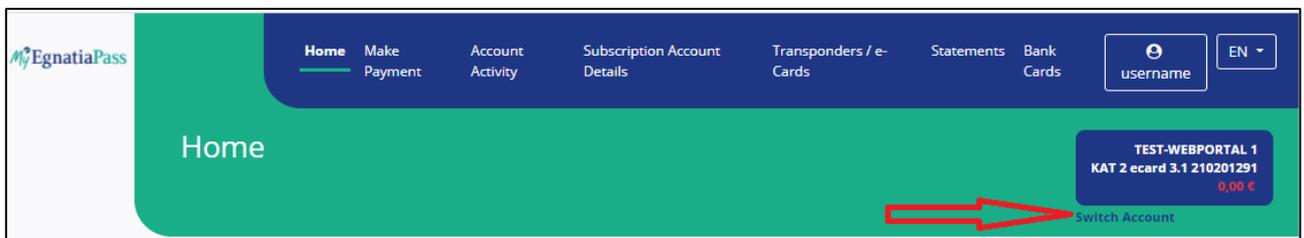
c) "Toll Category Id".

And press "Submit". An e-mail is sent to the Administrator of the account with instructions.

3) The Administrator of the subscription Account must press the link "Approval of Addition of a Subscription Account", the link will be active for 24 hours, and

4) At the page "Approval of Addition of a Subscription Account" the account Administrator must select the user right (Standard, Admin) and press "Submit".

Every time you log in at MyEgnatiaPass Account you can navigate through the different accounts by pressing "Switch Account"



**Image 4-1: Link to Transit in other Account**

**Note:** In case you have many business accounts, please contact customer service so they can help you with linking your MyEgnatiaPass Account.

## 4.2 Linked Users Management

All web Users linked with a Subscription Account are shown in "Linked Users Management". This page is accessible from users with Admin Privilege at the chosen Subscription Account.

User	Web User Email	Usage	Linking
user1	email1	Standard	Active  
user2	email2	MobilePass	Active  

**Image 4-2: Linked Users Management**

The user with Admin Privilege can Inhibit or Delete the link of the User with the Subscription Account.

To Inhibit the linked Account with the User you must press the blue icon at the right of the row and select Inhibit. To delete the link, you must press the red Icon and confirm it.

In case of an Inhibited link, you can enable it by pressing the blue icon and choose to enable again.

In case of deletion the user should repeat the process to log in again to the Account.

With Inhibition or Deletion, the User stops having the right to:

- Access Account Information, and
- Charge the specific Account through QR Code for a Toll Transaction.

### 4.3 Change Password

To Change Password, you must do the following:

- 1) Press the blue icon with the Username and select “Change Password”, and
- 2) Fill in the old, new and confirmation of the new Password and press “Change Password”.

**Note:** New password must be different than the last five Passwords used.

### 4.4 Locked Account

In case you have 5 false attempts to log in to MyEgnatiaPass Account, the account will get locked. To unlock it you must communicate with the Customer Service by calling 2310 470 100 or by sending an e-mail [customer care@egnatia.gr](mailto:customer care@egnatia.gr).