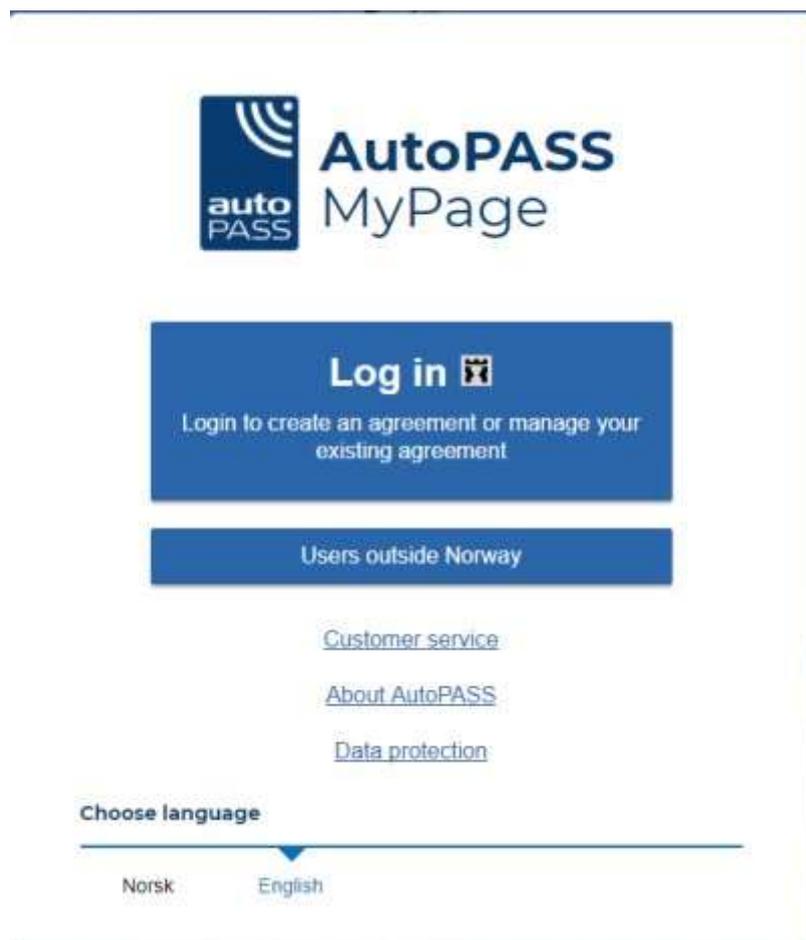


How to log in on MyPage.

In order to log in, you have to have an e-mail address.

- Norwegian private – and business customers and those who have a D-number need to use “Log in”.
- If you do not have a Norwegian social security number or a D-number you must use log in through “Users outside Norway”.
- Changing the language at the bottom of the page is possible.

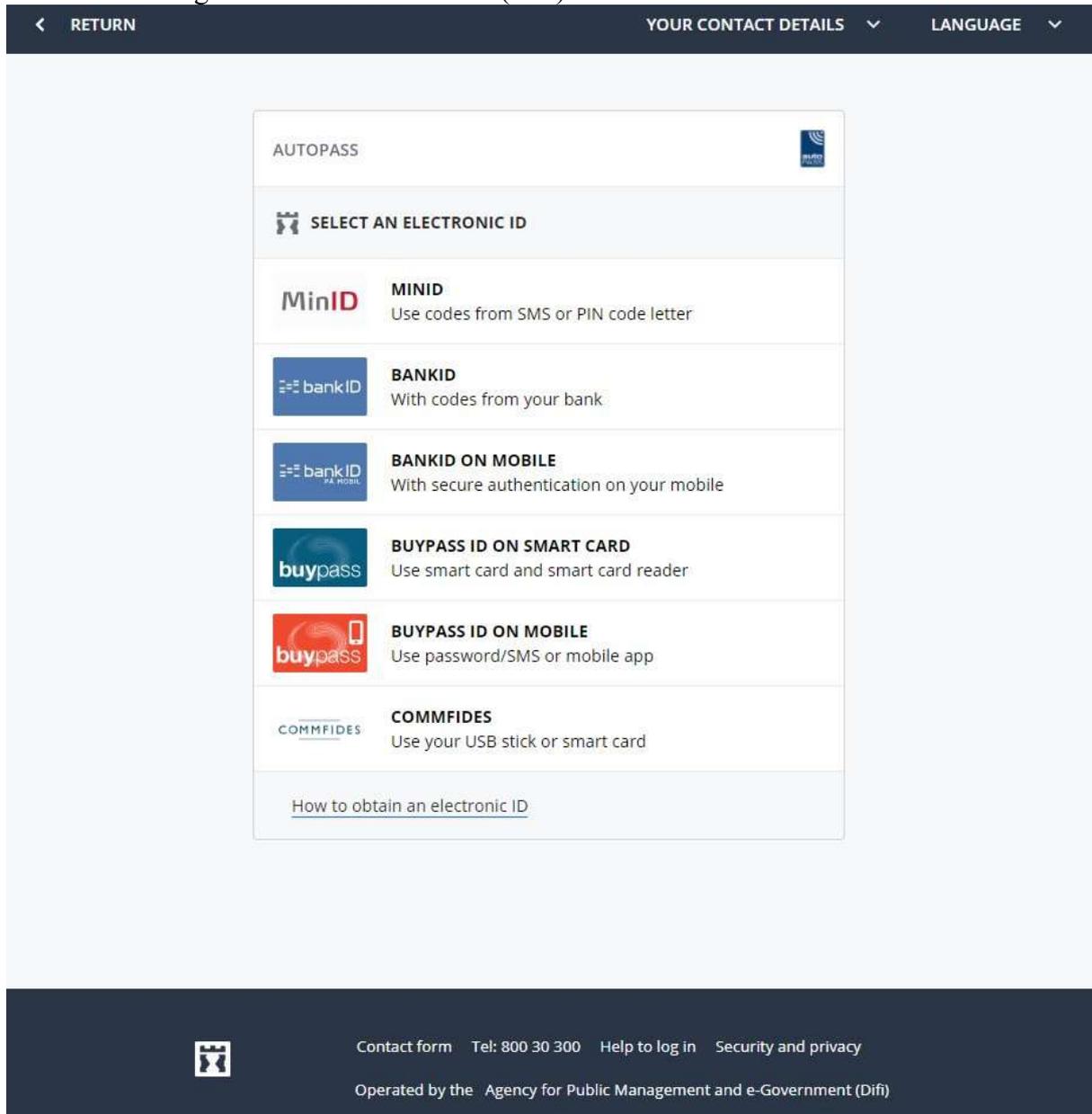


If you chose «Log in» you will need to choose one of the following personal IDs.

When using personal ID as an authentication service there are several options to choose between; you can for example use MINID, BANKID, BANKID on MOBILE etc.

If you want to access your companies' AutoPASS-page, you need to log in with your personal ID. After you log in you will have the option of choosing your companies profile. If the company profile is not visible after logging in, you need to be given declarant rights in Altinn. Your CEO can grant you these rights in Altinn.

Should problems arise and you are not able to log in you can click “**Help to log in**” at the bottom of the page. If you are still having difficulties logging in you can contact the Agency for Public Management and eGovernment (Difi).



The screenshot shows a web interface for logging in. At the top, there is a dark blue navigation bar with a left arrow and the text "RETURN", "YOUR CONTACT DETAILS" with a dropdown arrow, and "LANGUAGE" with a dropdown arrow. Below this is a light blue area containing a white-bordered box with the following content:

- AUTOPASS (with a small logo icon)
- SELECT AN ELECTRONIC ID (with a small icon)
- MinID: Use codes from SMS or PIN code letter
- BANKID: With codes from your bank
- BANKID ON MOBILE: With secure authentication on your mobile
- BUYPASS ID ON SMART CARD: Use smart card and smart card reader
- BUYPASS ID ON MOBILE: Use password/SMS or mobile app
- COMMFIDES: Use your USB stick or smart card
- [How to obtain an electronic ID](#)

At the bottom of the page, there is a dark blue footer bar containing a small icon, the text "Contact form Tel: 800 30 300 Help to log in Security and privacy", and "Operated by the Agency for Public Management and e-Government (Difi)".

If you do not have an electronic ID you must first register as a “New user”.

An e-mail will be sent to the e-mail you register, this e-mail will contain a confirmation link. Once the link has been confirmed, you will need to log in.

AutoPASS - MyPage

From the 1st of October 2017, all vehicles passing through toll stations in Oslo will be subject to environmentally differentiated toll charges.

The Norwegian Public Roads Administration has developed a new application where the end user can register environmental data for its vehicle/vehicles prior to arriving Oslo.

Please use the following link: www.autopass.no/ed

Environmental differentiation will also be introduced later in other toll roads in Norway. Updated information will be available at www.autopass.no

Log in

New user

Foreign users

Email:

Enter an email address

Password:

Please enter password

Log in

[Forgotten your password?](#)

After logging in you must fill out the information that may be missing.

If there are any agreements connected to the e-mail you registered these will come up after you click "Save profile".

Edit profile Close X

! Please make sure that the information you have provided, is still correct

Your details

First name: **Surname:**

Date of birth: 

Email address: [Change e-mail](#)

Mobile phone number. **Phone:**

Address

Country: ▼

Address:

Address:

Postcode: **City:**

Tick here, if you want to add a delivery address for tags.
(if not, the current address will be used)

[Save profile](#)

Alternative login

During future logins without using electronic ID you must confirm your identity by a one-time code which is sent to your registered phone number.

[Log in](#) [New user](#)

Alternative login - Verification Back

Select a number to receive a one-time code

12345678

[Send](#)

[Do you not use any of the numbers above?](#)

Who do you want to act on behalf of.

After you have successfully logged in your name and any companies that you have access to will be displayed. To access them, all you need to do is click "Proceed".

Ola Nordmann Last logged in: 06.02.2018 15:18 ID-porten 01.01.1900

Autopass - MyPage
Declarants
[Log out](#)

Who do you want to act on behalf of?
 Data delivered by Altinn

Private individuals

Ola Nordmann

National ID number: 190483****4


Private individual

[Proceed](#)

GÅLÅ OG TJØTTA REVISJON

Organisation number: 910302701


Company

[Proceed](#)

STRAUMEN OG TANGEN

Organisation number: 910664492


Company

[Proceed](#)

Login for companies via Altinn

You have rights in Altinn to represent others than just yourself in the Autopass services.

On this page you can choose whether you want to represent yourself or a business. Click "proceed" to choose who you want to represent.

If you lack the rights to represent your company, the CEO must give you these in Altinn

Create a new agreement or search for agreements registered to your e-mail address.

The first time you log in you will be asked whether you already have an agreement with a toll company.

- If you do not already have an agreement and want to create a new one choose “No, I wish to create a new agreement.”
- However, if you already have an AutoPASS-agreement you can choose “Yes, I have one or more agreements with another email address.”

Do you have an agreement? [Cancel](#) 

Yes, I have one or more agreements with another email address.

No, I wish to create a new agreement.

[Proceed](#)

If you chose to create a new agreement, you will need to fill in the missing information. After the form is completed, you will be able to order an AutoPASS-tag.

Find agreements
Create agreement ✕
Edit profile

Create agreement Close ✕

Toll service provider:
Please select ▼

Your details

First name: **Surname:**

Date of birth:

New e-mail Cancel

Confirm new e-mail

Mobile phone number. **Phone:**

Address

Country: ▼

Address:

Address:

Postcode: **City:**

Tick here, if you want to add a delivery address for tags.
(If not, the current address will be used)

Save agreement

Add vehicle

When you want to add your vehicle, you must first input the country code of your vehicle. After you have filled in your registration number, owner information is only displayed for Norwegian registered vehicles. In order to add a vehicle, you must also read and accept the terms and conditions. You also have the option of adding an invoice reference that will be displayed on your future invoices. Furthermore, you can also choose detailed invoice, with a detailed invoice you will receive an additional printout which lists all your passages during the invoice period.

Add vehicle

Close X

You will receive a tag by post.
Please make sure your address is up to date.

Do you already have a tag?
Choose "move tag to another vehicle" instead.

Country code for the vehicle:

Norge

Registration number:

AB12345

AB12345

Honda
Cr-V
Grønn
2050 kg
Registered: 26.04.2007

Vehicle owner:

Ola Nordmann

New search

Select the start date for the agreement:

Today (07.02.2018)

Select account type:

Post-paid up to 0%/20% discount

Invoice reference (optional, max 20 characters):

Desired account name

I want a detailed invoice

Are you entitled to an exemption?

The discount rate applies to the region the toll service provider manages. Some toll road operators offer pre-paid and post-paid agreements. Pre-paid agreements offer a higher discount, but requires a deposit amount. The deposit amount increases in line with the discount rate.

Terms and conditions:

[General and special terms of agreement](#)

I have read and accepted the terms and conditions

Information

Information

Close X

You are now in the process of creating a new agreement. If you already have an agreement for another vehicle, we recommend that you choose to link the vehicle to the existing agreement so that you only get a single invoice for your vehicle.

Save and confirm >

Register the environmental data of your vehicle

You must enter your e-mail address and you can also enter your AutoPASS account number. With EPC you need to register the environmental data of your vehicle. Foreign cars must also register with EPC. You can use the following link to register www.autopass.no/ed

Norwegian road tolls – registration form for environmental differentiation

To start registering environmental data for your vehicle(s) please enter your email address below. If you have an AutoPASS account you may also wish to enter your account number as your registered vehicles will then be displayed automatically.

If you have an EPC account please login to your account and submit the data for your vehicles from there.

Email *

AutoPASS Account Number

Next

If you chose “Yes, I have one or more agreements with another e-mail address” you will be able to search for agreements registered to your e-mail address. You can also use your old customer number and password if you for some reason do not remember or have access to the registered e-mail address. If you enter an e-mail address, you will receive an e-mail that contains a link that needs to be confirmed. Should you not have access to your registered e-mail or your customer number, you must contact your toll service provider.

Find agreements

[Close](#) X

We are unable to find your agreement. Are you missing information about the car, tag, agreement, etc from the previous version of MyPage?

Enter the email address or customer number/password you used in the previous version, and we will retrieve this:

- The email address registered on the agreement
 Customer number/password

Other email address

We'll try to find it for you, please provide either:

Send

After the e-mail has been confirmed and if any agreements were connected to the e-mail address, they will now be connected to your account. Once they have been connected to your account, you will be able to access and make changes to the agreements.

Agreement connection attempted

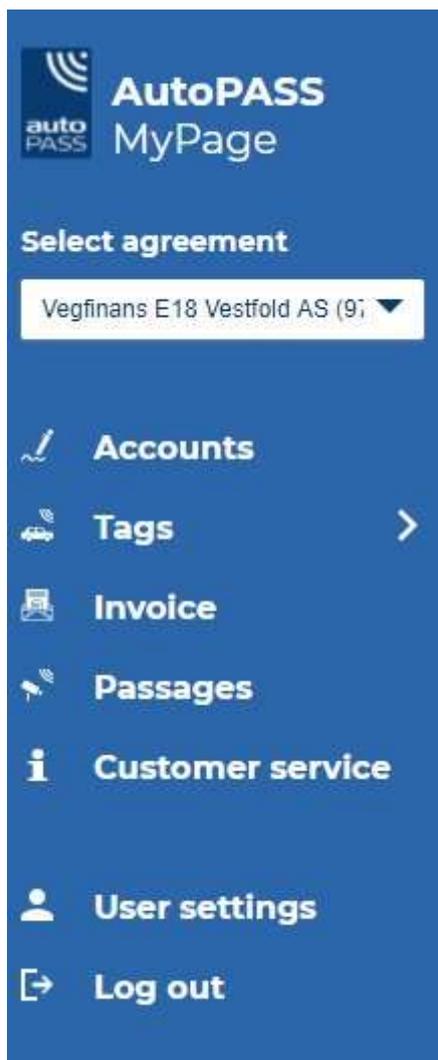
[Close](#) 

Agreements attempted linked to your user are shown here.

Customer number	Organisation number	Toll service provider	Agreement type	Status	
9701		Vegfinans E18 Vestfold AS	Private	Connected	Show explanation
5101		Vegfinans E6 Gardermoen-Moelv AS	Private	Connected	Show explanation
6001		Vegfinans E6 Oppland AS	Private	Connected	Show explanation
5101		Vegfinans E6 Gardermoen-Moelv AS	Private	Connected	Show explanation

Should you receive the error message “Incorrect Agreement type” the e-mail you have entered is connected to a company agreement. It is not possible to join a company agreement to a private agreement. Should you wish to make changes to a company agreement, you must change declarants and have declarant rights in Altinn.

Navigate your page.



The screenshot shows a blue navigation sidebar for the AutoPASS MyPage interface. At the top, the AutoPASS logo is displayed next to the text "AutoPASS MyPage". Below this, there is a "Select agreement" dropdown menu currently showing "Vegfinans E18 Vestfold AS (9)". The main navigation menu consists of the following items, each with an icon and a right-pointing chevron:

- Accounts
- Tags
- Invoice
- Passages
- Customer service
- User settings
- Log out

Once the agreements have been connected, you will have access to the above menu. You can use this list to navigate your page and select the categories that you need.

Accounts

The accounts tab lets you see what type of agreement you have and with which toll company.

- You can also see the registration number of your vehicle, by clicking “**Show details**” you are able to see further details about your agreement.
- Above the accounts tab you can use “**Find agreements**” if you have additional agreements you want to connect to your user.
- “**Create agreement**” allows you to create a new agreement.
- “**Edit profile**” lets you edit your profile like your address.

Vegfinans E18 Vestfold AS Customer number: 97014

Ola Nordmann

[Find agreements](#) [Create agreement](#) [Edit profile](#)

Accounts

[Export to file](#)

Account name	Toll road operator	Account type	Balance	Vehicle	Details
Avtale 1	Vegfinans E18 Vestfold AS	Post-paid up to 10% discount	Kr. 0,60	AB12345	Show details

Show details

If you clicked “Show details” under the accounts tab, you will be able to see details about the registered vehicle. It is also possible to add an invoice reference. The invoice reference will be displayed on future invoices. By ticking the box “Tick here if you want detailed invoice” future invoices will contain a detailed print out which shows the date, time, and toll stations the vehicle has passed through.

Account name	Toll road operator	Account type	Balance	Vehicle	Details
Avtale 1	Vegfinans E18 Vestfold AS	Post-paid up to 10% discount	Kr. 0,60	AB12345	Hide details

Avtale 1

Toll service provider:
Vegfinans E18 Vestfold AS

Account number:
1

Account type:
Post-Paid Up To 10% Discount

1 vehicles in this account

Registration number:
Select vehicle to see details

Change

Invoice reference
Avtale 1

Tick here if you want detailed invoice

[Save](#)

Edit profile

Edit profile lets you change your e-mail, phone number and address. It is not possible to change name or date of birth; if you have for example changed your name, you must contact your toll service provider.

Edit profile Close X

! Please make sure that the information you have provided, is still correct

Your details

First name: **Surname:**

Date of birth: 

Email address: [Change e-mail](#)

Mobile phone number. **Phone:**

Address

Country: ▼

Address:

Address:

Postcode: **City:**

Tick here, if you want to add a delivery address for tags.
(if not, the current address will be used)

[Save profile](#)

Tags and vehicles

The “Tags and vehicles” tab gives you several options. You will be able to see all the tags and vehicles registered to your agreements, and it is also possible to create a “Supplementary agreement”. Supplementary agreements are agreements that you create in addition to your main agreement. By creating a supplementary agreement, you will receive another invoice from the toll company you create the supplementary agreement with. In most cases, a supplementary agreement is not necessary, but some toll companies require a supplementary agreement to achieve the maximal discount offered. Export to file lets you create an excel document that displays all the registered tags and vehicles on your agreement. The “Tags and vehicles” tab also lets you add another vehicle, move your tag to a new car or remove the vehicle from your tag.

Tags and vehicles [Add vehicle](#) [Move tag to another vehicle](#) [Remove vehicle](#) 

 [Export to file](#)

Tag number	Vehicle	Account	Vehicle weight class	Account type	Toll road operator	Supplementary agreement
578000120003	AB12345 (NO)	Avtale 1	Light vehicle	Post-paid up to 10% discount	Vegfinans E18 Vestfold AS	Supplementary agreement

Add vehicle

By choosing “Add vehicle” you will be able to register a new vehicle to your already existing agreement. You must first select the correct country code for your vehicle, then add the registration number. Information about the vehicle and registered owner is displayed after you input the registration number. Your next step is to choose whether you would like to add the vehicle to an existing account or whether you would like a separate invoice for the vehicle. If you have more than one account, you must choose which account you would like to add the vehicle to. Before you can save and confirm you must read and accept the terms and conditions.

Tags and vehicles

[Add vehicle](#) [Move tag to another vehicle](#) [Remove vehicle](#)

Add vehicle

You will receive a tag by post.
Please make sure your address is up to date.

Do you already have a tag?
Choose "move tag to another vehicle" instead.

Country code for the vehicle:
Norge

Registration number:
AB12345

AB12345
Honda
Cr-V
Grønn
2050 kg
Registered: 26.04.2007

Vehicle owner:
Ola Nordmann

[New search](#)

How should the vehicle be invoiced?
 On the existing account
 AB12345 should have its own invoice

Select account:
1 - Avtale 1 (97014)

Startup date
Today (07.02.2018)

Apply for exemption:
If you are entitled to an exemption, you must create a case for customer service after the agreement has been created. Exemption for Norwegian environmentally friendly vehicles (electric and hydrogen) is automatically detected and does not require the customer to create and submit a case. Please see FAQ for further information.

Terms and conditions:
[General and special terms of agreement](#)
 I have read and accepted the terms and conditions

Information
You are now in the process of creating a new agreement. If you already have an agreement for another vehicle, we recommend that you choose to link the vehicle to the existing agreement so that you only get a single invoice for your vehicle.

[Save and confirm](#)

Move tag to another vehicle

If you have for example bought a new vehicle and would like to use an existing tag you can use “Move tag to another vehicle”. You must first choose which tag you would like to move, then input the country code and registration number of the car. Information about the vehicle and its owner is displayed. This gives you the opportunity to check whether the registration number you have entered is correct or not. If the vehicle is not Norwegian owner information and details will not be displayed. For foreign vehicles this information must be added manually. It is not possible to backdate a vehicle change more than three days.

Tags and vehicles Add vehicle Move tag to another vehicle Remove vehicle

Move tag to another vehicle Close

Select tag/vehicle:
578000120003 (AB12345)

Registration number:
AB12345

Tag number:
578000120003

Account:
Avtale 1

[Vehicle details](#)

Enter new vehicle:
Country code for the vehicle:
Norge

Registration number:
AB12345

AB12345
Honda
Cr-V
Grønn
2050 kg
Registered: 26.04.2007

Vehicle owner:
John Michael Lightfoot

New search

Choose date:
Today (07.02.2018)

[General and special terms and conditions for this agreement](#)

Information

Information Close

Move the tag to the new vehicle if you are going to use an existing tag in a new car. Here you will also find tags you have previously chosen to reuse.

Save and confirm

Remove vehicle

If you have a vehicle with a tag that you would like to remove from your agreement you can choose “Remove vehicle”. After you have chosen which vehicle to remove you have two options, you can either “Settle tag deposit”, this means that the tag deposit will be refunded to your account. If you instead choose “Reuse the tag” the tag will be put on hold, and it can be registered to a new vehicle at a later date.

Tags and vehicles Add vehicle Move tag to another vehicle Remove vehicle

Remove vehicle Close

Select tag/vehicle:
578000120003 (AB12345)

Tag number:
578000120003

Registration number:
AB12345

Agreement
Avtale 1

[Vehicle details](#)

Select Re-use the tag if you want to keep the tag for use in another vehicle. Select Settle tag if you won't be needing a tag anymore. Your tag deposit will be refunded. Both options will remove the vehicle from any supplementary agreements you may have.

Settle tag deposit
 Reuse the tag

Enter the desired bank account number for refunding positive balance(optional):

Remove vehicle

Invoice / Passages

The tab “**Invoices**” allows you to see your invoices. If you would like only to see invoices in a certain time period, you can select a different date at the top. By clicking one of the invoice lines, you will be able to see payment information (KID, account number, amount, etc.). “Go to passages” will provide you with a list of all the passages registered on the invoice. “Show invoice” will display a PDF copy of the invoice. If an invoice is paid “Invoice paid” will be displayed on “Invoice status”. Invoices that have not been paid will have status “Invoice sent”. However, if the invoice has gone past its due date, the status will change to “Invoice stopped. New reminder has been created”. It will not be possible to see the passages associated with reminders. However, the original invoice will still be displayed and it will be possible to see the passages there.

Invoices



From date

02/07/2017

To date

02/07/2018

Show invoices

Invoice number	Due date	Toll road operator	Amount	Invoice status	Passages	Invoice
8865	05.11.2017	Vegfinans E18 Vestfold AS	Kr. 139,40	Invoice paid	Go to passages	Show invoice
8290	05.08.2017	Vegfinans E18 Vestfold AS	Kr. 321,10	Invoice paid	Go to passages	Show invoice
7825	06.05.2017	Vegfinans E18 Vestfold AS	Kr. 27,30	Invoice paid	Go to passages	Show invoice

Go to passages

If you chose “Go to passages” you will get an overview over all registered passages on the invoice. The overview displays date, time, vehicle, toll road operator, toll plaza name and rate. You also have the possibility of exporting the passages to an excel file.

Passages for invoice number: 8865

[Close table](#) X

[Export to file](#)

Time	Vehicle	Toll road operator	Toll plaza	Rate
24.09.2017 Kl: 16:35	AB12345	Vegfinans Østfold Bompengesels	E6 RAUKERUD	Kr. 17,60
24.09.2017 Kl: 15:49	AB12345	Svinesundsforbindelsen AS	E6 Svinesund	Kr. 17,40
24.09.2017 Kl: 11:46	AB12345	Svinesundsforbindelsen AS	E6 Svinesund	Kr. 17,40
23.09.2017 Kl: 15:39	AB12345	Vegfinans Østfold Bompengesels	E6 RAUKERUD	Kr. 17,60
25.08.2017 Kl: 17:03	AB12345	Vegfinans E18 Vestfold AS	E18 Gulli	Kr. 4,50

Passages in a specific period

For passages in a specific period and not passages for a specific invoice you can use the passages tab. Passages can only be displayed for one month at a time. Should you need passages for a longer time period you can export the files one at a time or you can contact your toll service provider.

Passages



Select tag/vehicle:

578000120003 (AB12345)

From date

09/01/2017

To date

10/01/2017

Show passages

[Export to file](#)

Time	Vehicle	Toll road operator	Toll plaza	Rate
24.09.2017 Kl: 16:35	AB12345	Vegfinans Østfold Bompengesels	E6 RAUKERUD	Kr. 17,60
24.09.2017 Kl: 15:49	AB12345	Svinesundsforbindelsen AS	E6 Svinesund	Kr. 17,40
24.09.2017 Kl: 11:46	AB12345	Svinesundsforbindelsen AS	E6 Svinesund	Kr. 17,40
23.09.2017 Kl: 15:39	AB12345	Vegfinans Østfold Bompengesels	E6 RAUKERUD	Kr. 17,60

Customer service

The tab «Customer service» displays the “Frequently asked questions”. Often your inquiry may be solved by reading the “Frequently asked questions”. If the frequently asked questions do not solve your problem you can also contact your toll company. On the right hand side you can choose your toll company and contact information will be displayed.

The screenshot shows the 'Customer service' interface. At the top left, there is a 'Customer service' header and a 'Contact us' button. On the right, there is an information icon. The main content is divided into two columns. The left column has a 'Frequently asked questions' section with a list of questions, each with a dropdown arrow. The right column has a 'Select toll road operator' section with a dropdown menu set to 'Vegfinans E18 Vestfold AS'. Below this, the contact information for 'Vegfinans E18 Vestfold AS' is displayed, including their address, phone number, contact form, and website. At the bottom left, there is an 'Information' section with a paragraph of text and a link for more information.

Customer service Contact us 

Frequently asked questions

- ▼ I have sold my car. What do I do now?
- ▼ What do the light signals mean?
- ▼ I am unable to login in with an sms code
- ▼ Where can I use the AutoPass tag?
- ▼ I am entitled to exemption - what do I do?
- ▼ Access to AutoPASS MyPage for companies
- ▼ My car has been sold. Why have I received an invoice?
- ▼ Do I need a supplementary agreement?

Select toll road operator

Select toll road operator:
Vegfinans E18 Vestfold AS

Vegfinans E18 Vestfold AS

Ingeniør Rybergs gate 99
3027 Drammen

Phone: 32 80 82 70
Contact form: <http://www.vegfinans.no/Kontakt>
Website: <http://www.e18vestfold.no/>

i Information

If you have any questions regarding your agreement, tag, vehicle or other questions, you can contact the toll road operator you have an agreement with. You can find contact information in the section "contact toll road operator"

For more information and help with "MyPage" visit www.autopass.no/veiledning-min-side

Contact us

When you use the «Contact us» feature you will be able to create an inquiry with your toll company. If you would like you can also include an attachment to your case.

The screenshot shows the 'Contact us' form for 'Vegfinans E18 Vestfold AS'. At the top left, there is a 'Customer service' header and a 'Contact us' button with a close icon. On the right, there is an information icon. The main content is a form with a title 'Vegfinans E18 Vestfold AS' and a 'Close' button. The form is divided into two columns. The left column has a 'The case concerns:' section with a dropdown menu set to 'Select subject', a 'Write your message:' section with a text area, and a checkbox labeled 'Yes, I would like a copy sent to my email address'. The right column has an 'Upload attachments:' section with an 'Add Attachment' button and an 'About attachments' button. At the bottom right, there is a 'Send case' button with a right arrow.

Customer service Contact us 

Vegfinans E18 Vestfold AS Close

The case concerns:
Select subject

Write your message:
Write your message here

Yes, I would like a copy sent to my email address

Upload attachments:
Add Attachment

About attachments

Send case