



Dubai Toll Systems

User Guide – Smart SALIK Application

V1.1

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1 Introduction

SALIK has launched a Smartphone application (Smart SALIK) that allows its customers to manage their SALIK account and perform top ups, balance enquiries, view trips and much more.

This application was launched to align with H.H. Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, strategy for Smart City.

This manual describes the initial release of Smart SALIK and it will be revised with each new release.

1.1. Audience

The user guide is intended for any user of Smart SALIK Smartphone app.

2 Overview

The Smart SALIK App provides the following services to SALIK customers:

- Create a new online SALIK user - allowing customers to manage their SALIK account online including the option for creating a friendly profile for ease of access.
- Balance Top Up - recharge a SALIK account using a SALIK recharge card or e-voucher.
- Search for and view violations incurred
- Search for or create a violation dispute
- View information about SALIK.
- Receive Push notifications from Salik regarding the app i.e. new updates available to download.
- View the locations of the SALIK toll gates and customer service centers.
- Contact SALIK with any queries.
- Access Salik information such as FAQs, News, and Announcements

Additionally, a customer can set up an Online SALIK user, which enables them to access these additional services:

- Recharge a SALIK account through recharge card, e-voucher or using e-Pay.
- View violations and unpaid trips.
- View trips through the SALIK toll gates.
- View a summary of their SALIK account.
- View the vehicles/tags registered on their SALIK account.
- Add a new vehicle/tag to their SALIK account.
- Add a phone number to their Salik account or update a registered phone number
- View and download Salik account statements detailing trips made and top ups performed

Smart SALIK also has helpful hints and tips on every screen.

Smart SALIK provides the user with a similar experience to that found on the SALIK website.

2.1 Download Smart SALIK

The Smart SALIK app is currently available for download for Android and Apple devices. The customer can visit the below app stores to download:

[Google Play](#)

[Apple App Store](#)

Alternatively, customers can scan the QR code that is also available on the SALIK website.



Smart SALIK App is FREE to download.

Once the app has been downloaded, the user can find the Smart SALIK logo on their phones.



Upon tapping the Smart SALIK logo, the user sees the landing screen as shown below; this screen allows the user to select their preferred language.

Once the user selects the language option, the tips screen appears providing the user with information on how to use Smart SALIK. This screen can also be selected by tapping Help from within the Smart SALIK App.

The landing screen shown below only appears when Smart SALIK is opened for the first time.

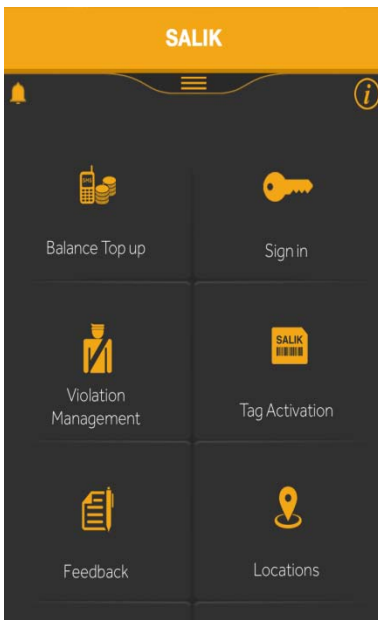




3 Menus

1. Once the user selects their preferred language, the menu screen is displayed providing users with further options.

At this point, the user is not yet signed into their Online User Account.



There is an 'i' icon in the top right hand corner of the screen that provides the user with hints and tips regarding each option available on the Menu screen. This 'i' icons is global across all screens.

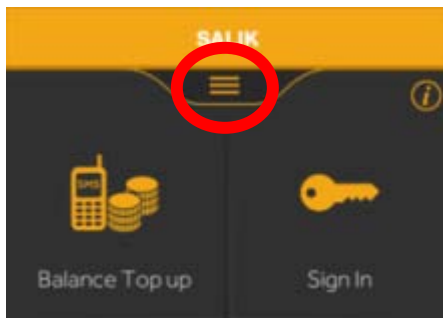
From this menu, the user has twelve options:

- Balance Top Up** – allows the user to top up via recharge card or e-voucher
- Sign In** – allows the user to sign into their online SALIK user account
- Violation Management**—provides the user with the ability to search and view violations and disputes in addition to being able to create a dispute for a violation they feel is wrong.

- iv. **Tag Activation**—provides the user with the ability to register a newly purchased Salik tag (create a new Salik account). To register a new tag against an existing account, the user is required to log into their Online User Account first.
- v. **Feedback** - allows the user to provide feedback, ask any questions, raise complaints via the SALIK contact us form
- vi. **Locations** - provides the user with the locations of each SALIK toll gate and customer service center via an interactive map
- vii. **Contact Us**—provides the user with details of how to contact Salik (call centre, email address etc)
- viii. **About SALIK** - provides the user with information regarding SALIK
- ix. **Share**—allows the user to share the app across other social media platforms such as Facebook & Twitter
- x. **Help** —Provides the user with information such as FAQs, User Guide etc to assist the use of the app and Salik
- xi. **More Information** —providing additional information regarding Salik services
- xii. **Settings** —from this screen the user can select their preferred language and turn on / off push notifications.

3.1 Scrolling Menu

1. Tap the chevron icon at the top of the screen expands a scrolling menu that allows the user to select options.



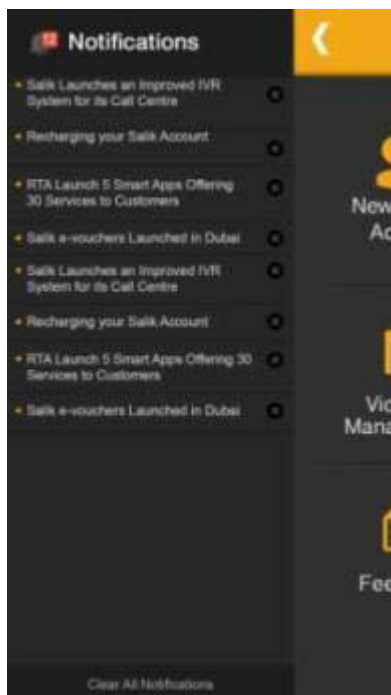
The following options are available from this scrolling menu:

- i. **Balance Top Up**— allows the user to top up via recharge card or e-voucher
- ii. **Sign In** – allows the user to sign in to their online SALIK user account
- iii. **Violation Management** –provides the user with the ability to search and view violations and disputes in addition to being able to create a dispute for a violation they feel is wrong.
- iv. **Contact Us** - provides the user with details of how to contact Salik (call centre, email address etc)
- v. **About Salik** – provides the user with information regarding SALIK
- vi. **Help** – Provides the user with information such as FAQs, User Guide etc to assist the use of the app and Salik
- vii. **Tips** – provides the user with a tips screen that gives high level help on what each screen allows the user to do

- viii. **Feedback** - allows the user to provide feedback, ask any questions, raise complaints via the SALIK contact us form
- ix. **Locations** – provides the user with the locations for each SALIK toll gate and customer service centers via an interactive map
- x. **Tag Activation** – provides the user with the ability to register a newly purchased Salik tag (create a new Salik account). To register a new tag against an existing account, the user is required to log into their Online User Account first.
- xi. **Share** – allows the user to share the app via social media
- xii. **More Information** – providing additional information regarding Salik services
- xiii. **Settings** – from this screen the user can select their preferred language and turn on / off push notifications.
- xiv. **News**–provides the user with Salik press releases

3.2 Notifications

Smart Salik provides users with Salik notifications such as announcements, updates etc. To view these notifications, the user should tap the notification icon in the top left hand corner of the screen. This will display a list of all notifications in a side bar. The side bar is only visible on the pre-login homepage.

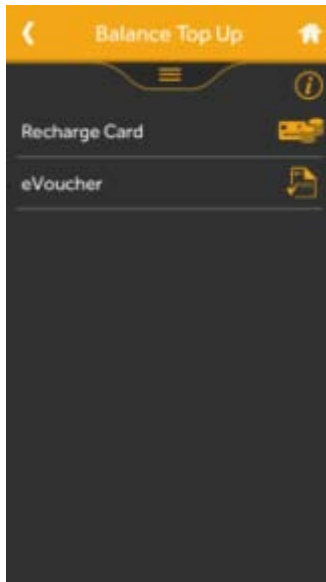


From this screen, the user can Clear All Notifications or Delete Notifications one by one once they are read.

4 Menu Screens (Home Menu & Scrolling Menu)

4.1 Balance Top-Up Screen

1. User can select their preferred method of recharge, Recharge Card or e-Voucher.

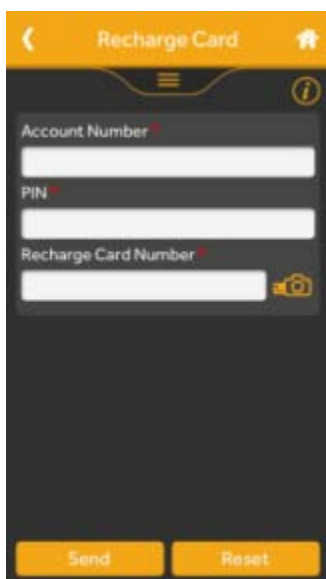


Recharge Card

User MUST enter their SALIK account number, PIN and the 12 digit recharge card number.

Once entered the user taps "Send" and a pre-filled SMS is launched.

The user can then send the SMS and the recharge is complete. Users are charged the standard service provider fee (approx 30 fils) for sending the SMS

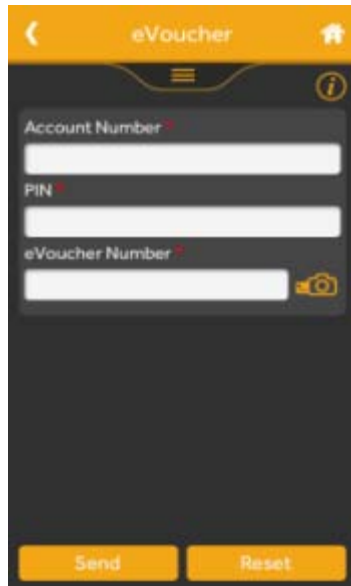


e-Voucher

1. User MUST enter their SALIK account number, PIN and the e-Voucher number.

Once entered the user taps "Send" and a pre-filled SMS is launched.

The user can then send the SMS and the recharge is complete. Users are charge 30 fils for sending the SMS

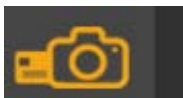


Note: if the user is logged in to their Online SALIK user account when recharging, no SMS service provider fee is charged

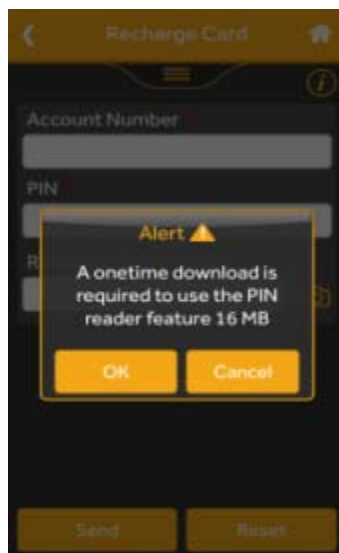
Using the OCR function

1. When recharging a SALIK account using either the Recharge card or e-Voucher option, the user can also choose the OCR feature. This feature allows the user to read the 12 digit recharge card ore-Voucher number via the camera on their device. This number is then populated in the required field. The user does not need to enter the number manually.

To use this OCR feature, the user should tap the icon next to the recharge card / e-Voucher number field.



The below screen is displayed while the OCR initiates (user MUST tap ok to proceed).



Once the OCR is activated, the device camera feature launches allowing the user to take a snap shot of the recharge card / e-Voucher number. The OCR then identifies the number and populates the field.

Note:

This download is only required on the first use of this feature. Future uses of this feature will instantly launch the camera function.

The Alert above is only seen when using an Android device, Apple devices will already have the OCR download completed and will instantly launch the camera function

4.2 Sign In Screen

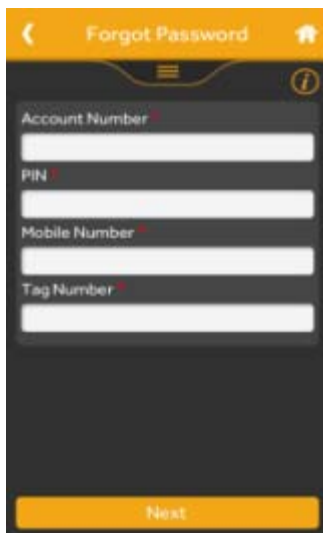
Users who have previously set up an Online User Account through the SALIK website or the Smart SALIK App must login with their username & password to continue.



Forgot Password

1. If a user has forgotten the password for their Online User Account, tapping Forgot Password launches a screen requesting the below listed details:
 - Account Number
 - PIN
 - Mobile Number (the number registered to the SALIK account)
 - Tag Number

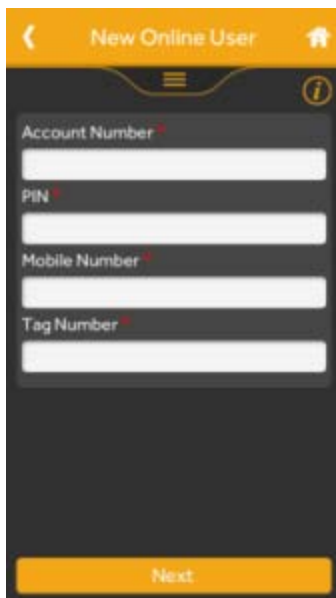
Once all details are completed, the user is directed to change their password.



New Online User

If a user has never created an online user account, they can do so via Smart SALIK. Creating an online user account allows the user to manage their SALIK account online.

The user is asked for a set of information to validate their account with SALIK. They can then create a username and password to be used each time they wish to sign in to their online user account via the app or the SALIK website.



4.3 Setting Display Name

1. Smart SALIK allows the user to set a display name, which saves the login details so that the user does not need to enter their username / password each time they wish to sign in. They can simply click on the Display name that they have set up.

This can be done for multiple accounts. For example if the user routinely recharges a friend's account, they can set up display names for both themselves and their friends.



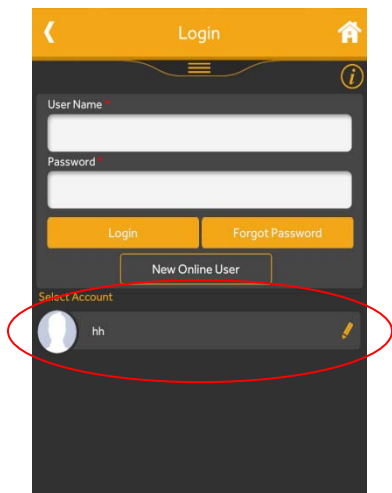
The user enters the display name they wish to have and taps Save.

The user can also assign an image to the Display Name by choosing an existing image from their device or taking a new image using their device's camera.

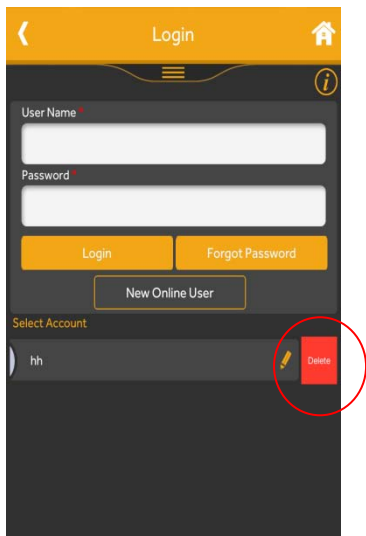
This Display name is optional while recharging a SALIK account (Skip option will be present) but is mandatory for login



Once the display name is set up, the user can select the account they wish to use to login and manage.



An account can be deleted from the Smart SALIK App by the user when required by swiping to left of the screen, a delete button then becomes visible



4.4 Violation Management

Users can access the Violation Management screen from the home screen menu and also the dropdown menu.

The Violation Management screen has two tabs 'Violations' and 'Disputes':

- The 'Violations' tab allows the user to search for violation tickets.
- The 'Dispute' Tab allows the user to search for a lodged Dispute in order to find out the latest status update.

Violations Tab



The User can search for violations by entering their vehicle details (Emirate, Vehicle Category, Plate Code and Plate Number). Tapping Search will display all violations incurred including full details and images where applicable



From the Violation Details screen the user can choose to add the violation to a dispute.

Upon successful selection, the user taps the "Create Dispute" button and will navigate to the create dispute screen.

< Create Dispute >

Create Dispute

Customer / Company Name *

Salik Account Number

Contact Mobile Number *

Select

Email Address *

Vehicle License Place of Issue

Next

The user is required to complete all required fields and tap Next

< Create Dispute >

Select a dispute reason from the dropdown list in order to dispute the violation(s).

Ticket Number

14030146

Dispute Reason *

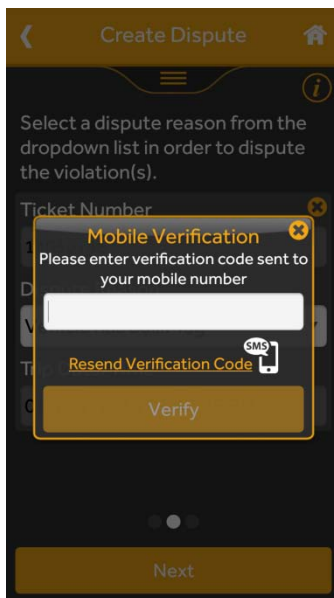
Select One

Trip Date/Time

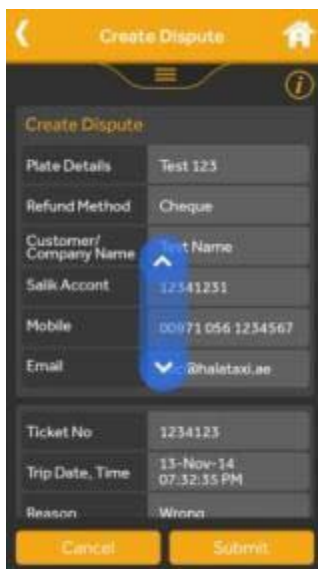
01-Mar-2015 06:42:45 PM

Next

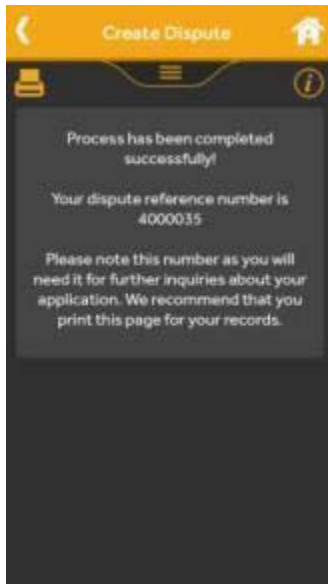
On this screen the user is required to select a reason for lodging the dispute from the drop down list available. Once the reason is selected, the user should tap Next



The user will then be prompted to enter the Mobile Verification code that will be sent to their mobile number via SMS. Once the verification code has been entered, the user taps Verify.



The user should then confirm all information displayed on the screen and once happy, tap Submit



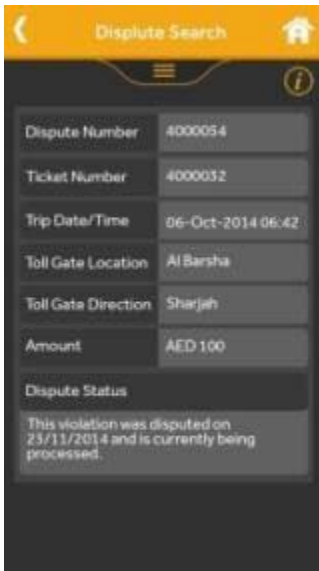
The dispute will be submitted and user will receive the above confirmation message containing their Dispute Reference Number

Disputes Tab

From the Disputes tab under the Violation Management section, the user can search for a dispute that they have lodged simply by entering their dispute reference number and tapping Search.



The user will be presented with the results of their search providing the latest status update of the dispute



4.5 Tag Activation

The tag Activation section of the Smart Salik app allows the user to register a newly purchased Salik tag and create a Salik account.

The user can navigate to this screen from the home menu or the scrolling menu.

The user is required to firstly accept the Terms & Conditions and tap next to proceed to the tag registration wizard.



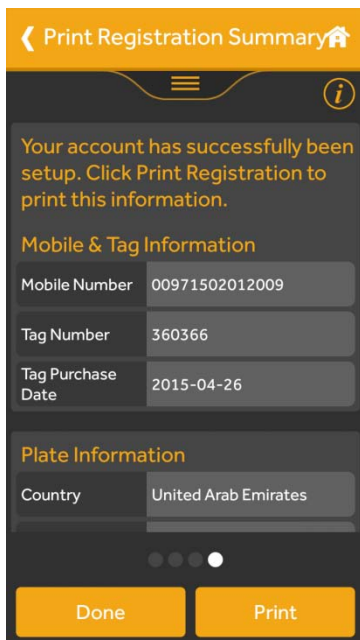
The user is required to enter the requested tag and vehicle plate information and then tap Next

The user will then be asked to enter the verification code sent to their mobile phone, once entered the user taps Verify

The user is then presented with a confirmation screen in which they should check all details entered and tap Confirm



The user is then presented with a successful account creation message, the user can choose to print this message if they wish or tap Done to exit the wizard.



Should the user tap Print, they will be provided with the registration receipt



4.6 Feedback Screen

The user is able to complete an online feedback form to express opinions, ask questions or raise complaints regarding SALIK.

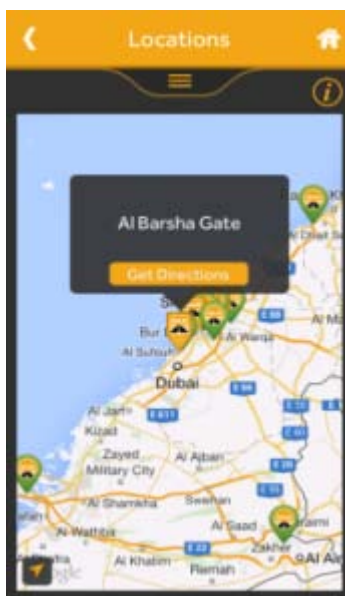
The feedback forms are received by the Customer Service team in the SALIK call centre and are investigated and responded to within 48 working hours.



4.7 Locations Screen

The user can view the locations of the SALIK Toll Gates as well as all the SALIK Customer Service Centers.

Tapping on any of the location icons allows the user to obtain directions from their current location (phone's location service should be enabled) to the chosen toll gate or customer service centre.



4.8 Contact Us Screen

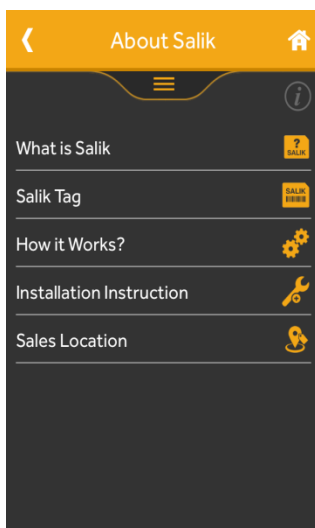
Accessing the Contact Us screen provides the user with options to get in touch with SALIK (phone, email, mail etc).



4.9 About SALIK Screen

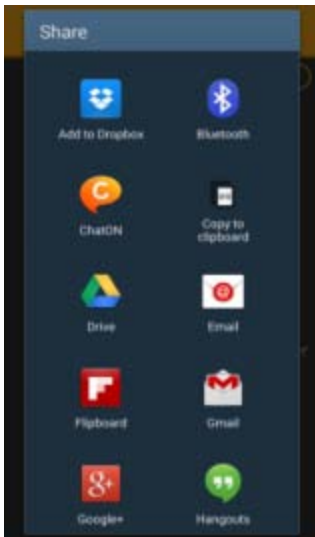
Accessing the About SALIK screen provides the user with general information regarding SALIK such as

- How Salik Works
- Information regarding the Salik tag
- Salik tag installation instructions



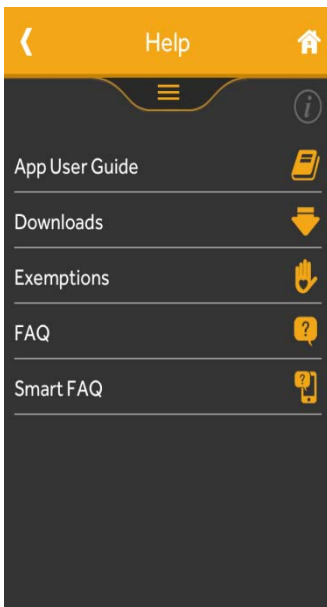
4.10 Share Screen

Accessing the Share screen allows users to share the Smart SALIK App through various channels



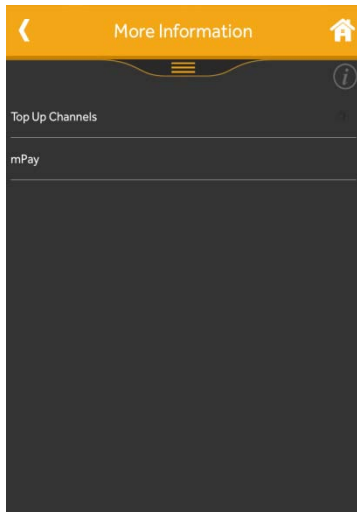
4.11 Help Screen

The Help Screen provides the user with tools to assist in the use of Salik and the Smart Salik app such as FAQs, user guide etc.



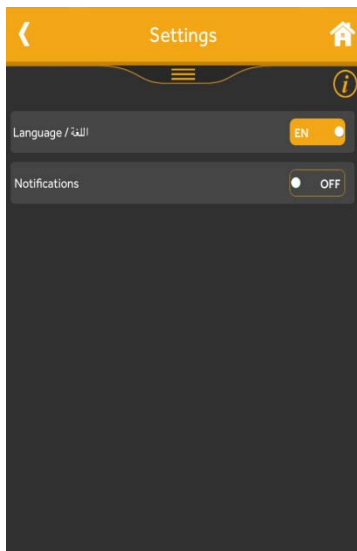
4.12 More Information Screen

The More Information screen provides the user with details regarding additional Salik top up channels such as banks and kiosks, information regarding recharging via mPay and information on how to apply for Disabled Exemption from Salik toll fees.



4.13 Settings Screen

The settings screen allows the customer to change their preferred language in the Smart SALIK App and also provides the ability to select On or Off for accepting push notifications.



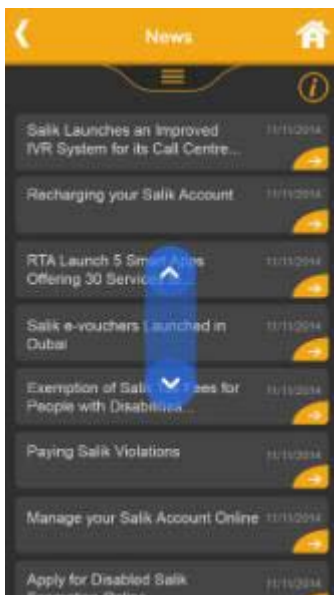
4.14 Tips Screen

Accessing the Tips screen provides the user with information on navigating through the Main Menu screen and scrolling menu.



4.15 News

The News screen provides the user with access to all news releases for Salik. The user can tap each news item to view the full article

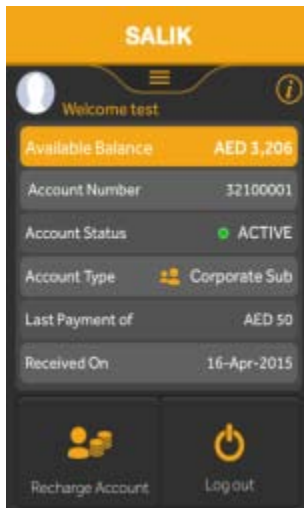


5 Accessing SALIK Online Account

The user can login to their existing Online User Account or Create an Online User Account if they don't already have one. This then allows the user to manage their SALIK account.

If the customer is using an Android device, they are able to save their username & password so that they do not have to re-enter the details whenever they wish to login. However, if using an Apple device, the user cannot save their password due to limitations imposed by Apple.

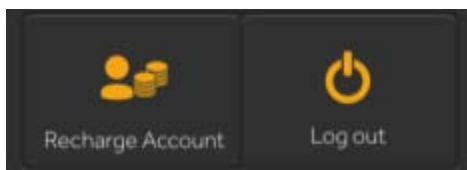
Once the user is signed in, the Account Summary Screen is displayed:



The account summary screen provides the customer with the following details:

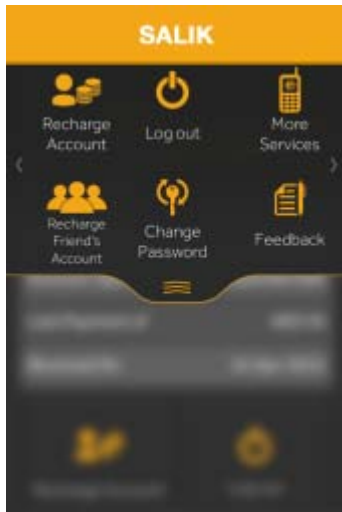
- Current Available Balance
- Account Number
- Account Status (Active, Not Active)
- Account Type (Individual or Company)
- Last Payment of (last amount recharged)
- Received on (date last payment received)

The user is also able to Recharge Account or Log Out from this screen by tapping the applicable button at the bottom of the screen



6 Online User Account Menu

The user can select options using the scrolling pull down menu at the top of the screen.



6.1 Menu Items

From this pull down menu, the user can access the following Salik Services:

Top Row –

- Recharge Account
- Log Out
- More Services
- Contact Us
- About Salik
- Help
- Locations

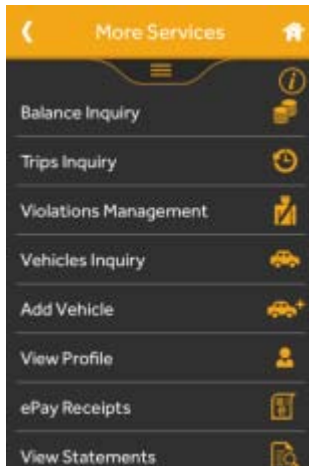
Bottom Row –

- Recharge Friend's Account
- Change Password
- Feedback
- Share
- More Info
- Settings
- Tips

Note: For detailed information regarding the use of the screens above, with the exception of More Services & Recharge Friend's account, please refer to prior sections in this document

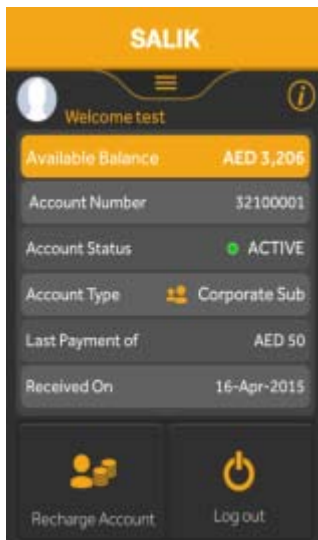
More Services Screen

The user can select the More Services screen that lists all services available. To use a service, the user taps on the desired service from the list.



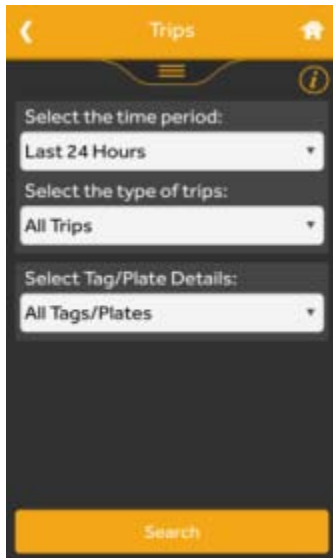
Balance Inquiry

Selecting the Balance Inquiry option, provides the user with the current balance on their SALIK account. This screen displays the same details as the Account Summary screen viewed when the user first logs in.



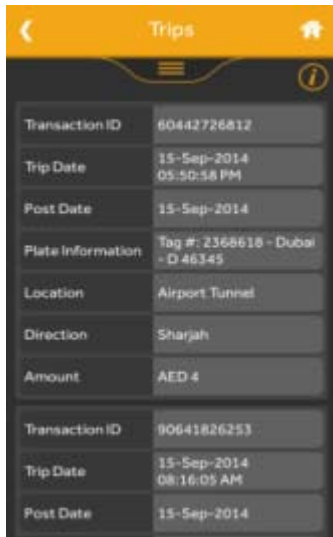
Trips Inquiry

User can search for and view trips that have been made through the SALIK toll gates by tapping Trips Inquiry from the More Services screen.



The user can select the required time period, type of trips and tag/plate they wish to view (all options are drop down lists).

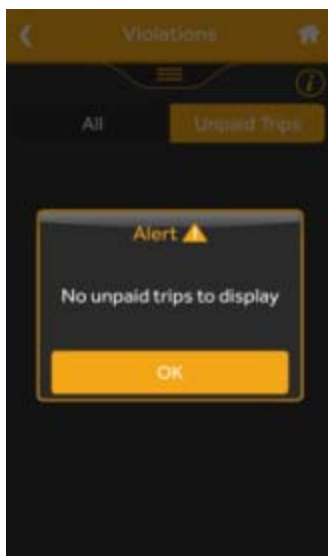
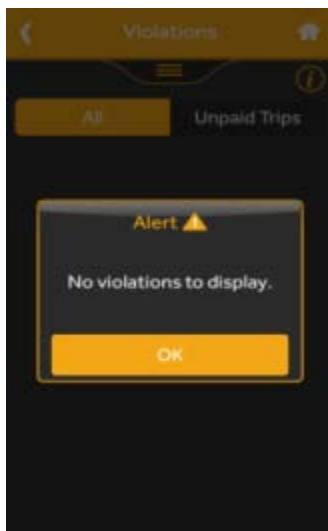
Once all search criteria is filled, the user taps Search and the results are displayed.



Violation Management

Violations Inquiry

The user can view incurred violations for their SALIK account by tapping the Violation Inquiry option from the More Services screen. The user is presented with two options, All & Unpaid Trips.

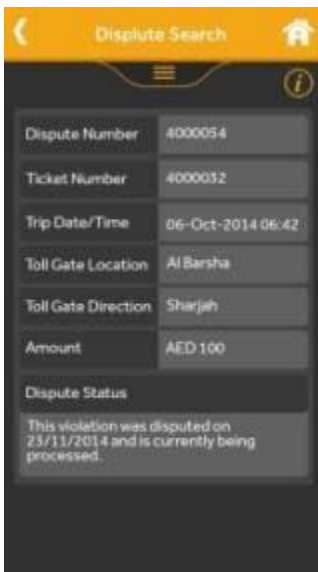


Dispute Inquiry

The user can view the status of any lodged violation dispute by tapping the Dispute Inquiry option from the More Services screen. The user is presented with two options, Violations (the user can search for Violations Incurred) & Disputes (the user can search for lodged disputes to view the status).



Once all search criteria is filled, the user taps Search and the results are displayed.

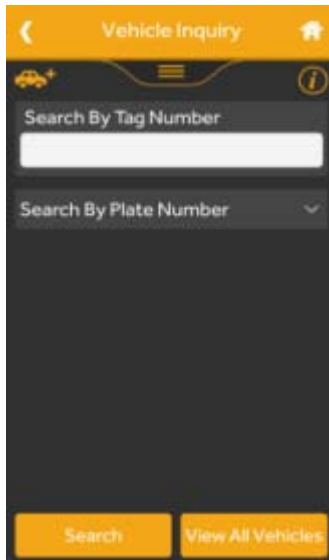


Note: Should the user search violations from the Violation(s) tab, they will also have the ability to add a violation to a dispute and proceed through the Dispute wizard. For more information on how to create a Violation Dispute, refer to section 4.4 Violation Management.

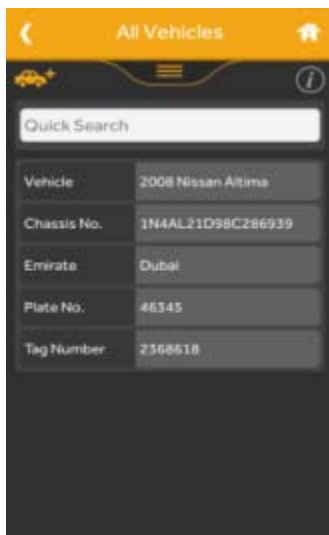
Vehicle Inquiry

The user can view the vehicles / tags registered on their SALIK account.

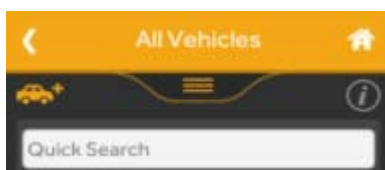
Tap on Vehicle Inquiry, the vehicle search screen is displayed.



The user can search based upon tag number, plate number or simply choose to View All Vehicles. Once the search criteria is completed, the corresponding results are displayed.



The user can utilize the quick search feature on the All Vehicles screen.



By entering any details regarding a specific vehicle; plate number, tag number etc the list of all vehicles will be filtered based upon the criteria entered.

Add Vehicle

The Smart SALIK App provides users with the ability to Add a Vehicle to an existing SALIK account.

The user selects Add Vehicle from the More Services screen or by tapping the Car icon on the Vehicle Inquiry screen.



The Add Vehicle wizard is launched and the customer is required to complete all fields to add a new vehicle.

Country

Emirate

Category

Plate Code

Plate Number

Next

Select One

Vehicle Model

Vehicle Category

Vehicle Color

Year of Manufacture

Chassis Number

Save

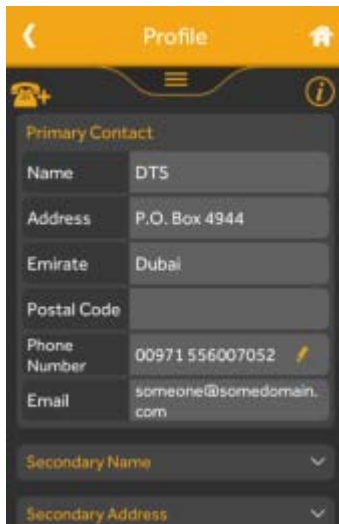
Once all fields are completed, the user taps Save and their new vehicle / tag is added to the existing SALIK account.

View Profile

The user can view their personal profile information that is registered on their SALIK account.

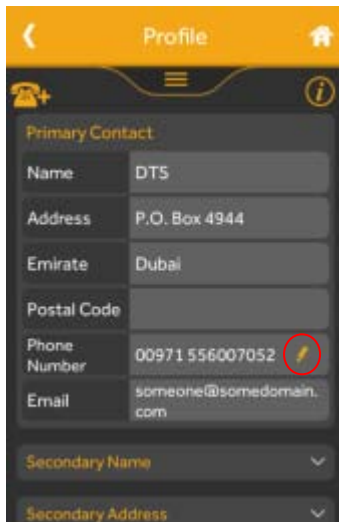
Tap View Profile from the More Services screen.

The user can view all Primary and Secondary Contact Information registered to their Salik Account



Edit Telephone Number

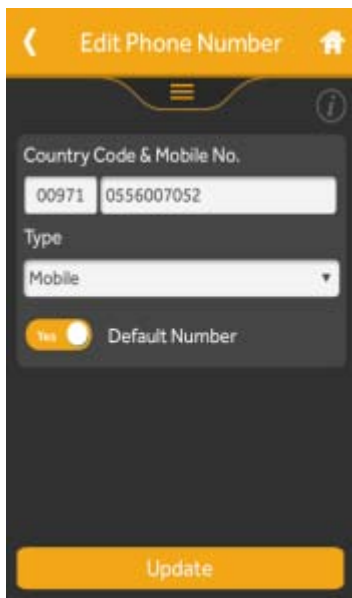
The user is able to edit a phone number registered on their Salik account by tapping the edit icon next to the number they wish to update.



The user enters the country code and number and selects the phone number type from the drop down list (mobile, home, work etc).

The user can then select whether this number should be set as the default number on their Salik account (receives all Salik notifications) by tapping the Default Number toggle to select Yes or No.

Once all fields are complete, the user taps Update and the number will be instantly updated.



Add Telephone Number

The user is able to add a telephone number to their Salik account by tapping the Add Telephone icon at the top of the Profile screen



The user enters the country code and number and selects the phone number Type from the drop down list (mobile, home, work etc).

The user can then select whether this number should be set as the Default number on their Salik account (receives all Salik notifications) by tapping the Default Number toggle to select Yes or No.

Once all fields are complete, the user taps Add and the number will be instantly added to the Salik account.



ePay Receipts

The Smart SALIK App allows users to view their ePay recharge receipts. Receipts for the previous 6 months transactions are available for viewing.

Tap ePay Receipts from the More Services screen.



The user is able to view:

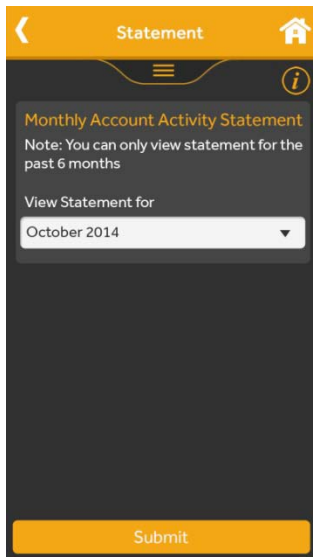
- Current Receipt (the last recharge receipt)
- All Receipts
- The user can also Print the receipt.

Note: The device being used is required to be linked to a printer in order for this functionality to work, if no printer is available it will create a printer friendly formatted file.

View Account Statement

Users are able to view their Salik account statements by tapping the Statement option from the More Services screen.

The user is then required to select the month that they wish to view and tap Search.



The user can then switch between a summary statement and a full statement by switching between the tabs at the top of the screen



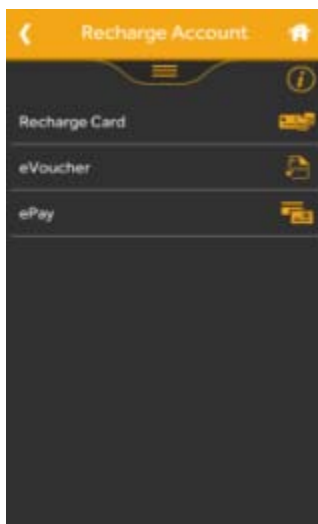
The user also has the option to print the statement for their records by tapping the print icon in the top left hand corner. The statement will be converted to PDF and the user can print the statement if their device is synced with a printer.



Recharge Account

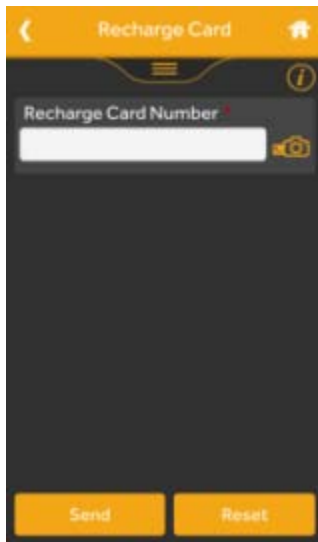
The user can recharge their SALIK account by selecting Recharge Account from the More Services screen. The user is presented with three options:

- Recharge Card
- e-Voucher
- ePay



Recharge Card

The user enters the 12 digit recharge card number or uses the OCR feature as described earlier.

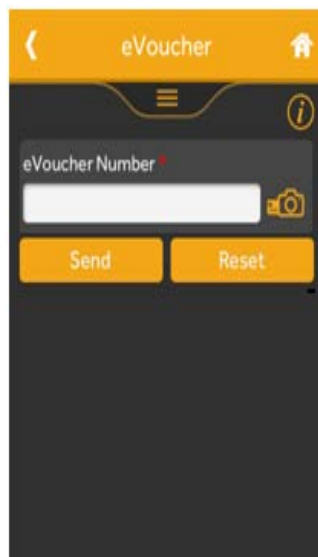


Once the 12 digit recharge card number is entered the user taps Send and the account is topped up.

e-Voucher

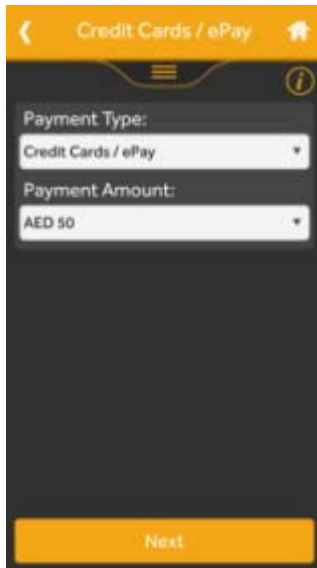
User MUST enter the e-Voucher number or use the OCR feature as described earlier.

Once entered the user taps Send and the account is topped up.



ePay

The user can recharge their SALIK account using their credit card via ePay. Tap ePay from the Recharge Account screen and complete the required fields.



Tapping Next directs the user to the ePay site to complete their transaction.

Recharge Friend's Account

Users can also recharge a Friend's SALIK account by tapping Recharge Friend's account from the More Services screen. The user can choose from three recharge options:

- Recharge Card
- E-Voucher

The user MUST enter their friend's account details and recharge information. The recharge is then performed in the same way as a recharge to the user's own account.

Note: To avoid having to enter the friend's account details every time, the user can set up Display Names for each friends Account they wish to recharge.
