

# Itchen Toll Bridge online account

To log into your Smartcities card toll payment account, you will need to have provided the Smartcities office with your current email address. Your 10 digit account number is on the back of your Smartcities card.

Log in at: <https://concessioncard.net/chw/CardholderLogin.action?councilCPICC=21296>

When logging in for the first time, use your email address by clicking on the 'email' link on the login page before entering the address. Once you have logged into your account you can set up a password to log in with instead of your email address.

Once logged in you will be taken to your personal details page. Click on the link at the bottom of the page for your Itchen Bridge account. This should take you directly to your 'Account Summary' page.

## Problems accessing your account

When entering your 10 digit account number and email address, please make sure that there are no spaces at the beginning or end of the details. After clicking on 'login' you should be taken to a page which shows your personal details.

If you are unable to log into this page please email [smartcities@southampton.gov.uk](mailto:smartcities@southampton.gov.uk) or telephone 023 8083 3008 to check that we have your correct email address.

### **I can't access my account when clicking on the link from my personal details page**

If you see an 'Access Control' box click on cancel, close the window and try again. If this box appears again it is possibly an incompatibility issue with your browser (your account may be locked if you enter details into the Access Control box three times).

Try using a Microsoft Operating system with Google Chrome 2.0 or above, Mozilla Firefox 3.0 or above or Internet explorer 8 or above or for Apple Mac Operating Systems from version Snow Leopard onwards, Mozilla Firefox 3.0 or above (the capability to use tablets and mobile phones to access Itchen Bridge accounts cannot be fully guaranteed).

The system may not be currently compatible with the latest version of the Microsoft Edge browser. Please use Internet Explorer which is accessible from the menu in Edge.

Updating your browser version or using another browser may help you to access your account.

Please refer to your browser's help file or support website for information.

If you are using a networked computer at your place of work, you may be blocked by the security or firewall.

## Account Summary

From this screen you will be able to see your Smart card details, the type of account you have and the latest balance as of the date and time shown.

The screenshot displays the Southampton City Council website interface. At the top right, it says "Logged in as:" with a "Logout" link. The Southampton City Council logo is on the left. Below the header, there is a "Customer:" dropdown menu with an arrow pointing to "Account Summary". The main content area is titled "Account Summary" and contains a table with the following data:

Account No.	Tolling Product	Account Status	Last Updated Balance	Balance
[input field]	Prepaid - Standard Customers/Resident	Active	17/10/2013 12:33	£ -0.30

Below the table are navigation buttons: "Top-Up Account", "View Transaction History", "View Payment History", and "Close Account". There is also a checkbox labeled "View SmartCards Details". The bottom right corner features the "SICE" logo. The browser's taskbar at the bottom shows "Done", "Internet", and "100%" zoom.

You can do three main things from this page:

- **Top-Up Account** – allows you to add money to your account for paying the toll
- **View Transaction History** – shows you when your card has been used to pay toll crossings and payments made to your account
- **View Payment History** – shows you a summary of all the top-up payments you have made

There is also a **Close Account** button. Use this button if you decide you want to cancel the toll payment function on your card. This will not disable the other services on your card.

If you have decided to close your account and have followed through the procedure a **Undo Account Closure** button will be on your Account Summary page until the date of the closure request. **After this date has passed, you will not be able to reopen your account.** If you require an Itchen Bridge toll account in the future, an administration fee will be charged to set up a new account and issue the required new card.

Ticking the 'View Smartcard Details' box shows the last digits of the number on the front of the card which is linked to your account.

## Top Up Account

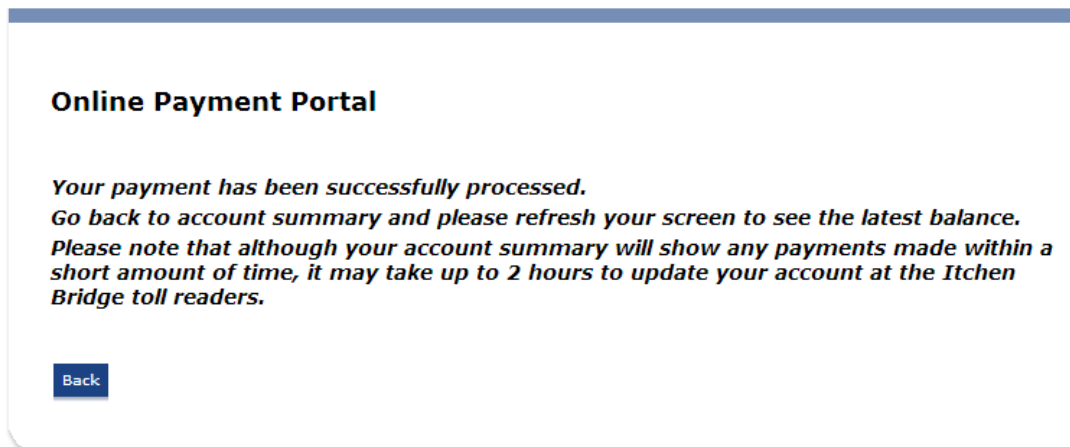
When you select the **Top-Up Account** button you will see the following screen which prompts you to enter the amount you would like to add to your balance.

The screenshot shows the Southampton City Council website interface. At the top left is the council's logo and name. At the top right, there is a 'Logged in as:' field with a 'Logout' link. Below the header, on the left, is a 'Customer:' field with a dropdown arrow and a link to 'Account Summary'. The main content area is titled 'Top-Up Account (Account Number: [input field])'. It contains instructions: 'Please enter the amount to top-up (£) in the following format: (numbers and . only) e.g. 5.25' followed by an input field. Below this, it states 'Please note that the minimum payment is £ 5.0'. A paragraph of instructions follows: 'You are going to carry out a payment through the Council's online portal. Please do not attempt to leave this page or press any buttons until the process has completed. Please be patient as this may take up to 60 seconds.' At the bottom of the form are two buttons: 'Add Funds' and 'Back'. In the bottom right corner of the page, there is a 'SICE' logo.

When you have entered the amount click on **Add Funds** (clicking on **Back** will return you to the Account Summary screen).

Follow the instructions that will appear in the portal to complete the payment process.

Once the payment process has been completed, the following screen will be shown to let you know if your payment has been authorised:



The account balance is usually updated after a short amount of time after refreshing the Account Summary page, but under exceptional circumstances it may take longer to update the balance. Please note that it may take up to 2 hours to update your account at the Itchen Bridge toll readers.

## View Transaction History

Through this screen it is possible to obtain information related to the transactions on the account (crossings and top ups).

To access this function click on [View Transaction History](#)

By using the date filter fields at the top, you can see the crossings made with your smart card in a certain time period.

 By clicking on the 'Download Data' icon at the bottom of the page, the transactions retrieved in the filter can also be exported to a pdf file.

Click on the [Back](#) button to go back to the Account Summary screen.

## View Payment History

Through this screen it is possible to obtain information related to payments posted against the account.

To access this function click on [View Payment History](#)

You can filter by date and optionally by 'Payment Type' then click on the [Search](#) button to retrieve the information.