

## ICICI Bank FASTag Customer Login Registration

### Step by Steps Documents

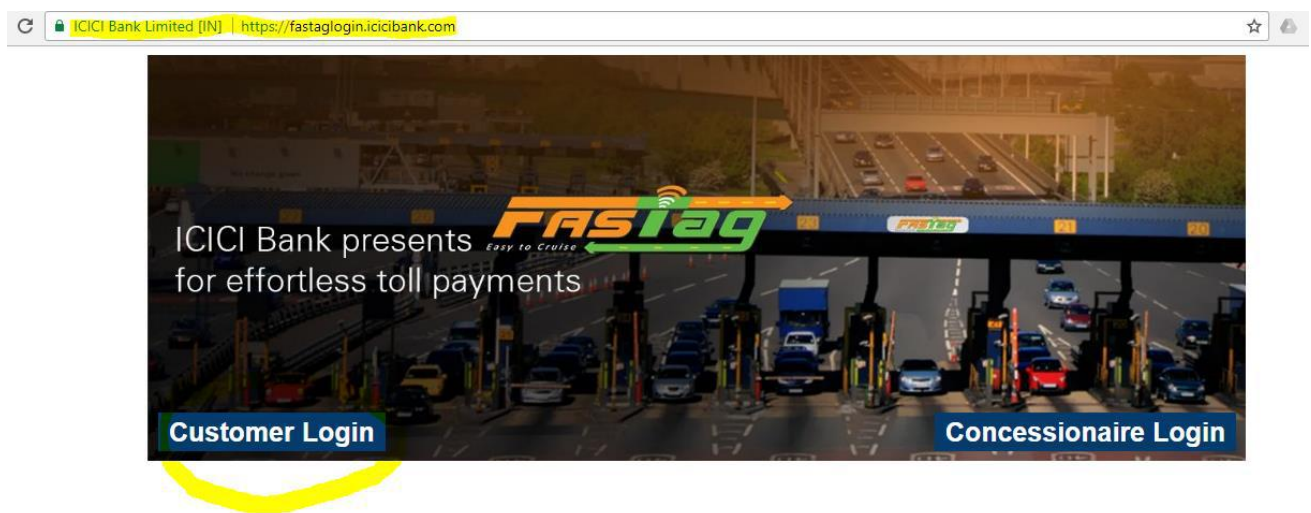
#### Step-1

Type below URL on any web browser.

<https://fastaglogin.icicibank.com>

(Or)

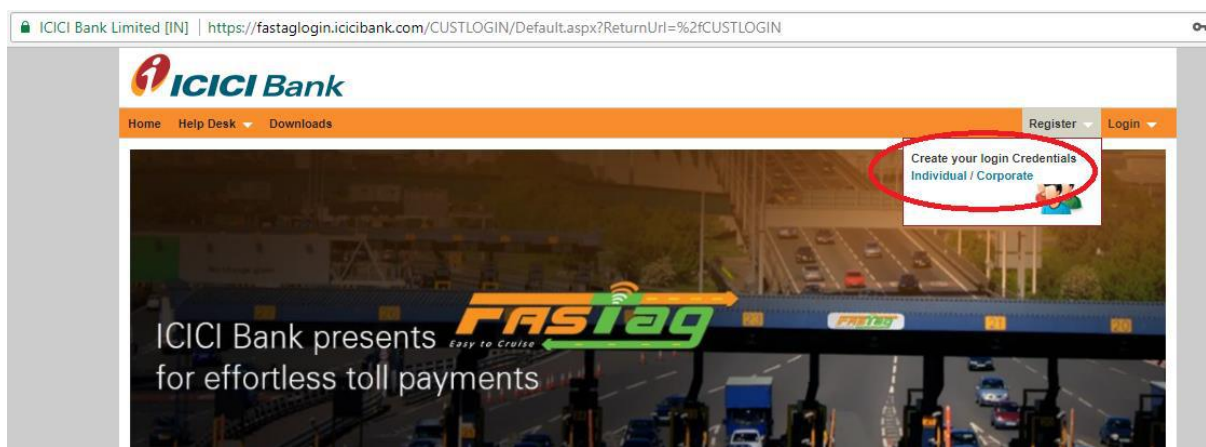
<http://fastaglogin.icicibank.com/CUSTLOGIN>



#### Step-2

If New User, Please click "Register" Option. If Personal User select "Individual" Type.

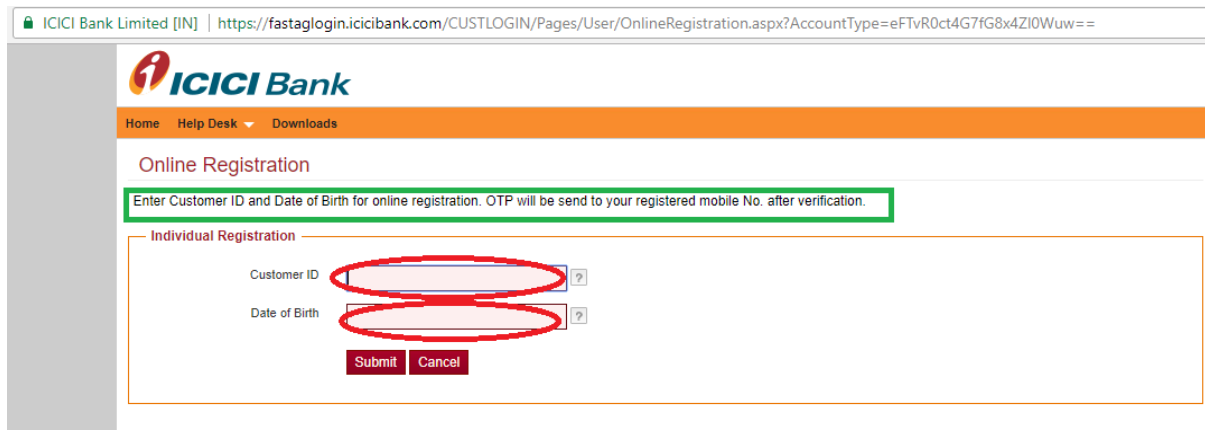
If corporate customer, Select "Corporate" Type.



### Step-3

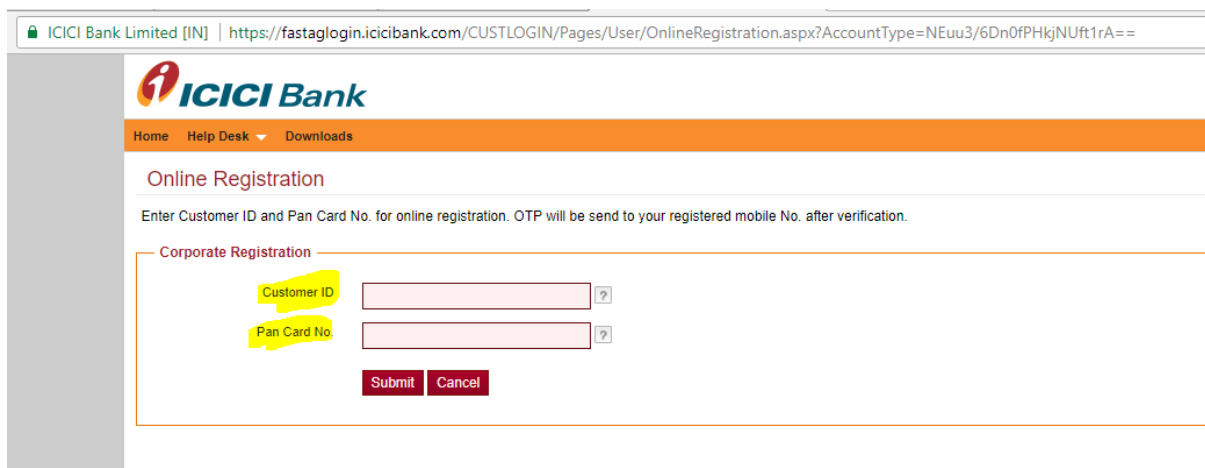
**\*\*Customer ID you will get via SMS. If not received customer ID. Please call 24 \* 7 customer care @ Toll Free Number: 1800 2100 104 (Chargeable Number: 1860 2670 104) (Or) Please Contacts FASTag ICICI Point of Sale Person (POS). They will share your Customer ID to you.**

**Type Customer ID & Date of Birth click “Submit” For Individual Customer.**



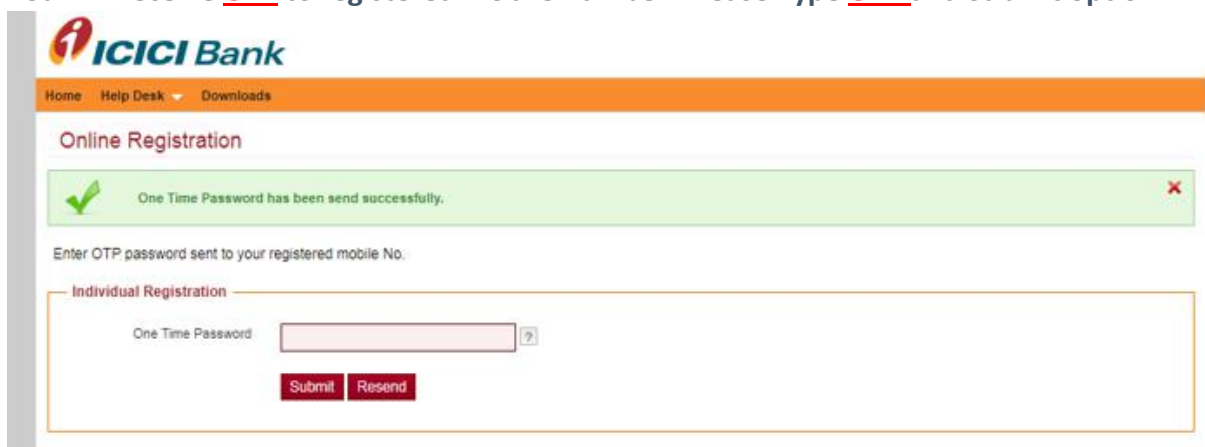
The screenshot shows the ICICI Bank Online Registration page for an individual customer. The browser address bar displays the URL: <https://fastaglogin.icicibank.com/CUSTLOGIN/Pages/User/OnlineRegistration.aspx?AccountType=eFTvR0ct4G7fG8x4ZI0Wuw==>. The page header includes the ICICI Bank logo and navigation links: Home, Help Desk, and Downloads. The main heading is "Online Registration". Below it, a green box contains the instruction: "Enter Customer ID and Date of Birth for online registration. OTP will be send to your registered mobile No. after verification." The "Individual Registration" section contains two input fields: "Customer ID" and "Date of Birth", both of which are circled in red. Below these fields are "Submit" and "Cancel" buttons.

**Type Customer ID & PAN Card number click “Submit” For Corporate Customer.**



The screenshot shows the ICICI Bank Online Registration page for a corporate customer. The browser address bar displays the URL: <https://fastaglogin.icicibank.com/CUSTLOGIN/Pages/User/OnlineRegistration.aspx?AccountType=NEuu3/6Dn0fPHkjNUft1rA==>. The page header includes the ICICI Bank logo and navigation links: Home, Help Desk, and Downloads. The main heading is "Online Registration". Below it, a green box contains the instruction: "Enter Customer ID and Pan Card No. for online registration. OTP will be send to your registered mobile No. after verification." The "Corporate Registration" section contains two input fields: "Customer ID" and "Pan Card No.", both of which are highlighted in yellow. Below these fields are "Submit" and "Cancel" buttons.

**You will receive OTP to registered mobile number. Please Type OTP and Submit option.**



The screenshot shows the ICICI Bank Online Registration page after successful OTP verification. The browser address bar displays the URL: <https://fastaglogin.icicibank.com/CUSTLOGIN/Pages/User/OnlineRegistration.aspx?AccountType=NEuu3/6Dn0fPHkjNUft1rA==>. The page header includes the ICICI Bank logo and navigation links: Home, Help Desk, and Downloads. The main heading is "Online Registration". Below it, a green box contains the instruction: "Enter OTP password sent to your registered mobile No." The "Individual Registration" section contains a single input field: "One Time Password". Below this field are "Submit" and "Resend" buttons.

#### Step-4

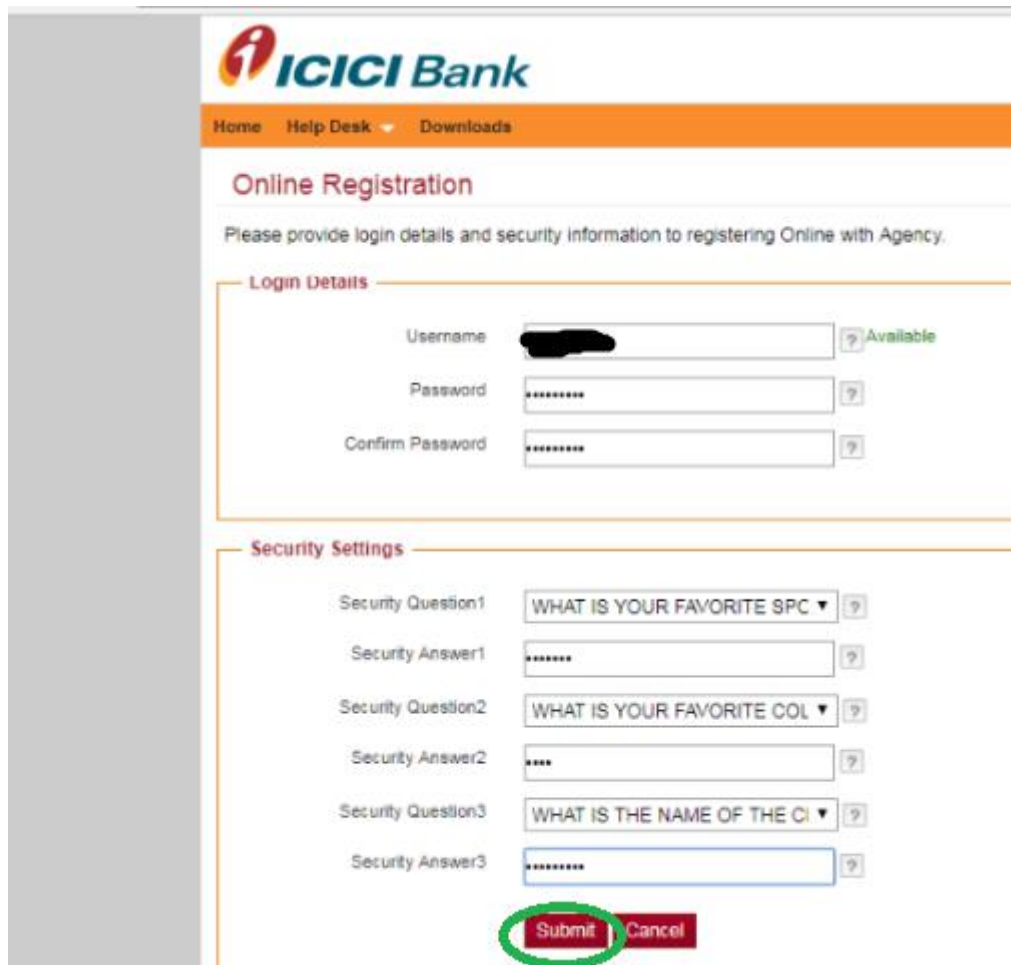
After successful verified OTP, you will see below screen for creating Login Account.

Type Username (**You're Customer ID will be your Username**).

Type Password and Confirm password.

Set Security Questions (**PLEASE MAKE NOTE OF THE SECURITY QUESTIONS AS ARE REQUIRED IF YOU USE FORGOT USERNAME / PASSWORD RESET OPTION**).

Final Click "Submit" Option.



The screenshot shows the ICICI Bank Online Registration page. It features a header with the ICICI Bank logo and navigation links (Home, Help Desk, Downloads). The main heading is "Online Registration" with a subtext: "Please provide login details and security information to registering Online with Agency." The form is divided into two sections: "Login Details" and "Security Settings".

**Login Details:**

- Username: [Redacted] [?] Available
- Password: [Redacted] [?]
- Confirm Password: [Redacted] [?]

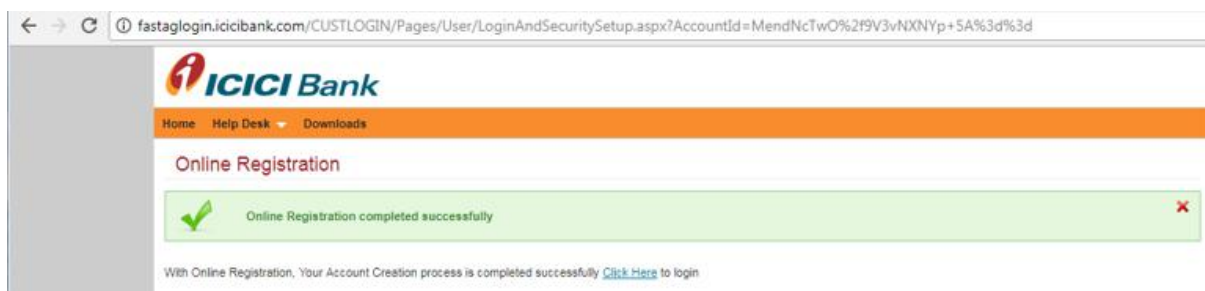
**Security Settings:**

- Security Question1: WHAT IS YOUR FAVORITE SPC [?]
- Security Answer1: [Redacted] [?]
- Security Question2: WHAT IS YOUR FAVORITE COL [?]
- Security Answer2: [Redacted] [?]
- Security Question3: WHAT IS THE NAME OF THE CI [?]
- Security Answer3: [Redacted] [?]

At the bottom, there are two buttons: "Submit" (highlighted with a green circle) and "Cancel".

#### Step-5

After successful Registration. You will see below screen.



The screenshot shows the ICICI Bank Online Registration completion screen. It features the same header as the previous screen. A green banner with a checkmark icon and the text "Online Registration completed successfully" is displayed. Below the banner, a message states: "With Online Registration, Your Account Creation process is completed successfully. [Click Here](#) to login".

## Step-6

After successful Registration. Login to FASTag Portal using below URL.

<http://fastaglogin.icicibank.com/CUSTLOGIN>

Please click "Login" Option. Type Username and Password.

Username: 10XXXXX564

Password: XXXXXXXXXX

fastaglogin.icicibank.com/CUSTLOGIN/Default.aspx?ReturnUrl=%2FCUSTLOGIN

**\*\*If you forget Username and password. Please use options forget User id / Forget Password.**

After successful Login. You can see your Tag Account, Vehicle, Amount and Toll Usage Transaction Details....Etc

### Account Summary

Customer ID: [REDACTED] KYC Status: Collected Account Type: Individual

Account Status: Active

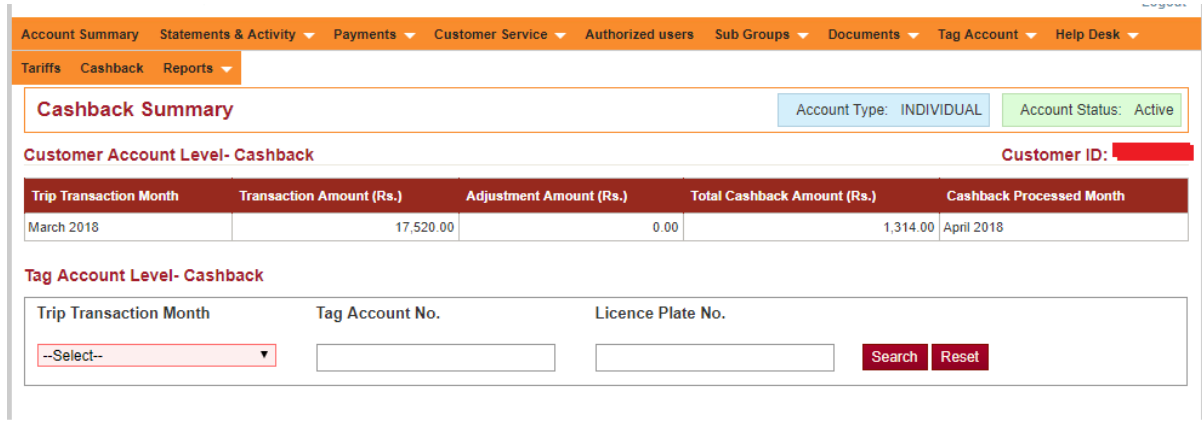
Contact Information	Account Information	Payment Information
<b>Name:</b> [REDACTED] <b>Address:</b> [REDACTED]  <b>Mobile No. :</b> [REDACTED] <b>Email Address:</b> [REDACTED] <b>Date of Birth:</b> [REDACTED]	<b>Total Tag Accounts:</b> 1 <b>Total Sub Groups:</b> 1 <b>Total Users:</b> 0 <b>Active Tag A/C (+ve) Bal:</b> Rs. 205.30 <b>Active Tag A/C (-ve) Bal:</b> Rs. 0.00 <b>Current Balance:</b> Rs. 205.30 <b>Inactive Tag A/C Bal:</b> Rs. 0.00 <b>CUG Balance:</b> Rs. 0.00 <b>Is Auto Recharge Applicable:</b> No <b>Is Proportioning Applicable:</b> No	<b>Last Payment Method:</b> Cash <b>Last Payment Amount:</b> Rs. 600.00

### Sub Groups

Default						
Tag Account No.	Licence Plate No.	Vehicle Type	Tag Serial No.	Status	Balance (Rs.)	
[REDACTED]	[REDACTED]	N/A	[REDACTED]	Active	205.30	<a href="#">View Tag Account Summary</a>

## Check Cashback Report

Login FASTag portal → Click “Cashback” Option. It will show month wise cash back credited amount.



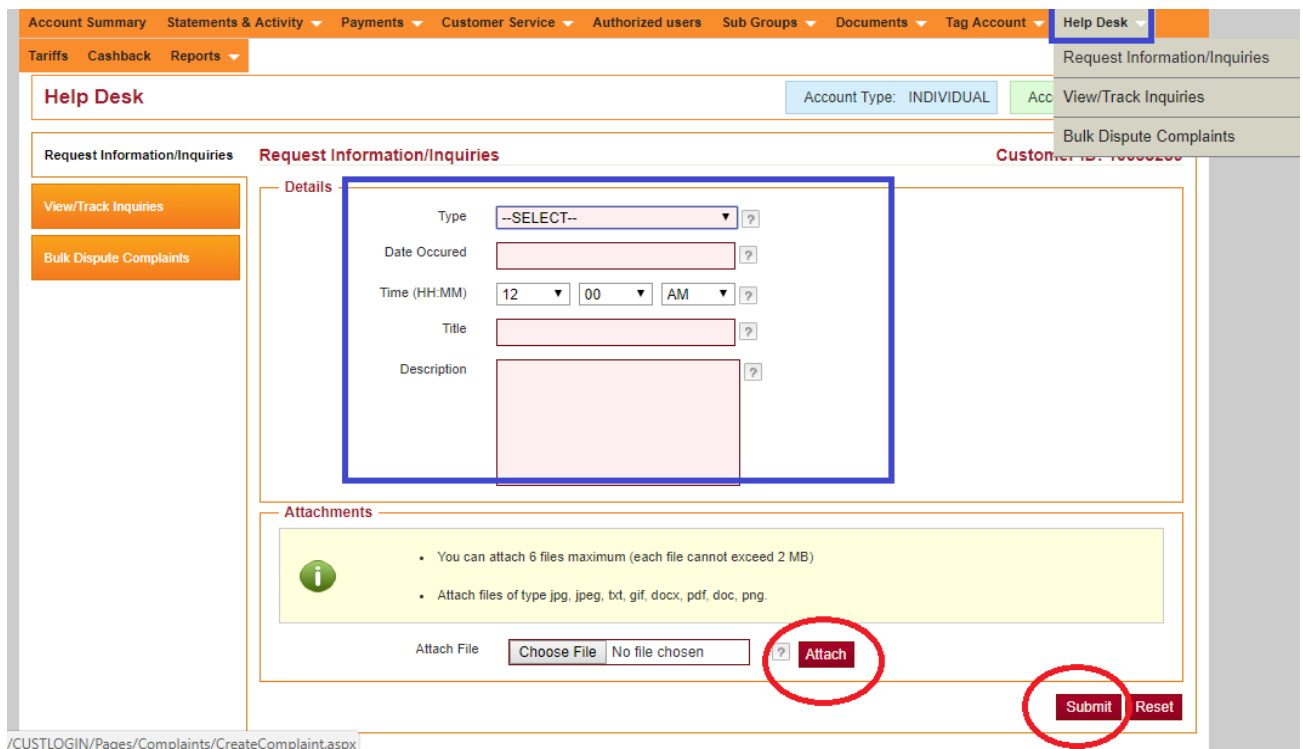
The screenshot shows the 'Cashback Summary' page. At the top, there's a navigation bar with options like 'Account Summary', 'Statements & Activity', 'Payments', 'Customer Service', 'Authorized users', 'Sub Groups', 'Documents', 'Tag Account', and 'Help Desk'. Below this, there's a sub-navigation bar with 'Tariffs', 'Cashback', and 'Reports'. The main content area is titled 'Cashback Summary' and includes a 'Customer Account Level- Cashback' section. This section displays a table with columns: 'Trip Transaction Month', 'Transaction Amount (Rs.)', 'Adjustment Amount (Rs.)', 'Total Cashback Amount (Rs.)', and 'Cashback Processed Month'. The table shows data for March 2018. Below the table, there's a 'Tag Account Level- Cashback' section with a form to search by 'Trip Transaction Month', 'Tag Account No.', and 'Licence Plate No.'.

Trip Transaction Month	Transaction Amount (Rs.)	Adjustment Amount (Rs.)	Total Cashback Amount (Rs.)	Cashback Processed Month
March 2018	17,520.00	0.00	1,314.00	April 2018

## Online Help Desk

Login FASTag portal → Click “Help Desk” Option→ Select Request Information/Inquires.

Select Type and Date, specify your issue in detail and attached valid proof then click “Submit” option.



The screenshot shows the 'Help Desk' page. At the top, there's a navigation bar with options like 'Account Summary', 'Statements & Activity', 'Payments', 'Customer Service', 'Authorized users', 'Sub Groups', 'Documents', 'Tag Account', and 'Help Desk'. Below this, there's a sub-navigation bar with 'Tariffs', 'Cashback', and 'Reports'. The main content area is titled 'Help Desk' and includes a 'Request Information/Inquiries' section. This section has a 'Details' form with fields for 'Type', 'Date Occured', 'Time (HH:MM)', 'Title', and 'Description'. Below the form, there's an 'Attachments' section with a file upload area and an 'Attach' button. The 'Submit' button is also visible at the bottom right.

## **ICICI FASTAG CUSTOMER CARE TOLL FREE**

ICICI Bank FASTag 24 \* 7 customer care @ Toll Free Number:

**1800 2100 104**

**\*1860 2670 104**

**\*Charge applicable.**

## **NHAI TOLL FREE**

MoRTH/NHAI/IHMCL has launched 1033 helpline number for addressing FASTAG complaints in addition to other services.

Common issues which customer faces and can be raised to 1033 for support. User can simply dial 1033 from Mobile/Landline.

**Call @ 1033** (from any mobile network)

### **Below issue will be supported:-**

- ✓ Stopped at the plaza for Tag blacklist reason even through Tag is not blacklisted.
- ✓ Plaza not accepting Fastag.
- ✓ Plaza is not able to read the Tag.
- ✓ Plaza is not supporting for monthly pass issuance.
- ✓ Any other applicable issue for Fastag.
- ✓ Toll plaza Blacklist issue.
- ✓ Plaza not accepting FASTAG.
- ✓ Fastag lane not operational.
- ✓ Payment issue ( This may include , incorrect deduction, return journey not applied, multiple deduction, paid by Fastag and cash both etc)
- ✓ Others.

**ICICI Bank launched the facility for balance enquiry through SMS and Missed Call.**

**1. For SMS - Send ETCBAL <vehicle Reg No> to 5676766**

**2. For Missed Call - Give a missed call to 8010928888**

**Request must come from the registered mobile number for both SMS and missed call.**

**[www.fastag.online](http://www.fastag.online)**