



February 2008



[Illinois Tollway Winter Driving Tips](#)



## Stay Ahead of Violations & Penalties

- Verify current credit card information and expiration date
- Check your account balance
- Update your mailing or email address
- Add a transponder to your account
- Update information for the vehicles registered to your account



### Online / On the Phone / In Person

**Online:** You can manage your account anytime of the day by visiting the [I-PASS Account Management](#) website. Have your:

- I-PASS number or
- Account number or
- Registered email address plus your I-PASS account PIN number\*

*\*If you do not remember your PIN number, you can easily reset your PIN from the login page.*

**On the Phone:** Call 800-UC-IPASS (800-824-7277).

- Use the automated account update or
- Speak with a customer service representative directly, representatives are available from 6:00 a.m. to 10:00 p.m., seven days a week

**In Person:** If you are on the road, visit one of our six Customer Service Centers. Located at:

- Five Oases on the Illinois Tollway system
- The Illinois Tollway main office at 2700 Ogden Avenue in Downers Grove

[View a list of Tollway Oases locations](#)

[Learn more about services offered at the Tollway's Customer Service Centers](#)

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## **New I-PASS Services: Account Transaction Summary and CSV Downloads**



The Tollway has added the option to view a summary of your account activity. This new feature allows I-PASS customers to see their account usage totals for 1-12 months. A very useful tax preparation tool, since customers can now total a full year's usage in one account summary.

The CSV file download allows I-PASS customers to analyze their transactions in a spreadsheet or database program. This feature is particularly useful for commercial accounts.

[Log-in to your I-PASS account today to use the new services](#)

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## **Make it Count - Please Mount**



The Illinois Tollway collects tolls from your I-PASS account by activating your I-PASS transponder 300 feet before the toll is collected. In a sense, your I-PASS and the I-PASS computer need to connect to each other like a cordless phone and its base.

If your transponder is in your glove compartment or if you wave it as you approach the toll plaza there may not be a connection. If a connection is not made, you could get a vToll or other penalty. vTolls typically are attributed to a missing, improperly mounted, or inactive I-PASS transponder. So, Make it count - Please Mount.

[Learn more about how to properly mount your I-PASS](#)

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## **Visit I-PASS at the Chicago Auto Show**



The Illinois Tollway will have a booth at the upcoming Chicago Auto Show held at the McCormick Place convention center February 8th-17th. Customer service representatives will be available from 10:00 a.m. to 6:00 p.m. to assist with I-PASS account updates. In addition, we will be giving away Tollway maps and providing information on 2008 construction projects. Visit us in the North Hall of the main building at Booth Number NH315.

## **Is I-PASS Working for You?**



Please take a moment to answer a few quick questions about your I-PASS on our [survey](#).

**Our Privacy Policy**

In accordance with the Illinois Tollway privacy policy, no personal information you provide us will be sold, rented, or disclosed to any unauthorized entity or individual.

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This newsletter is provided as a service to Tollway customers. If you would like to be removed from our construction update/I-PASS promotions e-mail list, choose the unsubscribe link at the bottom of this page, or call 1-800-UC-IPASS. (Please do not reply to this e-mail. Your message will go to an unmonitored mailbox).

**Questions? [Contact Us](#)**

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