Website Redesign to Enhance Customer Service

June 21, 2016
Shana Whitehead
Website Access Today – Home Page
Website Access Today – I-PASS

Welcome to I-PASS Account Access

Returning User
Login to Your I-PASS Account

New User
Sign up to manage your account online.

Managing your account online gives you quick and easy access to your account information.

What can I do with my account?
- Update your license plate information
- Add funds to your account
- Update credit card information
- Review account activity
- Download account transactions

Trouble Logging In?
- Trouble logging in?
- Forgot your username?
- Forgot your password?
- Reset your username

Presented by Shana Whitehead on June 21, 2016
Website Access Today – Violations

Violation Identification Information

License plate images are available online. Entry into the Violation Notice Database requires a violation notice or case number and license plate number.

I-PASS customers are advised to contact the Customer Call Center (1-800-824-7277) if they receive a violation notice.

Please provide the following information to make an online payment.

Items with an asterisk (*) are required.

<table>
<thead>
<tr>
<th>Notice or Case Number *</th>
<th>Plate Number *</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Enter only letters and/or numbers excluding special characters such as a dash or space.</td>
</tr>
<tr>
<td>State *</td>
<td>Illinois</td>
</tr>
</tbody>
</table>

[Continue]
New Home Page Preview
Key Improvements

Full website improvements
• Improved organization of information
• Enhanced navigation
• Full access via mobile phones and tablets
• Enhanced flexibility for future innovations
• Enhanced security

Self-service improvements
• Enhanced notification options
• Enhanced access to account correspondence
• New capacity to search for missed transactions