



## I-PASS Frequently Asked Questions

### **I've heard the Tollway is changing the rules for I-PASS customers – what is going on?**

If you are an I-PASS customer, who uses the Illinois Tollway with a transponder mounted in the car that you are driving and keeps your I-PASS account in good standing, nothing changes for you.

It's the drivers who regularly use the Tollway without a transponder mounted in the car they are driving that run the risk of losing the 50 percent discount and paying the cash toll rate.

### **Can I move my transponder between my cars?**

Transponders can be shared between cars and motorcycles registered to the same I-PASS account. The important thing to remember is that to receive the discounted I-PASS rate, your transponder must be properly mounted in your vehicle whenever you drive on the Tollway.

In most cars, transponders should be mounted on the windshield.

The Tollway encourages I-PASS users to obtain a separate transponder for each of their vehicles in order to continue receiving the 50 percent discount on tolls. Sharing a transponder puts you at risk of forgetting to move the transponder. Be safe, and put a transponder in every vehicle.

### **Where do I put a transponder if I drive a motorcycle?**

If you're driving a motorcycle, the transponder can be mounted on the inside of the windshield, on the handle bars, over the gauges, or on the gas tank.

The important thing to remember is that to receive the discounted I-PASS rate, your transponder must be properly mounted in your motorcycle, car or truck whenever you drive on the Tollway.

### **How do I know if my transponder is being read?**

The transponder should be secured to your windshield using removable mounting strips. These strips are available at no cost at all Customer Service Centers and every manned toll plaza.

Ways to test your transponder:

- Drive through a tollbooth lane at a manned plaza – the toll collector will raise the gate if there is a successful read.
- Drive through an I-PASS Only lane on a ramp. If there is a blue or yellow light that blinks, your device is working.
- Drive through an automatic coin machine lane – the green (THANK YOU) lights will let you know that the device is working.

### **Do I have to have a \$40 balance for each of my transponders?**

Convenient for families and businesses, Shared Balance does not require each I-PASS transponder to maintain its own balance; rather, all transponders draw from the same, single prepaid account balance. This means each transponder does not need to maintain a separate balance.

Shared Balance allows customers with multiple I-PASS transponders on one account to share the funds from one account balance. If multiple vehicles are sharing a single transponder, you must register each vehicle to the I-PASS account. Use [online account management](#) to add a vehicle.