

## Thank You for Using I-PASS

I-PASS is the best way to travel the Illinois Tollway, making your trip faster, safer and more convenient, all while saving you time and money.

In this Owner's Manual, you will learn how to mount and use your transponder, how to manage your account and other important I-PASS information. Please remember to activate any transponders obtained at Jewel-Osco and Road Ranger locations before using the I-PASS lanes.

## How to Mount Your I-PASS

### Step 1

Make sure that the inside of your windshield is clean, dry and warm.

### Step 2

With the arrows of the transponder pointing toward the roof, align the transponder on the windshield behind the rearview mirror, at least one inch below the metal roofline and one inch to the right or left of the mirror post.

### Step 3

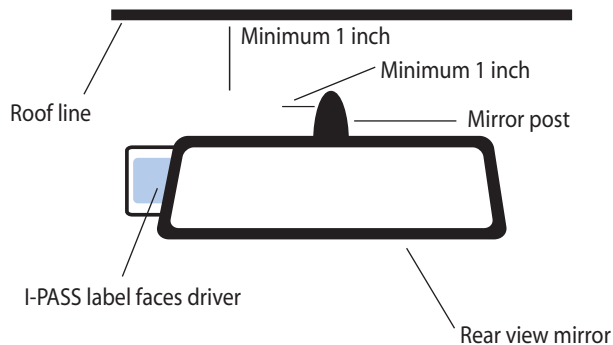
Remove the plastic backing tape from the mounting strips and firmly press the transponder against the glass for 15 seconds.

### Activate it!

Transponders obtained at Jewel-Osco or Road Ranger locations must be activated before use. Call 1-800-926-6500 or activate online at [www.illinoistollway.com](http://www.illinoistollway.com).

Be prepared to provide the I-PASS serial number and activation code, located on the activation sticker on your transponder.

Transponders obtained at a Tollway Customer Service Center are already activated.



## How I-PASS Works

### How does I-PASS work?

As your vehicle travels through a toll plaza, a radio antenna sends a signal to your I-PASS transponder that triggers the deduction of a toll from your account.

### How do I know if my toll was deducted?

To confirm that tolls are being successfully deducted from your account, I-PASS customers should regularly check their account transaction history online at [www.illinoistollway.com](http://www.illinoistollway.com).

To ensure that your transponder is working, you can use a tollbooth lane or I-PASS Only lane on the Tollway's entrance and exit ramps. In the tollbooth lanes, the toll collector will lift the gate if the transaction is successful. In the ramp lanes, blue and yellow lights (as detailed below) will indicate your transponder and account status. If you use your I-PASS in a lane with an automatic coin machine, the red (stop) and green (thank you) indicator lights will let you know if your transponder was successfully read. Open road tolling lanes do not indicate transponder or account status.

### What do the blue and yellow lights in the I-PASS Only lanes mean?

**Blue:** The toll was deducted from your account.

**Blue and Yellow:** The toll was deducted from your account, but your account balance has dropped below the low-balance amount. Please check your account to confirm the accuracy of your credit or debit card information for automatic balance replenishment. If replenishing manually, funds will need to be added to your account.

**Yellow Only:** Your account has no funds or your transponder has malfunctioned. Please check your account immediately to confirm the accuracy of your credit or debit card information for automatic balance replenishment. If replenishing manually, funds will need to be added to your account.

**No Light:** Your transponder is not functioning. Please exchange it at one of our Customer Service Centers or call 1-800-UC-IPASS (1-800-824-7277) for instructions.

### Where can I use I-PASS?

You can use your I-PASS in all lanes on the Illinois Tollway. The Illinois Tollway has many open road tolling lanes that allow I-PASS users to pay tolls without slowing down, as well as many I-PASS Only lanes that allow I-PASS users to pay tolls without coming to a full stop. I-PASS also is accepted on E-ZPass roads, including the Chicago Skyway and the Indiana Toll Road.

## Important Contacts

1-800-UC-IPASS (1-800-824-7277)

I-PASS Customer Service

1-630-241-6800

Illinois Tollway Central Administration

1-800-926-6500

Activate I-PASS transponder by phone

1-800-TOLL-FYI (1-800-865-5394)

Construction information

1-630-571-2616

Illinois State Police District 15

\*999 (cellphone)

Report a road incident

## Online Travel Resources

[www.illinoistollway.com](http://www.illinoistollway.com)

Travel information under Construction/  
Planning section and Tollway Trip Calculator

[www.twitter.com](http://www.twitter.com)

Real-time roadway incident information at  
Tollway Trip 90, Tollway Trip 88, Tollway Trip  
355 and Tollway Trip 94/294

[www.travelmidwest.com](http://www.travelmidwest.com)

Real-time travel times

[www.nbcchicago.com](http://www.nbcchicago.com) and  
[www.myfoxchicago.com](http://www.myfoxchicago.com)

Up-to-the-minute traffic by roadway

Thank you for joining  
the **I-PASS** family!



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# Welcome to I-PASS

## Owner's Manual



[www.illinoistollway.com](http://www.illinoistollway.com)

## Managing Your I-PASS Account

### Automatic Balance Replenishment

When you sign up to automatically replenish your I-PASS account balance, you preauthorize the Illinois Tollway to charge your credit or debit card. As long as you keep your I-PASS account up-to-date with new credit or debit card numbers and expiration dates, your account balance will automatically replenish.

### Shared Balance

Shared Balance allows customers with multiple transponders on one account to share the funds from one account balance. Convenient for families and businesses, Shared Balance does not require each I-PASS transponder to maintain its own \$40 balance; rather, all transponders draw from the same, single prepaid account balance. Customers with heavy toll usage should increase their replenishment level to avoid frequent credit card charges. The replenishment amount can be set by accessing your account online at [www.illinoistollway.com](http://www.illinoistollway.com) or by calling 1-800-UC-IPASS (1-800-824-7277).

## Online Account Management

Online account management gives you 24/7 access to your I-PASS account. To set up online account access, you need your transponder number or account number, as well as the number of the driver's license registered to the account.

Visit [www.illinoistollway.com](http://www.illinoistollway.com) to take advantage of these services:

- Update account information, including:
  - Credit or debit card number and expiration date
  - Vehicle license plate numbers and types
  - Contact information
- Add funds to your account
- View transaction history
- Sign up for automatic balance replenishment
- Activate a new transponder

## Additional Payment Methods

**Pay by Phone** at 1-800-UC-IPASS (1-800-824-7277). Use credit or debit cards or I-PASS gift cards. Purchase I-PASS gift cards in \$20 increments at any Jewel-Osco in Northern Illinois or at any of the Tollway Customer Service Centers.

**Pay by Mail** by sending checks, money orders or cashier's checks to I-PASS, P O Box 5544, Chicago, IL 60680-5544.

*NOTE: Please make all checks, money orders or cashier's checks payable to the Illinois Tollway and include your I-PASS account number on the check.*

**Pay in Person** with cash,\* checks, money orders, cashier's checks, credit and debit cards and I-PASS gift cards.

### Customer Service Centers – Central Administration Building

2700 Ogden Avenue  
Downers Grove, IL 60515  
(Weekdays 7 a.m. – 6 p.m.)

### Tollway Oases

I-94/I-294: Lake Forest, O'Hare and Chicago Southland  
Lincoln (Weekdays 7 a.m. – 6 p.m.)

I-90: Belvidere (Weekdays 7 a.m. – 6 p.m.)

I-294: Hinsdale\* (Mondays 10 a.m. – 3 p.m.)

I-88: DeKalb\* (Fridays 10 a.m. – 2 p.m.)

*\*Cash is not accepted at Hinsdale or DeKalb.*

## Avoid Violations

I-PASS customers have a responsibility to keep their account information updated. More than half of all violations on the Illinois Tollway are from I-PASS customers who fail to update their accounts. Make sure your license plates are registered and accurate and that your credit and debit card numbers and expiration dates are current.



**Update your account.  
It's easy.**

**[www.illinoistollway.com](http://www.illinoistollway.com)  
1-800-UC-IPASS  
(1-800-824-7277)**

## Frequently Asked Questions

### Is my new transponder immediately available for use?

Activation is required for transponders obtained at a Jewel-Osco or Road Ranger location. Activation instructions are included in the transponder box.

Once activated, transponders are ready for use within 24 hours in Illinois and within 48 hours in other states that accept I-PASS.

### Do I have to come to a complete stop in manual toll lanes even though I have an I-PASS?

You must come to a complete stop in any toll collection lane with a stop sign.

### What if I have gone through a toll plaza with no balance on my account?

Immediately replenish your account balance by visiting [www.illinoistollway.com](http://www.illinoistollway.com), calling 1-800-UC-IPASS (1-800-824-7277) or visiting a Customer Service Center.

### Can I use my I-PASS in more than one vehicle?

Yes, but only if you register each vehicle to your I-PASS account with the correct license plate number and license plate type. All vehicles must have a properly mounted transponder in the vehicle when driving through toll plazas.

### Where else can I use my I-PASS?

You can use your I-PASS on E-ZPass roads, the Chicago Skyway and the Indiana Toll Road.\* Please visit our website at [www.illinoistollway.com](http://www.illinoistollway.com) or call 1-800-UC-IPASS (1-800-824-7277) for more information.

### Can I use my transponder if I occasionally pull a trailer?

Yes. The Illinois Tollway's electronic tolling system will automatically calculate and deduct the proper toll.\*

### Can I use I-PASS on a motorcycle?

Yes.

### Where can I get additional I-PASS mounting strips?

You can obtain mounting strips at any Customer Service Center or from a toll collector at any tollbooth.

### If I find an incorrect toll posted to my I-PASS account, how long do I have to dispute it?

The Tollway will review disputed I-PASS transactions that occurred on the Illinois Tollway up to 180 days after the date that the transaction is posted to your I-PASS account and up to 60 days for I-PASS transactions that occurred on other roads. (Note that the Chicago Skyway is not affiliated with the Illinois Tollway. Tolls on the Chicago Skyway are limited to the 60-day dispute period.)

### What do I do if my transponder is not working?

You will need to exchange your transponder for a new unit. This exchange can be done in person at a Customer Service Center or by certified mail. To exchange your transponder by certified mail, send the transponder, wrapped in foil, with a letter requesting an exchange to I-PASS Fulfillment Center, P.O. Box 806518, Chicago, IL 60680. A new unit will be shipped upon receipt of your old transponder.

### How do I close my I-PASS account?

You can close your account in person at a Customer Service Center or by certified mail. If mailing, send your transponder, wrapped in foil, with a letter requesting that the I-PASS account be closed. The letter also should include your return address. Your balance and deposit will be refunded within 45 days of receipt of the request, provided the transponder is returned in good condition. If a transponder has been painted, designed, tampered with or is not returned, the deposit will be forfeited.

If closing your account by certified mail, please send the transponder to I-PASS Fulfillment Center, P.O. Box 806518, Chicago, IL 60680.

If you opened your I-PASS account with cash or a check, a refund check for the remaining account balance will be mailed to the address indicated in the letter. If you opened your account with a credit or debit card, the credit or debit card registered on the account will be credited. If that is unsuccessful, a refund check will be issued.

*\* Vehicles (including their trailers) that exceed four tires and two axles, and that are traveling on E-ZPass roads, must exchange their I-PASS transponder for the compatible E-ZPass "blue" transponder available at every Tollway Customer Service Center and at select Road Ranger outlets.*

*NOTE: All I-PASS account holders must visit [www.illinoistollway.com](http://www.illinoistollway.com) and click on the link titled "View I-PASS Agreement." By using your transponder, you agree to the terms outlined in this document. If you cannot access the online version and need a printed copy, please call 1-800-UC-IPASS (1-800-824-7277).*