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. 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 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.

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.

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 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.

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.

Thank you for joining the I-PASS family!
Managing Your I-PASS Account

Automatic Balance Replenishment
When you sign up to automatically replenish your I-PASS account balance, you preauthorized 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 $50 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 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 an online account access, you need your transponder number or account number, as well as the name of the driver’s license registered to the account.
Visit 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 type
  – Contact information
  – Add funds to your account
  – View transaction history
  – Sign up for automatic balance replenishment
  – Activate a new transponder

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.

Additional Payment Methods

Pay by Phone
Pay by Phone at 1-800-UC-IPASS (1-800-824-7277). Use credit or debit cards on 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
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
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.)
1-90: Belvidere (Weekdays 7 a.m. – 6 p.m.)
1-294: Hinsdale* (Mondays 10 a.m. – 3 p.m.)
1-88: DeKalb* (Fridays 10 a.m. – 2 p.m.)

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 listed on the account will be credited. If that is unsuccessful, a refund check will be issued.

* Cash is not accepted at Hinsdale or DeKalb.

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.

Do I have to come to a complete stop in manual toll lanes even though I have an I-PASS?
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 transpondered vehicle in the proper driving through toll plazas.

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 transpondered vehicle in the proper driving through toll plazas.

Can I use my I-PASS on a motorcycle?
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.

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

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Downers Grove, IL 60515
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