



Website Redesign to Enhance Customer Service

June 16, 2016

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Website Access Today – Home Page

[I-PASS Account Login](#) | [Contact Us](#) | [Site Map](#) | [Home](#) | [Select Language](#)

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Illinois Tollway

ILLINOIS 390

Cashless Tolling Starts July 5
I-PASS or pay online within 7 days
No cash baskets or tollbooths [Learn More](#)

How Can We Help You?

My I-PASS	Unpaid Tolls	About Violations	Need Assistance?
<ul style="list-style-type: none">• Get I-PASS now• View I-PASS Agreement• Register a new license plate• Confirm funds in my account• E-ZPass phishing alert	<ul style="list-style-type: none">• Pay tolls online• Get toll rates by plaza• Use Trip Calculator• Learn about the 7-day grace period	<ul style="list-style-type: none">• Pay a toll violation• View violation images• Contest a toll violation• View violation timeline• Find settlement guidelines	<ul style="list-style-type: none">• View traffic cameras• Create a job interest card• Find employment opportunities• Get incident information by roadway• Check travel times• Learn about the Freedom of Information Act

Board Information

Construction

Manage Account

State Police

Move Illinois

Videos

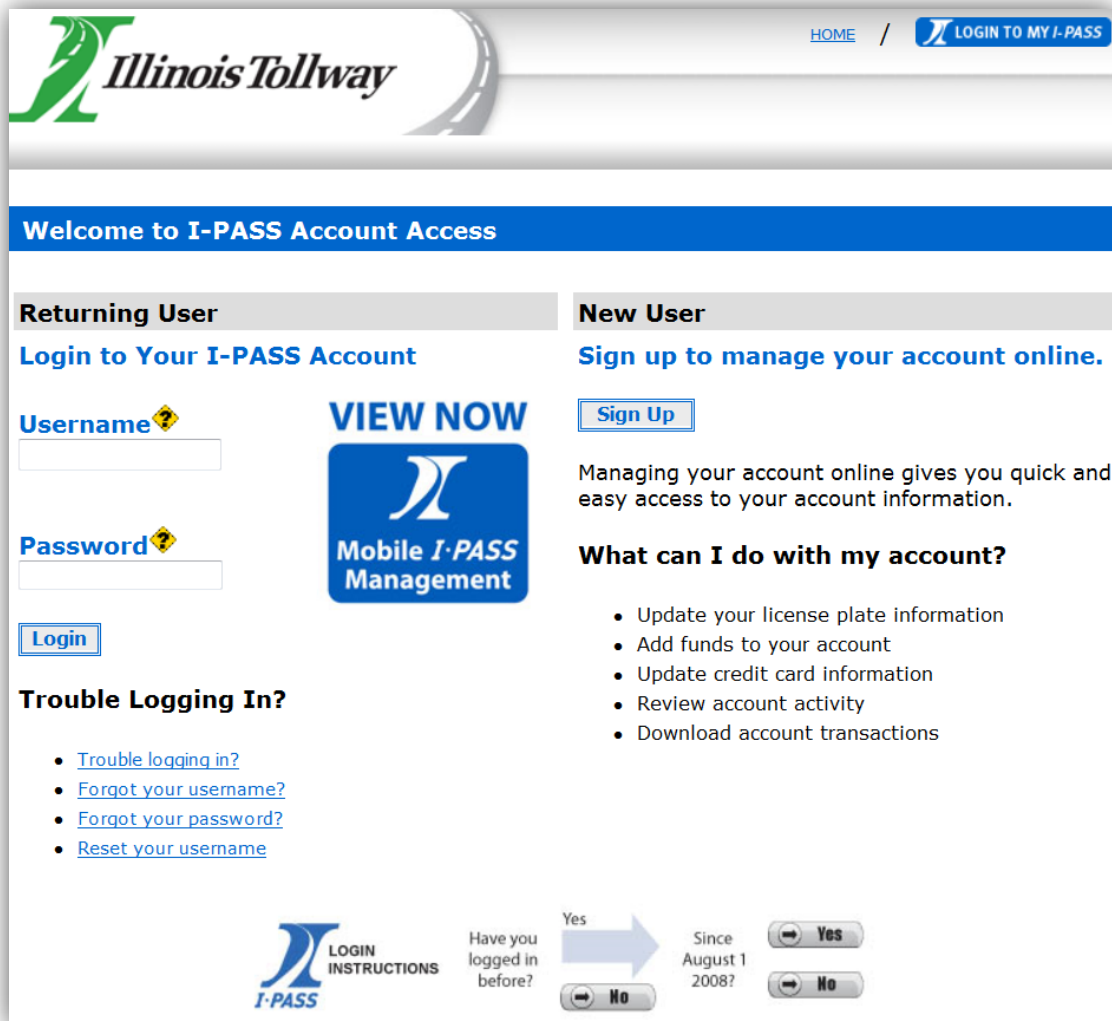
Tollway News

- 06/03/2016 - Daily Construction Alerts
- 06/03/2016 - Bridge Beam Placement is Scheduled to Continue Next Week on the New Eastbound I-290 Flyover Ramp
- 06/03/2016 - Illinois State Police Announce Roadside Safety Check Results May 29
- 06/03/2016 - Illinois State Police Announce Roadside Safety Check Results May 28
- 06/01/2016 - Veterans Memorial Tollway (I-355) Roadway Widening Project Scheduled to Begin With Traffic Shifts and Lane Closures This Week
- 05/31/2016 - Parkside Avenue Closure in Itasca to Begin This Week as Part of the Illinois Route 390 Tollway Project

95/2016+EOWA_IL_Route_390-Tolling_FactSheet | [Privacy Information](#) | [Fraudulent Electronic Communication](#) | [Translation Disclaimer](#)
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Website Access Today – I-PASS



The screenshot shows the Illinois Tollway I-PASS website. At the top is the Illinois Tollway logo and a navigation bar with 'HOME' and 'LOGIN TO MY I-PASS'. Below this is a blue banner that reads 'Welcome to I-PASS Account Access'. The page is divided into two main sections: 'Returning User' and 'New User'. The 'Returning User' section has a 'Login to Your I-PASS Account' heading, followed by 'Username' and 'Password' fields with question mark icons, a 'VIEW NOW' button, a 'Mobile I-PASS Management' button, and a 'Login' button. Below this is a 'Trouble Logging In?' section with links for 'Trouble logging in?', 'Forgot your username?', 'Forgot your password?', and 'Reset your username'. The 'New User' section has a 'Sign up to manage your account online.' heading, a 'Sign Up' button, and a paragraph stating 'Managing your account online gives you quick and easy access to your account information.' Below this is a 'What can I do with my account?' section with a bulleted list: 'Update your license plate information', 'Add funds to your account', 'Update credit card information', 'Review account activity', and 'Download account transactions'. At the bottom, there is a 'LOGIN INSTRUCTIONS' section with a question 'Have you logged in before?' and a 'Yes' button. To the right of this is a question 'Since August 1 2008?' with 'Yes' and 'No' buttons.

Illinois Tollway

HOME / LOGIN TO MY I-PASS

Welcome to I-PASS Account Access

Returning User

Login to Your I-PASS Account

Username ?

Password ?

VIEW NOW

Mobile I-PASS Management

Login

Trouble Logging In?

- [Trouble logging in?](#)
- [Forgot your username?](#)
- [Forgot your password?](#)
- [Reset your username](#)

New User

Sign up to manage your account online.

Sign Up

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

LOGIN INSTRUCTIONS

Have you logged in before?

Yes

No

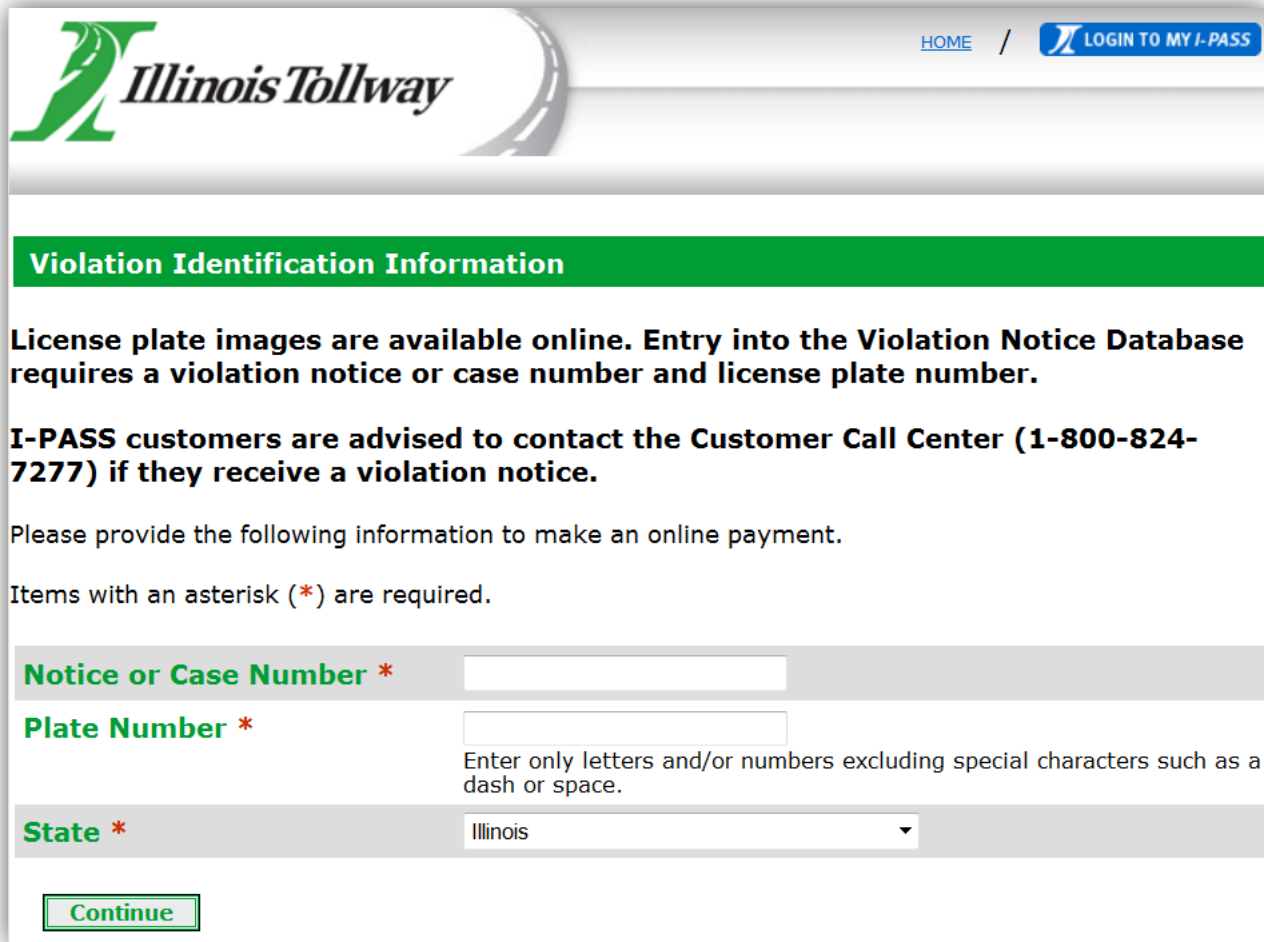
Since August 1 2008?

Yes

No



Website Access Today – Violations



The screenshot shows the Illinois Tollway website header with the logo on the left and navigation links 'HOME' and 'LOGIN TO MY I-PASS' on the right. Below the header is a green bar with the text 'Violation Identification Information'. The main content area contains the following text:

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.

The form contains three input fields, each with a green label and a red asterisk:

- Notice or Case Number ***: A text input field.
- Plate Number ***: A text input field with a note below it: "Enter only letters and/or numbers excluding special characters such as a dash or space."
- State ***: A dropdown menu with "Illinois" selected.

At the bottom of the form is a green button labeled "Continue".



New Home Page Preview

Cashless Tolling Starts July 5 On Illinois Route 390
I-PASS Or Pay Online Within 7 Days.
There Are No Cash Baskets Or Tollbooths.
[Learn More](#)

UNPAID TOLLS
Check Your Unpaid Tolls
You are responsible for reporting each toll you did not pay. We understand that mistakes happen. At times, customers who pay cash may find themselves in an unattended toll plaza lane or in an I-PASS or Pay Online lane. If this happens, continue driving forward. Do not back up as any one-lane is unsafe. Make note of your location by identifying the toll plaza name or number or the nearest milepost. You will be required to identify the unpaid toll location when submitting your payment. Be sure to go online or pay by mail within the 7-day grace period. Payments can be made online or by mail, though online payment is recommended because it provides a record of transmission within the 7-day grace period. Use our Trip Calculator to choose your route on a Map and find plaza locations and toll rates.

[Pay By Mail](#) [Pay Online](#)

OPPORTUNITIES
New Opportunities To Do Business With The Tollway
The Illinois Tollway seeks firms for upcoming work on Move Illinois projects. Three contracts worth an estimated \$83 million include environmental impact statement, design, corridor management and design services.
[Learn More](#)

MAPS
Interactive Tollway Map
The Interactive Tollway Map is a map designed to assist you in finding location-specific information, including:

- Traffic cameras
- Trip calculator
- Toll rates by plaza
- Mileposts
- Closes
- Daily and long-term lane closures

[Go to Interactive Map](#)

Tweets
Up With The Tollway
Tweets by @IL_Tollway
Tweets by @IL_390_Tollway
Tweets by @IL_390_Tollway
Tweets by @IL_390_Tollway

Tollway News
2016-06-03 - Bridge Beam Placement is Scheduled to Continue Next Week on the New Eastbound I-290 Flyover Ramp
2016-06-03 - Weekend Ramp and Lane Closures Scheduled on Illinois Route 390
2016-06-02 - Weekend Ramp and Lane Closures Scheduled on Illinois Route 390
2016-05-31 - Parkside Avenue Closure in Itasca to Begin This Week as Part of the Illinois Route 390 Tollway Project
2016-05-31 - Local Road Lane Closures Scheduled in June for Jane Addams Memorial Tollway I-80 Construction
2016-05-31 - Veterans Memorial Tollway I-55 Roadway Widening Project Scheduled to Begin With Traffic Shifts and Lane Closures This Week

Traffic And Construction Alerts
2015-04-02 - Daily Construction Alerts
2015-04-01 - Daily Construction Alerts
2015-04-01 - Daily Construction Alerts
2015-04-01 - Daily Construction Alerts
2015-04-01 - Daily Construction Alerts
2015-04-01 - Daily Construction Alerts
2015-04-01 - Daily Construction Alerts
2015-04-01 - Daily Construction Alerts
2015-04-01 - Daily Construction Alerts
2015-04-01 - Daily Construction Alerts

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New Self-Service 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





THANK YOU

