



Website Redesign to Enhance Customer Service

June 21, 2016

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Website Access Today – Home Page

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

[About the Tollway](#) | [News Room](#) | [Doing Business](#) | [Tolls and I-PASS](#) | [Construction/Planning](#) | [Roadway Information](#)

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

Tollway News

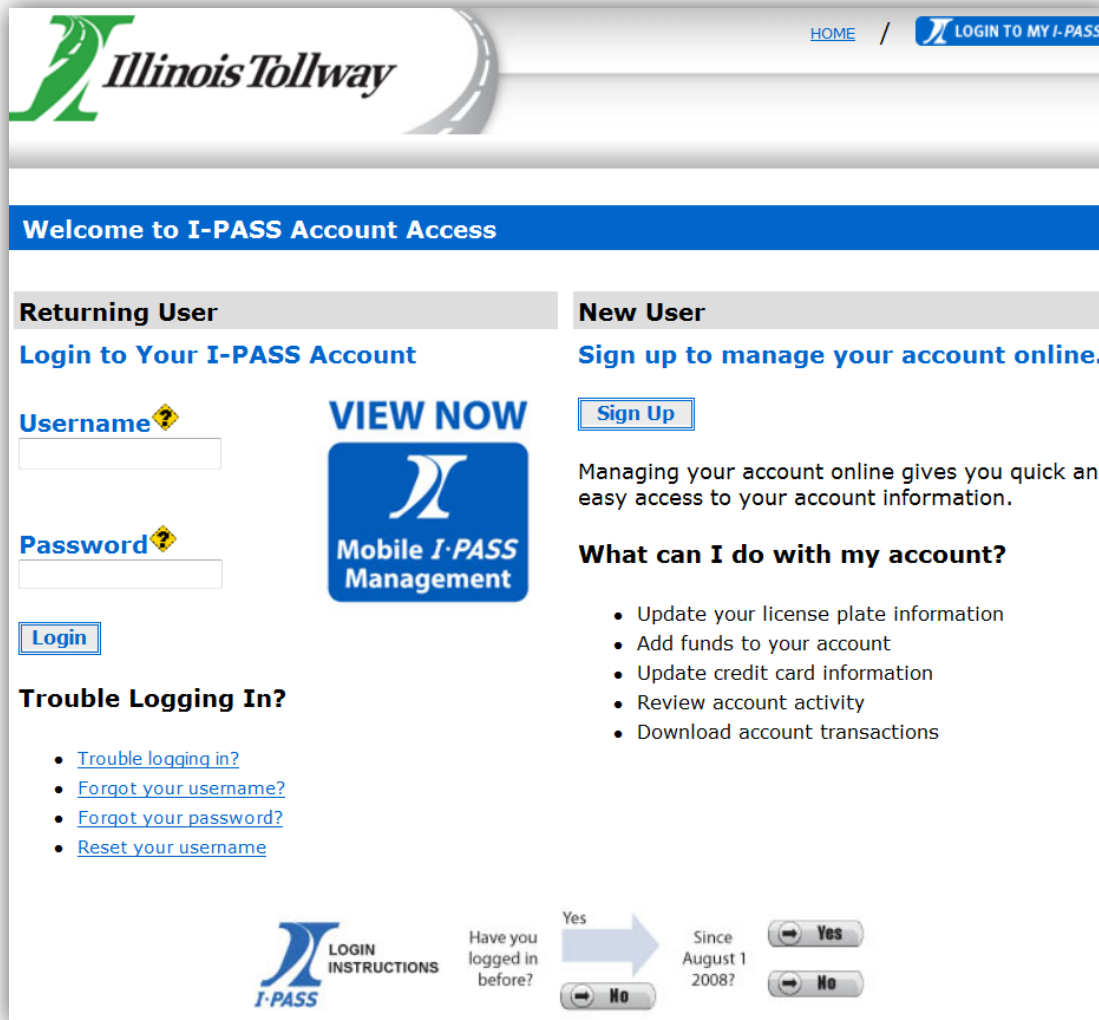
- 06/03/2016 - Daily Construction Alerts
- 06/03/2016 - Bridge Beam Placement is Scheduled to Continue Next Week on the New Eastbound I-290 Flyover Ramp
- 06/03/2016 - Illinois State Police Announce Roadside Safety Check Results May 29
- 06/03/2016 - Illinois State Police Announce Roadside Safety Check 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

[Board Information](#) | [Manage Account](#) | [Move Illinois](#)
[Construction](#) | [State Police](#) | [Videos](#)

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 website's I-PASS account access page. At the top left is the Illinois Tollway logo. To the right are links for 'HOME' and 'LOGIN TO MY I-PASS'. A blue banner reads 'Welcome to I-PASS Account Access'. Below this are two main sections: 'Returning User' and 'New User'. The 'Returning User' section includes fields for 'Username' and 'Password', a 'Login' button, and a 'VIEW NOW' button for 'Mobile I-PASS Management'. The 'New User' section includes a 'Sign Up' button and a list of account management options. At the bottom, there are 'LOGIN INSTRUCTIONS' and a survey question: 'Have you logged in before?' with 'Yes' and 'No' buttons, and 'Since August 1 2008?' with 'Yes' and 'No' buttons.


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

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](#)

 LOGIN INSTRUCTIONS

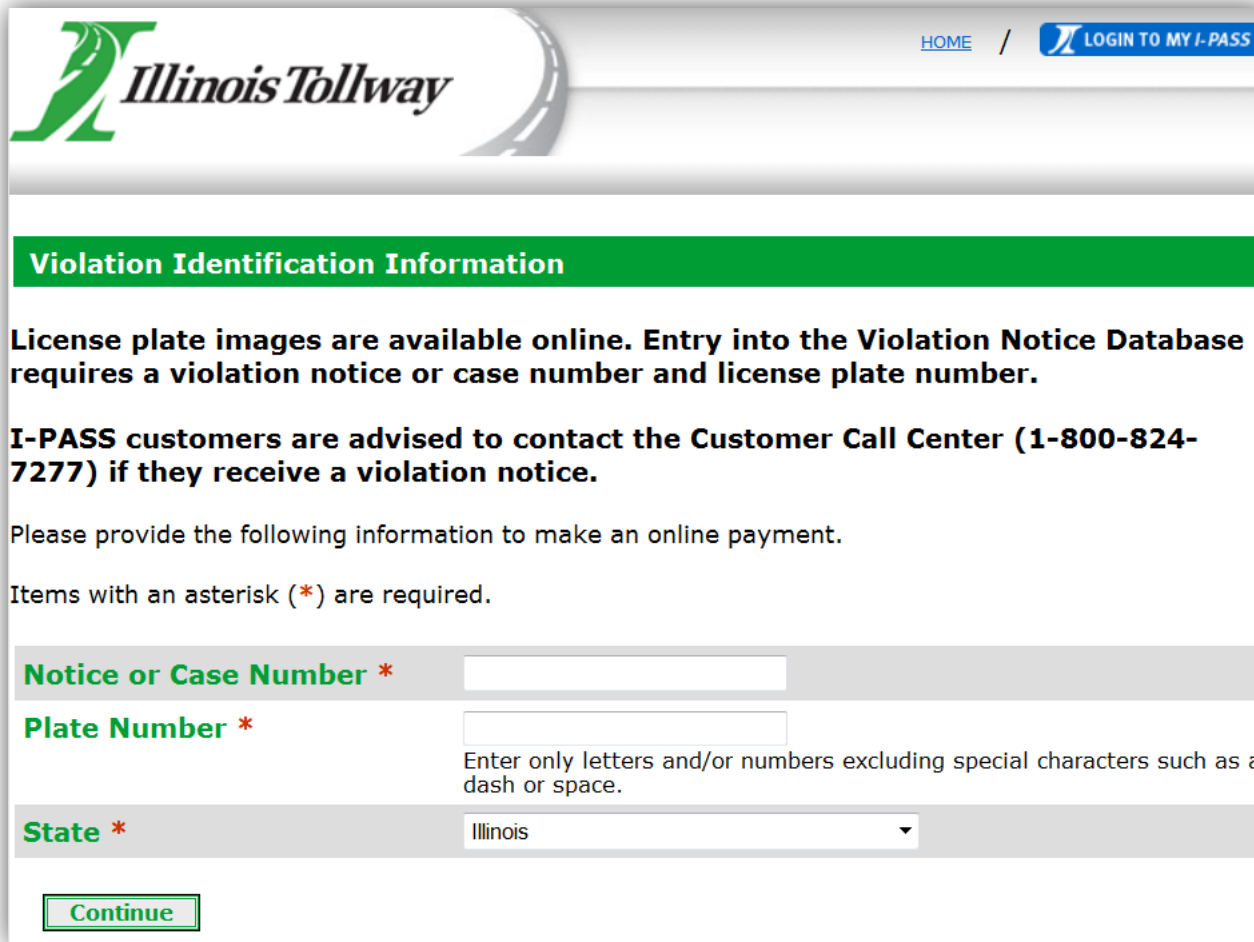
Have you logged in before?

Yes 

Since August 1 2008?



Website Access Today – Violations



The screenshot shows the Illinois Tollway website interface. At the top left is the Illinois Tollway logo. At the top right are links for "HOME" and "LOGIN TO MY I-PASS". 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.

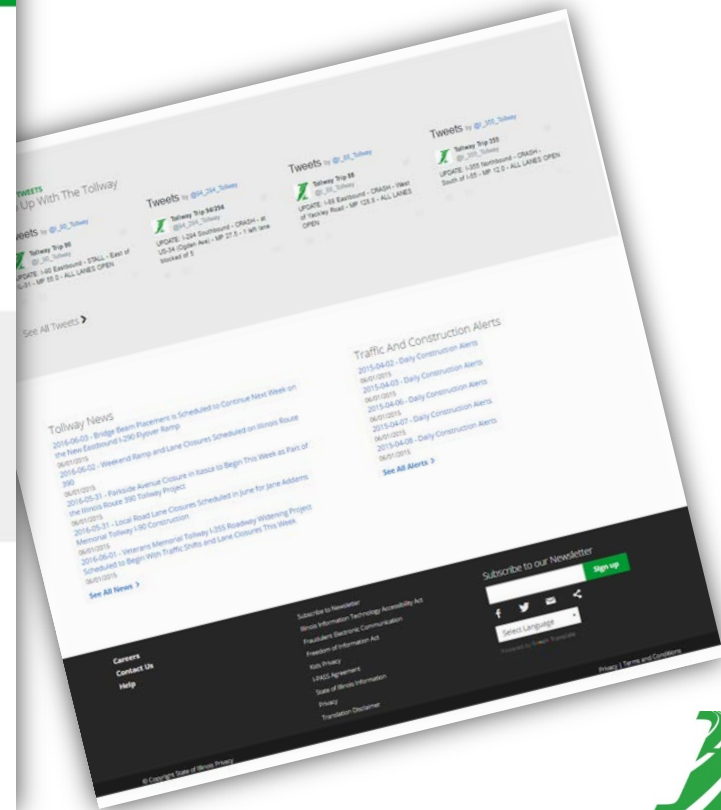
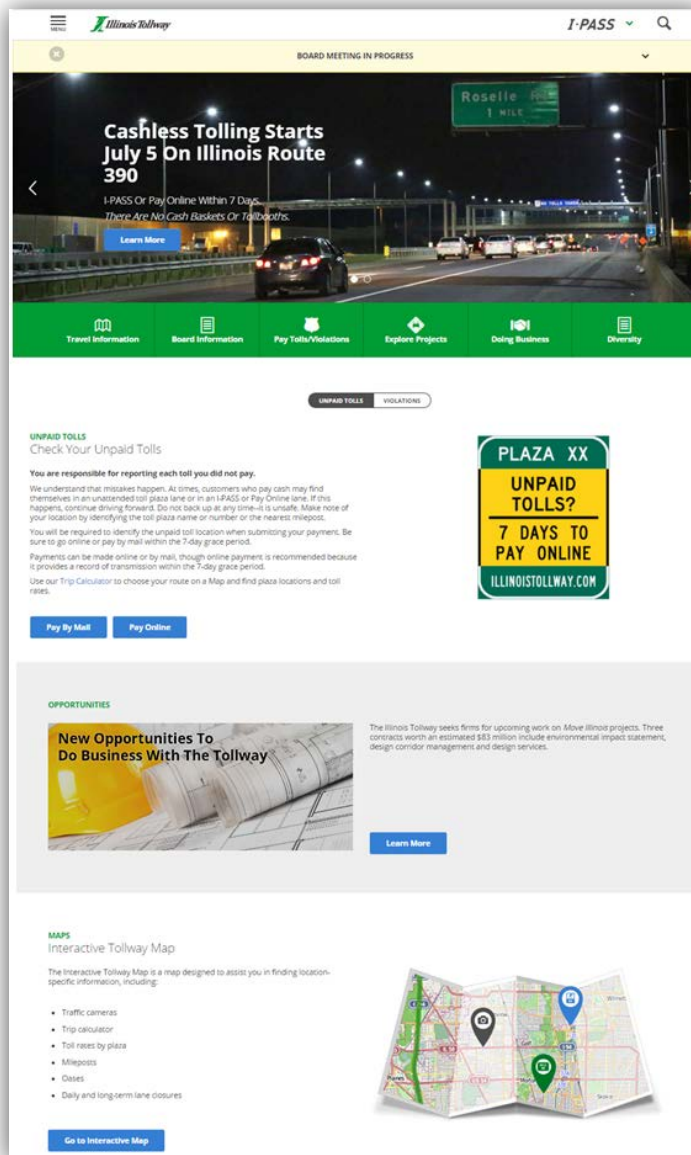
The form contains three input fields:

- 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 currently showing "Illinois".

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



New Home Page Preview



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

