



# Website Redesign to Enhance Customer Service

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

**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 Mobile I-PASS Management' button. The 'New User' section includes a 'Sign Up' button and a list of account management tasks. At the bottom, there are 'LOGIN INSTRUCTIONS' and a survey question: 'Have you logged in before?' with 'Yes' and 'No' options, and 'Since August 1 2008?' with 'Yes' and 'No' options.

HOME / LOGIN TO MY I-PASS

**Illinois Tollway**

Welcome to I-PASS Account Access

**Returning User**

Login to Your I-PASS Account

Username ?

Password ?

**VIEW NOW**

**Mobile I-PASS Management**

Login

**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

**Trouble Logging In?**

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

**LOGIN INSTRUCTIONS**

Have you logged in before?

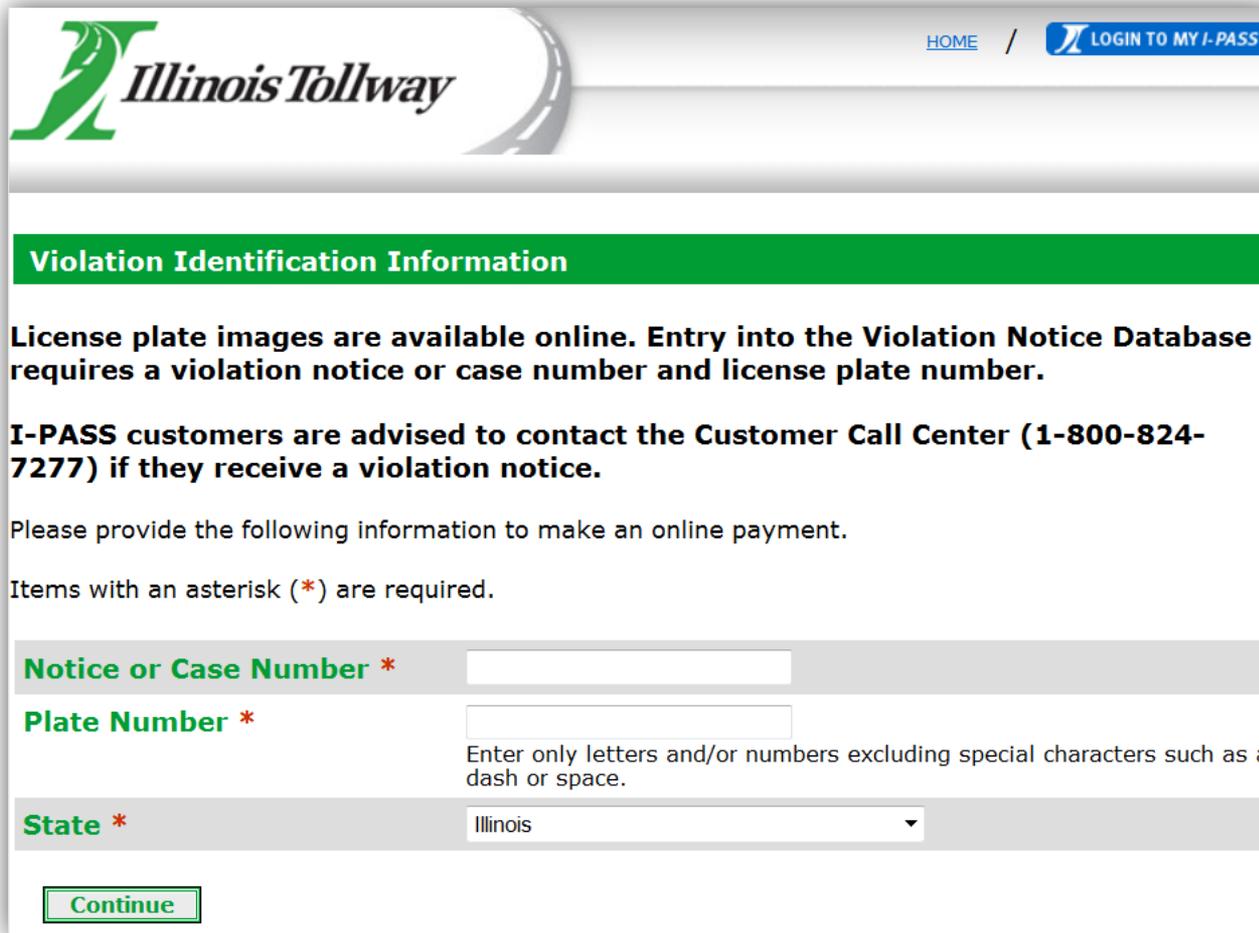
Yes → No

Since August 1 2008?

Yes No



# Website Access Today – Violations



The screenshot shows the Illinois Tollway website 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 green button labeled "Continue".



# 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

