

E-Z TIPS FOR USING E-ZPASS®

Using the Express Lanes is easy, but there are some important tips to keep in mind regarding E-ZPass – the method of payment on the Express Lanes. Follow these simple tips to ensure you have a smooth trip in the Express Lanes:

- ▶ **Mount it:** Make sure your E-ZPass is correctly mounted in your vehicle
- ▶ **Link it:** Make sure your E-ZPass account is linked to your license plate
- ▶ **Fund it:** Make sure your E-ZPass account is in good standing with sufficient funds in your account

Keep reading to find out how to properly use your E-ZPass and manage your account.

Make sure your E-ZPass is correctly mounted in the vehicle

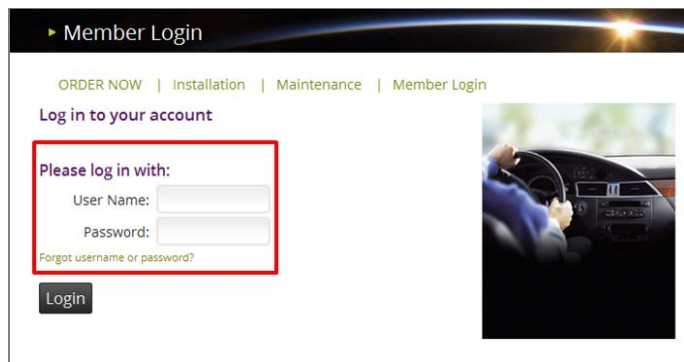


Each E-ZPass comes with adhesive mounting strips and easy-to-follow [installation instructions](#). To ensure your transponder works consistently, it must be [mounted properly](#), so follow the instructions carefully.

Make sure your license plate is linked to your E-ZPass account

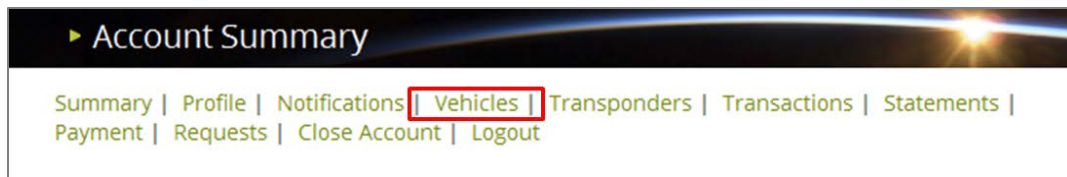
It's critical that your license plate is linked to your account. If you plan to use your E-ZPass in multiple vehicles, each license plate must be linked to your account. Follow these instructions to manage your account:

1. [Log in](#) to your E-ZPass account at EZPassVA.com

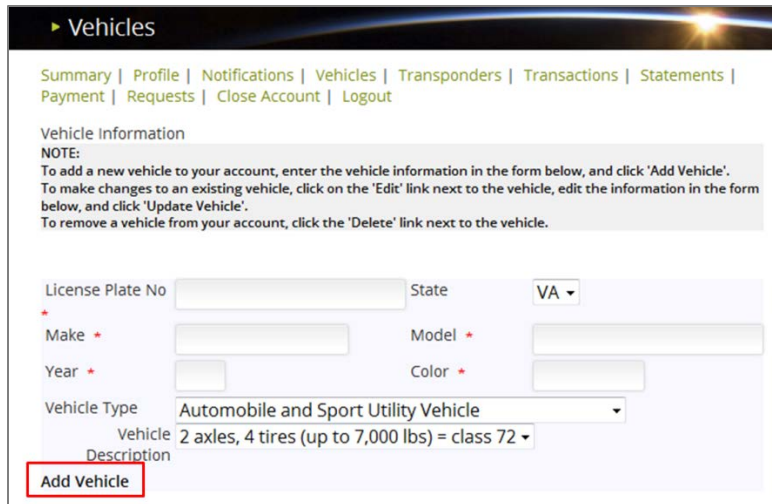


The screenshot shows the 'Member Login' page on the EZPassVA.com website. At the top, there are navigation links: 'ORDER NOW', 'Installation', 'Maintenance', and 'Member Login'. Below these is the heading 'Log in to your account'. A red box highlights the login fields, which include the text 'Please log in with:', 'User Name:' with an input field, 'Password:' with an input field, and a link for 'Forgot username or password?'. A 'Login' button is located below the fields. To the right of the login form is a small image of a person driving a car.

2. Choose 'Vehicles' in the top navigation



3. To add a new vehicle to your account, fill out the form and click 'Add Vehicle'



Vehicles

Summary | Profile | Notifications | Vehicles | Transponders | Transactions | Statements | Payment | Requests | Close Account | Logout

Vehicle Information

NOTE:
 To add a new vehicle to your account, enter the vehicle information in the form below, and click 'Add Vehicle'.
 To make changes to an existing vehicle, click on the 'Edit' link next to the vehicle, edit the information in the form below, and click 'Update Vehicle'.
 To remove a vehicle from your account, click the 'Delete' link next to the vehicle.

License Plate No State

Make Model

Year Color

Vehicle Type

Vehicle Description

Add Vehicle

4. To make changes to an existing vehicle, click 'Edit' next to your existing registered vehicle, edit the information in the form and click 'Update Vehicle'

Plate No	State	Plate Type	Vehicle Description	Make	Model	Year	Color	
								Delete Edit

5. To remove a vehicle from your account, click the 'Delete' link next to the vehicle

Plate No	State	Plate Type	Vehicle Description	Make	Model	Year	Color	
								Delete Edit

Make sure your E-ZPass can be read through the windshield

Some vehicle windshields are equipped with solar tint, rain sensors, heat reflective technologies or other materials that can interfere with the E-ZPass signal.

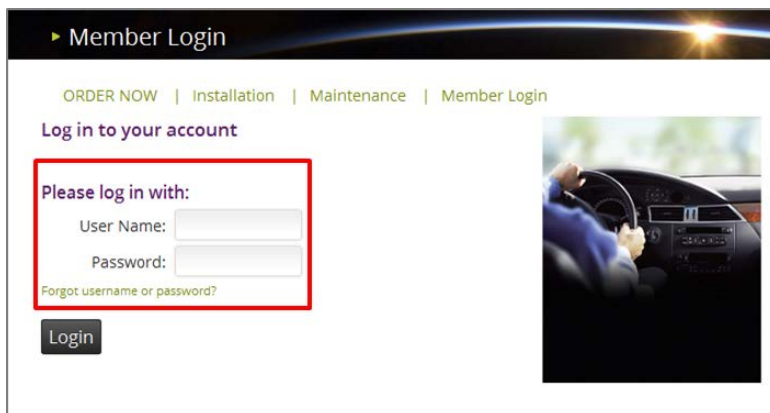
The Virginia Department of Transportation (VDOT) has compiled a [list of vehicles](#) with special windshields that can prevent the E-ZPass transponder from being read properly.

If you're unsure if your E-ZPass can be read through your windshield, please consult your vehicle's owner's manual, the dealer where you purchased your vehicle or the vehicle manufacturer. If you have additional questions regarding your vehicle, please contact Virginia E-ZPass at 1-877-762-7824.

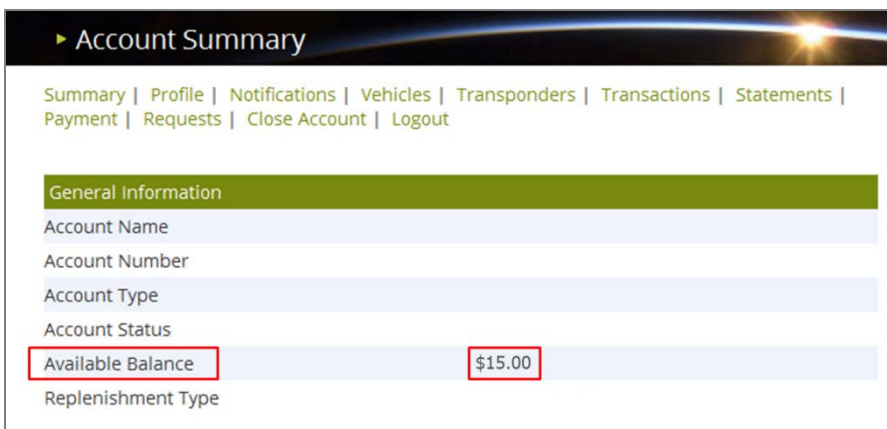
Ensure your E-ZPass account is in good standing with sufficient account funds

Follow these instructions to view your account balance:

1. [Log in](#) to your E-ZPass account at [EZPassVA.com](#)

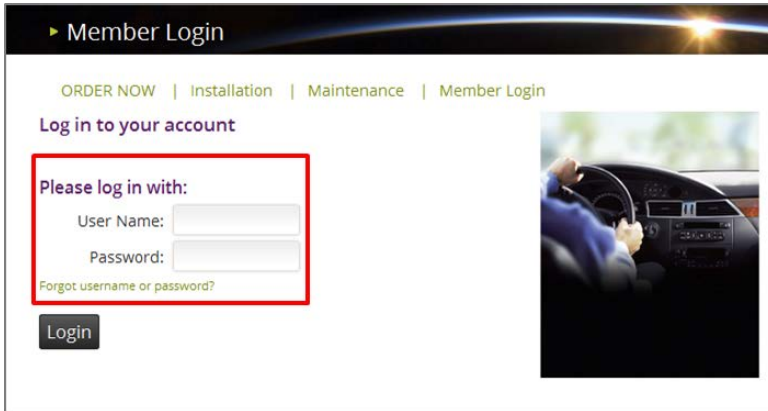


2. In the 'Account Summary' section, you can find your available balance in the 'General Overview' chart

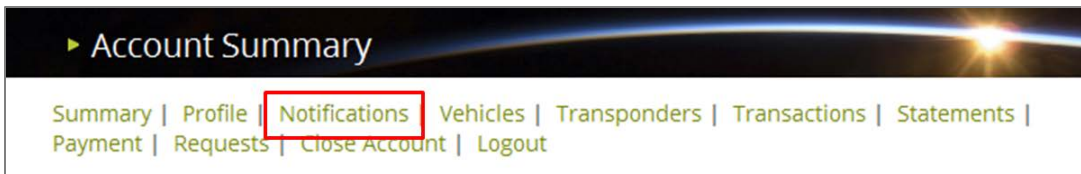


Follow these instructions to set up alerts for a low or zero balance:

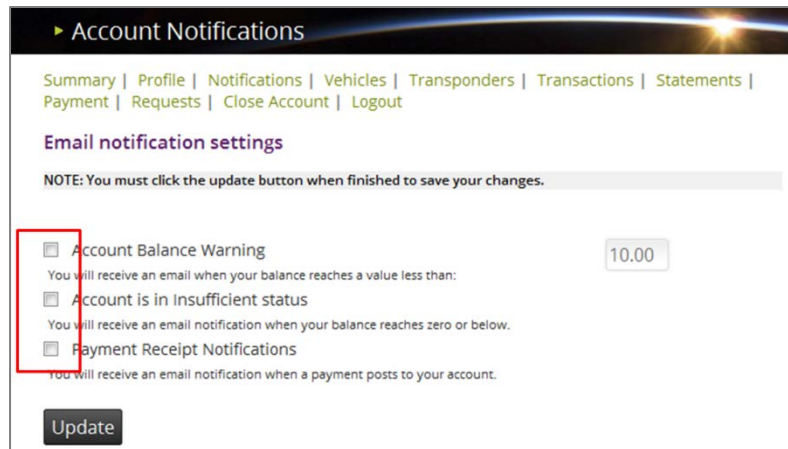
1. [Log in](#) to your E-ZPass account at [EZPassVA.com](#)



2. Click 'Notifications' in the top navigation



3. Choose the email notifications you'd like to receive and click 'Update' at the bottom of the page to save your changes



Ensure your address is updated and correct with the DMV

We pull your address from DMV records if we need to send you an invoice. Make sure your current address is updated with the DMV. If you move, contact the DMV and [change your address](#).

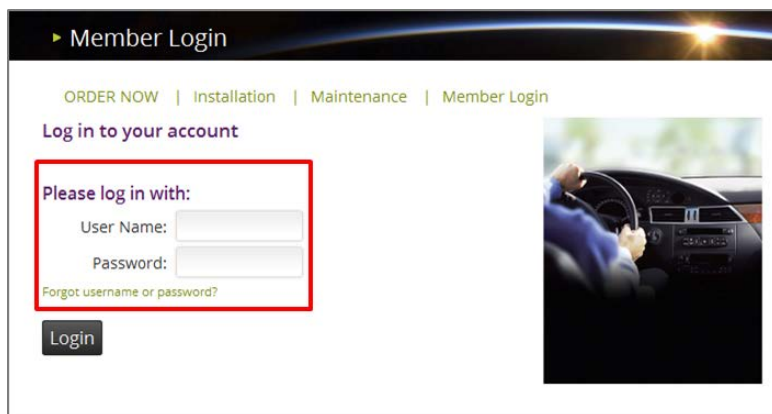
Virginia DMV

- ▶ Website: <http://www.dmv.state.va.us/>
- ▶ Phone: (804) 497-7100
- ▶ Online contact form: <https://www.dmv.virginia.gov/contactus/#/ContactUs>

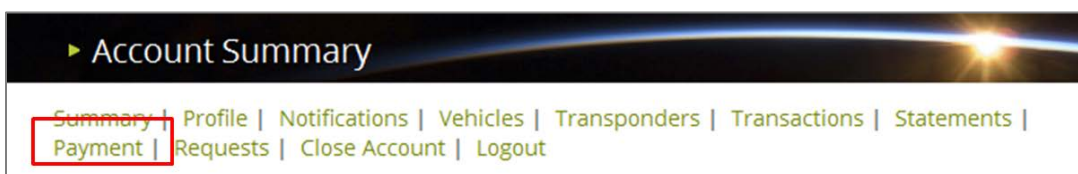
Consider setting up an account with auto-replenishment

To avoid having to remember your account balance, consider setting up auto-replenishment. Follow these instructions:

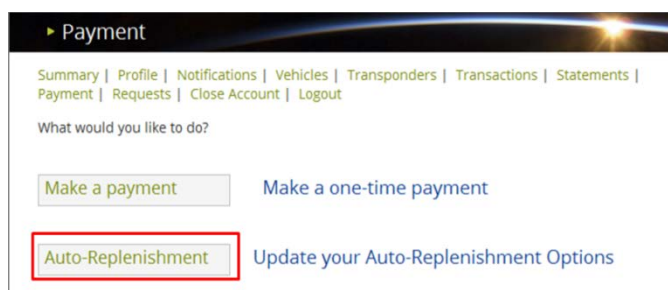
1. [Log in](#) to your E-ZPass account at EZPassVA.com



2. Click 'Payment' in the top navigation



3. Choose 'Auto-Replenishment'



4. Fill in the below 'Payment Method' form. You can use your credit card, checking account or savings account

► Update Auto-Replenishment

Summary | Profile | Notifications | Vehicles | Transponders | Transactions | Statements | Payment | Requests | Close Account | Logout

Automatic Replenishment
If your current Replenishment Method is Cash, you can fill in the Payment Method form below to sign up for Automatic Replenishment.

Amount to Replenish (\$35 x number of Transponders):

(Automatic Replenishment will charge your credit card or bank account automatically when your account balance drops below the low balance threshold.)
Future Automatic Replenishment Method
If you choose ACH as the Primary Payment Method, enter a secondary credit card for backup. Verify that both the ACH box and the Secondary Payment Method box is checked and all fields are completed.

Primary Payment Method

Credit Card ACH (Automated Clearing House)

Credit Card Type

Card Number *

Expiration Date (MM/YYYY) *

Check Account Saving Account

ABA Routing (exactly 9 digits) *

Bank Account (max. 17 digits) *

Secondary Payment Method * *Required if ACH is selected. *Recommended if Credit Card is selected so we can maintain your account balance in the event the first card expires or fails for some other reason.

5. To add a secondary payment method to your account, click the 'Secondary Payment Method' check box. Enter your payment information and click 'Update' at the bottom of the page to save your changes

Secondary Payment Method * *Required if ACH is selected. *Recommended if Credit Card is selected so we can maintain your account balance in the event the first card expires or fails for some other reason.

E-ZPass Resources

- ▶ Website: www.EZPassVA.com
- ▶ Phone: 1-877-762-7824
- ▶ Email: customerservice@ezpassva.com
- ▶ Customer service representatives are available Monday - Friday, 7 a.m. - 7 p.m.