



"Preserving Our Past, Enhancing Our Future"

## **E-ZPass Website Login Troubleshooting Instructions**

The E-ZPass Department in March 2013 received calls from a few customers reporting issues with logging onto DRJ's E-ZPass website ([www.ezpassdrjtbc.com](http://www.ezpassdrjtbc.com)).

The Commission's E-ZPass service provider has looked into the issue and is recommending that anyone encountering a login problem at [www.ezpassdrjtbc.com](http://www.ezpassdrjtbc.com) to please use follow the steps on the accompanying page to gain entry to the website.

If this does not resolve the issue, please contact the Commission's E-ZPass Customer Service Center at:

Phone: **1-800-872-5061**

**Step 1: Type the website directly into the browser rather than using a stored favorite. If you reach the site, please save the location to your computer's favorites file for future use.**

**Step 2: If you are unable to reach the site through Step 1, please clear your computer's cache and cookies by doing the following:**

- 1. Go to Tools and then click on Internet Options**
- 2. Under Browsing history (see graphic below), click on "Delete"**
- 3. Once the deletion process is complete, close the browser**
- 4. Open a new browser window and type the website address [www.ezpassdrjtbc.org](http://www.ezpassdrjtbc.org) into the browser**

