

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 (<u>www.ezpassdrjtbc.com</u>).

The Commission's E-ZPass service provider has looked into the issue and is recommending that anyone encountering a login problem at <u>www.ezpassdrjtbc.com</u> 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 <u>www.ezpassdritbc.org</u> into the browser

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