TOLLMATE
NTTA'S FREE MOBILE APP
USER GUIDE

CONTACT INFORMATION

TOLLMATE TECHNICAL QUESTIONS: **MOBILESUPPORT@NTTA.ORG**

NTTA CUSTOMER SERVICE: **972-818-NTTA (6882)**, *CUSTOMERSERVICE@NTTA.ORG*

NTTA WEBSITE: **WWW.NTTA.ORG**

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Tollmate Overview

The official mobile app for NTTA places all the information you need to view, manage and update your account in the palm of your hand. Tollmate allows you to access account information, calculate the cost of a trip, view a real-time traffic map and even call for roadside assistance within one simple click from your handheld device.

Tollmate is a great match for anyone looking to travel around the region quicker, easier and happier! In fact, you don't have to be a TollTag account holder to download Tollmate. There are many features you can still use to make your drive easier.

For TollTag account holders, download the app and log into your account using the same username and password established for your online TollTag account.

With your new Tollmate, you can:
•View account balance and make payments
•Edit your account information
•Add vehicles to your account
•Calculate the cost of tolls for a trip
•Call for FREE roadside service
•View real-time traffic status through an interactive map
•Email Customer Service

If you don't already have a TollTag account, you can download the app and access the following features:
•Calculate the cost of tolls for a trip
•Call for FREE roadside service
•View real-time traffic status through an interactive map
•Email Customer Service

Disclaimer: Tollmate® mobile application (app) is the official mobile app of NTTA and its toll facilities. All usernames and passwords used to access account information through the mobile app are encrypted and are only stored locally on the user's mobile device if the user chooses to store the information. There may be other mobile apps created that enable a user to access the user's account information. However, these apps are not authorized by the NTTA and the NTTA does not guarantee security and privacy of account information (e.g., banking, credit/debit card, email address, etc.) accessed through use of unauthorized apps. NTTA strongly discourages use of these unauthorized apps. Finally, the NTTA encourages you to drive safely and strongly discourages use of the Tollmate while actively driving.

Home screen

Tollmate home screen appears when the user accesses Tollmate through a mobile device. The home screen acts as a hub to all features available to NTTA customers.

TollTag Login

TollTag login button allows customers to access their TollTag account and make changes on their mobile device. For this function, the user must have their **user ID and password** available. New users can set up their online access by clicking here.

Trip Calculator

Trip Calculator button allows customers to calculate the cost of a trip. The user must input origin and destination addresses for an accurate cost.

Roadway Map

The **Roadway Map** button gives real time traffic information on NTTA toll roads for all NTTA customers. This function also provides current and future road closures.

Contact Us

Users are able to contact NTTA customer service, roadside assistance and Tollmate technical support through the **Contact Us** button.
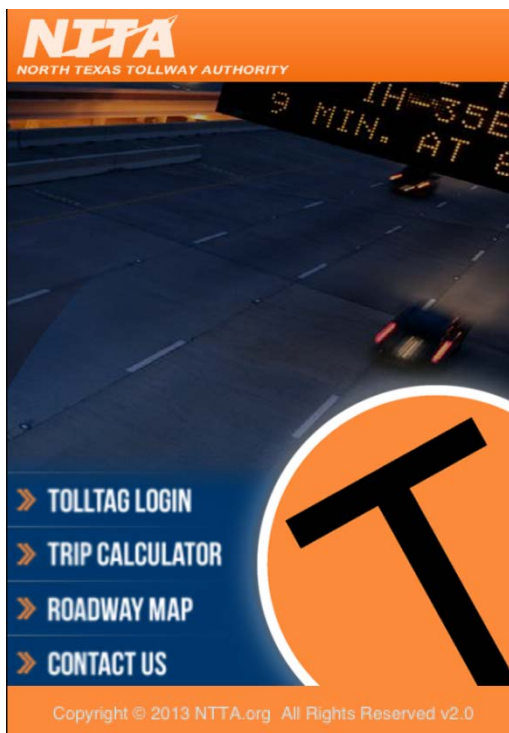
Set Up Login Information

TollTag login button allows customers to access their TollTag account and make changes on their mobile device. For this function, the user must have their **user ID and password** available. New users can set up their online access by tapping here.

Click here to start online account setup.

***You must have your **account** or **TollTag number** and your **driver license number** for verification.

For your account safety, your will be required to verify your account or TollTag number and your driver license number. After successful account verification follow steps to set up your user name and password. Once login credentials are established, you will be ready to use Tollmate to its full potential.

Tollmate also allows you to setup a pin number for quick access. Visit page 7 for detailed information.

TollTag Login

Login

Once your login information is established, you are ready to manage your TollTag account through Tollmate. Simply tap on TOLLTAG ACCOUNT LOGIN and input your user name and password.

After successful login, you will have an option to setup a 4-digit pin for quick access.

Set Up Pin

The Set Up Pin option allows you to set up a quick four digit pin for a quick login to your TollTag account.

Type a four digit pin of your choice. Tap save.

Account Summary

After a successful login, you will be prompted to the **Account Summary** screen, the account summary screen gives you basic information about your TollTag account along with your current account balance, account alerts, current orders and last 10 toll transactions.

Account Management

Your TollTag account management begins from the Account summary screen. Tap the menu symbol on the top right corner of the screen. Tap the **Account Summary** button for the previous screen.
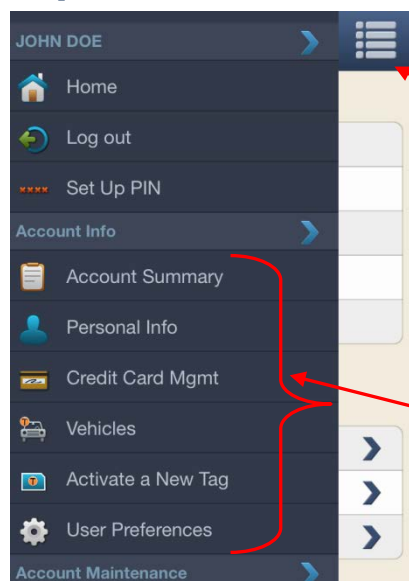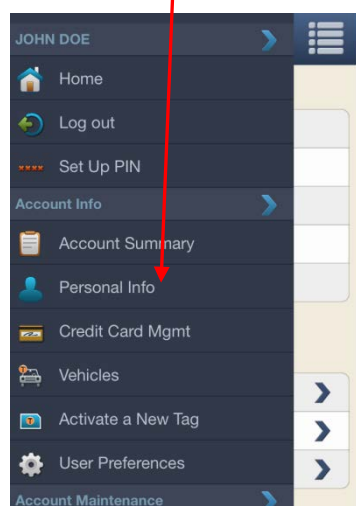

Step 1. Begin your TollTag account management by tapping the top right corner.

Step 2. Manage your TollTag account by tapping any one of the options to the left of the screen. Example: Update credit card info by tapping on the "Credit Card Mgmt" button.

Personal Info

The Personal Info button allows you to review and edit the basic contact information listed on the TollTag account. The user can edit information such as mailing address, phone numbers, and email address by utilizing this option.

Step 1 – Tap Personal Info

Step 2 – Tap the edit
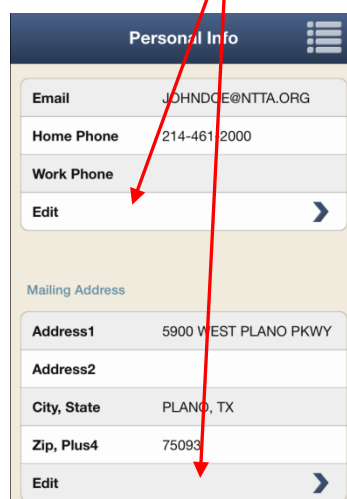
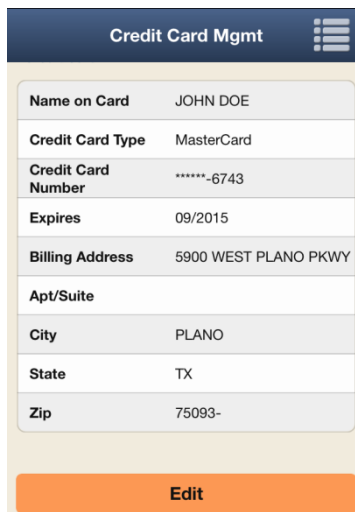**Step 3 – Erase and edit the information. Tap save.**
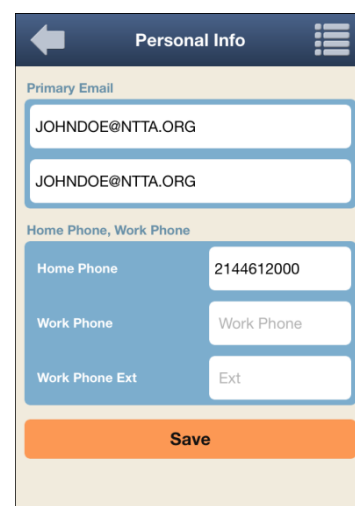
Credit Card Management

The Credit Card Mgmt button allows you to review and edit the credit card information linked to your TollTag account. Follow the three steps highlighted below to update the credit card information.
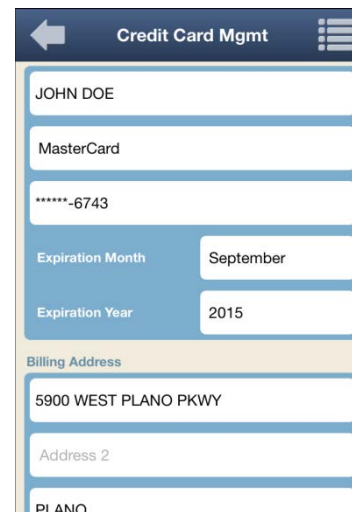
**Step 1 – Tap Credit Card Mgmt**
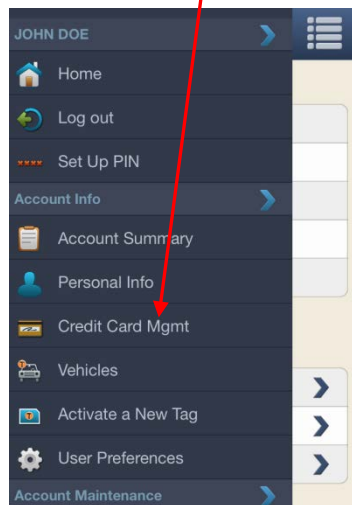
Step 2 – Tap the edit button

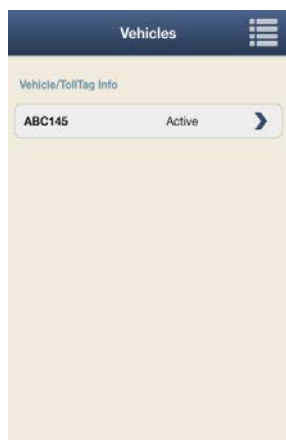**Step 3 – Erase and update the credit card info. Scroll down and tap save.**

Vehicles Management

Managing your vehicles on your TollTag account is easier than ever with Tollmate. Simply tap the Vehicles button from your account summary screen and update your vehicle by following the four steps below.

Step 1 – Tap Vehicles
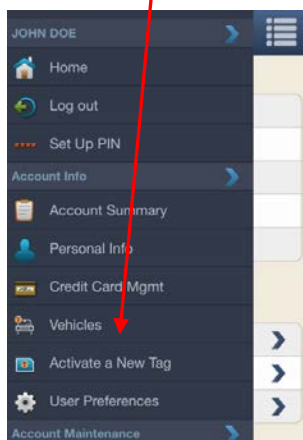
Step 2 – Select and tap the appropriate vehicle

Step 3 – Review vehicle info and tap Edit if necessary

**Step 4 – Edit the vehicle info, scroll down and tap Save**

User Preferences

Your TollTag can be used on any toll road in the state of Texas. Your TollTag can also be used for parking and pass through at Dallas Love Field and D/FW International airports.

The **User Preferences** button allows you to enable or disable your TollTag for a specific road or airport. The User Preferences option also allows you to enable or disable the electronic or mail delivery of parking receipts and monthly statements. Follow the four steps below to set your preferences.

Step 1 – Tap User Preferences
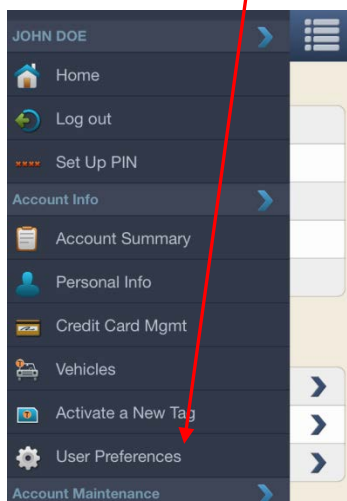
Step 2 – Tap the appropriate entity or change the status of parking receipts or monthly statements. Follow step 3, only if choosing to change the status of an entity.

Step 2.1 – Scroll down and tap Save.
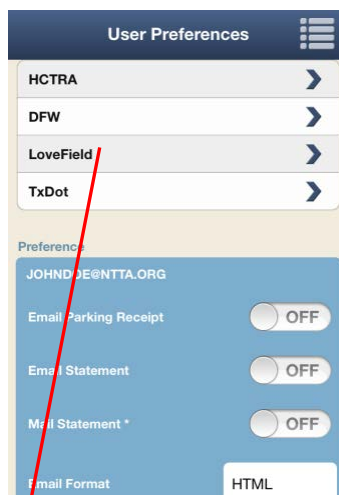
Step 3 –Enable or disable the TollTag and tap the Back button. Follow step 2.1 when done choosing
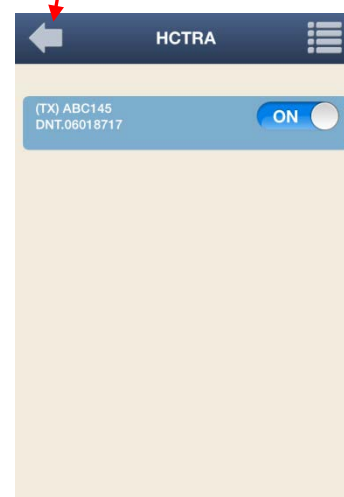
| HCTRA	Harris County Toll Road Authority
DFW	Dallas Fort Worth International Airport
Love Field	Dallas Love Field Airport
TXDOT	Texas Department of Transportation

Account Maintenance

Your TollTag account maintenance begins from the Account Summary screen. The account maintenance options allow you to change your account password, request new TollTags and Velcro, and make payments to TollTag accounts. See below for an example.
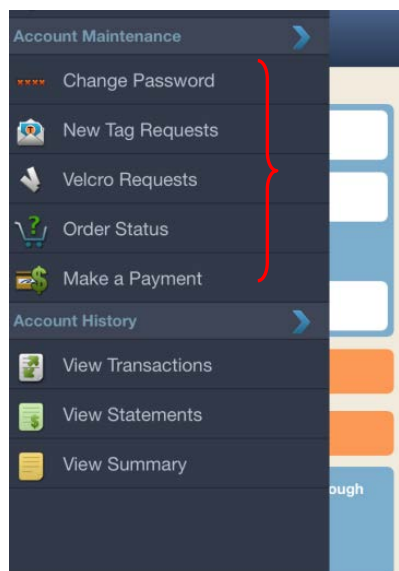
Change Password

You are able to change your login password any time by utilizing the Tollmate. Simply tap on Change Password button, input your old password, input the new password of your choice, and confirm your new password. Tap Save.
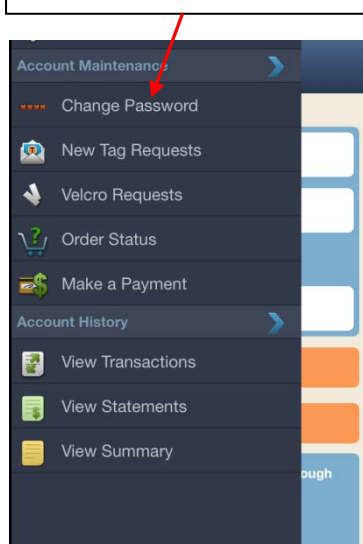
Step 1 – Tap Change Password	Step 2 – Type the information listed below and tap save.

New Tag Request

The **New Tag Request** button allows you to add a new TollTag to their existing TollTag account. You must have their license plate number, year, color, make and model of vehicle available for a successful transaction. Your new TollTag will be mailed to you upon successful completion. Follow the steps shown below to add a new TollTag to an existing vehicle.
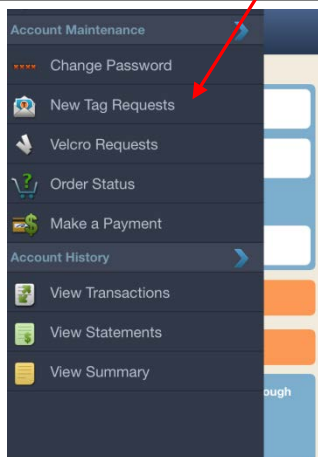
Step 1 – Tap Change Password	Step 2 – Type vehicle information and tap Save.	Step 3 – Verify the vehicle information and tap Confirm.

Velcro Request

Users with a hard cased TollTag can request new Velcro for their TollTag using Tollmate. This option applies to customers with a hard cased TollTag ONLY. Follow the steps listed below, and upon successful request, the Velcro will be mailed to the mailing address listed on your TollTag account.

| Step 1 – Tap Velcro Requests	Step 2 – Confirm mailing address and tap next. Tap Edit My Info, if mailing address needs an update.	Step 3 – Type the desired number of Velcro sets and tap Submit.
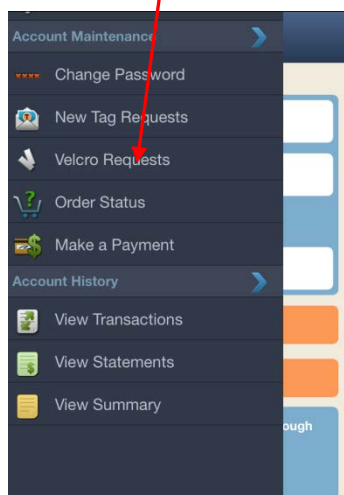
Make a Payment

Making a payment to your TollTag account is convenient and self sufficient with Tollmate. Make sure you have a valid credit or debit card available to use. Follow the steps listed below for a successful payment.
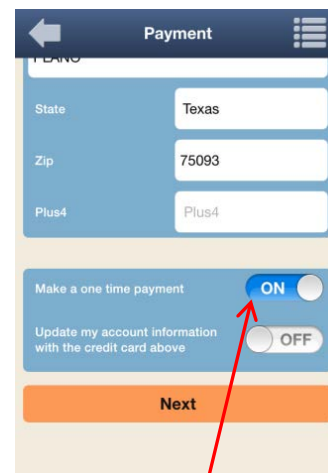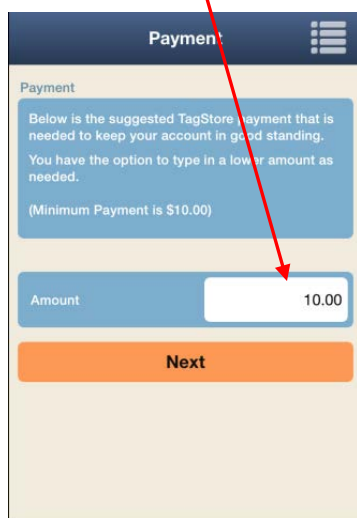
Step 1 – Tap Make a Payment
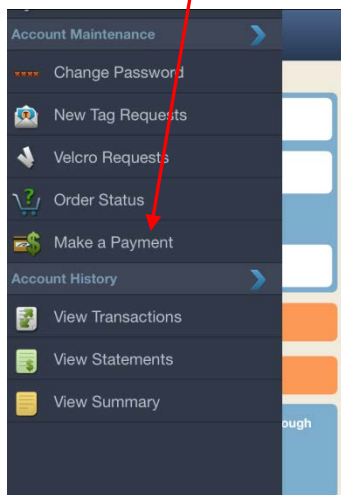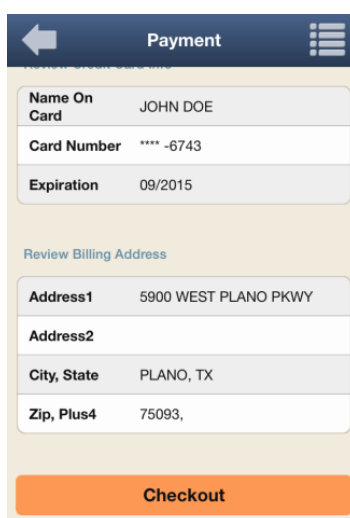
Step 2 – Fill out or verify the information required.
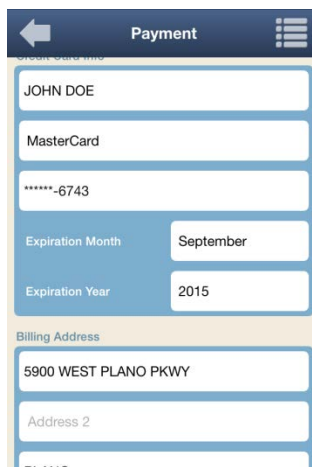
Step 3 – Scroll down and tap Next.

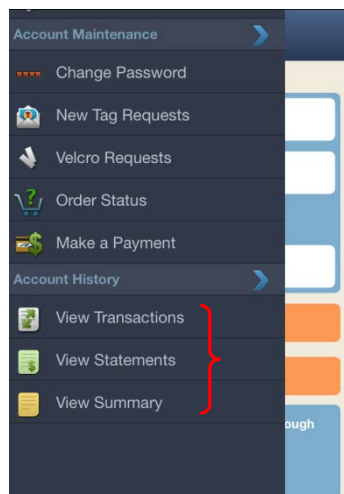**Step 4 – Type the amount of payment and tap Next.**

Step 5 – Confirm the payment information and tap checkout

**Note: The ON switch will not allow recurring payments.**

Account History

The Account History section of Tollmate allows you to view your toll transactions, monthly statements and a yearly summary statement generated in PDF directly from your mobile device.

View Transactions

Tollmate allows you to view your toll transactions on your TollTag accounts. You can generate transactions based on transaction type (parking, payments or toll) and by all or separate vehicles. Simply follow the steps below to generate the toll transactions.

Step 1 – Tap View Transactions.
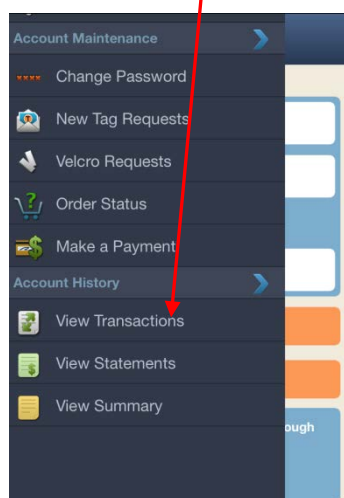
Step 2 – Input start and end dates, tap Vehicle or Transaction Type and tap View Transactions or View Transactions in PDF.
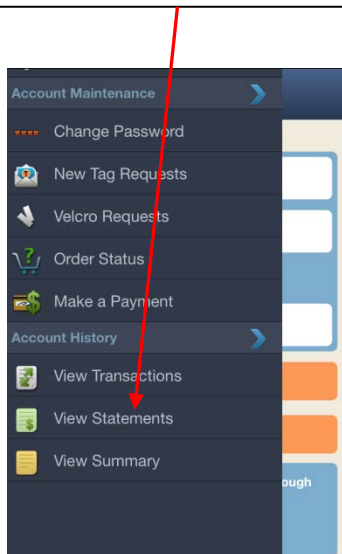
Choose all or individual vehicles.

Choose parking, payment or toll transactions.

View Statements

Tollmate allows you to view your monthly statements on your TollTag accounts. Simply follow the steps below.
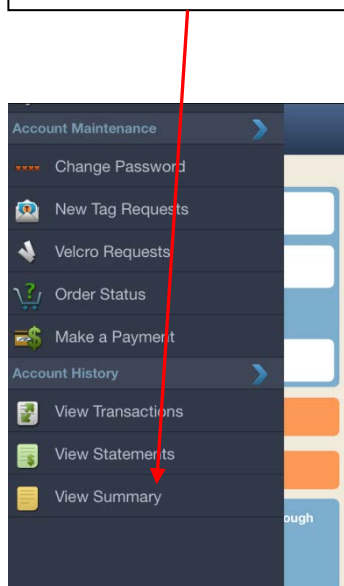
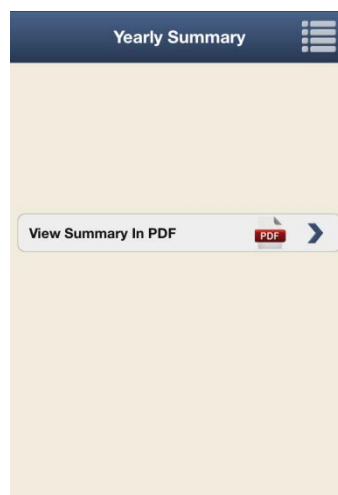| Step 1 – Tap View Statements.	Step 2 – Choose the desired month and tap View Statements in PDF.

View Summary

Tollmate allows you to view your yearly statement on your TollTag accounts. Simply follow the steps below.

| Step 1 – Tap view Summary.	Step 2 – Tap view Summary in PDF.

Trip Calculator

The Trip Calculator gives you a total cost of your tolls from origin to destination with options of a lower toll and/or quicker commute. The Trip Calculator also gives turn-by-turn directions when a route is viewed in a map. Follow the steps listed below to learn how to use the trip calculator.
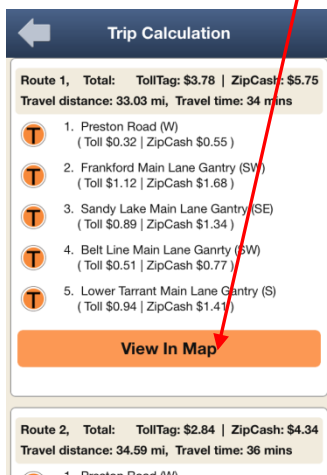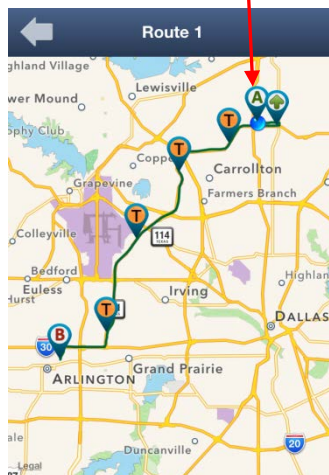
Step 1 – Tap Trip Calculator

Step 2 - Type the origin and destination address or tap the compass symbol for current location. Tap calculate.
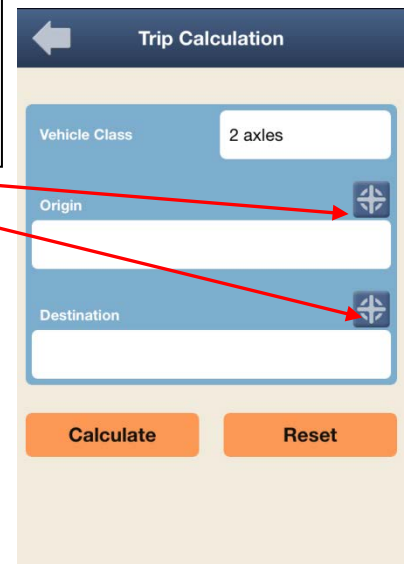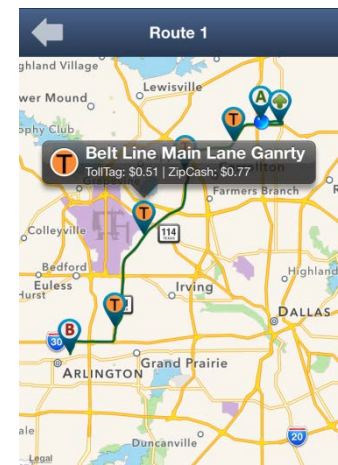

Step 3 – Choose the route of your choice and tap View in Map for turn-by-turn directions.

The blue dot highlights your current location and will help you guide to your destination.
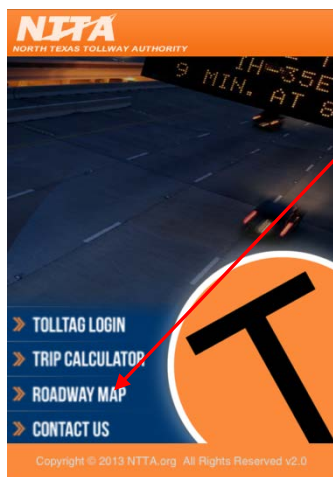
Step 3 – Tap the orange T icon for toll details including the savings of TollTag rates compared to ZipCash.
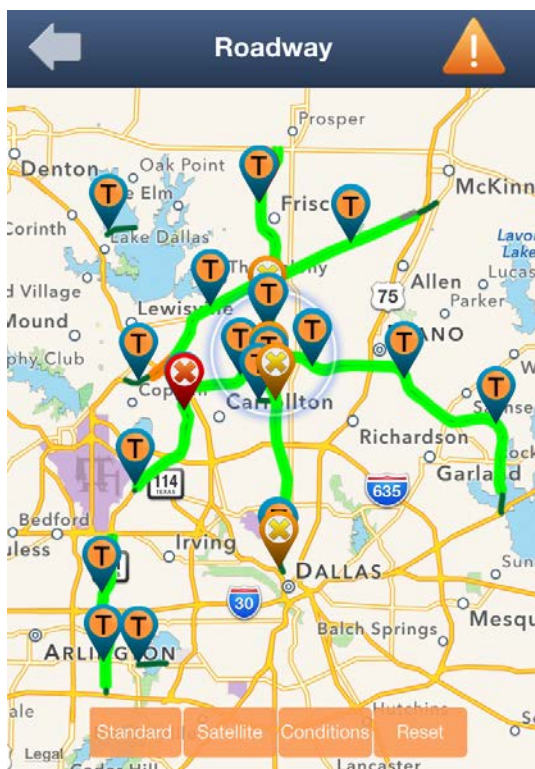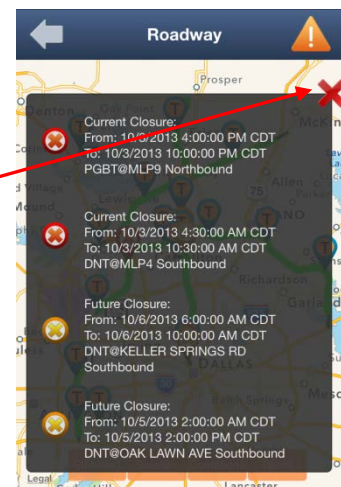
Roadway Map

The Roadway Map allows you to view real-time traffic status through an interactive map. The interactive map gives you information regarding road conditions, and both current and future road closures.

Step 1 – Tap Roadway Map

Review the road closures and tap here for the interactive map

Legend

Current Closure	
Future Closure	
Tolling Point	
Smooth Flow of Traffic	
Expect Delays	

Contact Us

The Contact Us button gives you one-touch access to reach the NTTA at several different levels. You are able to reach the NTTA's customer service center for any TollTag or ZipCash related questions, roadway service for free roadside assistance, and Tollmate technical support for technical questions regarding the mobile app.