



NTTA SYSTEM UPGRADE

FREQUENTLY ASKED QUESTIONS



TUTORIAL VIDEOS AND ASSISTANCE

- Manage my account
- Reset my password
- Get a TollTag
- Use my TollTag at the airport
- Change from ZipCash to TollTag
- Use “Quick Pay” to pay my ZipCash bill
- Change my account replenishment amount
- Add a vehicle to my account
- Close my account
- Add a vehicle to my account temporarily
- Change my account preferences
- Download a summary of my account
- Download my annual statement
- Change my temporary license plate to a permanent license plate

GENERAL

Q. What's new with the system?

- A. Our new system has many new features, including:
- A new, user-friendly way to manage your account
 - An improved, mobile-friendly version, so paying your bill is easy and convenient
 - A new look for our app, Tollmate (available for customer download)
 - Ability for customers to choose their account replenishment amount based on their average toll road use

TOLLTAG CUSTOMERS

Q. How is my TollTag account affected?

- A. As part of our recent upgrade, we had to delay processing toll transactions from Jan. 1-10. As the new system began processing transactions from this period on Jan. 11, your credit/debit card may see more frequent NTTA charges, depending on how often you used toll roads during this time.

Q. Will the password for my TollTag account change in the new system?

- A. No, your password will remain the same. However, if you can't remember your password, just click “forgot password” on the home page and you will receive an email with instructions on how to set a new password.

Q. Why are you asking me to answer new security questions and create a PIN? Has a PIN been assigned to me?

- A. Our new system has enhanced security. Default PIN is the last four digits of the driver's license number on your account.

Q. How do I change the temporary license plate in my account to a permanent one?

- A. Please see [detailed instructions](#) at the bottom of the page.

Q. How do I download a summary of my account?

- A. Please see [detailed instructions](#) at the bottom of the page.

Q. How do I download my annual statement?

- A. Please see [detailed instructions](#) at the bottom of the page.

Q. Why haven't I received charges for my recent airport parking?

A. Any airport and toll transactions from Jan. 1-10 will be processed as our new system begins operating on Jan. 11. There may be delays in posting these parking transactions to your account. Thank you for your patience.

Q. I drove in Austin/Houston/Kansas/Oklahoma recently, why haven't I seen charges on my TollTag account yet?

A. As part of our new system upgrade, any toll road transactions from Jan. 1-10 were delayed in posting to your account. Those transactions will be processed and be posted to your account after Jan. 11, when our new system became operational. We appreciate your patience as we resume operations.

Q. I have a TollTag, why am I receiving ZipCash bills?

A. TollTag customers will receive ZipCash invoices if they do not update the account with new vehicle or credit card information, or if there are not enough funds in the account to pay the applicable tolls. TollTag customers will be notified, however, if the account information isn't updated, ZipCash invoices will be sent at the higher toll rate.

ZIPCASH CUSTOMERS

Q. My invoice or a payment was due when your website was unavailable. Will I be charged late fees?

A. No.

Q. I use ZipCash, will my password change in the new system?

A. Yes, the new system will now require you to create a new password. The first time you use the new system, you will be prompted to enter your account number and email associated with your current ZipCash statement, then prompted to create a new password. Your account number can be found at the top of your ZipCash invoice.

Q. Will I continue receiving my statement via email? Do I have to do something to ensure that I keep receiving it?

A. Yes. You will need to re-register for electronic invoices in the new system. Here are the options:

- You can use the same account number you used previously
- If you don't have your ZipCash account number available, you can just create a new account
- If you don't establish an account with our new system, you will receive a paper invoice by USPS mail

Q. I have a payment plan payment due during your upgrade, what should I do?

A. You will be able to make payment to your account now that our new system is operational. There will be no late fees or other penalties assessed for payments due while our system was offline. NTTA Customer Service will now take those payments. Please call us at: 972-818-6882 or 817-731-6882.

Q. Will my ZipCash invoice affected?

A. All toll transactions since your last invoice (most likely from December 2020) will be included in your February invoice. You may see higher invoice balances than normal. You will be given additional time to pay this invoice and no late fees will be assessed during this time. If you are a new car owner or visited from out-of-state in January, your toll transactions during this time will be included in your February invoice.

TOLLPERKS

Q. Was my TollPerks account affected by the upgrade?

A. No. All TollPerks points earned while our account system was offline were added to your account after Jan. 11. We appreciate your patience.

TOLLMATE

Q. Is Tollmate affected?

A. Tollmate and its new look is available for download. Visit the [Apple Store](#) or [Google Play](#) to get the new version.

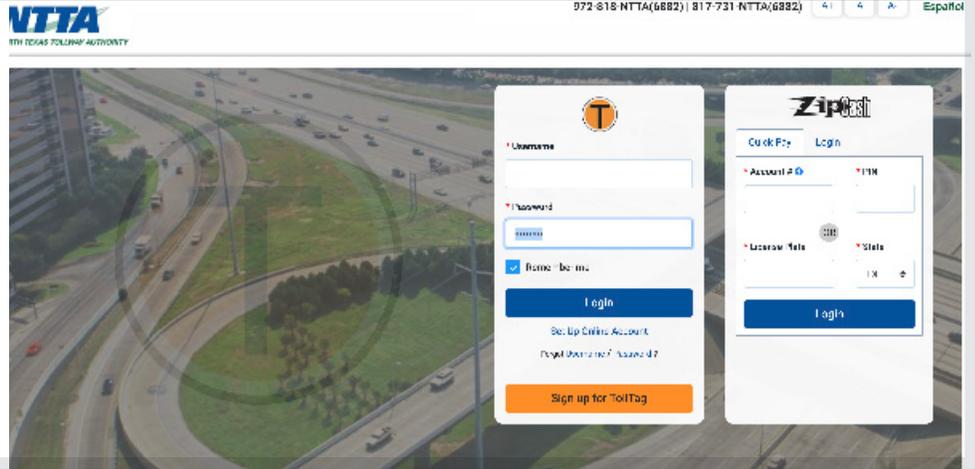
HOW TO DOWNLOAD YOUR ANNUAL STATEMENT



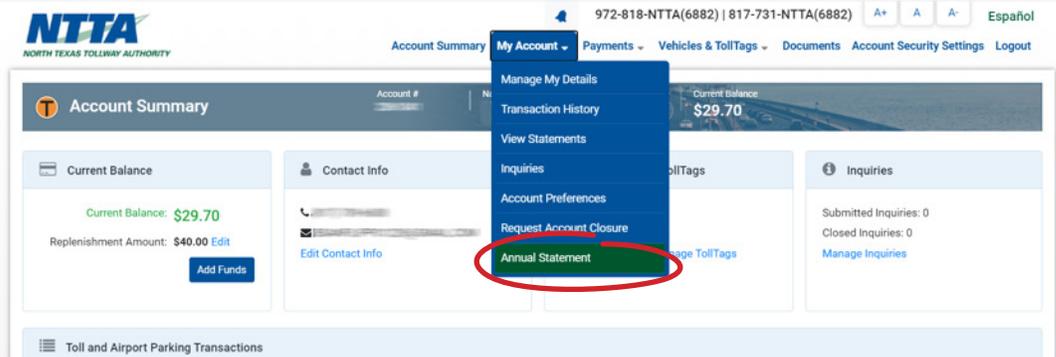
You can easily access your annual statement online by completing the following steps:



1 Log into your [account](#).

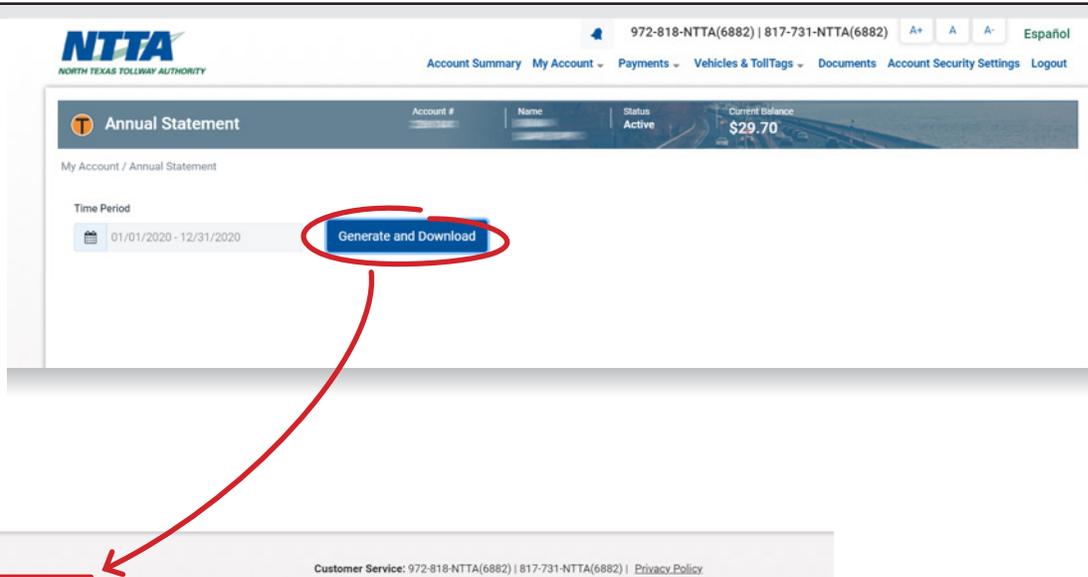


Click “My Account” from the drop-down menu and choose “Annual Statement”



Click “Generate and Download”

Your annual statement will appear at the bottom of the screen.



HOW TO DOWNLOAD YOUR ACCOUNT SUMMARY



You can easily access your annual statement online by completing the following steps:



Log into your account.



Click "My Account" from the drop-down menu and choose "Transaction History"

Account Summary My Account Payments Vehicles & TollTags Documents Account Security Settings Logout

Account # 2007067950 Name John Doe

Current Balance: \$20.00 Replenishment Amount: \$20.00 Add Funds

Contact Info: (469) 555-1835, rjacobson@ntta.org

Transaction History View Statements Inquiries Account Preferences Request Account Closure Manage Vehicles | Manage TollTags



Enter the date range you would like to view inside the "Transaction Date" field. Next, enter the "Transaction Type" (i.e., payment, tolls, parking).

Transaction History Account # 2007067950 Name John Doe Status Active Current Balance \$20.00

My Account / Transaction History

Q Search

Date Type: Posted Date

Transaction Date: 01/01/2020 - 12/31/2020

Transaction Type: All

TollTag ID: All

License Plate: All

Search Reset

Posted Date/Time	Transaction Date/Time	Transaction ID	Location	TollTag ID	License Plate	Transaction Type	Balance Before	Transaction Amount	Balance After
01/20/2021 12:12:04		115993521	CustomerPortal			PAYMENT	\$0.00	\$20.00	\$20.00

Submit Toll Inquiry



Choose your preferred file format (PDF, CSV or Excel).

Transaction History Account # 2007067950 Name John Doe Status Active Current Balance \$20.00

My Account / Transaction History

Q Search

Date Type: Posted Date

Transaction Date: 01/01/2020 - 12/31/2020

Transaction Type: All

TollTag ID: All

License Plate: All

Search Reset

Posted Date/Time	Transaction Date/Time	Transaction ID	Location	TollTag ID	License Plate	Transaction Type	Balance Before	Transaction Amount	Balance After
01/20/2021 12:12:04		115993521	CustomerPortal			PAYMENT	\$0.00	\$20.00	\$20.00

Submit Toll Inquiry



The downloaded file will appear at the bottom of your browser.

Transaction History Account # 2007067950 Name John Doe Status Active Current Balance \$20.00

My Account / Transaction History

Q Search

Date Type: Posted Date

Transaction Date: 01/01/2020 - 12/31/2020

Transaction Type: All

TollTag ID: All

License Plate: All

Search Reset

Transaction Histor...pdf



HOW TO CHANGE A TEMPORARY LICENSE PLATE TO A PERMANENT LICENSE PLATE

1

Log into your account.
Click "Vehicles & TollTags"
from the top menu and
select "Manage Vehicles."

NTIA
NORTH TEXAS TOLLWAY AUTHORITY

Account Summary My Account Payments Vehicles & TollTags Documents Account Security Settings Logout

Account # 5620075 Name John Doe Status Active

Manage Vehicles Manage TollTags

Current Balance
Current Balance: \$80.00
Replenishment Amount: \$80.00 Edit
Add Funds

Contact Info
(555) 555-5555
Edit Contact Info

Vehicles and TollTags
Active Vehicles: 4
Active TollTags: 4
Manage Vehicles | Manage TollTags

Inquiries
Submitted Inquiries: 0
Closed Inquiries: 0
Manage Inquiries

2

Select the edit
button.

Manage Vehicles

Account # 5620075 Name John Doe Status Active Current Balance \$80.00

Vehicles & TollTags / Manage Vehicles

Search Vehicles

Vehicles (13) Add Vehicle

License Plate	Country	Axes	Vehicle Information	TollTag Nickname	License Plate Start Date	License Plate End Date	Vehicle Status	TollTag ID	Actions
TX - 12Z1234	USA	2 Axle	2014 FORD F-150	N/A	02/07/2021 13:58:03	N/A	Active	DNT.15005481	

3

Enter your permanent
license plate number in
the "License Plate" field
and click "Save."

Manage Vehicles

Account # 5620075 Name John Doe Status Active Current Balance \$80.00

Vehicles & TollTags / Manage Vehicles

Edit Vehicle

Owned Temporary

*License Plate # TES1234 *Country USA *State/Province Texas Ham Radio Operator

*Make FORD *Model F-150 *Color Red *Year 2015

*Axes 2 Axle

Save Cancel

4

The new license plate
number has been added.

Manage Vehicles

Account # 5620075 Name John Doe Status Active Current Balance \$80.00

Vehicles & TollTags / Manage Vehicles

Search Vehicles

Vehicles (16) Add Vehicle

License Plate	Country	Axes	Vehicle Information	TollTag Nickname	License Plate Start Date	License Plate End Date	Vehicle Status	TollTag ID	Actions
TX - TES1234	USA	2 Axle	2015 FORD F-150	N/A	02/07/2021 14:13:00	N/A	Active	DNT.15005481	

