DelRioPass Customer Website
Quickstart Guide

www.delriobridgepass.com

Welcome

Introduction

The **Del Rio Pass** program uses radio-frequency identification (RFID) technology to identify member vehicles and automatically debit tolls from their pre-paid account. You can apply for an account on this website, or at the Del Rio Pass Office at the International Bridge. Once your account is approved, you will receive one or more Del Rio Pass transponder(s) for your vehicle(s). Easy-to-understand installation instructions are included with the transponders.

The Del Rio Pass transponder is a radio frequency device that is mounted on your windshield. There are two (2) different types: removable and non-removable.

Customers can use either credit card or cash to put money into their account. A toll amount is calculated and deducted from your Del Rio Pass account's prepaid balance each time you cross the bridge.

When your Del Rio Pass account's balance reaches a "low threshold" level, it will be automatically replenished from the credit card that you have on file. Cash paying customers will need to go to the Del Rio Pass office at the International Bridge to add money to their account.

You can use this website to start your account, manage your account, and order one or more Del Rio Pass transponders for your vehicles.

As your vehicle enters the toll lane, an antenna mounted near the toll booth will read information contained in your Del Rio Pass transponder. *For safety reasons, please drive **SLOWLY** through the toll lane as toll collectors and maintenance staff often walk nearby.* If your account is in good standing, the traffic light will turn green and the gate will go up automatically. If there is a problem with your account (such as no money left in it), the traffic light will remain red and you will need to pay cash to the toll collector.

Manage your account online.

Sign Up today!!!

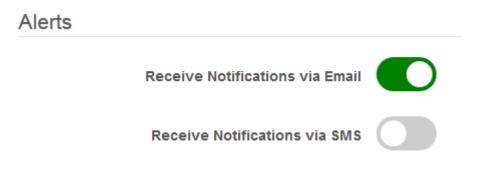Already have an account?

If you want to sign-up for a new account, click on the "Sign-Up" button. You will first be taken to the following page where you need to tell us the type of account that you wish to start (either personal or commercial), plus some contact and billing info.

1. Choose the method that we can use to notify you if there is a problem with your account:

Alerts

Receive Notifications via Email ⬤

Receive Notifications via SMS ⚪

2. Enter your first and last name, email address, and create a password.

Account Information

First Name *	📇	First Name
Last Name *	📇	Last Name
Email Address *	✉	Email Address

Setup Password

> **Password Requirements** ✕
> - The password must be eight characters or longer.
> - The password must contain at least 1 uppercase alphabetical character.
> - The password must contain at least 1 lowercase alphabetical character.
> - The password must contain at least 1 numeric character.
> - The password must contain at least one special character.
>   Special characters: ( ) ` ~ ! @ # $ % ^ & * - + = | \ { } [ ] : ; " ' < > , . ? /

| Password ❓ * | 🔑 | Password |
| Confirm Password * | 🔑 | Confirm Password |

3. Enter your address:

Primary Address

Address Line 1 *   Address Line 1

Address Line 2   Address Line 2

City *   City

State*   Texas

Postal Code *   Postal Code

Country*   United States

4. Enter a phone number and click on the "Create Account" button:

Contact Information

Preferred Contact Method*   ○ MOBILE ○ HOME ○ WORK

Mobile Phone   +1 ▾ Mobile Phone

Home Phone   +1 ▾ Home Phone

Work Phone   +1 ▾ Work Phone

CREATE ACCOUNT 👍

5. A screen will be displayed asking you to enter the code in the email that we just sent you.

Confirm Email Address

Please check your email. We have sent you a security code for verification.

Enter your security code below.

Security Code

Confirm Email

Need assistance? - We are here to help. Please reach out to our customer support.

6. After you enter the code, you will be asked for the number of tags that you wish to order, whether or not you wish your account to be auto-replenished, and payment information:

Order Tags

Number of tags required

Sticker Tags *   🚗   1

Initial Prepay Toll	
Prepaid Tolls	$10.00
Price for 1 Tag	$5.00
Total Cost	$15.00

Replenishment Method

Payment Type   ○ Cash/Check
                ● Credit Card

Enroll in Auto Replenishment

Auto replinishment requires us to store your credit card on file.
Your card will be charged and your account replenished each time your prepaid toll balance goes below the threshold amount.
Note: For your personal account, minimum threshold amount is **$25.00**

6. You can set up your account to be replenished when the balance is low using a credit card, or you can choose to make account replenishments payments via cash or check.

   Click on the "Enroll in Auto Replenishment" button if you wish to have your account automatically replenished when its balance gets low.

   ## Replenishment Method

   Payment Type ○ Cash/Check
   ◉ Credit Card

   Enroll in Auto Replenishment

   Auto replinishment requires us to store your credit card on file.

   Your card will be charged and your account replenished each time your prepaid toll balance goes below the threshold amount.

   Note: For your personal account, minimum threshold amount is **$25.00**

7. If you chose to use a credit card for payment, enter your credit card info.

   Save this credit card on file

   ## Credit Card

   Replenishment Amount * — 25

   Name as on Card * — Name as on Card

   Card Number * — Card Number

   Security Code ❓ * — Security Code

   Expiration Date: * — 01   2017

7. Enter the billing address for the credit card that you are using for payment and click on the "Order Tags" button.

Billing Address

Address Line 1 *	📇	12 Smith St.
Address Line 2	📇	Address Line 2
City *	📇	Del Rio
State *	📇	Texas ▾
Postal Code *	📇	78840
Country *	📇	United States ▾

Order Tags ⊕

8. If all of the information was correct, you will see a screen like the one below confirming that your account has been started. Click on the "Account Summary" button to continue.

Confirmation

Joe Smith

Dear Joe, You have successfully enrolled.

Account Summary

This page will display your account status, account balance, and your last transaction. It will also allow you to request more tags, if needed.

Account Type - Prepaid Personal

Active - Good Balance

Active From: 10/18/2017
Account Balance: $25.00

Tags on File

Request a new Tag

Tag Number	Status	Balance	Note
To be issued	pending 1	$0.00	Processing

Last Transaction

- **Date:** 10/18/2017 3:25:56 PM
- **Account Number:** 208506
- **Tag Number:**
- **Amount:** $30.00
- **Prior Balance:** $0.00
- **Current Balance:** $25.00
- **Description:** Initial Balance (Account Opened)

Drop-down menus on the top of this page allow you to edit your contact info, change your password, update how you wish to be alerted, update your credit card info, make a payment, and review your account activity.

Account Profile ▾   Payment ▾   Reports ▾

Account S

Account Summary
Contact Profiles
Change Password
Update Alerts

Account Profile ▾   Payment ▾   Reports ▾

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Edit Credit Card
One Time Payment

Account Profile ▾   Payment ▾   Reports ▾

Account Activity