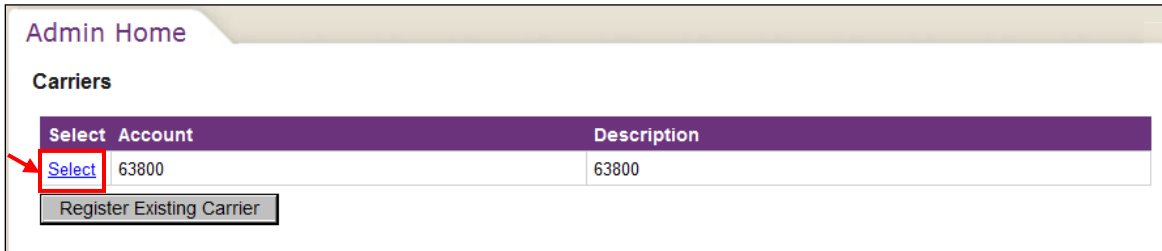


How Do I Update My Billing or Shipping Address Online?

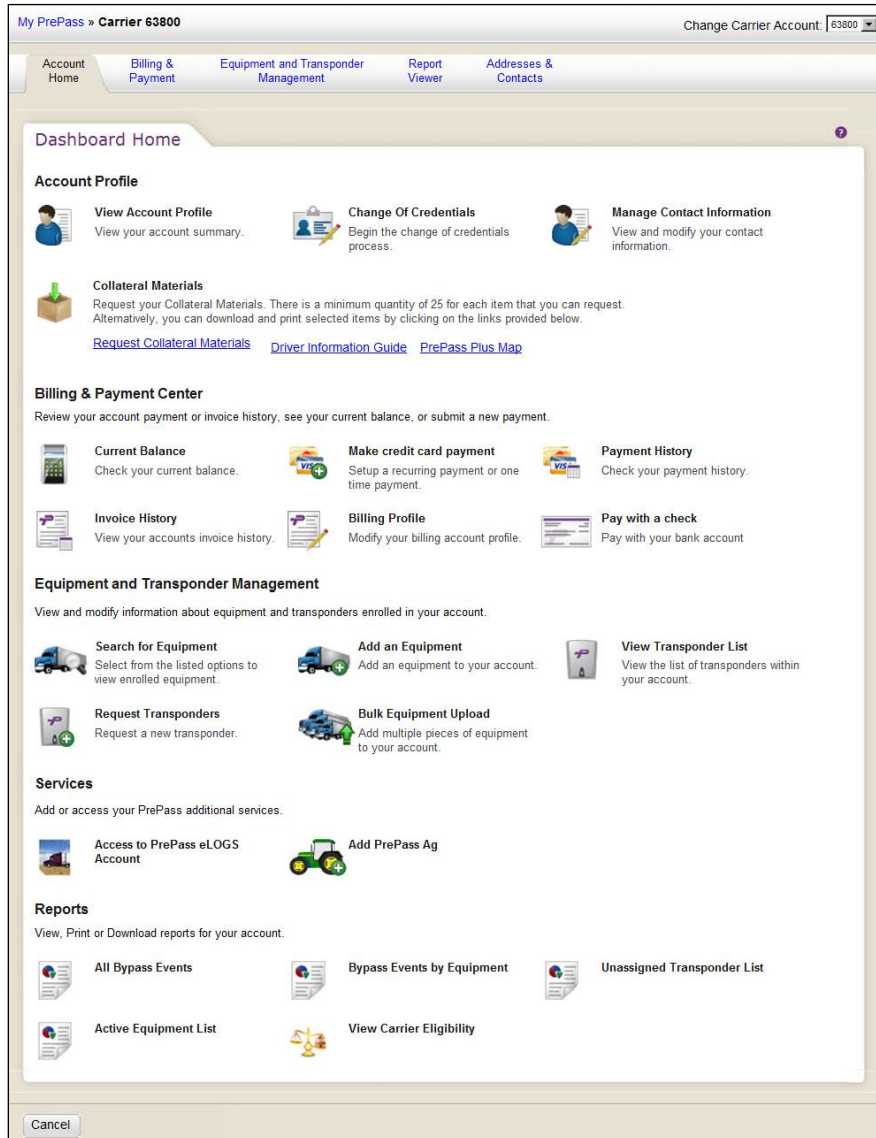
Note: Any fields containing a red asterisk (*) require alphabetic or numeric data.

Note: If the **Update your contact information** tab contains a contact with a yellow background, some information may be missing or incorrect. Please edit and update the contact information as described in Step 10 of this process.

1. Log into account. Please see the **How Do I Log into My Account?** document (DOC-0125) for additional assistance with logging into PrePass.com.
2. On the **Admin Home** tab, click **Select**.





The **Dashboard Home** tab appears.





3. In the **Account Profile** section, click **Manage Contact Information**.

Account Profile

 **View Account Profile**
View your account summary.

 **Change Of Credentials**
Begin the change of credentials process.

 **Manage Contact Information**
View and modify your contact information.

 **Collateral Materials**
Please note: File download times may vary.
[Download PrePass Map](#) [Download Driver Information Guide](#)



The **Update your contact information** tab appears.

My PrePass » Carrier 202920 » Account Contacts

Account Home | Billing & Payment | Equipment and Transponder Management | Report Viewer | Addresses & Contacts

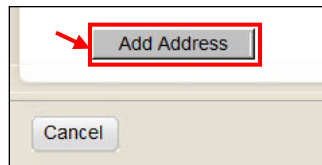
Account Contacts |

Update your contact information

	Edit	Delete	Address Type	Is Primary	Contact	Address
			BILLING	<input checked="" type="checkbox"/>	ALEX VINE	101 N 1ST AVE STE 101 PHOENIX, AZ 85003-1932

Note: The Billing contact information for the account can be edited, but cannot be deleted.

- To add a new contact to the account, proceed with this Step. Otherwise, proceed to Step 9.
Click [Add Address](#).



A separate **Please fill out the form below** dialog box appears.

A screenshot of a dialog box titled 'Please fill out the form below.' in a purple header. Below the title are three radio buttons: 'License & Permits', 'Shipping', and 'Other'. The 'License & Permits' radio button is selected. Below the radio buttons are several input fields: 'First Name: Required', 'Last Name: Required', 'Address: Required', 'Suite/Apt #:', 'Zip: Required', 'City:', 'State: Select...', 'Email: Required', 'Office: Required', 'Ext:', 'Mobile:', 'Home:', and 'Fax:'. At the bottom of the dialog box are 'Cancel' and 'Validate' buttons.

- Select the appropriate radio button at the top of the box that best represents the type of contact you are adding to the account.

A close-up screenshot of the top portion of the dialog box. It shows the title 'Please fill out the form below.' and three radio buttons: 'License & Permits', 'Shipping', and 'Other'. The 'Shipping' radio button is now selected and highlighted with a dashed border.

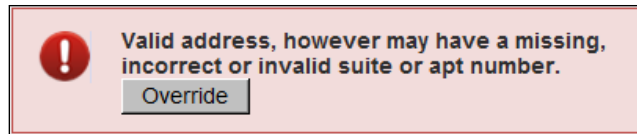
- Type the appropriate information in each of the fields in the box, and click the down arrow in the State drop-down list to select the state associated with the address.

A screenshot of the dialog box with the 'Shipping' radio button selected. The input fields are now filled with the following information: 'First Name: ANDY', 'Last Name: VINE', 'Address: 101 N 1ST AVENUE', 'Suite/Apt #: STE 101', 'Zip: 85003 - 1908', 'City: PHOENIX', 'State: Arizona', 'Email: ANDYVINE@MSN1.COM', 'Office: (602) 222-1112', 'Ext:', 'Mobile:', 'Home:', and 'Fax:'. The 'State' dropdown menu is open, showing 'Arizona' selected. At the bottom are 'Cancel' and 'Validate' buttons.

7. Click **Validate**.

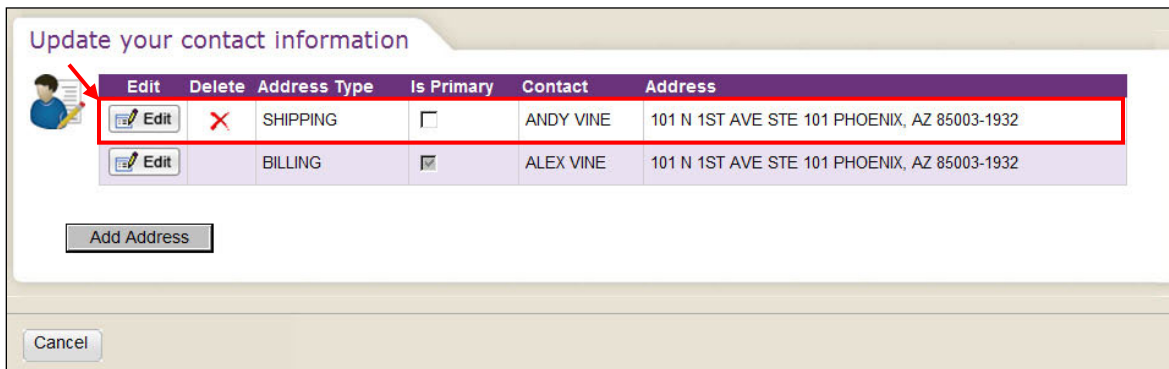


An override message box appears.



8. Click **Override**.

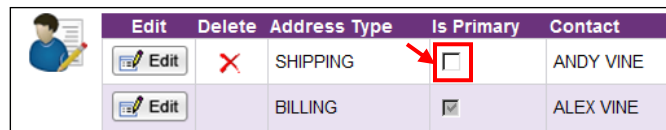
The software adds the address to the grid on the **Update your contact information** tab.



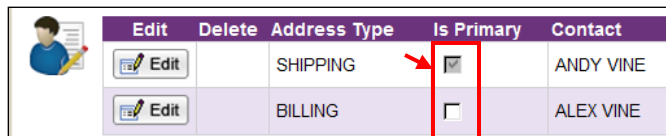
Note: Any non-Billing contact can be deleted by clicking  in the **Delete** column.

9. **To change the primary contact for the account**, proceed with this Step. Otherwise, proceed to Step 10.





Click the **Is Primary** checkbox.



The software changes the primary contact from the previous selection to the new selection.



10. To edit existing contact information, locate the contact information and click **Edit**.

Update your contact information					
	Edit	Delete	Address Type	Is Primary	Contact
	 Edit		SHIPPING	<input type="checkbox"/>	ANDY VINE
	 Edit		BILLING	<input checked="" type="checkbox"/>	ALEX VINE

The software displays the **Please fill out the form below** dialog box.

Please fill out the form below.

First Name: *

Last Name: *

Address: *

Suite/Apt #:

Zip: - *

City:

State: ▼

Email: *

Office: * Ext:

Mobile:

Home:

Fax:

11. To change the state, click the down arrow in the **State** field and select a new state from the drop-down list.

12. To change the data in a field, click and drag the cursor in the field to highlight the existing data.

Address: *

Suite/Apt #:

Zip: - *

13. Type the new data in the field.

Address: *

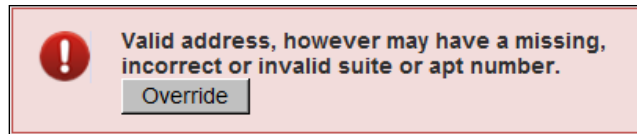
Suite/Apt #:

Zip: - *

14. Click **Validate**.

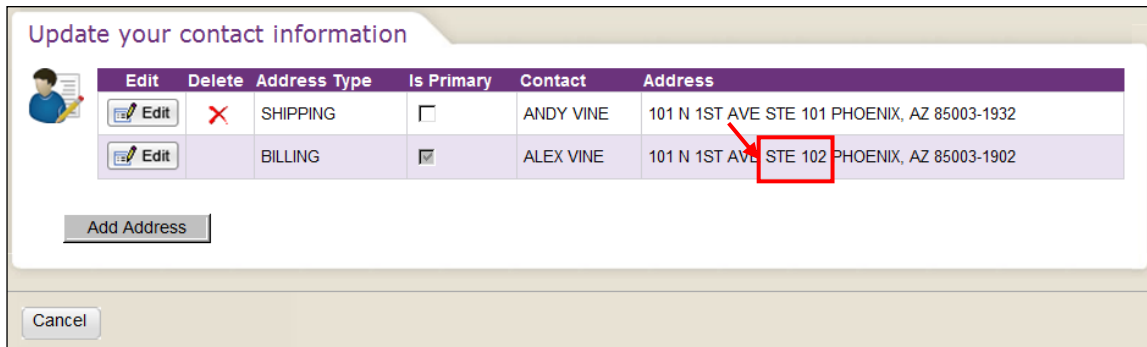


An override message box appears.



15. Click **Override**.

The software adds the updated data to the contact information on the **Update your contact information** tab.



16. Click **Cancel** to return to the **Dashboard Home** tab.

17. Click **Logout** in the upper-right corner of the screen to log out of PrePass.com.