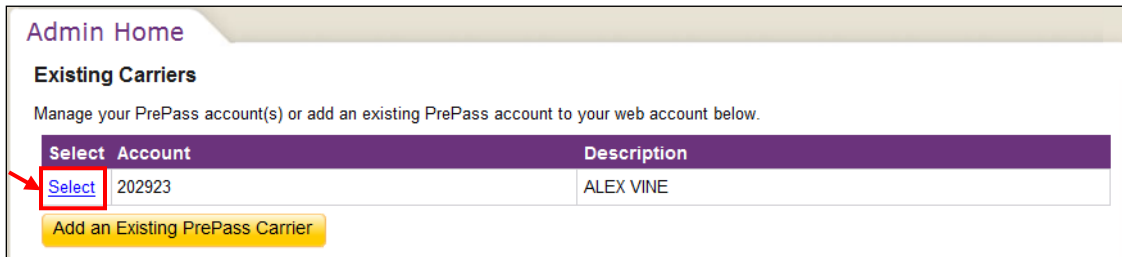


## How Do I Update My Contact Information Online?

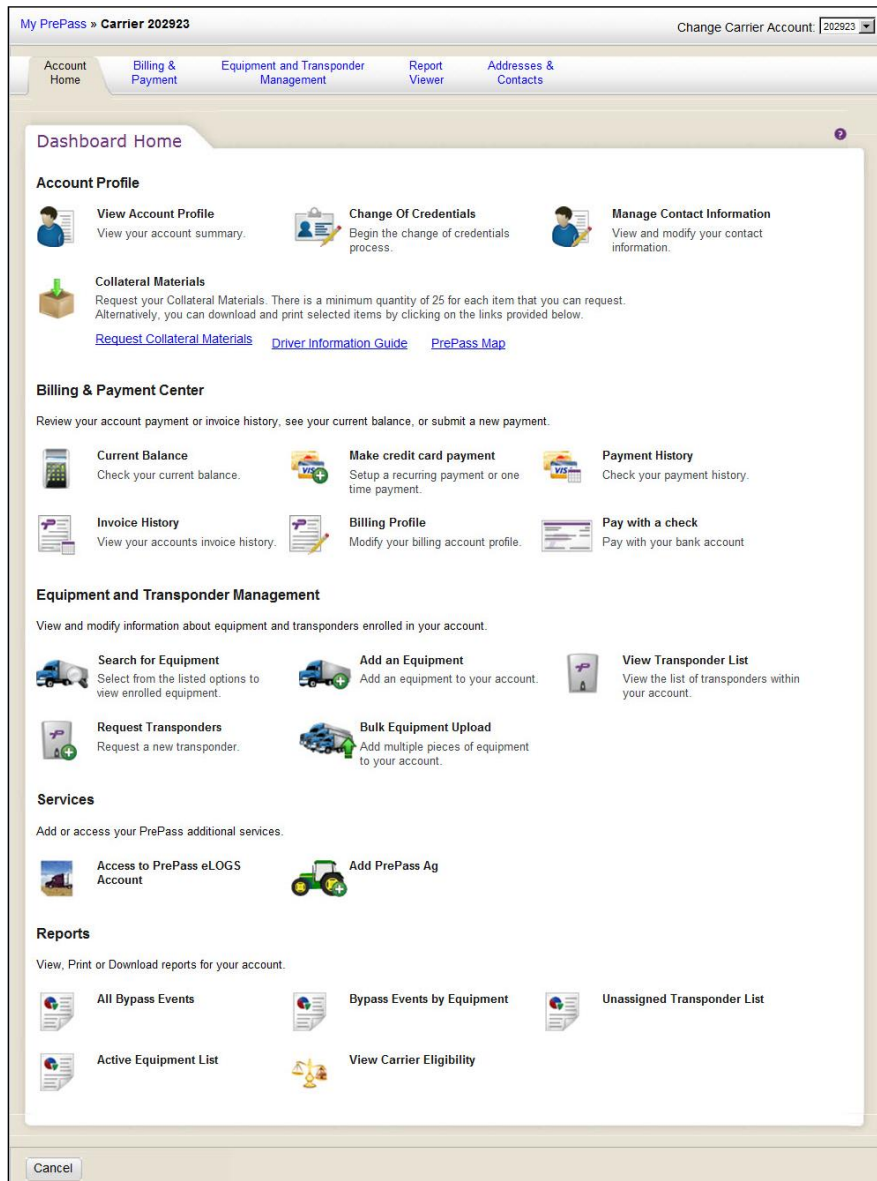
**Note:** Any fields containing a red asterisk (\*) require alphabetic or numeric data.

**Note:** If the **Update your contact information** tab contains a contact with a yellow background, some information may be missing or incorrect.

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**  
Request your Collateral Materials. There is a minimum quantity of 25 for each item that you can request. Alternatively, you can download and print selected items by clicking on the links provided below.  
[Request Collateral Materials](#)   [Driver Information Guide](#)   [PrePass Map](#)


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





My PrePass » Carrier 202923 » **Account Contacts**

[Account Home](#)   [Billing & Payment](#)   [Equipment and Transponder Management](#)   [Report Viewer](#)   **Addresses & Contacts**

Account Contacts |

### Update your contact information

 If contact is highlighted in yellow, some information may be missing or incorrect. Please update the contact.






	Edit	Delete	Address Type	Is Primary	Contact	Address
	 Edit		SHIPPING	<input type="checkbox"/>	ANDY VINE	103 N 1ST AVE 2200 PHOENIX, AZ 85003-1901
	 Edit		BILLING	<input checked="" type="checkbox"/>	ALEX VINE	101 N 1ST AVE 2200 PHOENIX, AZ 85003-1908

[Add Address](#)

[Cancel](#)

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

4. Locate the grid row containing the contact information and click **Edit**.

	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:

In this dialog box, you can edit the following information:

- First Name
- Last Name
- Address
- Suite/Apt #
- Zip
- City
- State
- Email address
- Office phone number
- Office phone extension number
- Mobile phone number
- Home phone number
- Fax phone number

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

6. To change the information in a text field:

A. Click and drag the cursor in the field to highlight the existing information.

Example: Email field	Example: Suite/Apt # field
State: <input type="text" value="Arizona"/> * Email: <input type="text" value="ALEXVINE1@MSN.COM"/> * Office: <input type="text" value="6021111111"/> * Ext: <input type="text"/>	Address: <input type="text" value="101 N 1ST AVE"/> * Suite/Apt #: <input type="text" value="2200"/> * Zip: <input type="text" value="85003"/> - <input type="text" value="1908"/> *

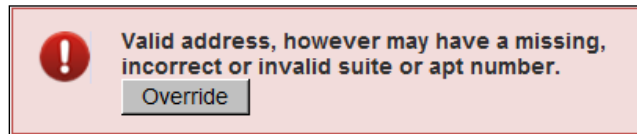
B. Type the new information in the field.

Example: Email field	Example: Suite/Apt # field
State: <input type="text" value="Arizona"/> * Email: <input type="text" value="ALEXVINE@MSN.COM"/> * Office: <input type="text" value="6021111111"/> * Ext: <input type="text"/>	Address: <input type="text" value="101 N 1ST AVE"/> * Suite/Apt #: <input type="text" value="2201"/> * Zip: <input type="text" value="85003"/> - <input type="text" value="1908"/> *

7. Click **Validate**.



An override message box appears.



8. Click **Override**.

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

**Note:** In this example, the software displays the change of Suite/Apt #, since that information is visible in the grid row.

Update your contact information

If contact is highlighted in yellow, some information may be missing or incorrect. Please update the contact.

Edit	Delete	Address Type	Is Primary	Contact	Address
		SHIPPING	<input type="checkbox"/>	ANDY VINE	103 N 1ST AVE 2200 PHOENIX, AZ 85003-1901
		BILLING	<input checked="" type="checkbox"/>	ALEX VINE	101 N 1ST AVE 2201 PHOENIX, AZ 85003-1902

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

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