

How to Open a New Account Online

1 Log in to www.causewaystoll.com and Click Request Login/Create Account

The screenshot shows the miamidade.gov website with a navigation bar including 'Online Services', 'Report Problems', 'Search Maps', 'News & Events', and 'Contact Us'. Below the navigation bar is the 'Public Works and Waste Management' section. The 'Log In' form is visible, with the 'Request Login/Create Account' link circled in blue. The form includes fields for 'User Name' and 'Password', a 'Sign In' button, and links for 'Forgot your password?' and 'Forgot your username?'.

5 Check your email, click [here](#) to read the user agreement

Thank you for opening an account.

To complete the process of opening your account, please go to the website provided below to complete your application.

Please click [here](#).

You will be required to read and accept the Terms and Conditions notification. The steps remaining to complete the process include:

- Entering vehicle and plan information
- Setting up account information
- Providing annual plan payment

2 Select New Account. Click Next

The screenshot shows the 'Request Login or Create New Account' form. There are two radio buttons: 'Request Login' and 'New Account'. The 'New Account' radio button is selected. Below the radio buttons is a 'Cancel' button and a 'Next' button.

6 You must type YES, click "I accept the terms and Conditions"

Agreement

I have read and reviewed the information in the [User Agreement](#) and in the [Privacy Policy](#)

Type "YES" in the box below, and click on the "I Accept the Terms" button. By entering any other text in the box below, you indicate that you do not accept the terms of the User Agreement. This will cancel the Account Sign-up Process.

The screenshot shows a text input field with the placeholder text 'Type YES (not case sensitive)'. Below the input field is a button labeled 'I Accept the Terms'.

Once you type "YES" in the box above and click the "I Accept the Terms" button, you will be taken to the next step to continue your sign-up process.

3 Complete the information, click Next

Request Login / Create Account

Contact Information - Individual Account

Please complete the following customer information.

* Indicates a required field.

The screenshot shows the 'Contact Information - Individual Account' form. It includes fields for Title, First Name, Middle Initial, Last Name, Suffix, Phone #, Country, Address, City, State, Zip Code, E-mail Address, and Retype E-mail Address. A dropdown menu for 'United States' is visible next to the Country field.

When you are done adding the customer information, click **Next** to continue.

7 Create Username and Password, and complete your security questions. Click Next

Request Login / Create Account

Web Account

Username

Please create a username to manage your account online.

The screenshot shows the 'Web Account' form with fields for Username, Password, and Retype Password. There are information icons (i) next to the Password and Retype Password fields.

Security Questions

Select a question from each dropdown list below and provide answers for each.

The screenshot shows the 'Security Questions' form with three dropdown menus labeled 'Select One' and corresponding text input fields for answers.

Previous Next

4 Click *Finish*, the system will Send you an email

Request Login / Create Account

E-mail Sent

Thank you for signing up for your account.
An E-mail has been sent to isabel.rosa@miamidade.gov
Please follow the instructions in the E-mail message to complete the sign-up process.

Previous Finish

8 Click add new vehicle and click Next

Request Login / Create Account

Vehicles

Please select the activity you wish to perform below

[+Add New Vehicle](#)

Filter by plate number: [Apply](#) | [Remove](#)

When you are done adding vehicles to the list above, click **Next** to continue.

Previous Next

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9 Complete your vehicle information, select **ONLY** the plan you are applying for, follow instructions in red to submit required documents. Click **Next**

Fill out the form below, and click the "Save" button to add this vehicle to the vehicles list.

* Indicates a required field.

- * Plate Type: STANDARD
- * Plate #: []
- * Plate Country: United States
- * Plate State: Florida
- Temp Plate:
- * Vehicle Make: Honda
- Vehicle Model: Select One
- * Vehicle Year: []
- * Vehicle Color: Unknown
- Purchase Date: []
- * Sunpass Transponder: Select One
- * Rickenbacker Plan: Select One
- * Venetian Plan: Select One
- Has Trailer:

Rickenbacker Plan Expiration Date: N/A
Venetian Plan Expiration date: N/A

* If applying for a new plan, please note all plans expire September 30th every year regardless of the purchase date. If you wish to purchase a plan for the upcoming year, please return after September 30th.

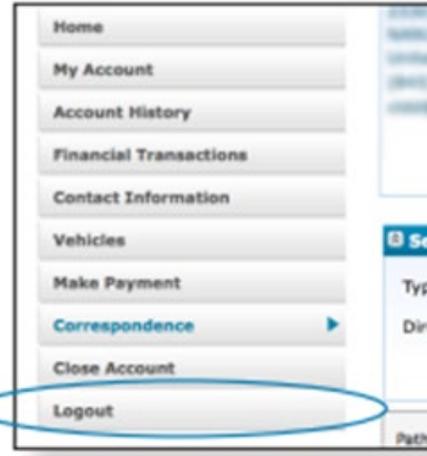
* Kindly submit required documentation by clicking the browse/Choose File button below. The approval of the plan depends upon the correct documents submitted at the time of the purchase.

Choose File No file chosen Upload

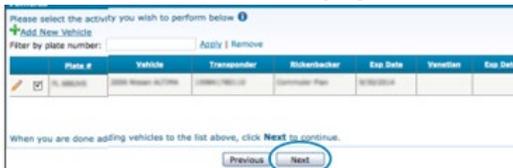
Click **Save** to add this vehicle to the list or **Cancel** if you do not want to add this vehicle.

Save Cancel

13 Log out



10 Ensure all information is correct, click **Next**. You will be directed to the payment screen



➤ The approval and validations of the plan depends on the documents submitted with your current payment. If approved, you will receive an email to confirm the approval. If not, you will receive a rejection email explaining why.

11 Complete credit card information. The accuracy of your address is very important to process your payment

CUSTOMER SERVICE ASSISTANCE

Rickenbacker Customer Service Center

305-854-2468

mdctollinfo@miamidade.gov

Monday – Friday

8 am – noon

1 pm – 5 pm

12 Payment confirmation will be displayed. Print or save your receipt



Venetian Customer Service Center

305-579-5436

mdctollinfo@miamidade.gov

Monday – Friday

8 am – noon

1 pm – 5 pm