

Instructions to Renew Your Plan Online

If you have already established your User Name and Password please log in and complete Steps 9 through 14, otherwise start on Step 1.

- 1** Log in to www.causewaystoll.com and click **Request Login/Create Account**.

The screenshot shows the miamidade.gov website with a navigation menu including 'Online Services', 'Report Problems', 'Search Maps', 'News & Events', and 'Contact Us'. The main content area is titled 'Log In' and contains a 'Login' button and a 'Request Login/Create Account' button, which is circled in blue. Below the buttons are fields for 'User Name' and 'Password', with a note that 'Password is case-sensitive.' and a 'Sign In' button. There are also links for 'Forgot your password?' and 'Forgot your username?'.

- 2** Select **Request Login**. Click **Next**.

The screenshot shows the 'Request Login / Create Account' form. It has two radio buttons: 'Request Login' (selected and circled in blue) and 'New Account'. Below the radio buttons is a 'Next' button, also circled in blue. There are 'Cancel' and 'Next' buttons at the bottom of the form.

- 3** Provide all the information requested. Click **Next**.

The screenshot shows the 'Create Username and Password' form. It has three sections: 'Please enter your account data:' with fields for 'Sunpass Number', 'First Name', and 'Last Name'; 'Please create User Name and Password to log on to your account.' with fields for 'Username', 'Password', and 'Retype Password'; and 'Security Questions' with three dropdown menus and text input fields. A 'Next >>' button is circled in blue at the bottom right.

- 4** Click **Finish**.

The screenshot shows a confirmation screen titled 'Create Username and Password'. It displays 'Your username is [redacted]' and 'Your account has been created. You may now log in.' A 'Finish' button is circled in blue at the bottom center.

- 5** Log back in with your new username and password. Click **Sign In**.

The screenshot shows the 'Log In' form with fields for 'User Name' and 'Password'. A 'Sign In' button is circled in blue at the bottom right. There are also links for 'Forgot your password?' and 'Forgot your username?'.

- 6** Type YES in the text field. Click **"I Accept the Terms"** button.

The screenshot shows the 'Agreement' form. It has a text field with 'YES' entered and a 'Type YES (not case sensitive)' label. Below the text field is an 'I Accept the Terms' button, circled in blue. There is also a 'Sign Up' button at the bottom right.

- 7** Check to make sure the contact information is correct and provide additional information as needed. Click **Next**.

The screenshot shows the 'Contact Information - Individual Account' form. It has several 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 'Next' button is circled in blue at the bottom right.

- 8** Confirm Web Account information. Click **Next**.

The screenshot shows the 'Web Account' form. It has fields for 'Username', 'Password', and 'Retype Password'. It also has 'Security Questions' with three dropdown menus and text input fields. A 'Next' button is circled in blue at the bottom right.

see reverse side

9 Select Vehicles to renew. Click **Renew**.

Please select the activity you wish to perform below **i**

+ Add New Vehicle

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

	Plate #	Plate Type	Purchase Date	Vehicle	Transponder	Rickenbacker	Exp Date	New Exp Date	Venetian	Exp Date	New Exp Date
<input checked="" type="checkbox"/>	FL SDFSFSERWR	STANDARD	8/14/2017	2013 APC erw	99999890110		9/30/2019	9/30/2020			
<input checked="" type="checkbox"/>	FL TEMP123	STANDARD	5/15/2019	2017 Acura Sentra	000007760110					9/30/2019	Renew

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

[Next >>](#)

10 Click **Browse** to upload your documentation. PDF only.

Add Annual Plan

* Rickenbacker Plan

Current Plan Expiration date: **09/30/2019**

Upcoming Year Plan Expiration date: **09/30/2020**

*** 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. If you are renewing, please continue.**

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

[Browse...](#) [Upload](#)

[Save](#) [Cancel](#)

11 Click **Next** to submit payment.

Vehicles

Please select the activity you wish to perform below **i**

+ Add New Vehicle

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

	Plate #	Vehicle	Transponder	Rickenbacker	Exp Date	Venetian	Exp Date
<input checked="" type="checkbox"/>	FL 888235	2008 Nissan Altima	000041780210	Commuter Plan	9/30/2019		

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

[Previous](#) [Next](#)

12 Enter payment information. Click **Pay Now**.

Payment

The table below shows the deposits and prepaid toll balances that are due:

Items	Quantity	Unit Price	Total
Rickenbacker Commuter Plan	1	\$60.00	\$60.00
Total Amount Due			\$60.00

The **Total Amount Due** will be charged to your account.

How would you like to pay?

* indicates a required field.

Existing Credit Card New Credit Card

* Card Type

* Card Number

* Expiration Date

* Security Code

* First Name

Middle Name

* Last Name

Use this billing address:

Use the billing address provided below:

* Country

* Address

* City

* State

* Zip Code

[Pay Now](#)

When ready, click the **Pay Now** button to process your payment.

13 Payment confirmation will be displayed. Click on **Print Receipt** link to select format of file to keep for your records.

Payment

Payment was successfully posted!

[Print Receipt](#)

Final approval of this application is dependent on the customer's qualifications and the County's acceptance of submitted documentation. Any trips through the toll plaza may be subject to regular SunPass charges while application is pending. Please login and upload required documentation through the 'Correspondence' screen. These documents are required to prove your eligibility for the purchased plans.

MIAMI DADE COUNTY
Customer Receipt

Account #:

Transaction ID:

Date:

Payment Method:

Auth. Code:

No.	Transaction	Amount
1	Credit Card Payment	\$60.00
Total Amount		\$60.00

6/26/2015 3:31:32 PM

Select a format:

- XML file with report data
- CSV (comma delimited)
- PDF
- MHTML (web archive)
- Excel
- TIFF file
- Word

Click **Finish** and complete Steps 13 and 14 to finish your renewal.

14 When you've completed your payment, click **Logout**.

Home

My Account

Account History

Financial Transactions

Contact Information

Vehicles

Make Payment

Correspondence

Close Account

[Logout](#)

Account Status: Active

Current Balance: \$0.00

Locked:

Active Plans: Vehicles:

Search Options

Type: All Correspondence

Direction: Received From Customer

Path: Choose File | no file selected

You will receive an email to confirm approval.

CUSTOMER ASSISTANCE
Rickenbacker Customer Service Center
 305-854-2468
 Monday – Friday
 8 am – noon
 1 pm – 5 pm

Venetian Customer Service Center
 305-579-5436
 Monday – Friday
 8 am – noon
 1 pm – 5 pm