

# Ticket Alert Service (TAS)

## Frequently Asked Questions (FAQ)

### **Question 1: When creating a ticket alert service TAS account is there a required format for my username?**

Yes, the username must be an email address where you wish to receive your TAS email notifications.

### **Question 2: I forgot my password?**

If you forget your password, enter your username on the TAS homepage, click the “Forgot Your Password” button and answer the security question. You will be prompted to enter a new password that must be no more than eight characters and contain at least one number and one upper case letter.

### **Question 3: I am a DC resident. How do I add a plate or driver license?**

- Have your DC vehicle registration or DC driver license available.
- On the account summary page, select “Add a Plate/License” at the top right corner of page.
- Follow the prompts
- You must enter your name exactly as written on your vehicle registration or driver license.

**Note:** Effective December 19, 2022, DC residents will no longer be required to have a ticket on record to enroll in TAS.

### **Question 4: I am not a DC resident. How do I add a plate or driver’s license number?**

- Unlike DC residents, you will need to have a recent ticket number (within the last 18 months) available and your vehicle registration or driver license available.
- On the account summary page, select “Add a Plate/License” at the top right corner of page.
- Follow the prompts
- You must enter your name exactly as written on your vehicle registration or driver license.
- After adding your plate or driver license, you will receive an e-mail with your personal activation code (PAC).
- You will be prompted to enter the PAC. Once the PAC is entered you have activated your plate/license number.
- The process is not complete until you use the PAC to activate the plate.

### **Question 5: What is a PAC?**

PAC is a personal activation code (PAC) that protects your personal information.

### **Question 6: How is the PAC issued and when?**

The PAC is issued via email. Once you add a plate or your driver license to your account, an email will be sent to you with the PAC code. Enter this code when prompted to confirm enrollment of a plate or license. If you do not receive the PAC email, please call [DC 311](tel:202311).

**Note:** The TAS process is not complete and you will not receive TAS notifications if you do not activate a plate with the PAC code. The PAC process is not applicable to DC residents.

#### **Question 7: I lost my PAC; how do I get a new one?**

Although you may establish a TAS account by providing your email and creating a password, the process is not complete and you will not receive TAS notifications if you do not activate your plate or driver license with the PAC code. If you cannot locate your PAC:

- Click the activate button (located to the right of your plate or license number)
- Enter 123456
- After your third attempt, a new PAC will be emailed to you.
- Enter this code into TAS to confirm enrollment of a plate or driver's license.

#### **Question 8: How can I update my account?**

You can change your TAS email address and/or password by selecting, "Edit My Account Settings" located at the upper right corner of the account summary page.

#### **Question 9: How do I remove a plate or driver license number from my account?**

On the account summary page, select "Add a Plate/License" from the upper right corner of page. At the bottom of the next page, under "Monitored Items," click the remove button next to the item you wish to remove.

#### **Question 10: How do I update my account to be notified via text message?**

Click the "Edit My Alerts" button in the top right corner of page. Under, "Notification Delivery Method," select the button that says, notify me by text alerts only, or the button that says notify me by both text and email. Once prompted, enter your cell phone number.

#### **Question 11: How do I view my open tickets?**

At the bottom of the account summary page, under "Monitored Items," click on your plate or license number and you will see a list of all your open and paid tickets.

#### **Question 12: Can I see the details of my tickets?**

Yes. On the account summary page, under "Monitored Items," click on your plate or license number and the account detail page will open. At the bottom of the page, under "Ticket Summary," click the ticket number you would like to view and ticket details will populate, such as the date, time and location of issuance. To see all images associated with the ticket click the image icon.

#### **Question 13: Can I add multiple plates to an account?**

Yes. A maximum of four plates and one driver license can be added to a TAS account. Note: each plate must be added individually.

**Question 14: Do I need a ticket for a TAS Account?**

Effective December 19, 2022, DC residents will no longer need a ticket to create a TAS account. Nonresidents must have received at least one ticket issued within the past 18 months to create a TAS account.