



# Suggestions if Customer isn't Receiving Permits via Email

1. Check the SPAM folder for Permits.
2. Verify there are no other folders (instead of Inbox and Spam) receiving emails.
  - a. Check them for Permits
3. Verify there are no email rules that are restricting the permit email. Contact your IT department, if necessary.
4. Is there an email scan causing the permits to be deleted? Check to verify Tollway email address **TollwayPermits@getipass.com** is not black listed. Contact your IT department, if necessary.
5. Is there a Phishing button or link you are asked to click when you get the Permit email?
  - a. If so, don't click. Delete and/or contact your IT department.