FAQ

Here is some information regarding this change.

1. **What is the Yodel Portal?**

The Yodel Portal (Portal) (https://yodelportal.com/aamt) provides an additional contactless payment option to pre-pay for vehicle trips.

2. **What is available to purchase on the Yodel platform?**

On the yodel app or website, you can purchase round trip tickets for all different vehicle classes. When purchasing tickets, you can select the number of tickets you want to purchase in advance.

3. **Is there a mobile app?**

Download the Yodel app from Apple or Google store and create an account with your mobile phone number. Users also have the option to save the Yodel Portal link to the home screen of their mobile devices.

Instructions for how to use Portal, and how to add Portal to the home screen of your mobile device, are available at: https://www.yodelpass.com/portal-instructions.

4. **If I purchase a pass on the Yodel Portal, will it be visible in the Yodel App Wallet?**

Yes. Passes purchased on the Yodel Portal will appear in the Yodel App wallet. There is no need to link the Portal with the Yodel App. When using a mobile device, the pass in the Portal or App wallet can be shown to Tunnel staff for validation.

5. **What do I do if I already have a prepaid account?**

Nothing. Prepaid accounts/trips will be transferred to the Yodel platform. Your account will be set up with the vehicle class and number of trips available. The account will be linked to the phone number that is on file with the Whittier Tunnel staff.

6. **What do I do with the physical coupons I have?**

DOT will continue to accept coupons for the time being, at the Tunnel.

7. **How can I access my Yodel Portal to access pre-paid trips or seasonal passes?**

You can access your Trips and Pass on the Portal by clicking the following link on your desktop or mobile device. Yodel Portal Wallet Link: https://yodelportal.com/aamt/wallet

Upon clicking the link, you will be prompted to provide your mobile phone number. Please ensure that you use the mobile phone number associated with your Yodel account. Additionally, you will be required to enter a one-time four-digit verification code to access your pass. This code will be sent to both your mobile phone number and email address. Enter the four-digit code to access Portal.

If you have any difficulties, please visit the Support link where there are instructions on how to use the Yodel Portal. You can also reach out to the support team. https://www.yodelpass.com/portal-instructions.

8. **Will corporate accounts be able to manage their different drivers?**

Yes, corporate accounts will have access to the vehicle classes and number of trips that have been paid for. You can manage your account to give access to different drivers via the driver's phone number. This will allow them to use the website or app to use prepaid trips at the tollbooth by scanning their wallet.

9. **REGISTRATION FOR THE YODEL PORTAL**

How do I register for the Yodel Portal?
OR
How do I sign into the Yodel Portal?

1. Click the Portal link (https://yodelportal.com/aamt).
2. Enter the mobile phone number associated with your Yodel account.
3. Enter your name and email address.
4. A four-digit verification code will be sent to your mobile number and email.
5. Enter the verification code when prompted.

Instructions on how to register for the Portal are available at https://www.yodelpass.com/portal-instructions.
The instructions also include information on how to add the Portal to the home screen of your mobile device.

10. **What if I need to change/update the email address on my account?**

If you need to change your email address, please submit a request via the following link: https://www.yodelpass.com/portal-instructions

Use the form to submit a support ticket. Select "Need to Change Email Address" from the "Please select issue" menu and provide your old and new email address in the "Ticket description" field.

11. **What do I do if I need to change/update the mobile phone number on my account?**

If you need to change to a new mobile phone number, please submit a request via the following link: https://www.yodelpass.com/portal-instructions

Use the form to submit a support ticket. Select "New Phone Number Needed to Sign In" from the "Please select issue" menu, and provide your old and new phone numbers in the "Ticket description" field.