PAS Frequent Asked Questions

1. **Why can't I route my load using the GIS maps?**

   If you are unable to utilize the GIS maps to route your load, you should download Microsoft Silverlight to your computer. You may have to restart your computer after the install for changes to take effect.

2. **The system cannot issue a permit, what does this mean?** *This means that the vehicle configuration and route entered does not qualify for a permit.*

3. **I submitted an application through PAS which has been approved and paid. How do I receive my permit?**

   Once payment has been confirmed, a copy of your trip permit will display on your home screen. You may click on "print" to open and print your trip permit for use. Blanket and Route Specific Blanket permits will be mailed to the address provided on your application.

4. **I submitted an application through PAS which has been approved and paid. How do I receive my blanket permit?**

   Once payment has been confirmed, blanket permits are received via first-class mail. The original blanket permit must be in the vehicle during the time of travel.

5. **Why can't I log into my new ISA account?**

   Once you have successfully setup an ISA account, you will receive a temporary password generated by the PAS system. You temporary password will be sent to the email address used to setup your ISA account. Upon successful login to the PAS system using the temporary password, you will be prompt to create a new password.

6. **How do I reset the password for my ISA account?**

   Select "Forgot Password" from the PAS log on screen. Enter the email address of the established ISA account and select "Next." Answer the challenge question established when the ISA account was initially created. An email with a temporary password will be sent to the email address used to establish the ISA account. You may need to check your spam or junk folder for this email. Return to the PAS logon screen. Enter the email address and temporary password. Enter your new password and confirm it. Your password must be at least 8 characters long and include at least one uppercase letter and numeric value or special character. Confirmation of a successful password change will appear. Select "Return to Logon Page" to enter your email address and new password.

7. **The system is giving me an error once I made payment, how can I confirm that my permit has been paid for?**

   In the event that you receive an error while making a payment, you should exit from PAS and logon again. You will receive a message updating the payment status and additional instructions or you may contact the Permit Office Accounting department to confirm payment.

8. **What internet browser platforms are compatible with PAS?**

   Internet Explorer, Mozilla FireFox, and Google Chrome are all compatible with PAS. Safari is not compatible with PAS at this time.

9. **Do I have to create an Account Profile to order permits in PAS?**

   No. The Account Profile feature is an optional tool in PAS for storing application data.

10. **Can I display an electronic copy of my trip permit?**

    Yes. Per Florida Administrative Code 14-26.012(1), "an electronic version of a trip permit may be presented, if the trip permit is readily available and legible."