Commuter Benefit Information
Registering online

From the [http://healthequity.com/wageworks](http://healthequity.com/wageworks) homepage

Click Log In/Register ➔ Employee Registration
Registering online

• Registration steps outlined
Registering online

• Registration Screen: First-time users will be required to provide the following details to authenticate their accounts.
Accept the User Agreement

Step 2 of 7
Accept Policies

I accept the Privacy Policy (PDF) and Terms of Use (PDF)
Verify Contact Information

• Confirm and enter email address, physical address, work zip code and phone number
Set up Direct Deposit

• HealthEquity recommends selecting the Commuter Card for your Parking and Transit needs. Reimbursement information is needed only if you will be using the Parking Pay Me Back option for commuter. The default is reimbursement by check. You can set up your account for direct deposit at any time. If you do not have your bank account information on hand, click next to proceed to the next page.
Preferences

- Select how you would like to receive updates, via text, email or mail.
Create a Username and Password

• Your username must be at least 5 characters long. It may contain any combination of letters and numbers (but no other characters).

• Your password must be between 8 and 20 characters. Include at least one letter and one number. Do not include your last, first or username.
Confirm Profile and Preferences

First-Time User Registration

Step 7 of 7
Confirm Profile & Preferences

Carefully review your information before you submit. Any errors may delay your order, payments, or other services.

Username and Password

Payments to You (when applicable)

By Check

Contact Information

Tammy Transit

1 Main Street
New York, NY 10037
(212) 555-1212
example@example.com

Additional Email Options

None Selected

Text Me Options

0 Texts are On
Click “remind me later” for any alerts
Commuter deadlines - THIS IS AN EXAMPLE

• The program has a monthly enrollment deadline of the 10th of the month
• Make changes or cancel anytime before 11:59 p.m. EST on the 10th of each month
• To participate for the first time, for the benefit month of June 2021, you will need to enroll no later than May 10
Enroll in Commuter

- Once you select “Enroll in Commuter” or the “Place Commuter Order” link, a box will appear asking for your work zip code. Please enter your work zip code to proceed.
Enroll in Commuter for Transit
Enroll in Commuter

Instructions

Before You Start

Read the Transit Benefits FAQ and have your contact details ready.

Your employer will pay 100% (up to $100.00) of your monthly Public Transportation & Vanpool order.

Follow These Steps

1. Select Provider
2. Select Product
3. Confirm Contact Information
4. Confirm Order
5. Receive Confirmation
On your first order, you may need to enter your work zip code. Then select your transit pass operator.
Select your transit product or the Commuter Card

- Commuter Card is a stored value card that can be used to purchase tickets or pay for parking. We send you the card, and as you place your monthly or recurring election, HealthEquity will load that election amount on your card for each new election month.

- If you don’t use the full value of your monthly election, the credit carries and can be used in a future benefit month.

- If the Commuter Card is accepted at your transit provider selected, the Commuter Card will appear as a transit product you can select.
Select the face value

- If you already use a Transit Smart Card or stored value card from your Transit Authority that can be reloaded, the system will prompt you for the serial number to enter to register your existing reloadable card.
Confirm your contact information

- Confirm an email address to receive email confirmation of your order.
Confirm your order and click “Submit Order”
Order confirmation – Order complete

- You can change or cancel your order by the 10th of the month prior to the benefit month.
- i.e. for April benefit month you have until March 10 to cancel
- Passes and cards will be mailed in time for you receive them on the first day of the new benefit month.
- Reloadable transit passes will have funds loaded by the first day of the new benefit month
Didn’t find the transit option you were looking for?

Select ‘cannot find what you are looking for.’

- Provide your information and correspondence is sent to customer service and they will follow up with you regarding your options.
Important Tips

• If you are loading funds to your current card
• Be sure that the name on your card matches the name displaying in the HealthEquity system.
• Enter the correct serial #.
• Make sure your card is registered.
• After receiving your new card be sure to come back to the website to place an order for the amount to be loaded to the card each month.
Parking Orders
Enroll in Commuter
Enroll in Commuter for Parking
Enroll in Commuter for Parking

Before You Start
Have your work location on hand to find nearby parking locations. If you work at multiple locations, choose the location where you pay the most for work-related parking expenses.

Follow These Steps
1. Choose Work Location
2. Choose Parking Location
3. Select Payment Method
4. Amount And Frequency
5. Confirm Contact Information
6. Confirm Order
On your first order you will need to enter your work address

Once you enter your work address, select MAP IT. Once mapped, select NEXT
Select your garage location

- If your parking location does not appear, select “Don’t see your parking location? Click here” to enter the garage location and select one of the locations to the right.
- Once you enter or select the Garage Name and address, select NEXT.
Select your payment option

• HealthEquity recommends the Commuter Card. This stored value, reloadable and reusable card will allow you to pay for your monthly parking.

• Using this option allows you to quickly and efficiently make payment. Additionally, it can be used for the daily parking for work option.
Parking options

• Commuter Debit Card – HealthEquity recommends the Commuter Card. This stored value, reloadable and reusable card will allow you to pay for your monthly parking online

• Parking Pay Me Back – If you pay at a meter, cash box or different places throughout the month

• Pay My Provider – If you pay for a monthly parking permit or pay once per month
Commuter Card option
Enter your amount and frequency

- Select every month to have a recurring amount loaded to your card.
Confirm your location

- Confirm an email address to receive email confirmation of your order.
Your order is confirmed

• Select “Submit Order.”
Confirmation and Timing of Order – Commuter Card
Your dashboard updates to reflect your order

- You can change or cancel your order by the 10th of the month prior to the benefit month, i.e. for April benefit month you have until March 10th to change or cancel.
HealthEquity Pay Me Back option
Select amount

Amount & Frequency

Amount $ [blank]

Frequency
- Every Month: Recurring order every month until you change or cancel
- Manage Calendar: Recurring order - but only for the months you choose
- One Month Only: One time order for the upcoming benefit month only.

By choosing this option, your parking election will be deducted from your paycheck on a pre-tax basis and then used to reimburse you for your parking costs. Just pay for your parking as you normally do and then submit claims to get reimbursed. You can file claims online or on paper. You can only elect an amount up to the Federal Pre-tax limit for parking, currently set at $270, or an amount up to the Pre-tax Limit set by your Program Sponsor (not to exceed the Federal Pre-tax Limit). If your monthly parking expenses exceed this amount, elect the maximum amount.
Confirm your location

• Confirm an email address to receive email confirmation of your order.
Confirm your location

• Enter an email address to receive email confirmation of your order.
Confirm order
HealthEquity Pay My Provider option

If you pay a monthly fee for parking, tell us how much you pay your parking provider each month and we will send a payment to your parking provider on your behalf.

Commuter Card - Parking
If you pay for parking with a debit or credit card.

Pay Me Back
If you pay cash or park at different places throughout the month.
Account Information

- Provide any information your garage requires
Enter amount and frequency
Confirm order
Confirmation order has been placed – Pay My Provider
Placing an order with Customer Service
For assistance

- Members may call to place a commuter order at 877-924-3967
- Customer Service Representatives are available 24 hours a day, 7 days a week (excluding holidays)
- You will need to verify your name, zip code and last four of your SSN
- You will need to provide the following:
  - Your work address and zip code
  - Your parking garage location if you park (parking garage remittance address needed for Pay My Provider)
- Your transit provider information/pass type
- The Customer Service Representative will place your order for you and confirm your order