ConnectYourCare Transportation Benefits Instructions

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If you need further assistance in setting up your ConnectYourCare account or selecting your transportation benefits, please contact the RideGreen administrator at ridegreen@marincounty.org.
Set Up a ConnectYourCare Account

1. If you do not currently have a Connect Your Care Account, create one by going to www.connectyourcare.com.

2. Select “New User”.

3. Enter your social security number and birthday (mm/dd/yyyy). The IRS requires this information for tax related benefits such as the transportation benefit.

   ![New User Registration Form]

   **Note:** You do not need to submit a “Payment Card Number”. Instead, check the box to declare that “My account does not have a payment card associated with it.”

4. Click “Submit Information” to complete your new user registration.

   You will be directed to a confirmation page that your registration was successful.
5. Click “Get Started” and you will be prompted to log onto your newly created account. Username entry and password entry are on separate pages.
6. You will now have access to the County of Marin branded benefits page.

7. To access your Transportation Benefits, click on “View my transportation benefits”.

Please Note: New employees who have never registered for a Connect Your Care account may experience a delay in authorization for access to the Transportation Benefit. If you have not been able to access your Transportation Benefit for more than three days following registration, please contact the RideGreen administrator at ridegreen@marincounty.org
8. You can also access the Transportation Benefits section by activating the “Accounts & Balances” dropdown and clicking “Transportation Benefits”.

9. Your pop-up blocker may be triggered. If so, adjust your browser settings to “Always Allow…” access to this webpage.

10. You will be redirected to the Transportation Benefits page as provided by Flexcommute 3.0 (you must access this page through your ConnectYourCare online account. You will not be able to access by typing the link into your browser).
11. **Select your work place** in the “Welcome to Your New Commuter Benefits Platform”.

![Welcome to Your New Commuter Benefits Platform](image)

12. Click “**Update**” in order to save your selection and set your work place (see above).

If your office location is not in the selection options, please contact the RideGreen administrator at ridegreen@marincounty.org or 415-473-3607 for further assistance.

When your office location has been updated and saved, click “**Proceed to Site**” (see above). You will now have access to the Transportation Benefits landing page and can place transportation orders.
Use ConnectYourCare for Transit, Vanpool, or Parking

To order a transportation product using your Pre-Tax Benefit and Transit Match Incentive, hover over “Place An Order” to activate the dropdown menu.

Select: Transit, Vanpool, or Parking.

Please note that all orders must be placed by the 10th of each month for use in the following month. The “Benefit Month” and due date for ordering products for that month are indicated in the top left corner of your Transportation Benefits page.

Pay for Transit with Your Pre-Tax Benefit

There are a couple of ways you can pay for transit passes using your Pre-Tax Benefit.

1. You can order transit passes and load your Clipper Card directly through ConnectYourCare.

2. You can order a Commuter Check Voucher or Commuter Prepaid MasterCard®. The Commuter Check Voucher comes in the form of a check and carries an amount of money you select through ConnectYourCare. The Commuter Prepaid MasterCard® is a reloadable, prepaid MasterCard® that carries an amount of money you select through ConnectYourCare. These forms of payment can only be used to purchase transit fare media (tickets, passes, etc.) at participating locations.

Remember, the County contributes a Transit Match Incentive (subsidy), a dollar for dollar match up to $40, to those using their Pre-Tax Transportation Benefit! The incentive will be automatically applied to your order at checkout.
Load Your Clipper Card with Non-SMART Transit Passes

Loading Clipper Cards is the easiest and most efficient way to use your Pre-Tax Transportation Benefit. Most transit services use the Clipper Card for electronic ticketing. The Clipper Card is accepted on SMART, MUNI, BART, AC Transit, Caltrain, Golden Gate Transit and Ferry, FAST, Vine, SolTrans, VTA and San Francisco Bay Ferry. You are able to purchase transit passes for the service of your choice through your online ConnectYourCare account. Passes will be loaded directly onto your Clipper Card. You must already have a Clipper Card in order to do so.

Request a free Clipper Card by filling out the Transit Benefit Program Clipper Card Request and emailing the completed form to custserv@clippercard.com. Please allow for up to 10 days to receive your Clipper Card in the mail.

The Clipper Card will have a serial number you must use when you order transit passes that will be loaded onto your Clipper Card.

1. To order a transit product, select “Transit” in the “Place An Order” dropdown Menu.

2. If you have a Clipper Card, select “Clipper” in the “Search Result” box.

3. You will be redirected to a menu page that provides a list of service providers with products available for purchase using your pre-tax transportation benefit.

Select the transit provider and product that you wish to load your Clipper Card with by checking the box next to the desired product.
4. Review and confirm the details of your product purchase by selecting the quantity desired completing the form as directed.

Be sure to enter your Clipper serial number in the “Clipper Account Number” box to ensure that your card is loaded with your order. Remember, you will only be able to use this product in the benefits month following the time you place your order.
5. **Please Note:** There is $2.00 transit service fee paid by the participant for transit passes purchased for Clipper. “Click Accept Fee” to accept and then review your order.

6. To **set a recurring order** that automatically orders your products so that you don’t have to repeat the order, unless you would like to make changes, click “Yes” whenever asked, “Would you like to receive this order for multiple months?”

7. Click “Checkout” when you are done selecting your products.

8. Remember, the County contributes a **Transit Match Incentive** (subsidy), a dollar for dollar **match up to $40**, to those using their Pre-Tax Transportation Benefit! The incentive will be automatically applied to your order at checkout.

9. **What happens next?** Your order will be deducted from your next paycheck. If you submitted your order by the 10th of the month, you will be able to use your product at start of the following month. Orders will be processed and/or delivered by the 23rd of the month.

   **For example,** if you submitted your order by the 10th of the month, your order will be processed or delivered by 23rd. You will be able to use your product starting 1st day of the following month.

10. If your transit provider accepts Clipper but is not included in the menu options, you can select **“Clipper E-Cash”** from the list of transit products to load a minimum amount of $10.00 and up to a maximum amount of $300.00 onto your clipper card. The Clipper E
Cash can be used on any service that accepts Clipper.

**Please note** that your Pre-Tax Benefit **only** allows you to use a maximum of $255/month **pre-tax** towards transit. Any amount exceeding $255/month is subject to tax.

11. To **edit or delete any order**, click the edit or delete icons on the home page of your transportation benefits page.
Load Your Clipper Card with a SMART Quarterly Eco-Pass
(October- November-December Pass Period)

The Eco-Pass is a quarterly program that offers discounted unlimited monthly rides for use during a 3-month commitment period. The upcoming pass period is for the months of October, November, and December. The fare price for the quarterly Eco-Pass is $155 per month.

Participants must commit to purchasing the Eco-Pass for the entire three-month duration. When purchasing a quarterly Eco-Pass through ConnectYourCare, employees must enable the recurring order option and select the 3 months which will automatically make the pre-tax transit deduction of $155 each month of the pass period.

The last day to enroll is the 10th of each month. Employees will not be able to enroll in this pass period after the 10th. Those who missed the deadline and wish to participate will have to wait until the next quarterly Eco-Pass enrollment begins.

Eco-Passes are non-transferable, cannot be sold, transferred or duplicated, and may not be provided to or used by anyone other than the participating employee to whom it is issued, including family members.

The ordering process for the SMART Quarterly Eco-Pass is as follows:

1. Sign onto your www.connectyourcare.com account. If you do not have an account, register as soon as possible using the attached instructions.

   **IMPORTANT NOTE:** If you are not currently registered on www.connectyourcare.com, please do as soon as possible. If you were given a ConnectYourCare payment card at any time, you will need this card to complete the online registration. If you no longer have that payment card, there may be a delay up to 2 weeks in getting your online account registered. Contact ridegreen@marincounty.org for further assistance.

2. Go to the “Transportation Benefits Link” from “Accounts & Balances” on the navigation menu bar.

4. Select “SMART Sonoma Marin Area Rail Transit” from the “Search Result” box.
5. Select the “ECO Pass” with the price of $155.

6. Input your own Clipper Card serial number into “Clipper Account Number:” box. The serial number can be found on the back of your Clipper Card. Your pass will be loaded onto this card. If you do not have a Clipper Card, contact ridegreen@marincounty.org.

7. **IMPORTANT STEP:** You must set up a recurring order and select the months of October, November, and December because this is a quarterly program. By selecting this pass, you are committing to enrollment in the quarterly program between October, November, and December. You not able to opt out of the quarterly program once you are enrolled.

    The last day to enroll in this Eco-Pass period is the 10th of each month.

    To set up your recurring order, select “Yes” under the “Would you like to receive this order for multiple months?” prompt.
8. Click “Check Out”.

9. Review your order and the agreement terms. Then “Click to Complete Purchase”.

10. You do not need to submit any credit card information because the pre-tax transit limit is $255/month. Click “No” to continue.
11. Your order will be pending until the ordering window closes on the 10th. You are able to edit or delete your order any time before the 10th of each month.

12. The pass will be loaded onto your Clipper Card and will be activated for use starting October 1.
Load Your Clipper Card with a SMART Adult 31-Day Pass

The regular SMART Adult 31-day monthly pass offers unlimited rides for 31 consecutive days from the date of first use. The fare price for the Adult 31-day pass is $200.00/31-day pass.

The last day to order this pass using your pre-tax benefit via ConnectYourCare is the 10th of every month.

The ordering process for the SMART Train Adult 31-Day Pass is as follows:

1. Sign onto your www.connectyourcare.com account. If you do not have an account, register as soon as possible using the attached instructions.

   IMPORTANT NOTE: If you are not currently registered on www.connectyourcare.com, please do as soon as possible. If you were given a ConnectYourCare payment card at any time, you will need this card to complete the online registration. If you no longer have that payment card, there may be a delay up to 2 weeks in getting your online account registered. Contact ridegreen@marincounty.org for further assistance.

2. Go to the “Transportation Benefits Link” from “Accounts & Balances” on the navigation menu bar.


4. Select “SMART Sonoma Marin Area Rail Transit” from the “Search Result” box.
5. Scroll down, and select the "**SMART Adult 31-Day Pass**" with the price of $200.00.

6. Input your own Clipper Card serial number into "**Clipper Account Number:**" box. The serial number can be found on the back of your Clipper Card. Your pass will be loaded onto this card. If you do not have a Clipper Card, contact **ridegreen@marincounty.org**.
7. If you wish to set a recurring order where your order for this pass is automatically submitted to ConnectYourCare, set up your recurring order by selecting “Yes” under the “Would you like to receive this order for multiple months?” prompt. Select the months for which you would like the 31-Day pass.

8. Click “Check Out”.

9. Review your order and the agreement terms. Then “Click to Complete Purchase”.

10. You do not need to submit any credit card information because the pre-tax transit limit is $255/month. Click “No” to continue.
11. Your order will be pending until the ordering window closes on the 10th. You are able to edit or delete your order any time before the 10th of each month.

12. The pass will be loaded onto your Clipper Card and the 31-day consecutive period begins upon your first use.
Load Your Clipper Card with a SMART Senior 31-Day Pass

Discounted SMART 31-day passes are available to passengers 65 years or older at a fare price of $100.00.

IMPORTANT NOTE: This pass must be loaded onto a Discounted Clipper Card for seniors, which is a version of Clipper created for passengers 65 and older. You must apply directly with Clipper.

It is recommended to obtain a Discounted Clipper Card before you order the SMART train pass via ConnectYourCare.

The last day to order this pass using your pre-tax benefit via ConnectYourCare is the 10th of every month.

Once you obtain a discounted card, the ordering process for the SMART Senior 31-Day Pass is as follows:

1. Sign onto your www.connectyourcare.com account. If you do not have an account, register as soon as possible using the attached instructions.

   IMPORTANT NOTE: If you are not currently registered on www.connectyourcare.com, please do as soon as possible. If you were given a ConnectYourCare payment card at any time, you will need this card to complete the online registration. If you no longer have that payment card, there may be a delay up to 2 weeks in getting your online account registered. Contact ridegreen@marincounty.org for further assistance.

2. Go to the “Transportation Benefits Link” from “Accounts & Balances” on the navigation menu bar.


   YOUR PENDING ORDER

   *You currently have no pending orders. If you'd like to place an order, hover over 'Place An Order' above and choose a benefit to start.*
4. Select “SMART Sonoma Marin Area Rail Transit” from the “Search Result” box.

5. Scroll down, and select the “SMART Senior 31-Day Pass” with the price of $100.00.

6. Input your own Clipper Card serial number into “Clipper Account Number:” box. The serial number can be found on the back of your Clipper Card. Your pass will be loaded onto this card. If you do not have a Clipper Card, contact ridegreen@marincounty.org.
7. If you wish to set a recurring order where your order for this pass is automatically submitted to ConnectYourCare, set up your recurring order by selecting “Yes” under the “Would you like to receive this order for multiple months?” prompt. Select the months for which you would like the 31-Day pass.

8. Click “Check Out”.

9. Review your order and the agreement terms. Then “Click to Complete Purchase”.

10. You do not need to submit any credit card information because the pre-tax transit limit is $255/month. Click “No” to continue.
11. Your order will be pending until the ordering window closes on the 10th. You are able to edit or delete your order any time before the 10th of each month.

12. The pass will be loaded onto your Clipper Card and the 31-day consecutive period begins upon your first use.
Load Your Clipper Card with a SMART RTC (Regional Transit Connection) 31-Day Pass

Discounted SMART 31-day passes are available to passengers under the age of 65 with qualifying disabilities at a fare price of $100.00.

IMPORTANT NOTE: This pass must be loaded onto a (Regional Transit Connection) RTC Clipper card, which is a version of Clipper created for passengers under 65 with qualifying disabilities. The RTC Clipper card is a photo identification card that you must apply for in person at a participating transit agency, such as SMART.

It is recommended to obtain a RTC Clipper Card before you order the SMART train pass via ConnectYourCare.

The last day to order this pass using your pre-tax benefit via ConnectYourCare is the 10th of every month.

Once you obtain a RTC card, the ordering process for the SMART Train Adult 31-Day Pass is as follows:

1. Sign onto your www.connectyourcare.com account. If you do not have an account, register as soon as possible using the attached instructions.

   IMPORTANT NOTE: If you are not currently registered on www.connectyourcare.com, please do as soon as possible. If you were given a ConnectYourCare payment card at any time, you will need this card to complete the online registration. If you no longer have that payment card, there may be a delay up to 2 weeks in getting your online account registered. Contact ridegreen@marincounty.org for further assistance.

2. Go to the “Transportation Benefits Link” from “Accounts & Balances” on the navigation menu bar.

4. Select “SMART Sonoma Marin Area Rail Transit” from the “Search Result” box.
5. Scroll down, and select the “SMART RTC 31-Day Pass” with the price of $100.00.

6. Input your own Clipper Card serial number into “Clipper Account Number” box. The serial number can be found on the back of your Clipper Card. Your pass will be loaded onto this card. If you do not have a Clipper Card, contact ridegreen@marincounty.org.

7. If you wish to set a recurring order where your order for this pass is automatically submitted to ConnectYourCare, set up your recurring order by selecting “Yes” under the
“Would you like to receive this order for multiple months?” prompt. Select the months for which you would like the 31-Day pass.

8. Click “Check Out”.

9. Review your order and the agreement terms. Then “Click to Complete Purchase”.

10. You do not need to submit any credit card information because the pre-tax transit limit is $255/month. Click “No” to continue.

11. Your order will be pending until the ordering window closes on the 10th. You are able to edit or delete your order any time before the 10th of each month.
12. The pass will be loaded onto your Clipper Card and the 31-day consecutive period begins upon your first use.
Load Your Clipper Card with Cash Value To Use on SMART

You are able to load cash value onto your Clipper Card using your pre-tax transportation benefits. Clipper is the same payment system used by other Bay Area transit providers such as Marin Transit, Sonoma County, Transit, and even the Golden Gate Ferry. You are able to add cash value to your Clipper Card to ride SMART and more! **You must already have a Clipper Card in order to do so.**

**Request a free Clipper Card** by filling out the [Transit Benefit Program Clipper Card Request](mailto:custserv@clippercard.com) and emailing the completed form to custserv@clippercard.com. Please allow for up to 10 days to receive your Clipper Card in the mail.

The Clipper Card will have a *serial number* you must use when you order transit passes that will be loaded onto your Clipper Card.

1. To order a transit product, select **“Transit”** in the “Place An Order” dropdown Menu.
2. If you have a Clipper Card, select **“Clipper”** in the “Search Result” box.
3. Scroll down, and select Clipper Cash Value

4. Enter the Cash Value amount you would like to load onto your card in the “Value to Add” box.
Please note that your Pre-Tax Benefit only allows you to use a maximum of $255/month pre-tax towards transit. Any amount exceeding $255/month is subject to tax.

5. Input your own Clipper Card serial number into “Clipper Account Number:” box. The serial number can be found on the back of your Clipper Card. Your cash value will be loaded onto this card. If you do not have a Clipper Card, contact ridegreen@marincounty.org.

Please Note: There is $2.00 transit service fee paid by the participant for transit passes purchased for Clipper. “Click Accept Fee” to accept and then review your order.

6. If you wish to set a recurring order where your order for this cash value is automatically submitted to ConnectYourCare, set up your recurring order by selecting “Yes” under the “Would you like to receive this order for multiple months?” prompt. Select the months for which you would like to use the cash value.

7. Click “Checkout”.

8. Review your order and the agreement terms. Then “Click to Complete Purchase”.

9. You do not need to submit any credit card information because the pre-tax transit limit is $255/month. Click “No” to continue.
10. Your order will be pending until the ordering window closes on the 10th. You are able to edit or delete your order any time before the 10th of each month.

11. The pass will be loaded onto your Clipper Card.
This page is left intentionally blank.
Order a Commuter Check Prepaid MasterCard®
The Commuter Check Prepaid MasterCard® can be used to purchase transit media fare (i.e. tickets, passes, etc.) at participating locations only. To search for participating locations, visit: http://commuterbenefits.com/employees/where-can-i-use-it/

1. Select “Commuter Check Prepaid MasterCard®” either in “Quick Order” or in the “Search Result” box.

2. Enter the cash amount you wish to load onto your Commuter Check Prepaid MasterCard®, the last 4 digits of your “Home Phone Number”, and a “Notable Date” (choose a date that is memorable to you such as a birthday or anniversary – this is used to verify your account whenever you need to call Customer Support for assistance).

Please note: There is a $10.00 minimum. Your Pre-Tax Transportation Benefit is capped at $255/month. Any amount exceeding $255.00/month is subject to tax.

3. Click “Checkout” when you are done filling out the order form.

4. Remember, the County contributes a Transit Match Incentive (subsidy), a dollar for dollar match up to $40, to those using their Pre-Tax Transportation Benefit! The incentive will be automatically applied to your order at checkout.

5. What happens next? Your order will be deducted from your next paycheck. If you submitted your order by the 10th of the month, you will be able to use your product at
start of the following month. Orders will be processed and/or delivered by the 23rd of the month.

For example, if you submitted your order by the 10th of November, your order will be processed and delivered to you no later than November 23rd. You will be able to use your product starting December 1.

Please Note: The Commuter Check Prepaid MasterCard® may only be used for qualified commuter benefit purchases and does not allow cash or ATM access. The card may not be used everywhere Debit MasterCard® is accepted.

For more information on the Commuter Check Prepaid MasterCard®, read the FAQ at: https://www.optum.com/content/dam/optum/Employer/CaseStudies/Commuter_Check_Prepaid_MasterCard_FAQ's.pdf
Order a Commuter Check Voucher

The Commuter Check Voucher can be used to purchase transit media fare (i.e. tickets, passes, etc.) at participating locations only. To search for participating locations, visit: http://commuterbenefits.com/employees/where-can-i-use-it/

1. Select “Commuter Check Voucher” either in “Quick Order” or in the “Search Result” box.

2. Enter the **voucher amount** and **quantity per voucher amount** you wish to purchase.

   ![Commuter Check Voucher screenshot]

3. Click “Checkout” when you are done filling out the order form.

4. **To set a recurring order** that automatically orders your products so you don’t have to repeat the order, unless you would like to make changes, click “Yes” whenever asked, “Would you like to receive this order for multiple months?”

5. **What happens next?** Your order will be deducted from your next paycheck. If you submitted your order by the 10th of the month, you will be able to use your product in the following month. Orders will be processed and/or delivered by the 23rd of the month.

   **For example,** if you submitted your order by the 10th of November, your order will be processed or delivered by November 23rd. You will be able to use your product starting December 1.

   For more information on the Commuter Check Prepaid MasterCard®, read the FAQ at: https://www.optum.com/content/dam/optum/Employer/Case%20Studies/Commuter_Check_Prepaid_MasterCard_FAQ's.pdf
Pay for Vanpools
A vanpool is typically a group of 5-15 people who regularly travel together to work 30 miles or more (roundtrip) using a van. Typically, riders pay a regular fare and maintenance fee. Though the County does not currently provide a vanpool, there are other vanpool services that employees can pay for using their Pre-Tax Benefit.

To use your Pre-Tax Benefit towards a vanpool:

1. Log onto your ConnectYourCare account and click on “View my transportation benefits”.
2. Select “Vanpool” in the “Place An Order” dropdown menu.
3. You will be redirected to the “Select a Vanpool Product” ordering service.

Commuter Check for Vanpools
1. To order a “Commuter Check for Vanpools” to pay for a vanpool, select the “Commuter Check for Vanpools” option in the “Search Result” box on the menu page.
1. Select “Commuter Check Voucher” and enter the “Voucher Amount” and quantity desired.

Commuter Check Vouchers for vanpools are redeemable at participating vanpools only. You can search for participating vanpools at: 
http://commuterbenefits.com/partnerships/current-partners/
Direct Payment Rideshare/Vanpool Services

vRide is a vanpool service that allows you to have your monthly vanpool expense sent directly to vRide or you can pay for vRide services by using a Commuter Check Voucher (see “Commuter Check Voucher for Vanpools”). Enterprise Rideshare – Northern California is a similar service.

To make a direct payment to vRide or to Enterprise Rideshare – Northern California, you must find a vanpool and obtain a van number and/or account number. Find a vRide vanpool at www.vride.com or search for an Enterprise Rideshare at https://www.enterpriserideshare.com/vanpool/en.html

Once you obtain your vRide van number and vRide account number or Enterprise Customer and Reference number, you can apply funds to pay for your vanpool through ConnectYourCare.

2. Select “vRide” or “Enterprise Rideshare” in the “Search Result” box on the “Select a Vanpool Service” page.

3. Select “Direct Payment” on the “Product Details” page.

4. Enter your “vRide Van Number”; “vRide Account Number”, or “Enterprise Customer”; “Enterprise Reference Number” and the monthly amount you would like to apply towards your vanpool.
5. Click “Checkout” to complete the order.

6. To set a recurring order that automatically orders your products so that you don’t have to repeat the order, unless you would like to make changes, click “Yes” whenever asked, “Would you like to receive this order for multiple months?"

7. **What happens next?** Your order will be deducted from your next paycheck. If you submitted your order by the 10th of the month, you will be able to use your product in the following month. Orders will be processed and/or delivered by the 23rd of the month.

   **For example**, if you submitted your order by the 10th of November, your order will be processed or delivered by November 23rd. You will be able to use your product starting December 1.
Pay for Parking
In addition to the $255/month Pre-Tax Benefit for transit, you can use an additional $255/month pre-tax for work-related parking. Parking funds from the Pre-Tax Benefit are restricted to business entities that indicate their core business function is to “provide parking”.

Please note: The County Transit Match does not apply towards the Pre-Tax Benefit for Parking.

You may use your ConnectYourCare Account to pay for work-related parking expenses at qualifying business entities using the following methods:

1. **Commuter Check for Parking** – order daily, weekly, or monthly checks that are automatically made payable to a qualified parking provider and mailed to your home address.

2. **Commuter Check Prepaid MasterCard** – order a reloadable prepaid card that can only be used for qualified parking expenses where Debit MasterCard®, Maestro®, cards, and NYCE cards are accepted.

3. **Monthly Direct Pay** – have your parking expenses paid directly to your existing parking provider each month.

4. **Enroll in Cash Reimbursement** – set aside parking funds for cash reimbursement

To access your Parking benefit, log onto your ConnectYourCare account, and select “View my transportation benefit”. Select “Parking” in the “Place An Order” dropdown menu.

You will be redirected to the “Select A Parking Solution” menu page.

**SELECT A PARKING SOLUTION**

We encourage you to check with your parking provider to see what types of payment they accept.

Please select a parking solution from the list below.

- **Commuter Check for Parking**: Daily, weekly or monthly checks made payable to a parking provider are mailed to your home address.

- **Commuter Check Prepaid MasterCard**: A reloadable prepaid card that can only be used for qualified parking expenses where Debit MasterCard®, Maestro®, cards, and NYCE® cards are accepted.

- **Monthly Direct Pay**: Parking expenses are paid directly to your parking provider each month.

- **Enroll in Cash Reimbursement**: Set up a monthly election and get reimbursed for your out-of-pocket parking expenses.

**Commuter Check for Parking.**

1. To select this option, click “Commuter Check for Parking”.
a. You will be redirected to the “Search for a Parking Provider” menu page. Search for a parking provider by name, city, state, or zip code, and adjust search radius to your preference.

**SEARCH FOR A PARKING PROVIDER**

The first step in setting up your order is to choose a parking provider. Please enter your search criteria below and scroll down to see a list of parking providers displayed on the map.

<table>
<thead>
<tr>
<th>Parking Provider Name</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
<th>Search Radius</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>94903</td>
<td>10 Miles</td>
</tr>
</tbody>
</table>

b. Select your parking provider in the “Provider Lists”.

**Provider Lists**

Please note that these rates are publically advertised rates provided by the parking operator at the time of payment and are not responsible for any issues caused by under or over payment of your parking expenses. All prices are in

NOTE: The parking lot information displayed below is physical lot locations, not billing addresses.

The parking lots displayed below are ones that we are affiliated with. Other parking lots may exist which

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**GOLDEN GATE FERRY LARKSPUR**

101 E. Sir Francis Drake Blvd.
Larkspur, CA 94939
415-922-5276

Distance: 6 Miles

+MORE INFO

You can’t find your provider? Create Order With New Provider
c. You will be redirected to the “Parking Order Details” page. Confirm the amount per Commuter Check for Parking and quantity.

d. To set a recurring order that automatically orders your products so that you don’t have to repeat the order, unless you would like to make changes, click “Yes” whenever asked, “Would you like to receive this order for multiple months?”

e. Click “Checkout” when you are done filling out the order page.

Commuter Check Prepaid MasterCard® for Parking

1. To select this option, click “Commuter Check Prepaid MasterCard® for Parking”.

2. You will be redirected to the “Commuter Check Prepaid MasterCard® for Parking Order Details” page.

3. Enter the **cash amount you wish to load** onto your Commuter Check Prepaid MasterCard® for Parking, the last **4 digits** of your “Home Phone Number”, and a “**Notable Date**” (choose a date that is memorable to you such as a birthday or anniversary – this is used to verify your account whenever you need to call Customer
Support for assistance.

**Please note:** There is a $10.00 minimum. Your Pre-Tax Transportation Benefit for parking is capped at $255/month. Any amount exceeding $255.00/month is subject to tax.

4. To set a **recurring order** that automatically orders your products so that you don’t have to repeat the order, unless you would like to make changes, click “Yes” whenever asked, “Would you like to receive this order for multiple months?”

5. Click “Checkout” when you are done filling out the order page.

**Monthly Direct Pay**
You must have an existing relationship with the parking provider where you have an account number in order to order this product. If you already have an existing relationship with a parking provider, please consider the other three options to pay for parking using your Pre-Tax Benefit.

1. To select this option, click “Monthly Direct Pay”.

2. Follow the directions for selecting a parking provider in “Commuter Check for Parking” (page 20).

3. Enter “Your Monthly Parking Cost” and “Your Parking Account Number”.

4. To set a **recurring order** that automatically orders your products so that you don’t have to repeat the order, unless you would like to make changes, click “Yes” whenever asked, “Would you like to receive this order for multiple months?”.

5. Click “Checkout” when you are done filling out the order page.
Enroll in Cash Reimbursement

Set aside Pre-Tax dollars for parking be reimbursed later. These funds will be used to reimburse you, after qualifying Parking expenses have been paid.

1. To select this option, click “Enroll in Cash Reimbursement”.

2. Enter the cash amount you wish to set aside in your parking account. You are only able to elect an amount up to $255.00/month.

3. To set a recurring order that automatically orders your products so that you don’t have to repeat the order, unless you would like to make changes, click “Yes” whenever asked, “Would you like to receive this order for multiple months?”.

4. Click “Enroll” when you are done filling out the page.

Upon checkout or enrollment for each parking payment type, review your order for completeness. Then “Click to Complete Purchase”.

What happens next? Your order will be deducted from your next paycheck. If you submitted your order by the 10th of the month, you will be able to use your product in the following month. Orders will be processed and/or delivered by the 23rd of the month.

For example, if you submitted your order by the 10th of November, your order will be processed or delivered by November 23rd. You will be able to use your product starting December 1.
Use ConnectYourCare to Order a Bike Commuter Check Voucher

Employees who ride their bicycle to work at least 8 days a month as recorded in their www.511.org Trip Diary are eligible to receive the commuter check voucher bike incentive. This voucher is valued at $10.00 and is redeemable at participating bike shops. To find participating bike shops, visit http://www.marincounty.org/depts/hr/divisions/benefits/benefits/ridegreen/bike-incentive.

IMPORTANT NOTE: You cannot use this incentive in addition to the Pre-Tax Transit benefit during the same benefit month.

Follow the below steps to order your Bike Commuter Check Voucher

1. Log onto your www.connectyourcare.com account, and select “Transportation Benefits” from the “Accounts and Balances” item on the menu bar. You will be redirected to the Transportation Benefits page as provided by Flexcommute 3.0.
2. Select “Biking” from the “Place An Order” item on the menu bar.

3. Select “Commuter Check for Bicycling”.
   Note: You will be receiving a Commuter Check Voucher valued at $10.00, redeemable at participating bike shops only.
4. Enter the “$10.00” under “Voucher Amount” and “1” under “Quantity”. Please note you will not be able to select an amount exceeding $10.00 or a quantity exceeding 1.

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**BICYCLING ORDER DETAILS**

**Product Information**

<table>
<thead>
<tr>
<th>Minimum Value:</th>
<th>$10.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Value:</td>
<td>$10.00</td>
</tr>
<tr>
<td>Maximum Order Value:</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

**Order Details**

<table>
<thead>
<tr>
<th>Voucher Amount</th>
<th>Quantity</th>
<th>Subtotal</th>
<th>Clear</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10</td>
<td>1</td>
<td>$10.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Subtotal</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

Your order will be mailed to the delivery address located in the “My Account” tab. If necessary, please update your address before the “Order By” date in the upper right hand corner. If you are unable to update your address here, please contact your benefits administrator.

**Recurring Options**

Would you like to receive this order for multiple months? Yes ☐ No ☐

[Cancel] [Checkout]
5. You can set up a recurring order in which your order will automatically be submitted for processing during the months you designate. To do so, select “Yes” under the “Recurring Options” section.

![Order Details Table]

6. Click “Checkout” to complete the order process.
7. Review and verify that your order is correct by checking the agreement box. Then, click “Place Order”, and your order will be submitted for processing.

8. You can edit or delete your order any time before the “order by” due date, which is the 10th of every month.
If you need further assistance in setting up your ConnectYourCare account or selecting your transportation benefits, please contact the RideGreen administrator at ridegreen@marincounty.org.