How to Create a 511 Ridematch and Trip Diary Account

Participants of the RideGreen Program who have elected either the Carpool Reimbursement Incentive or the Bike Incentive are required to log their commute trips using a carpool or riding their bike to their workplace in their 511 Trip Diary via a 511 RideMatch Service Account. Please follow the instructions below to create your account.

1. **Getting Started**
   To use the 511 Trip Diary, you must register through the 511 RideMatch Service at: [https://www.ridematch.511.org/SanFrancisco/TDMRegistration.jsp?idScreen=REGISTRN1](https://www.ridematch.511.org/SanFrancisco/TDMRegistration.jsp?idScreen=REGISTRN1)

2. **“About You” Section**
   Fill out all of the required fields denoted by a red asterisk (*).
   - Please use your work email when creating your 511 RideMatch Service account as this will be used to track your participation in the RideGreen Commuter Benefits Program.
3. **“About Your Commute” Section**

   Fill out all of the required fields denoted by a red asterisk (*).
   
   a. Under Employer/School, make sure to enter “County Of Marin”. A dropdown will appear with “County of Marin”. Select “County of Marin”.

   ![Dropdown with County of Marin option selected](image)

   b. Choices for County of Marin employer locations will appear. Select the County of Marin location where you work. If your location is not on this list, please immediately contact the RideGreen administrators at ridegreen@marincounty.org for further assistance.

   ![List of County of Marin locations](image)
c. Fill out the rest of the section to define your commute pattern and build your commute profile.

4. **Active your account.**
   
   a. You must check the box to confirm you have reviewed and agreed to the [Terms of Use](#) and [Privacy Policy](#) of 511.org.
   
   b. Select the “Email Address” verification method and click “Send”.
c. The verification will be sent to the email you denoted in the “About You” section. Please use your work email when creating a 511 account for complying with the County’s RideGreen Commuter Benefits Program.

d. Once you receive your activation code, enter the code on the registration page and click “Complete Registration”.

If you need further assistance in setting up your 511 RideMatch Service account, please contact the RideGreen administrator at ridegreen@marincounty.org.
How to Manage Your 511 Trip Diary

Participants of the RideGreen Program who have elected either the Carpool Reimbursement Incentive or the Bike Incentive are required to log their commute trips to their workplace in their 511 Trip Diary via 511 RideMatch Service Account. Please follow the instructions below to log your trips on your Trip Diary.

1. Log onto your 511 RideMatch Service Account to access your Trip Diary at: https://www.ridematch.511.org/SanFrancisco/TDMLogin.jsp?idScreen=LOGIN1

Your homepage will look like the below image. Access your Trip Diary by clicking on the “Trip Diary” button, the fourth button from the left.
2. Enter a log for the day you commuted by bike or carpool by clicking on the “Enter Logs” button on the correct day in the calendar.

3. **Please note:** You are **only** able to retroactively add logs for up to **two weeks of previous travel** information from your current time of entry. It is best to log your trips the day the trip was taken. You **will not be able** to submit logs for trips beyond two weeks of previous travel from the current time of entry.

4. **To complete a log entry**, use the drop menus to enter information for your trip to work and return trip home.
5. Click “Save Logs” to complete and submit your entry.

6. You will be able to edit your logs by selecting “Edit Logs” in the calendar. Complete your updates and click “Save Logs” to save changes.

7. To delete a log, click “Edit Log” for the day you wish to remove trip information for.
   a. Click “Clear Logs”.
   b. You will then have to select “Did Not Work”. This will set the distance to zero.
   c. Click “Save Logs” to save your changes. This will set the trips and miles for this day to zero.
8. **Please note that the Trip Diary will be audited** to ensure participants of the Bike Incentive and Carpool Reimbursement Incentive programs are in compliance with program rules and requirements. See more details on [www.marincounty.org/ridegreen](http://www.marincounty.org/ridegreen).

   a. **Carpool Reimbursement Requirements**: In addition to meeting the Carpool Reimbursement Incentive program requirements, participants of this program requesting the carpool reimbursement **must carpool at least 10 days per month** (a minimum of 60 days per reporting period) and log each trip in the 511 Trip Diary in order to receive the incentive at the end of each reporting period.

   b. **Bike Incentive Requirements**: In addition to meeting the Bike Incentive program requirements, participants of this program requesting bike incentives must bike to work **at least 8 or more days per month** and log each trip in the 511 Trip Diary in order to request the monthly incentive.

If you need further assistance in setting up your 511 account, please contact the RideGreen administrator at [ridegreen@marincounty.org](mailto:ridegreen@marincounty.org).