Commuter Benefit Information

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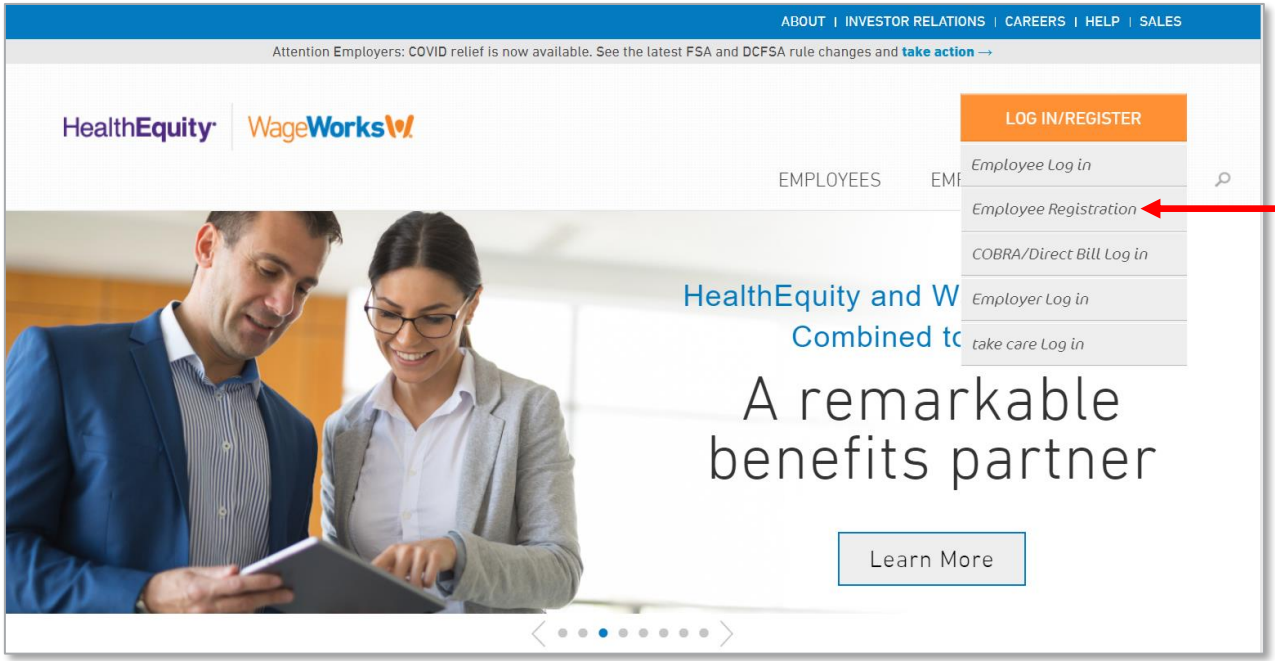
HealthEquity/WageWorks does not provide legal, tax or financial advice.

Registering online

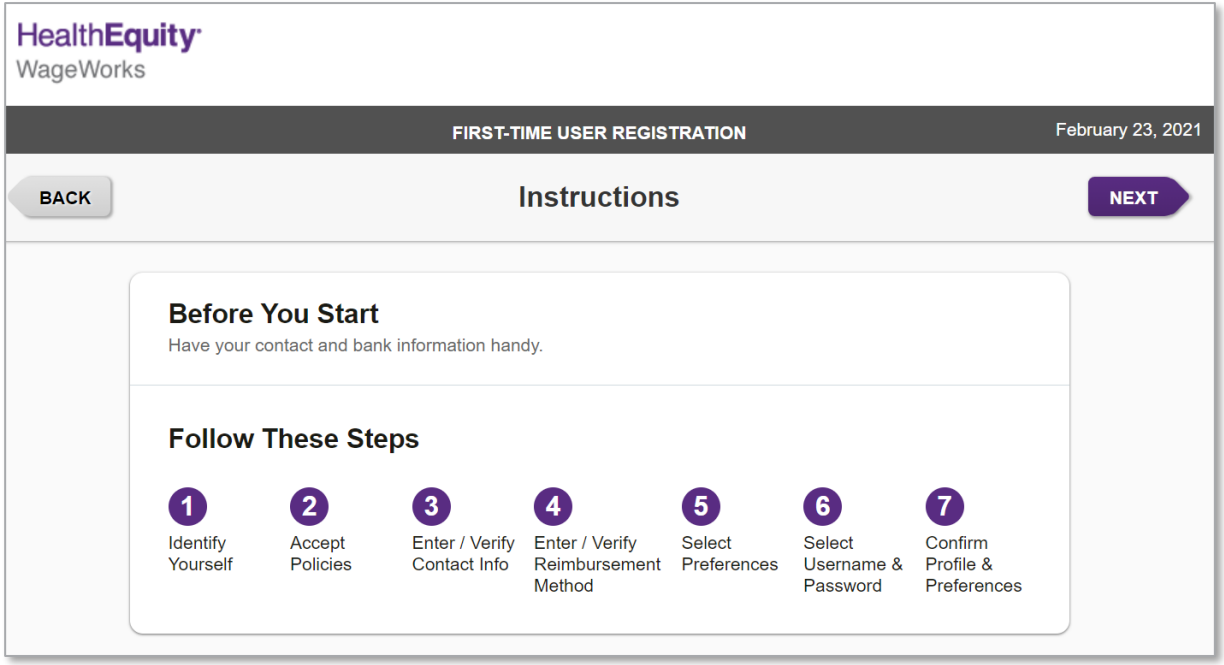
From the http://healthequity.com/wageworks homepage

Click Log In/Register → Employee Registration



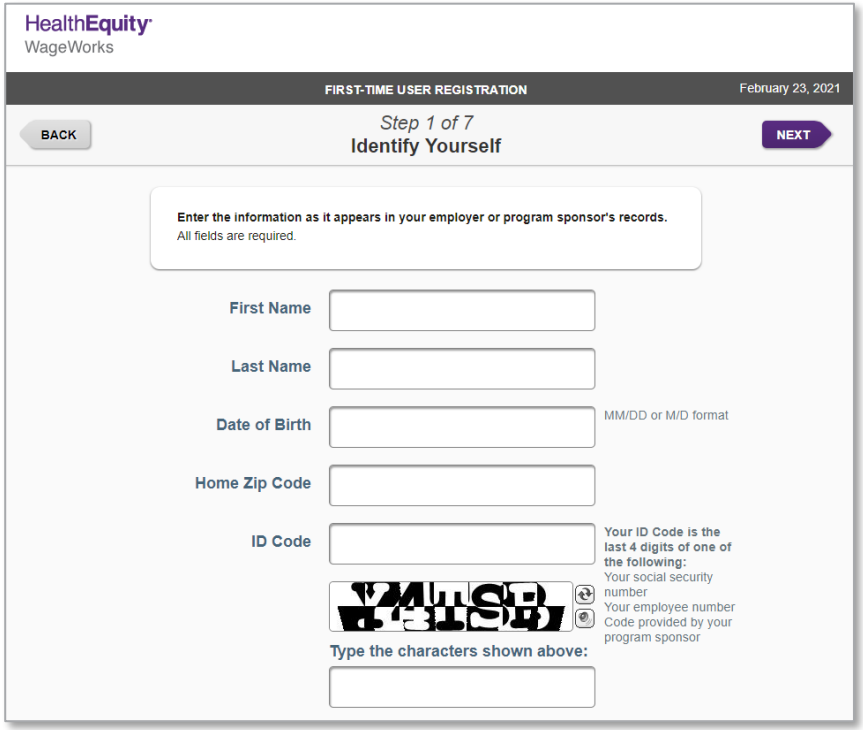
Registering online

- Registration steps outlined



Registering online

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



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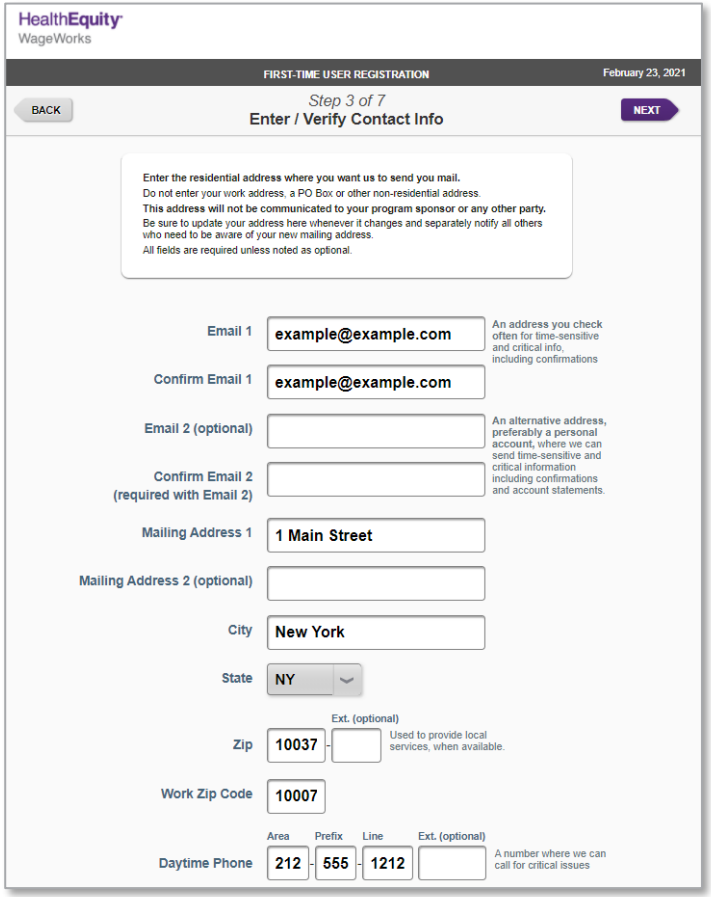
Accept the User Agreement

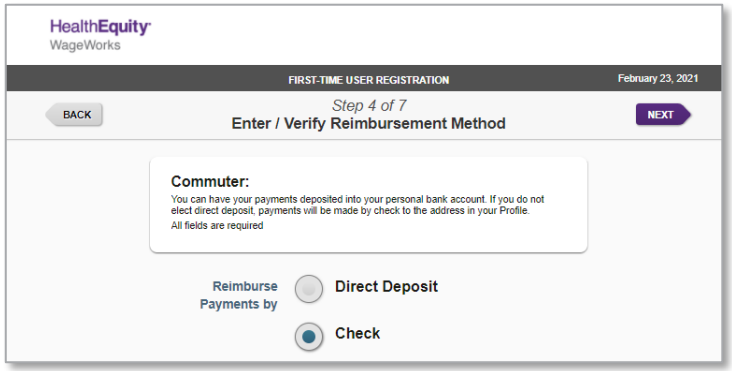
Verify Contact Information

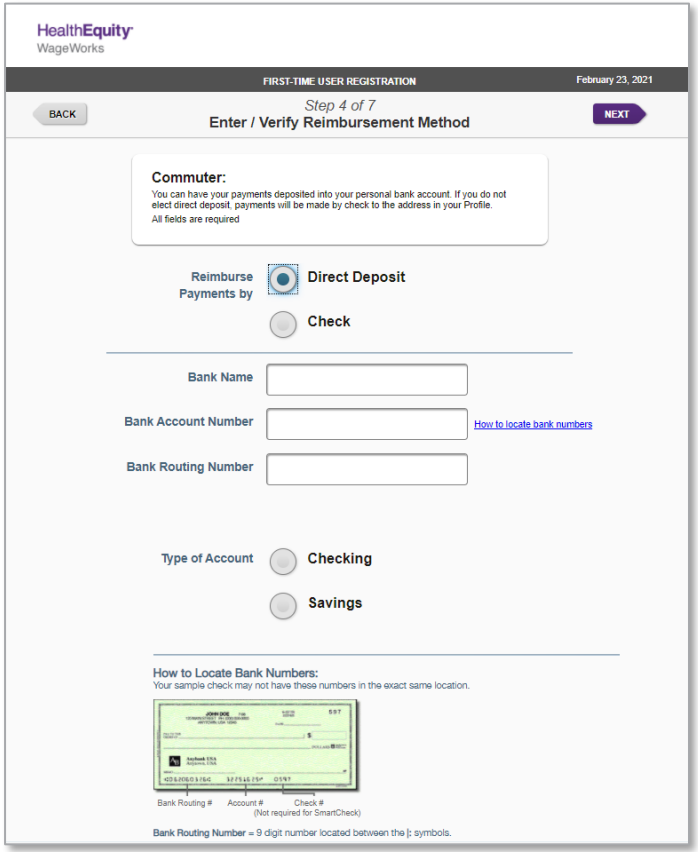
- Confirm and enter email address, physical address, work zip code and phone number



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.





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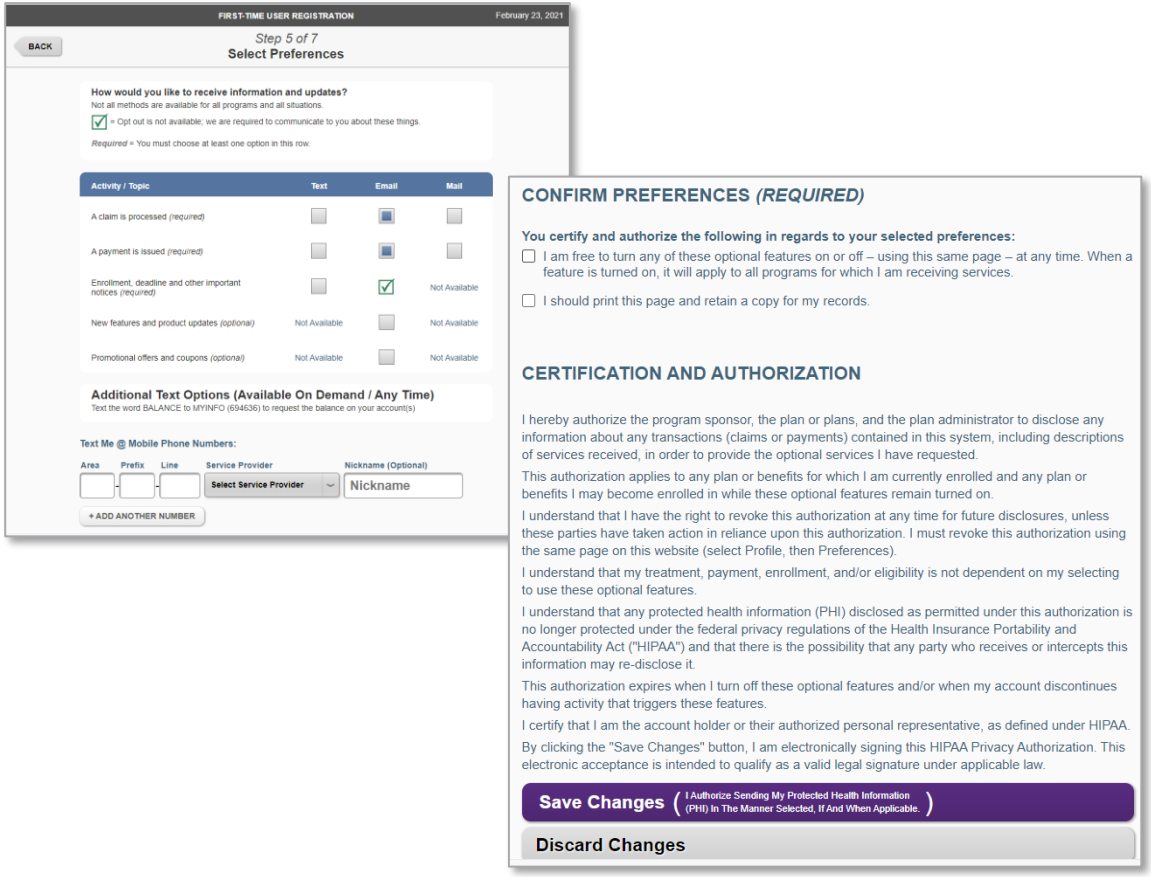
Preferences

- Select how you would like to receive updates, via text, email or mail.



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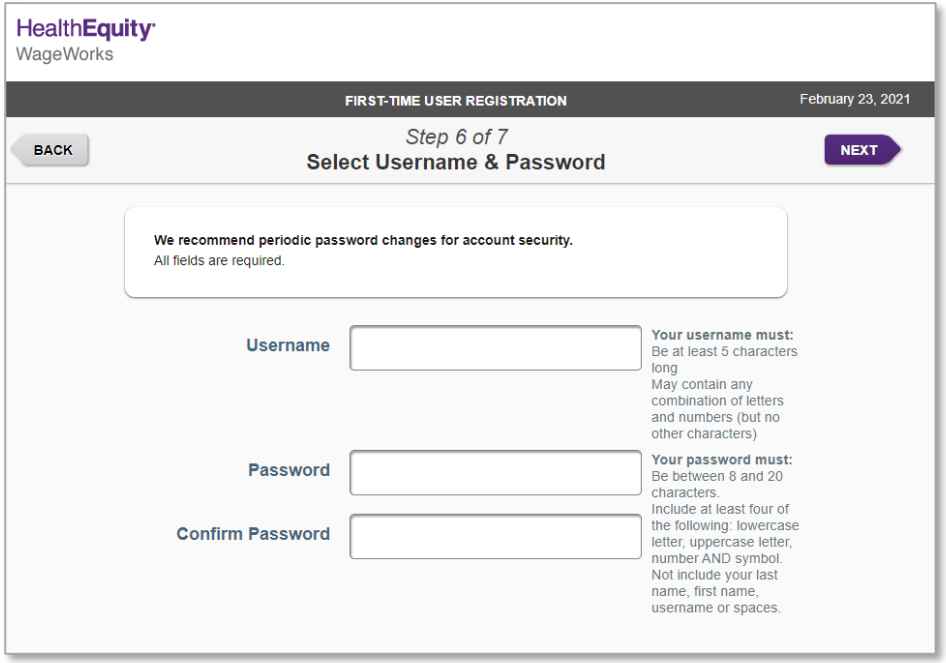
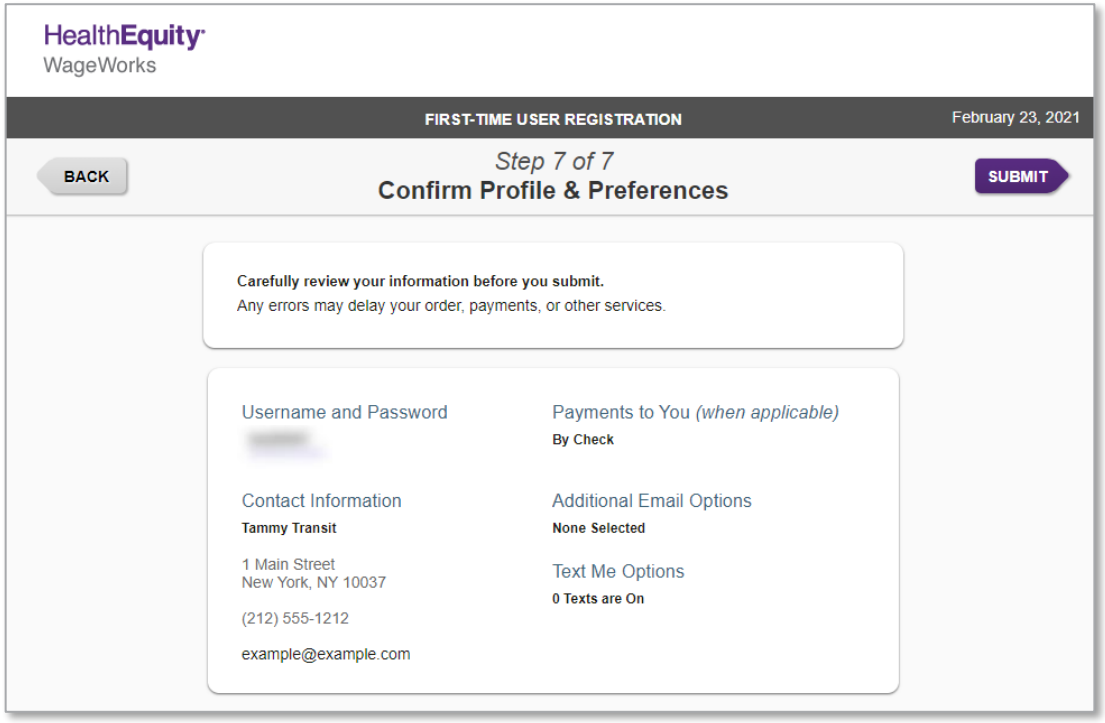
Create a Username and Password

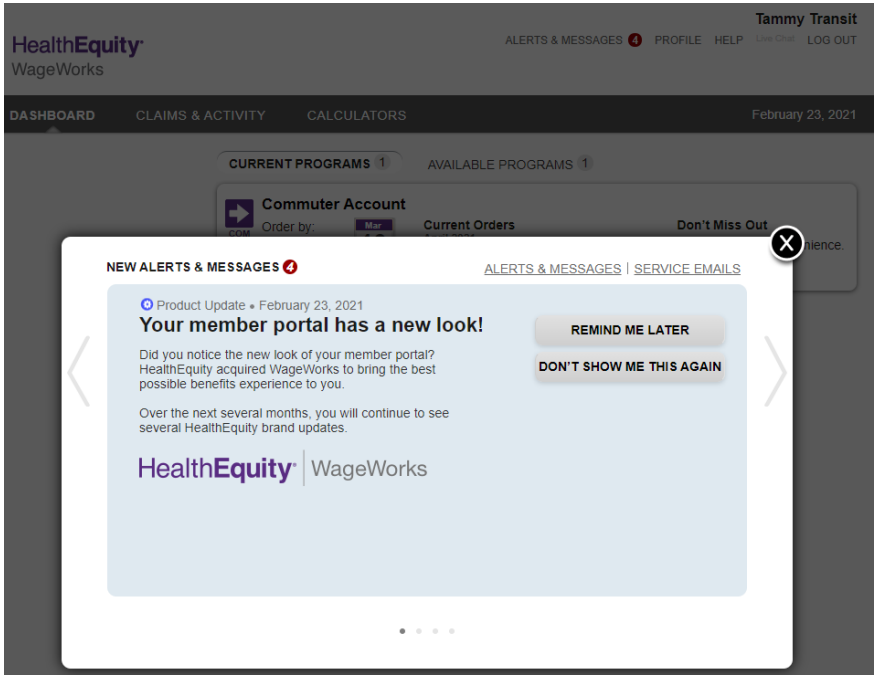
- Your username must be at least 5 characters long. It may contain any combination of letters and numbers (but no other characters).
- Your password must be between 8 and 20 characters. Include at least one letter and one number. Do not include your last, first or username.



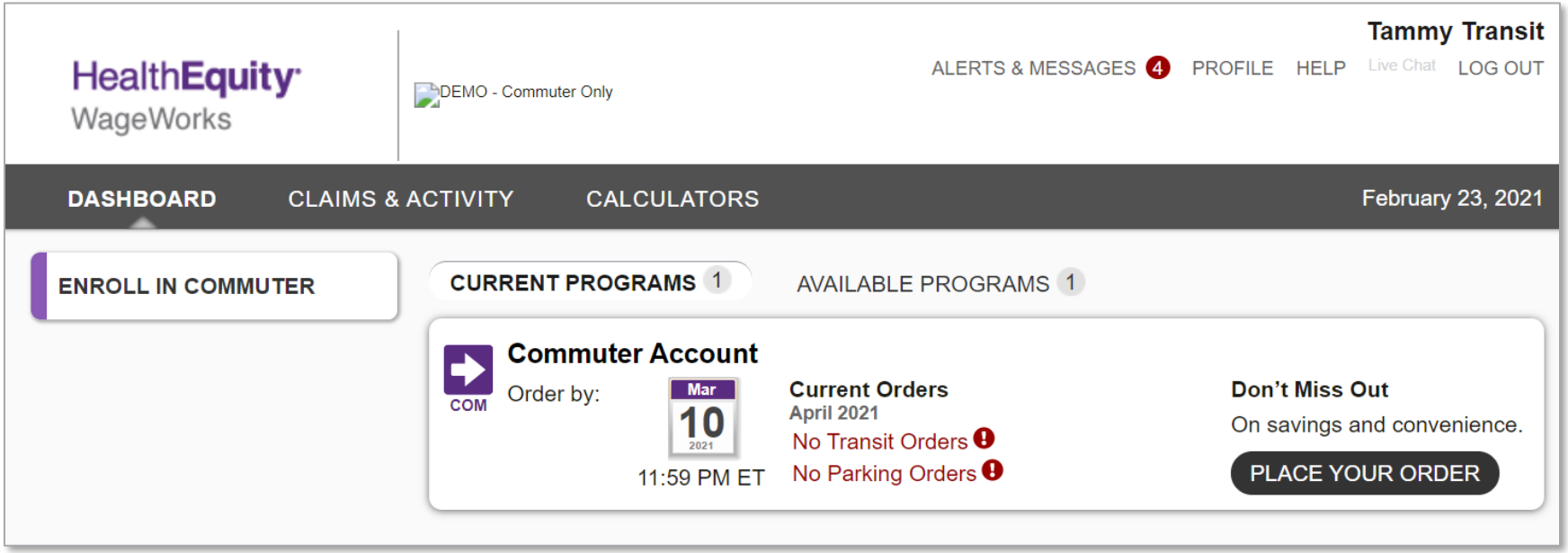
Confirm Profile and Preferences



Click “remind me later” for any alerts



Online Features Dashboard



Commuter deadlines

- 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
- Example: To participate for the first time, for the benefit month of July 2023, you will need to enroll no later than June 10th.

Transit Orders

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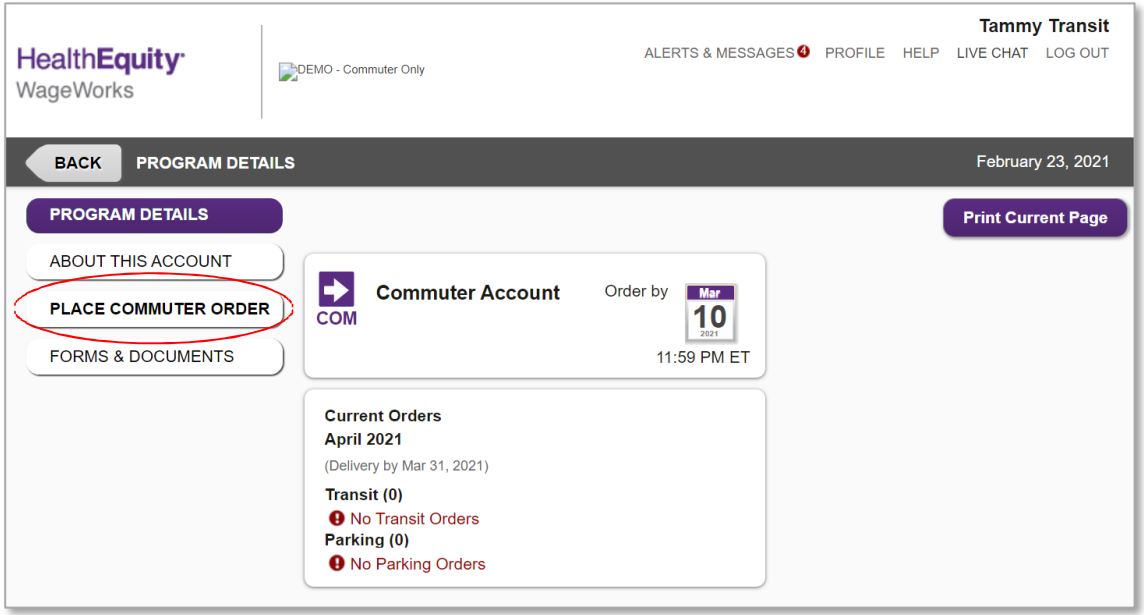
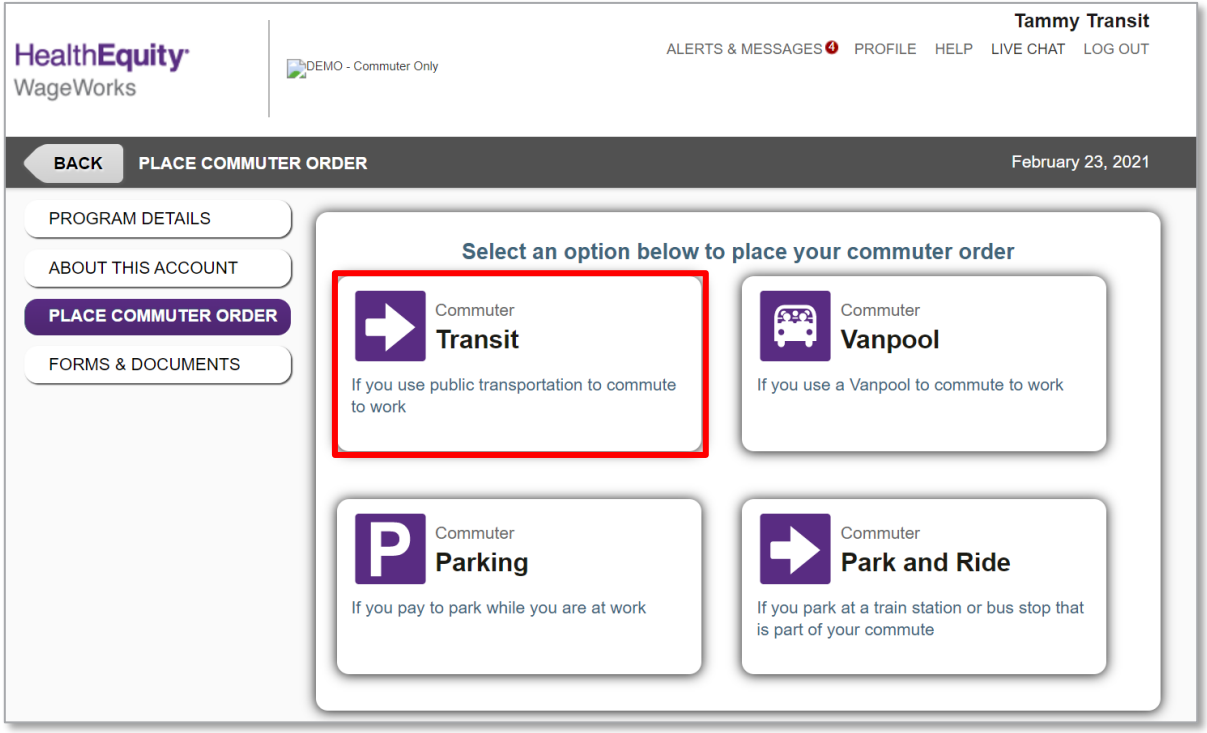
Enroll in Commuter

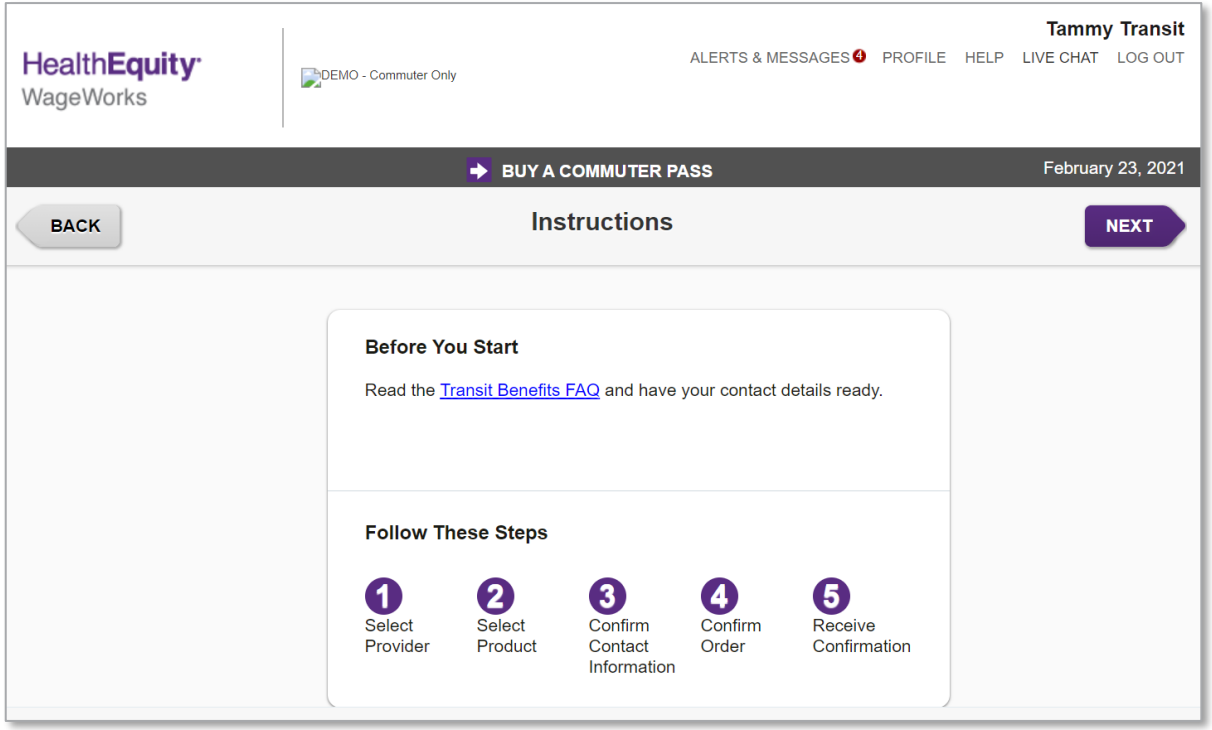
- Once you select “Enroll in Commuter” or the “Place Commuter Order” link, a box will appear asking for your work zip code. Please enter your work zip code to proceed.



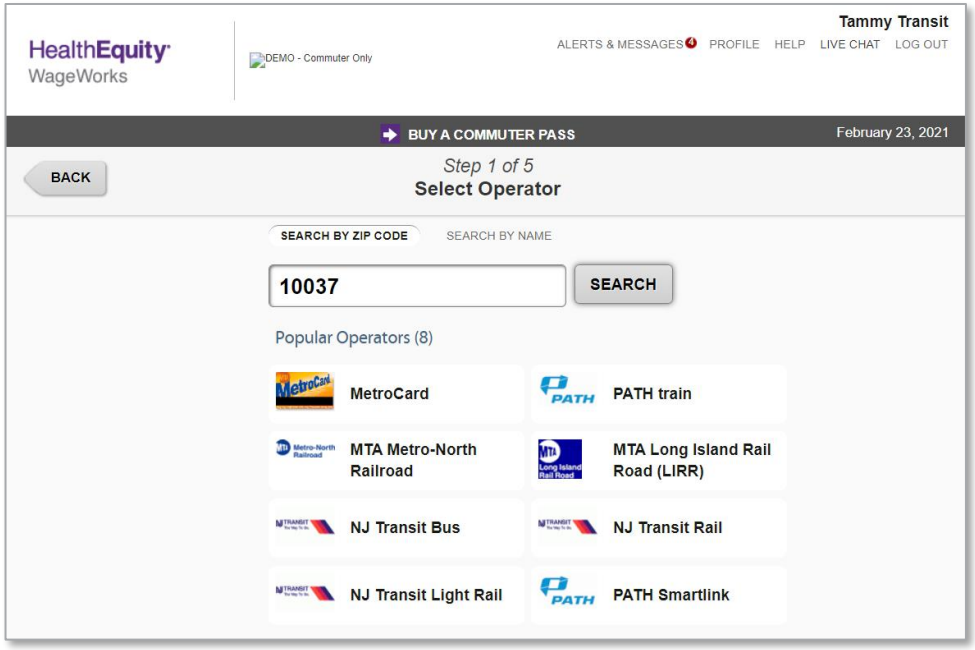
Enroll in Commuter for Transit



Enroll in Commuter

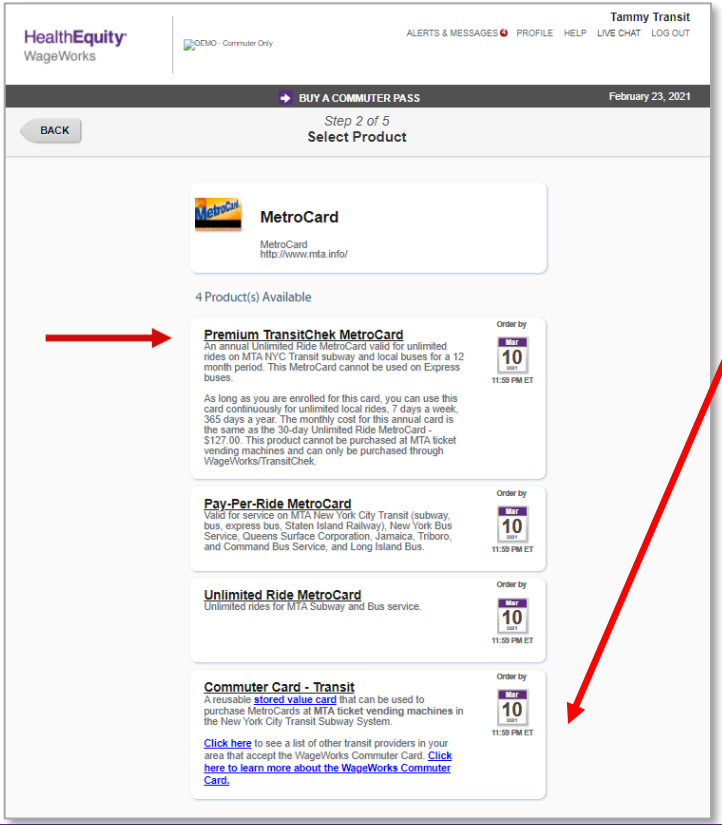


On your first order, you may need to enter your work zip code. Then select your transit pass operator.



Select your transit product or the Commuter Card

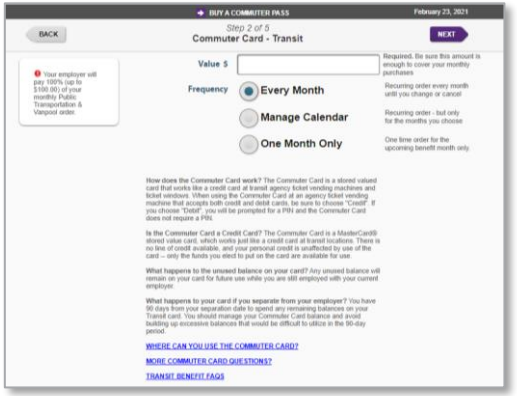
To select your product, click on the product name

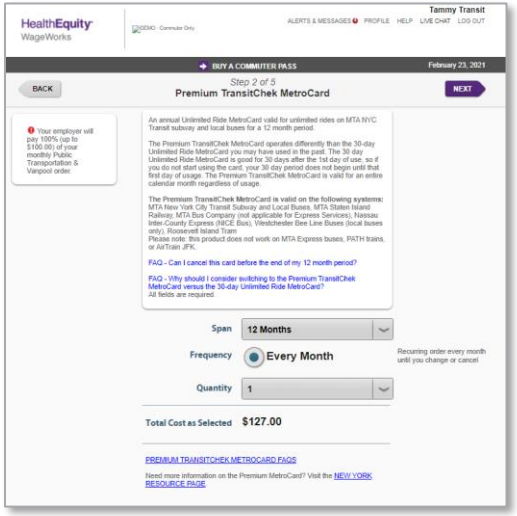


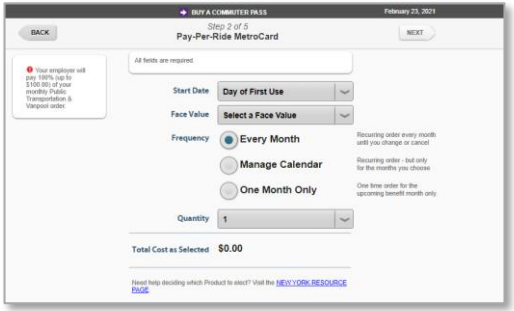
- Commuter Card is a stored value card that can be used to purchase tickets or pay for parking. We send you the card, and as you place your monthly or recurring election, HealthEquity will load that election amount on your card for each new election month.
- If you don't use the full value of your monthly 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.

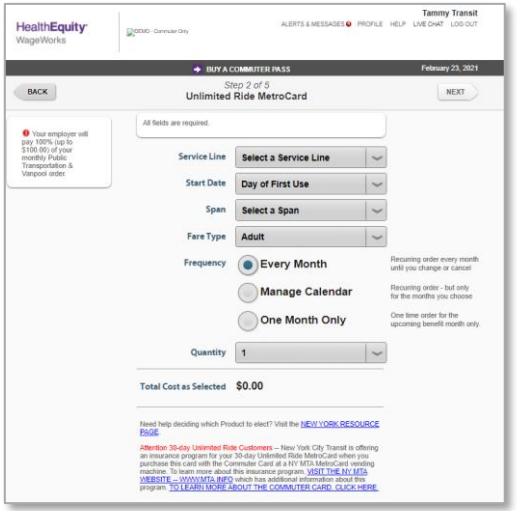
Select the face value

- 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.









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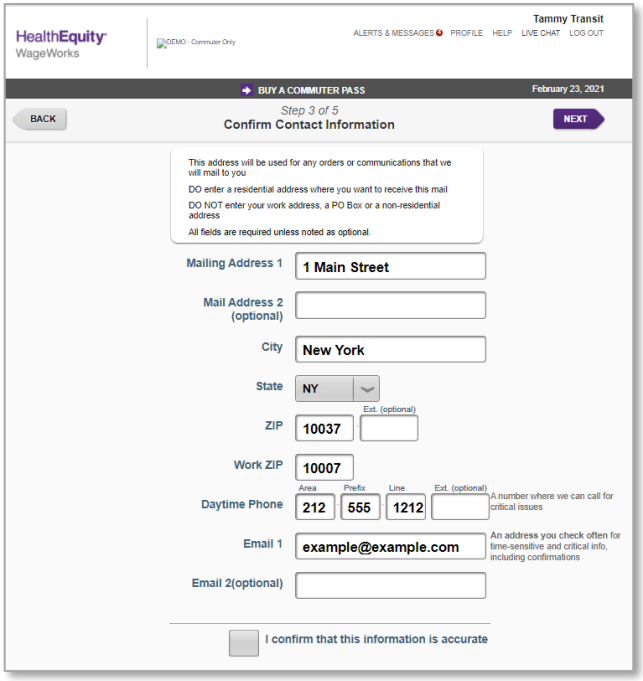
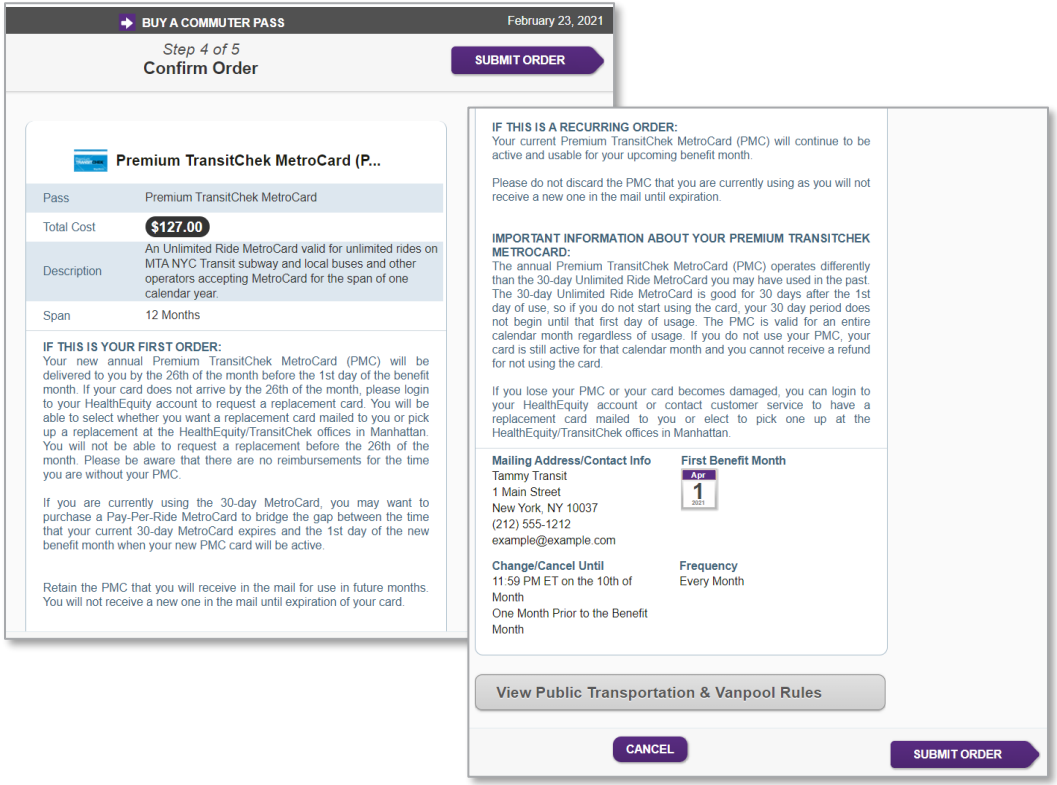
Confirm your contact information

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

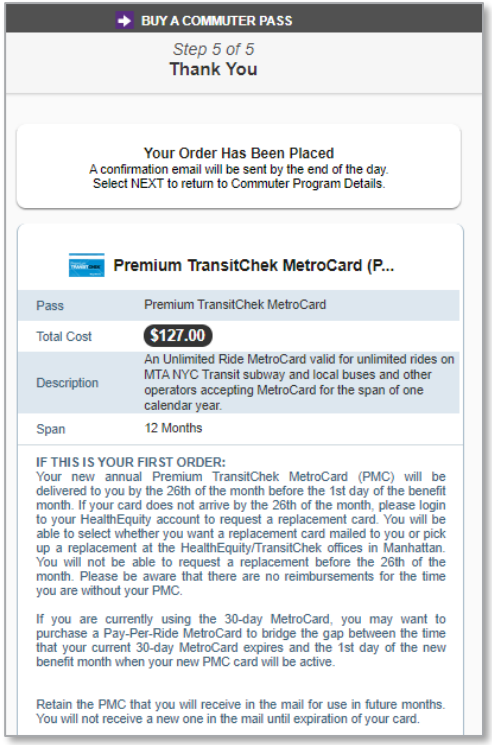


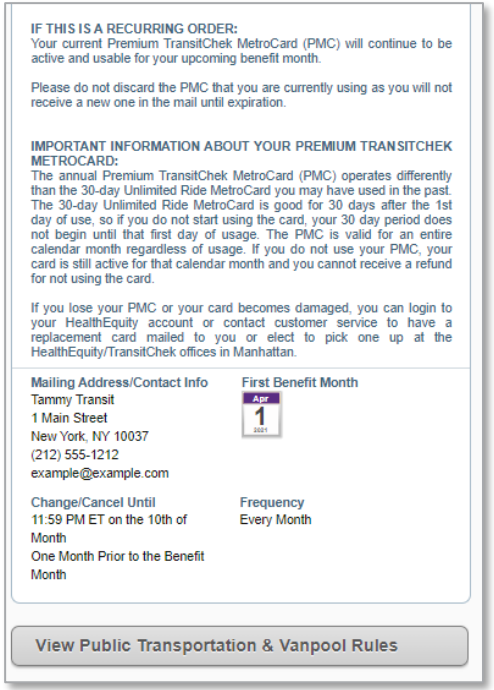
Confirm your order and click “Submit Order”



Order confirmation – Order complete

- You can change or cancel your order by the 10th of the month prior to the benefit month.
- 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

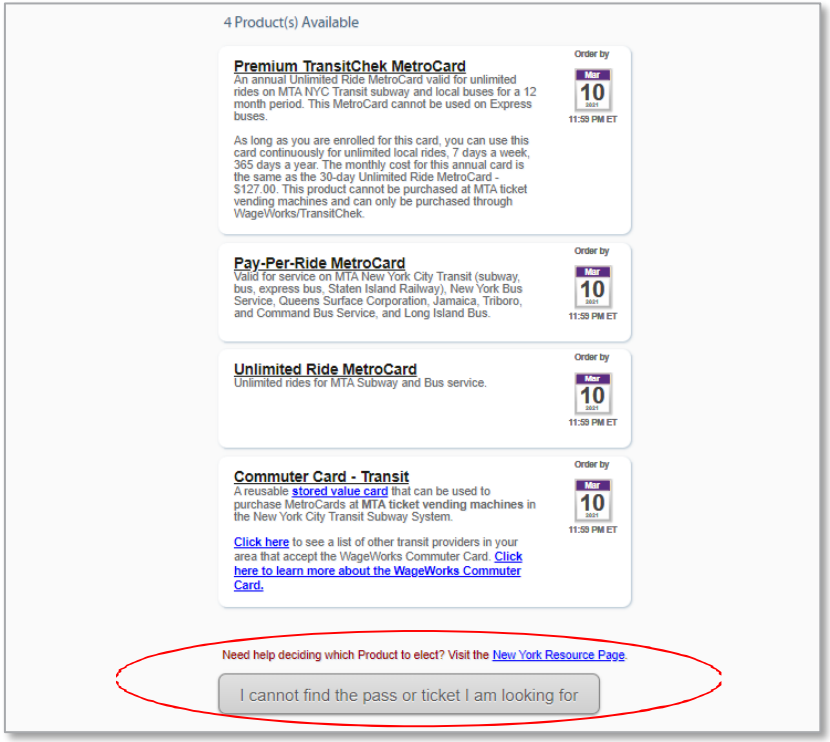




Didn’t find the transit option you were looking for?

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.



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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.

Placing an order with Customer Service

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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


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