

Commuter Member Ordering Process

Commuter Order Model (COM)

February 2025

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01

Online Account Registration

Registering Online

Registration/Login Page

First-time users will follow the steps below:

1. Navigate to www.healthequity.com.
2. Click “Login” in the upper right-hand corner.
3. From the dropdown, select “WageWorks” > “Employee Login”.
4. Click on “Register” to initiate the process.

HealthEquity[®]
WageWorks

PARTICIPANT SITE

Register | Forgot

Username
Name selected when you registered. (Not email address.)

Password

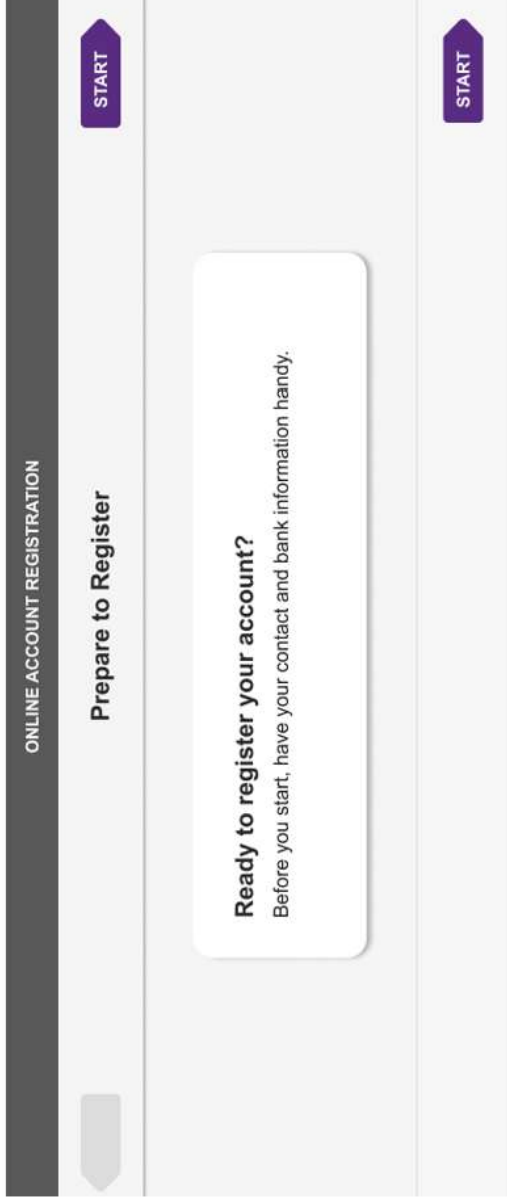
Log In

Terms of Use | Privacy Policy | CA Privacy Rights

Registering Online

Prepare to Register

First-time users will be prompted to have their contact and bank information on hand. To begin the registration process, click “Start”.



The screenshot shows a mobile app interface for 'ONLINE ACCOUNT REGISTRATION'. At the top, there is a dark grey header with the text 'ONLINE ACCOUNT REGISTRATION' in white. Below the header, the main content area has a light grey background. On the left side of this area, there is a vertical bar with a grey arrow pointing right. In the center, the text 'Prepare to Register' is displayed in bold. To the right of this text, there is a purple arrow pointing right with the word 'START' in white. Below this, a white rounded rectangle contains the text 'Ready to register your account?' followed by 'Before you start, have your contact and bank information handy.' At the bottom of the screen, there is another purple arrow pointing right with the word 'START' in white.

Registering Online

PIN Verification

- First-time users will begin by completing the PIN Verification by either email or text.
- Users will need to enter the email or phone number listed on the account they are trying to register for.

NOTE: Users cannot select *both options at the same time*.

The screenshot shows the 'ONLINE ACCOUNT REGISTRATION' process, specifically 'Step 1 of 8: Select Verification Method'. The interface includes a 'BACK' button and a 'NEXT' button. It presents two options for verification: 'Email' and 'SMS Text Message'. The 'Email' option is selected with a blue dot. Below the 'SMS Text Message' option, there is a note about entering the PIN as soon as possible before it expires, and a link to the Privacy Policy.

ONLINE ACCOUNT REGISTRATION

Step 1 of 8

Select Verification Method

BACK

NEXT

Select a contact method to verify your account

To keep your account secure, we will send a verification PIN to one of the contact methods provided by your program sponsor below.

Select a verification method to continue

Email

SMS Text Message

Enter a valid 10-digit phone number (US & Canada only)

Standard message and data rates may apply. Contact your carrier for details.

Note: Please enter the PIN as soon as possible before it expires.

Your information will only be used for verification and will not be shared with others. For more information, please view our [Privacy Policy](#).

NEXT

Registering Online

PIN Verification Sample Messages

Welcome!

Following is the information needed to access your account.

This authentication process enables us to ensure the security of your online account.

To Access Your Account

Enter this one-time registration PIN where requested:

29384723

Do not share this PIN with anyone. We will never call, email, or text you to request this PIN.

Important

This PIN will expire shortly. If you do not use this PIN right away, you will need to repeat the registration process and request another PIN.

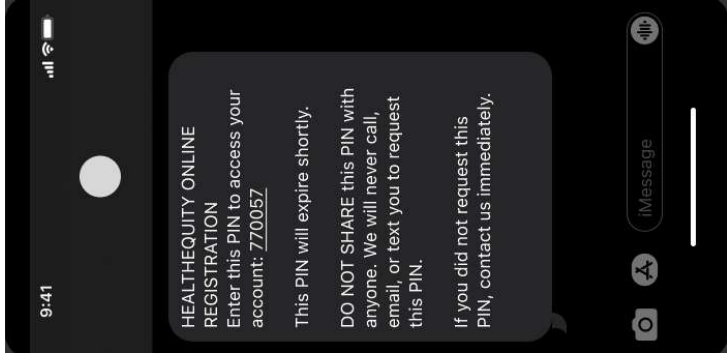
If you did not request this PIN, please contact us immediately.

*****This email was sent from an unmonitored email account. Please do not reply to this email.*****

HealthEquity, P.O. Box 14053, Lexington, KY 40512
[Privacy Policy](#)

EMAIL SAMPLE

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TEXT MESSAGE SAMPLE

Registering Online

PIN Verification

1. Once the PIN has been sent, the user will be directed to the next page.
2. After retrieving the PIN, they will enter it on this screen.
3. Invalid attempts will be identified by red text and a red banner at the top of the screen.

The screenshot shows the 'Verify Your Account' step (Step 2 of 8) of the online account registration process. The page has a dark header with 'ONLINE ACCOUNT REGISTRATION' and a light gray sidebar with 'BACK' and 'NEXT' buttons. The main content area has a light gray background. A red banner at the top states: 'Please correct the following: Verification PIN'. Below this, a white box contains the instruction: 'Verify your account using the one-time PIN you were sent. This step is necessary to confirm your identity and protect your account from unauthorized access. If you did not receive a PIN, contact your Program Sponsor to update your email or phone number. After updating, restart the Online Account Registration process.' Below the box is a 'Verification PIN' label and a text input field. A red error message below the field reads: 'The PIN you entered does not match the PIN sent to you'. At the bottom, a note says: 'Note: Please enter the PIN as soon as possible before it expires.' A 'BACK' button is at the bottom left and a 'NEXT' button is at the bottom right.

ONLINE ACCOUNT REGISTRATION

Step 2 of 8

Verify Your Account

BACK

NEXT

Please correct the following:
Verification PIN

Verify your account using the one-time PIN you were sent
This step is necessary to confirm your identity and protect your account from unauthorized access.
If you did not receive a PIN, contact your Program Sponsor to update your email or phone number. After updating, restart the Online Account Registration process.

Verification PIN

The PIN you entered does not match the PIN sent to you

Note: Please enter the PIN as soon as possible before it expires.

BACK

NEXT

Registering Online

Identification

- Once the user completes the PIN process, they will then input their information for the account(s) associated to the contact information used for PIN Verification.
- If the login page displays multiple employer names after identification, the user will need to select the employer for the specific account.

ONLINE ACCOUNT REGISTRATION

Step 3 of 8

Identify Yourself

Enter the information as it appears in your employer or program sponsor's records
All fields are required.

First Name

Last Name

Date of Birth MM/DD or M/D format

Home Zip Code

ID Code

Your ID Code is the last 4 digits of ONLY ONE of the following supplied by your program sponsor:

1. Your social security number -OR-
2. Your employee number -OR-
3. The code provided by your program sponsor

TEST

Type the characters shown above:

BACK

NEXT

NEXT

Registering Online

Accept the Privacy Policy & Terms of Use

ONLINE ACCOUNT REGISTRATION

BACK

Step 4 of 8
Compliance

NEXT

☐ I accept the [Privacy Policy](#) and [Terms of Use](#)

NEXT

Registering Online

Contact Information

- First-time users will enter/verify their contact information.
- Users are encouraged to use an email address and phone number to receive email notifications and SMS text messages, respectively.

ONLINE ACCOUNT REGISTRATION

BACK

Step 5 of 8

Enter/Verify Contact Info

NEXT

Enter the residential address where you want us to send you mail.

Do not enter your work address, a PO Box or other non-residential address.

This address will not be communicated to your program sponsor or any other party.

Be sure to update your address here whenever it changes and separately notify all others who need to be aware of your new mailing address.

All fields are required unless noted as optional.

Email 1

An address you check often for time-sensitive and critical info, including confirmations

Confirm Email 1

Email 2 (optional)

An alternative address, preferably a personal address, where you can send time-sensitive and critical information including confirmations and account statements.

Confirm Email 2 (required with Email 2)

Mailing Address 1

Mailing Address 2 (optional)

City

State

Zip

Ext. (optional)

Used to provide local service, when available.

Work Zip Code

Daytime Phone

Area

Prefix

Line

Ext. (optional)

A number where we can call for critical issues

Registering Online

Reimbursement Method

- First-time users will then select their desired Reimbursement Method, which defaults to check.
- Selecting “Direct Deposit” will expand the page to display text boxes where this information can be entered.

NOTE: Users cannot select *both options at the same time*.

The screenshot shows a web form titled 'ONLINE ACCOUNT REGISTRATION' with the sub-header 'Step 6 of 8 Enter/Verify Reimbursement Method'. Navigation buttons 'BACK' and 'NEXT' are at the top. A message box states: 'Commuter, test and Dependent Care: You can have your payments deposited into your personal bank account. If you do not elect direct deposit, payments will be made by check to the address in your profile.' Below this, the 'Reimburse Payments by' section has two radio buttons: 'Direct Deposit' (selected) and 'Check'. The 'Direct Deposit' section is expanded, showing three text input fields: 'Bank Name', 'Bank Account Number (masked for security purposes)' (with a link 'How to locate bank numbers'), and 'Bank Routing Number (masked for security purposes)'. At the bottom, the 'Type of Account' section has two radio buttons: 'Checking' (selected) and 'Savings'.

Registering Online

Select Preferences

- First-time users will then select their Preferences/Notification Settings.
- Options identified with a green check mark are employer-required options and cannot be deselected.
- Once the user completes their entries, they must check the “Confirm Preferences” section before moving to the next step.

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ONLINE ACCOUNT REGISTRATION

BACK

Step 7 of 8

NEXT

Select Preferences

How would you like to receive information and updates?
We will send updates via the preferred notification methods as a single message when the listed activity occurs. Not all methods are available for all programs and all situations.

☒ Opting out is not an option as we are obligated to communicate important information to you.
Required = You must choose at least one option in this row.
Message and data rates may apply for text messages.

Activity / Topic	Text	Email	Mail
A claim is processed (required)	☐	☐	☐
A payment is issued (required)	☐	☐	☐
Enrollment, deadline and other important notices (required)	☐	☒	Not Available
New features and product updates (optional)	Not Available	☐	Not Available
Promotional offers and coupons (optional)	Not Available	☐	Not Available

Additional Text Options (Available On Demand / Any Time)
Text the word BALANCE to MYINFO (694638) to request the balance on your account(s)

Text Me @ Mobile Phone Numbers (message and data rates may apply):

Area

Prefix

Line

Service Provider

Nickname (Optional)

Select Service Provider

+ ADD ANOTHER NUMBER

CONFIRM PREFERENCES (REQUIRED)

You certify and authorize the following in regards to your selected preferences:

☐ I am free to turn any of these optional features on or off – using this same page – at any time. When a feature is turned on, it will apply to all programs for which I am receiving services.

☐ I should print this page and retain a copy for my records.

Registering Online

Create Username & Password

ONLINE ACCOUNT REGISTRATION

BACK

Step 8 of 8

Select Username & Password

NEXT

We recommend periodic password changes for account security.

All fields are required.

Username

Your username must:

Be at least 5 characters long

May contain any combination of letters and numbers (but no other characters)

Password

Your password must:

Be between 8 and 20 characters.

Include at least four of the following: lowercase letter, uppercase letter, number AND symbol.

Not include your last name, first name, username or spaces.

Confirm Password

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Registering Online

Account Confirmation to Direct User to the Member Portal Dashboard

ONLINE ACCOUNT REGISTRATION

Account Confirmation

REGISTER ACCOUNT

BACK

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

Username and Password

5511test

Contact Information

Jay Smith
444
SJ, CA 95111
(650) 576-1576
mj11j@gmail.com

Payments to You (when applicable)

By Check

Additional Email Options

None Selected

Text Me Options

0 Texts are On

Registration Complete

After registration is complete, first-time users can now place commuter orders via the Member Portal using the Transit or Parking tiles.

SPONSORED ACCOUNTS

Transit
19 Days Left
Order by 03/10 @ 10:59 PM CDT

Parking
19 Days Left
Order by 03/10 @ 10:59 PM CDT

Transit

Place Transit Order

Place Van Pool Order

Transit Orders
19 days left to order
Order by
03/10/2025
@ 10:59 PM CDT
for the April 2025
benefit month

Savings
Estimated Savings YTD
\$0.00

Transit Balances
Credits²
\$0.00

MANAGE ACCOUNT

General Forms

About This Program

Special Handling Form

Get Started

² Balances shared between both transit and parking accounts.

RECENT ACTIVITY

Order History

Date	Order Description	Status	Amount
------	-------------------	--------	--------

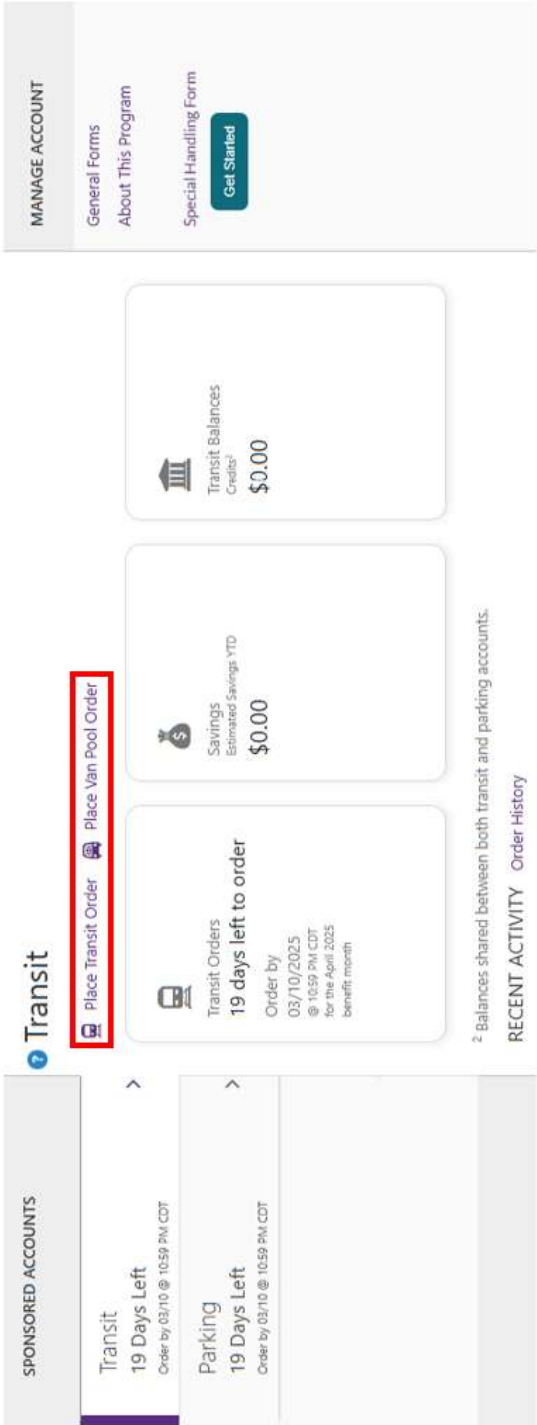
Q2

Transit Order Process

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Transit Order Process

Select the Transit tile and one of the options to begin the order process.



Instructions Overview for the Order Process



Transit Order Process

For the first order, search for the operator either by zip code or by name.

BUY A COMMUTER PASS

Step 1 of 5
Select Operator

SEARCH BY ZIP CODE

10005

SEARCH

Popular Operators (8)

 OMNY

 NJ Transit Mobile App

 PATH

 MTA Long Island Rail Road (LIRR)

 Metro-North Railroad

 NJ Transit Bus

 NJ Transit Rail

 NJ Transit Light Rail

BUY A COMMUTER PASS

Step 1 of 5
Select Operator

SEARCH BY ZIP CODE

Commuter Card

SEARCH

All Results(1)

 WageWorks Commuter Card

Transit Order Process

Select Product

For eligible operators, the Commuter Card will display as an option.

The member will be given the name, a brief description, and the order deadline for each available product.

[BUY A COMMUTER PASS](#)

Step 2 of 5
Select Product



MTA Long Island Rail Road (LIRR)
Long Island Rail Road (LIRR)
<http://www.mta.info>

2 Product(s) Available

Order by

Commuter Card - Transit WageWorks Commuter Card -- The WageWorks Commuter Card is a **stored value card** that can be used to purchase monthly weekly, ten-up and one-way Long Island Railroad (LIRR) tickets. The Commuter Card is accepted by LIRR ticket reading machines, the LIRR Mail&Ride program and LIRR Mobile App.

Click [here](#) to see a list of other transit providers in your area that accept the WageWorks Commuter Card. Click [here](#) to learn more about the [WageWorks Commuter Card](#).

Order by

LIRR Mail&Ride Payment -- Choose this option if you have a Mail&Ride account set up with LIRR. Your benefits administrator will send the amount of your election, which may include both a pretax benefit and any post tax dollars to LIRR and those funds will be applied towards your Mail&Ride order. Any remaining balance due will continue to be due in the manner that you have set up with the Mail&Ride program, e.g., your personal credit card, debit card, or personal check. You will continue to manage your Mail&Ride ticket choices through LIRR and your benefits administrators payments will appear on your monthly invoice.

Need help deciding which Product to elect? Visit the [New York Resource Page](#).

I cannot find the pass or ticket I am looking for

Transit Order Process

Transit Order Options

HealthEquity Commuter Card

The

WageWorks/HealthEquity Commuter Card is a stored value card that can be used for eligible transit expenses.

- Members place orders to add pre-tax funds to the card.
- Members can also add post-tax funds to their cards.

Smartcard Options

Smartcards store valid passes or added funds for a specific amount of time for specific transit agencies, such as the Charlie Card for the Boston area.

When adding funds, confirm the following are correct/current:

- The name on the card
- Serial number
- Card registration

Transit Vouchers

Vouchers are like paper checks that can be used in exchange for services at the transit operator.

- Vouchers will ONLY work at transit agencies.
- Vouchers expire after 13 months (The expiration date is printed on the voucher).

Transit Order Process

Confirm Order Amount and Frequency

BUY A COMMUTER PASS

Step 2 of 5

LIRR Mail&Ride Payment

NEXT

You must have an existing LIRR Mail&Ride Account to use this payment method. If you do not have an existing LIRR Mail&Ride account, please visit [LIRR Mail&Ride website](#) to learn how to enroll in the LIRR Mail&Ride program at 718-217-5477. All fields are required.

Please enter in your Mail&Ride account number and the payment amount you wished to be credited towards your Mail&Ride account in the boxes below. Your account number is on the bottom left hand corner of your monthly Mail&Ride pass.

Mail&Ride Account #

Confirm Mail&Ride Account #

Amount \$

Frequency

Manage Calendar

One Month Only

Quantity

1

Your Mail&Ride account number must be 7 digits with a hyphen included between the 6th and 7th digits. Do not enter any letters in the entry.

Recurring order every month until you change or cancel

Recurring order - but only for the months you choose

One time order for the upcoming benefit month only.

BUY A COMMUTER PASS

Step 2 of 5

Commuter Card - Transit

NEXT

Value \$

Frequency

Every Month

Manage Calendar

One Month Only

Required. Be sure this amount is enough to cover your monthly purchases

Recurring order every month until you change or cancel

Recurring order - but only for the months you choose

One time order for the upcoming benefit month only.

How does the Commuter Card work? The Commuter Card is a stored value card that works like a credit card at transit agency ticket vending machines and ticket windows. When using the Commuter Card at an agency ticket vending machine that accepts both credit and debit cards, be sure to choose "Credit" - if you choose "Debit" you will be prompted for a PIN and the Commuter Card does not require a PIN.

Is the Commuter Card a Credit Card? The Commuter Card is a MasterCard® stored value card, which works just like a credit card at transit locations. There is no line of credit available, and your personal credit is unaffected by use of the card -- only the funds you elect to put on the card are available for use.

What happens to the unused balances on your card? Any unused balance will remain on your card for future use while you are still employed with your current employer.

What happens to your card if you separate from your employer? You have 90 days from your separation date to spend any remaining balances on your Transit card. You should manage your Commuter Card balance and avoid building up excessive balances that would be difficult to utilize in the 90-day period.

[WHERE CAN YOU USE THE COMMUTER CARD?](#)

[MORE COMMUTER CARD QUESTIONS?](#)

[TRANSIT BENEFIT FAQS](#)

SAMPLE HQY COMMUTER CARD ORDER

Transit Order Process

Confirm Contact Information

- The member will confirm an email address to receive email confirmation of the order.
- Once verified, select the checkbox next to “I confirm that this information is accurate.”

BUY A COMMUTER PASS

Step 3 of 5

Confirm Contact Information

NEXT

This address will be used for any orders or communications that we will mail to you

DO enter a residential address where you want to receive this mail

DO NOT enter your work address, a PO Box or a non-residential address

Your mailing address has been provided and can only be updated by your program sponsor. If the mailing address is not correct, please notify your program sponsor as soon as possible to ensure they have your most current address and can provide it to us without delay.

Sorry, but we are unable to process any updates to your mailing address directly from you.

All fields are required unless noted as optional.

Mailing Address 1

Mail Address 2 (optional)

City

State

ZIP

Work ZIP

Daytime Phone

Email 1

Email 2(optional)

Area

Prefix

Line

Ext. (optional)

Ext. (optional)

Ext. (optional)

Ext. (optional)

A number where we can call for critical issues

An address you check often for time-sensitive and critical info, including confirmations

☐

I confirm that this information is accurate

Transit Order Process

Confirm order details, and then, select “Submit Order”.

BUY A COMMUTER PASS

Step 4 of 5

Confirm Order

SUBMIT ORDER

Commuter Card - Transit

Pass

Commuter Card - Transit

Total Cost

\$100.00

Mailing Address/Contact Info

First Benefit Month

Apr

1

2025

Your card will be mailed to you by Apr 1, 2025

Frequency

Every Month

This amount will be available on your card as of the 20th of the month (e.g., June 20th for a July benefit order).

Reminder — When using the Commuter Card at ticket vending machines, be sure your card is set to the correct fare payment type. The Commuter Card does not require a PIN.

More Commuter Card Questions?

Submit Order to finalize your enrollment in accordance with the fine print.

View Public Transportation & Vanpool Rules

Transit Order Process

Order Confirmation / Order Complete

A confirmation page will appear, providing the option to print the page, if needed.

- Selecting “Next” will route the site back to the Program Details page.
- An email confirmation will be sent to the email on file confirming the order has been placed.

→ BUY A COMMUTER PASS

Step 5 of 5

Thank You

NEXT

Print Current Page

Your Order Has Been Placed.

A confirmation email will be sent by the end of the day. Select NEXT to return to Commuter Program Details.

Commuter Card - Transit

Pass

Commuter Card - Transit

Total Cost

\$100.00

Mailing Address/Contact Info

First Benefit Month

APR 1

AUG

Your card will be mailed to you by Apr 1, 2025

Change/Cancel Until

11:59 PM ET on the 10th of Month

Frequency

Every Month

One Month Prior to the Benefit Month

This amount will be available on your card as of the 20th of the month (e.g., June 20th for a July benefit order).

Reminder – When using the Commuter Card at ticket vending machines, be sure to select Credit Card when entering the payment type. The Commuter Card does not require a PIN.

[More Commuter Card Questions?](#)

Submit Order to finalize your enrollment in accordance with the fine print.

View Public Transportation & Vanpool Rules

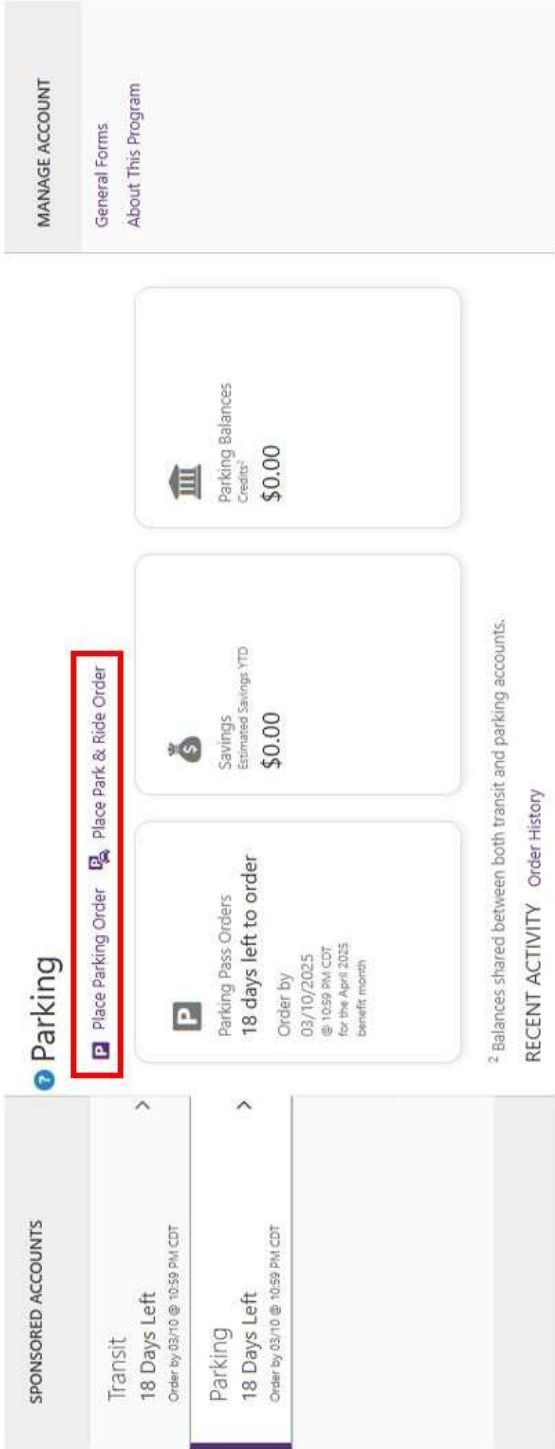
25

03

Parking Order Process

Parking Order Process

Select the Parking tile and one of the options to begin the order process.



Parking Order Process

Instructions Overview for the Order Process

BACK

P PARKING

Instructions

NEXT

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

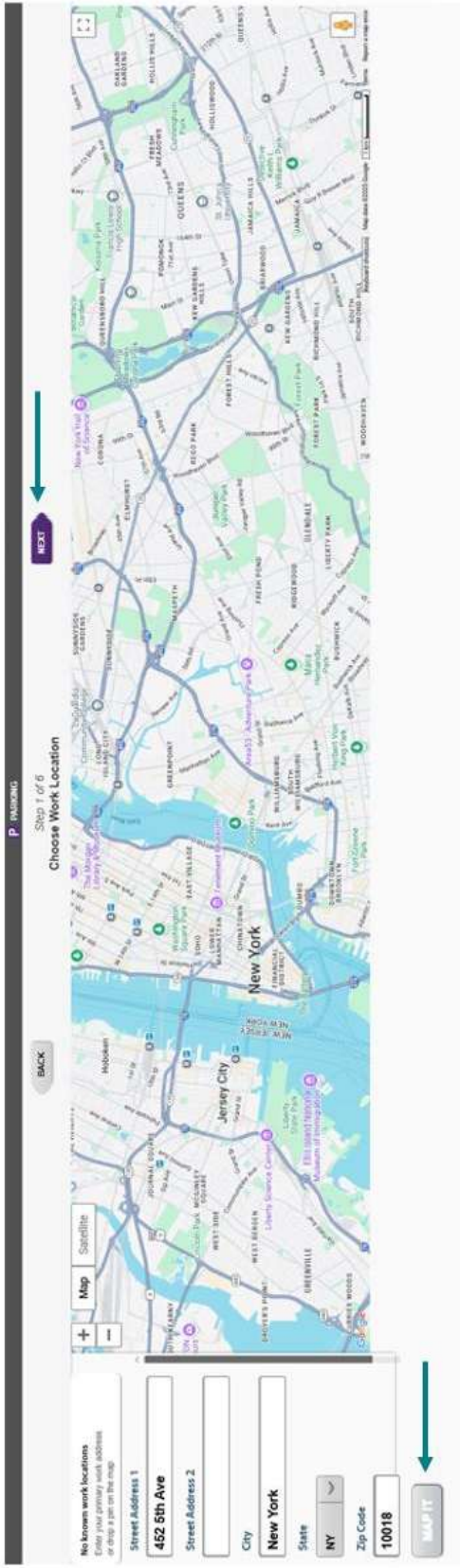
Confirm Order

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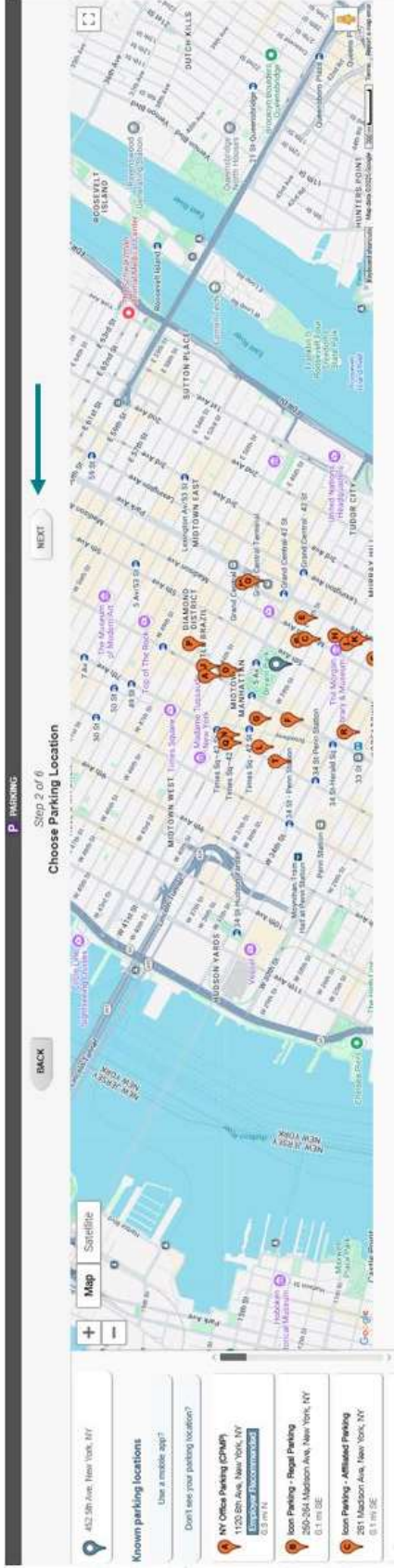
Parking Order Process

Choose the work location by entering your work address. Then, select “Map It”, and click “Next.”



Parking Order Process

Select Parking Lot or Garage



If your parking location does not appear, select “Don’t see your parking location?” to enter the garage address manually. Once confirmed, select “Next”.

Parking Order Process

Select Order/Payment Option

- **Parking Pay My Provider:** Used to pay the parking provider directly if you pay for a monthly parking permit or pay once per month.
- **Commuter Card:** *Highly recommended.* This stored value, reloadable, and reusable card will allow you to pay for your monthly parking online via a card.
- **Parking Pay Me Back:** Used if you pay at a meter, cash box, or different places throughout the month. You must file a claim to receive reimbursement for expenses.

Select Payment Method



Pay My Provider

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.

Parking Order Process

Parking Pay My Provider Option

- The member will confirm the payment address or account number.
- Members are responsible for providing HealthEquity accurate billing and account information.

NOTE: Other payment options will not have this step.

P
PARKING PAY MY PROVIDER

Step 2 of 5

NEXT

Account Information

Enter your account # and all other information required by your provider to accompany your payment.
Check your invoice to be sure.

Account #

Key Card # (optional)

Invoice # (optional)

License Plate (optional)

Parking Order Process

Select Order Amount & Frequency

P

COMMUTER CARD - PARKING

Step 2 of 5

Amount & Frequency

NEXT

Amount \$

Required. Be sure this amount is enough to cover your monthly parking expenses

Frequency

☒ Every Month

☐ Manage Calendar

☐ One Month Only

Recurring order every month until you change or cancel

Recurring order - but only for the months you choose

One time order for the upcoming benefit month only.

[About the Commuter Card - Parking](#)

Parking Order Process

Confirm Contact Information

- The member will confirm an email address to receive email confirmation of the order.
- Once verified, select the checkbox next to “I confirm that this information is accurate.”

Confirm Contact Information

NEXT

This address will be used for any orders or communications that we will mail to you

DO enter a residential address where you want to receive this mail
DO NOT enter your work address, a PO Box or a non-residential address

Your mailing address has been provided and can only be updated by your program sponsor. If the mailing address is not correct, please notify your program sponsor as soon as possible to ensure they have your most current address and can provide it to us without delay. Sorry, but we are unable to process any updates to your mailing address directly from you.

All fields are required unless noted as optional.

Mailing Address 1

Mail Address 2 (optional)

City

State

ZIP

Work ZIP

Daytime Phone

Email 1

Email 2(optional)

☐

I confirm that this information is accurate

Parking Order Process

Confirm order details, and then, select “Submit Order”.

P

COMPUTER CARD - PARKING

Step 4 of 5

Confirm Order

SUBMIT ORDER

Commuter Card - Parking

Commuter Card Amount

\$100.00

Primary Location

Champion Parking - Champion 33

4 Park Ave

New York, NY 10016

Mailing Address/Contact Info

First Benefit Month

Apr 1

1

100%

Your card will be mailed to you by Apr 1, 2025

Change/Cancel Until

11:59 PM ET on the 10th of Month

Frequency

Every Month

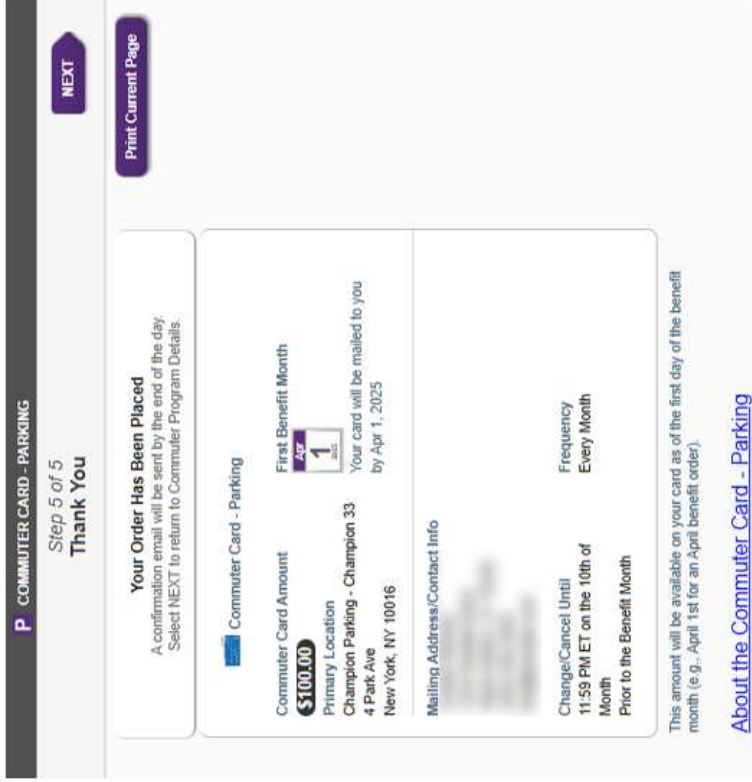
This amount will be available on your card as of the first day of the benefit month (e.g., April 1st for an April benefit order).

Parking Order Process

Order Confirmation / Order Complete

A confirmation page will appear, providing the option to print the page, if needed.

- Selecting “Next” will route the site back to the Program Details page.
- An email confirmation will be sent to the email on file confirming the order has been placed.



4 Ordering Tips & Tricks

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Commuter Order Maximums

Commuter orders have maximum pre-tax amounts that are determined by the IRS for both the parking and transit benefits.

Current pretax IRS maximums can be found on the following page: [HealthEquity Commuter](#).



Commuter Deadlines

- The commuter program has a **monthly enrollment deadline** that varies by employer.
- The order deadline or cutoff date can be any date between the 1st and 10th of the month prior to the benefit month.
- **Example:** To make changes to elections or to elect for the first time for the August benefit month, changes need to be completed no later than July 10th.

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Obtaining the Deadline

 Member Portal Dashboard

 Request from your Employer

 Request from HealthEquity Member Services

Order Frequency

Every Month (Recurring): Recurring order every month until the member changes or cancels

One Month Only: One time order for the upcoming benefit month only

BUY A COMMUTER PASS

Step 2 of 5

Commuter Card - Transit

NEXT

Value \$

Frequency

☒ Every Month

☐ Manage Calendar

☐ One Month Only

Required. Be sure this amount is enough to cover your monthly purchases
 Recurring order every month until you change or cancel
 Recurring order - but only for the months you choose
 One time order for the upcoming benefit month only

BUY A COMMUTER PASS

Step 2 of 5

Commuter Card - Transit

NEXT

Value \$

Frequency

☐ Every Month

☐ Manage Calendar

☒ One Month Only

Required. Be sure this amount is enough to cover your monthly purchases
 Recurring order every month until you change or cancel
 Recurring order - but only for the months you choose
 One time order for the upcoming benefit month only

Order Frequency

Manage Calendar

This order frequency will direct members to select which months they would and would not like an order to be placed.

Members can schedule orders up to one year in advance and will either chose to leave the order on or off going forward.

The calendar can be updated at any time, coinciding with monthly order deadlines.

BUY A COMMUTER PASS

Step 2 of 5

Commuter Card - Transit

NEXT

April 2025

1

>

October 2025

1

>

May 2025

1

>

November 2025

1

>

June 2025

1

>

December 2025

1

>

July 2025

1

>

January 2026

1

>

August 2025

1

>

February 2026

1

>

September 2025

1

>

March 2026

1

>

Every Month After March 2026

1

>

An order will be placed for every benefit month at the selected quantity. To skip a month change the quantity to 0.

Tip: Only set up orders for your current calendar plan year. For orders after your current plan year you should instead create a new order and select only dates for after your next plan start date.

This is a calendar for the upcoming 12 benefit months. You will not receive an order for any month that is not included on the calendar unless you return to manage your calendar in the future.

You can return to manage your calendar for the upcoming 12 months at any time.

Show Me How

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Need More Assistance?

HealthEquity Member Services is here to help!

- Members may call to place a commuter order at 877.924.3967.
- 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:
 - Work address and zip code.
 - Parking garage location, if applicable, OR parking garage remittance address for Pay My Provider.
 - Transit provider information/pass type.

Thank you.

We look forward to a remarkable partnership.