



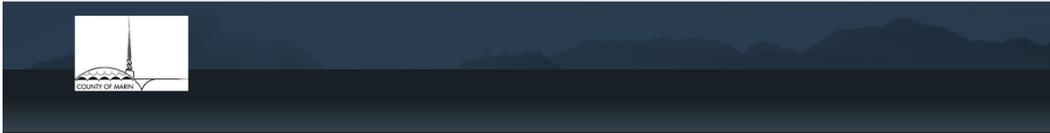
## ConnectYourCare Transportation Benefits Instructions

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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](mailto:ridegreen@marincounty.org).

## Set Up a ConnectYourCare Account

1. If you do not currently have a ConnectYourCare Account, create one by going to <https://marincounty.connectyourcare.com>.
2. Click **“New User Registration”**.



Welcome to CONNECTYOURCARE

Access to this system is only allowed for authorized users. Our login process better protects the privacy and security of your personal information. Please note, your username and password is **case sensitive**.

USERNAME  
Enter your username

PASSWORD  
Enter your password

LOG IN

[Forgot your password?](#)

Don't have an account? [New User Registration](#)

3. Enter your **birthdate** (mm/dd/yyyy) and **personnel number** (Note: The personnel number field is labeled “**Your Login ID**”). The IRS requires this information for tax related benefits such as the transportation benefit.

New User Registration Close

Please enter the following information for authentication of your account.

After you click the "Submit Information" button, you will be prompted to create your own user name and password.

If you enrolled in an account that has a payment card, the card number is required to complete the New User Registration. If you only recently enrolled, your card may still be in the mail.

YOUR BIRTHDATE  
MM/DD/YYYY

YOUR LOGIN ID  ← Personnel Number

PAYMENT CARD NUMBER  
Type your Card Number

MY ACCOUNT DOES NOT HAVE A PAYMENT CARD ASSOCIATED WITH IT

I'm not a robot 

**Note:** “Payment Card Number” is optional and is associated with FSA benefits. If you don’t have a card, check the box to declare that “My account does not have a payment card associated with it.”

Click “**Submit Information**” to proceed to the next page.

4. You will be presented with a second registration page prompting you to create a username and password. Enter the required information and click **“Submit”**

New User Registration Close

The username must have (6) or more characters.  
Your new password must fit this description:

- It must be between 8 and 25 characters.
- It must have at least 1 numbers.
- It must have at least 5 letters.
- It can't repeat any of your last 4 passwords.
- It can't be the same as your username.

**CREATE USER ACCOUNT**

CHOOSE A USERNAME

CHOOSE A PASSWORD

CONFIRM PASSWORD

**PASSWORD HINT**

Please complete your registration by providing a password hint, email address, and mobile number. Your mobile number is optional.  
By providing your mobile number, you are authorizing ConnectYourCare to store and use your mobile number for account activities if you choose.  
If at any time you wish to change or remove the provided number, you may do so directly through your managed personal information database or through your employer.

SELECT PASSWORD HINT

ANSWER

EMAIL

MOBILE NUMBER

5. You will be directed to a confirmation page that your registration was successful. Click **“Get Started”**.

## New User Registration

 **Success!**

### CONGRATULATIONS!

Your user name and password have been successfully created. Be sure to note them for future reference.

You are ready to enjoy all the conveniences of your online account. Follow these simple steps to use your new account.

1. Use your card to pay for qualified healthcare expenses. If your account does not come with a card or if you do not use your card, you can create claims online to request reimbursements.
2. **Save ALL of your itemized receipts!** Always be prepared to submit your itemized receipts. HSA purchases will not require you to submit receipts, but you may need them at tax time.
3. Fax, email or mail your claim submission form and itemized receipts when documentation is needed. Once your receipt is received, the claim status will automatically be updated online.
4. Log into your account regularly to:
  - o See if card purchases require documentation (itemized receipts)
  - o Create new claims to request reimbursement
  - o Check claim status
  - o Check account balance
  - o Add or update direct deposit information



**Did You Know You Can  
Submit Your Claims on  
Your SmartPhone**



**Checkout our Mobile Apps**

Click "Get Started" below to begin enjoying the benefits of your online account.

Get Started

6. You will be prompted to enter your new username and password to log onto your newly created account. Click **“Log In”**.

## Welcome to CONNECTYOURCARE

Access to this system is only allowed for authorized users. Our login process better protects the privacy and security of your personal information. Please note, your username and password is **case sensitive**.

### USERNAME

Enter your username

### PASSWORD

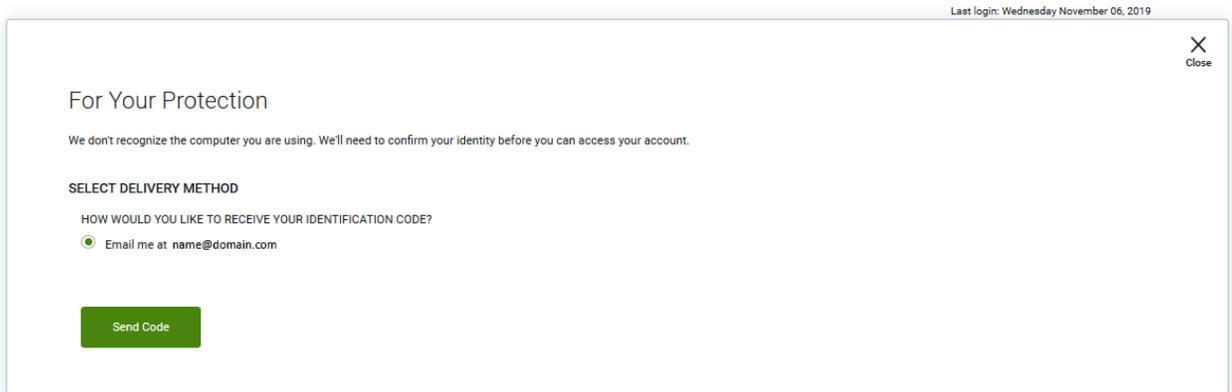
Enter your password

LOG IN

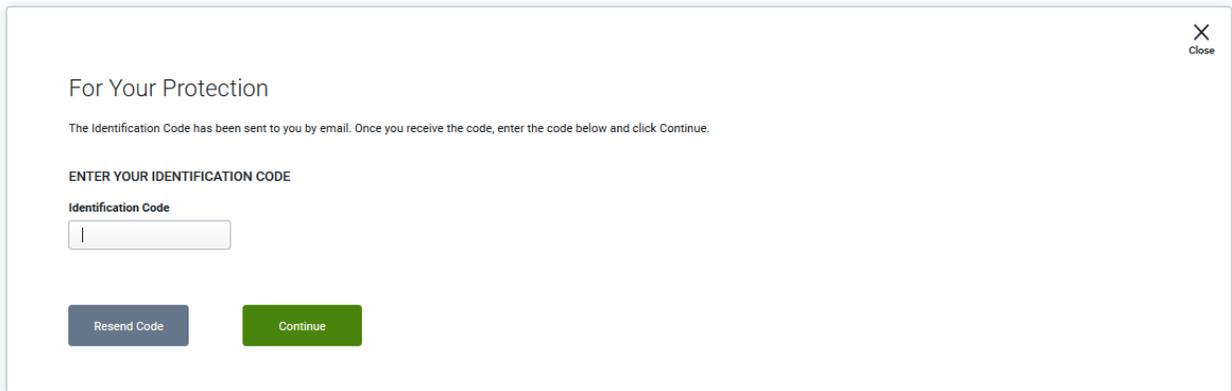
[Forgot your password?](#)

Don't have an account? [New User Registration](#)

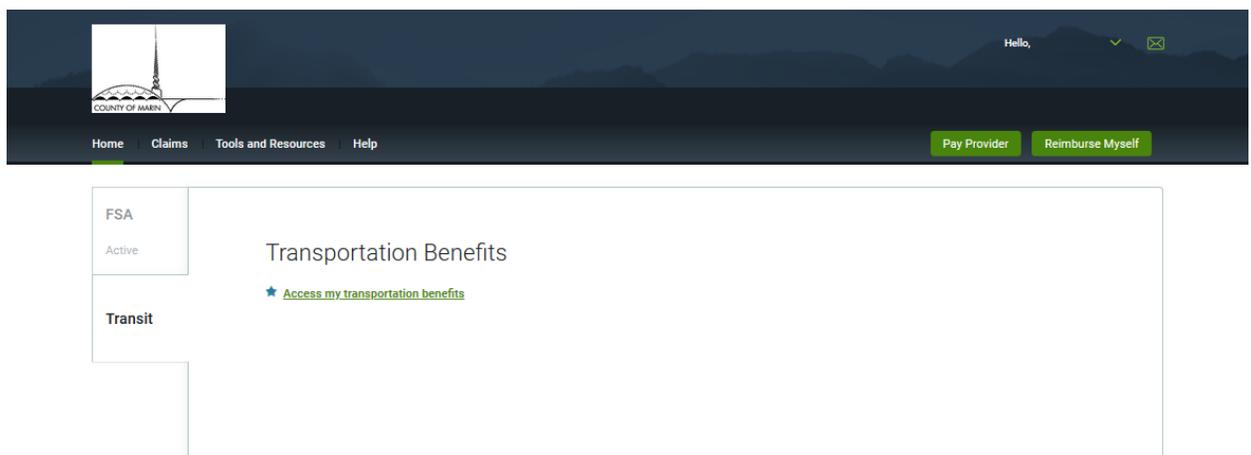
7. You will be prompted to confirm your identity before you can access your account. Select your delivery method and click **“Send Code”**.



8. Retrieve your code and enter it in the **Identification Code** field. Click **“Continue”**.



9. You will now have access to the **County of Marin** branded benefits page. To access your **Transportation Benefits**, click on the **Transit** tab on the left side of the page and then click on **“Access my transportation benefits”**.



**Please Note:** New employees who have never registered for a ConnectYourCare 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](mailto:ridegreen@marincounty.org)

10. Your **pop-up blocker may be triggered**. If so, adjust your browser settings to “**Always Allow...**” access to this webpage.
11. You will be redirected to the Transportation Benefits page as provided by **Flexcommute** (you must access this page through your ConnectYourCare online account. You will not be able to access by typing the link into your browser).

## Use ConnectYourCare for Transit, Vanpool, or Parking

To order a transportation product using your Pre-Tax Benefit and Transit Match Incentive, click on “Place an Order”:

Home | Health Account Benefits | Health Account Benefits Portal | Welcome to Commuter Benefits

flexcommute.com/v4/FCN#/dashboard/summary

Welcome back, DANA!

My Dashboard  
**Place an Order**  
My Account  
Support  
Notifications

Welcome to Your Commuter Benefits Dashboard

Sometimes Transit Authorities increase their fares. We recommend adding a backup credit card so your monthly order is covered in case it exceeds the pre-tax limit. Please add one to your Profile.

**Last Date to Order for December 2019:**  
November 10, 2019

**Monthly Subsidy:**  
Your company will help pay for your commute.  
[More Details >](#)

**Order History**  
View and manage your past orders.  
[More Details >](#)

November Order | **December Order**

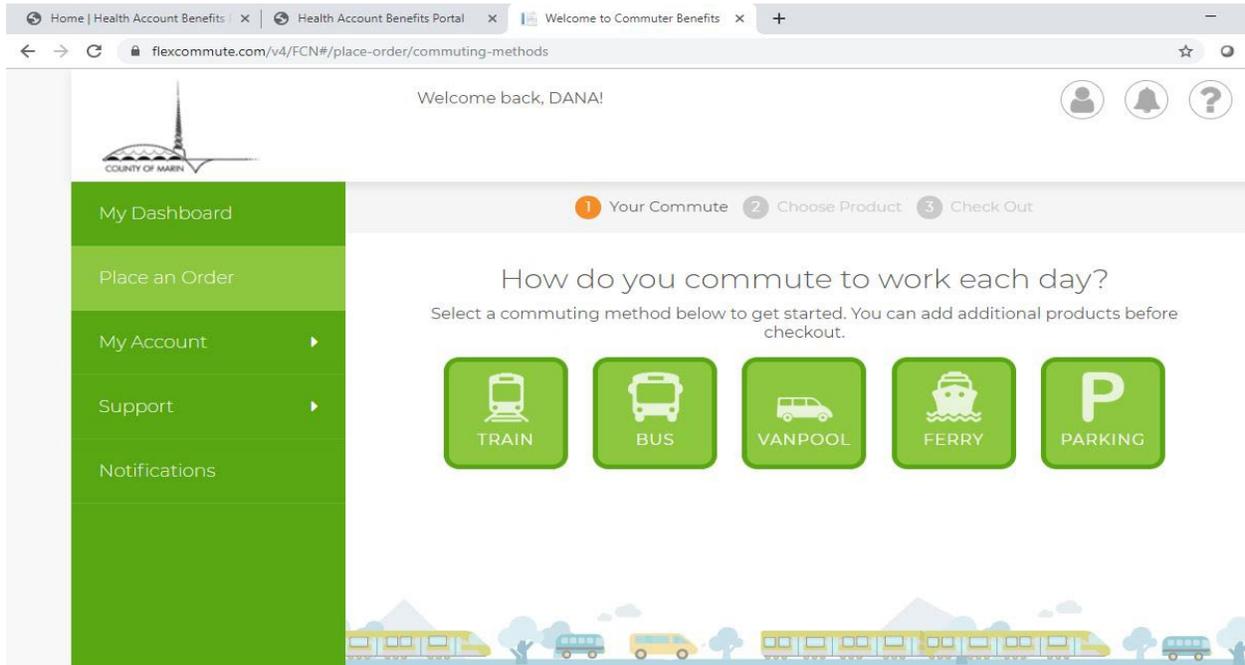
You have no current orders for December.  
Start a New Order  
[Place an Order >](#)

**Please note that all orders must be placed by the 10<sup>th</sup> 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 center of your Transportation Benefits Dashboard.

For transit passes and funds, you will need a valid Clipper Card. 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, Sonoma County Transit, 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 so do.**

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

## Select your Commute Mode: Train, Bus, Vanpool, Ferry or Parking:



### Order Train and Bus Passes with Your Pre-Tax Benefit

1. Click on the **Train or Bus** icons
2. Enter your Home zip code and your work zip code. Click **Next**.
3. Click on "Local Transit Authorities" to access all train/bus products.
  - a. To load your Clipper card with funds that can be used on any transit system (including SMART), search for "e-cash" in the search box or click "**Select**" next to Clipper and navigate to the E-Cash option.
  - b. To purchase a monthly pass, click "**Select**" next to SMART Sonoma Marin Area Rail Transit and select the pass that works best for you.
4. Once you select your product of choice, go through the order detail screens. Be sure to enter your correct Clipper Card number so that the pass/funds load correctly.
5. Select whether you want the same order to be placed every month
6. Click **Next**
7. Confirm your order and then click "**Proceed to Checkout**"

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:

Welcome back, DANA!

My Dashboard  
Place an Order  
My Account  
Support  
Notifications

✔ Your Commute ✔ Choose Product 3 Check Out

◀ Back to continue shopping

### Review and Place Order

| Transit Products |     |           |         |   |
|------------------|-----|-----------|---------|---|
| Product          | Qty | Recurring | Opt-Out | Cost  |
| Clipper E-Cash   | 1   | No        | N/A     | \$80.00                                       |
|                  |     |           |         | <a href="#">Edit</a>   <a href="#">Delete</a> |

| Order Summary         |                 |
|-----------------------|-----------------|
| Product Amount:       | Transit \$80.00 |
| Subsidy amount:       | -\$40.00        |
| Pre-tax contribution: | \$42.00         |
| Transit Service Fee:  | \$2.00          |
| <b>Order Total:</b>   | <b>\$42.00</b>  |

I have read and agree to the terms of service.

[Place Order](#)

9. Click **“Place Order”**

10. **What happens next?** Your order will be deducted from your next paycheck. If you submitted your order by the 10<sup>th</sup> 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 23<sup>rd</sup> of the month.

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

**Please note** that your Pre-Tax Benefit **only** allows you to use a maximum of the [current IRS mandated limit](#) on pre-tax contributions towards transit. Any amount exceeding the IRS limit is subject to tax.

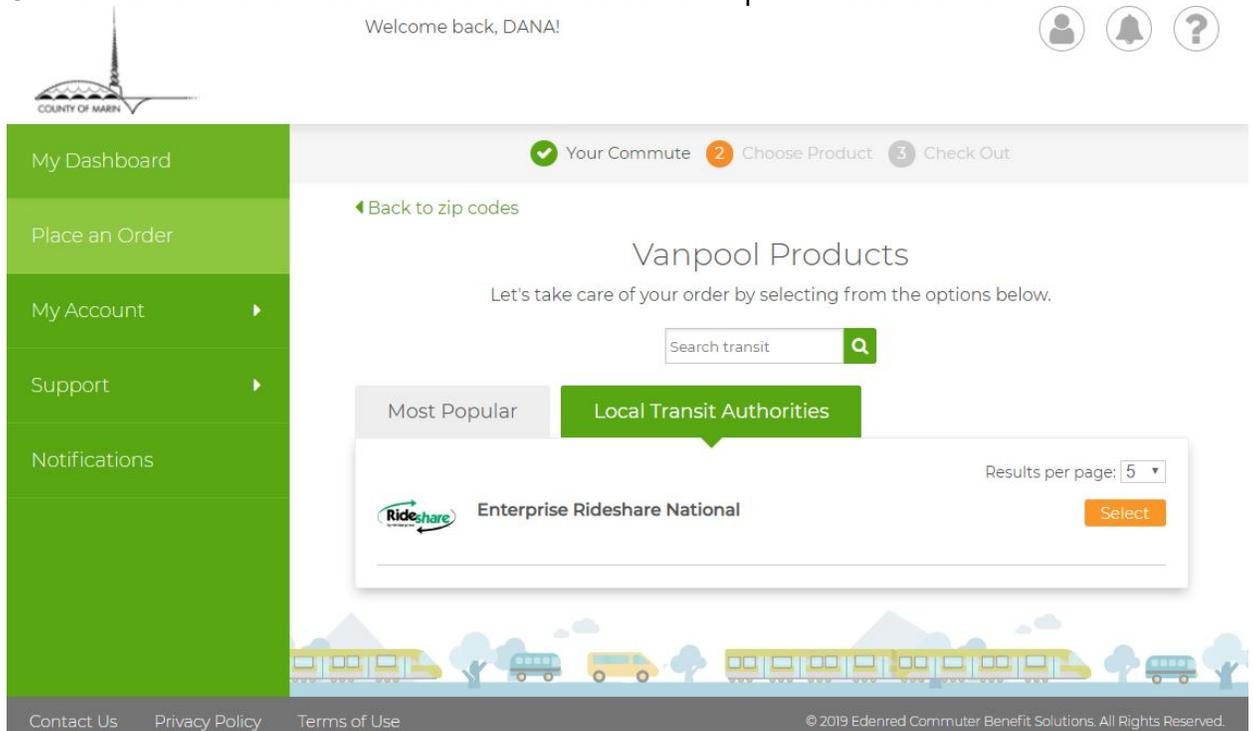


## **Pay for Vanpools**

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. MTC and the County have partnered with [Enterprise Rideshare National](#) to offer vanpools to County employees.

To use your Pre-Tax Benefit towards a vanpool:

1. Work with [Enterprise Rideshare National](#) to set up your vanpool. Once the vanpool is set up, you will be given a Participant ID and Vanpool ID which will be used to apply your Pre-Tax funds to your vanpool in ConnectYourCare.
2. Click on the **Vanpool** icon on the Place an Order page.
3. Click on “Local Transit Authorities” and then select “Enterprise Rideshare National”:



4. Select “**Direct Pay Enterprise Rideshare National**”
5. Enter your Participant and Vanpool IDs and the amount you would like to pay towards the vanpool (determined when you set up the vanpool).
6. Click **Next**
7. Confirm your order and then click “**Proceed to Checkout**”
8. Remember, the County contributes a Vanpool 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.



### **Pay for Parking**

In addition to the Internal Revenue Service [mandated limit](#) on Pre-Tax Benefit for transit, you can use **an additional pre-tax amount 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.***

To access Pre-Tax Benefits for parking, select the **Parking** icon on the “Place an Order” page, and follow the prompts on the screen that relate to your parking options.

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](mailto:ridegreen@marincounty.org).