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 ConnectYourCare Account, create one by going to https://marincounty.connectyourcare.com.

2. Click “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.

**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 Form]

5. You will be directed to a confirmation page that your registration was successful. Click “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 are 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

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”:

Welcome back, DANA!

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.

Order History View and manage your past orders.

You have no current orders for December.

Start a New Order
Place an Order

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 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 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.
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:

9. Click **"Place Order"**

10. **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.

   **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.

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