MyCommuter
Mobile App User Guide

Gain easy access to information about your Transit and/or Parking Benefits through our Mobile App!
Contents

Getting Started ........................................ 3
Creating an Account - First Time Setup ............ 4
My Order Screen ......................................... 5
Order History Screen ..................................... 7
Account Screen .......................................... 7
Contact Us Screen ....................................... 7
Getting Started

With this app, you’ll be able to:

• Review your pending order(s) and order history

• Create new or edit existing orders for:
  - The Commuter Check Prepaid Mastercard® (Transit and Parking)
  - The MTA Annual MetroCard

• Activate and manage your Commuter Check Prepaid Mastercard and view current balance and transaction history

• Report your Commuter Check Prepaid Mastercard as lost/stolen and obtain a replacement

Download the App

Please start by downloading and installing the MyCommuter app on your Apple or Android device.

For Apple Devices:

For Android Devices:

Once you’ve successfully installed the application, you will be given two options:
1. Login
2. Create an account

The MyCommuter Mobile App Menu

The MyCommuter Menu includes My Order, Order History, Account and Contact Us.

The Commuter Check Prepaid Mastercard may only be used for qualified commuter benefit purchases in accordance with IRS Tax Code 132(f). No cash or ATM access. This card may not be used everywhere Debit Mastercard is accepted.

The Commuter Check Prepaid Mastercard is issued by The Bancorp Bank pursuant to license by Mastercard International Incorporated. The Bancorp Bank; Member FDIC. Mastercard is a registered trademark of Mastercard International Incorporated.

If you need assistance, give us a call at 888.235.9223.
Creating an Account - First Time Setup
This process will allow you to create a user account to access benefit information through the MyCommuter mobile app. To complete registration, you will need:

- Your Company ID
- First Name
- Last Name
- Zip Code of your home address

*Your Company ID was provided by your company administrator when you originally signed up for Commuter Benefits.

Once you’ve filled out the form, tap Continue at the bottom of the screen. Complete the registration process by creating your username and password.

Please Note: Your username has to be an email address, and your password is required to be at least 8 characters long. Tap on Finish to complete the registration process.

Access Code
Please create your 4-digit Access Code on this screen before proceeding to your account. Your 4-digit Access Code will be required anytime you need to make a change to your Commuter Benefits through this mobile application.

Login
You do not need to sign out from the app after using it. If you should happen to sign out, you will be prompted to enter your username (email), password, and token. Your token was automatically assigned to you upon your account registration and is likely to be pre-populated in the login page.

If your token is not pre-populated on the app login screen, then log into your online account and click on My Account. Your token should be displayed in the Mobile App Access section. If you don’t see it, then click on the Generate Token button.
My Order Screen
Once logged into the app, you’ll see the “My Order” screen. Here, you can:
• View your current Commuter Benefits order(s)
• Place a new order for the Commuter Check Prepaid Mastercard® or MTA Annual MetroCard
• Update or delete your current order for the Commuter Check Prepaid Mastercard or MTA Annual MetroCard

How to Place an Order
To place an order, tap Order in the upper right corner. With this mobile app, you can place a Transit and/or Parking order for the Commuter Check Prepaid Mastercard. If your home address is based in New York, you will also find an option to order the MTA Annual Metrocard.

Choose the product you’d like to order.

To order the Commuter Check Prepaid Mastercard, please enter the following information:
• Last 4 digits of your current card – only if you already have an active card for Commuter Benefits: please ignore this field if you do not have one.
• Amount ($) – amount of your funds election
• Last 4 digits of your home phone number – required for the card activation
• Notable Date – choose a date that is memorable to you (e.g. your birthday): you will need to provide this date if calling Customer Service.

Any order can be set as Recurring or One Time Order. By default, your order is set as Recurring. To change it to One Time Order, please slide the green button next to Recurring Order. It is recommended to set your order as Recurring if you would like to place the same order every month. If your order is Recurring but you do not need it for certain months, select the months you wish to omit under the Recurring Order slide button.

Tap Continue in the upper right corner. Verify your delivery address and tap Save.
Your order should now appear on the My Order screen.

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How to Edit a Commuter Check Prepaid Mastercard® Order

On the My Order screen, tap on the Commuter Check Prepaid Mastercard order. Tap Edit in the upper right corner. You can edit your Amount ($), Last 4 digits of your home phone number, Notable date, Recurring setting, and Months to exclude from your recurring order. Tap Continue to verify your address and Save to finish editing your order.

How to Cancel a Current Order

On the My Order screen, tap on the product order you want to cancel. Tap on the red Delete button. Confirm your intention to delete the product when the pop-up confirmation message appears.

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Order History Screen
This screen will display your last 20 orders.

Account Screen
**Personal Information:** Includes your Name, Email, current Delivery Address, and your Company Name.

**Benefits:** Shows what Benefit Month the current ordering window is open to: the Last Date to Order for this month, and current Transit and Parking Pre-Tax Limits.

**Settings:** Allows you to Update Your Delivery Address (your 4-digit Access Code is required), Change Access Code (current Access Code is required), request your Access Code if forgotten, and Sign Out.

**Please Note:** The Mobile App has three levels of security – Password, Access Code, and Token. Your Password and Token are required if you signed out of the app and need to sign back in or when you request your forgotten Access Code.

Password: If you forgot your Password, please contact Customer Service.

Token: If you forgot your token, you can locate it via the online ordering platform. Log into your online account and click on **My Account**. Your token should be displayed in the **Mobile App Access** section. If you don’t see it, then click on the **Generate Token** button.

Access Code: Your Access Code needs to be entered when placing or editing orders, changing your delivery address, etc.

Contact Us Screen
On this screen, you will find the Customer Service phone number and email address.

If you need assistance, give us a call at 888.235.9223.