AMERICAN BENEFITS GROUP

My Commuter Connect

Download on the **App Store**

GET IT ON **Google Play**

SmartCommuter Mobile App User Guide

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

Smart Commuter

Contents

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:
  - 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 lost/stolen to obtain a replacement

Download the App

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

For Apple Devices:
https://itunes.apple.com/us/app/smart-commuter/id1138960437?mt=8

For Android Devices:
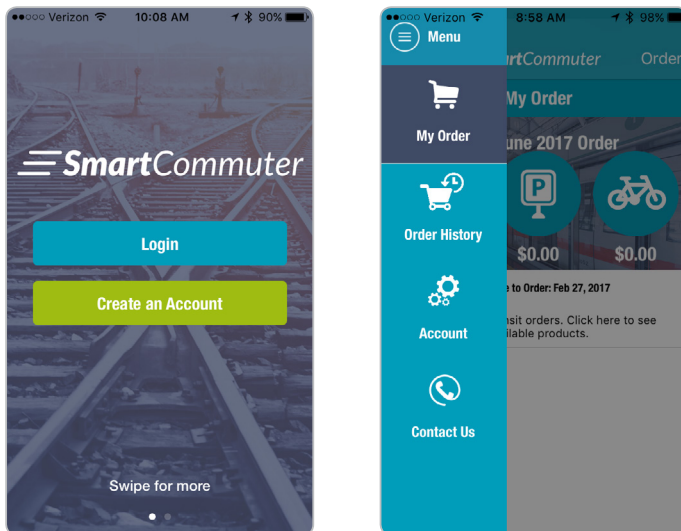https://play.google.com/store/apps/details?id=edenredusa.smartcommuter

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

The SmartCommuter Mobile App Menu

The SmartCommuter 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, and the circles design is a trademark of Mastercard International Incorporated.

Creating an Account – First Time Setup

This process will allow you to create a user account to access benefit information through the SmartCommuter mobile app. To complete registration, you will need:

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

*You can find your Mobile Company Code in your My Commuter Connect account online. Just log into the online platform and tap on "My Account," located in the left menu bar. Then choose My Profile, Token.

You will only see a token if you have the Commuter Check Card or the MTA Annual Metro Card.

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 displayed, please tap on **What is a token?** Click **here** to find out to generate it.

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/NYCT Annual MetroCard
- Update or delete your current order for the Commuter Check Prepaid Mastercard or MTA/NYCT 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/NYCT 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 Support.

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 now appears on the My Order screen.
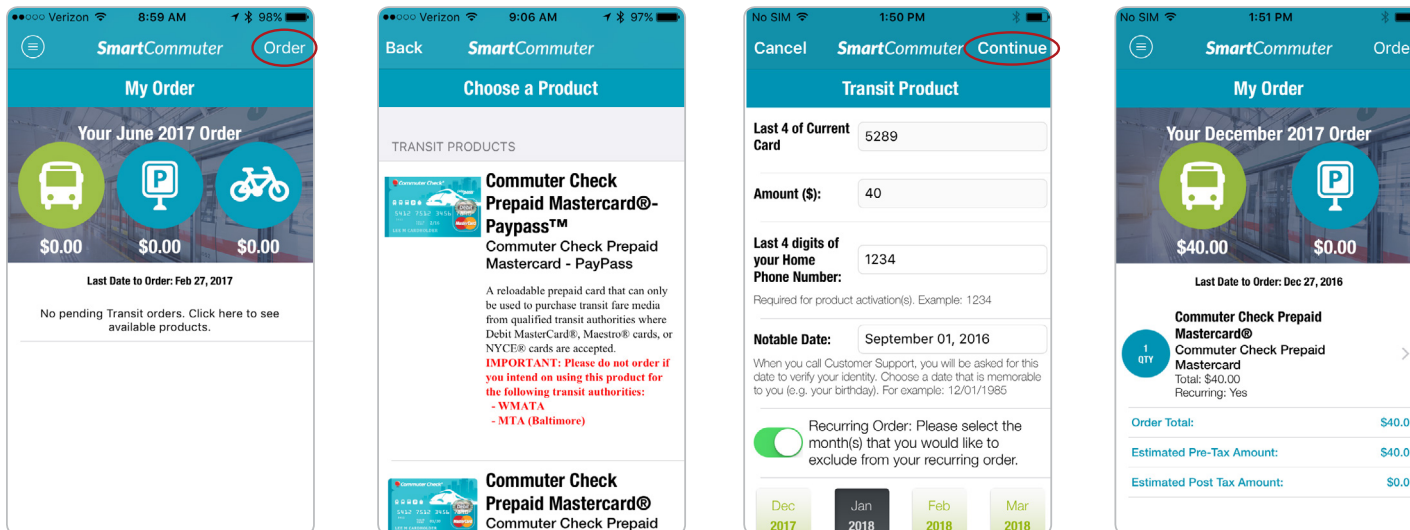
The Commuter Check Prepaid Mastercard may only be used for qualified commuter benefit purchases in accordance with IRS Tax Code 132(f). No cash or ATM access. This card may not be used everywhere Debit Mastercard is accepted.
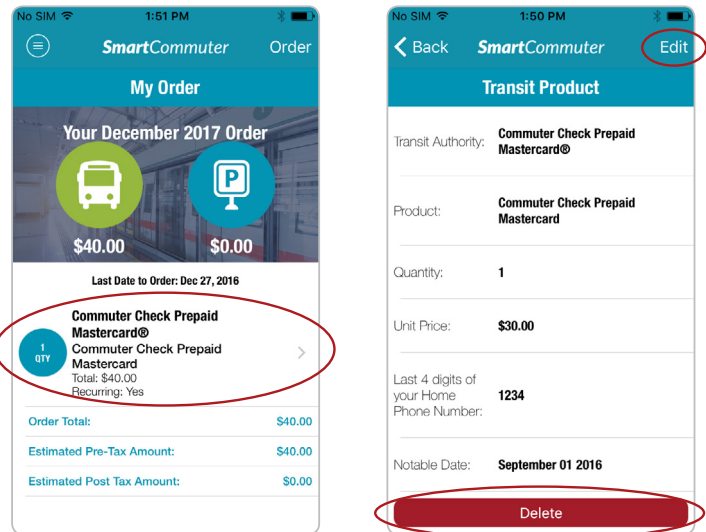
The Commuter Check Prepaid Mastercard is issued by The Bancorp Bank pursuant to license by Mastercard International Incorporated. The Bancorp Bank; Member FDIC. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

How to Edit the Commuter Check Card 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.

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, and the circles design is a trademark of Mastercard International Incorporated.

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 **855-518-3746.**

Token: If you forgot your Token, you can locate it via the online ordering platform. Go to **Commuter Account** under the **My Account** tab in the Mobile App Access window, or contact Customer Service.

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 your Benefits Administrator's Customer Service phone number, email address and website.