



Getting Started Guide

For Employees



CONTENTS

Introduction	3
Product Choices	3
How to Place Orders	4
Account Management	8
Card Management	9
Support Section	9

The RTA Transit Benefit 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 RTA Transit Benefit 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.

Introduction

Welcome to the RTA Transit Benefit Fare Program (TBFP). Follow these easy steps to place your order and manage your account.

Product Choices



The RTA Transit Benefit Prepaid Mastercard® (RTA Transit Benefit Card)

This product is a reloadable prepaid card that can only be used for qualified transit purchases where Debit Mastercard, Maestro® cards, and NYCE® cards are accepted. Employees can use the RTA Transit Benefit Card at a station sales window, a ticket vending machine, or to make an online transit purchase only where transit products are sold. If the parking benefit option is activated, the card may also be used at CTA, Metra, and Pace Park & Ride stations as well as other qualified parking garages where the same types of card payments are accepted.

The RTA Transit Benefit Card is mailed after the 15th of the month, prior to the benefit month of which you ordered. The account is funded on the 19th of each month and the funds are available for use on the 20th of each month.



Ventra® Direct Load

This product allows pre-tax funds to be directly deposited into an employee's existing Ventra account for use on the CTA, Pace and Metra (Metra riders can buy and display mobile tickets with their smartphones – using the Ventra App only). Ventra accounts can be loaded with a pass product or select denominations in transit benefit value; the direct load will be available by the last day of each month.



Pace Vanpool Load

This product allows pre-tax funds to be directly deposited into an employee's Pace Vanpool account; funds will be available the 20th of each month, or the next business day. Like carpools, Pace Vanpool connects individuals who live near each other and have similar travel patterns/work hours to form a workday rideshare arrangement. More information is available on Pace's website at www.pacebus.com/vanpool.

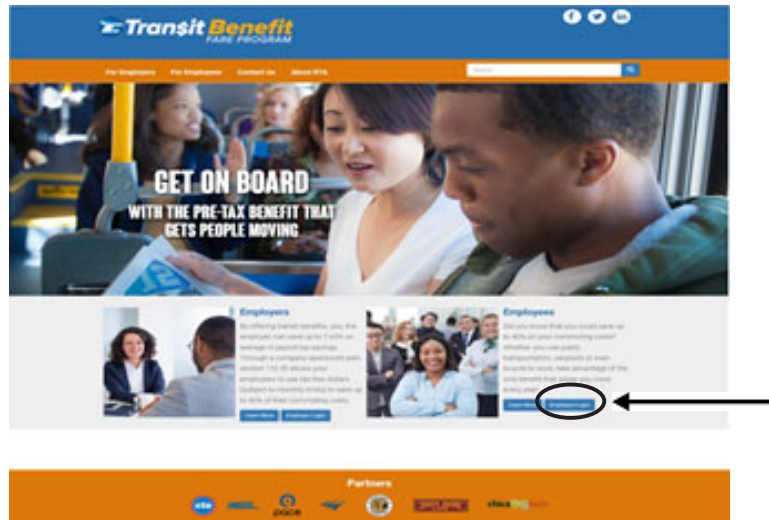
The RTA Transit Benefit Prepaid Mastercard may only be used for qualified commuter benefit purchases in accordance with IRS Tax Code 132(f). No cash or ATM access. This card may not be used everywhere Debit Mastercard is accepted.

The RTA Transit Benefit 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 Place Orders

Employee Ordering (Self-Selection Program)

Step 1: Go to mytransitbenefit.com and click on the “Employee Login” link located under the "Employees" section. You will be transferred to the RTA Transit Benefit platform. Choose “New” (if first time logging in) or “Returning” employee.



Step 2: If you are “New,” enter Your Company ID , then select “Next.” Your company ID is provided by your employer.

Employer Info Enrollment Info Verification Choose Password Finish	Please enter your employer info. Company ID: <input type="text"/> <input type="button" value="Next"/>
---	--

Enter your Employee No., First Name, Last Name, and Delivery Zip Code. Your employee number is provided by your employer. Click “Next” and enter your email and username. Choose a password and verify your card delivery address. Click “Next.”

Employer Info Enrollment Info Verification Choose Password Finish	Please enter your info for enrollment verification. Employee No: <input type="text"/> First Name: <input type="text"/> Last Name: <input type="text"/> Zip Code: <input type="text"/> <input type="button" value="Previous"/> <input type="button" value="Next"/>
---	---

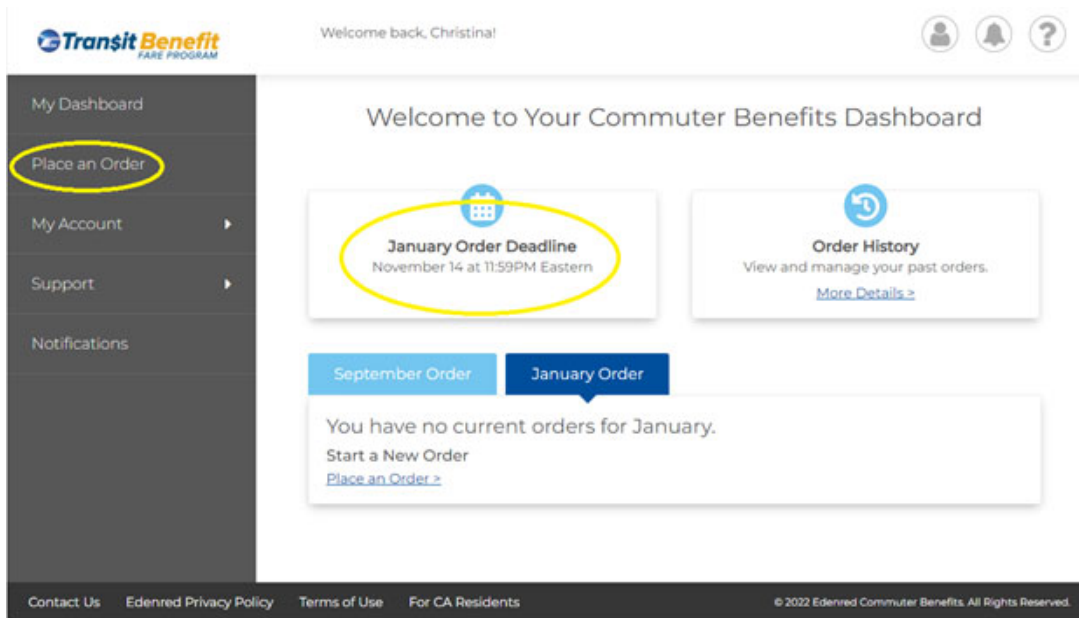
Step 3: You will need to create a “User Name” and “Password.” Enter your First Name, Last Name, Email address and verify your order delivery address. Click “Next.”

The screenshot shows a web browser window with the URL <https://employee.mytransitbenefit.com/Member/MemberRegistration.aspx>. The page features the RTA logo and a navigation menu with 'Returning Employee' and 'New Employee' options. The main content area is titled 'Employee Registration' and includes instructions: 'If you are enrolling for the first time, you will need to complete the information requested below so we can identify you with your employer as an authorized participant.' The form is divided into two columns. The left column contains 'Employer Info', 'Enrollment Info Verification', 'Choose Password', and 'Finish'. The right column is titled 'Please enter your email and username, and choose a password.' and contains input fields for 'User name', 'First Name', 'Last Name', 'Email', 'Password', and 'Confirm Password'. Below these is a 'Home Delivery Address' section with fields for 'Street 1', 'Street 2', 'City', 'State', 'Zip', and 'Phone'. 'Previous' and 'Next' buttons are at the bottom of the form. A copyright notice at the bottom reads: '©2013 Edemed USA Corp. All information on this site is protected by copyright.'

Step 4: Click on “Go to order my products”

The screenshot shows the same web browser window, but the URL is stage3.flexcommute.com/RTA/Member/MemberRegistration.aspx. The page now displays a confirmation message: 'Thank you, your registration is now complete.' Below this message, it says 'Please click the button below to login ordering site.' and features a button labeled 'Go to order my products'. The navigation menu on the left now includes 'Returning Employer' and 'New Employer' in addition to the previous options. The copyright notice at the bottom remains: '©2013 Edemed USA Corp. All information on this site is protected by copyright.'

Step 5: Once you've logged into your commuter benefits homepage, place your mouse over "Place an Order" then select your 'Product' to get started. This screen will also indicate the deadline to place an order by, located in the middle of the page.



1. Select the "Product" you wish to order. See "Product Choices" section of this guide for information on the products offered through the RTA Transit Benefit Fare Program. Once you select your product, you will be prompted for more information:

- If you select RTA Transit Benefit Prepaid Mastercard®, then fill in the transit unit price, last four digits of your phone number (home, cell or office) and your notable date. If the parking benefit is activated, a minimum \$10 transit amount is required.
- If you select Ventra Direct Load (CTA/Pace), then select the "Ventra Fare Product" and enter your digit Transit ID number beginning with "110". You can obtain by logging into your Ventra Account. The unit price will automatically populate for the selected "Ventra Fare Product."
 - If you are placing a Ventra Direct Load for multiple line items, please follow the steps below.
 - Select "Ventra Direct Load" and check the first benefit value amount.
 - Enter the required fields and then click "Continue Shopping" to add additional amounts.
 - Click "Checkout" once all values have been added and follow the steps to complete the order.
- If you select "Pace Vanpool," then enter the unit price and your vanpool account number.

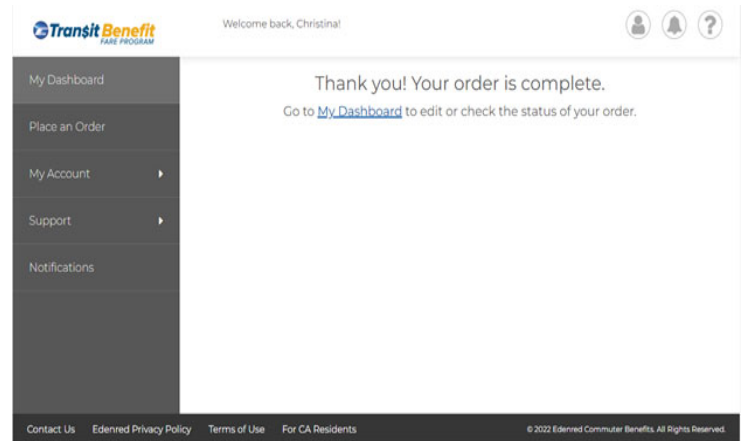
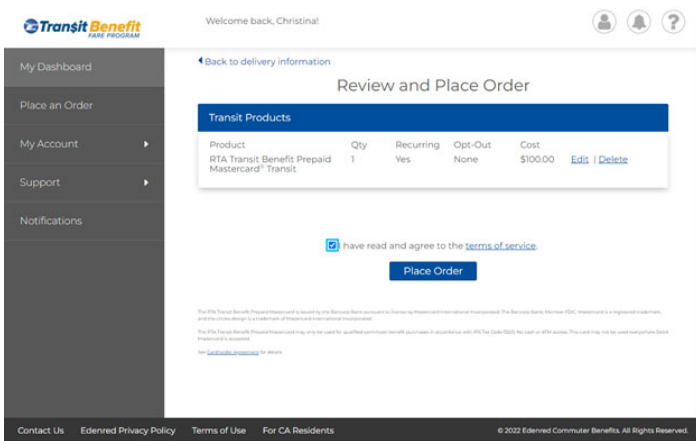
2. After selecting your product choice, choose whether or not you would like to receive your order for multiple months.

- If you select "Yes," your order will automatically re-create every month.
- If you select "No," you will need to log into the system and place your order every month by your company order deadline.

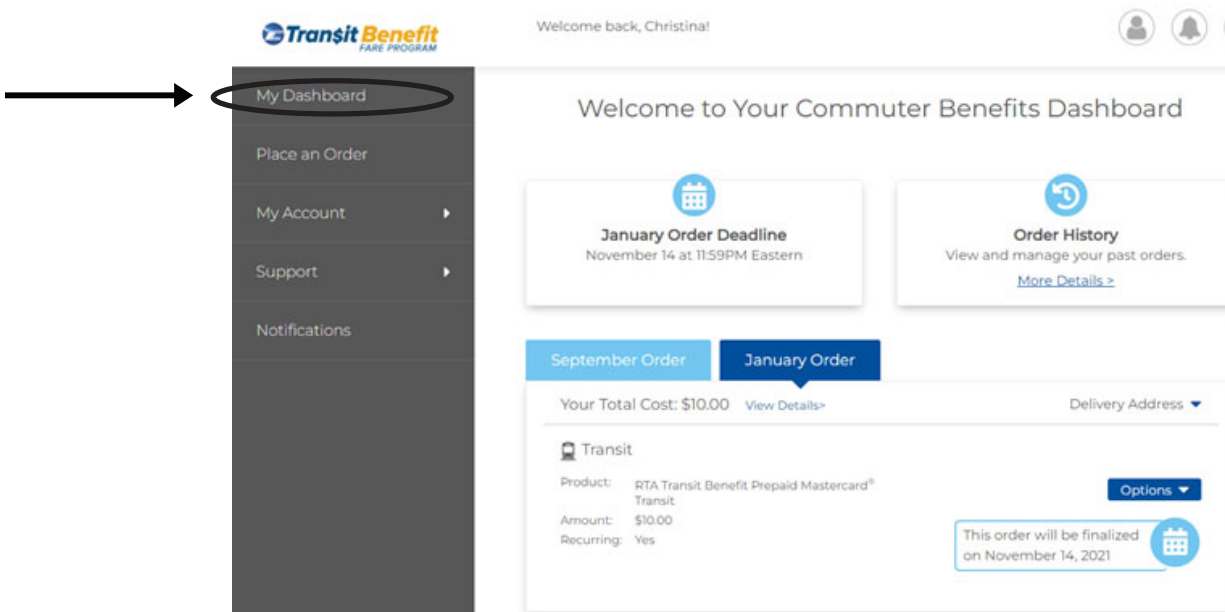
The RTA Transit Benefit Prepaid Mastercard may only be used for qualified commuter benefit purchases in accordance with IRS Tax Code 132(f). No cash or ATM access. This card may not be used everywhere Debit Mastercard is accepted.

The RTA Transit Benefit 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.

Once your order is complete, click on the “Next” button and you will be at “Your Cart” page and asked to “Proceed to Checkout”. The following page is where you can “Review and Place Order” and you will be asked to confirm your order by checking the box that says, “I have read and agree to the terms of service,” then select the “Place Order” button. Once confirmed, a message display “Thank You! Your Order is Complete.”



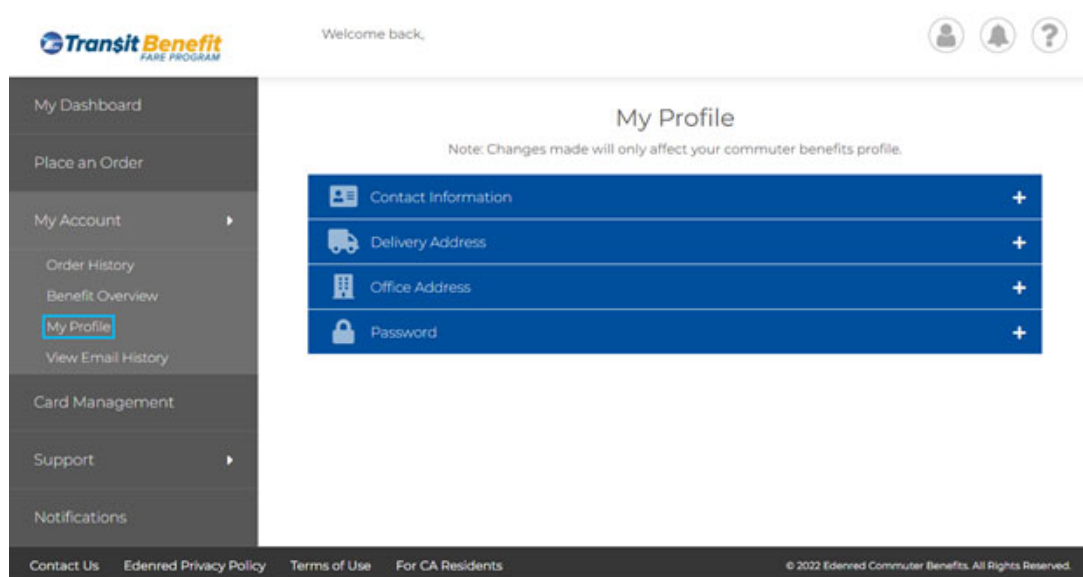
When you click on “My Dashboard” you will be able to see your pending order.



Account Management

Select “My Account” and click on "My Profile" from the main navigation bar to update and ensure your information is current.

- **Contact Information** is the first information box that shows your basic contact information: your name, email and phone number. If you need to update any of this information, click on the “Update” button.
- **Delivery Address** is where items ordered on the platform will be delivered.
- **Office Address** is automatically filled in by your employer.
- **Password** is where you can update your login password.
- **Additional features** include Order History, Benefits Overview and Email History.



Card Management (for RTA Transit Benefit Card users only)

To view information about your transit benefit card, click on the “Card Management” tab from the main navigation bar. Card information will be displayed, including the last four digits of your transit benefit card number, expiration date, date card was mailed, date card was activated, card status and transit and parking (if applicable) balances available on your account.

Welcome back, Roxann!

Transit Benefit
FARE PROGRAM

My Dashboard
Place an Order
My Account
Card Management
Support
Notifications

Card Management

Your Current Card

RTA Transit Benefit Prepaid Mastercard® Transit -4555

Card Details
Expiration Date: Jun 28, 2023 Date Activated: Jun 24, 2014
Date Mailed: May 11, 2020 Status: Active

Balance Information
Transit Balance: \$297.00
Parking Balance: \$2.00

Lost/Stolen Card

[View Transaction history](#)

The RTA Transit Benefit 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 orange design is a trademark of Mastercard International Incorporated.
The RTA Transit Benefit 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.
See [Cardholder Agreement](#) for details.

Additional online functions available to you:

- Activate your card**
Once you’ve received your card, activate it immediately. Go to the Card Management page and click on the “Activate” button. You can also call Customer Support at 888.782.1008 which is also listed on the back of your card.
- Transaction History**
Click on the “View Transaction History” button to view all transactions on your card.
- Report Lost/Stolen Card**
Notify us immediately if your card is lost or stolen by selecting Card Management from the main menu, and then clicking the “Report lost” button. Your card will be closed immediately. You can also call Customer Support at 888.782.1008.

Support Section

- Contact Us**
Customer Support is available to assist you with registration, placing an order or any other questions or concerns you may have. Our skilled representatives are available Monday through Friday from 7:00 am to 7:00 PM Central Time. You can reach Customer Support by:

 - Phone: 888.782.1008
 - Email: help@mytransitbenefit.com



175 W. Jackson Blvd.,
Suite 1550
Chicago, IL 60604
888.782.1008
www.rtachicago.org