



Commonly asked Questions

1. Does my employer need to register in order to sign up on my.commute.org?

No.

2. Do I need to be a part of a network/team to register?

No.

3. How do I check if my company has a network? And, how can I join it?

Contact support@commute.org or your Human Resources Manager.

4. How do I reset my password?

When you click login, the sign in page has a link to reset your password. Click 'forgot your password' and a reset link will be sent to your email address.

5. How do I log my trip?

Here is a quick video on logging your trips, <https://vimeo.com/140689366>

6. How do I make my trip a favorite?

*Go to Trip Planning and enter your Start and Destination or A and B, click **Let's go**. In the top left corner, click the **star button** to highlight it. This will make your trip a favorite.*

*Once a trip is made a favorite, you will have the option to share this trip with others for carpooling and bikepooling. This is optional. To avoid sharing this trip, select under **Sharing Preferences** match with no one.*

7. How do I log my ferry trip?

Select 'Transit' as your mode

8. How do I log my commute if I use multiple modes to get to work (e.g. bike, train & shuttle)?

To log your complete commute trip, you would log 3 separate trips. Each trip needs to be added separately but you can do roundtrip for each of those trips. Tip: the times need to be adjusted for each trip. If they are left at the same time, the tool will not allow you to log the trips. For example, you can log a 'Walk' trip at 7:30 AM followed by a 'Transit' trip at 7:45 AM followed by

a 'Shuttle' trip at 8:15 AM. Each of those trips could also have a return trip using the same mode – e.g. 'Shuttle' at 5:15 PM, 'Transit' at 5:30 PM, and 'Walk' at 6:15 PM. Remember, you can select multiple days on the calendar to log trips to save time.

9. How do I log my commute if I use two different modes to get to work and then get home?

To log your commute, you log 2 separate trips for that day. When you log your morning commute mode, select no return trip. Then add another trip, select the mode that you used to get home and enter the time.

10. How do I share my carpool with just my existing carpool partners and keep it private?

Make your carpool trip a 'favorite'. Select match with 'no one' to keep it private. You will be given a carpool id that you can share with select people. Your carpool members use that carpool id to join your carpool. Here's a quick video showing you the steps:

<https://vimeo.com/141210070>

11. How do I post my vanpool?

Email Support@commute.org with your vanpool details and we will add it to your profile and it will appear for others when they match your commute.