Ordering Your Transit Pass Through WageWorks

This tutorial will show you how to place your monthly transit pass order through WageWorks, the CommuterChoice transportation benefit provider. Please remember that all passes must be ordered by 11:30PM on the fourth calendar day of the prior month. For example, orders for April transit passes must be placed by 11:30PM on March 4th.

1. Login to the WageWorks site by visiting www.transportation.harvard.edu/commuterchoice/transit, click on “Order Transit Products” and use your Harvard Key credentials. If you are a new employee or are switching from a Harvard parking pass, you may not have immediate access to the system. Try again after 3PM on Friday when the weekly eligibility file is updated.

2. From your WageWorks dashboard click on ‘Enroll in Commuter’.

3. Click on Transit. When the Instructions page opens, then click the Next arrow.
4. Choose the operator that best fits your needs. You will find all MBTA pass options by clicking on MBTA. If you use private transit like Amtrak or Peter Pan bus select the company from the screen. If you do not see the transit operator you need from this list, try changing your ZIP Code to something different like your work location or where your commute begins if it is not your hometown. Please note that only MBTA products are subsidized by 50%, all other transit methods offer pre-tax savings only.

Using MBTA as an example, select your pass type by clicking on the bold heading that corresponds to the pass you need. Local bus, express buses, and the subway and bus LinkPass can all be found by clicking on CharlieCard.

If you are using the Commuter Rail or Boat, your local bus and subway connections will also be covered by your monthly pass.
Here are two examples of the most common types of passes: if you need a subway and bus LinkPass – click on CharlieCard, then select ‘Subway and Local Bus’ from the dropdown list. If you need a Commuter Rail pass, click on ‘Monthly Commuter Rail Pass’ and then select the Zone you need from the dropdown.

5. Once you have chosen the pass type, choose the order frequency. Leave the frequency set at ‘Every Month’ if you want the order to renew automatically each month. If you only want the pass for certain months of the year click on Manage Calendar and select the months you want the pass. Select ‘One Month Only’ if you only need the pass for the upcoming benefits month but not subsequent months.

If you choose a CharlieCard option for bus or bus and subway, the fare will reload automatically on the CharlieCard you receive for your first month’s enrollment. Commuter Rail and Boat commuters will receive a new pass in the mail each month. The type of fare media available for private transit use varies by company.
6. Verify your mailing address and agree to the program terms on the next two screens to confirm your order.

If your mailing address is incorrect, you will need to update your information in PeopleSoft; these changes will be reflected on the WageWorks site in 1-2 weeks. Your transit pass will be mailed to your address between the third and fourth week of the month prior to your first benefits month. If you are using a CharlieCard, do not use it before the first day of the benefits month or you will incur an additional monthly charge for early usage.

CharlieCards will automatically reload each month that you have an order in place; Commuter Rail and Boat passes will be mailed to your address on file each month.

If your transit pass does not arrive or if you have any questions about the process please call WageWorks at 877.924.3967 or contact the CommuterChoice office at 617-384-7433 or commuterchoice@harvard.edu.