

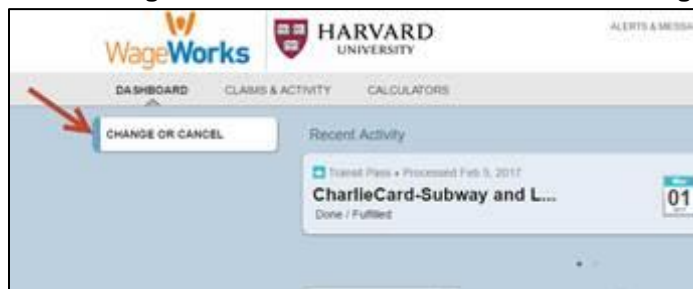
## Replacing Your CharlieCard Through WageWorks

If your CharlieCard is malfunctioning or lost, follow the steps below to request a replacement card online through your WageWorks profile.

- **This option is only available for CharlieCards** (Local Bus, LinkPass bus and subway, or Inner or Outer Express Bus); if your commuter rail pass is not received, lost or malfunctioning, contact CommuterChoice about your options.
- **If your CharlieCard does not arrive in the mail for your first month of enrollment or re-enrollment, the online replacement option will not be available.** Please contact CommuterChoice for assistance.

1. Log in to the WageWorks platform at [www.commuterchoice.harvard.edu/mbta](http://www.commuterchoice.harvard.edu/mbta) using your Harvard Key credentials.

2. Click Change or Cancel under the Dashboard heading.



3. Click Replace Smartcard from the left side options.



4. Confirm your address and reason for requesting a replacement. You should receive the new card within 4 business days of processing the replacement request.
5. If the CharlieCard does not arrive for your first month of enrollment (or re-enrollment) in the CommuterChoice program, the online replacement option will not be available. Please contact CommuterChoice for assistance.