

## Commonly asked Questions about My.Commute.org

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?

*If you are an employee simply select from the **drop-down menu upon registration**. If your employer is not listed in the drop-down you can simply type your employer in the box below. If you are an employer looking create a network, please email [support@commute.org](mailto:support@commute.org).*

4. How do I log my trip?

*Follow the steps below or watch this [quick video](#) on trip logging.*

**1**

GO TO YOUR DASHBOARD AND LOOK AT THE LOG YOUR TRIPS WIDGET

**2**

CLICK THE ? ICON

**3**

COMPLETE ALL STEPS TO LOG YOUR 1ST TRIP

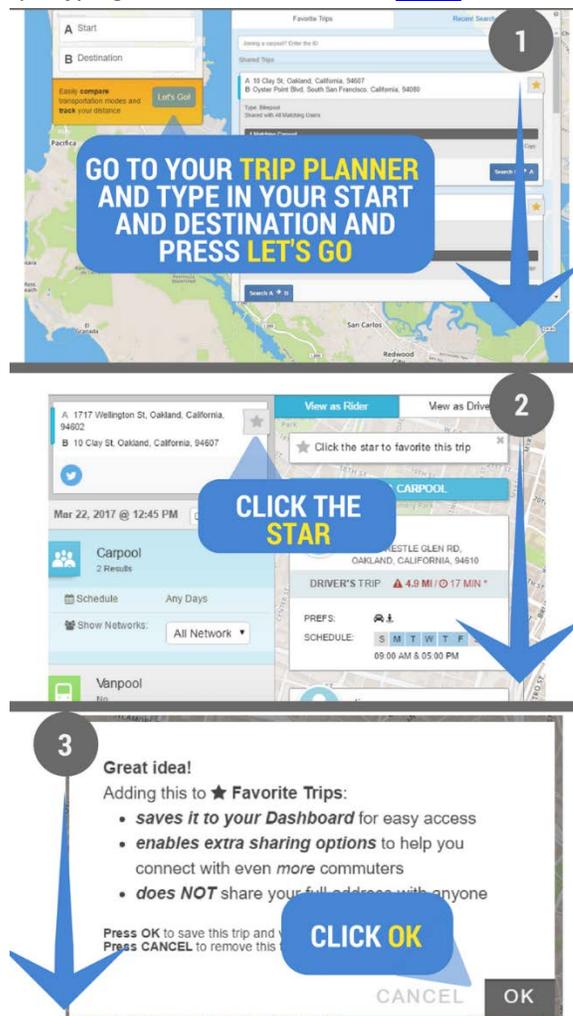
5. How do I log my commute if I use multiple modes to get to work (e.g. bike, train & shuttle)?

For the Commuter Challenge we **only require that you log the longest leg** of your journey. If you are interested in logging your complete commute you will need to log each leg of your commute as a separate trip. See these three key tips to make this process as easy as possible:

1. For each of these **trips the times need to be adjusted**. 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.
2. You can **select multiple days** on the calendar to log trips to save time.
3. **Favorite each leg** to simplify trip logging (See Question 6 for more on how to favorite).

6. How do I make my trip a favorite?

A favorite trip is one that you make on a regular basis (e.g. home to work). This will save the trip in your trip planner so that you can easily select that trip from your list of favorites instead of specifying it each time. Here is a [video](#) on making your trip a favorite or follow the steps below:



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

*Make your carpool trip a favorite (see above question #6). 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.*

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

*When you log your commute, you will need to log the 2 legs as two separate trips. Specify your morning commute and simply **select no return trip** to log only that trip. Then add another trip, for the evening, making sure to select the mode that you used to get home and the time.*

9. How do I post my vanpool?

*Email [Support@commute.org](mailto: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.*