



Frequently Asked Questions

Carpool Rewards Program

Who is eligible for the carpool rewards program?

If your carpool trips comply with our definition of carpooling (below), you are eligible for carpool rewards.

Definition: Carpools consist of two or more persons driving together in a privately owned vehicle; the driver does not get paid above the standard mileage reimbursement rate for providing the ride; the trip for all passengers must start or end at workplaces or colleges; and the origin or destination for the incentive program participant must be within San Mateo County.

How do I start earning rewards?

You can unlock up to \$100 in e-gift card rewards when you carpool to or from San Mateo County. Here are the steps:

1. Create an account at my.commute.org; make sure you enter your complete home and work address (zip codes included)
2. Join the carpool reward program by clicking on “programs” at the top and clicking “rewards”
3. Download our Commute Tracker mobile app and link your my.commute.org account*
4. Use the app to track and confirm carpool trips. After 10 days of carpooling you can claim your \$25 e-gift card reward, up to 4 times for a total of \$100.

*If you use Scoop (a private carpool app), you can connect your Scoop account to your web-based my.commute.org account for automatic trip logging. We are still working on making this option available to Waze Carpool users.

Please note that carpool trips logged on the website (instead of in the app) will not count towards the reward. Limit \$100 per person. Visit commute.org for more information about program rules and restrictions.

Can I log my trips on the website instead of using the app?

For this incentive program, carpool trips must be logged in the app to count towards the reward. You may still log trips (carpool, transit, bike, etc) on my.commute.org to earn points to redeem in the [STAR Store](#) but they will not count towards the carpool reward.

I just claimed the \$25 e-gift card reward. How will I get it and when?

Carpool reward claims are processed weekly. When your first claim is processed, you will get a courtesy email notification telling you if it's been approved or denied. If your claim has been approved, you will get a second email with a link to redeem your e-gift card. For subsequent approved claims (for the 2nd, 3rd, and 4th set of 10 carpool days), you will just get one email containing the redemption link.

How do I know if my claim has been approved and if I should expect a reward? How can I check the status of my claim?

You'll know to expect the reward email with the redemption link when you see the status of your claim has been changed to "rewarded." If you log into your my.commute.org account, go to "programs" at the top, and click on "rewards" you will see all active, available, and completed reward programs as well as your status for each. After your claim for the first round of 10 carpool days is processed, you will get a courtesy email notifying you if it's been approved or denied.

The status of my claim says "rewarded" in my account, but I haven't received anything yet.

First check your spam folder. The email containing the reward redemption link will be from Commute.org with the subject line: Carpool = \$25 Reward. An email firewall might be blocking emails from our e-gift card service provider, Tango Card, that contain the reward redemption link. If you send us a different email address we can resend the link.

Commute Tracker/Connected Apps

How do I download the Commute Tracker App?

Download "Commute Tracker by Ride Amigos" in the App Store or Google Play. From there, follow the simple steps to connect to your STAR account. Here is a video should you need more help: <https://vimeo.com/290496162>

Where do I find my PIN to connect my STAR account to the Commute Tracker app? How do I generate a new PIN?

When you log into your account at my.commute.org, there will be a section on the top right with a smart phone icon in it. If you haven't yet connected your account to the app, you can find your PIN here. If you need to regenerate a new PIN, click on your name in the top right

corner, click “edit profile”, find the “connected apps” tab on the left-hand side, and you will find an orange button that says “disconnect/generate new connect PIN.”

Why don't I see any trips logged on my account?

If you don't allow the Commute Tracker app access to your location, trips won't be automatically tracked. If you prefer the app to not know your location, you can manually enter your commutes in the app when you tap on the “commutes” tab at the bottom or at my.commute.org. If you would like to enable the automatic tracking feature, open the app, tap “profile” at the bottom, tap the gear icon on the top right, and make sure “location tracking” is turned on.

Can I connect my Scoop account to a my.commute.org account? How do I do this?

Yes, Scoop is one of our connected app options. Log into your my.commute.org account online (not in the Commute Tracker app), click on your name at the top right corner, click “edit profile” and find the “connected apps” tab on the left-hand side. On this page you will see all the apps you can connect to your my.commute.org account. Under Scoop, there will be a green button that says “connect.” Click on it, and it will take you through a two-step process to link your accounts. Here is a video should you need more help (*note—we have since updated our platform so the graphics may look different in the video; the process, however, is still the same*): <https://www.youtube.com/watch?v=VvXPOcj9aU8&feature=youtu.be>

I just connected my Scoop account to my.commute.org but I don't see my previous carpool trips showing on my profile.

The app won't back log trips you've taken with Scoop prior to connecting your accounts. Now that you've connected your Scoop account to your my.commute.org account, your carpool trips will be automatically tracked.

My Scoop account disconnected from my STAR account.

If you recently updated your phone or one of the apps (Scoop or Commute Tracker), this may have caused your accounts to disconnect. You can link them again by logging into your profile at my.commute.org and visiting the “connected apps” page.

I use Waze Carpool. Can I connect my account?

We're still waiting for RideAmigos (our STAR platform providers) to connect Waze Carpool to the STAR Platform. We hope that this will be up and running soon. In the meantime, you can use the Commute Tracker app by Ride Amigos to track your carpool trips. We'll send out an update through our e-newsletter and social media platforms once Waze Carpool becomes available for connecting to STAR!