



# Frequently Asked Questions

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

No.

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

No.

**How do I check if my company has a network? How can I join it?**

Contact [support@commute.org](mailto:support@commute.org) or your Human Resources Manager.

**How do I reset my password?**

When you click “login here” on my.commute.org, the sign in pop-up box has a link to reset your password. Click “forgot your password?” and a reset link will be sent to your email address.

**Does my.commute.org have a mobile app?**

The Commute Tracker by RideAmigos (available for download on the [App Store](#) and [Google Play](#)) is the app version of the my.commute.org website. After downloading the app, connect your my.commute.org account. Here is a video to help you get started: <https://vimeo.com/290496162>

**How do I log my trip?**

You can log a trip using the “Log Your Trips” widget on your my.commute.org dashboard. Select the day(s) on the calendar (which will then be highlighted in blue), then enter your trip information. Here is a quick video on logging your trips: <https://vimeo.com/336225162>

You can also log trips using the Commute Tracker by RideAmigos mobile app. Here is a video on tracking trips using the app: <https://vimeo.com/290705171>

**How do I make my trip a favorite?**

After logging in to your my.commute.org account, click on “Trip Planning” in the top menu bar. Under “My Commutes”, click the green “let’s go” button and a pop-up box will appear. Enter the information about your regular commute and click “save.” Once a trip is saved, you have the option to share it with other my.commute.org users for finding carpools, vanpools, and bikepools. You can edit your favorite trip(s) by revisiting this page. For more help, here is a short video: <https://vimeo.com/336180188>

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

Unfortunately, the my.commute.org platform does not offer a multi-modal option for logging trips. To log your complete commute trip, you would log a separate entry for each mode. Each leg of the trip needs to be added separately, but you can do roundtrip for each of those trips. Remember, you can select multiple days on the calendar to log trips to save time.

**How do I log my commute if I use one mode to get to work and a different mode to get home?**

You log 2 separate trips for that day, one for the morning and one for the evening. When you log each commute, select “no return trip” and choose your mode of travel from the drop-down menu.

**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.

**Do I need to log trips daily?**

No. You can backlog your commute trips up to 2 weeks prior to the current date.