



## Guaranteed Ride Home Reimbursement Steps

Thank you for using an alternative to driving alone to work or college in San Mateo County. We are sorry that you experienced a situation that required you to use the GRH program; however, we are glad that we can help to offset some of the cost of your emergency travel. To confirm that your trip is eligible for reimbursement, [click here](#) to read the GRH Program Rules.

For an eligible GRH trip, please complete the following steps to receive your reimbursement:

**Step 1:** Create or Open your [STAR account](#)

**Step 2:** [Log](#) your commute to work or college for the day of your emergency

**Step 3:** Go to Programs > Rewards. Under Guaranteed Ride Home, select [GRH reimbursement](#)

**Step 4:** Upon redemption, a link is provided to your GRH Reimbursement Form where you will be prompted for the information needed to complete your reimbursement request and upload your trip receipt(s)

**Step 5:** Once you have submitted your Reimbursement Form, email a copy of your trip receipt(s) to [incentives@commute.org](mailto:incentives@commute.org) if they were not uploaded to your GRH Reimbursement Form on STAR

**Step 6:** Commute.org will review your request and, if approved, will send your reimbursement within 30 business days

[Click here](#) for a short video showing how to get reimbursed.

If you have additional questions, please contact [support@commute.org](mailto:support@commute.org)