

Carpool Rewards Program - Frequently Asked Questions

Carpool Rewards

Who is eligible for the carpool rewards program?

If you carpool to and/or from San Mateo County and your trips comply with our definition of carpooling (below), you are eligible for carpool rewards – even if you participated in our previous carpool reward programs.

Definition: Carpool commutes 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; and the trip for all passengers must start or end at workplaces or colleges.

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. Connect your Scoop and/or Waze Carpool account to your my.commute.org account for automatic trip logging by clicking the “use a connected app” tab under “my opportunities” on the dashboard.
4. Revisit the “rewards” page on my.commute.org to claim your \$25 e-gift card reward after 10 days of carpooling (up to 4 times for a total of \$100).

Please note that carpool trips logged on the website and in the Commute Tracker app will not count towards the reward. There is a limit of \$100 per person. Visit my.commute.org for more information about program rules and restrictions.

Can I log my trips on the website or in the Commute Tracker app instead of using Scoop or Waze?

For this reward program, carpool trips must be sourced from either Scoop and/or Waze for them 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](#) and participate in our quarterly challenges 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. Please wait up to 7 business days to hear back from us regarding your claim. When your first claim is processed, you will get a courtesy email notifying you if it’s been approved or denied. If your claim has been approved, you will get a second email with a link from Tango Card (our e-gift card provider) to redeem your e-gift card. For subsequent approved claims, 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 Tango Card that contain the reward redemption link. If you send us an email to support@commute.org with your personal email address, we can resend the link.

Connected Apps

How do I connect my Scoop or Waze Carpool account to a my.commute.org account?

Log in to your my.commute.org account and click on the "use a connected app" tab under "my opportunities" on the right side of the dashboard. On this page you will see all the apps you can connect to your my.commute.org account. Under each app, 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/Waze Carpool account to my.commute.org but I don't see my previous carpool trips showing on my profile.

The app won't backlog trips you've taken with either app prior to connecting your accounts. Now that you've connected your account(s) to your my.commute.org account, your carpool trips will be automatically tracked.

My Scoop/Waze Carpool account disconnected from my STAR account.

If you recently updated your phone or one of the apps, this may have caused your accounts to disconnect. You can link them again by logging in to your profile at my.commute.org and visiting the "connected apps" page.

If you have any unanswered questions, please contact support@commute.org.