



ePURSE USER GUIDE

What is the ePurse?

The Electronic Purse (**ePurse**) is a personal account from which the fare for each ACCESS or Older Persons Transportation (OPT) trip is deducted. ACCESS and OPT riders establish a personal ePurse account and deposit funds into the account. One ePurse account works for all ACCESS services.

How do I set up my ePurse?

Setting up your ePurse account is easy! You can call the **ACCESS office at (412) 562-5353 or Relay 711**, enroll online or through the mail by completing and returning the **ePurse Enrollment Form**.

Your ePurse is secure. You will have a Personal Identification Number (PIN) that you will use when calling your provider to schedule trips or when logging into the ePurse section of the **MyACCESSRide.com** website:

- Your PIN is your numeric code that you choose
- Your PIN should contain 4-8 digits
- You will also be asked to choose a secret question and provide the answer to that question, to protect your PIN number

Choosing your PIN number and providing some security information is part of the ePurse enrollment process. If you forget your PIN or wish to change it at any time for any reason, you can reset it one of three (3) ways:

- Online
- By mail using the ePurse Enrollment Form
- Call the central ACCESS office at (412) 562-5353 or Relay 711

WRITE PIN HERE: _____ WRITE ANSWER HERE: _____

Enrolling Online:

- 1) Go to MyACCESSRide.com and click on the blue **ePURSE LOGIN** icon
- 2) Click "**Enroll for ePurse**" at top right of the page and enter your ACCESS ID# (on the ACCESS card that was sent in your enrollment packet) and birthdate
- 3) You will be asked to choose a secret question and provide the answer to that question, to protect your PIN number
- 4) Click on the word "Enroll" at the bottom left of the screen

How do I deposit money?

Simply choose the amount of money you want to deposit in your account. Remember you must have enough money in your account to cover your trip(s) before you can schedule the trip(s). Deposits made by mail or in-person are subject to a \$0.50 charge, and a receipt/new deposit form will be mailed to you.

- **Online:** Deposit money on our secure web site at www.MyACCESSRide.com using a credit or bank debit card. Deposits made online are instantly deposited to your ePurse. You may print your own receipt, so there is no additional charge.
- **Mail-in:** Mail a check or money order made payable to ACCESS, or submit your credit card information on the ePurse Deposit Form you receive in the mail or download from the website. Allow several days from the date mailed for the money to be deposited in your ePurse. Note: Clearly identify to whose account(s) the money is to be deposited especially if the deposit is to be split between two or more people or if the name on the check is not the name on the account to where the money is to be deposited.
- **In-Person:** Visit the central ACCESS office in person, or send someone in for you, to deposit a check, money order, or cash or to make a credit card deposit. Deposits made In-person are instantly credited to your ePurse.

How do I schedule my rides?

When you call to schedule your ride, you will need to provide your PIN number to the call taker. If someone else calls for you, that person will need your PIN number to schedule a trip on your behalf. The call taker will be able to see how much money you have in your ePurse and inform you of your balance each time you schedule a ride.

It is important to note that if you have a **standing order, you must make your deposit before 8 PM two (2) days** before your ride or before 8 PM on Thursday for the funds to be available for trips on Saturday, Sunday or Monday. If your account balance is low and you deposit money after 8 PM, your standing order will **not** run automatically. You can make sure your trip gets scheduled by calling your local ACCESS service provider.

What will the driver ask for?

The driver will not ask you for any fare. His/her manifest will show that you have already paid. You should carry your ACCESS ID card with you when riding.

What if I don't take the trip?

A credit will be made to your ePurse account for any trip you don't take, including cancellations, late cancellations or no shows.

How do I know how much is in my account?

You will receive a courtesy call if your ePurse account balance goes below \$15. You do not have to deposit money when you get this call – it's just a friendly reminder. You can also get updates about the balance in your ePurse account online, by calling your ACCESS service provider or by calling the central ACCESS office at **(412) 562-5353 or Relay 711**.

You can access a record of your ePurse transactions online in the ePurse section of the **MyACCESSRide.com** website including:

- The number of deposits you have made
- The number of trips taken
- The amount of the fare deducted for each trip
- The current balance

What if I think there is a mistake in my ePurse account?

To file an inquiry regarding an error you believe has been made in your ePurse account, you must contact the central ACCESS office **by phone or in writing within thirty (30) days**. You can expect a response to your inquiry **within ten (10) business days**.

Can I get a refund for the money in my ePurse?

Yes, by filling out an **ePurse Refund Form** available online at MyACCESSRide.com or by calling the main ACCESS Office and returning it to the central ACCESS office. It will take approximately **4-6 weeks** for you to receive your refund. You will need to provide your PIN number to get a refund.

Inactive Accounts with ePurse balances

If there has been no customer-initiated activity to your ACCESS or OPT account(s) for a period of **three (3) years**, funds remaining in your ePurse account are required by law to be submitted to the Commonwealth of PA as unclaimed property by **April 15th** the year following the three (3)-year dormancy period. Customer-initiated activity includes depositing money in your ePurse, scheduling a trip, or updating or adding accounts. If the balance is \$50 or more, a letter will be mailed to the mailing address on file notifying you of the pending action and your options.