



## ePURSE USER GUIDE

### What is the ePurse?

The Electronic Purse (**ePurse**) is a personal account from which the fare for each ACCESS trip (65 Plus, ADA, Connections) or Older Persons Transportation (OPT) trip is deducted. Riders establish a personal ePurse account and deposit funds into the account. One ePurse account works for all ACCESS services. You must have enough money in your account to cover your trip(s) before you can schedule the trip(s).

### How do I set up my ePurse?

Setting up your ePurse account is easy! You can call the **ACCESS program office at (412) 562-5353 or TTY 711**, enroll online at [myaccessride.com](http://myaccessride.com) or through the mail by completing and returning the **ePurse Enrollment Form**.

Your ePurse is secure. Use the following information to access your ePurse:

- Your **PIN** is a numeric code that you choose, containing 4-8 digits. This is used to login to your ePurse, as well as to book trips.
- A **secret question and answer** of your choice, to protect your PIN number
- If using the online ePurse website, you will also have a **username**, following this format: **First initial of first name, full last name, and your date of birth (year, month, date)**
  - Example for rider Bob Smith: BSmith19680415

### Enrolling Online:

- 1) Go to [MyACCESSRide.com](http://MyACCESSRide.com) and click the blue **ePURSE LOGIN** icon on the right-hand side
- 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?

- **Online:** Deposit money on the secure website, [www.MyACCESSRide.com](http://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.
- **Mail-in:** Mail a check or money order made payable to ACCESS, or submit your credit card information on the ePurse Deposit Form. Allow several days from the date mailed for the money to be deposited in your ePurse. Clearly identify to whose account(s) the money is to be deposited, and if the deposit is to be split between two or more people.
- **In-Person:** Visit the ACCESS program office to deposit money into an account (by check, money order, cash, or credit card). Deposits made In-person are instantly credited to your ePurse. You may deposit money for another person's account.

Note: Deposits made by mail or in-person are subject to a \$0.50 charge, and a new receipt and deposit form will be mailed to you.

### **How do I schedule my rides?**

When you call to schedule your ride, you will 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 inform you of your balance each time you schedule a ride.

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 verify your trip by calling your local ACCESS service provider or online.

### **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 ACCESS program office at **(412) 562-5353 or TTY 711**.

### **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 ACCESS program 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 ACCESS program office and returning it to the program 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 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.