



## What is the ePurse?

The Electronic Purse (ePurse) is a personal account from which the fare for each ACCESS 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 them.

## 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 via mail by completing and returning the ePurse Enrollment Form.

## Your ePurse is secure.

To protect your account, you will use the following information to enroll in and access ePurse:

- Your ACCESS ID number is assigned to you when you enroll in an ACCESS program. It is on your ACCESS ID card.
- Your PIN is a numeric code that you choose, containing 4–8 digits. This is used to verify your account when enrolling in ePurse or booking trips.
- A secret question and answer of your choice, to protect your PIN
- For online access, you will use a Username and Password to login to the ePurse website in a secure manner. See pages 2-3 of this user guide for more information about online access.

## How do I deposit money online to my ePurse?

- **Online:** Deposit money on the secure website, [myaccessride.com](http://myaccessride.com). You can use a credit or debit card, and online deposits are instantly deposited to your ePurse. You may print your own receipt. See pages 2-3 of this user guide for detailed instructions on using ePurse online. There is also a video tutorial on the website.
- **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. Deposits made by mail or in-person are subject to a \$0.50 charge, and a receipt and new deposit form will be mailed to you.
- **In-Person:** Visit the ACCESS program office to deposit money into an account (by check, money order, cash, or credit card). Please call the office prior to visiting. Deposits made in-person are instantly credited to your ePurse. You may deposit money for another person's account.



Questions? Call  
(412) 562-5353 or TTY 711



Office hours are Monday–  
Friday 8 a.m.–4:30 p.m.



Find ACCESS information  
online at [myaccessride.com](http://myaccessride.com)

## **ePurse at Your Fingertips: Enrolling and Depositing Online**

1. Go to [myaccessride.com](http://myaccessride.com), and click the blue button on the right-hand side. It says: "Click here to: Login to ePurse, View Trips, Cancel Trips." **There is a video tutorial available with step-by-step instructions for using the site.**
2. Enrolling Online:
  - You only need to enroll once. Click "Enroll" on the login page, and enter your ACCESS ID number and date of birth. Your ID number should be formatted as the letter "I", followed by a hyphen, followed by the numerical digits. Example: I-12345. Your date of birth should be formatted as mm/dd/yyyy. Example: 01/15/1950.
  - You will be asked to choose a secret question and provide the answer to that question, to protect your PIN number
  - Click "Enroll" at the bottom left of the screen
3. Create a Password:
  - To set up a password, put in your username and PIN and click "login." The site will direct you to a page to set up your password.
  - Your password needs to be at least eight characters long, and must include uppercase and lowercase letters, a number, and a symbol (! @ # \$ \* &)
  - Once set, you will always use this password to login.
4. Login to your ePurse:
  - You will use your username and password to login each time to ensure the security of your account. Write down your login information for easy access! You will also need an e-mail address on file at the ACCESS program office to reset your password.

**Username:** First initial of first name, full last name, and date of birth (year, month, date)  
Example: ARider19550615

**Password:** Created by you the first time you use the ePurse website.  
Must be at least 8 characters long and include uppercase and lowercase letters, a number, and a symbol (! @ # \$ \* & \*)  
Example: Access2020@


**Write your Username here:**

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**Write your Password here:**

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5. Resetting your password:
  - You must have an e-mail address on file at the ACCESS program office. Click "forgot password." This will send a link to your e-mail to reset your password.

 Contact the ACCESS program office with questions regarding online ePurse access.

### **What ePurse information do I need to schedule rides?**

When you call to schedule your ride, you will give your PIN to the call taker. If someone else calls for you, that person will need your PIN 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 p.m. two days before your ride or before 8 p.m. 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 p.m., your standing order will not run automatically. If you deposit funds you may still book your trip.

### **What happens to my ePurse if I don't take the trip?**

An immediate 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 30 days. You can expect a response to your inquiry within 10 business days.

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

Yes. You can fill out and send an ePurse Refund Form online at [myaccessride.com](http://myaccessride.com) or request a form from the ACCESS program office. It will take approximately 4–6 weeks for you to receive your refund once your refund request form is received. You must provide your PIN number to get a refund.

### **Returned checks**

If your check “bounces” or your credit card is refused after a purchase, you will be charged a service fee. The first incident is \$15 and any additional incidents are \$25.

### **Inactive Accounts with ePurse balances**

An inactive account is defined as having no customer-initiated activity for a period of three years. Customer-initiated activity includes depositing money in your ePurse, scheduling a trip, or updating or adding accounts. Funds remaining in your ePurse account are required by law to be submitted to the Commonwealth of Pennsylvania as unclaimed property by April 15th the year following the three-year dormancy period. If the balance to be sent to the Commonwealth is \$50 or more, a letter will be sent to the mailing address on file notifying you of the pending action and your options.