

Need Help Enrolling?

Why Do I Need A WageWorks Login ID:

After you have enrolled, you will want to get a WageWorks ID to:

- Check your card balance if you are signed up for the TRANSIT CARD Plan
or
- Order a Transit pass if you are signed up for the TRANSIT PASS plan

Important Note: You will need an ID Code to register which is the last four digits of your Employee Reference Number (ERN) on your Paycheck. If your Social Security number is referenced or requested, please use the last 4 digits of your Employee Reference Number (ERN) instead.

[Need help finding your ERN?](#)

Already have your ERN number?

Click the Sign Up button below to get started!

[Sign Up Now](#)

City of New York Employees

To Enroll:

For City employees to enroll, change, suspend payroll deductions or discontinue your enrollment in the Commuter Benefits Program, go to [NYC Employee Self Service](#) or contact your agency's TransitBenefit Coordinator. For a list of City Agency TransitBenefit Coordinators [click here](#).

To Change or Update Your Address:

You can update your Commuter Benefits address online via the NYCAPS Employee Self Service (ESS) System.

1. Go to [NYC Employee Self Service](#)
2. Log-in to ESS, go to the **Personal Information** tab to update your Mailing Address.
Note you must add the mailing address even if it is the same as your home address.
3. Go to the **Payroll and Compensation** tab, click on the **Commuter Benefits** to confirm your changes.

If you have any issues with accessing ESS, contact NYCAPS

Central at 212-487-0500 212-487-0500 FREE , Monday through Friday from 9:00 AM - 5:00 PM EST.

Please allow two business days after your update has been processed for WageWorks to update your record. WageWorks cannot process replacement card requests until an updated address has been transmitted to WageWorks.

To Change Payroll Deductions:

For City employees to enroll, change suspend payroll deductions or discontinue your enrollment in the Commuter Benefits Program, go to [NYC Employee Self Service](#) or contact your agency's TransitBenefit Coordinator.

For a list of City Agency TransitBenefit Coordinators [click here](#).

Problems Using ESS?

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Department of Education (DoE)

To Enroll:

DoE employees can enroll at the DoE **Web Employee Self Service/Web Payroll** application.

Online:

1. Go to <https://payrollportal.nycboe.net>
2. Enter your DoE Outlook email id and password

Via US Mail:

1. Print the enrollment form from the DoE website at <http://schools.nyc.gov>
2. Send the completed form to:
*Department of Education,
65 Court Street, Room 1003
Brooklyn, NY 11201*

To Change or Update Your Address:

DoE employees can change their WageWorks Commuter Card *mailing address* by updating it in the Web Employee Self Service/Web Payroll application at <https://payrollportal.nycboe.net> or by calling HR Connect at

(718) 935-4000 (718) 935-4000 FREE during business hours from Monday – Friday 9:00 AM – 5:00 PM EST.

If you are updating your address to request a replacement Commuter Card from WageWorks, you should wait three business days before contacting WageWorks to request a card. WageWorks cannot process replacement card requests until an updated address has been transmitted to WageWorks.

To Change Payroll Deductions:

DoE employees can change their payroll deduction at the DoE **Web Employee Self Service/Web Payroll** application.

Online:

1. Go to <https://payrollportal.nycboe.net>
2. Enter your DoE Outlook email id and password

Via US Mail:

1. Print the form from the DoE website at <http://schools.nyc.gov>
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*Department of Education,
65 Court Street, Room 1003
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Problems using the Web Employee Self Service application?

Please call HR Connect at (718) 935-4000 (718) 935-4000 FREE during business hours from Monday – Friday 9:00 AM – 5:00 PM EST.

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City University of New York (CUNY) Community College employees

To Enroll:

The Commuter Benefits Program has flexible options for CUNY Community College employees. CUNY employees are eligible to enroll in the following Commuter Benefits plans:

- Commuter Card – Unrestricted
- Transit Pass*
- Access-A-Ride/Paratransit
- Park-n-Ride

To enroll you may download an enrollment form from the CUNY website at www.cuny.edu/transitbenefit or contact your TransitBenefit Coordinator.

**CUNY employees seeking MTA NYCT Access-A-Ride or other Paratransit Service providers should select the Transit Pass plan.*

How To Change or Update Your Address:

To update or change your address for commuter benefits, you may download an enrollment form from the CUNY website at www.cuny.edu/transitbenefit or contact your TransitBenefit Coordinator.

Please allow two business days after your update has been processed for WageWorks to update your record.

How To Change Payroll Deductions:

For CUNY employees to change, suspend payroll deductions or discontinue your enrollment in the Commuter Benefits Program, you may download an enrollment form from the CUNY website at www.cuny.edu/transitbenefit or contact your TransitBenefit Coordinator.

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