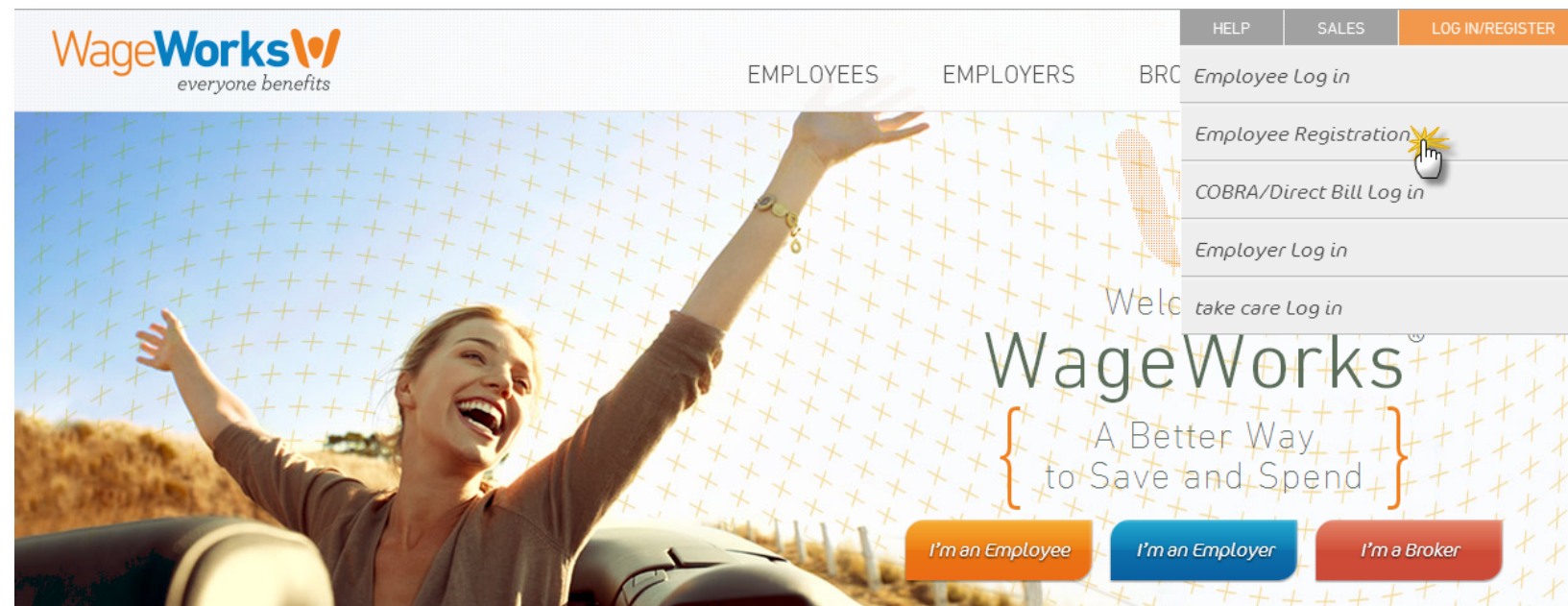


Enrollment

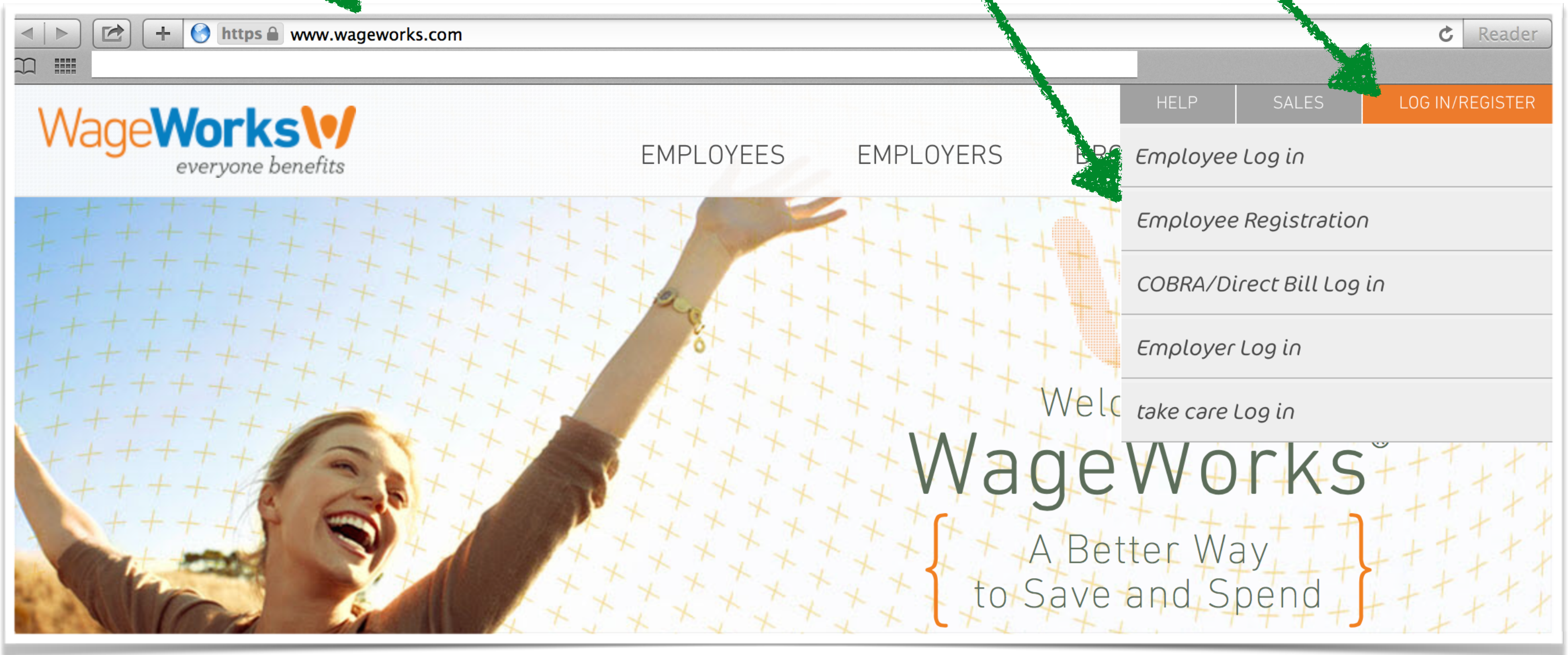
- **IMPORTANT!!**
 - To take advantage of our Commuter Program for Transit and/or Parking, you **MUST** enroll on the WageWorks site
 - **Cutoff** for submitting orders is the 10th of the month for a 1st of the following month start date
 - **PLEASE** don't wait until the last day. Go in and make your selections asap!
 - All eligible employees will be loaded within the first few days of employment. You will need to register by clicking on "Employee Registration"
 - If you have had WageWorks in the past, **DO NOT** use your old login. Register as a new participant and make sure you select Zendesk as your Employer.



Get Registered

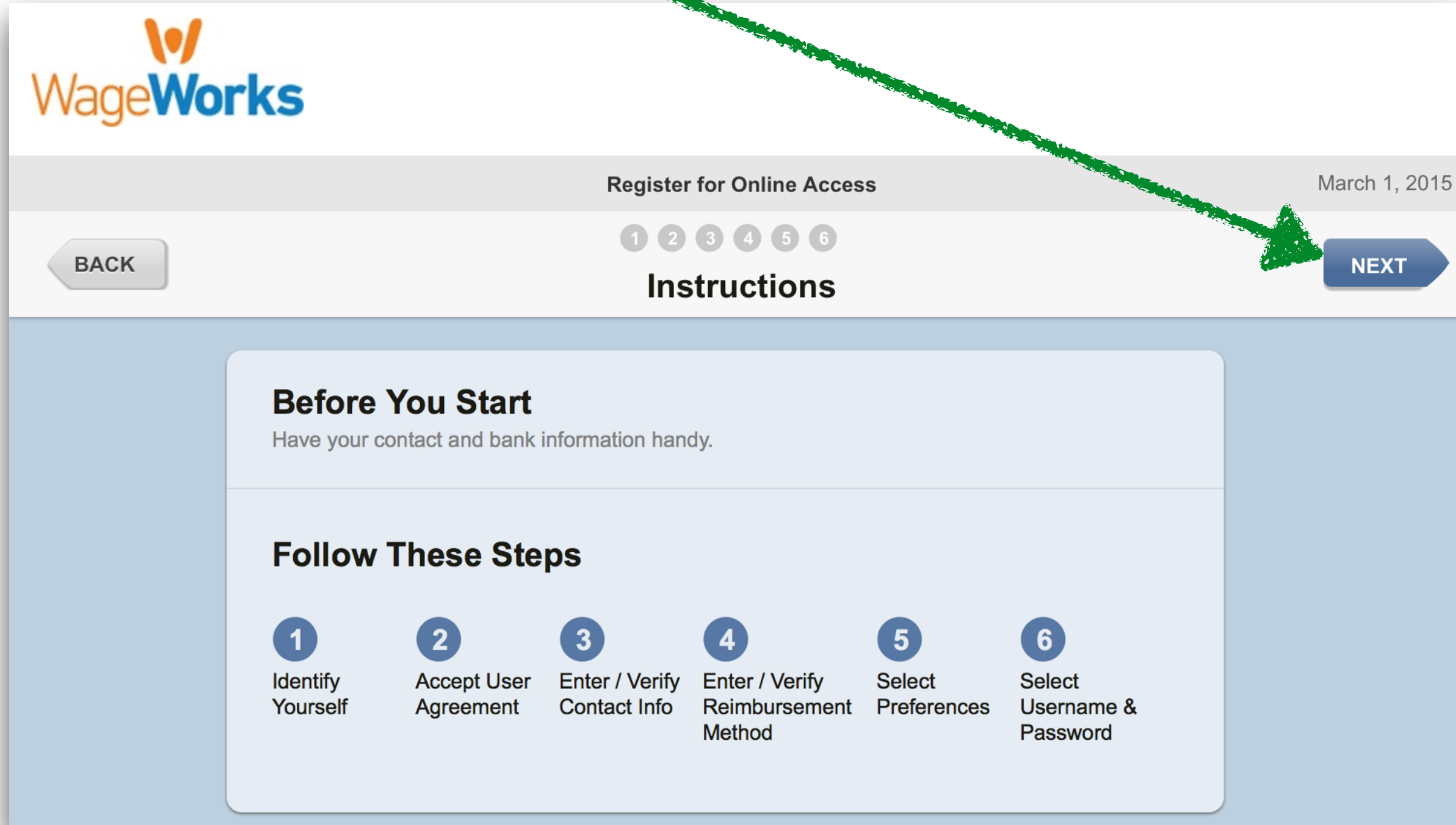
- Go to www.wageworks.com

- Click on LOG IN / REGISTER
- Select Employee Registration



Get Registered

- Registration starting page should look like this...
 - Go ahead and just click NEXT



WageWorks

Register for Online Access March 1, 2015

BACK 1 2 3 4 5 6 NEXT

Instructions

Before You Start
Have your contact and bank information handy.

Follow These Steps

- 1 Identify Yourself
- 2 Accept User Agreement
- 3 Enter / Verify Contact Info
- 4 Enter / Verify Reimbursement Method
- 5 Select Preferences
- 6 Select Username & Password

Get Registered (Step 1)



Register for Online Access March 1, 2015

1 2 3 4 5 6

Identify Yourself

Enter the information as it appears in your employer or program sponsor's records.

First Name

Last Name

Date of Birth MM/DD format

Home Zip Code

ID Code

Enter the moving letters seen in the box below

XSY

YOUR ID CODE IS THE LAST 4 DIGITS OF ONE OF THE FOLLOWING:

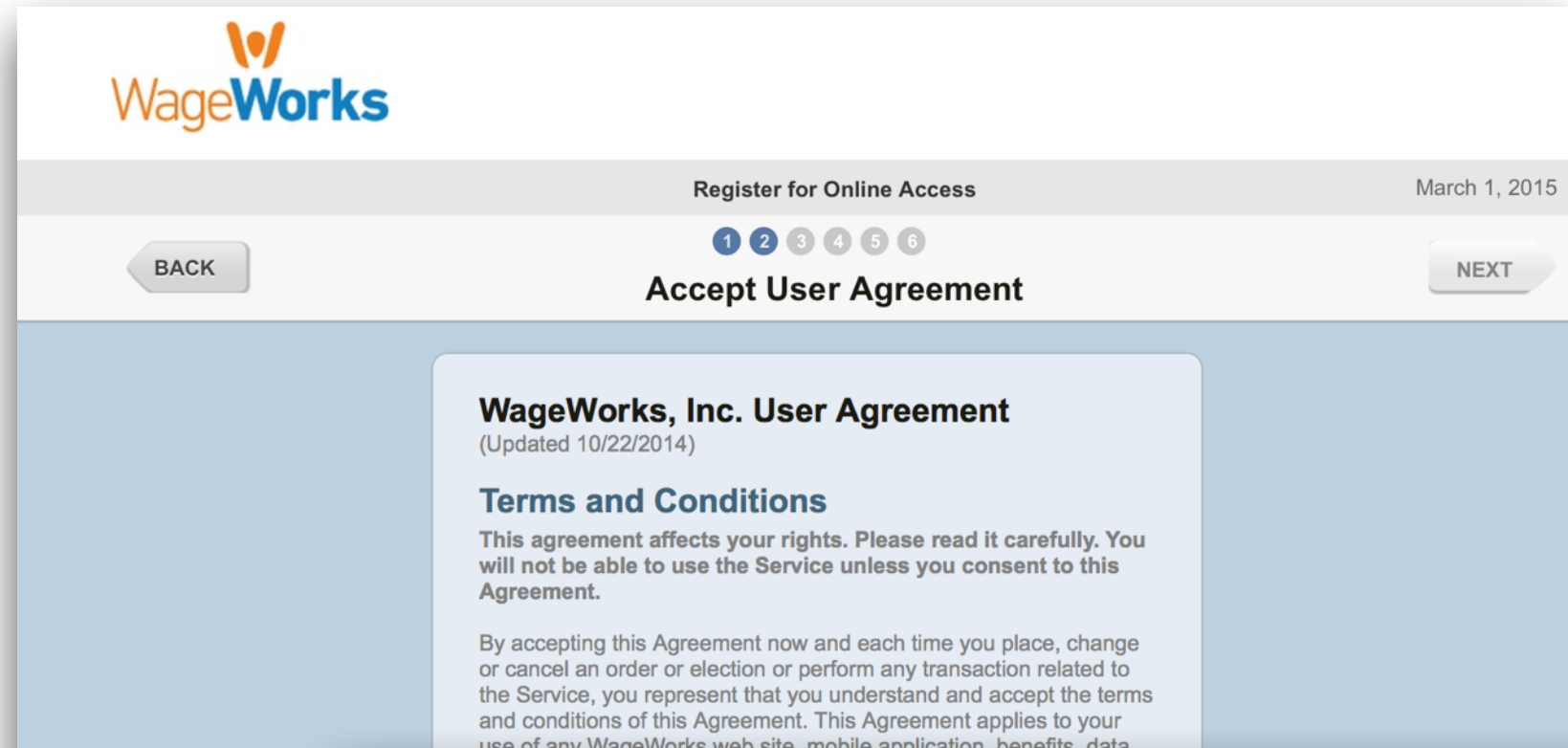
- Your social security number
- Your employee number
- Code provided by your program sponsor

BACK NEXT

- Enter your personal information
 - Enter your info exactly as it's captured in ADP
 - ID Code will be the last 4 digits of your SSN
 - If it does not recognize you, make sure you have the Home Zip Code correct

Get Registered (Step 2)

- Accept User Agreement
 - If the system recognizes you, the next step is the agreement
 - Scroll to the bottom and click “I Accept”
 - Then click NEXT



WageWorks

Register for Online Access March 1, 2015

1 2 3 4 5 6

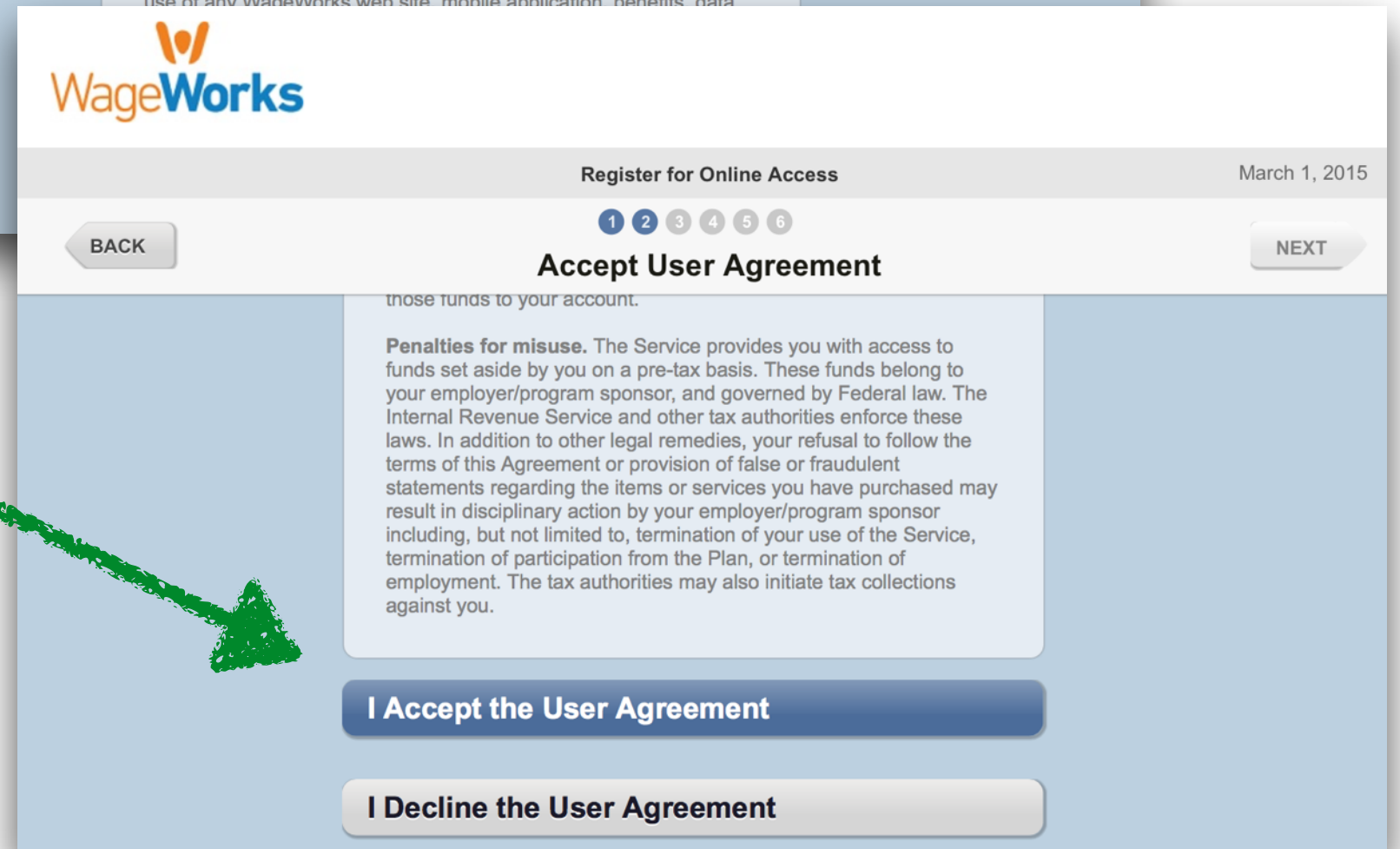
BACK ACCEPT User Agreement NEXT

WageWorks, Inc. User Agreement
(Updated 10/22/2014)

Terms and Conditions

This agreement affects your rights. Please read it carefully. You will not be able to use the Service unless you consent to this Agreement.

By accepting this Agreement now and each time you place, change or cancel an order or election or perform any transaction related to the Service, you represent that you understand and accept the terms and conditions of this Agreement. This Agreement applies to your use of any WageWorks web site, mobile application, benefits, data



WageWorks

Register for Online Access March 1, 2015

1 2 3 4 5 6

BACK ACCEPT User Agreement NEXT

those funds to your account.

Penalties for misuse. The Service provides you with access to funds set aside by you on a pre-tax basis. These funds belong to your employer/program sponsor, and governed by Federal law. The Internal Revenue Service and other tax authorities enforce these laws. In addition to other legal remedies, your refusal to follow the terms of this Agreement or provision of false or fraudulent statements regarding the items or services you have purchased may result in disciplinary action by your employer/program sponsor including, but not limited to, termination of your use of the Service, termination of participation from the Plan, or termination of employment. The tax authorities may also initiate tax collections against you.

I Accept the User Agreement

I Decline the User Agreement

Get Registered (Step 3)

- Verify Contact Info
 - Confirm your email and home address are correct
 - Fill in your Work Zip Code and your personal phone
- Click NEXT

The image shows a screenshot of the WageWorks registration interface. At the top left is the WageWorks logo. A grey bar at the top contains the text 'Register for Online Access' and the date 'March 1, 2015'. Below this is a navigation bar with a 'BACK' button on the left, a progress indicator with six numbered circles (1-6) in the center, and a 'NEXT' button on the right. The title 'Enter / Verify Contact Info' is centered below the progress indicator. The main form area has a light blue background and contains several input fields: 'Email' and 'Confirm Email' both with '@zendesk.com' entered; 'Mailing Address' with two empty lines; 'City' with one empty line; 'State' with a dropdown menu showing 'CA'; 'Zip' with two empty boxes separated by a hyphen; 'Work Zip Code' with '94103' entered; and 'Daytime Phone' with four empty boxes, the last of which is labeled 'ext.'. To the right of the form fields are two explanatory notes: 'An address you check often for time-sensitive and critical info, including confirmations' and 'Used to provide local services, when available'. A third note at the bottom right says 'A number where we can call for critical issues'. Two green arrows are drawn over the form: one points from the 'Confirm your email and home address are correct' instruction to the email fields, and the other points from the 'Fill in your Work Zip Code and your personal phone' instruction to the 'Work Zip Code' and 'Daytime Phone' fields.

WageWorks

Register for Online Access March 1, 2015

1 2 3 4 5 6

BACK Enter / Verify Contact Info NEXT

Email

Confirm Email

Mailing Address

City

State CA

Zip -

Work Zip Code

Daytime Phone - - ext.

An address you check often for time-sensitive and critical info, including confirmations

Used to provide local services, when available

A number where we can call for critical issues

Get Registered (Step 4)

WageWorks

Register for Online Access

March 1, 2015

123456

BACK

Enter / Verify Reimbursement Method

NEXT

Commuter:

You can have your payments deposited into your personal bank account. If you do not elect direct deposit, payments will be made by check to the address in your Profile.

Reimburse Payments by

☐ Direct Deposit

☒ Check

Bank Name

Bank Account Number

Bank Routing Number

Scroll down to see how to locate these numbers

- Reimbursement Setup
 - System is defaulted to issue checks
 - Do not make changes here
 - Just leave as “Check” and click NEXT

Get Registered (Step 5)

- Setup Update Alerts
 - Confirm how you want to receive communications
- System can do text messages if you provide a cellphone
- Click NEXT



Register for Online Access

March 1, 2015

BACK

1 2 3 4 5 6

NEXT

Select Preferences

How would you like to receive information and updates?

Not all methods are available for all programs and all situations.

☒ = Opt out is not available; we are required to communicate to you about these things.

Required = You must choose at least one option in this row.

Activity / Topic	Text	Email	Mail
A claim is processed	☐	☒	☐
A payment is issued	☐	☒	☐
Enrollment, deadline and other important notices	☐	☒	Not Available
New features and product updates	Not Available	☐	Not Available

Additional Email Options

☐ Detailed Emails – Include transaction details, denial reason, and other protected health

Get Registered (Step 6)



Register for Online Access March 1, 2015

1 2 3 4 5 6

BACK SELECT USERNAME & PASSWORD NEXT

We recommend periodic password changes for account security.

Username

Password

Confirm Password

Your username must:

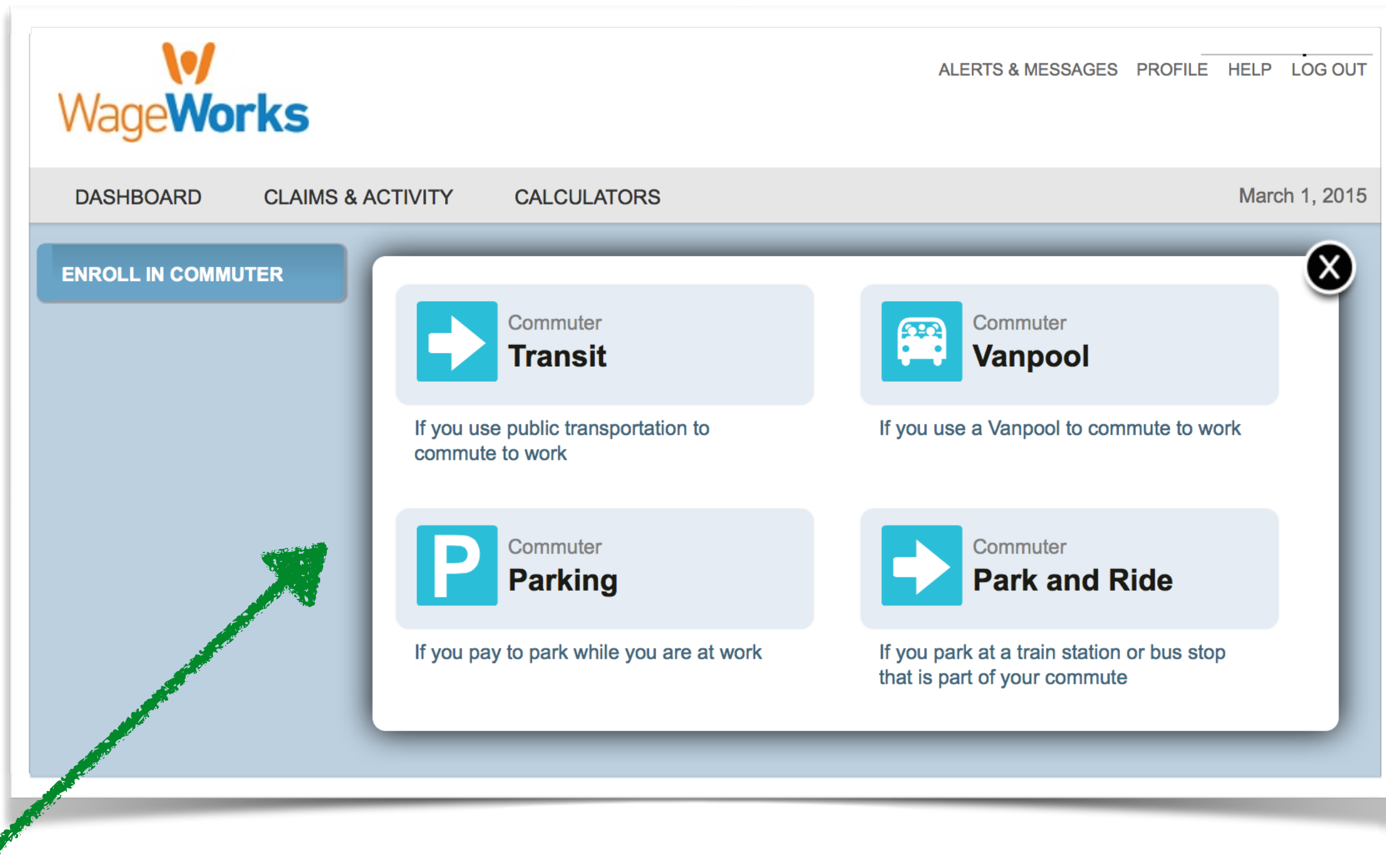
- Be at least 5 characters long
- May contain any combination of letters and numbers (but no other characters)

Your password must:

- Be between 8 and 20 characters
- Include at least one letter and one number
- Not include your last, first or username

- Username & Password
 - Choose your username and password
- Make sure to follow the guidelines at the right side of the page

Enroll



- Choose Transit or Parking
 - Transit is for public transportation (bus, train, ferry)
 - Parking is for work related parking at a garage / lot (daily, monthly)

PARKING



Parking (sample election)

P PARKING

March 01, 2015

BACK

1 2 3 4 5 6

NEXT

No known work locations
Enter your primary work address or drop a pin on the map

Street Address 1

1019 Market St

Street Address 2

City

San Francisco

State

CA

Zip Code

94103

Choose Work Location

- Enter your work location
 - Once entered, scroll down and click MAP IT
 - The map will pin the location, then click NEXT

Parking (sample election)

- Select or manually enter the parking name / address
 - Map it and click NEXT

P PARKING

March 01, 2015

1 2 3 4 5 6

BACK

Choose Parking Location

NEXT

1019 Market St, San Francisco, CA

Enter the name and address of the location where you park, or drop a pin to select an address.

If you don't know the name of the location, enter the address or select a location for the name.

Location Name

Priority Parking

Street Address 1

486 Jessie St

City

San Francisco

Polk Gulch

Cathedral Hill

Fillmore District

Hayes Valley

Civic Center

South of Market

Van Ness Ave

Franklin St

Hayes St

Oak St

Golden Gate Ave

Webster St

Fulton St

Laguna St

Ivy St

Octavia St

Polk St

Larkin St

Eddy St

Gough St

Hayes St

Oak St

Grace St

Tehama St

Langton St

Rausch St

7th St

8th St

Hayes St

Oak St

Grace St

Tehama St

Langton St

Rausch St

7th St

8th St

Union Square

Yerba Buena Gardens

Powell St

Stevenson St

Jessie St

Minna St

Natoma St

Howard St

Tehama St

Langton St

Rausch St

7th St

8th St

Hayes St

Oak St

Grace St

Tehama St

Langton St

Rausch St

7th St

8th St

Montgomery St

Mission St

Minna St

Natoma St

Howard St

Tehama St

Langton St

Rausch St

7th St

8th St

Hayes St

Oak St

Grace St

Tehama St

Langton St

Rausch St

7th St

8th St

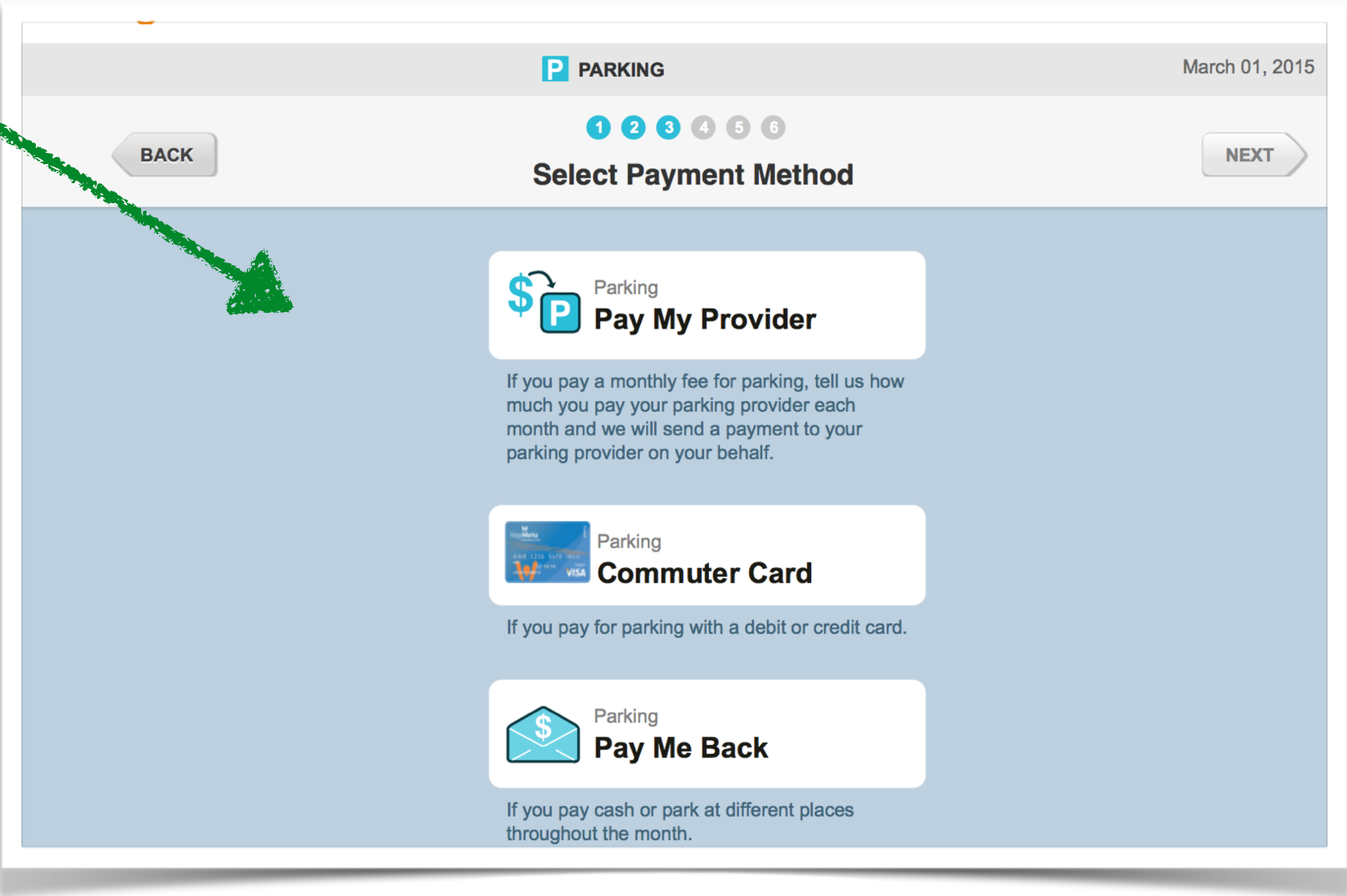
San Francisco

Bluxome St

Send St

Parking (sample election)

- Pick your desired method of payment
 - **Pay My Provider** to send payment to a parking garage that accepts direct pay from WageWorks
 - **Commuter Card** to load a monthly amount to a debit card to be used at any parking location that accepts cards
 - **Pay Me Back** for parking where you must pay cash or the card is not accepted and you want to submit receipts for reimbursement



The screenshot shows a web interface for selecting a parking payment method. At the top, there is a header with a 'P' icon and the word 'PARKING' on the left, and the date 'March 01, 2015' on the right. Below the header is a progress bar with six numbered circles (1-6), where circle 3 is highlighted. Navigation buttons 'BACK' and 'NEXT' are located on either side of the progress bar. The main title 'Select Payment Method' is centered below the progress bar. The content area features three white cards on a light blue background. The first card, 'Pay My Provider', is highlighted with a green arrow from the text on the left. It includes a dollar sign icon, the word 'Parking', and a description: 'If you pay a monthly fee for parking, tell us how much you pay your parking provider each month and we will send a payment to your parking provider on your behalf.' The second card, 'Commuter Card', features a Visa logo icon, the word 'Parking', and a description: 'If you pay for parking with a debit or credit card.' The third card, 'Pay Me Back', features a dollar sign in an envelope icon, the word 'Parking', and a description: 'If you pay cash or park at different places throughout the month.'

Parking (sample election)

P PARKING CARD

March 01, 2015

12345

Amount & Frequency

BACK

NEXT

!

Your employer will pay 100% (up to \$120.00) of your monthly Parking order and up to \$120.00 toward all Commuter benefits.

Amount \$

Be sure this amount is enough to cover your monthly parking expenses

Frequency

☒ Every Month

☐ Manage Calendar

☐ One Month Only

Recurring order every month until you change or cancel

Recurring order - but only for the months you choose

- This is an example of when the Commuter Card option is selected
 - Choose the amount you want loaded to the card each month
 - Frequency of “Every Month” means you won’t have to re-submit the order each month. It will just load that amount each month automatically
 - Pre-tax limit on parking is \$255. Zendesk picks up the first \$120 of that cost for you

Parking (sample election)

- Confirm your contact info is accurate (address, phone, email)
 - Click on the box at the bottom “I confirm...”
 - Click NEXT

P PARKING CARD

March 01, 2015

12345

BACK

NEXT

Confirm Contact Information

Mailing Address

City

State

CA

ZIP

Work ZIP

94103

Daytime Phone

Email

@zendesk.com

This address will be used for any orders or communications that we will mail to you

DO enter a residential address where you want to receive this mail

DO NOT enter your work address, a PO Box or a non-residential address

A number where we can call for critical issues

An address you check often for time-sensitive and critical info, including confirmations

I confirm that this information is accurate

☒

Parking (sample election)

The screenshot shows a web interface for confirming a WageWorks Commuter Card order. At the top, there's a header with a 'P' icon, 'PARKING CARD', and the date 'March 01, 2015'. Below this is a navigation bar with a 'BACK' button, a progress indicator (1, 2, 3, 4, 5) where '4' is highlighted, and a 'SUBMIT ORDER' button. The main content area is titled 'Confirm Order' and contains a white box with the following details:

- WageWorks Commuter Card**
- Commuter Card Amount:** \$120.00
- First Benefit Month:** Apr 1 2015 (with a calendar icon showing April 1, 2015)
- Primary Location:** Priority Parking, 486 Jessie St, San Francisco, CA 94103
- Mailing Address/Contact Info:** (empty field)
- Change/Cancel Until:** 10th of Month Prior to the Benefit Month
- Frequency:** Every Month

A note at the bottom states: 'This amount will be available on your card as of the first day of the benefit month (e.g., April 1st for an April benefit order).' To the left of the main box, a light blue box contains a red exclamation mark icon and the text: 'Your employer will pay 100% (up to \$120.00) of your monthly Parking order and up to \$120.00 toward all Commuter benefits.'

- Confirm your order information looks correct
 - Keep in mind primary parking location isn't the only place you can park when using the parking card option
 - If the need arises to park in another lot, you can still use this card to pay for the parking
 - Click Submit Order if all is correct and then finalize on the next screen

TRANSIT



Transit (sample election)

- Select the most common mode of public transit
 - Click NEXT

BUY A COMMUTER PASS March 01, 2015

1 2 3 4 5

BACK Select Operator NEXT

SEARCH BY ZIP CODE SEARCH BY NAME

94065 SEARCH

Popular Operators (8)

 CLIPPER	Clipper	 MUNI	MUNI
 BART	BART	 AC Transit	AC Transit
 Caltrain	Caltrain	 Golden Gate Transit	Golden Gate Transit
 samTrans	SamTrans	 Vallejo Transit (SolTrans)	Vallejo Transit (SolTrans)

Transit (sample election)

BUY A COMMUTER PASS

March 01, 2015

BACK

1 2 3 4 5

SELECT PRODUCT

NEXT



BART
San Francisco Bay Area Rapid Transit District
<http://www.bart.gov/>

5 Product(s) Available

E-Cash (Clipper)

Cash value is value stored on your Clipper card that works just like cash and is accepted by all participating transit operators. When you ride, Clipper automatically deducts the correct fare from your cash value balance, including all appropriate discounts and transfers. Cash value never expires. You can only load \$250 cash value on a Clipper card at one time, and the most a Clipper card can hold is \$300. Golden Gate Transit and Ferry and SF Bay Ferry only accept cash value on Clipper. If you have a Youth, Senior or RTC Clipper card, you can load cash value, and your card will automatically charge you the correct discounted fare.

Order by


WageWorks Commuter Card

A reusable **stored value card** that can be used to purchase BART tickets at **BART ticket vending machines that accept credit cards**. There are a limited number of BART ticket vending machines, which do not accept credit cards. Note: This card cannot be used at non-BART locations such as grocery stores, drug stores, or newsstands. **Select this product if you want to fund the Clipper card. This product can be used, like a personal credit card, to fund the Clipper card directly. If you want to buy the Hi-Value ticket you must go to www.clippercard.com and select auto-**

Order by


- In this example, BART was chosen
- Next choose funding (e-cash, commuter card, etc.)
- Click NEXT

Transit (sample election)

- This example shows the Commuter Card selected
- Enter the monthly amount you plan to spend for transit
- Pre-tax limit is \$255, anything over that will be withheld post-tax

BUY A COMMUTER PASS

March 01, 2015

BACK

1 2 3 4 5

NEXT

WageWorks Commuter Card

Please Note: If you use the Commuter Card to purchase Clipper products online at clippercard.com with the 'auto load feature', they will charge you a temporary \$2 authorization fee in addition to the cost of the product you are purchasing. The fee is temporary and will be refunded to your card as soon your payment has been approved. However, you will need to ensure that you have enough value on your card to cover the cost of your product and the temporary fee. If you purchase Clipper products using the 'one time only' feature the \$2 fee does not apply.

Value \$

Be sure this amount is enough to cover your monthly purchases

Frequency

☒ Every Month

☐ Manage Calendar

☐ One Month Only

Recurring order every month until you change or cancel

Recurring order - but only for the months you choose

How does the Commuter Card work? The Commuter Card is a stored valued card that works like a credit card at transit agency ticket vending machines and ticket windows. When using the Commuter Card at an agency ticket vending machine that accepts both credit and debit cards, be sure to choose "Credit". If you choose "Debit", you will be prompted for a PIN and the WageWorks Commuter Card does not require a PIN.

Transit (sample election)

- Confirm your contact info is accurate (address, phone, email)
 - Click on the box at the bottom “I confirm...”
 - Click NEXT

BUY A COMMUTER PASS

March 01, 2015

12345

BACK

CONFIRM CONTACT INFORMATION

NEXT

Mailing Address

City

State

CA

ZIP

Work ZIP

94103

Daytime Phone

Email

@zendesk.com

This address will be used for any orders or communications that we will mail to you

DO enter a residential address where you want to receive this mail

DO NOT enter your work address, a PO Box or a non-residential address

A number where we can call for critical issues

An address you check often for time-sensitive and critical info, including confirmations

Transit (sample election)

BUY A COMMUTER PASS March 01, 2015

1 2 3 4 5

BACK Confirm Order SUBMIT ORDER

WageWorks Commuter Card

Pass	WageWorks Commuter Card
Total Cost	\$130.00

Mailing Address/Contact Info	First Benefit Month
	Apr 1 2015 Your card will be mailed to you by Apr 1, 2015
Change/Cancel Until	Frequency
10th of Month One Month Prior to the Benefit Month	Every Month

This amount will be available on your card as of the **20th** of the month (e.g., June **20th** for a July benefit order).

Reminder -- When using the Commuter Card at ticket vending machines, be sure to select **Credit Card** when entering the payment type. The WageWorks Commuter Card does not require a PIN.

- Confirm your order information looks correct
 - Remember that the effective date of your order is listed for you
 - Your card will arrive before the first of the following month
 - Click Submit Order if all is correct and then finalize on the next screen