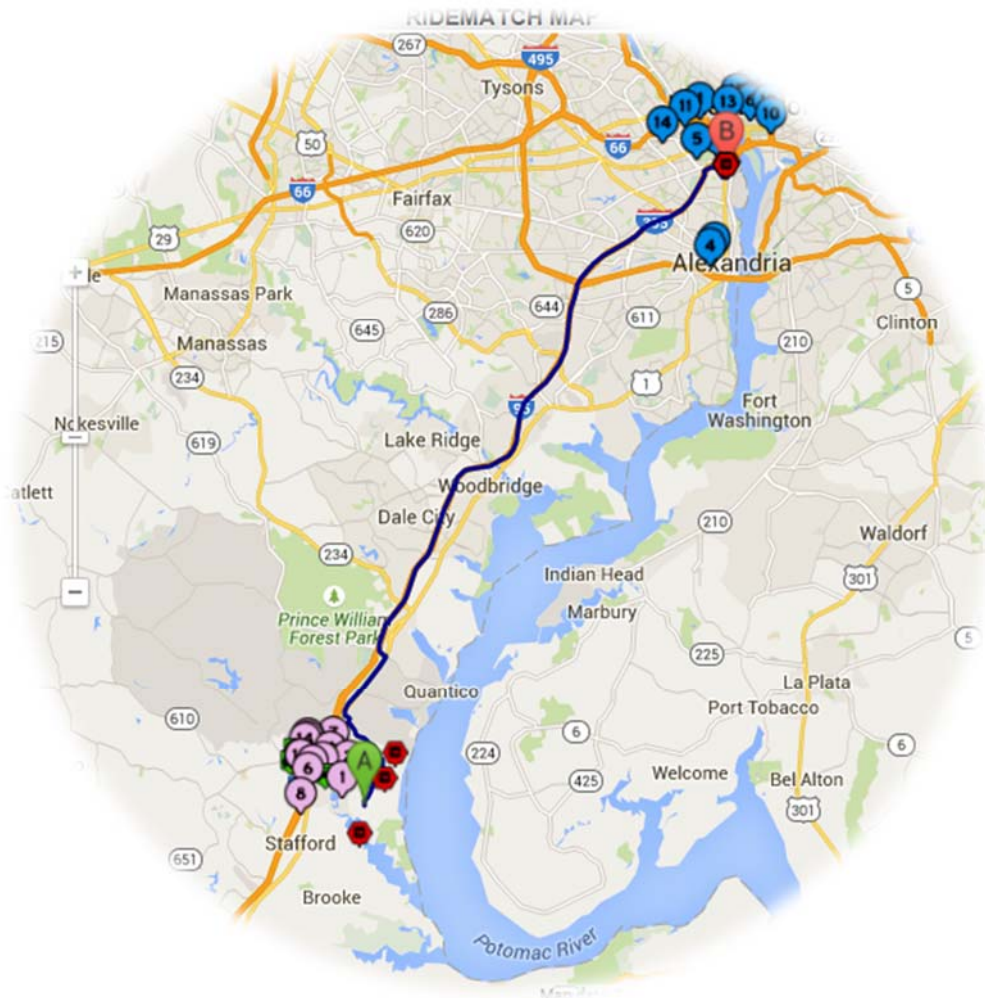




# Commuter Connections Web-Based TDM System ADMINISTRATION MANUAL

Version 3.0

July 2015



NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD, 777 NORTH CAPITOL STREET, N.E., SUITE 300,  
WASHINGTON, DC 20002-4239

**THE COMMUTER INFORMATION SOURCE FOR MARYLAND, VIRGINIA AND THE DISTRICT OF COLUMBIA**

[WWW.COMMUTERCONNECTIONS.ORG](http://WWW.COMMUTERCONNECTIONS.ORG) 1-800-745-RIDE (1-800-745-7433)

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The **Commuter Connections Web-Based TDM System** is a web based application designed to assist Commuter Connections Staff and Jurisdiction administrators with the day to day operations of their commuter programs. The software offers online ride matching, car and vanpool administration, report functions, and commuter administration.

The Software is freely available to the public and accessible from any internet capable computer. Designated administrators of the system will be able to perform any operations for the general public who do not have access to the internet.

This manual is designed to assist administrators with the core functionality of the system.

It is important to note that the look and feel of the web application is the same for both the general public and administrators.

When the software system is deployed to each jurisdiction, all administrators will be provided a unique login to access the TDM application. Due to the sensitive nature of the information contained in this application, this login should be kept secured and not given out to any other users.

# 1. LOGGING IN

1. Open a browser and enter the URL <https://tdm.commuterconnections.org/mwcoq> in the address bar and press the 'Enter' key.  
*This is the URL administrators use to access all modules of the TDM Software System.*
2. The Commuter Connections TDM application **Login page** is displayed below.
3. Enter your Username and password and click **“Login.”**

The screenshot shows the Commuter Connections TDM application login page. The page has a dark blue header with the logo 'COMMUTER CONNECTIONS A SMARTER WAY TO WORK' on the left and 'Login', 'Help', and 'HIDE TOOL TIPS' on the right. Below the header is a navigation bar with links for 'Commuting', 'Employers', 'News and Media', and 'About Us'. The main content area is white and features a 'WELCOME TO COMMUTER CONNECTIONS' heading. Below this is a 'PLEASE NOTE THE FOLLOWING:' section with instructions for new users and existing users. A 'NEW USER? CREATE ACCOUNT' section follows, with a 'Create Account' button. Below that is a 'MEMBER SIGN ON' section with fields for 'Please Enter User Name:' and 'Please Enter Password:', and a 'Login' button. A note states '(User Name and Password are case sensitive)'. At the bottom of the main content area, there are links for 'Forgot User Name?' and 'Forgot Password?' with a 'Recover Password' button. On the right side of the page, there are several promotional boxes: 'COMMUTE RESOURCES', 'FIND BIKE PATHS (BETA)', 'QUICK LINKS' (with a list of links including Announcements, Bicycling, Services for Employers, Guaranteed Ride Home, Ridesharing, Carpool, Teleworking, Public Transportation, Walking, and Network Member Jurisdictions), 'Pool Rewards' (with a 'POOL REWARDS' logo and the text 'It Pays to Rideshare'), and 'Cost of Commuting Calculator' (with a circular graphic showing various cost factors).

## 2. GENERAL INFORMATION AND NAVIGATION

Upon logging in the **Home Page** will open. On the **Home Page**, you can select from the following choices: *System Admin, Commuter Admin, Pool Admin, GRH Admin, Special Events, Employer Admin, Reports and VMT Reports*. Please note that jurisdiction administrators may not have access to all of these options.

To access any of these, click on the desired module located on the top, right-hand side of the page. See the section outlined in yellow below:

**COMMUTER CONNECTIONS**  
A SMARTER WAY TO WORK

Logout  
Help  
HIDE TOOL TIPS  
Welcome STEVEN OSBORN  
Questions? Call 1-202-992-3333

Commuting Employers News and Media About Us

### SYSTEM ADMINISTRATION

Welcome to the Commuter Connections TDM Software System Administrative Pages.

By accessing these pages on behalf of your agency or organization, you agree and are being made aware of the following:

The only permitted use of information provided by any persons applying for ridematching through any client site that uses the Commuter Connections TDM Software System shall be for the provision of free ridematching services and that the confidentiality restrictions enumerated in COG's Rules of Procedure with regards to re-distribution or copying of data will be observed.

[COG/TPB STAFF](#) [CLIENT MEMBERS \(Please Click Here\)](#)

**A. COG/TPB staff, in administering the Commuter Connections software and database, shall:**

1. Provide client members the Commuter Connections TDM Software software for ridematching purposes and provide access to the master database for each client member, except when software or hardware maintenance is necessary.
2. Notify software users in advance of any upcoming hardware or software maintenance.
3. Notify all software users when the server or master database is not accessible or online application on the Commuter Connections website is not functional.
4. Staff the 1-800-745-RIDE and 202-783-POOL lines for a minimum of 7 1/2 hours per day Monday through Friday, excluding COG holidays. An answering machine will be used to answer the telephone after hours and during staff breaks.
5. Maintain the Commuter Connections website ridematching application, process applications received on a daily basis, and provide daily notifications of applications received to clients for their follow up.
6. Forward calls and hard copy applications received from the public to the local client serving the home jurisdiction of the caller.
7. Enter into the ridematching system requests for ridematching received by telephone at the time of the call, and from applications received by mail within 1 business day from receipt. Produce and mail or email match letters for each applicant on the following day following applicant data entry, unless a member requests that no mailing take place.
8. Each month, purge the database on the COG server of applicants whose expiration date has been reached. At least 15 days prior to the purge, a letter will be mailed or emailed to each commuter with an expiration date in the purge month offering to update the commuter's record. A listing of commuters with expiring records will be sent to each client site 30 days prior to the purge, or sooner than requested. Purged applicants will be kept in an archive file at COG for survey and evaluation purposes.
9. COG/TPB staff will retrieve a purged commuter record business days after receipt of a

- SYSTEM ADMIN
- COMMUTER ADMIN
- POOL ADMIN
- GRH ADMIN
- SPECIAL EVENTS
- EMPLOYER ADMIN
- REPORTS
- VMT REPORTS

**SYSTEM ADMINISTRATION**

EDIT MY PROFILE  
MANAGE ADMIN  
MANAGE LOGIN INFO  
TRANSIT REQUESTS  
MANAGE APPFORM TEMPLATES  
EMAILS LOG MONITOR

**PROCESS QUEUES**

NEW REGISTRATIONS (0)  
NEW SPECIAL EVENTS (0)

'Pool Rewards

**'POOL REWARDS**  
It Pays to Rideshare

Cost of Commuting Calculator

**System Admin:** This is for System Administrators only. The System Administrator feature is designed with the following capabilities: *Edit My Profile, Manage Admin, Manage Login Info, Transit Requests, Manage Appform Templates and Emails Log Monitor*. It also has the capability to *Process Queues; New Registrants and New Special Events*.

**Commuter Admin:**

- Add new commuters to the system
- Review existing commuter information
- Perform ridematches
- Print or email matchletter
- Add/Remove commuters from programs

Pool Admin:

- Manage pools
- Add a new pool
- Add/Remove members to a pool
- Update pool information

GRH Admin:

- Process registrants
- Create trip requests
- Process trip requests
- Process invoices and vouchers
- Review rides available

Special Events:

- Process new events
- Manage events
- Find event matches

Employer Admin:

- Manage employers
- Add employers
- Merge employers

Reports:

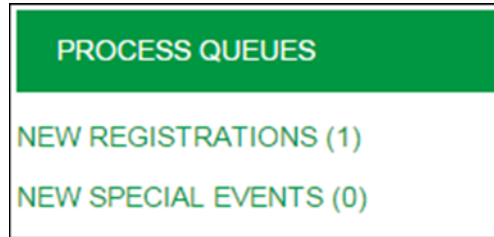
- Run reports

### **3. PROCESS QUEUES**

Queues can be processed from all admin roles.

1. Select either “**New Registrations**” or “**New Special Events.**” The number in

parentheses shows how many unprocessed items are in the queue.



2. Select the commuter or special event. In this case, we are selecting a commuter.

A screenshot of a web form titled 'SEARCH COMMUTER' in a blue header. Below the header, there is a dropdown menu labeled 'Select Commuter from List:' with the selected option 'ERIK VICKSTROM - 704249'. Below the dropdown are several input fields: 'Commuter Id:', 'User Name:', 'First Name:', 'Last Name:', 'Email Address:', 'Home Phone Number:', and 'Zip Code:'. At the bottom of the form are two buttons: 'Review Commuter Info' and 'Back to Search'.

3. The review commuter or review event screen will display.
  - For a commuter, select the appropriate status and app form code then click **“Save Changes.”** The record will be removed from the pending queue.

A screenshot of a web form titled 'ACCOUNT INFORMATION' in a blue header. The header also contains 'APP FORM: 5GRH2' with a red asterisk. The form contains several fields: 'Commuter Id: 704249', 'GRH Registration Id: 704249', 'Commuter CCRS Id: 704249', 'Commuter Status:' with a dropdown menu showing 'New Registrant' selected and 'Active' highlighted, 'Date of Original Entry:', 'Date Last Updated:', 'Site Id:', 'Site Name: COMMUTER CONNECTIONS', and a checked checkbox 'Share my name with other registered commuters'. Below these are input fields for 'First Name: ERIK' with a red asterisk and 'MI: R', and 'Last Name: VICKSTROM' with a red asterisk.

- For events, approve or reject the event and it will move from the pending queue.



## 4. SYSTEM ADMINISTRATION

The system administration module can only be accessed by System Administrators.

Click the System Admin module and the menu will display the following: *Edit My Profile, Manage Admin, Manage Login Info, Transit Requests, Manage Appform Templates and Emails Log Monitor.*

The screenshot shows the 'SYSTEM ADMINISTRATION' page. The header includes the 'COMMUTER CONNECTIONS' logo and navigation links for 'Commuting', 'Employers', 'News and Media', and 'About Us'. The main content area is titled 'SYSTEM ADMINISTRATION' and contains a welcome message and a list of administrative tasks. A yellow box highlights the 'SYSTEM ADMINISTRATION' menu on the right, which includes options like 'SYSTEM ADMIN', 'EDIT MY PROFILE', 'MANAGE ADMIN', 'MANAGE LOGIN INFO', 'TRANSIT REQUESTS', 'MANAGE APPFORM TEMPLATES', and 'EMAILS LOG MONITOR'.

### 4.1 Edit My Profile

This is to edit personal information on your administrative profile. Administrators can also change their password using the “Edit Profile” menu. This is not the correct tab for editing another commuter. For further information on editing profiles, refer to section six, “Commuter Admin.”

### 4.2 Manage Admin

Manage Admin allows you to search and/or add new administrators to the system. It also allows you to update admin information and credentials.

- Click Manage Admin.



## SYSTEM ADMINISTRATION

EDIT MY PROFILE

MANAGE ADMIN

MANAGE LOGIN INFO

TRANSIT REQUESTS

MANAGE APPFORM TEMPLATES

EMAILS LOG MONITOR

## PROCESS QUEUES

### 4.2.1 Search and Edit Admin Info

1. Enter search criteria and click

**SEARCH ADMIN**

Admin First Name:

Admin Last Name:

Admin User Name:

Admin Type:

Admin Site Name:

All fields can be used to search admins

2. The Select Admin page displays with a list of potential matches. Select the Admin record you want to view or edit and click **“Review Admin Info.”** If your search did not produce your desired match, click **“Back to Search”** and repeat your search. The less information you enter, the broader the search.

**SELECT ADMIN**

Select Admin From The List:

- STEPHEN FINAFROCK (COMMUTER CONNECTIONS)
- STACEY WALKER (COMMUTER CONNECTIONS)
- STACEY BROWN (COMMUTER CONNECTIONS)
- STEVEN OVERBAY (COMMUTER CONNECTIONS)
- STEPHEN SMITH (COMMUTER CONNECTIONS)
- STEPHANIE DURAN (COMMUTER CONNECTIONS)
- STEVEN OSBORN (COMMUTER CONNECTIONS)

[Review Admin Info](#) [Back to Search](#)

- You can update admin information and credentials from this page. After updating the information click [Save Changes](#). See image below:

**UPDATE ADMIN INFORMATION**

Admin First Name:

Admin Last Name:

Admin User Name: stevenosborn

**UPDATE ADMIN CREDENTIALS**

Admin Status:

Admin Type:

Admin Site Name:

Admin Jurisdiction:   
Assign only if jurisdiction based commuter registration processing is required.

[Save Changes](#) [Cancel Changes](#) [Back to Search](#)

- Click [Back to Search](#) to return to search page.

#### 4.2.2 Add New Admin

- Click [Add New Admin](#).
- Complete all fields and click [Create New Admin](#).

ADMIN INFORMATION	
Admin First Name:	<input type="text"/> *
Admin Last Name:	<input type="text"/> *
ADMIN ACCOUNT INFORMATION	
Admin User Name:	<input type="text"/> * Example: johnDoe1
Password:	<input type="text"/> * Must be 8 to 12 alphanumeric characters. Example: doe4john2
Confirm Password:	<input type="text"/> * Must be same as Password
Password Recovery Question:	<input type="text" value="Please Select One"/> *
Password Recovery Answer:	<input type="text"/> *
ADMIN CREDENTIALS	
Admin Status:	<input type="text" value="Active"/> *
Admin Type:	<input type="text" value="Please select one"/> *
Admin Site Name:	<input type="text" value="COMMUTER CONNECTIONS"/> *
Admin Jurisdiction:	<input type="text" value="COUNCIL OF GOVERNMENTS"/> *
Assign only if jurisdiction based commuter registration processing is required.	
* Required Fields	
<input type="button" value="Create New Admin"/> <input type="button" value="Back to Search"/>	

3. A confirmation displays showing the Admin was created successfully. The username and password you assign to the new admin must contain at least one numeric character.

## 5. RIDESHARE ADMINISTRATION

The Rideshare Admin capabilities are an extension of the Commuter Admin module. All Rideshare Admin functions are performed while viewing a commuter's profile. To learn more about viewing a commuter's profile, see section six, "Commuter Admin."

- 5.1 To access the Rideshare Administration module, login to the TDM System and look up a commuter. If your administrator account allows access to this module, the "Ridesharing" menu will be available on the right-hand side of the

commuter's profile. This module enables you to perform a ride match for any commuter registered in the CCRS Performing a Ridematch for a Commuter

- To request a ride match, view a profile and click **FIND RIDEMATCHES** underneath the "Ridesharing" menu.

ACCOUNT INFORMATION		APP FORM: 5GRH2	COMMUTER ADMINISTRATION
Commuter Id:	690588		<a href="#">MANAGE COMMUTER</a> <a href="#">REVIEW MEMBER INFO</a> MEMBER INFORMATION COMMUTE INFORMATION EMPLOYER INFORMATION WORK SCHEDULES PROGRAM ASSOCIATION ADD NOTES INFORMATION REQUEST <b><a href="#">RIDESHARING</a></b> <a href="#">FIND RIDEMATCHES</a>
GRH Registration Id:	690588		
Commuter CCRS Id:	690588		
Commuter Status:	Active		
Date of Original Entry:	04/08/2014		
Date Last Updated:	06/10/2015		
Site Id:	10001		
Site Name:	COMMUTER CONNECTIONS		
<input checked="" type="checkbox"/> Share my name with other registered commuters			
First Name:	STEVEN	MI: M	
Last Name:	OSBORN		
HOME ADDRESS			
<input checked="" type="checkbox"/> Share my home address with other registered commuters			
Street Address:	101 WILLOW LANE	Apt #:	

- The ridematch request page displays:

### RIDESHARE ADMINISTRATION - RIDEMATCH REQUEST

**COMMUTER INFORMATION**

Commuter Name: STEVEN M OSBORN  
 Commuter Id: 690588  
 Commuter CCRS Id: 690588

**ADDRESS PROFILE** [View Demo](#)

Your address profile is shown below. You may select any of the locations as a starting point and a destination point for your carpool/vanpool.

By default, landmarks and park and ride lots close to your home and work addresses are displayed in the address profile. You may delete old or obsolete addresses by selecting the button in the 'DELETE' column and then clicking the 'Delete Address' button at the bottom of the page.

We also maintain information about landmarks, park and ride lots, and employers in the metropolitan area. To add one of these locations to your address profile, click the 'Add Address' button at the bottom of the page.

Click on to view the corresponding address on a map. Is the system unable to locate an address on the map? Click on 'Use Manual Geocoder' that will display in the address table to manually place an address on the map.

Click on to correct the location manually by pointing the address on the map. New

ADDRESS TYPE - NAME	ADDRESS	VIEW	START	DESTN	DELETE
HOME -	101 WILLOW LANE STAFFORD VA 22554				
WORK -	PENTAGON WASHINGTON DC 203185124				
LANDMARK - RT95 & RT630	STAFFORD VA 22554				
LANDMARK - RT630 & RT95	STAFFORD VA 22554				
LANDMARK - STAFFORD	STAFFORD VA 22554				
LANDMARK - RAMOTH	STAFFORD VA 22554				
LANDMARK - RT95 & RT610	STAFFORD VA 22556				
LANDMARK - PENTAGON	ARLINGTON VA 22202				
LANDMARK - PENTAGON M	ARLINGTON VA 22202				

- SYSTEM ADMIN
- COMMUTER ADMIN
- POOL ADMIN
- GRH ADMIN
- SPECIAL EVENTS
- EMPLOYER ADMIN
- REPORTS
- VMT REPORTS

**RIDESHARE ADMINISTRATION**

[FIND A RIDEMATCH](#)

[VIEW RIDEMATCH HISTORY](#)

[ADD NOTES](#)

**ADMINISTRATION TIPS**

- Please search for the commuter for which the match is to be generated.
- All fields where data is entered will be searched on and a list of matches will be presented for selection.
- Selecting a commuter from the list will automatically populate all relevant information from the commuters profile into the ride match request data fields.
- Data can be modified manually as needed. When all data is entered, press Submit to start the match.
- Technical Support

Pool Rewards

It Pays to Rideshare

From here, you will be able to select a variety of starting points and destinations from a list of suggested addresses. The starting point defaults to the commuter's home address, and the destination defaults to their work address. You may select or add an alternative starting point or destination. To select an alternative address, simply click the appropriate radio button.

To add an alternative address, scroll down and click . From here, you will select **“New Alternate Start”** or **“New Alternate Destination”** from the dropdown menu.

**ADD NEW ADDRESS**

You may add a new alternate starting or destination address by selecting the address type as 'New Alternate Start' or 'New Alternate Destination', entering the address, and clicking on the 'Add New Address' button.

**Address Type:**

**Address Name:**

**Street Address:**

**City:**

**State:**

**Zip Code:**

Complete all fields and click **“Add New Address,”** then **“Back to Profile.”** You will now find your new address on the original list. It is important to note that only one starting address and destination can be selected per matchlist.

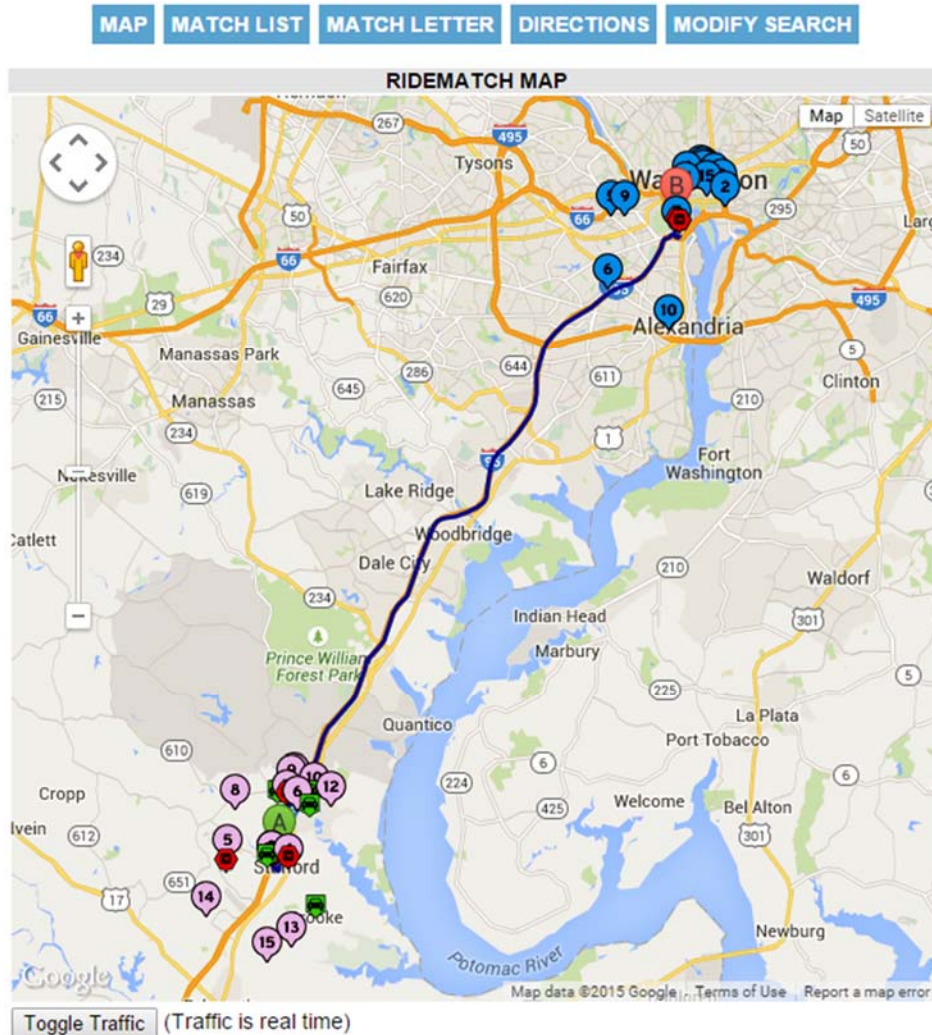
3. Once you have selected your desired addresses, click **“Continue”** at the bottom of the page. You now need to input further search criteria.

SEARCH CRITERIA	
Work Schedule:	9 : 00 : AM ▼ To: 5 : 00 : PM ▼
Flexible To Arrive Before:	15 ▼ Minutes And Arrive After: 15 ▼ Minutes
Flexible To Leave Before:	15 ▼ Minutes And Leave After: 15 ▼ Minutes
Starting Address:	101 WILLOW LANE STAFFORD VA 22554
Destination Address:	PENTAGON WASHINGTON DC 203185124
Search Radius Around Origin:	3 ▼ miles
Search Radius Around Destination:	2 ▼ miles

Work schedule and flexibility times are defaulted according to the commuter's profile. These fields may be edited. Search radius around origin and destination may also be changed. Selecting a larger search radius will yield more results. The admin may also include any special instructions within the dialog box provided.

4. Verify the information is accurate and click "**Submit Request.**" A map is shown with your matchlist results.



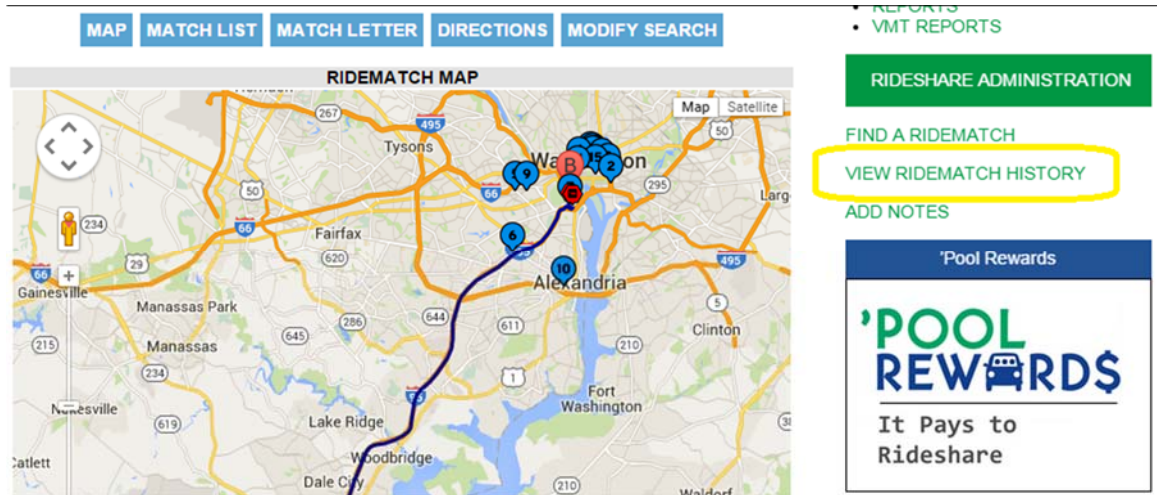


The results page has the following options, which can be found above the map: *View Map*, *View Matchlist*, *View Directions* and *Modify Search*. The map's legend can be found below the map by scrolling down.

## 5.2 View Ridematch History

1. Click "**View Ridematch History**" to the right of the map:





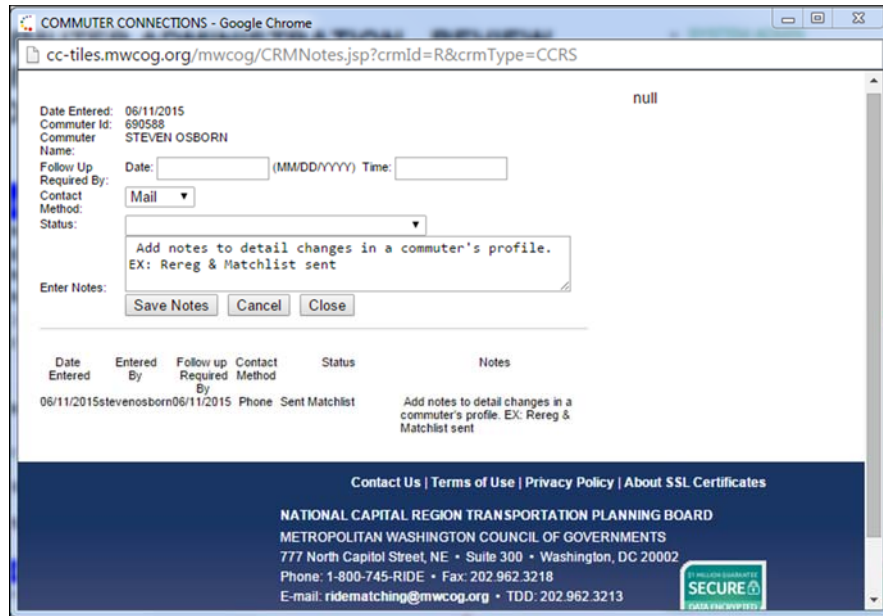
2. Select commuter from commuter list box and click “**View Match History.**”

SEARCH COMMUTER	
Select Commuter from List:	<div style="border: 1px solid gray; padding: 2px;">           Please select one  <span style="background-color: #0070C0; color: white; padding: 2px;">STEVEN OSBORN - 690588</span> </div>
Commuter Id:	<input type="text" value="690588"/>
User Name:	<input type="text" value="SteveOsborn"/>
First Name:	<input type="text" value="STEVEN"/>
Last Name:	<input type="text" value="OSBORN"/>
Email Address:	<input type="text" value="SOSBORN@MWCORG.ORG"/>
Home Phone Number:	<input type="text" value="5702469179"/>
Zip Code:	<input type="text" value="22554"/>
	<input type="button" value="View Match History"/> <input type="button" value="Back to Search"/>

3. Commuter Ridematch History screen displays. This screen will display past ridematch request search criteria. This includes addresses selected, work hours, search radius and the number of match results found.

### 5.3 Add Notes

- *Add Notes* is available after locating a commuter. Once you have clicked Add Notes, a pop-up display allows you to add notes and view notes created for this commuter.



## 6. COMMUTER ADMIN

Administrators use the commuter admin module to access all commuter account information. This module also has direct links to perform ride matches for any commuter registered in the CCRS program.

This page allows administrators do the following:

### **Add new commuters to the system**

This allows administrators to assist commuters who would like to register but do not have access to an internet enabled computer.

### **Review existing commuter's information**

Administrators can update or change any information in a commuter's record. This includes general member information, commuter information, employer information, work schedule and program association.

### **Add/Remove commuters from the programs**

An administrator can allow commuters to join a ridesharing or GRH program using this module.

## 6.1 Add Commuters

1. Click "**Commuter Admin**" from the top menu to display the Commuter Administration menu bar. Then click "**Manage Commuter.**"

**COMMUTER ADMINISTRATION**

Welcome to the Commuter Connections TDM Software System Administrative Pages.

By accessing these pages on behalf of your agency or organization, you agree and are being made aware of the following:

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[COG/TPB STAFF](#) | [CLIENT MEMBERS \(Please Click Here\)](#)

**A. COG/TPB staff, in administering the Commuter Connections software and database, shall:**

1. Provide client members the Commuter Connections TDM Software software for ridematching purposes and provide access to the master database for each client member, except when software or hardware maintenance is necessary.
2. Notify software users in advance of any upcoming hardware or software maintenance.

- SYSTEM ADMIN
- COMMUTER ADMIN
- POOL ADMIN
- GRH ADMIN
- SPECIAL EVENTS
- EMPLOYER ADMIN
- REPORTS
- VMT REPORTS

COMMUTER ADMINISTRATION

MANAGE COMMUTER

PROCESS QUEUES

NEW REGISTRATIONS (0)

NEW SPECIAL EVENTS (2)

ADMINISTRATION TIPS

2. The **Search Commuter** page will display.

**SEARCH COMMUTER**

Commuter Id:

User Name:

First Name:

Last Name:

Email Address:

Home Phone Number:

Zip Code:

All Fields can be used to search commuters

3. To add a new Commuter, click



After clicking the “**Add Commuter**” button, the **Commuter Registration Form** displays. Enter the commuter information for all the required fields marked with an asterisk and click “**Submit Form.**” A confirmation displays.



**COMMUTER CONNECTIONS**  
A SMARTER WAY TO WORK

[Logout](#)  
[Help](#)  
[HIDE TOOLTIPS](#)  
 Welcome STEVEN OSBORN  
 Guest User | Call: 1-202-962-3333

Commuting
Employers
News and Media
About Us

## COMMUTER ADMINISTRATION - MANAGE COMMUTER - COMMUTER REGISTRATION FORM

- SYSTEM ADMIN
- COMMUTER ADMIN
- POOL ADMIN
- GRH ADMIN
- SPECIAL EVENTS
- EMPLOYER ADMIN
- REPORTS
- VMT REPORTS

MEMBER INFORMATION
APP FORM:

First Name:  \* MI:

Last Name:  \*

User Name: Example: johnDoe1  \* Must be 8 to 12 alphanumeric characters

Password: Password is changeme4 and cannot be edited. Default set as 'changeme4'

Confirm Password: changeme4

CONTACT INFORMATION

I prefer to be addressed as:  None  Mr  Miss  Ms  Mrs  Dr  Other

E-mail Address:

Confirm E-mail Address:

\* At least one contact telephone number is required

Home Phone Number:  -  -

Cell Phone Number:  -  -

Work Phone:  -  -  Extn:

HOME ADDRESS

Address Type:

Street Address:  Apt #:

City:

State:  \* Zip Code:

Home Jurisdiction:

COMMUTE INFORMATION

Current Commute Mode:

How did you learn about us?

JOIN PROGRAMS

Select Programs:  Guaranteed Ride Home (GRH)  Rideshare (CCRS)

\* Required Fields

COMMUTER ADMINISTRATION

MANAGE COMMUTER

Pool Rewards



It Pays to Rideshare

Cost of Commuting Calculator



Estimated monthly cost  Calculate  Estimated yearly cost

Latest News



COMADMAC1

## 6.2 Review and Edit Commuter Info

1. Click **“Commuter Admin”** from the top menu list to display the Commuter Administration menu. Then click **“Manage Commuter”** and the program displays the **Search Commuter** page.
2. Locate the commuter account you want to view/edit and click **“Review Commuter Info.”**

**COMMUTER CONNECTIONS**  
A SMARTER WAY TO WORK

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## COMMUTER ADMINISTRATION - MANAGE COMMUTER - SEARCH COMMUTER

**SEARCH COMMUTER**

Select Commuter from List: Please select one  
 SHANNON OSBORNE - 670728  
 STEVEN OSBORN - 690588  
 SUZANNE OSBORNE - 119151

Commuter Id: 690588  
 User Name: SteveOsborn  
 First Name: STEVEN  
 Last Name: OSBORN  
 Email Address: SOSBORN@MWCOCG.ORG  
 Home Phone Number: 2029623323  
 Zip Code: 22554

[Review Commuter Info](#) [Back to Search](#)

- SYSTEM ADMIN
- COMMUTER ADMIN
- POOL ADMIN
- GRH ADMIN
- SPECIAL EVENTS
- EMPLOYER ADMIN
- REPORTS
- VMT REPORTS

COMMUTER ADMINISTRATION  
 MANAGE COMMUTER  
 Pool Rewards  
 'POOL REWARDS'  
 It Pays to Rideshare

- The commuter's profile page will display. The **“Review Member Info”** bar on the right expands. The following options are available: *Member Information, Commute Information, Employer Information, Work Schedules, Program Association, Add Notes and Information Request*. To edit any of the information, click the desired tab, make the change and click **“Save Changes.”**

ACCOUNT INFORMATION   APP FORM: 5GRH2

COMMUTER ADMINISTRATION  
 MANAGE COMMUTER  
**REVIEW MEMBER INFO**  
 MEMBER INFORMATION  
 COMMUTE INFORMATION  
 EMPLOYER INFORMATION  
 WORK SCHEDULES  
 PROGRAM ASSOCIATION  
 ADD NOTES  
 INFORMATION REQUEST

Commuter Id: 690588  
 GRH Registration Id: 690588  
 Commuter CCRS Id: 690588  
 Commuter Status: Active  
 Date of Original Entry: 04/08/2014  
 Date Last Updated: 06/10/2015

Site Id: 10001  
 Site Name: COMMUTER CONNECTIONS

Share my name with other registered commuters

First Name: STEVEN \* MI: M  
 Last Name: OSBORN \*

- **Member Information:** This page contains all commuter account information. This includes the commuter's commuter ID number, home address, mailing address and contact information.
- **Commute Information:** This page contains all commute information and carpool/vanpool preferences.
- **Employer Information:** This page contains all employer information. You can update employer information on this page by clicking **Update Employer**, searching for the employer, selecting the employer from a list and clicking **Update Employer Info**.

If the employer is not in the system you can add the employer. *It is very important to search for the employer first.*

- **Work Schedules:** This page contains work schedules including arrival and departure times.
- **Program Association:** This page contains information on joining programs such as GRH and CCRS.
- **Add Notes:** You can add notes to the account of the commuter you are working with by following the **"Add Notes"** link under the **"Review Member Info"** menu bar.
- **Information Request:** This page contains additional commute information and the ability to request information for the commuter.
- **Ridesharing:** You may also complete ridematching from here. Refer to section five, **"Rideshare Administration."**

## **7. POOL ADMINISTRATION**

The Pool Admin module allows administrators to create new carpools and vanpools, add or remove commuters from existing pools and change pool information. To access the Pool Admin module, login to the TDM Software system and click the Pool Admin menu item on the right side of the page.

### **7.1 Managing an Existing Pool**

Click the **"Pool Admin"** tab on the right side of the menu. Next, click **"Manage Pool"** under the Pool Administration menu bar.



- The Pool type can be *Carpool Incentive Program*, *Vanpool Incentive Program*, *Transit* or *Other*, which can be selected from the dropdown list as shown below.
1. To manage an existing pool, enter the pool name in the designated field and click **“Search Pool.”** You may also search for a pool using a Commuter’s name or Pool ID number.

2. After searching for a pool, a list of all pools that a commuter belongs to will display.
3. When the pool you would like to manage is displayed, select it from the dropdown and click **“Review Pool Info.”**



## 7.2 Updating Pool Information

Once the pool is selected, a screen with Pool information will display. This screen can be used to update most pool information such as the *Pool Type*, *Pool Status* and *Pool Size*.

UPDATE POOL INFORMATION			
App Form:	<input type="text" value="CIP1001"/>	Created On:	05/20/2015
Pool ID:	153338	Pool Name:	3 Ladies & A Man
Pool Type:	<input type="text" value="Carpool Incentives Program (CIP)"/>	Pool Max. Size:	<input type="text" value="5"/>
<b>Pool Status:</b>	Eligible for Rewards		
	<input type="text" value="Change Status"/>		
Pool Current Size:	<input type="text" value="4"/>		
Parking Space #:	<input type="text"/>	Pool Start Date:	<input type="text" value="06/02/2015"/>
<input checked="" type="checkbox"/> Corridor Used:	<input type="text" value="Other"/>	Program Exp. Date:	<input type="text" value="08/31/2015"/>
<input type="button" value="Save Changes"/> <input type="button" value="Cancel Changes"/> <input type="button" value="Back to Search"/>			

## 7.3 Adding or Removing a Member to a Pool

1. In the “Update Member Information” section, click “Add New Member”

UPDATE MEMBER INFORMATION						
Select Id	Member Name	Date Added	Days Pool Used	Primary Contact	Pool Preference	
<input type="radio"/>	658693 ANN LARTEY-MINGLE	05/20/2015	5	Y	Driver	
<input type="radio"/>	703451 DEVIE ROBERTSON	06/09/2015	5	N	Passenger	
<input type="radio"/>	704218 GISETTE BROWN	06/09/2015	5	N	Passenger	
<input type="radio"/>	676050 ANN KASTNER-CLAYTON	06/09/2015	5	N	Passenger	
<input type="button" value="Add New Member"/> <input type="button" value="Update Member"/> <input type="button" value="Remove Member"/> <input type="button" value="Clear"/>						

2. After clicking “Add New Member” you will be able to search for commuters.
3. You may search for a commuter based on their first and last name, email address or phone number. Complete desired fields and click “Search Commuters.”

### POOL INFORMATION

AppForm:	CIP1001	Created on:	05/20/2015
Pool ID:	153338	Pool Name:	3 Ladies & A Man
Pool Type:	Other	Pool Maximum Size:	5
Pool Status:	ELIGIBLE FOR REWARDS	Pool Current Size:	4

### SEARCH COMMUTERS

Please search for the commuter.

**First Name:**

**Last Name:**

**Email Address:**

**Phone Number:**

**Zip Code:**

- The results of the search will display with the following details: *No. of Days Pool Used, Pool Preference and Primary Contact*. Select the commuter and click **“Add Member.”**

### SELECT COMMUTER

Please select the commuter, member information/preferences and click on 'Add Member' button.

STEVEN OSBORN - 690588 ▲

No of Days Pool Used:  ▼

Set as Primary Contact:  ▼

Set Pool Preference:  ▼

5. The updated information will be viewable in the “Update Member Information” section. The new member can be removed from the list by clicking the radio button next to the commuter and clicking “**Remove Member.**”

## 7.4 Add a New Pool

1. Select the “**Manage Pool**” tab located on right-side menu bar.
2. Click “**Add New Pool.**”

**SEARCH POOL**

Pool Id:

Pool Name:

Pool Type:

Pool Creation Date:  To

First Name:

Last Name:

City:

Zip Code:

All fields can be used to search pools

3. The Enter New Pool Information screen will display. Complete the information in the following fields: *Pool Type*, *Pool Maximum Size*, *Pool Status*, and *Parking Space # (if applicable)*. Click “**Create Pool.**”

**ENTER NEW POOL INFORMATION**

App Form:

Pool Id: 153348

Pool Name:  (Modify this to give a name to the pool)

Pool Type:

Pool Maximum Size:

Pool Status:

Parking Space #:

4. Your new Pool is created.

You can now add Commuters to the pool by clicking “**Add New Member.**” This

will bring up the familiar “Search Commuter” screen. You should enter the commuter’s information in this screen and click “**Search Commuter.**” This will bring up the **Select Commuter Screen.** Refer to section 7.3 for more information on adding commuters to a pool.

**Note:** When adding members make sure to set the Driver/Passenger option and number of days the pool is used.

## 7.5 Adding Notes

1. To add Notes, click the “**Add Notes**” tab located on the right-side menu under “Manage Pool” while viewing a carpool.

**POOL ADMINISTRATION - MANAGE POOL - UPDATE POOL**

- SYSTEM ADMIN
- COMMUTER ADMIN
- POOL ADMIN
- GRH ADMIN
- SPECIAL EVENTS
- EMPLOYER ADMIN
- REPORTS
- VMT REPORTS

**UPDATE POOL INFORMATION**

App Form: CIP1001 Created On: 05/20/2015  
Pool ID: 153338 Pool Name: 3 Ladies & A Man  
Pool Type: Carpool Incentives Program (CIP) Pool Max. Size: 5  
Pool Status: Eligible for Rewards  
Change Status  
Pool Current Size: 4  
Parking Space #: Pool Start Date: 06/02/2015  
Corridor Used: Other Program Exp. Date: 08/31/2015

Save Changes Cancel Changes Back to Search

POOL ADMINISTRATION  
MANAGE POOL  
ADD NOTES ←

Pool Rewards  
**'POOL REWARDS**

2. A popup displays that enables you to add notes on a pool.

## 8. GRH ADMIN

The GRH Program is a free service that provides peace of mind to commuters during unexpected emergency situations. The service provides a specific amount of rides home to commuters participating in the program. There are some restrictions to using the GRH program. These restrictions can be found in the Participation Guidelines.

The GRH Admin module has the following options: *Process Registrants, Create Trip Requests, Process Trip Requests, Process Invoices, Process Vouchers, OTE Registration and Review Rides Available.*

## 8.1 Process Registrations and Create Trip Requests

1. Click “GRH Admin” then “Process Registrations.” Enter search criteria and click “Process Queue.”

SEARCH REGISTRATIONS		GRH ADMINISTRATION
Registration Date:	<input type="text" value="06/12/2015"/> TO <input type="text" value="06/12/2015"/> MM/DD/YYYY	<b>PROCESS REGISTRATIONS</b>
Registration Status:	<input type="text" value="All"/>	CREATE TRIP REQUESTS
Commuter Id:	<input type="text" value="690588"/>	PROCESS TRIP REQUESTS
Commuter First Name:	<input type="text"/>	PROCESS INVOICES
Commuter Last Name:	<input type="text"/>	PROCESS VOUCHERS
Commuter Email:	<input type="text"/>	OTE REGISTRATION
SORT REGISTRATIONS		Pool Rewards
Sort By:	<input type="text" value="Registration Date"/>	
All fields can be used to search registrations		
<input type="button" value="Process Queue"/> <input type="button" value="Clear"/>		

2. Select a commuter from the list and click “Process Registration.”
3. The registrant process page displays. Enter the appropriate information and click “Create Trip Request.”
4. The Create Trip Request page displays. Enter the reason for the ride request and click “Submit Trip Request.”

RIDE INFORMATION	
Ride Request Date:	<input type="text" value="06/12/2015"/> Time: <input type="text" value="4:25 PM"/>
Reason For Ride Request:	<input type="text" value="Child Care Conflict"/> *
Special Instructions:	<input type="text"/>
COMMUTER RIDE SUMMARY (*Excluding current ride request)	

5. Once you have entered all the information, submit the trip request.

6. The Process Trip Request page displays with Trip Request Details. A trip consists of at least one trip leg. To add a leg, click **“Add Leg.”**

TRIP REQUEST DETAILS	
Authorization #:	A403880
Authorization Date:	06/10/2015
Commuter Name:	YING FAN
Commuter Id:	683398
Work Phone:	301-796-3856 Extn:
Supervisor's Name:	CHANDRAHAS SAHAJWALLA
Cell Phone:	571-231-5690
Supervisor's Phone:	301-796-1599 Extn:
GRH Status:	Re-registrant
Registration Date:	10/06/2014
Rides Available:	2
Expiration Date:	10/05/2015
Request Date:	06/10/2015
Time:	1:11:PM
Request Status:	Completed
Trip Request Reason:	Personal Illness
One Time Exception:	No
Click on 'View Location' links below to view the nearest Enterprise Locations.	
Work Address:	10903 NEW HAMPSHIRE AVE # 75 SILVER SPRING MD <a href="#">View Location</a>
Home Address:	9704 DELAMERE CT. ROCKVILLE MD 20850 <a href="#">View Location</a>
Special Instructions:	
Charge No Show Fee: <input type="checkbox"/> Check here to charge one trip, if a GRH Member is late for his/her t	
<input type="button" value="Save Changes"/> <input type="button" value="Cancel Changes"/> <input type="button" value="Back To Queue"/>	
TRIP PLANNER TRIP DATE: 06/10/2015	
<span style="float: left;">■ LEG #: 1 LEG ID: 403880-52</span> <span style="float: right;">LEG STATUS: Completed</span>	
Provider Name:	Barwood
Estimated Distance in Miles:	17
Pickup Location:	10903 NEW HAMPSHIRE AVE # 75 SILVER SPR
Pickup Time:	1 : 45 : PM
Drop-off Location:	9704 DELEMERE CT ROCKVILLE MD
Drop-off Time:	2 : 10 : PM
<input type="button" value="Add Leg"/> <input type="button" value="Save Leg(s)"/> <input type="button" value="Delete Leg"/>	

7. Enter the information and click **“Save Leg(s).”** You can add another leg or delete a leg. To delete, select the leg and click **“Delete Leg.”**

<span style="float: left;">■ LEG #: 2 LEG ID: 403880-47</span> <span style="float: right;">LEG STATUS: Completed</span>	
Provider Name:	Alexandria Yellow
Estimated Distance in Miles:	
Pickup Location:	
Pickup Time:	: : AM
Drop-off Location:	
Drop-off Time:	: : AM
<input type="button" value="Add Leg"/> <input type="button" value="Save Leg(s)"/> <input type="button" value="Delete Leg"/>	
Created New Leg Successfully.	



## 8.2 Searching and Processing Invoices and Vouchers

To process an invoice, click **Process Invoices** on the right-side menu.

1. Under the “Search Trips/Invoices” section, select the provider name and the date range of the invoice. Under the “Sort Trips/Invoices” section, select Ride/Invoice Date. This tells the system to search for trips within a specific date range from a specific provider.

SEARCH TRIPS / INVOICES	
Provider Name:	<input type="text" value="Alexandria Yellow"/>
Ride/Invoice Date:	<input type="text" value="02/03/2015"/> to <input type="text" value="02/09/2015"/>
Commuter First Name:	<input type="text"/>
Commuter Last Name:	<input type="text"/>
Commuter Id:	<input type="text"/>
User Name:	<input type="text"/>
Trip Authorization #:	<input type="text"/>
Trip Reason:	<input type="text"/>

SORT TRIPS / INVOICES	
Sort By:	<input type="text" value="Ride/Invoice Date"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

<input type="button" value="Search Trips"/>	<input type="button" value="Search Invoices"/>
---	--

2. Enter the search criteria and click **“Search Trips.”** You will then be brought to the “Process Ride Legs” page. Here, trips given by the provider within the specified time frame appear.

### PROCESS RIDE LEG(S)

There are no processed ride leg(s) to create invoice. To process, click on the links provided for Leg #s.

<input type="checkbox"/>	Provider Name	Ride Date	Time	Status	Leg #	Commuter Name	Amount
<input type="checkbox"/>	Alexandria Yellow	02/03/2015	12:13:PM	Completed	<a href="#">402956-99</a>	ROSIE GIBSON	\$
<input type="checkbox"/>	Alexandria Yellow	02/03/2015	7:49:AM	Completed	<a href="#">402948-69</a>	CHRISTINA FINLEY	\$
<input type="checkbox"/>	Alexandria Yellow	02/09/2015	6:54:AM	Completed	<a href="#">403012-62</a>	ROBERT DOWNS	\$

[Back to Search](#)

- To process, click the Leg # and the **Commuter Detail** page displays.

### COMMUTER DETAILS

Commuter Name: ROSIE GIBSON      Commuter Id: 681280  
Home Phone: 703-878-4894      Work Phone: 703-545-2889 Extn:  
Cell Phone: 703-232-7418  
Home Address: 15468 AMBERGATE DR WOODBRIDGE VA 22193  
Work Address: 200 STOVALL AVE, HOFF 2 ALEXANDRIA VA 22193

### PROVIDER DETAILS

Provider ID: 100001  
Provider Name: Alexandria Yellow      Provider Type: Cab Services

### RIDE DETAILS

Authorization #: A402956      Ride Reason: Child Care Conflict  
Ride Date: 02/03/2015      Ride Time: 12:13:PM  
Ride Leg: 9      Ride Status:  ▾  
Ride Origin: 200 STOVALL STE, HOFF 2 ALEXANDRIA VA  
Ride Destination: COMMUTER LOT WOODBRIDGE VA  
Ride Amount:

PROCESSED BY: stevenosborn

PROCESSED ON: 06/15/2015

- Enter the ride amount and click **“Save Changes.”** You will be brought back to the “Process Ride Legs” page where you can select the next commuter.
- Once the ride amount for each commuter has been entered, you may create the invoice.

### PROCESS RIDE LEG(S)

	Provider Name	Ride Date	Time	Status	Leg #	Commuter Name	Amount
<input checked="" type="checkbox"/>	Alexandria Yellow	02/03/2015	12:13:PM	Processed	402956-99	ROSIE GIBSON	\$53.74
<input type="checkbox"/>	Alexandria Yellow	02/03/2015	7:49:AM	Completed	402948-69	CHRISTINA FINLEY	\$
<input checked="" type="checkbox"/>	Alexandria Yellow	02/09/2015	6:54:AM	Processed	403012-62	ROBERT DOWNS	\$81.48

Create Invoice

Back to Search

*In this case, only two of the three commuters are listed on Alexandria Yellow's invoice. We only enter the amount in which we have been billed.*

- Ride amounts have been entered for all commuters listed on Alexandria Yellow's invoice. Click **"Create Invoice."**
- Enter the invoice number, date submitted, date received and verify the invoice amount. Once all information has been correctly entered, click **"Submit Invoice."**

### INVOICE DETAILS

Invoice Number:	<input type="text" value="00548"/>	Date Submitted:	<input type="text" value="06/15/2015"/>	MM/DD/YYYY
Invoice Amount:	<input type="text" value="\$135.22"/>	Date Received:	<input type="text" value="06/12/2015"/>	MM/DD/YYYY

### PROVIDER DETAILS

Provider Name: **Alexandria Yellow** Provider ID: 100001  
Provider Type: Cab Services

### RIDE LEGS ASSOCIATED TO THIS INVOICE

	Ride Date	Ride Time	Leg #	Commuter Name	Miles	Amount
1	02/03/2015	12:13:PM	402956-99	ROSIE GIBSON	20	\$53.74
2	02/09/2015	6:54:AM	403012-62	ROBERT DOWNS	38	\$81.48

Submit Invoice

Back to Queue

## 8.2.1 Process Vouchers

1. Select “**Process Vouchers**” on the right-side menu bar.

SEARCH RIDES	
Provider Name:	<input type="text"/>
Ride Date:	<input type="text" value="06/01/2015"/> to <input type="text" value="06/15/2015"/>
Commuter First Name:	<input type="text"/>
Commuter Last Name:	<input type="text"/>
Commuter Id:	<input type="text"/>
User Name:	<input type="text"/>
Trip Authorization #:	<input type="text"/>
Trip Reason:	<input type="text"/>

SORT RIDES	
Sort By:	<input type="text" value="Ride Date"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

2. Enter search criteria and click “**Search Trips.**”
3. Select the desired voucher from the Process Vouchers list and click “**Create Voucher.**”

SELECT TRIP							
Select	Ride Date	Ride Status	Auth #	Commuter Id	Commuter Name	Provider Name	Leg #
<input checked="" type="radio"/>	06/01/2015	Completed	A403818	659340	JOSHUA BAER	Alexandria Yellow	403818-56

4. Enter voucher detail information and click “**Submit Voucher.**”

VOUCHER DETAILS	
Voucher Number: <i>Not Assigned</i>	Date Recieved: <input type="text" value="06/15/2015"/>
Voucher Status: <i>New</i>	Date Approved: <input type="text" value="06/15/2015"/>
Voucher Amount: \$ <input type="text" value="45 or 45.65"/>	Date Submitted: <input type="text" value="06/15/2015"/>

COMMUTER DETAILS	
Commuter Name: JOSHUA BAER	Commuter ID: 659340
Home Phone: 505-412-9820	Work Phone: 202-324-2225 Extn:
Cell Phone: 505-412-9820	
Home Address: 3658 EDISON ST ALEXANDRIA VA 22305	
Work Address: 300 E ST. NW WASHINGTON DC 20535	

PROVIDER DETAILS	
Provider Name: <b>Alexandria Yellow</b>	Provider ID: 100001
Provider Type: Cab Services	

RIDE DETAILS	
Authorization #: A403818	Ride Reason: Family Emergency
Ride Date: 06/01/2015	Ride Time: 3:58:PM
Ride Leg: 403818-56	Ride Status: Completed
Ride Origin: 300 E ST. SW WASHINGTON DC	
Ride Destination: 3658 EDISON ST ALEXANDRIA VA	

<input type="button" value="Submit Voucher"/>	<input type="button" value="Back to Queue"/>
---	--

5. A message stating *Submitted Voucher successfully* displays at the bottom of the page.

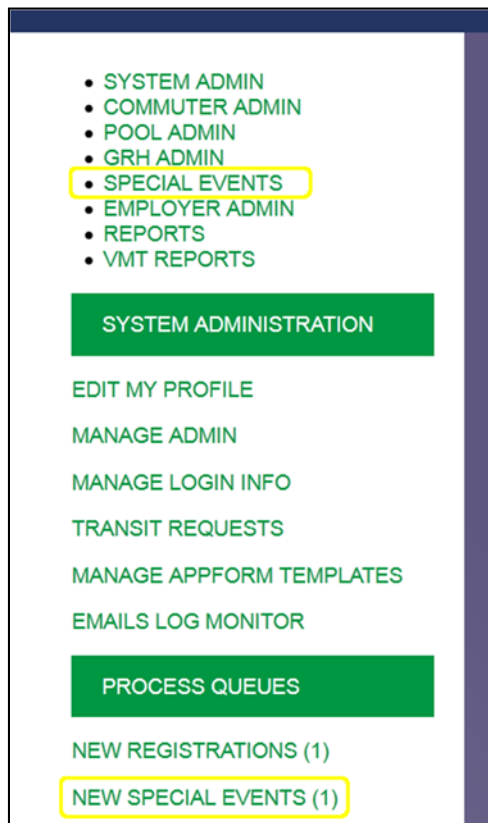
## 9. SPECIAL EVENTS

The Special Events module allows commuters to find rides to special events in their area.

### 9.1 Process New Events

An event added by a jurisdiction admin must be approved by a COG staff administrator before commuters can request rides to it. To process and approve events:

1. You can process a New Special Event by either clicking **“Special Events”** in the top right-hand side of the page, or by clicking **“New Special Event”** under the Process Queues menu.



2. Click the radio button to the left of the event you want to work with and then click the **Process Event** button.

## SPECIAL EVENTS ADMINISTRATION - PROCESS NEW EVENTS

### NEW EVENTS AVAILABLE

Event Date	Event Name	Event Location	Event Address
<input checked="" type="radio"/> 06/20/2015	PHILOSOPHY EXTRA CREDIT	AMERICAN UNIVERSITY	4400 MASSACHUSETTS AVENUE NW WASHINGTON

Process Event

Back to Search

3. The Process New Event page displays. Select **Approve Event** or **Reject Event**. A confirmation message displays. Once the event is approved it will be available to commuters for ridematching.



## SPECIAL EVENTS ADMINISTRATION - PROCESS NEW EVENT

### EVENT DETAILS

Event Id: 17566

Event Name: PHILOSOPHY EXTRA CREDIT \*

Event Type: OTHER \*

Event Location: AMERICAN UNIVERSITY \*

Event Date: 06/20/2015

Event Time: 9 00 PM \*

Event Website:

Organization Name: COMMUTER CONNECTIONS \*

### EVENT DESCRIPTION

Brief description of the event:

Refresh your knowledge of the writings of great thinkers.

Approve Event

Reject Event

Back to Queue

## 9.2 Manage Events

Manage Events allows you to Search, Edit and Add new events.

### 9.2.1 Searching and Editing Events

1. Click “Manage Events”

- SYSTEM ADMIN
- COMMUTER ADMIN
- POOL ADMIN
- GRH ADMIN
- SPECIAL EVENTS
- EMPLOYER ADMIN
- REPORTS
- VMT REPORTS

SPECIAL EVENTS

PROCESS NEW EVENTS

MANAGE EVENTS

FIND EVENT MATCHES

2. The Search screen displays. Enter information on the event you are searching and click **“Search Event.”**

## SPECIAL EVENTS ADMINISTRATION - MANAGE EVENTS

SEARCH EVENT

Event Id:

Event Date Range: 06/01/2015  To 07/31/2015

Event Name:

Event Location:

Event Type:

Event Status:

Organization Name:

3. Select the event you want to view and/or edit and click **“Review Event Info.”**

## SPECIAL EVENTS ADMINISTRATION - MANAGE EVENTS

### SELECT EVENT

Event Date	Event Name	Event Location	Event Address
<input type="radio"/> 06/20/2015	NATIONALS VS. PIRATES	NATIONALS PARK	1500 SOUTH CAPITOL STREET, SE WASHINGTON
<input type="radio"/> 06/20/2015	TEST EVENT NAME	EVERLY WHEATLEY FUNERAL HOME	1500 W. BRADDOCK ROAD ALEXANDRIA
<input checked="" type="radio"/> 06/20/2015	PHILOSOPHY EXTRA CREDIT	AMERICAN UNIVERSITY	4400 MASSACHUSETTS AVENUE NW WASHINGTON
<input type="radio"/> 06/20/2015	JIMMY BUFFET	HYLTON PERFORMING ART CENTER	10960 GEORGE MASON CIRCLE MANASSAS

[Review Event Info](#)

[Back to Search](#)

4. The Event Info page displays. You can update the event here by changing information and clicking **“Update Event.”**

## SPECIAL EVENTS ADMINISTRATION - UPDATE EVENT

### EVENT DETAILS

Event Id: 17566

Event Name: PHILOSOPHY EXTRA CREDIT \*

Event Type: OTHER \*

Event Location: AMERICAN UNIVERSITY \*

Event Date: 06/20/2015 To

Event Time: 9 00 PM \*

Event Status: ACTIVE \*

Event Website:

Organization Name: COMMUTER CONNECTIONS \*

### EVENT DESCRIPTION

Brief description of the event:

Refresh your knowledge of the writings of great thinkers.

Update Event



Back to Queue

## 9.2.2 Add Events

1. From the Manage Events page click “Add New Event.”

**SEARCH EVENT**

Event Id:

Event Date Range:   To  

Event Name:

Event Location:

Event Type:

Event Status:

Organization Name:

2. The Create Event page displays. Enter the information and click **“Create Event.”**

**EVENT LOCATION**  
 Event Location: FEDEX FIELD  
 Add New Location

**EVENT DETAILS**  
 Event Name:   
 Event Type: FOOTBALL GAME  
 Event Date: 06/15/2015  
 Event Time: 1:00 AM  
 Event Status: ACTIVE  
 Event Website:   
 Organization Name: COMMUTER CONNECTIONS

**EVENT DESCRIPTION**  
 Please provide a brief description of the event:

Create Event Cancel

3. A confirmation will display on the bottom of the screen. If the event doesn't require approval it will be available to commuters for special event ridematching.

### 9.2.3 Event Matching

You may find matches for commuters just as you did in the ridematching section.

1. Click **“Find Event Matches”** underneath the **Special Events Menu**.

**SEARCH EVENT**  
 Event Id:   
 Event Date Range: 06/01/2015 To 06/01/2015  
 Event Name:   
 Event Location:   
 Event Type:   
 Event Status:   
 Organization Name:

Search Event Add New Event Clear

VMT REPORTS  
**SPECIAL EVENTS**  
 PROCESS NEW EVENTS  
 MANAGE EVENTS  
 FIND EVENT MATCHES  
 Pool Rewards  
 POOL

2. Enter commuter information and click **“Search Commuter.”**



- Select desired commuter from the list. Click **“Find Event Matches.”**

SEARCH COMMUTER

Select Commuter from List: Please select one  
STEVEN OSBORN - 690588

**Commuter Id:**

**User Name:**

**First Name:**

**Last Name:**

**Email Address:**

**Home Phone Number:**

**Zip Code:**

- Select the event the commuter would like to find a ridematch by clicking the appropriate radio button. Set the radius around start address and click **Find Matches.**

STEP 1: SELECT THE EVENT

The events available are displayed below. You may select an event as a destination point. This event will be added to the commuter's event profile.

DATE	EVENT NAME	EVENT LOCATION	VIEW	SELECT
06/15/2015	ORIOLES VS. PHILLIES	ORIOLE PARK AT CAMDEN YARDS 333 W CAMDEN ST BALTIMOREMD	<input checked="" type="checkbox"/>	<input type="radio"/>
06/16/2015	ORIOLES VS. PHILLIES	ORIOLE PARK AT CAMDEN YARDS 333 W CAMDEN ST BALTIMOREMD	<input checked="" type="checkbox"/>	<input type="radio"/>
06/17/2015	NATIONALS VS. RAYS	NATIONALS PARK 1500 SOUTH CAPITOL STREET, SE WASHINGTONDC	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>

- Select the starting address and click **“Find Ridematches”**

### STEP 2: SELECT STARTING ADDRESS

The commuter's address profile is shown below. By default, park and ride lots close to home and work addresses are displayed in the address profile. You may select any of the locations as a starting point.

TYPE	ADDRESS NAME	ADDRESS	VIEW	SELECT
HOME		101 WILLOW LANE STAFFORD VA 22554	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>
WORK		PENTAGON WASHINGTON DC 203185124	<input checked="" type="checkbox"/>	<input type="radio"/>
PARK&RIDE	Courthouse Rd	VA-630 West of I-95 Exit-140 Stafford VA	<input checked="" type="checkbox"/>	<input type="radio"/>
PARK&RIDE	Aquia Harbor 1	Washington Dr & Aquia Dr east of I-95 Exit-140 Stafford VA	<input checked="" type="checkbox"/>	<input type="radio"/>
PARK&RIDE	Mine Road	Mine Rd South of Garrisonville Rd Stafford VA	<input checked="" type="checkbox"/>	<input type="radio"/>
PARK&RIDE	VRE-Brooke Rd Station	1721 Brooke Rd, Stafford Stafford VA	<input checked="" type="checkbox"/>	<input type="radio"/>
PARK&RIDE	Aquia Harbor 2	Aquia Dr & Delaware Dr Stafford VA	<input checked="" type="checkbox"/>	<input type="radio"/>

### STEP 3: FIND MATCHES

Select the radius around the start address and click on the 'Find Matches' button to view the matches for the event.

Search Radius Around Start  miles  
Address:

Find Matches

Clear

6. A map with possible matches appears. Refer to section 5.1 for additional information on Ridematching.

## 10. EMPLOYER ADMIN

Employer Administration allows you to manage employers and their locations. It has the capability to merge employers in efforts to delete any duplicate employer information.

- Select “**Employer Admin**” from the menu bar to access the Employer Admin module. To manage Employers, select “**Manage Employer**” from the menu bar on the right side.

## EMPLOYER ADMINISTRATION

Welcome to the Commuter Connections TDM Software System Administrative Pages.

By accessing these pages on behalf of your agency or organization, you agree and are being made aware of the following:

The only permitted use of information provided by any persons applying for ridematching through any client site that uses the Commuter Connections TDM Software System shall be for the provision of free ridematching services and that the confidentiality restrictions enumerated in COG's Rules of Procedure with regards to re-distribution or copying of data will be observed.

[COG/TPB STAFF](#) | [CLIENT MEMBERS \(Please Click Here\)](#)

A. COG/TPB staff, in administering the Commuter Connections software and database, shall:

1. Provide client members the Commuter Connections TDM Software software for ridematching purposes and provide access to the master database for each client member, except when

- SYSTEM ADMIN
- COMMUTER ADMIN
- POOL ADMIN
- GRH ADMIN
- SPECIAL EVENTS
- EMPLOYER ADMIN ←
- REPORTS
- VMT REPORTS

EMPLOYER ADMINISTRATION

MANAGE EMPLOYER

EMPLOYER OUTREACH (ACT)

PROCESS QUEUES

NEW REGISTRATIONS (1)

NEW SPECIAL EVENTS (0)

### 10.1 Manage Employers:

1. Click “**Manage Employer**” under the **Employer Administration** menu bar.
2. Search for employer by entering any of the following information; *Employer ID, Employer Name, Street, City, State, Zip, Location Status or Jurisdiction.* Click “**Search Employer.**”  
**Note:** A broader search will yield more results.

SEARCH EMPLOYER

You may manage employers and their locations by searching the employer database. Search the employer by any or a combination of the search parameters below.

Employer ID:

Employer Name:

Location Street:

Location City:

Location State:

Location Zip:

Location Status:

Jurisdiction:

3. Select the employer by clicking in the radio button beside the desired employer, then click “**Review Employer.**”

**Note:** If the desired employer is not listed, click *Back to Search* and broaden your search criteria.

If you are looking to *Merge Employers*, refer to section *Merge Employers*.

- To **manage** the employer information and locations, select the employer and click on the 'Review Employer' button.
- To **clean up** the employer, select the duplicate or incorrect employer and click on the 'Merge Employer' button.
- To **delete** any obsolete employers (with no employees associated), click on the 'x' button next to the employer.

SELECT EMPLOYER					
Select	Emp Id	Employer Name	Employees	Employer Locations	Delete
<input checked="" type="radio"/>	540455	MWCOG	63	• CPAS 777 NORTH CAPITOL ST NE STE 300, WASHINGTON DC 20002	

4. Once you have selected the employer a screen will open and you may *update the employee name, add new location or review location.*

- To *update the name:*  
Change the employer name and click “**Update Name.**”

### EMPLOYER INFORMATION


Employer Id: 540455

Employer Name:  \*

Created on 08/01/2005 and Last Updated on 11/29/2010

### EMPLOYER LOCATIONS

Select	Location Id	Location Address	Status	EmployeesDelete
<input type="radio"/>	6440047	CPAS 777 NORTH CAPITOL ST NE STE 300, WASHINGTON DC 20002	A	63

- To **Add a new location:**  
Click “**Add New Location.**” Enter new location and click “**Save Location.**”  
**Note:** If you add a new location it will be associated with the same Employer ID number
- To **Delete an Employer:**
  - If there are no employees associated with an employer, a red X (  ) will appear in the delete column. If the employer location is incorrect and needs to be removed, click the red X and it will be deleted.

BETHESDA MD 20892

<input type="radio"/>	528650 FDA/CBER		
<input type="radio"/>	528653 FDA/CVM		
<input type="radio"/>	531595 FDA		
<input type="radio"/>	531602 FDA		
<input type="radio"/>	531603 FDA	0	• 1350 PICCARD DR STE 150A, ROCKVILLE MD 20850
<input type="radio"/>	531604 FDA	1	• 5600 FISHERS LN STE 5A-55, ROCKVILLE MD 20852
<input type="radio"/>	531608 FDA	274	• 10903 NEW HAMPSHIRE, SILVER SPRING MD 20993
<input type="radio"/>	531620 FDA	1	• 7500 STANDISH PLACE, STE E327 ROCKVILLE MD 20855

BETHESDA MD 20892

✖

The page at cc-tiles.mwcog.org says:

Do you want to continue with delete employer?

- **To *Merge an Employer*:**

After selecting the duplicate employer you would like to merge, a pop-up displays stating “Selected duplicate or incorrect employer, its location and associated employees will be merged with the correct employer selected in the next step.” Click **OK**.

The screenshot displays a web interface for managing employers. On the left, a list of employers is shown with radio buttons for selection. The employer with ID 531625 FDA is selected and highlighted with a yellow box. To the right, a warning dialog box is open, titled "The page at cc-tiles.mwcog.org says:". The dialog contains the following text: "WARNING! Selected duplicate or incorrect employer, it's locations and associated employees will be merged with the correct employer selected in next step. Click on 'OK' to continue. Click on 'Cancel' to go back." The "OK" button in the dialog is highlighted with a yellow box. Below the list, there are three buttons: "Review Employer", "Merge Employer" (highlighted with a yellow box), and "Back to Search". The background shows two employer entries with their addresses: one in Rockville, MD (1401 Rockville Pike Ste 400S) and another in College Park, MD (5100 Paint Branch Pkwy Ste 4E, 023).

- The merge employer page displays asking you to select the correct location you would like to merge the employer you selected in the previous step.

Select the correct location and click “**Commit Merge Location.**” The system will ask you Are you sure you want to merge, click **OK.**



DUPLICATE OR INCORRECT EMPLOYER SELECTED:				
Employer Name	Employer Locations	Status	Employees	
ID: 528435 FDA - COLLEGE PARK	• ID: 6428027 5100 PAINT BRANCH PKWY COLLEGE PARK MD 207403835	A	2	

SELECT CORRECT EMPLOYER				
select	Employer Name	Employer Locations	Status	Employees
<input type="radio"/>	ID: 518746 ATSG,LLC/FDA	• ID: 6418338 5100 PAINT BRANCH PKWY STE 1B022 COLLEGE PARK MD 20740	A	1
<input type="radio"/>	ID: 528105 DHHS (5100)	• ID: 6427697 5100 PAINT BRANCH PKWY COLLEGE PARK MD 20740	A	1
<input type="radio"/>	ID: 528434 FDA - CFSAN	• ID: 6428026 5100 PAINT BRANCH PKWY COLLEGE PARK MD 20740	A	4
<input checked="" type="radio"/>	ID: 531625 FDA	• ID: 6431217 5100 PAINT BRANCH PKWY STE 4E COLLEGE PARK MD 20740	A	1
<input type="radio"/>	ID: 1513312 DEPARTMENT OF HEALTH	• ID: 16412956 5100 PAINT BRANCH PKWY COLLEGE PARK MD 20740	A	0
<input type="radio"/>	ID: 1518581 FOOD AND DRUG ADMINISTRATION	• ID: 16418108 5100 PAINT BRANCH PKWY # 4D-008 COLLEGE PARK MD 20740	A	3
<input type="radio"/>	ID: 1536069 FDA CENTER FOR FOOD SAFETY AND APPLIED NUTRITION	• ID: 16442853 5100 PAINT BRANCH PKWY COLLEGE PARK MD 20740	A	3
<input type="radio"/>	ID: 1538635 FDA- CFSAN	• ID: 16445412 5100 PAINT BRANCH PKWY COLLEGE PARK MD 20740	A	1
<input type="radio"/>	ID: 1553290 U.S. FOOD AND DRUG ADMINISTRATION	• ID: 16460043 5100 PAINT BRANCH PKWY # 2A-035 COLLEGE PARK MD 20740	A	1
<input type="radio"/>	ID: 1558828 FDA	• ID: 16465579 5100 PAINT BRANCH PKWY COLLEGE PARK MD 20740	A	1

- The merger is complete. The review employer page displays confirming the merge has taken place.

**Note:** You will notice the number of employees has increased because all the employees merge as well.

### 10.1.1 Add Employer:

Employers can be added from the search screen.

1. Click “Add Employer.”

**SEARCH EMPLOYER**

You may manage employers and their locations by searching the employer database. Search the employer by any or a combination of the search parameters below.

**Employer ID:**

**Employer Name:**

**Location Street:**

**Location City:**

**Location State:**

**Location Zip:**

**Location Status:**

**Jurisdiction:**

2. Enter employer information in the Add New Employer page and click “Add Employer.”

EMPLOYER INFORMATION	
Employer Name:	<input type="text" value="MWCOC"/> *
LOCATION INFORMATION	
Location Name:	<input type="text"/>
Location Street:	<input type="text" value="777 North Capitol Street, NE"/> *
Location Suite #:	<input type="text" value="300"/>
Location City:	<input type="text" value="Washington"/> *
Location State:	<input type="text" value="DISTRICT OF COLUMBIA"/> ▼ *
Location Zip:	<input type="text" value="20002"/> *
Location Status:	<input type="text" value="ACTIVE"/> ▼
Jurisdiction:	<input type="text" value="DC - Washington,DC"/> ▼
<input type="button" value="Add Employer"/> <input type="button" value="Back to Search"/>	

## 11. REPORTS

All TDM and/or GRH reports are run from the “Reports” module using the following steps:

### SYSTEM ADMINISTRATION

Welcome to the Commuter Connections TDM Software System Administrative Pages.

By accessing these pages on behalf of your agency or organization, you agree and are being made aware of the following:

The only permitted use of information provided by any persons applying for ridematching through any client site that uses the Commuter Connections TDM Software System shall be for the provision of free ridematching services and that the confidentiality restrictions enumerated in COG's Rules of Procedure with regards to re-distribution or copying of date will be observed.

A. COG/TPB staff, in administering the Commuter Connections software and database, shall:

- SYSTEM ADMIN
- COMMUTER ADMIN
- POOL ADMIN
- GRH ADMIN
- SPECIAL EVENTS
- EMPLOYER ADMIN
- REPORTS ←
- VMT REPORTS

SYSTEM ADMINISTRATION

EDIT MY PROFILE

MANAGE ADMIN

MANAGE LOGIN INFO

TRANSIT REQUESTS

MANAGE APPFORM TEMPLATES

1. Select the desired filter from dropdown.

SELECT FILTER	
SELECT FILTER	<div style="border: 1px solid black; padding: 2px;"> Please select one ▼  Please select one  CCRS  <b>GRH</b>  OTHER </div>
<input type="button" value="Cancel"/>	

2. Select the report you wish to run

SELECT FILTER	
SELECT FILTER	<div style="border: 1px solid black; padding: 2px;"> GRH ▼ </div>
SELECT REPORT	
REPORT NAME:	<div style="border: 1px solid black; padding: 2px;"> Please Select a Report ▼  Please Select a Report  GRH ID Card Report  <b>GRH Trip Count (Detail)</b>  GRH Trip Count (Summary)  GRH Trips by Reason/Month Summary  Total number of active registrants in GRH and their status  GRH Commuter Summary - Commuters By State  GRH Commuter Summary - Commuters by Jurisdiction  GRH Trip Summary by Employer  GRH Trip Summary by Reason/Year  GRH One Time Exceptions  GRH Trips Taken with Contact Information  GRH Registrations Status  GRH Annual Trip Summary  GRH Commuter Summary - Commuters By Commute Mode  GRH Satisfaction Survey Results </div>

3. After adding all the necessary parameters, click “**Run Report**” and your results will display.

**SET REPORT FILTERS**

To add report filter(s), select the filter from the list, add a condition, enter the value and click on 'Add Filter' button. You may repeat this to add multiple filters. For a range, select 'Between' condition and enter two comma separated values. For multiple values, select 'In' condition and enter comma delimited values. For any other condition enter a value. If no filters are used, a default report is generated.

**FILTER NAME:**

**FILTER CONDITION:**

**FILTER VALUE(S):**

**SELECT DATA TO DISPLAY**

<input checked="" type="checkbox"/> FIRST NAME	<input checked="" type="checkbox"/> LAST NAME	<input checked="" type="checkbox"/> AUTHORIZATION ID
<input checked="" type="checkbox"/> EMAIL	<input checked="" type="checkbox"/> date requested	<input checked="" type="checkbox"/> time requested
<input checked="" type="checkbox"/> reason desc	<input checked="" type="checkbox"/> GRH APPCODE	

**SELECT SORT ORDER:**

Sort By: