To Order Replacement Charlie Card online through the Commuter Benefits (WageWorks) Participant Portal

1. Login to myNortheastern
   a. Go to HRM Benefits and Services
   b. Click on Commuter Benefit
2. Once logged into WageWorks, click on the Commuter Account box:
3. Click on REPLACE SMARTCARD on the left:
4. If existing card is malfunctioning, select reason from the Reason drop down box.
5. Confirm and/or edit the mailing address under “Profile” where card is to be mailed.