



PEX Mobile App Overview

Cardholders can perform key tasks quickly and easily using the PEX Mobile App. There are PEX Mobile Apps for Android and for iOS devices.

With the PEX app, cardholders can:

- Check card balances
- Review transactions
- Edit or change the cardholder's username, password, and email address
- Call Customer Support from the app

Download the PEX Mobile App (Android and iOS):

- Download the [iOS App from the App Store](#)
- Download the [Android App from the Google Play Store](#)
- The download is free, but carrier data rates may apply
- To take advantage of the latest features in the PEX mobile app, a mobile device or operating system upgrade may be required
- If you experience difficulties with the app, uninstall it and then reinstall it, to ensure that the latest version is in use

How to log in to the PEX Mobile App:

1. Enter the username and password that you use for the Cardholder Site
2. Click "Login"
3. If you do not already have a PEX username and password, then click "First Time Login" on the PEX Mobile App home screen and follow the directions

How to check your card balance:

1. Log into the PEX Mobile App
2. Click the "Account" icon at the bottom of the screen
3. The card balance appears on the first screen

How to review transactions:

1. Log in to the PEX Mobile App
2. Click the "Transactions" icon at the bottom of the screen
3. See transactions by month for the last 12 months

How to edit or change your username:

1. Log in to the PEX Mobile App
2. Click the "Settings" icon at the bottom of the screen
3. Click "Account Settings"
4. Click "Edit" after Username
5. Enter current password
6. Enter and re-enter new Username
7. Click "Save" to confirm the changes

How to edit or change your password:

1. Log in to the PEX Mobile App
2. Click the "Settings" icon at the bottom of the screen
3. Click "Account Settings"
4. Click "Edit" after Password
5. Enter the current password
6. Enter and re-enter the new password
 - Follow the system requirements
7. Click the "Save" button to confirm the new password

How to edit or change your email address:

1. Log in to the Mobile App
2. Click the "Settings" icon at the bottom of the screen
3. Click "Account Settings"
4. Click "Edit" after Email
5. Enter your new email address
6. Click the green "Save" button to confirm the change

Note: If you change your email in the PEX app, you will also need to notify the Marin Access Travel Navigators of the change. Email travelnavigator@marinaccess.org to update your email or other contact information.

How to call customer support:

1. Log into the PEX Mobile App
2. Click the "Settings" icon
3. Click "Support"
4. Click "OK" to call PEX Customer Support