



Welcome Back! As federal employees prepare for re-entry into federal facilities and new commuting patterns, TRANServe offers the following helpful transit benefit tips. These tips will help program participants ensure their transit benefits are readily available when they start commuting again.

TRANServe Card Holders

Step 1- Review your transit benefit application at: <https://transitapp.ost.dot.gov> to confirm your program status is “active” and your commuting information is still accurate.

Step 2- Verify your TRANServe Credit Card status and balance by calling U.S. Bank using the phone number listed on the back of your card or by visiting U.S. Bank’s Access Online system at: [Welcome to Access Online \(usbank.com\)](https://www.usbank.com). Or by accessing one of the following:

1. Mobile app1: download the U.S. Bank Access® Online Mobile app from the Apple App® or Google Play™ stores.
2. Alerts: Log into Access Online at access.usbank.com, then go to My Personal Information
3. To hear your balance call 1-888-994-6722 or 711 for the hearing impaired. You must have your TRANServe Credit Card number available prior to calling. If you do not have your card number, please contact your OA or OST office transit benefit coordinator.

WMATA SmartBenefits

Step 1- Review your transit benefit application at: <https://transitapp.ost.dot.gov> to confirm your program status is “active” and your commuting information is still accurate.

Step 2- Login to your SmarTrip account at account at: <https://smartrip.wmata.com/Account/AccountLogin.aspx> and click the card you use for SmartBenefits and then click the Manage SmartBenefits link to verify your SmartBenefits enrollment. If instead the link says “Join SmartBenefits”, then you need to reenroll.

- If you have not already done so, verify that you do not have an old legacy SmarTrip Card by visiting WMATA’s website at: <https://www.wmata.com/fares/smartrip/gocard-replacement.cfm>.
- If you have an old SmarTrip Card, please follow the steps on WMATA’s website to perform a balance transfer to a replacement card.