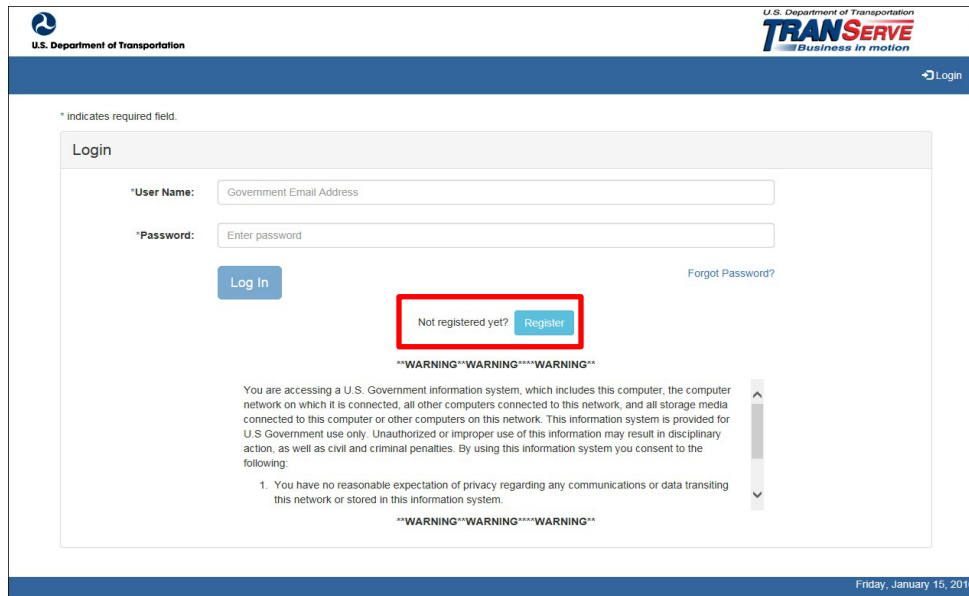


## HOW TO REGISTER IN THE TRANSERVE ONLINE APPLICATION

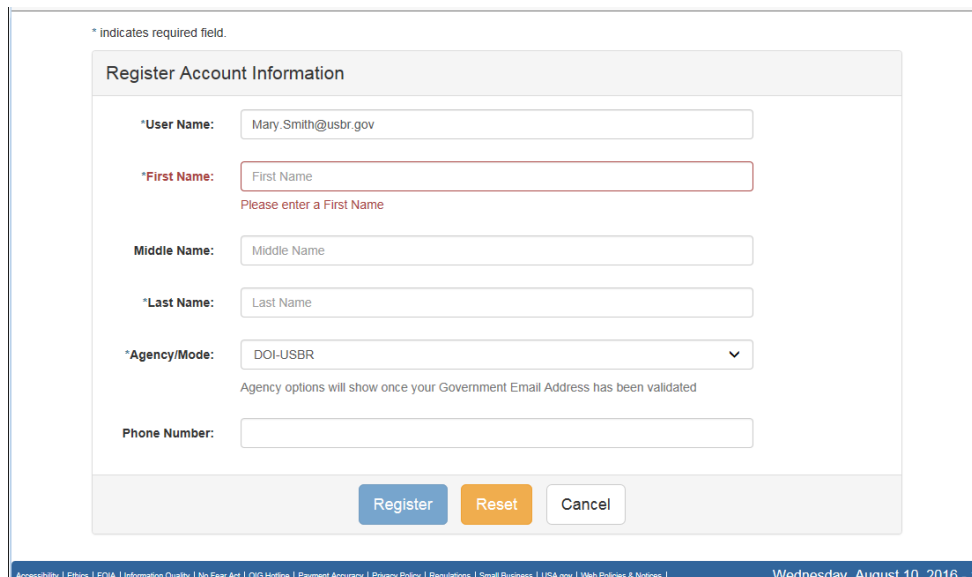
YOU WILL ONLY NEED TO REGISTER THE FIRST TIME YOU USE THE SYSTEM

- Log on to : TRANServe Transit Benefit Application Website: <https://transitapp.ost.dot.gov>



The screenshot shows the TRANServe Login page. At the top, there is a header with the U.S. Department of Transportation logo on the left and the TRANServe logo on the right. Below the header, there is a "Login" section with two input fields: "User Name" (labeled "Government Email Address") and "Password" (labeled "Enter password"). A "Log In" button is positioned below the password field. To the right of the "Log In" button is a link for "Forgot Password?". Below the login fields, there is a red rectangular box containing the text "Not registered yet?" and a "Register" button. Below this box, there is a warning message: "\*\*WARNING\*\*WARNING\*\*WARNING\*\*". The warning message states: "You are accessing a U.S. Government information system, which includes this computer, the computer network on which it is connected, all other computers connected to this network, and all storage media connected to this computer or other computers on this network. This information system is provided for U.S. Government use only. Unauthorized or improper use of this information may result in disciplinary action, as well as civil and criminal penalties. By using this information system you consent to the following:" followed by a numbered list: "1. You have no reasonable expectation of privacy regarding any communications or data transiting this network or stored in this information system." Below the list, there is another warning message: "\*\*WARNING\*\*WARNING\*\*WARNING\*\*". At the bottom right of the page, the date "Friday, January 15, 2016" is displayed.

- Complete the below Registration Form



The screenshot shows the TRANServe Register Account Information page. At the top, there is a header with the U.S. Department of Transportation logo on the left and the TRANServe logo on the right. Below the header, there is a "Register Account Information" section. This section contains several input fields: "User Name" (labeled "Mary.Smith@usbr.gov"), "First Name" (labeled "First Name" with a red border and the text "Please enter a First Name" below it), "Middle Name" (labeled "Middle Name"), "Last Name" (labeled "Last Name"), "Agency/Mode" (a dropdown menu currently showing "DOI-USBR" with a note below it: "Agency options will show once your Government Email Address has been validated"), and "Phone Number". At the bottom of the form, there are three buttons: "Register" (blue), "Reset" (orange), and "Cancel" (white). At the bottom of the page, there is a footer with a long string of links: "Accessibility | Ethics | FOIA | Information Quality | No Fear Act | OIG Hotline | Payment Accuracy | Privacy Policy | Regulations | Small Business | USA.gov | Web Policies & Notices |". The date "Wednesday, August 10, 2016 - 1" is displayed at the bottom right.

## To complete the account information

- User Name is your *government email address*.
- Select your Agency/Mode- **NGA**
- When entering your Name information, please do not include any *spaces*, the system will recognize this as a character and will cause an issue later. If you have a hyphenated name or special character in your name, please remove. Examples: Smith-Johnson: Smith Johnson or O'Connor: **OConnor**.
- Please include middle name or middle initial if you have a common last name.
- Enter work phone number
- Click "Register" you will receive the below confirmation.

kimberly.j.gravestest@va.gov is now Registered

Thank you. The Login Password has been sent to kimberly.j.gravestest@va.gov.

- Please Note: A temporary password will be emailed to your GOVERNMENT email address within 10 minutes.
  - a. *If copying and pasting temporary password DO NOT include extra spaces, the system will recognize the extra space as a character*
- You will be returned to the log in page (*screen shot 1 at the top of the page*), using your government email and the emailed temporary password, log in and you will be prompted to create a new password.
  - a. If copying and pasting temporary password DO NOT include extra spaces, the system will recognize the extra space as a character.
- Please read the instructions-typed out below, before creating your password:

Change Password **Password Expired**

\*Current Password:

\*Create New Password:

\*Confirm New Password:

\*Create a Hint:

A hint is a meaningful personal association to help you remember your password.

Password must be at least 12 characters long  
No password character may be repeated more than 1 time(s) in sequence  
Password must contain characters from at least 4 of the following categories.

- Uppercase characters (A through Z)
- Lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, %)

Password will expire 60 days after being set  
Passwords cannot be reused within the last 24 changes.

You will be redirected to the login page and will need to login with your new password

- Instructions:
  - a. Enter your new password in the Create New Password textbox.
  - b. Minimum 12 characters
  - c. Complexity: minimum of 1 uppercase, 1 lowercase, 1 number, 1 special character

- d. Do not use two characters consecutively. Ex: password, 22, ##
- e. Reenter your new password in the Reenter New Password textbox.
- f. Enter a hint to remind you of your password in the Create a Hint textbox.
- g. Click the **Submit** button.

Congratulations, you are now ready to log in and complete your application!

Your Password has been successfully changed.  
Use your Username and New Password to login to the system.

***Maintenance:*** Use the “Forgot Password” link at the log-in screen to reset your password. Please do not contact DOT or your Admin Official for this function – it can be performed only by the user. The system will generate an email with a new temporary password.