

# 1. LINKING THE WEB APPLICATIONS TO LOGIN.GOV

Participants will need to have an account with the Transit Benefit Program prior to linking the accounts. Refer to the Transit Benefit Applicant Guide for instructions on registration.

## 1.1 Linking an Existing User Account

The Login.gov functionality must be enabled for the participant's agency to link an account to Login.gov. The below steps give instructions for linking the Transit Benefit Web Application.

Use the following steps to link an account:

1. Enter the URL: <https://transitapp.ost.dot.gov>. The Transit System Login page is displayed.
2. Enter the username entered when the account was registered in the User Name textbox.
3. Click the **Continue to Login** button. The Login page displays.

Figure 1: Transit System Login page

4. Click the **LOGIN** button. The One Time Registration page displays.

Figure 2: Login page

5. Click the **Login with Login.Gov** button. The Login.Gov page displays.

Figure 3: One Time Registration page



### 1.1.1 Create a Login.gov Account

Follow the below instructions to create a Login.gov account. If the participant has an existing account, enter the username and password and click the **Sign in** button.

**Note:** Skip to [Section 1.1.3 Transit Authentication](#).

1. Click the **Create an account** button. The Create Your Account page displays.

Figure 4: Login.Gov page

2. Enter your government issued email address.

**Note:** Email language preference defaults to English. Select the preferred language.

3. Check the **Rules of Use** checkbox.
4. Click the **Submit** button. An email will be sent to the participant.

**Note:** Retrieve the email and follow the instructions to complete creating the Login.gov account.

Figure 5: Create Account page

5. After confirming the email address. The Create Password page displays in a new window. Enter a password in the Password textbox.
6. Click the **Continue** button. The Authentication Method Setup page displays.

Figure 6: Create Password page

### 1.1.2 Authentication Method Setup

There are two authentication methods that can be used to link your Transit Benefit Web Application to Login.gov. These are Government Employee ID and Text or Voice Message.

**Note:** Skip to [Section 1.1.2.2 Text/Voice Message Method](#) for instructions on using this method.

#### 1.1.2.1 Government Employee ID Method

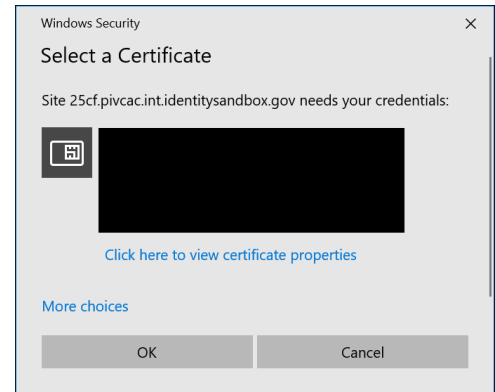
1. Select the **Government employee ID** radio button for the selected authentication method.
2. Click the **Continue** button. The Add PIV/CAC Card page displays.

Figure 7: Authentication Method Setup page

3. Enter a name for the PIV/CAC card.
4. Make sure your PIV/CAC card is in the reader.
5. Click the **Add PIV/CAC card** button. The Certificate Information page displays.

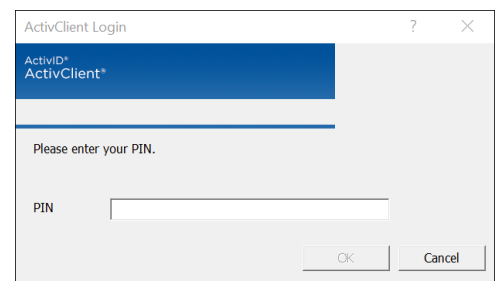
Figure 8: Add PIV/CAC Card page

6. Select your name and click the **OK** button. The ActivClient Login page displays.



**Figure 9: Certificate Information page**

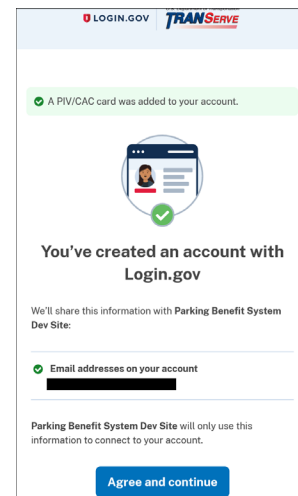
7. Enter your PIN number.
8. Click the **OK** button. The confirmation page for the Login.gov account is displayed.



**Figure 10: ActivClient Login page**

9. Click the **Agree and continue** button. The One Time Registration page displays.

**Note:** After completing step 9, skip to [Section 1.1.3 Transit Authentication](#).



**Figure 11: Account Confirmation page**

### 1.1.2.2 Text or Voice Message Method

1. Select the **Text or Voice Message** radio button for the selected authentication method.
2. Click the **Continue** button. The Phone Setup page displays.

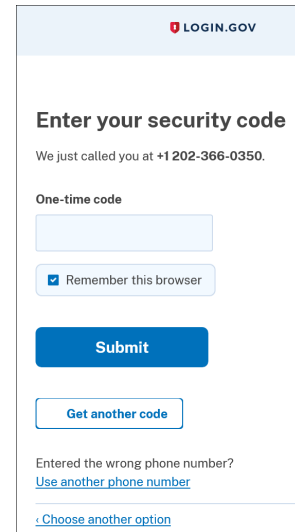
Figure 12: Text/Voice Authentication Method Setup page

3. The **Text Message (SMS)** radio button is selected by default. To receive a text or voice message, enter a mobile phone number. If a landline phone number is entered, select the **Phone call** radio button.
4. After entering the phone number, click the **Send code** button. The Security Code page displays.

Figure 13: Phone Setup page

5. Enter the one-time code and click the Submit button. The Confirmation page displays.

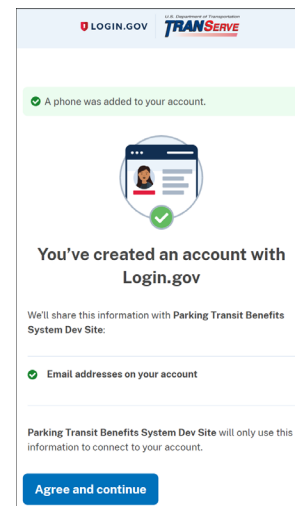
**Note:** Make sure the **Remember this browser** checkbox is checked.



**Figure 14: Security Code page**

6. Click the **Agree and continue** button. The One Time Registration page displays.

**Note:** Continue to [Section 1.1.3 Transit Authentication](#) to complete linking the accounts.



**Figure 15: Confirmation page**

### 1.1.3 Transit Authentication

After creating a Login.gov account the Transit Benefit Program account needs to be authenticated. When the One Time Registration page redisplay the Login.Gov Authentication checkbox is checked.

1. Enter the Transit Benefit Web Application username and password entered when the account was created.
2. Click the **Login with Transit** button. The One Time Registration page redisplay. The Transit Authentication checkbox is checked.

Figure 16: Login.gov Authentication Checkbox

### 1.1.4 Linking Transit and Login.gov Accounts

1. Click the **Link Accounts** button. The One Time Registration page redisplay with a confirmation message that the Transit Benefit Account and the Login.gov Account are linked.
2. Click the **Continue to Transit App** button. The Transit Application Rules of Behavior page displays.

Figure 17: Transit Authentication Checkbox

Figure 18: Accounts Linked Confirmation

Figure 19: Transit Application Rules of Behavior page

## 2. ACCESSING THE TRANSIT BENEFIT WEB APPLICATION VIA LOGIN.GOV

### 2.1 Logging In

1. Enter the URL: <http://transitapp.ost.dot.gov>. The Transit System Login page is displayed.
2. Enter the username entered when the account was registered in the User Name textbox.
3. Click the **Continue to Login** button. The Login page displays.

#### 2.1.1 Government Employee ID Login

1. Click the **LOGIN** button. An alert message is displayed indicating the participant will be redirected to the Login.gov Authentication page. Click the **OK** button to display the Login.gov page.
2. Click the [Sign in with your government employee ID](#) link. The PIV/CAC Card sign-in page displays.

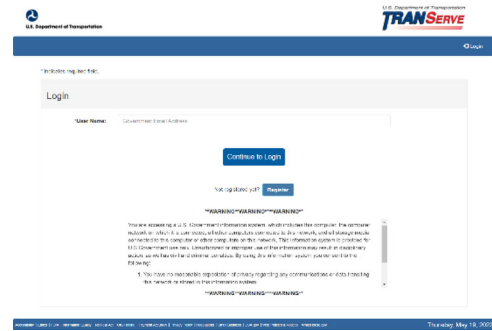


Figure 20: Transit System Login page

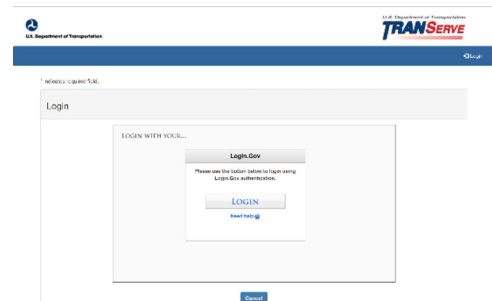


Figure 21: Login page

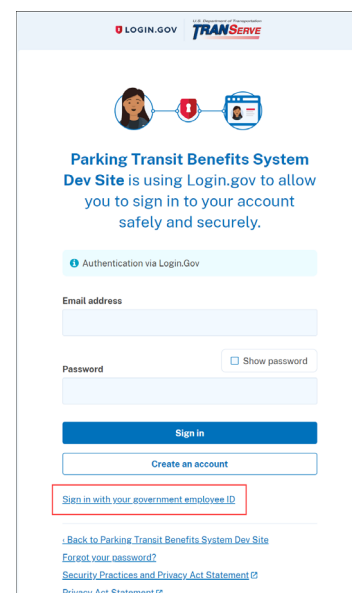
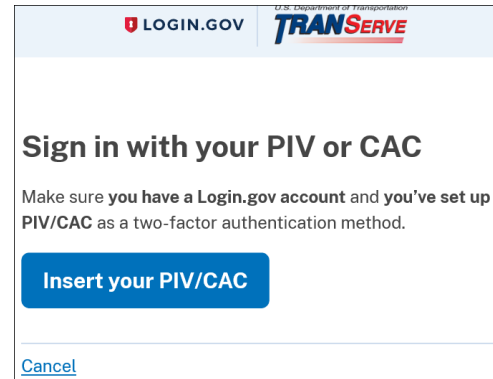


Figure 22: Login.gov page

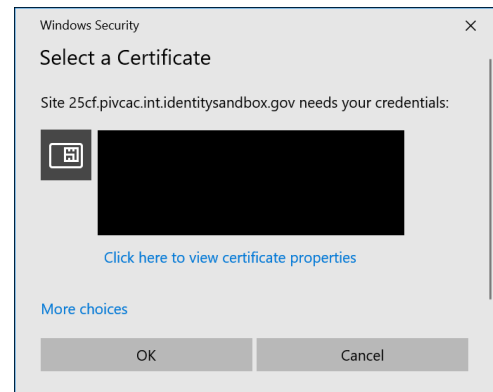


3. Make sure your PIV/CAC card is inserted into the reader. Click the **Insert your PIV/CAC** button.



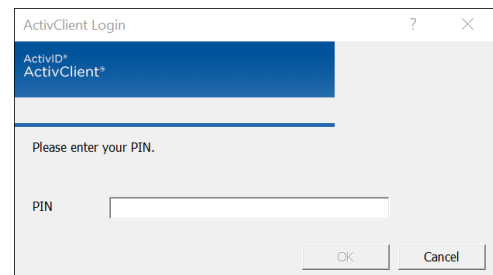
**Figure 23: PIV/CAC Sign-in page**

4. After a brief pause the Certificate Information page displays. Select your name and click the **OK** button. The ActivClient Login page displays.



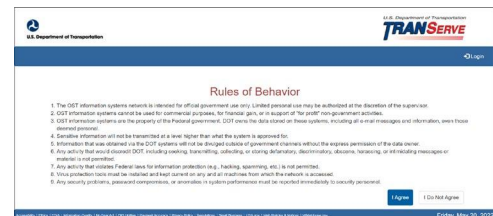
**Figure 24: Certificate Information page**

5. Enter your PIN number.



**Figure 25: ActivClient Login page**

6. Click the **OK** button. The Transit Application Rules of Behavior page displays.



**Figure 26: Transit Application Rules of Behavior page**

## 2.1.2 Text or Voice Message Login

1. Click the **LOGIN** button. An alert message is displayed indicating the participant will be redirected to the Login.gov Authentication page. Click the **OK** button to display the Login.gov page.
2. Enter the email address and password used when the Login.gov account was created. Click the **Sign in** button. The Security Code page displays
3. Enter the one-time code and click the **Submit** button. The Transit Application Rules of Behavior page displays.

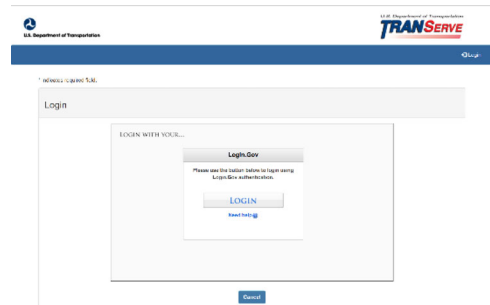


Figure 27: Login page

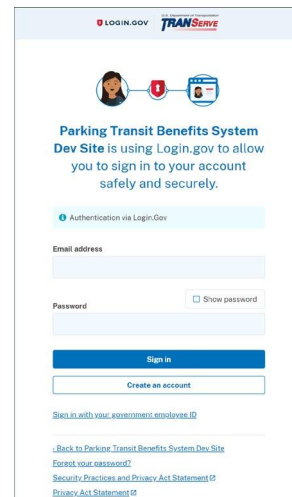


Figure 28: Login.gov page

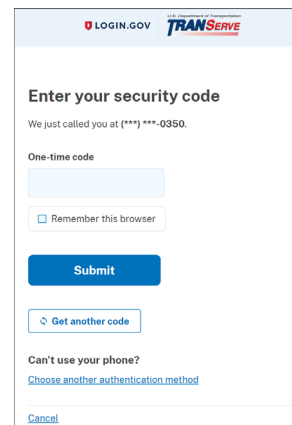


Figure 29: Security Code page

### 3. LOGIN.GOV HELP

Use the below links to get help with issues while using Login.gov.

- ❖ Enter the following URL to display the Login.gov Contact Us page:  
<https://www.login.gov/contact/>

**Figure 30: Login.gov Contact Us page**

- ❖ Enter the following URL to display the Login.gov Help page:  
<https://www.login.gov/help/>

**Figure 31: Login.gov Help page**

- ❖ Enter the following URL to display the Login.gov Privacy & Security page:  
<https://www.login.gov/policy/>

**Figure 32: Login.gov Privacy & Security page**