

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 Link Transit Account with Login.Gov page displays.

Figure 2: Login page

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

Figure 3: Link Transit Account with Login.Gov 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 Sign In 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.

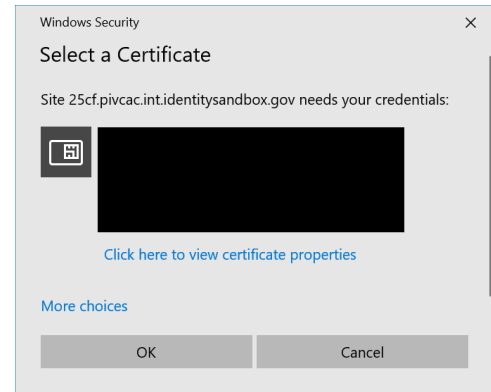


Figure 9: Certificate Information page

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

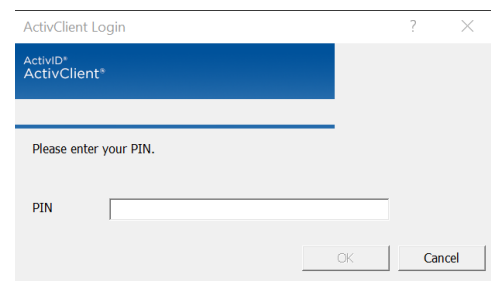


Figure 10: ActivClient Login page

9. Click the **Agree and continue** button. The Link Transit Account with Login.Gov page displays.

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

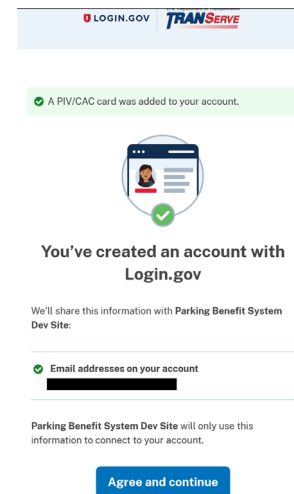


Figure 11: Account Confirmation page

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.

LOGIN.GOV **TRANSServe**

Authentication method setup

Add a second layer of security so only you can sign in to your account.

Keep this information safe. You will be locked out and have to create a new account if you lose your authentication method.

Select an option to secure your account:

- ☐ **Government employee ID**
Insert your government or military PIV or CAC card and enter your PIN. **MORE SECURE**
- ☐ **Authentication application**
Get codes from an app on your phone, computer, or tablet. Recommended because it is harder to intercept than texts or phone calls. **SECURE**
- ☒ **Text or Voice Message**
Get security codes by text message (SMS) or phone call. Please do not use web-based (VOIP) phone services. **LESS SECURE**
- ☐ **Backup codes**
We'll give you 10 codes. You can use backup codes as your only authentication method, but it is the least recommended method since notes can get lost. Keep them in a safe place. **LEAST SECURE**

Continue

[Cancel account creation](#)

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.

LOGIN.GOV

Send your security code via text message (SMS) or phone call

We'll send you a security code each time you sign in.
Message and data rates may apply. Do not use web-based (VOIP) phone services or premium rate (toll) phone numbers.

Phone number
Example: (201) 555-0123

How should we send you a code?
You can change this selection the next time you sign in. If you entered a landline, please select "Phone call" below.

☒ Text message (SMS) ☐ Phone call

[Mobile terms of service](#)

Send code

[Choose another option](#)

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.

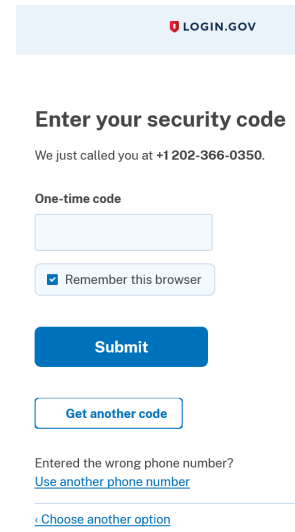


Figure 14: Security Code page

6. Click the **Agree and continue** button. The Link Transit Account with Login.Gov page displays.

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

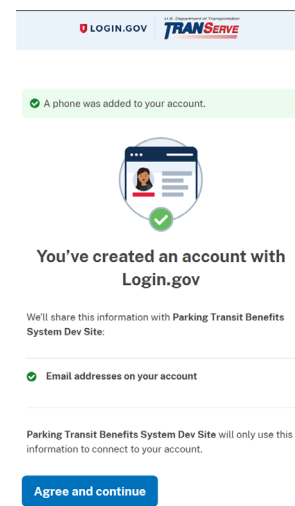


Figure 15: Confirmation page

1.1.3 Transit Authentication

After creating a Login.gov account the Transit Benefit Program account needs to be authenticated. When the Link Transit Account with Login.Gov page redisplay the Login.Gov Authentication checkbox is checked.

1. The Transit Benefit Web Application username is auto populated. Enter the current password for the transit benefit web application.
2. Click the **Login with Transit** button. The Link Transit Account with Login.Gov page redisplay. The Transit Authentication checkbox is checked.

1.1.4 Linking Transit and Login.gov Accounts

1. Click the **Link Accounts** button. The Link Transit Account with Login.Gov 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.

Link Transit Account with Login.Gov

Connect your Transit App User Account with your Login.Gov User Account. Once connected, the Link will be active until your Transit Password expires (every 60 days).

☒ Login.Gov Authentication [Logout](#)

☐ Transit Authentication

User Name:

Password:

[Login with Transit](#) [Forgot Password?](#)

Figure 16: Login.gov Authentication Checkbox

Link Transit Account with Login.Gov

Connect your Transit App User Account with your Login.Gov User Account. Once connected, the Link will be active until your Transit Password expires (every 60 days).

☒ Login.Gov Authentication [Logout](#)

☒ Transit Authentication [Logout](#) [Forgot Password?](#)

[Link Accounts](#)

[Cancel](#)

Figure 17: Transit Authentication Checkbox

Link Transit Account with Login.Gov

Your Transit Account is now linked with your Login.Gov Account.

[Continue to Transit App](#)

Figure 18: Accounts Linked Confirmation

U.S. Department of Transportation

Link Transit Account with Login.Gov

TRANSSERVE

Rules of Behavior

1. The DOT information systems network is reserved for official government use only. Limited personal use may be authorized at the discretion of the supervisor.

2. DOT information systems cannot be used for commercial purposes, for private gain, or in support of the profit/non-profit government activities.

3. DOT information systems are the property of the Federal government. DOT owns the data stored on these systems, including all e-mail messages and information, even those deemed personal.

4. Sensitive information will not be transmitted at a level higher than what the system is approved for.

5. Information that was obtained via the DOT system will not be divulged outside of government channels without the express permission of the data owner.

6. Any activity that would bypass DOT security, including, but not limited to, installing, copying, deleting, modifying, or corrupting data, is prohibited.

7. Any activity that would bypass DOT security, including, but not limited to, installing, copying, deleting, modifying, or corrupting data, is prohibited.

8. Virus protection tools must be installed and kept current on any and all machines from which the network is accessed.

9. Any security problems, password compromises, or anomalies in system performance must be reported immediately to security personnel.

[I Agree](#) [I Do Not Agree](#)

Friday, May 28, 2020

Figure 19: Transit Application Rules of Behavior page

1.2 Re-Linking an Existing User Account

The Transit Benefit Web Application password expires every sixty (60) days. When the password expires, the Login.gov and Transit Benefit Web Application will need to be re-linked after the password has been changed. The below steps give instructions for re-linking the accounts.

1.2.1 Government ID Method

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 20: Transit System Login page

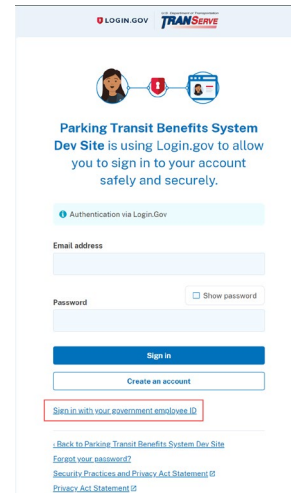
4. Click the **LOGIN** button. The Link Transit Account with Login.Gov page displays.

Figure 21: Login page

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

Figure 22: Link Transit Account with Login.Gov page

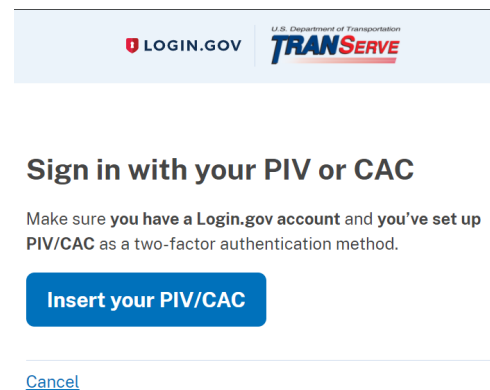
6. Click the [Sign in with your government employee ID](#) link. The PIV/CAC Sign In page displays.



The screenshot shows the Login.gov sign-in interface. At the top, it says "LOGIN.GOV" and "TRANSEVE". Below that is a header with a person icon and a key icon. The main heading is "Parking Transit Benefits System Dev Site is using Login.gov to allow you to sign in to your account safely and securely." There is a section for "Authentication via Login Gov" with fields for "Email address" and "Password" (with a "Show password" checkbox). Below these fields are buttons for "Sign in" and "Create an account". At the bottom, there is a link that says "Sign in with your government employee ID" which is highlighted with a red box. There are also links for "Back to Parking Transit Benefits System Dev Site", "Forgot your password?", "Security Practices and Privacy Act Statement", and "Privacy Act Statement".

Figure 23: Login.Gov Sign In page

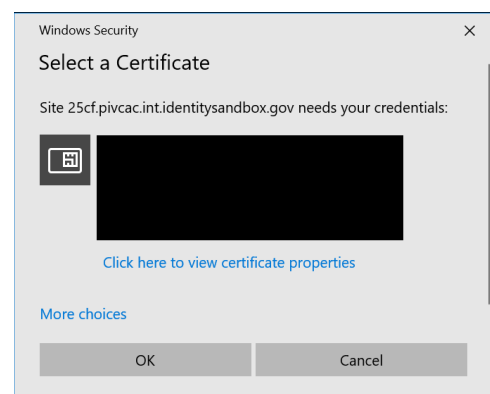
7. Click the **Insert your PIV/CAC** button.



The screenshot shows the "Sign in with your PIV or CAC" page. At the top, it says "LOGIN.GOV" and "U.S. Department of Transportation TRANSEVE". The main heading is "Sign in with your PIV or CAC". Below that is a paragraph: "Make sure you have a Login.gov account and you've set up PIV/CAC as a two-factor authentication method." There is a large blue button that says "Insert your PIV/CAC". Below the button is a link that says "Cancel".

Figure 24: PIV/CAC Sign-in page

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



The screenshot shows a Windows Security dialog box titled "Select a Certificate". It says "Site 25cf.pivcac.int.identitysandbox.gov needs your credentials:". There is a list of certificates, but the names are redacted with black boxes. Below the list is a link that says "Click here to view certificate properties". There is also a link that says "More choices". At the bottom are buttons for "OK" and "Cancel".

Figure 25: Certificate Information page

9. Enter your PIN number.

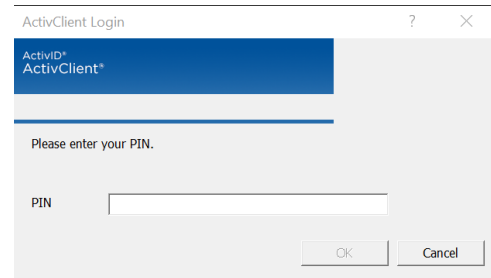

 A screenshot of the ActivClient Login window. It has a title bar with a question mark and a close button. The window contains the text "ActivClient Login" and "ActivClient". Below this, it says "Please enter your PIN." There is a text input field labeled "PIN" and two buttons at the bottom: "OK" and "Cancel".

Figure 26: ActivClient Login page

10. Click the **OK** button. The Link Transit Account with Login.Gov page displays with the Login.Gov Authentication checkbox checked.

11. Enter the current transit password in the Password textbox.

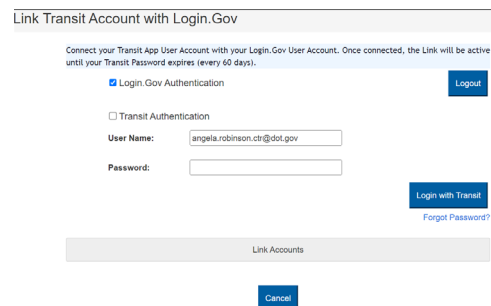

 A screenshot of the "Link Transit Account with Login.Gov" page. It has a title bar. The main content says "Connect your Transit App User Account with your Login.Gov User Account. Once connected, the Link will be active until your Transit Password expires (every 60 days)." There are two checkboxes: "Login.Gov Authentication" (checked) and "Transit Authentication" (unchecked). Below the checkboxes are fields for "User Name:" (containing "angela.robinson.ctr@dot.gov") and "Password:". There are buttons for "Logout", "Login with Transit", and "Forgot Password?". At the bottom, there is a "Link Accounts" button and a "Cancel" button.

Figure 27: Login.gov Authentication Checkbox

12. Click the **Login with Transit** button. The Change Password page displays.

13. Change your transit password.

14. Click the **Submit** button. The Transit Login page displays.

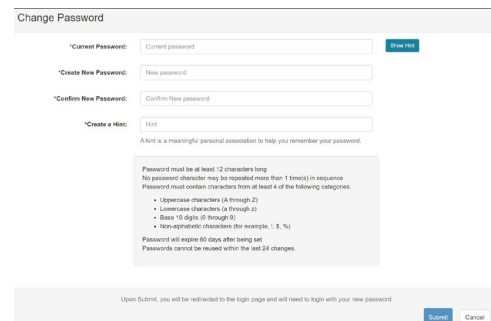

 A screenshot of the "Change Password" page. It has a title bar. The main content has four sections: "Current Password:" with a text field and a "Show/Hide" button; "Create New Password:" with a text field; "Confirm New Password:" with a text field; and "Create a Hint:" with a text field. Below these is a note: "A hint is a meaningful personal association to help you remember your password." There is a box with password requirements: "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:", a bulleted list (Uppercase characters (A through Z), Lowercase characters (a through z), Digits (0 through 9), Non-alphanumeric characters (for example, !, \$, %)), "Password will expire 60 days after being set", and "Passwords cannot be reused within the last 24 changes." At the bottom, there is a message: "Upon Submit, you will be redirected to the login page and will need to login with your new password." and buttons for "Submit" and "Cancel".

Figure 28: Change Password page

15. Enter the username entered when the account was registered in the User Name textbox.

16. Click the **Continue to Login** button. The Login page displays.

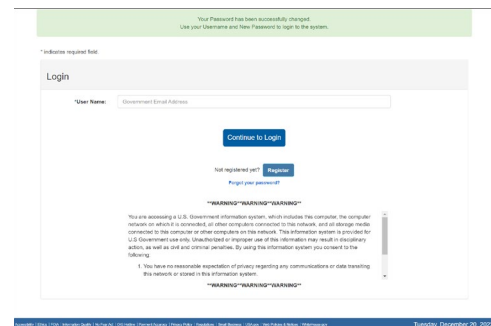

 A screenshot of the "Transit Login" page. It has a title bar. The main content has a green banner at the top saying "Your Password has been successfully changed. Use your Username and New Password to login to the system." Below this is a "Login" section with a "User Name:" field (containing "Government Email Address") and a "Continue to Login" button. There are links for "Not registered yet?", "Forgot your password?", and "Register". Below the login section is a "WARNING" box with text about the system being a U.S. Government information system and a disclaimer about privacy. At the bottom, there is a status bar with system information and the date "Tuesday, December 30, 2020".

Figure 29: Transit Login page

17. Click the **LOGIN** button. The Link Transit Account with Login.Gov page displays.

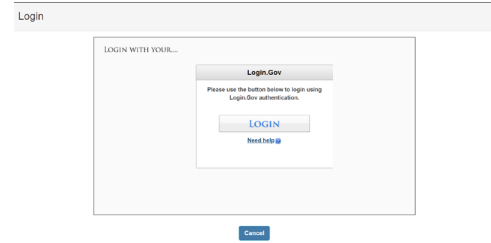


Figure 30: Login page

18. Click the **Login with Login.Gov** button. The Link Transit Account with Login.Gov page redisplay with the Login.Gov Authentication checkbox checked.
19. Enter the new transit password in the Password textbox.
20. Click the **Login with Transit** button. The Link Transit Account with Login.Gov page redisplay with the Transit Authentication checkbox checked.

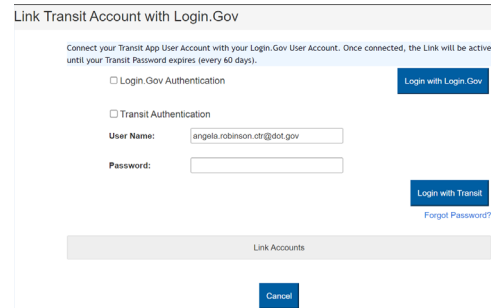


Figure 31: Link Transit Account with Login.Gov page

21. Click the **Link Accounts** button. The Link Accounts Confirmation page displays.

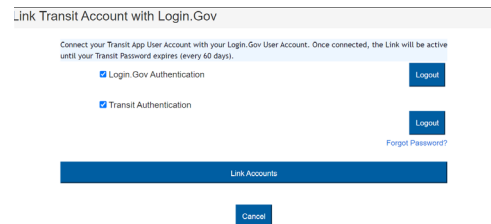


Figure 32: Transit Authentication Checkbox

22. Click the **Continue to Transit App** button. The Transit Benefit Program Rules of Behavior page displays.

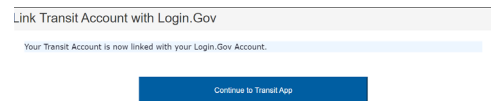


Figure 33: Link Accounts Confirmation

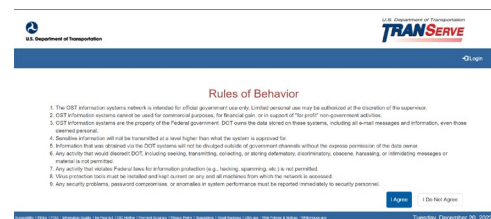


Figure 34: Rules of Behavior page

1.2.2 Text or Voice Message

1. Click the **LOGIN** button. The Link Transit Account with Login.Gov page displays.
2. Click the **Login with Login.Gov** button. The Login.Gov Authentication page displays.
3. Enter the email address and password used when the Login.gov account was created. Click the **Sign in** button. The Security Code page displays

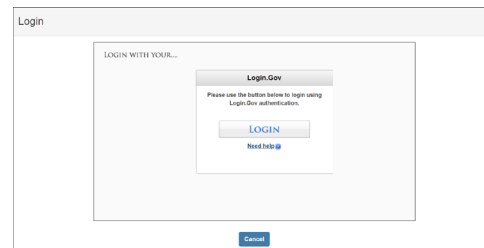


Figure 35: Login page

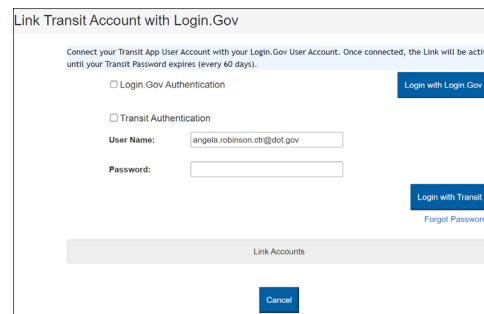


Figure 36: Link Transit Account with Login.Gov page

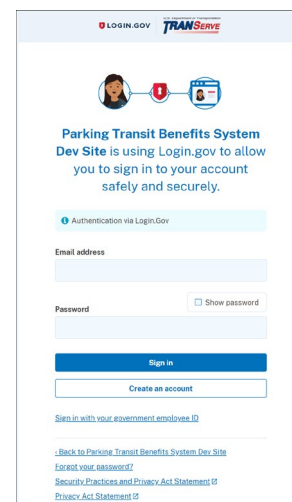


Figure 37: Login.Gov Sign In page

4. Enter the one-time code and click the **Submit** button. The Link Transit Account with Login.Gov page displays. The Login.Gov Authentication checkbox is now checked.

Figure 38: Security Code page

5. Enter the current transit password in the Password textbox.
6. Click the **Login with Transit** button. The Change Password page displays.

Figure 39: Link Transit Account with Login.Gov page

7. Change your transit password.
8. Click the **Submit** button. The Transit Login page displays.

Figure 40: Change Password page

9. Enter the username entered when the account was registered in the User Name textbox.
10. Click the **Continue to Login** button. The Login page displays.

Figure 41: Transit Login page

11. Click the **LOGIN** button. The Link Transit Account with Login.Gov page displays.

Figure 42: Login page

12. Click the **Login with Login.Gov** button. The Link Transit Account with Login.Gov page redisplay with the Login.Gov Authentication checkbox checked.
13. Enter the new transit password in the Password textbox.
14. Click the **Login with Transit** button. The Link Transit Account with Login.Gov page redisplay with the Transit Authentication checkbox checked.

Figure 43: Link Transit Account with Login.Gov page

15. Click the **Link Accounts** button. The Link Accounts Confirmation page displays.

Figure 44: Link Accounts page

- Click the **Continue to Transit App** button. The Transit Benefit Program Rules of Behavior page displays.

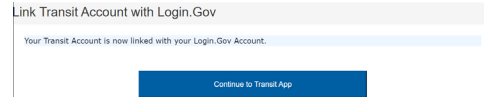


Figure 45: Link Accounts Confirmation page



Figure 46: Rules of Behavior page

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

2.1 Logging In

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

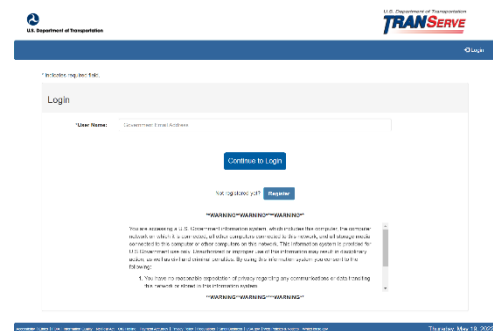


Figure 47: Transit System Login page

2.1.1 Government Employee ID Login

- 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 Sign In page.

Note: If you have an unexpired Login.gov session, you will be redirected to the Transit Benefit Program Rules of Behavior page.

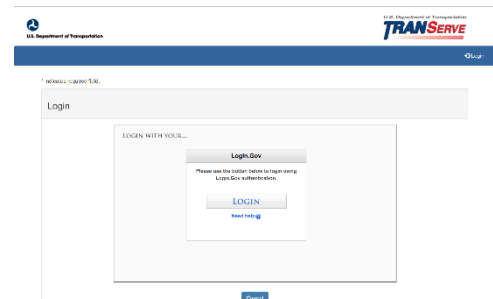


Figure 48: Login page

2. Click the [Sign in with your government employee ID](#) link. The PIV/CAC Card sign-in page displays.

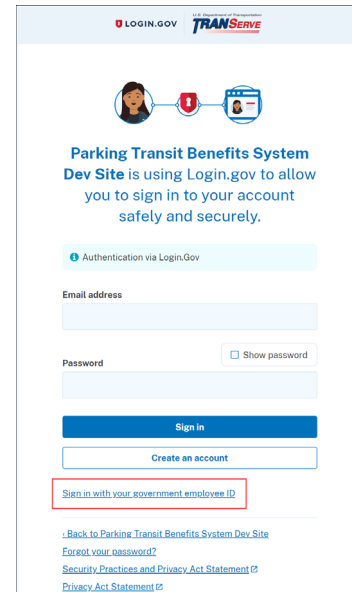


Figure 49: Login.gov Sign In page

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

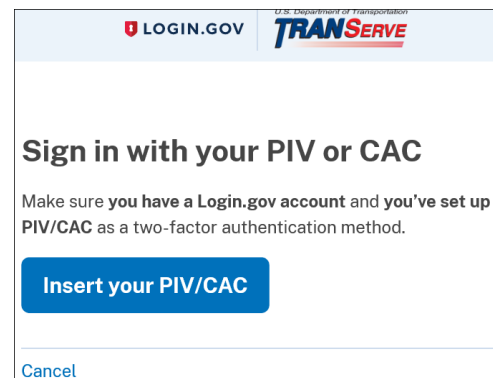


Figure 50: PIV/CAC Sign-in page

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

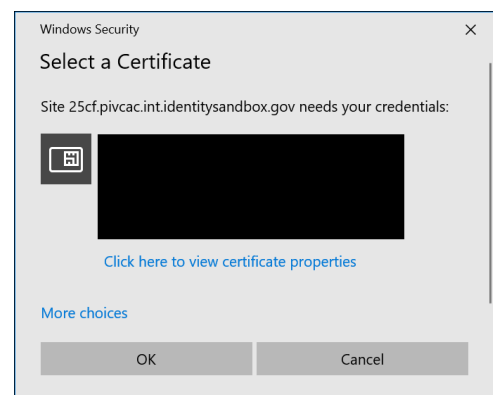


Figure 51: Certificate Information page

5. Enter your PIN number.

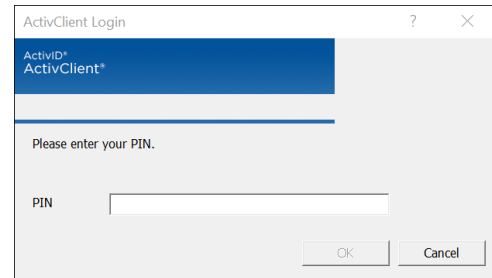

 A screenshot of the ActivClient Login dialog box. It has a title bar with a question mark and a close button. The main area has a blue header with 'ActivClient Login' and 'ActivClient' below it. The text 'Please enter your PIN.' is displayed above a text input field labeled 'PIN'. At the bottom right are 'OK' and 'Cancel' buttons.

Figure 52: ActivClient Login page

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

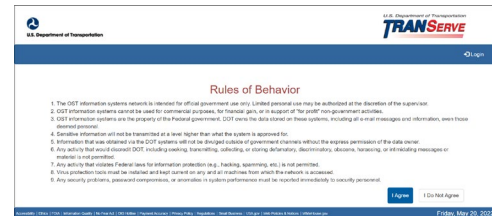

 A screenshot of the 'Rules of Behavior' page for the TRANSERVE system. The page header includes the U.S. Department of Transportation logo and the TRANSERVE logo. The title 'Rules of Behavior' is centered. Below it is a list of seven numbered rules regarding system use, information security, and acceptable use. At the bottom right are 'I Agree' and 'I Do Not Agree' buttons. The footer shows the date 'Friday, May 20, 2021'.

Figure 53: 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 Sign In page.

Note: If you have an unexpired Login.gov session, you will be redirected to the Transit Benefit Program Rules of Behavior page.

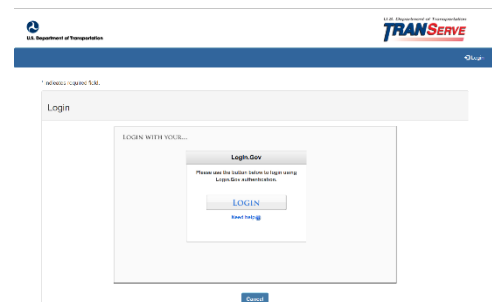

 A screenshot of the Login page. It features the U.S. Department of Transportation logo and the TRANSERVE logo. The main heading is 'Login'. Below it is a box titled 'LOGIN WITH YOUR...' containing a 'Login Gov' button and a 'Please use the button below to trigger your Login Gov authentication.' message. At the bottom right is a 'Cancel' button.

Figure 54: Login 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

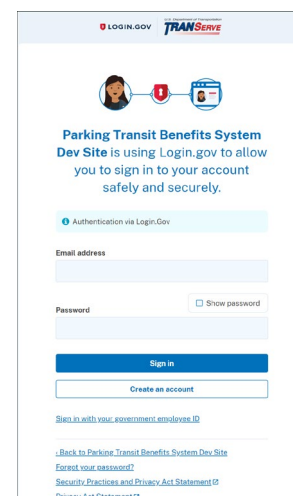

 A screenshot of the Login.gov Sign In page. It features the LOGIN.GOV and TRANSERVE logos. The heading is 'Parking Transit Benefits System Dev Site is using Login.gov to allow you to sign in to your account safely and securely.' Below this is a section for 'Authentication via Login Gov' with fields for 'Email address' and 'Password' (with a 'Show password' checkbox). At the bottom are 'Sign in' and 'Create an account' buttons. Links for 'Sign in with your government employee ID', 'Back to Parking Transit Benefits System Dev Site', 'Forgot your password?', 'Security Practices and Privacy Act Statement', and 'Privacy Act Statement' are at the very bottom.

Figure 55: Login.gov Sign In page

3. Enter the one-time code and click the **Submit** button. The Transit Application Rules of Behavior page displays.

Figure 56: Security Code page

2.1.3 Logging Out

1. Click the Logout button. The Login.Gov Sign Out page displays.

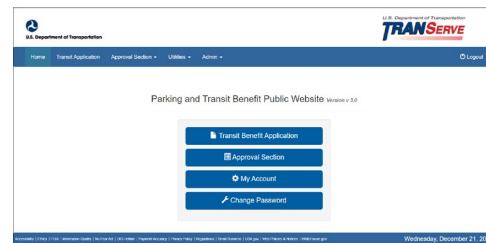


Figure 57: Transit Benefit Program Home page

2. Click the **Yes, sign out of Login.gov** button. The Transit Benefit Program Login page displays.

Note: This will sign you out of Login.gov and you will need to sign back in when logging into the Transit Benefit Program Web Application.

Figure 58: Security Code page

- Click the **No, go to my account page** button. The Your Account page for Login.gov displays.

Note: You will remain signed into Login.gov and will be directed to the Transit Benefit Program Rules of Behavior page the next time you logon if your Login.gov session has not expired.

Note: Do not click the Sign out link on this page. Doing so will sign you out of Login.gov.

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/>

Note: Login.gov cannot assist with linking the Transit Benefit Program application to Login.gov. Please reach out to your agency assigned POC.

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

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

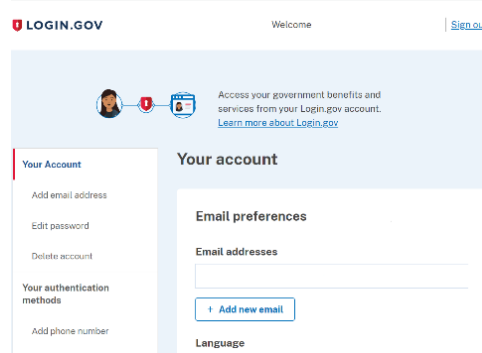


Figure 59: Login.Gov Your Account page

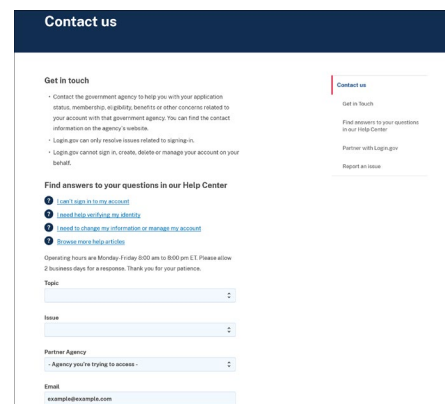


Figure 60: Login.gov Contact Us page

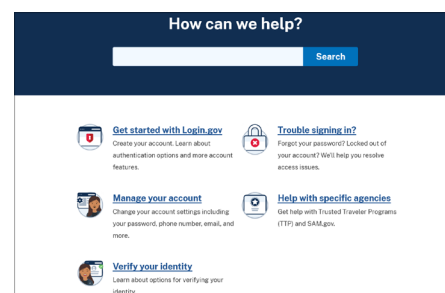


Figure 61: Login.gov Help page

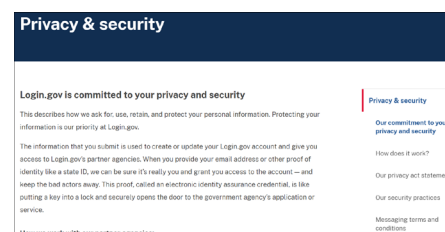


Figure 62: Login.gov Privacy & Security page

