

1.1 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.

1.1.1 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 1: Transit System Login page

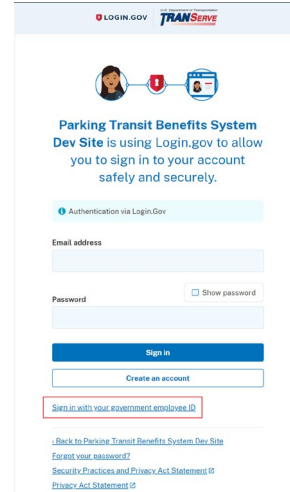
4. Click the **LOGIN** button. The Link Transit Account with Login.Gov page displays.

Figure 2: Login page

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

Figure 3: Link Transit Account with Login.gov page

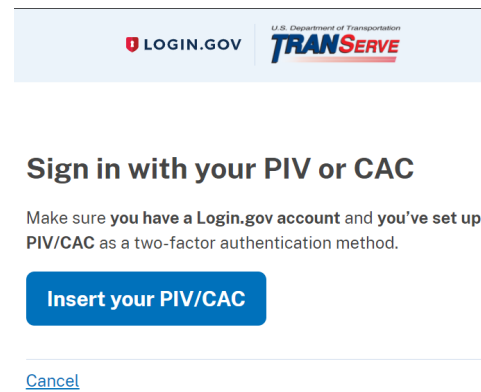
6. Click the [Sign in with your government employee ID](#) link. The PIV/CAC Sign In page displays.



The screenshot shows the Login.gov sign-in interface. At the top, it says 'LOGIN.GOV' and 'TRANSEVE'. Below that, there's a header for 'Parking Transit Benefits System Dev Site' and a message: 'This site is using Login.gov to allow you to sign in to your account safely and securely.' There's a section for 'Authentication via Login.gov' with fields for 'Email address' and 'Password'. A 'Show password' checkbox is next to the password field. Below these fields are 'Sign in' and 'Create an account' buttons. At the bottom, there's 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 4: Login.Gov Sign In page

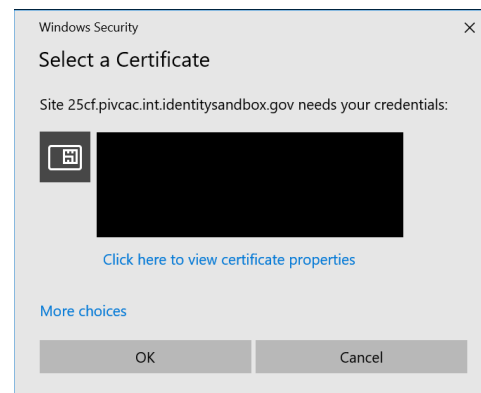
7. Click the **Insert your PIV/CAC** button.



The screenshot shows the 'Sign in with your PIV or CAC' page. At the top, it says 'LOGIN.GOV' and 'TRANSEVE'. Below that, there's a header for 'Sign in with your PIV or CAC'. A message says: 'Make sure you have a Login.gov account and you've set up PIV/CAC as a two-factor authentication method.' There's a large blue button that says 'Insert your PIV/CAC'. Below that, there's a 'Cancel' link.

Figure 5: PIV/CAC Sign-in page

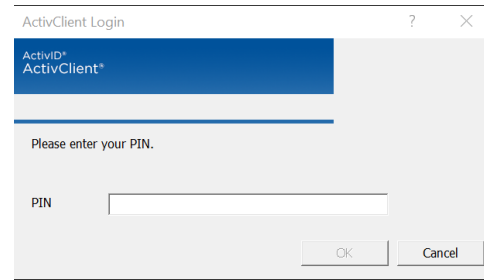
8. After a brief pause the Certificate Information page displays. Select your name and click the **OK** button. The ActivClient Login page displays.



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

Figure 6: Certificate Information page

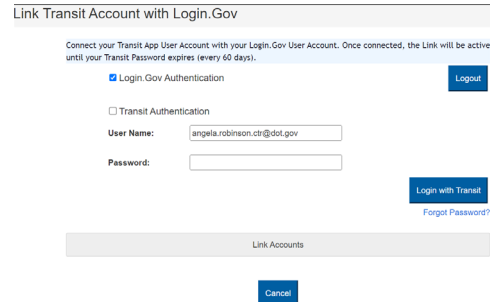
9. Enter your PIN number.



The image shows the 'ActivClient Login' window. It has a title bar with a question mark and a close button. The window contains the 'ActivClient' logo, the text 'Please enter your PIN.', a 'PIN' label, and a text input field. At the bottom right are 'OK' and 'Cancel' buttons.

Figure 7: ActivClient Login page

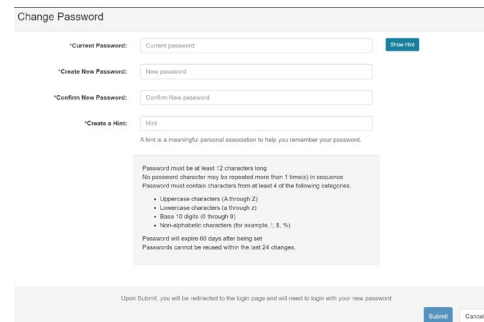
10. Click the **OK** button. The Link Transit Account with Login.Gov page displays with the Login.Gov Authentication checkbox checked.
11. Enter the current transit password in the Password textbox.



The image shows the 'Link Transit Account with Login.Gov' page. It includes a heading, a paragraph about connecting the Transit App User Account with the Login.Gov User Account, and a 'Logout' button. Below this are two checkboxes: 'Login.Gov Authentication' (checked) and 'Transit Authentication' (unchecked). There are input fields for 'User Name' (containing 'angela.robinson.ct@dot.gov') and 'Password'. At the bottom right are 'Login with Transit' and 'Forgot Password?' buttons. At the bottom center is a 'Link Accounts' button, and at the very bottom is a 'Cancel' button.

Figure 8: Login.gov Authentication Checkbox

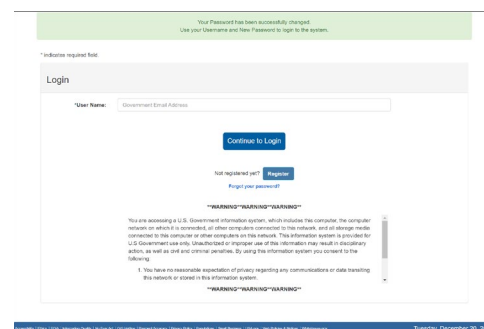
12. Click the **Login with Transit** button. The Change Password page displays.
13. Change your transit password.
14. Click the **Submit** button. The Transit Login page displays.



The image shows the 'Change Password' page. It has a heading and four input fields: 'Current Password', 'New Password', 'Confirm New Password', and 'Create a Hint'. Below these fields is a 'Show Info' button. A 'Hint' input field is also present. A large text box contains 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', and a bulleted list of categories: 'Uppercase characters (A through Z)', 'Lowercase characters (a through z)', 'Base 10 digits (0 through 9)', and 'Non-alphanumeric characters (for example, !, &, %)'.

Figure 9: 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.



The image shows the 'Transit Login' page. It has a green banner at the top stating 'Your Password has been successfully changed. Use your Username and New Password to log in to the system.' Below this is a 'Login' section with a 'User Name' input field (labeled 'Government Email Address') and a 'Continue to Login' button. Below the button is a 'Not registered yet?' link and a 'Register' button. At the bottom is a 'Forgot your password?' link. A large 'WARNING' box contains a disclaimer about the U.S. Government information system and its security. At the very bottom is a footer with the date 'Tuesday, December 30, 2014'.

Figure 10: Transit Login page

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

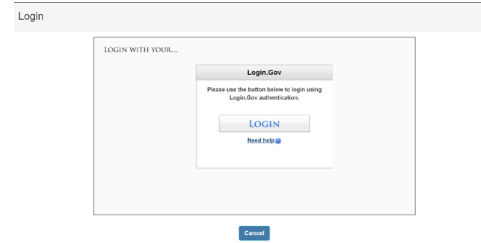


Figure 11: Login page

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.

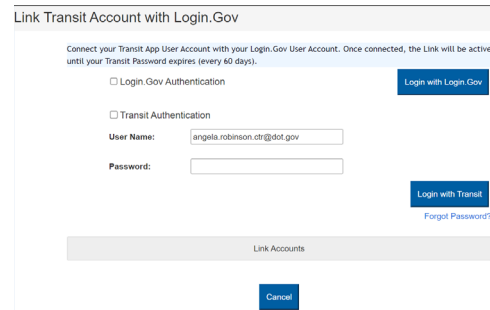


Figure 12: Link Transit Account with Login.Gov page

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

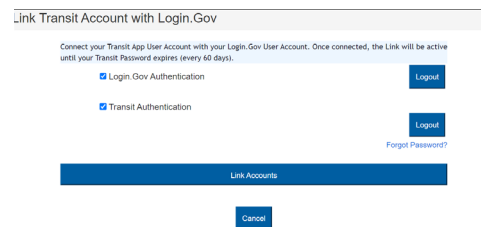


Figure 13: Transit Authentication Checkbox

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

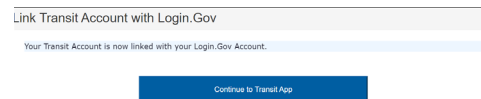


Figure 14: Link Accounts Confirmation

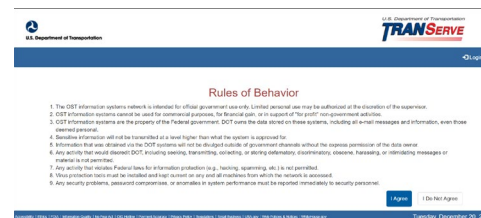


Figure 15: Rules of Behavior page

1.1.2 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

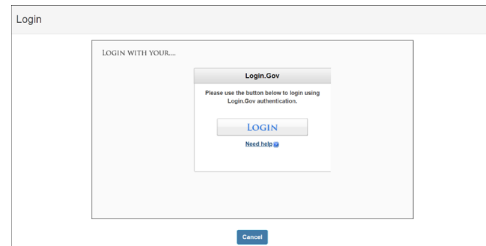


Figure 16: Login page

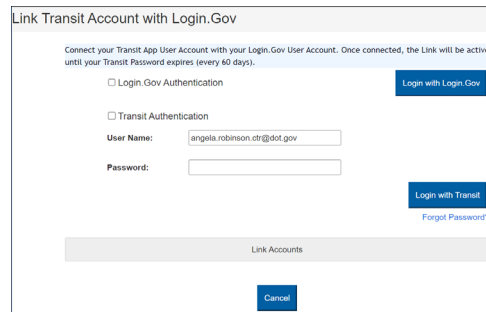


Figure 17: Link Transit Account with Login.Gov page

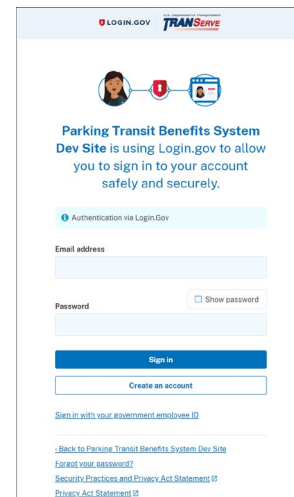


Figure 18: Login.Gov Sign In page

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 19: 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 20: Link Transit Account with Login.Gov page

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

Figure 21: Change Password page

Figure 22: Transit Login 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 23: Login page

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

Figure 24: Link Transit Account with Login.Gov page

12. Click the **Login with Login.Gov** button. The Link Transit Account with Login.Gov page redisplayes 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 redisplayes with the Transit Authentication checkbox checked.

Figure 25: Link Accounts page

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

Figure 26: Link Accounts Confirmation page

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

Figure 27: Rules of Behavior page