

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.

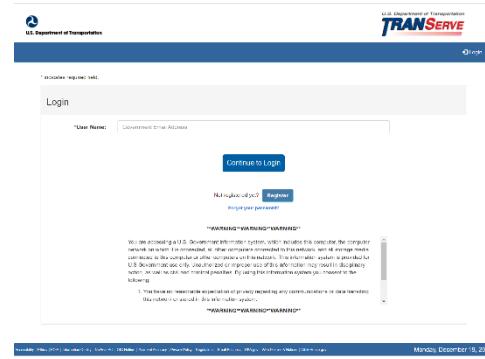


Figure 1: Transit System Login page

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

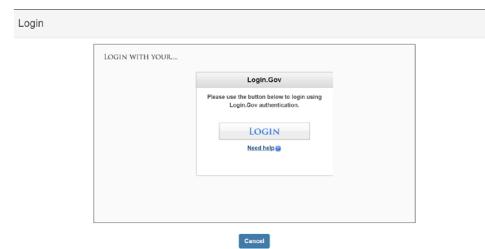


Figure 2: Login page

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

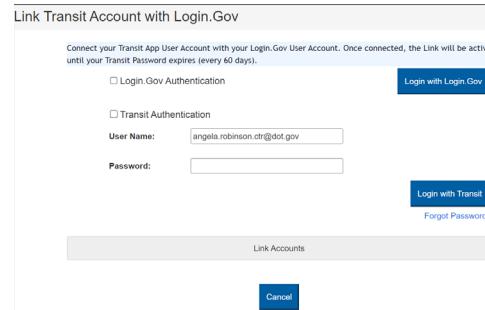


Figure 3: Link Transit Account with Login.gov page

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

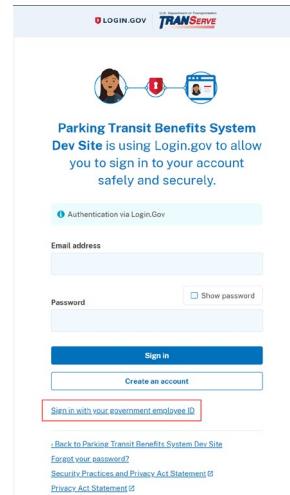


Figure 4: Login.Gov Sign In page

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

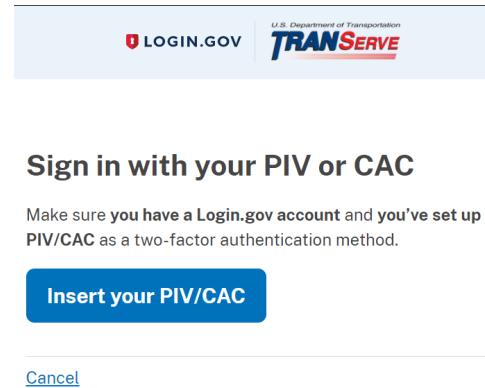


Figure 5: PIV/CAC Sign-in page

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

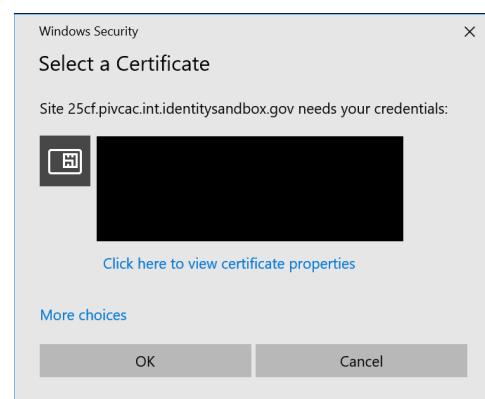


Figure 6: Certificate Information page

9. Enter your PIN number.

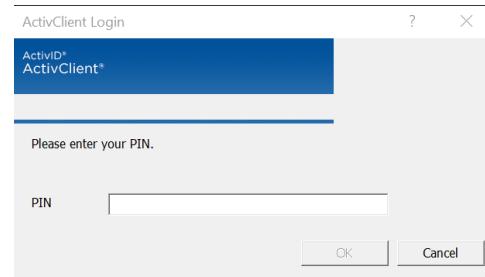


Figure 7: ActivClient Login page

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.

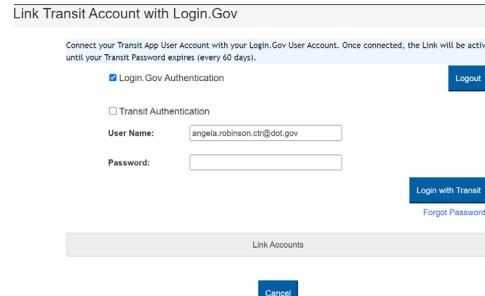


Figure 8: Login.gov Authentication Checkbox

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.

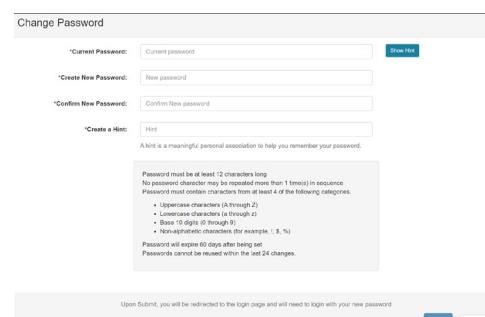


Figure 9: Change Password page

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.

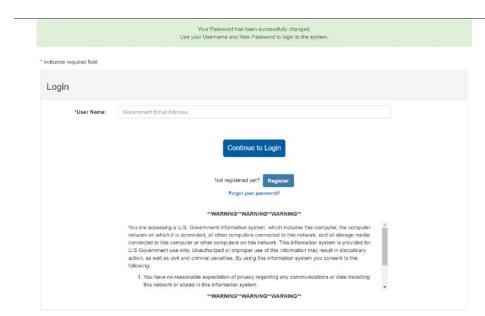


Figure 10: Transit Login page

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

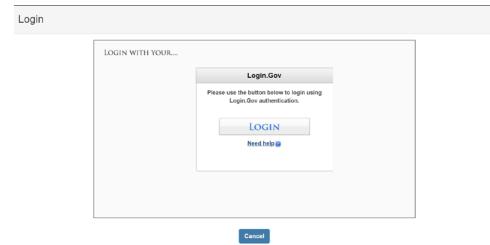


Figure 11: Login page

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

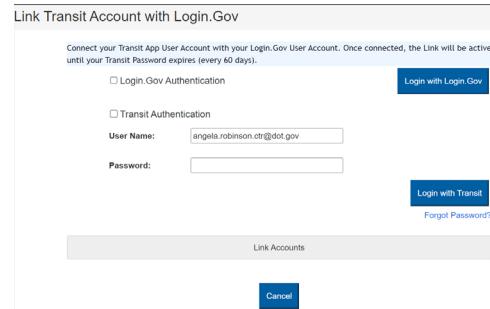


Figure 12: Link Transit Account with Login.Gov page

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

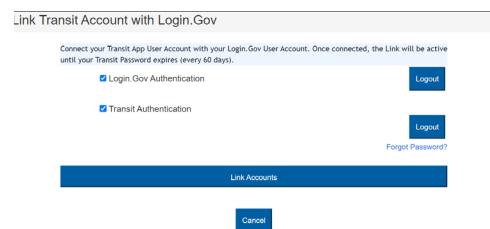


Figure 13: Transit Authentication Checkbox

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



Figure 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.

Figure 16: Login page

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

Figure 17: Link Transit Account with Login.Gov page

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 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.

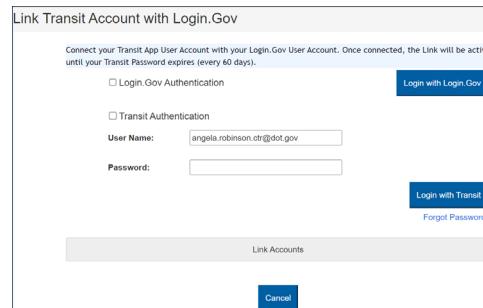


Figure 24: Link Transit Account with Login.Gov page

12. Click the **Login with Login.Gov** button. The Link Transit Account with Login.Gov page redisplays 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 redisplays with the Transit Authentication checkbox checked.
15. Click the **Link Accounts** button. The Link Accounts Confirmation page displays.

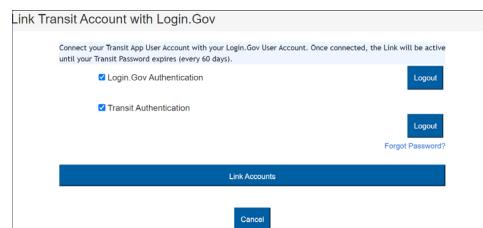


Figure 25: Link Accounts page



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