

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.
4. Click the **LOGIN** button. The Login.Gov Authentication dialog message is displayed.

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

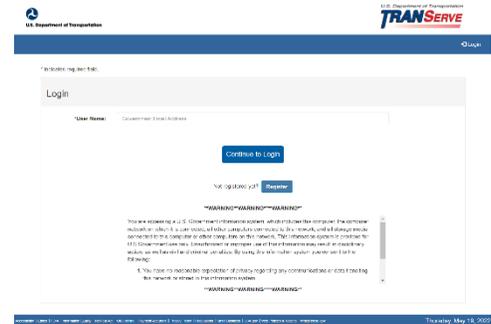


Figure 1: Transit System Login page

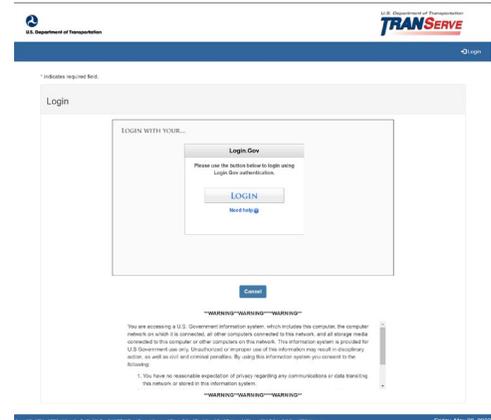


Figure 2: Login page

transitappmobiledev.ost.dot.gov says

You will now be taken to Login.Gov's Authentication page.

Note: You will be re-directed to the Transit Benefit Program Rules of Behavior page if you have an unexpired authentication session on Login.Gov.

OK

Figure 3: Login.Gov Authentication Message

1.1.1 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](#).

Follow the below instructions to create a Login.gov account.

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. Both methods can be selected at the same time. Login.Gov recommends two (2) methods be setup for authentication.

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.

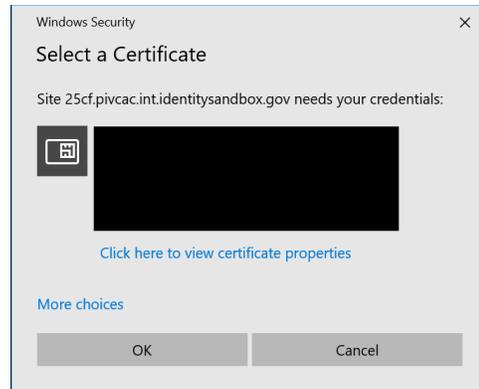


Figure 9: Certificate Information page

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

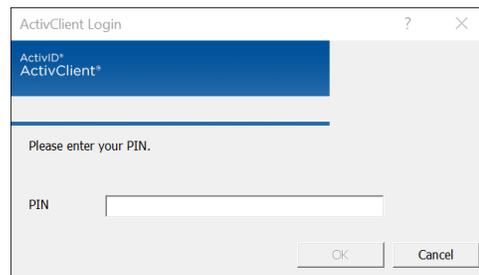


Figure 10: ActivClient Login page

9. Click the **Agree and continue** button. The List of Active Transit Accounts page displays.

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

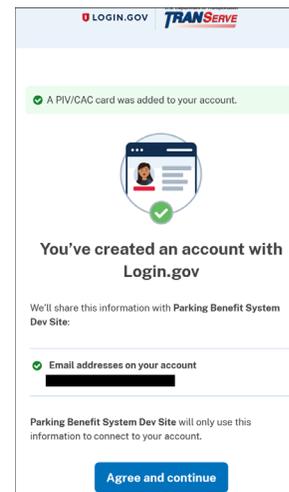


Figure 11: Account Confirmation page

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.

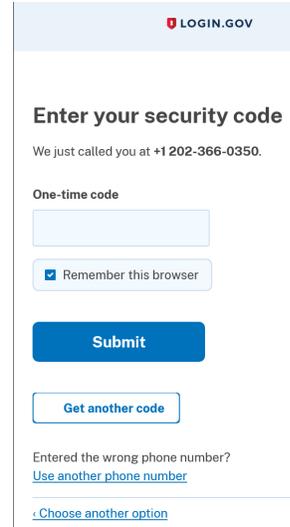


Figure 14: Security Code page

6. Click the **Agree and continue** button. The List of Active Transit Accounts page displays.

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

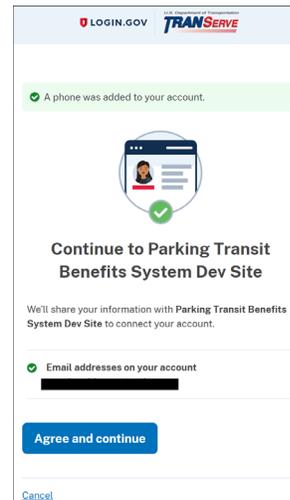


Figure 15: Confirmation page

1.1.3 Transit Authentication

After creating a Login.gov account the Transit Benefit Program account needs to be authenticated.

1. The Transit Benefit Web Application username is displayed and selected by default.

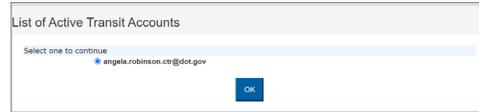


Figure 16: List of Active Transit Accounts page

2. Click the **OK** button. The Transit Benefit Program Rules of Behavior page redisplay.



Figure 17: 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. 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.

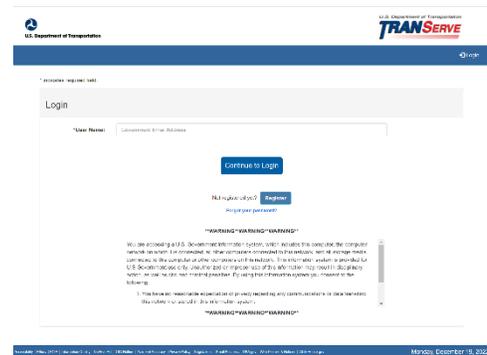


Figure 18: Transit System Login page

4. Click the **LOGIN** button. The Login.Gov Authentication dialog message is displayed.

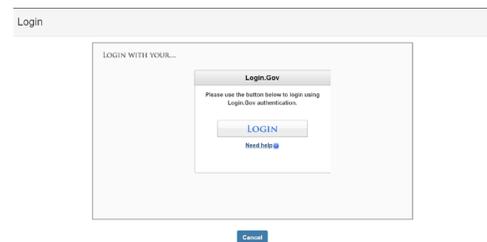


Figure 19: Login page

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

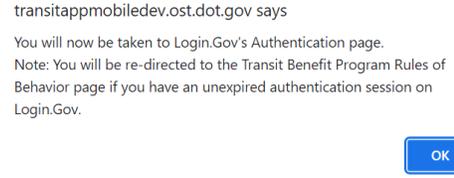


Figure 20: Login.Gov Authentication Message

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

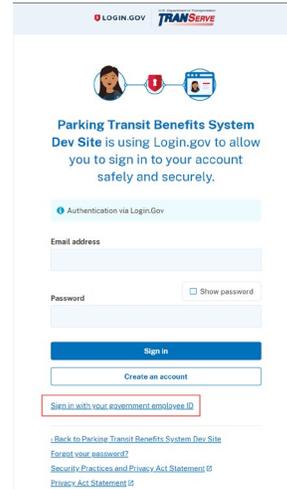


Figure 21: Login.Gov Sign In page

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

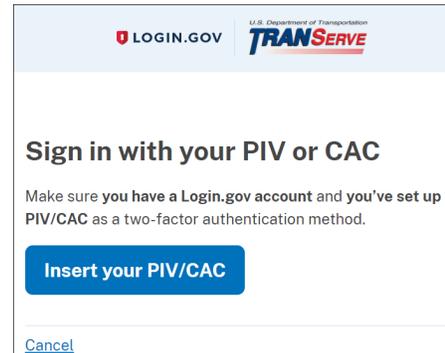


Figure 22: PIV/CAC Sign-in page

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

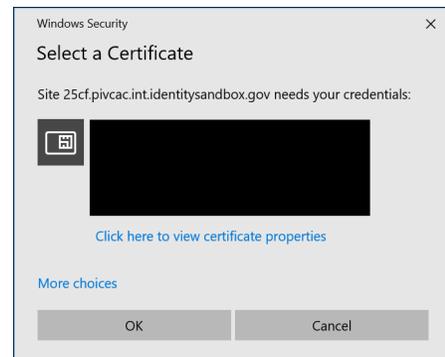


Figure 23: Certificate Information page

9. Enter your PIN number.
10. Click the **OK** button. The List of Active Transit Accounts page displays.
11. The Transit Benefit Web Application username is displayed and selected by default. Click the **OK** button.
12. The Change Password [Password Expired] page displays.
13. Change your transit password.
14. Click the **Submit** button. The Transit Benefit Program Rules of Behavior page displays.

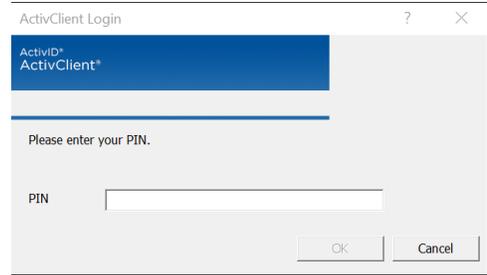


Figure 24: ActivClient Login page



Figure 25: List of Active Transit Accounts page

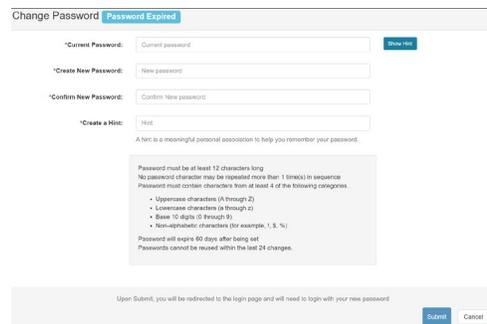


Figure 26: Change Password [Password Expired] page



Figure 27: Rules of Behavior page

1.2.2 Text or Voice Message

1. Click the **LOGIN** button. The Login.Gov Authentication dialog message is displayed.
2. Click the **OK** 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.
4. Enter the one-time code and click the **Submit** button.

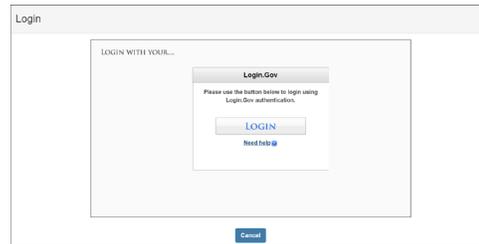


Figure 28: Login page



Figure 29: Login.Gov Authentication Message

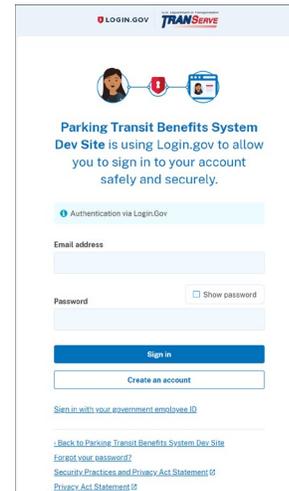


Figure 30: Login.Gov Sign In page

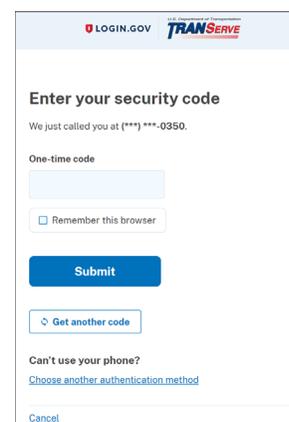


Figure 31: Security Code page

5. The Transit Benefit Web Application username is displayed and selected by default. Click the **OK** button.

6. The Change Password [Password Expired] page displays.
7. Change your transit password.
8. Click the **Submit** button. The Transit Benefit Program Rules of Behavior page displays.

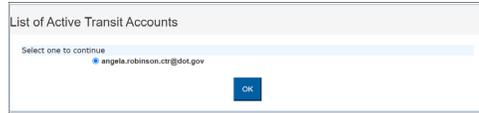


Figure 32: List of Active Transit Accounts page

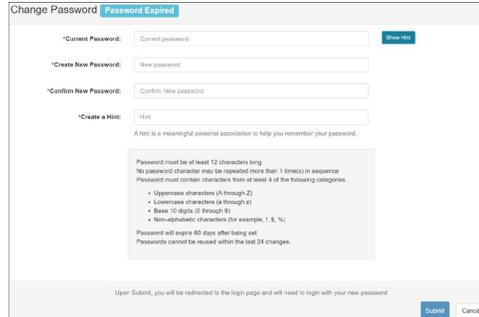


Figure 33: Change Password [Password Expired] page



Figure 34: 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.

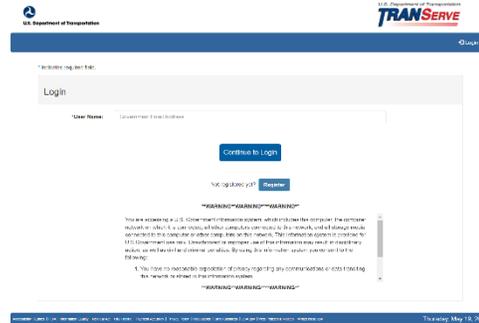


Figure 35: Transit System Login page

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 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.

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

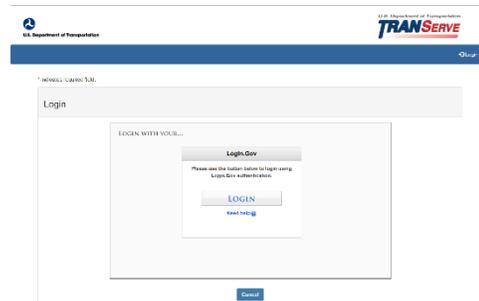


Figure 36: Login page

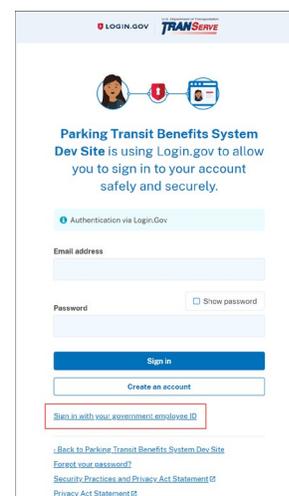


Figure 37: Login.gov Sign In page

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

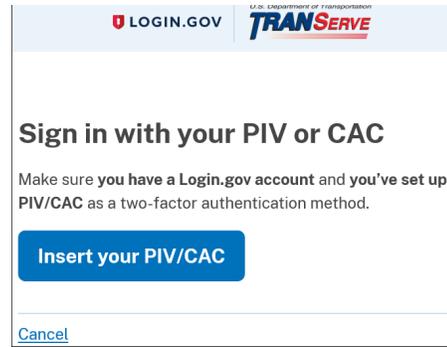


Figure 38: PIV/CAC Sign-in page

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

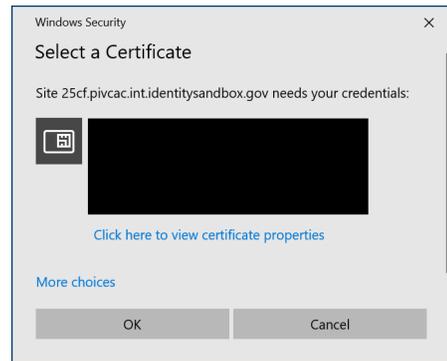


Figure 39: Certificate Information page

5. Enter your PIN number and click the OK button. The List of Active Transit Accounts page displays.

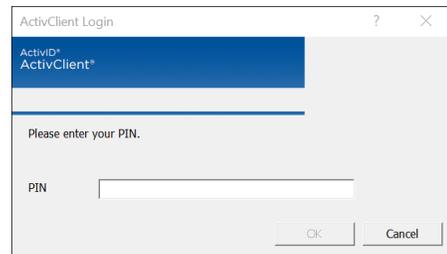


Figure 40: ActivClient Login page

6. The Transit Benefit Program Web Application username is displayed and selected by default.



Figure 41: Login.gov Authentication Checkbox

7. Click the **OK** button. The Transit Benefit Program Rules of Behavior page displays.

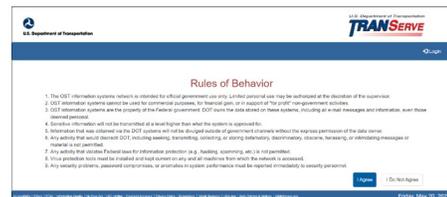


Figure 42: Transit Application Rules of Behavior page

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.*

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.

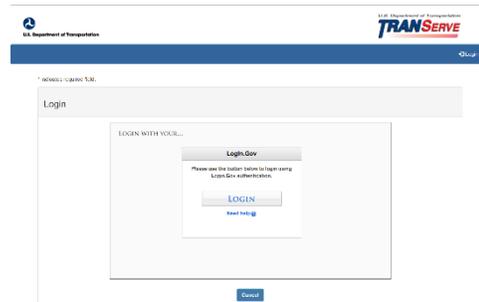


Figure 43: Login page

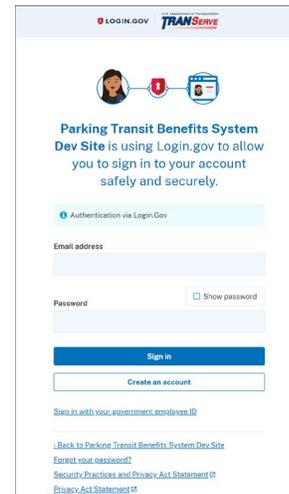


Figure 44: Login.gov Sign In page

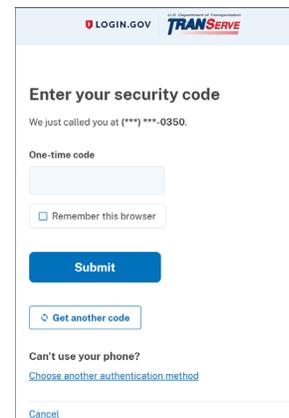


Figure 45: Security Code page

2.1.3 Logging Out

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

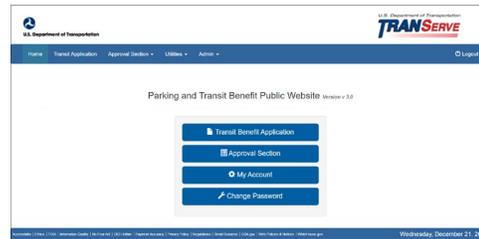


Figure 46: Transit Benefit Program Home page

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.

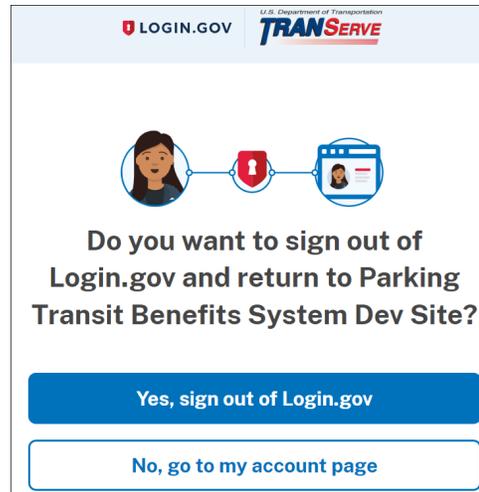


Figure 47: Security Code page

3. 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.

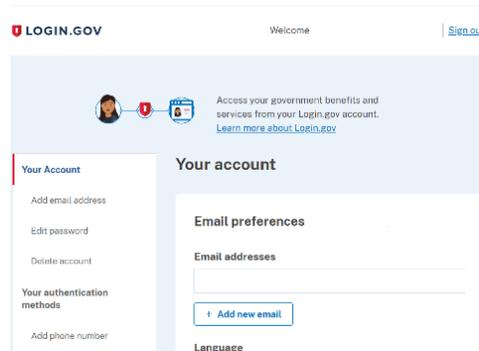


Figure 48: Login.Gov Your Account page

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/>

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 49: Login.gov Contact Us page

Figure 50: Login.gov Help page

Figure 51: Login.gov Privacy & Security page