# 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.

			οu
"Includies required field.			
Login			
'User Normal	Disservine: EvalAddress		
	Continue to Login		
	Not registered yol? Register		
	WARNNO-WARNNO-WARNNO-		
	You are accessed as 1.5. Somer-merichemenia application which calculate the complete the complete metal- microbion which is a low concept of the transpersion compared to the some model and the complete the complete control of the complete on other completes and the complete on the complete control of the complete on the complete control of the complete on the complete control of the comp	İ.	
	<ol> <li>Nou have no reasonable expectation of privacy regarding any communications or data increating this service) or viceout in this information system.</li> </ol>		

#### Figure 1: Transit System Login page

epartment of Transportation	<i></i>	-
		1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -
* indicates required tield.		
Login		
	LOGIN WITH YOUR	
	Login Gov	
	Please use the button below to login using Logic Gav sutherflication.	
	LOGIN	
	Cancel	
	"WARNING"WARNING"	
	You are accessing a U.S. Government information system, which includes this computer, the computer in when is an unit if it is concerned all other computers concerned to this patients, and all storage reads	
	connected to this computer or other computers on this network. This information system is prouided for 118 Deservement and the third description of the improvement and the information way must be description.	
	action, as well as civil and criminal penalties. By using this information system you consent to the following:	
	1. You have no reasonable expectation of privacy regarding any communications or data transiting the extension or stored in this information system.	
	"WARNING" WARNING"	
Pas (POA) biomater Guilly (No Pea	Ad (10) (dile: / Papen Accass   Paiac Thay   Explains   End Same   Upt.go: 100-768 as & URA: (WebTwarg or	Friday, May 20

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

transitappmobiledev.ost.dot.gov says	
You will now be taken to Login.Gov's Authentication page.	ulan af
Behavior page if you have an unexpired authentication sessio	n on
Login.Gov.	
	ОК

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.* 

- 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 5: Create Account page

ULOGIN.GOV	TRANSERVE
You have confirmed your	email address
Create a strong   It must be at least 12 characte used password. That's it!	password ars long and not be a commonly
Password	
Password strength:	
Continue	l
Password safety tips	+
Cancel account creation	

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 <u>Section 1.1.2.2 Text/Voice Message Method</u> 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.

Windows Security		×
Select a Certificate		
Site 25cf.pivcac.int.identitysandb	ox.gov needs your credentials:	
Click here to view certi	ficate properties	
More choices		
ОК	Cancel	
		_

Figure 9: Certificate Information page

ActivClient Lo	ogin		?	$\times$
ActivID* ActivClient*				
Please enter	your PIN.			
PIN				
	0	К	Ca	ancel

#### Figure 10: ActivClient Login page

UOGIN.GO	TRANSERVE
A PIV/CAC card was a	added to your account.
4	
You've create	ed an account with
Lo	gin.gov
We'll share this information Dev Site:	on with Parking Benefit System
Email addresses on y	your account
Parking Benefit System I information to connect to	Dev Site will only use this your account.
Agree	and continue

Figure 11: Account Confirmation page

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

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

**Note:** *After completing step 9, skip to* <u>Section 1.1.3</u> <u>*Transit Authentication.*</u>



## 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.* 

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

**Note:** *Continue to* <u>Section 1.1.3 Transit Authentication</u> to complete linking the accounts.

UOGIN.GOV	
Enter your security code	
We just called you at +1 202-366-0350.	
One-time code	
Remember this browser	
Submit	
Get another code	
Entered the wrong phone number? <u>Use another phone number</u>	
Choose another option	

Figure 14: Security Code page

A phone was added to your account.
Continue to Parking Transit
Benefits System Dev Site
We'll share your information with <b>Parking Transit Benefits</b> System Dev Site to connect your account.
Email addresses on your account
Agree and continue
Cancel

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.

Program Rules of Behavior page redisplays.

2. Click the **OK** button. The Transit Benefit

List of Active Transit Accounts	
Select one to continue angela.robinson.ctr@dot.gov	
	ок

#### Figure 16: List of Active Transit Accounts page

Corportment of Transportation	THANSERVE
	Đượ
Rules of Behavior	
<ol> <li>The ODT information systems networks is interceden for official government use only. Limited personal use may te auth 2. ODT information systems cannot be used for conversital purposes. In francial gain, or use support of the profit non- 3. ODT information systems are the property of the Pederal government. DDT overs the data stored on these systems, is determed personal.</li> </ol>	elized at the discretion of the supervisor. pevenment activities, notuding all e-mail messages and information, even those
4. Sensitive information will not be transmitted at a level higher than what the system is approved for.	
<ol> <li>Internation that was obtained via the DDT systems will not be divulged outside of government channes without the e 6. Any activity that would closered! DDT, including seeking, transmitting, collecting, or storing defamatory, discriminatory, material is not semitted.</li> </ol>	opress permission of the data owner. .obscene, harassing, or intimidating messages or
7. Any activity that violates Federal laws for information protection (e.g., hacking, spamming, etc.) is not permitted.	
8. Virus protection tools must be installed and kept current on any and all machines from which the network is accessed	
<ul> <li>very accurry process, parameter comprehensive, or another in Epidem parameters must be reported immediately a</li> </ul>	1 Jon Not Agree
In 1999 1999 1999 1999 1999 1999 1999 19	Enders Mars 20

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.

4. Click the **LOGIN** button. The Login.Gov

Authentication dialog message is displayed.

Department of Transportation		Tranceine
" includes required held.		
Login		
"User Name:	Opvirrment timer Addamer	
	Continue to Login	
	Nut register of yes? Regeneer Regeneer perspective?	
	"WARNING WARNING" WARNING"	
	You are according at U.S. Seconstruct Information spaces, while includes the subscripture the comparison means the mean space of the comparison of the comparison commends the foreign means commanies in this comparison after extrement works in mediators. The information space is the U.S. Seconstructures on U, and use the comparison of the information space in the U.S. Seconstructures on U, and use the comparison of the information space in the comparison space of the information of the information of the information space in the comparison values, and will not all uses combined presention. Fig. and g blick between the system purposes to the lattering	ĺ
	<ol> <li>You have no reasonable expectation of privacy repeating any communications or data transition this notice is or stand in this information system.</li> </ol>	
	"WARKING "WARKING" WARNING"	

Figure 18: Transit System Login page

Login	LOGIN WITH YOUR		
		Login.Gov Piese use the button heliow to login using Login.dow adhemication. LOGIN Need hab @	
		Cancel	

Figure 19: Login page



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

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 Ru	les of
Behavior page if you have an unexpired authentication session	۱ on
Login.Gov.	
	ОК

Figure 20: Login.Gov Authentication Message

COGIN.GO	TRANSERVE
<b>®</b> -	<b>-----</b>
Parking Trans Dev Site is usin you to sign i safely a	it Benefits System ig Login.gov to allow in to your account and securely.
Authentication via Lop	gin.Gov
Email address	
Password	Show password
	Sign in
Crea	te an account
Sign in with your governme	ant employee ID
Rack to Parking Transit B Forgot your password? Security Practices and Prin	enefits System Dev Site
Privacy Act Statement [2]	

#### Figure 21: Login.Gov Sign In page



Windows Security		×
Select a Certificate		I
Site 25cf.pivcac.int.identitysandbo	ox.gov needs your credentials:	
Click here to view certif	icate properties	
More choices		
ОК	Cancel	
		-

Figure 23: Certificate Information page



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

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



- 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.

ActivClient	Login	? ×
ActivID* ActivClier	it*	
Please ente	er your PIN.	
PIN		
		1
	OK	Cancel

#### Figure 24: ActivClient Login page

List of Active Transit Accounts	
Select one to continue	
	ок

#### Figure 25: List of Active Transit Accounts page

10 month Barrante		Davie Hart
-Current Password:	Current peseword	and the
'Create New Password:	New pessword	
"Confirm New Password:	Confirm New pessword	
*Create a Hint:	Hint	
	A hint is a meaningful personal association to help you remember your password.	
	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. • Uppercase characters (A through Z)	
	Lovercase characters (i through z)     Base 10 digits (0 through 9)     Non-alphabetic characters (for exemple, 1, 8, %)	
	Password will expire 60 days after being set Passwords cannot be reused within the last 24 changes.	
lina	a Submit you will be redirected to the losis near and will need to bein with your new new	paged

Figure 26: Change Password [Password Expired] page

Department of Transportation	TRANSERVE
	Otop
Rules	s of Behavior
<ol> <li>The OST information systems network is intereded for official government use 0.03T information systems cannot be used for commonoid purposes, for finance 3.03T information systems are the property of the Federal government. DOT 0 deemed personal.</li> </ol>	x only. Limited personal use may be authorized at the discretion of the supervisor. Siti gain, or is support of "for profit" non-government activities, purs the data stored on these systems, including all e-mail messages and information, even those many is supported for.
<ol> <li>Momenting in the second water to be a strategy as a synthetic part of the dividged outsit 6. Any activity that would discredit DOT, including seeking, transmitting, collectin material is not permitted.</li> </ol>	paint is expected on of government channels without the expess permission of the data owner. Ing. or storing detendent, discriminatory, obscene, harassing, or intendeting messages or
<ol> <li>Any activity that violates Paderal laws for information protection (e.g., hacking May contaction train must be installed and last or must an any and all machines     </li> </ol>	g. sparrrring, etc.) is not permitted.
9. Any security problems, password compromises, or anomalies in system performance.	ormance must be reported immediately to security personnel.
	1 Agree 1 Do Not Agree
) HERS [FDA.] Minimize Goally [Series A1 [OD Heller [Peymet Interact [Phase Poles ] Registers ] lead have	ma juto pv (ma hasa sinaas (manaza pv Tuesday, December 20, 2

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.



Figure 28: 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 Re	ules of
Behavior page if you have an unexpired authentication session	n on
Login.Gov.	
	ок

Figure 29: Login.Gov Authentication Message

 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** 

Dev Site is usir	ng Login.gov to allow
you to sign i	in to your account
safely	and securely.
Authentication via Lo	igin.Gov
Email address	
	Show password
Password	
Password	Sign in
Passwora Crei	Sign in account
Passwora Crei Sign in with your governm	Sign in ate an account ent employee ID
Cree Sign in with your governm - Back to Parking Transit E	Sign in ate an account ent employee ID Senefits System Day Site
Cree Sign in with your governm Back to Parking Transit E Forgot your password?	Sign in
Crei	Sign in

Figure 30: Login.Gov Sign In page



Figure 31: Security Code page



button.

- 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.

L	ist of Active Transit Accounts
	Select one to continue     sageLarobinson.ctr@dot.gov
	- OK -

#### Figure 32: List of Active Transit Accounts page

"Current Password:	Current pessaword	Show Hint
"Create New Password:	New password	
"Confirm New Password:	Confirm New pessword	
*Create a Hint:	Hint	
	A hint is a meaningful personal association to help you remember your password.	
	Password must be at least 12 characters long No password character may be repeated in one than 1 times) in sequence haravester must construct in them in target at of the biolowing categories. • Uppervase characters (A hrwgh 2) • Lowerszee characters (A hrwgh 2) • Lowerszee characters (A hrwgh 2) • Base 10 dight (O Hrwgh 9) • Non-algebraic characters (M example, 1, 5))	
	Passwords will expire 60 days after being set Passwords cannot be reused within the last 24 changes.	

Figure 33: Change Password [Password Expired] page

3. Department of Transportation	TRANSERVE
	Olige
Rule	s of Behavior
<ol> <li>The OST information systems network is intended for official government u 2. OST information systems cannot be used for commercial purposes, for fire 3. OST information systems are the property of the Pederal government. DOT desmed personal.</li> </ol>	se only. Limited personal use may be authorized at the disoration of the supervisor, acial gain, or in support of "for profit" non-government activities. Fours the data stored on the systems, including all e-mail messages and internation, even those entroise in semanal func-
<ol> <li>Josteber er kannauter versionen og standender alle never ingelet som versionen 5. Information that was obtained via the DOT systems will not be divulged out 6. Any activity that would discredit DOT, including seeking, transmitting, opler material is not servicted.</li> </ol>	systemin a separate law and of government channels without the express permission of the data owner, ting, or storing deternatory, disorbininatory, obscene, harassing, or intimideting messages or
<ol> <li>Any activity that violates Faderal taxs for information protection (e.g., hack &amp; Visus protection tools must be installed and kept current on any end all man</li> </ol>	ing, spanning, etc.) is not permitted. thines from which the network is accessed.
s. why security prosents, password compromises, or anomalies in system pe	nomianos must se reporteo intrinecistes no secumy perionnel.
y   EEKK   FOX   Infansion-Dually   Inches A3   OC Holles   Peymerk Incaracy   Missis Poks   Implates   Impl	International States and Sta

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

 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.

 Click the <u>Sign in with your government</u> <u>employee ID</u> link. The PIV/CAC Card sign-in page displays.



Figure 36: Login page



Figure 37: Login.gov Sign In page



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

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

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

- 6. The Transit Benefit Program Web Application username is displayed and selected by default.
- Click the **OK** button. The Transit Benefit Program Rules of Behavior page displays.



Figure 38: PIV/CAC Sign-in page

Windows Security		×
Select a Certificate		I
Site 25cf.pivcac.int.identitysandb	ox.gov needs your credentials:	
Click here to view certificate properties		
More choices		I
ОК	Cancel	Ľ

Figure 39: Certificate Information page

ActivClient Lo	gin		?	$\times$
ActivID ActivClient				
Please enter y	our PIN.			
PIN				
	C	Ж		ancel

Figure 40: ActivClient Login page

ist of Active Transit Accounts	
Select one to continue	
angeta.robinson.ctr@dot.gov	-
	ок

Figure 41: Login.gov Authentication Checkbox



Figure 42: Transit Application Rules of Behavior page



## 2.1.2 Text or Voice Message 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.

 Enter the email address and password used when the Login.gov account was created. Click the Sign in button. The Security Code page displays

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



<b>(2</b> )-	0-6-
Parking Transi Dev Site is using you to sign in safely a	t Benefits System g Login.gov to allov n to your account nd securely.
Authentication via Logi	in.Gov
Email address	
Password	Show pessword
	Sign in
Creat	e an account

#### Figure 44: Login.gov Sign In page

UCGIN.GOV	TRANSERVE
Enter your secur	ity code
We just called you at (***) ***	0350.
One-time code	
Remember this browser	
Submit	
© Get another code	
Can't use your phone? Choose another authenticatio	n method
Cancel	

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

 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.

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.* 

Do you want to sign out of
Login.gov and return to Parking
Talisit Bellents System Dev Site:
Yes, sign out of Login.gov
No, go to my account page

Figure 47: Security Code page

ULOGIN.GOV	Welcome	Sign out
<b>@</b> -••	Access your government benefits and services from your Login gov account. Learn more about Login gov	
Your Account	Your account	
Add email address		
Edit password	Email preferences	
Delete account	Email addresses	
Your authentication methods	+ Add new email	
Add phone number	Language	

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: <u>https://www.login.gov/contact/</u>

**Note:** Login.gov cannot assist with linking the Transit Benefit Program application to Login.gov. Please reach out to your agency assigned POC. <section-header><section-header><section-header>

#### Figure 49: Login.gov Contact Us page

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

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



Privacy & security	
Login.gov is committed to your privacy and security	Privacy & security
This describes how we ask for, use, retain, and protect your personal information. Protecting your information is our priority at Login.gov.	Our commitment to your privacy and security
The information that you submit is used to create or update your Login.gov account and give you access to Login.gov's partner agencies. When you provide your email address or other proof of	How does it work?
identity like a state ID, we can be sure it's really you and grant you access to the account — and keep the bad actors away. This proof, called an electronic identity assurance credential, is like	Our privacy act statement
putting a key into a lock and securely opens the door to the government agency's application or service.	Our security practices
How we work with our partner agencies:	Messaging terms and conditions

Figure 51: Login.gov Privacy & Security page

