

TRANServe Registration Job-Aid

Add IRS email to an existing personal Login.gov Account & Link with TRANServe

Effective 12/1/22, TRANServe established a new log in process through Login.gov.

Step 1: Determine if you have a Login.gov account:

(NOTE: If you have used USA Jobs in the past few years, then you may already have a Login.gov account.)

If you have a Login.gov account using a **personal email address**:

- Go to Login.Gov: [Welcome - Login.gov](#)
- Access your account with your personal email address
- Select “Add email address”
- Add your irs.gov email to the account
- This will prompt the system to send you an email verification to your irs.gov email address so that you can confirm its correct
 - This will allow your Login.Gov account to recognize your irs.gov email address which is necessary to link your account to your TRANServe account
 - **PLEASE NOTE:** If you’re unable to access your account due to an authentication method that you cannot access (ex: A phone number you no longer have access to), or if you are given the error message “This email address is already associated with an account”, this means there is an existing account using your irs.gov email address, please submit an OS Get Service Ticket for PTSP Assistance
- While in Login.gov, verify both your personal and irs.gov email addresses are listed
- Select “Add Federal Employee ID”
- Enter a name for your PIV/CAC card
- Click “Add PIV/CAC Card”
- Select the correct Certificate
- Enter your Pin
- Click “Agree and Continue”
- You can now sign out of Login.gov

Step 2: Log in to TRANServe:

Use your irs.gov email address to log into TRANServe [Login - Transit Benefits System v 3.0 \(dot.gov\)](#)

- Click “Continue to Login”
- On the next page you will see Login.Gov
- Click “Login”
- On the One Time Registration Screen, click “Logon with Login.Gov” on the top right of the screen
- On the Login.gov – TRANServe Parking Transit Benefits System Screen, enter your irs.gov email address and your Login.gov password
- Click “Sign in”
- You will be returned to the One Time Registration Screen
- If the Login.gov log in is successful, you will see a check mark in the top left box for “Login.gov Authentication”

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- On the bottom left of the screen, click “Login with Transit”
- Enter your irs.gov email and TRANServe password
- You will be returned to the One Time Registration Screen
- If the TRANServe log in is successful, you will see a check mark on the bottom left box for “Transit Authentication”

Step 3: Link Accounts:

With both boxes checked (Login.Gov Authentication and Transit Authenication) on the One Time Registration Screen, the system has verified both accounts have irs.gov email addresses and can be linked.

- Click “Link Accounts” at the bottom of the page
- Click “Continue to Transit App”
- On the Rules of Behavior Page, click “I agree”

You have successfully linked your Login.gov and TRANServe accounts.

Step 4: Sign out of TRANServe and Sign back in:

(NOTE: You only need to go through Steps 1-3 once.)

On the TRANServe Page, use your irs.gov email address to log into TRANServe [Login - Transit Benefits System v 3.0 \(dot.gov\)](#)

- Click “Continue to Login”
- On the next page you will see Login.Gov
- Click “Login”
- On the Login.gov – TRANServe Parking Transit Benefits System Screen, select “Sign in with your government employee ID”
(NOTE: This will allow you to use your PIV and pin that you added as an authentication method in Step 1.)
- Select the correct Certificate
- Enter your Pin
- On the Rules and Behavior Page, click “I agree”

You will now use this method to sign into TRANServe via Login.gov.

PLEASE NOTE: If you receive an error message when logging in, please be mindful that the system will occasionally need to be refreshed. If this happens, close out the TRANServe page, open it back up and attempt to log in again.