

# HOW TO REGISTER IN THE TRANSERVE ONLINE APPLICATION

YOU WILL ONLY NEED TO REGISTER THE FIRST TIME YOU USE THE SYSTEM

- Log on to : TRANServe Transit Benefit Application Website:
  - [Application System](#) – Click this link

\* indicates required field.

U.S. Department of Transportation

U.S. Department of Transportation  
**TRANSERVE**  
Business in motion

Login

Login

\*User Name: Government Email Address

\*Password: Enter password

Log In

Forgot Password?

Not registered yet? Register

**\*\*WARNING\*\*WARNING\*\*WARNING\*\***

You are accessing a U.S. Government information system, which includes this computer, the computer network on which it is connected, all other computers connected to this network, and all storage media connected to this computer or other computers on this network. This information system is provided for U.S. Government use only. Unauthorized or improper use of this information may result in disciplinary 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 this network or stored in this information system.

**\*\*WARNING\*\*WARNING\*\*WARNING\*\***

Friday, January 15, 2016

- Complete the below Registration Form- Creates your profile
  - a. Must be your legal name

\* indicates required field.

Register Account Information

\*User Name: Mary.Smith@usbr.gov

\*First Name: First Name  
Please enter a First Name

Middle Name: Middle Name

\*Last Name: Last Name

\*Agency/Mode: DOI-USBR

Agency options will show once your Government Email Address has been validated

Phone Number:

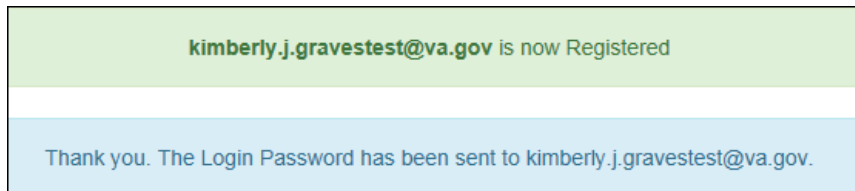
Register Reset Cancel

Accessibility | Ethics | FOIA | Information Quality | No Fear Act | OIG Hotline | Payment Accuracy | Privacy Policy | Regulations | Small Business | USA.gov | Web Policies & Notices |

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To complete the account information

- User Name is your *government email address*.
- Select your Agency/Mode- **YOUR AGENCY**
- When entering your Name information, please do not include any *spaces*, the system will recognize this as a character and will cause an issue later. If you have a hyphenated name or special character in your name, please remove. Examples: Smith-Johnson: Smith Johnson or O'Connor: **OConnor**.
- Please include middle name or middle initial if you have a common last name.
- Enter work phone number
- Click "Register" you will receive the below confirmation.



- Please Note: A temporary password will be emailed to your GOVERNMENT email address within 10 minutes.
  - a. If copying and pasting temporary password DO NOT include extra spaces, the system will recognize the extra space as a character
- You will be returned to the log in page (*screen shot 1 at the top of the page*), using your government email and the emailed temporary password, log in and you will be prompted to create a new password.
  - a. If copying and pasting temporary password DO NOT include extra spaces, the system will recognize the extra space as a character.
- Please read the instructions-typed out below, before creating your password:

A screenshot of a "Change Password" form. At the top, it says "Change Password" and "Password Expired". There are four input fields: "\*Current Password:" (placeholder: Current password), "\*Create New Password:" (placeholder: New password), "\*Confirm New Password:" (placeholder: Confirm New password), and "\*Create a Hint:" (placeholder: Hint). Below the fields is a note: "A hint is a meaningful personal association to help you remember your password." A large grey 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." (bullet points: Uppercase characters (A through Z), Lowercase characters (a through z), Base 10 digits (0 through 9), Non-alphabetic characters (for example, !, \$, %)). Below that: "Password will expire 60 days after being set" and "Passwords cannot be reused within the last 24 changes." At the bottom, a message says "You will be redirected to the login page and will need to login with your new password" and there are "Submit" and "Cancel" buttons.

- Instructions:
  - a. Enter your new password in the Create New Password textbox.
  - b. Minimum 12 characters
  - c. Complexity: minimum of 1 uppercase, 1 lowercase, 1 number, 1 special character

- d. Do *not* use two characters consecutively. Ex: password, 22, ##
- e. Reenter your new password in the Reenter New Password textbox.
- f. Enter a hint to remind you of your password in the Create a Hint textbox.
- g. Click the **Submit** button.

Congratulations!

Your Password has been successfully changed.  
Use your Username and New Password to login to the system.

***Maintenance:*** Use the “Forgot Password” link at the log-in screen to reset your password. Please do not contact DOT or your Admin Official for this function – it can be performed only by the user. The system will generate an email with a new temporary password.