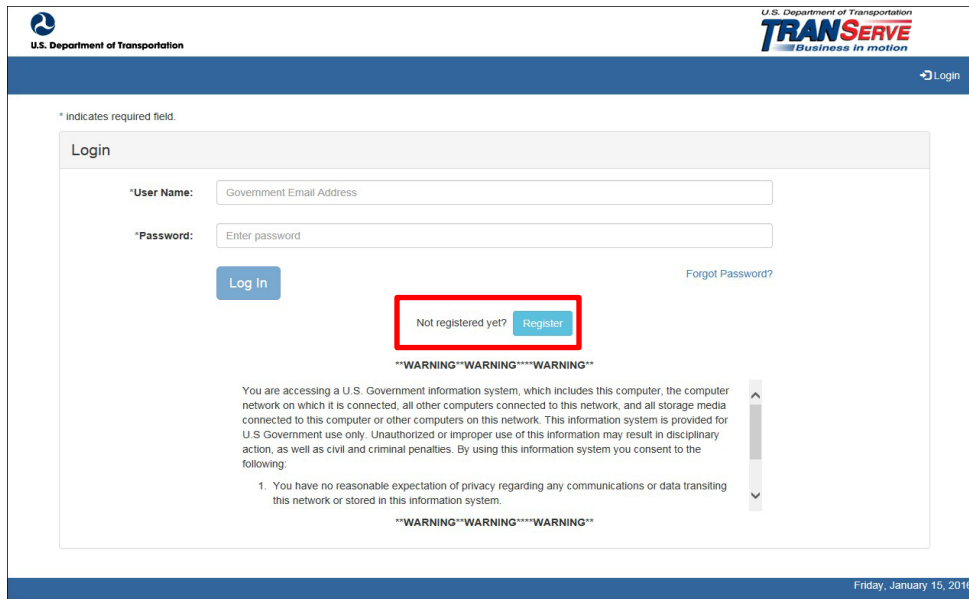


## HOW TO REGISTER IN THE TRANSERVE ONLINE APPLICATION

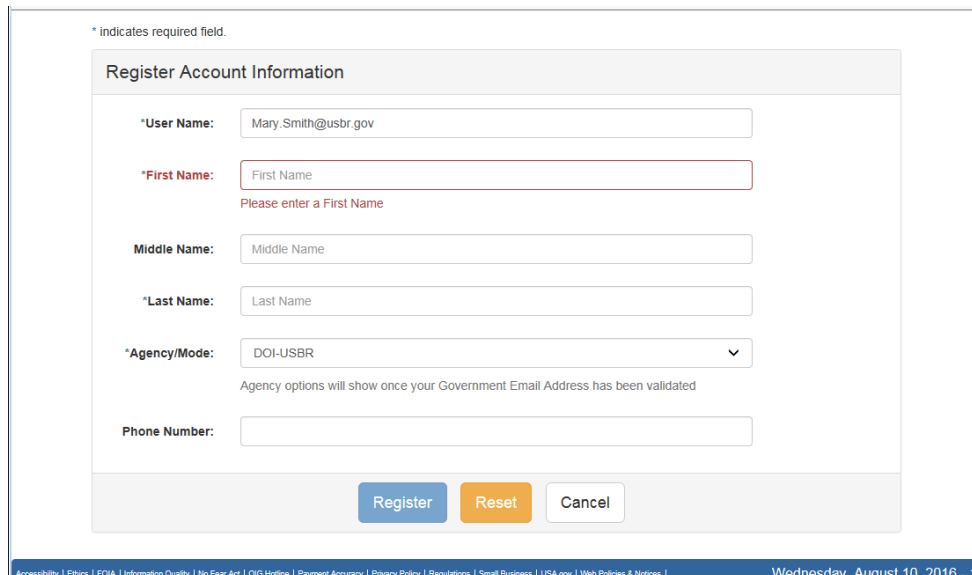
YOU WILL ONLY NEED TO REGISTER THE FIRST TIME YOU USE THE SYSTEM

- Log on to : TRANServe Transit Benefit Application Website:  
<https://transitapp.ost.dot.gov/index.cfm?method=passport.showLogin>



The screenshot shows the TRANServe Login page. At the top, there is a header with the U.S. Department of Transportation logo on the left and the TRANServe logo on the right. Below the header, there is a login form with fields for "User Name" (labeled "Government Email Address") and "Password" (labeled "Enter password"). A "Log In" button is located below the password field. To the right of the password field is a link for "Forgot Password?". Below the login fields, there is a red-bordered box containing the text "Not registered yet?" and a "Register" button. Below this box, there is a warning message: "\*\*WARNING\*\*WARNING\*\*WARNING\*\*". The warning message states: "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." Below the warning message, there is another red-bordered box containing the text "Not registered yet?" and a "Register" button. At the bottom right of the page, there is a date stamp: "Friday, January 15, 2016".

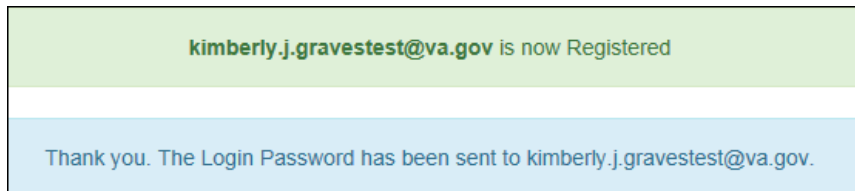
- Complete the below Registration Form



The screenshot shows the TRANServe Register Account Information page. At the top, there is a header with the U.S. Department of Transportation logo on the left and the TRANServe logo on the right. Below the header, there is a registration form with fields for "User Name" (labeled "Mary.Smith@usbr.gov"), "First Name" (labeled "First Name"), "Middle Name" (labeled "Middle Name"), "Last Name" (labeled "Last Name"), "Agency/Mode" (labeled "DOI-USBR"), and "Phone Number". A "Register" button is located at the bottom right of the form. Below the "First Name" field, there is a red-bordered box containing the text "Please enter a First Name". At the bottom of the page, there is a footer with links: "Accessibility | Ethics | FOIA | Information Quality | No Fear Act | OIG Hotline | Payment Accuracy | Privacy Policy | Regulations | Small Business | USA.gov | Web Policies & Notices |". On the right side of the footer, there is a date stamp: "Wednesday, August 10, 2016 - 1".

## To complete the account information

- User Name is your *government email address*.
- Select your Agency/Mode- **DOC-CENSUS BUREAU**
- 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:

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

- 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, you are now ready to log in and complete your application!

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.