HOW TO REGISTER IN THE DOI-BIA TRANSERVE ONLINE APPLICATION

PARTICIPANTS AND SUPERVISORS

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



- Complete the below Registration Form



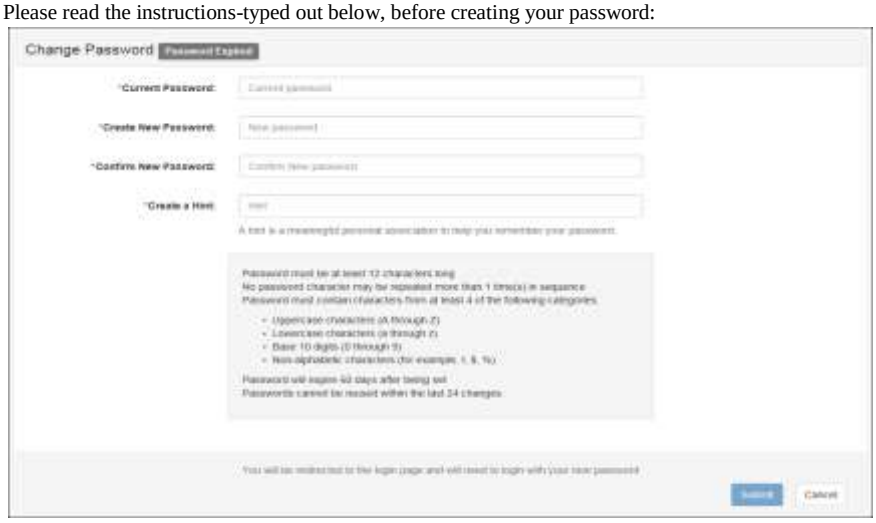
To complete the account information

- User Name is your *government email address*.
- Once you enter your User Name your agency will appear in the Agency/Mode automatically.
- 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 hyphened 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 within 10 minutes.
    a. If coping 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 coping 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:



- 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 use two characters consecutively. Ex: pa**ss**word, ***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!



Supervisors only*: After registration is complete, please send an email to Bureau Administrator* Agnes Yackshaw *at* agnes.yackshaw@bia.gov *to have you elevated to a supervisory role.*

Participants, if you are getting errors when attempting to select a supervisor during your application process but you know your supervisor has completed registration, please check with Agnes Yackshaw *at* agnes.yackshaw@bia.gov *ensure the supervisory role has been added.*

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