

DOI-OS TRANServe Transit Benefit Public Website eApplication  
At A Glance FAQs



1. **How do I access the TRANserve Transit Benefit Public Website eApplication?**

Use the following steps to access the application:

Enter the URL: <https://transitapp.ost.dot.gov/>. The Transit Application home page is displayed.

**First time users will need to register.** Use the following steps to register a username:

- Click the Register button. The Account Information page is displayed.
- Enter your government issued email address in the User Name textbox.
- Complete the registration form. Note: *The agency used in the email for the username will determine the agencies displayed in the Agency dropdown.*
- Click the Register button.
- The Confirmation page is displayed.
- Click the OK button. The Log In page is redisplayed.
- After you have registered an email will be sent containing a temporary password. Retrieve the password and log into the application using the following steps:
  - Enter the username in the User Name textbox.

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- Enter the password in the Password textbox.
- Click the Log In button.
- The Change Password page displays.
- *Note: You must be enrolled in the Transit Benefit Program to withdraw. Registering a username does not mean that you have enrolled in the program*

## **2. How do I change my password?**

After logging into the application for the first time, it is required that you change the password to something that you will easily remember.

- Enter the retrieved password in the Current Password textbox.
- Enter your new password in the Create New Password textbox.
- Reenter your new password in the Reenter New Password textbox.
- Enter a hint, something that will remind you of your password in the Create a Hint textbox.
- Click the **Submit** button.
- A Confirmation message is displayed.
- Click the Continue button to close the message and display the Log In page.
- **Note:** *Ensure that your password meets the system requirements when changing your login credential. These requirements are displayed at the bottom of the Change Password page.*
- **Note:** *You can change your password at any time by using the above steps after clicking the [Change Password](#) link on the Home page.*

## **3. How do I recover my password?**

Use the following steps to recover your password.

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- Click the [Forgot Password?](#) link. The Forgot Password page displays.
- **TRY AGAIN?** allows the user to view the Hint entered when the password was changed. Enter the username and click the **Show Hint** button.
- **The Forgot Password** page is redisplayed with the Hint and allows the user to log in from this page.
- **SEND IT BY EMAIL** allows the user to retrieve a temporary password through email. The password will be sent to the email address entered when the account was created. Enter your username and click the Submit button.
- A confirmation message is displayed. Click the OK button to display the Log In page.

**4. What does My Account stand for?**

My Account allows the user to update personal information.

- **From the Home page, click the [My Account](#) link; the My Account page displays.**
  - The information entered when the account was registered is pre-populated in the fields. Update the information as needed.
- Click the Update button. The account information is updated and the Home page is displayed.

**5. I recently took a new position and relocated to another area, all of these updates will mean longer time in the system. Will the system accommodate this prolonged usage?**

Yes. However if your session is inactive (i.e., you have not typed data into an existing page, requested a new page, submitted data, etc.) for 2 hours, you will be automatically logged out.

**6. How do I exit the system?**

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To exit the system, press the Logout button on the TRANServe Transit Benefit Public Website home page.

**7. I see lots of different roles and functions listed in the TRANServe Transit Benefit Public Website application home page. May I have an overview of the system?**

The tabs and links available to you on the TRANServe Transit Benefit Public Website home page are determined by your assigned user role. User roles are assigned by the system administrator.

The Transit Benefit Public Website home page is divided into two sections:

- The menu bar displays at the top of the page and displays the following:
  - Home – Click this tab to display the home page.
  - Transit Application – Click this tab to display the Select **An Action To Continue** page.
  - Approval Section – This tab is only displayed for Supervisors, Managers, and Program Admins. Click this tab to display the approval levels and pages.
  - Utilities – Click this tab to display My Account and Change Password options.
  - Admin – This tab is only displayed for administrators. Click this tab to display User Admin and Role Admin options.
  - Logout – Click this tab to logout of the application.
- The main section of the home page displays links representing functions you can execute within the application.
  - Transit Benefit Application – Click this link to display the Select **An Action To Continue** page.
  - Approval Section – This link is only displayed for Supervisors, Managers, and Program Admins. Click this link to display the first level approval page.
  - My Account – Click this link to display the My Account page.
  - Change Password – Click this link to display the Change Password page.
  - Log Out – Click this link to log out of the application.

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- The Transit Benefit Application option will also allow applicants to request information, withdraw from the program, make address and SmarTrip changes, and to certify/enroll in the transit program. From the Home page, click the Transit Benefit Application link; the Select **An Action To Continue** page displays.
- The Approval Section allows the user to approve or disapprove a transit application. The user must be a Supervisor or 1<sup>st</sup> Approver, a Program Admin (Coordinator) or 2<sup>nd</sup> Approver and/or Fund Certifier or 3<sup>rd</sup> Approver, within the system that the application is being submitted. These roles are assigned by the system administrator.

## **8. How do I request information?**

You can request information from Department of Transportation's TRANServe office by submitting questions regarding the transit program or a submitted application through your DOI-OS Point of Contact (POC)/Coordinator. From the Home page, click the Transit Benefit Application link; the Select **An Action To Continue** page displays.

- The Request Information radio button is selected by default when the page is displayed. Click the Continue button to display the Request Information page.
- If a POC has been selected it will pre-populate in the Point of Contact textbox. To select a POC, click the [Select](#) link to display the available POCs in a separate window.
- Select a POC from the list.
- Enter the question or concern in the Question textbox and click the **Send Request** button.
- An email is sent to the TRANServe office and DOI-OS POC and a confirmation message is displayed. Click the OK button to close the message.

## **9. How do I withdraw from the Program?**

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From the Home page, click the [Transit Benefit Application](#) link; the Select an Action to continue page displays.

- Select the Withdraw from the Program radio button.
- Click the Continue button. The Withdraw from the Program page is displayed.
- Click the pop up calendar to select a withdrawal date.
- Click the Withdraw button. The request is sent to TRANServe and a confirmation message is displayed. Click the OK button to close the Withdraw Confirmation message.
- **Note:** You must be enrolled in the Transit Benefit Program to withdraw. Registering a username does not mean that the applicant has enrolled or withdrawn in the program.

**10. Will I complete my Transit Benefit Integrity Awareness Training on the TRANServe Transit Benefit Public Website home page?**

- No. For **DOI-OS Employees with Access to the DOI Learn Automated System**, go to the DOI-OS Transportation Subsidy Benefit Program webpage:  
**[http://www.doi.gov/ofas/support\\_services/transportation\\_subsidy.cfm](http://www.doi.gov/ofas/support_services/transportation_subsidy.cfm)**
- Select the Transit Benefit Integrity Awareness Training [hyperlink](#).
- Complete the online training course in DOI Learn.
- Upon receipt of your DOI Learn course completion email from the Learning System Administrator, forward the email with attached Integrity Awareness Certificate of Completion to your DOI-OS Headquarters Transportation Subsidy Coordinator (HQ TSC) and/or DOI-OS Regional-Site Transportation Subsidy Coordinator (R TSC), as appropriate.
- Retain for your records a copy of your certificate of completion.
- Please note: All Transit Benefit Integrity Awareness Training **MUST** occur in DOI Learn in order to be part of your official training transcript. **ONLY** New DOI-OS Employees, without DOI Learn access, may use the Transit Benefit Integrity Awareness Downloadable CD as a temporary workaround. Once DOI Learn access is granted, within 30 days supervisors must update your

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DOI Learn transcript to reflect training completion or you must complete the online training.

- **No. For DOI-OS Employees without Access to the DOI Learn Automated System**, go to the DOI-OS Transportation Subsidy Benefit Program webpage:  
**[http://www.doi.gov/ofas/support\\_services/transportation\\_subsidy.cfm](http://www.doi.gov/ofas/support_services/transportation_subsidy.cfm)**.
- Select the Transit Benefit Integrity Awareness Training Downloadable CD [hyperlink](#).
- Follow the Instructions for Downloading and Extracting Zipped Files from <http://www.doi.gov/doilearn/training-download.cfm>.
- Complete the training course.
- Retain for your records a copy of your certificate of completion and provide the certificate to your supervisor. Your supervisor can update your DOI Learn transcript to reflect training completion.
- Scan and email the Transit Benefit Integrity Awareness Certificate of Completion to your DOI-OS Headquarters Transportation Subsidy Coordinator (HQ TSC) and/or DOI-OS Regional-Site Transportation Subsidy Coordinator (R TSC), as appropriate.
- Please note: All Transit Benefit Integrity Awareness Training **MUST** occur in DOI Learn in order to be part of your official training transcript. **ONLY** New DOI-OS Employees, without DOI Learn access, may use the Transit Benefit Integrity Awareness Training Downloadable CD as a temporary workaround. Once DOI Learn access is granted, within 30 days supervisors must update your DOI Learn transcript to reflect training completion and/or you must complete the online training.