

TRANServe Electronic Transit Benefit System Access

Is this your First Time?

You must create a User Name and Password

- 1) Go to: <https://www.transportation.gov/transerve/participants/irs>
- 2) Click “Register a new account”
- 3) Enter your **Government** email address, Name (first, middle, last), the agency should default based off your email address, and phone number. *****NO PERSONAL EMAILS*****

Register Account Information

*User Name:

*First Name:

Middle Name:

*Last Name:

*Agency/Mode:

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

Phone Number:

- 4) Click “Register”
- 5) You’ll receive an email from PTB Public Website Administrator with a temporary password (valid for 60 minutes)
- 6) Use the temporary password to login (copy & paste- be mindful of spaces)
- 7) Once you login, you’ll be prompted to create a new password for future use.

Password Requirements & Restrictions:

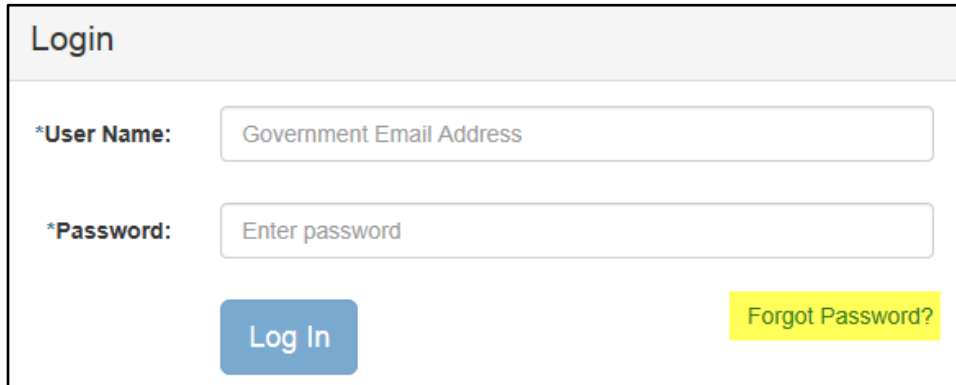
- Keep it somewhere secure as it cannot be stored/saved on your Oracle/SMART ID
- Must be at least 12 characters long
- No password character may be repeated more than 1 time(s) in sequence
- Must contain one character from at least 3 of the categories below:
 - Uppercase characters (A through Z)
 - Lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example; !, \$, #, %)
- Password cannot be reused within the last 24 changes
- Password will expire 60 days after being set

Remember you only need to register once

A temporary password will come via email

Did you forget your password?

1) Click “Forgot Password”



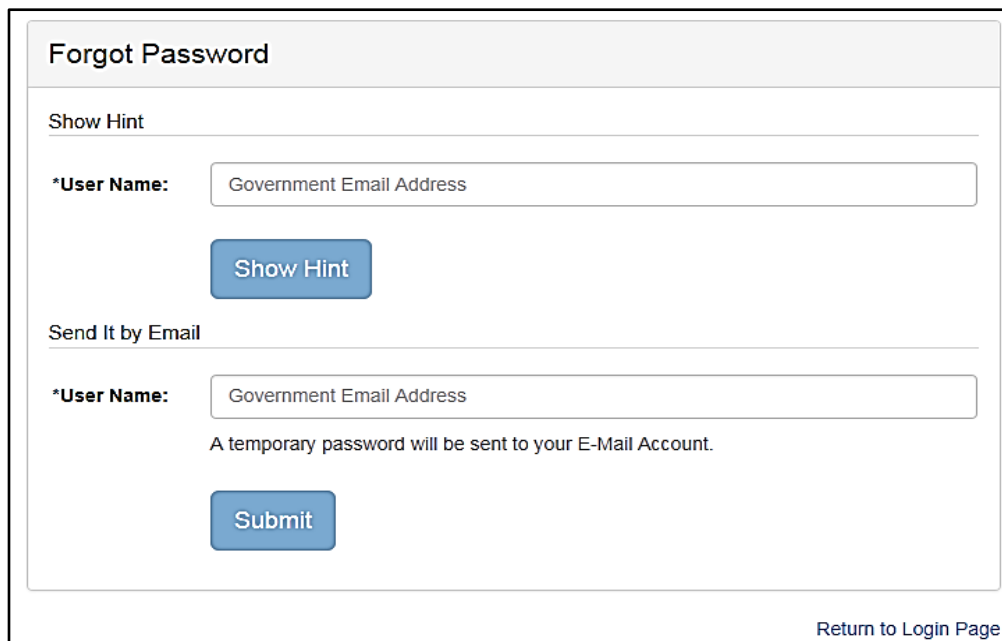
The screenshot shows a login form with the following elements:

- Header:** Login
- *User Name:** A text input field containing the placeholder text "Government Email Address".
- *Password:** A text input field containing the placeholder text "Enter password".
- Buttons:** A blue "Log In" button and a yellow "Forgot Password?" button.

2) Enter your IRS email address to either “Show Hint” or “Reset it by Email”

If you use:

- **Show Hint:** You’ll be shown the hint you created when you created your password to help you remember
- **Send it by email:** You’ll be sent an email with a new temporary password to login and then create a new password



The screenshot shows the "Forgot Password" page with two sections:

- Show Hint:** A text input field for the user name (placeholder: "Government Email Address") and a blue "Show Hint" button.
- Send It by Email:** A text input field for the user name (placeholder: "Government Email Address"), a note stating "A temporary password will be sent to your E-Mail Account.", and a blue "Submit" button.

At the bottom right of the page, there is a link: [Return to Login Page](#)

3) Click “Return to Login Page”