

TRANServe Website FAQ's

I forgot my TRANServe website password, how can I reset it?

If you forget your TRANServe password, you can click the "Forgot password?" link on the login screen to either use the "Show Hint" to have the system send you the hint you created at the same time as your password OR "Send it by email" which will reset your password by sending an email with a temporary password which you will then use to login and created a new password.

How do I save my password on my Smart ID/Oracle?

Your SMART ID/Oracle cannot be used to store your TRANServe website password. You will need to ensure you have your TRANServe password written down or stored somewhere secure in case you forget it.

Can I use/register with a personal email address?

No. You can only use/register with an official IRS email address:

- @IRS.GOV
- @IRSCOUNSEL.TREAS.GOV
- @CI.IRS.GOV

The TRANServe form requires the number of days I work. When I put in my number of days it calculates the wrong monthly amount. How do I correct this?

When you are inputting your monthly commuting, cost split the monthly amount between the "To work" and "From Work", then add in your number of days. It will automatically calculate the daily commute cost. The daily commuting cost may not be what you would normally pay but you will receive the correct monthly amount requested.

I have shipping cost. Where do I add them?

Mailing/Shipping Costs: Use "Other Method" to add your mailing/shipping costs.

Example: If your shipping cost is \$1.00 per month

- Other Method to/from Work: Enter "Mailing/Shipping Cost"
- Name of Company: Enter name of the transit company
- Daily Expense: Enter \$.50 cents
- Days per Month: Enter 1 day
- Monthly Expense: Will auto-calculate

Will I be notified if my PTSP form has been received?

Notifications from the TRANServe Website will automatically be sent when you complete a PTSP form, when your form has been disapproved or approved. You will receive e-mails from the following e-mail address, **PTB Public Website Administrator**

I completed a Change of Information form to increase my subsidy. When does it become effective?

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Any changes to PTSP funds will be added to your monthly commuting cost on the next fund load on the 10th of the month.

For SmartBenefit users the increased monthly amount will be available on the 1st of the next month.

The instructions state to use the TRANServe website I need a IRS e-mail address. How can I complete the form if I don't have a valid e-mail address?

Submit a ticket through OS GetServices and following the steps below:

- Select Order from the Product and Services Catalog
- Select Business and Department Services (click more results twice)
- Select Travel
- Select Public Transportation Subsidy Program-PTSP
- Select PTSP-Questions and Assistance
- Complete the required fields and submit your request

How can I complete the form on the TRANServe website, if I don't access to a computer?

You can also access the TRANServe website on your smartphone or tablet.