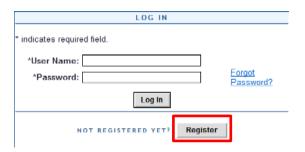
HOW TO REGISTER IN THE DHS-CBP TRANSERVE ONLINE APPLICATION

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

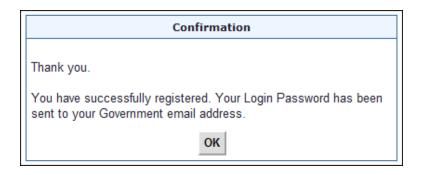


2. Complete the below Registration Form

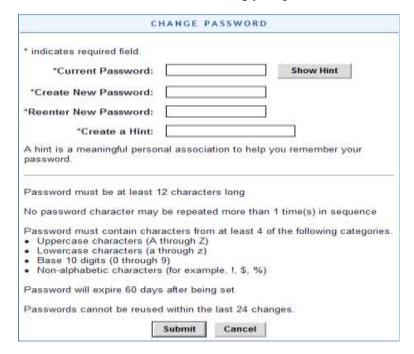


To complete the account information

- 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.
- Please include middle initial if you have a middle name.
- Enter work phone number
- Click "Register"
- Please Note: A temporary password will be emailed to within 10 minutes.



- 3. Return to log in page (screen shot 1 at the top of the page), using your emailed temporary password, log in and you will be prompted to change your password.
 - If coping and pasting temporary password DO NOT include extra spaces, the system will recognize the extra space as a character.
- 4. Please read the instructions before creating your password:



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



Supervisors only: After registration is complete, please send an email to The Customer Service Desk at ptip@cbp.dhs.gov to have your account edited to add 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 The Customer Service Desk at ptip@cbp.dhs.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 transit coordinator for this function – it can be performed only by the user, as it generates an email to your account.