

Federal Emergency Management Agency

Quick Guide to the Transit Benefit Program Application System

Approver Registration

At any point, you may click on  for additional information

First, Register

1. Open a browser to [Transit Benefit Program Application System](https://transitapp.ost.dot.gov/index.cfm): or copy and paste the url:
<https://transitapp.ost.dot.gov/index.cfm>
2. Click “Register”
3. Register Account Information
 - a. You must use your federal government email address as you username
 - b. Enter your First, Middle and Last name as it appears on your Agency ID.
 - c. Verify Agency/Mode has auto filled with “FEMA”
 - i. This will only occur when federal email address is recognized
 - d. Enter phone number
 - i. The direct number at which the Program Office may reach you
 - e. Click “Register”
4. Check email for a system generated email containing a temporary password.
5. Using the Temp Password email, create a unique FISMA compliant password
 - a. Password must be at least 12 characters long
 - b. No password character may be repeated more than 1 time(s) in sequence
 - c. Password must contain characters from at least 4 of the following categories.
 - i. Uppercase characters (A through Z)
 - ii. Lowercase characters (a through z)
 - iii. Base 10 digits (0 through 9)
 - iv. Non-alphabetic characters (for example, !, \$, %)
 - d. Password will expire 60 days after being set
 - e. Passwords cannot be reused within the last 24 changes.
6. Notify the Transit Benefit Program Office when Registration and Password change are complete
 - a. Email FEMA-TransitSubsidy@fema.dhs.gov
 - b. The Program Office will elevate you to the correct Approver Level
 - i. This will provide visibility and access

Note: If you are also a Transit Benefit Program Participant, you do NOT need to create a different account profile. You are able to approve applications for the transit benefit and complete your own application using the same profile. To apply for the Transit Benefit, take the training and follow the “Applicant Instructions” posted on <https://www.transportation.gov/transerve>

Second, Take Approver Training

1. Method 1: View the On Demand User Training for [Approvers](#)
2. Method 2: Read through the Transit Benefit Application System [Approver Guide](#)

Note: You are strongly encouraged to familiarize yourself with the employee's requirements by taking the Integrity Awareness Training and reviewing both the On Demand User Training for Applicants and the Transit Benefit Application System Applicant Guide.

A [Quick Guide](https://www.transportation.gov/TRANServe/participants) is provided on <https://www.transportation.gov/TRANServe/participants> for quick reference after you are familiar with the Electronic Application System.

Third, Always Take Prompt Action

1. Monitor Email for action notifications.
 - a. You will receive an email each time a transit benefit application appears in your empty Approval Queue.
 - b. You will *not* receive multiple emails if several employees apply on the same day.

If you have questions after taking the training and reviewing the Guides, email the Program Office.

FEMA-TransitSubsidy@fema.dhs.gov