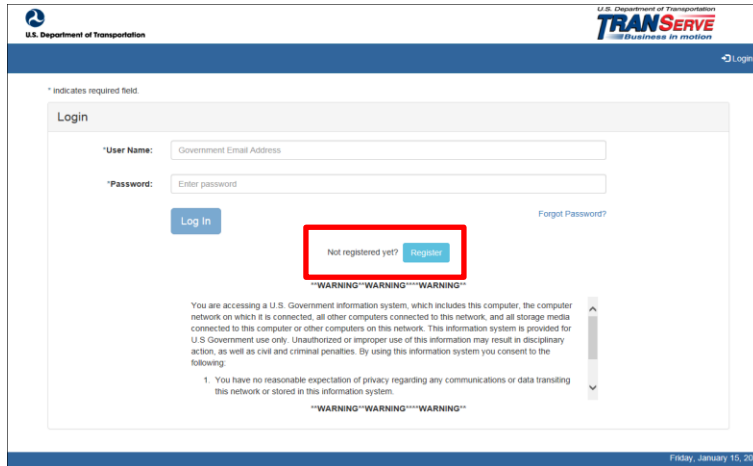


# HOW TO REGISTER IN THE DOI-FWS TRANSERVE ONLINE APPLICATION

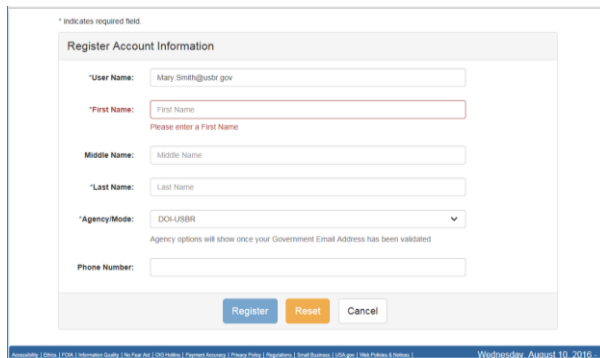
## PARTICIPANTS AND SUPERVISORS

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>

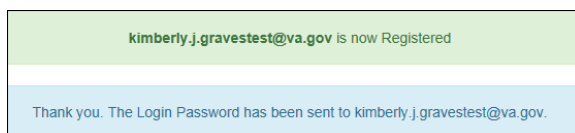


- Complete the below Registration Form



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. If you have a hyphenated name or special character in your name, please remove. Examples: Smith-Johnson: Smith Johnson or O'Connor: OConnor.
- Please include middle name or middle initial if you have a common last name.
- Enter work phone number
- Click "Register" you will receive the below confirmation.



- Please Note: A temporary password will be emailed to within 10 minutes.
  - a. If copying and pasting temporary password DO NOT include extra spaces, the system will recognize the extra space as a character
- You will be returned to the log in page (*screen shot 1 at the top of the page*), using your government email and the emailed temporary password, log in and you will be prompted to create a new password.
  - a. If copying and pasting temporary password DO NOT include extra spaces, the system will recognize the extra space as a character.

- Please read the instructions-typed out below, before creating your password:

Change Password
Password Expired

\*Current Password:

\*Create New Password:

\*Confirm New Password:

\*Create a Hint:

A hint is a meaningful personal association to help you remember your password.

Password must be at least 12 characters long  
 No password character may be repeated more than 1 time(s) in sequence  
 Password must contain characters from at least 4 of the following categories.

- Uppercase characters (A through Z)
- Lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, %)

Password will expire 60 days after being set  
 Passwords cannot be reused within the last 24 changes.

You will be redirected to the login page and will need to login with your new password

- Instructions:
  - a. Enter your new password in the Create New Password textbox.
  - b. Minimum 12 characters
  - c. Complexity: minimum of 1 uppercase, 1 lowercase, 1 number, 1 special character
  - d. Do use two characters consecutively. Ex: password, 22, ##
  - e. Reenter your new password in the Reenter New Password textbox.
  - f. Enter a hint to remind you of your password in the Create a Hint textbox.
  - g. Click the **Submit** button.

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

Your Password has been successfully changed.  
 Use your Username and New Password to login to the system.

**Supervisors only:** After registration is complete, please send an email to Bureau Administrator Vanessa Porter [Vanessa\\_Porter@fws.gov](mailto:Vanessa_Porter@fws.gov) to have you elevated to 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 Vanessa Porter [Vanessa\\_Porter@fws.gov](mailto:Vanessa_Porter@fws.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 Local/Regional Coordinator for this function – it can be performed only by the user. The system will generate an email with a new temporary password.