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

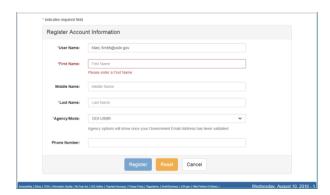
## PARTICIPANTS AND SUPERVISORS

## YOU WILL ONLY NEED TO REGISTER THE FIRST TIME YOU USE THE SYSTEM

Log on to: TRANServe Transit Benefit Application Website: <a href="https://transitapp.ost.dot.gov">https://transitapp.ost.dot.gov</a>



• Complete the below Registration Form



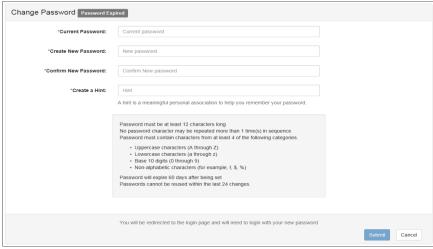
#### To complete the account information

- 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 hyphened 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 coping 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 (<u>screen shot 1 at the top of the page</u>), using your government email and the emailed temporary password, log in and you will be prompted to create a new password.
  - a. If coping 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:



#### • 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 Echo-Hawk Neconie (Pete) echo-hawk.neconie@bia.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 Echo-Hawk Neconie (Pete) <a href="mailto:echo-hawk.neconie@bia.gov">echo-hawk.neconie@bia.gov</a> 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.