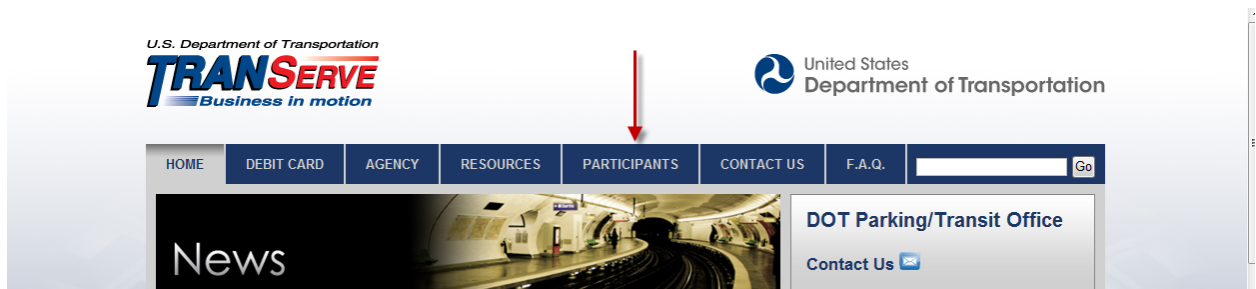


TRANServe Electronic Transit Benefit System Access

Is this your First Time?

You must create a User Name and Password

- 1) Go to: <http://transerve.dot.gov/>
- 2) Open the "Participants" Page



- 3) Click "STATE"
- 4) Click "[Transit Benefit Program Enrollment/Change Application](#)"
- 5) Enter your **Government** email address, then click "Register"

ACCOUNT INFORMATION

* indicates required field.

*User Name:

*First Name:

Middle Name:

*Last Name:

*Agency/Mode:

Phone Number:

- 6) Enter your Name, as it appears on your Gov't ID

- 7) "STATE" will appear in the Agency/Mode drop down
- 8) Enter your office phone number
- 9) Enter a Hint to help you remember your password

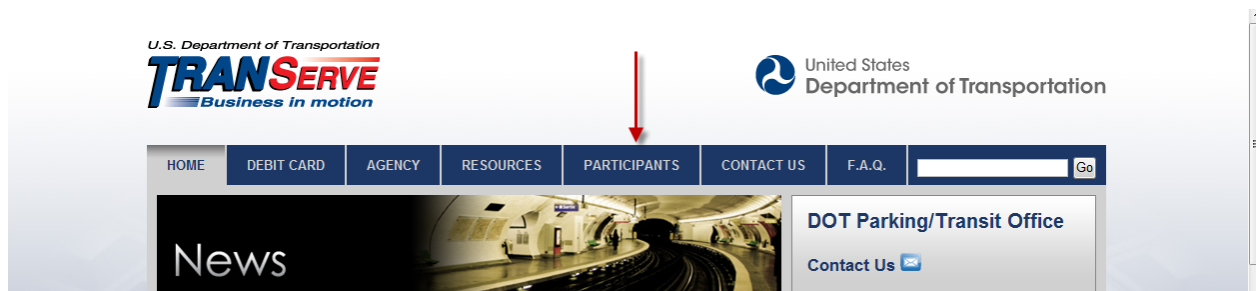
Remember you only need to register one time!

A temporary password will come via email.

- 10) Repeat steps 1-4
- 11) Click "Log In"

Did you forget your password?

- 1) Go to: <http://transerve.dot.gov/>
- 2) Open the "Participants" Page



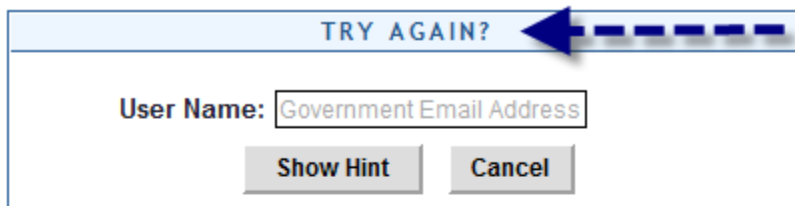
- 3) Click "STATE" then
- 4) Click "[Transit Benefit Program Enrollment/Change Application](#)"
- 5) Enter your Department of State email address
 - a. (Name@state.gov)

6) Click "Forgot Password"

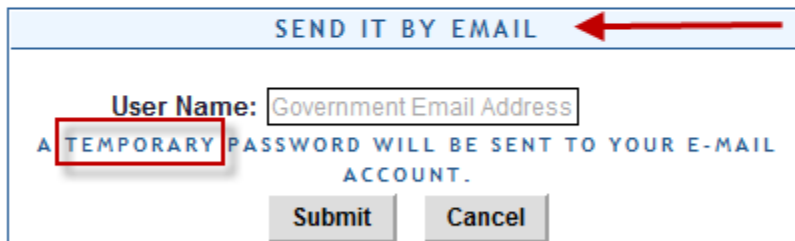


The screenshot shows a login form with a light blue header containing the text "LOG IN". Below the header, there are two input fields: "*User Name:" with a placeholder "Enter Gov't Email address" and "*Password:". To the right of the password field is a blue hyperlink "Forgot Password?". Below the input fields is a "Log In" button. At the bottom of the form, there is the text "NOT REGISTERED YET?" followed by a "Register" button. Two red arrows point downwards: one from the "LOG IN" header to the "Forgot Password?" link, and another from the "Forgot Password?" link to the "Forgot Password?" text.

7) Enter your DOS email address to either "Try Again" or "Send it by Email"



The screenshot shows a form titled "TRY AGAIN?". It contains a "User Name:" field with the placeholder "Government Email Address". Below the field are two buttons: "Show Hint" and "Cancel". A blue dashed arrow points from the right edge of the form towards the "TRY AGAIN?" title.



The screenshot shows a form titled "SEND IT BY EMAIL". It contains a "User Name:" field with the placeholder "Government Email Address". Below the field, the text "A TEMPORARY PASSWORD WILL BE SENT TO YOUR E-MAIL ACCOUNT." is displayed, with "A TEMPORARY" highlighted in a red box. Below this text are two buttons: "Submit" and "Cancel". A red arrow points from the right edge of the form towards the "SEND IT BY EMAIL" title.

 [Return to Login Page](#)

8) Click "Return to Login Page"