



U.S. Department of
Transportation
Office of the Secretary
of Transportation



TRANSErve TRANSIT BENEFIT PROGRAM BULLETIN

Bulletin No: TSB 2012 –06

Date: April 3, 2012

SUBJECT: TRANSErve Online Transit Benefit Program Application-Go Live

WHAT IS HAPPENING AND WHY?

The TRANSErve Online Transit Benefit Program Application is changing. The TRANSErve Online Transit Benefit Program Application changes the User Name requirements to better meet Information Technology security controls and reduce the incidence of forgotten Log-in credentials. See TRANSErve Bulletin TSB-2012-05 TRANSErve Online Transit Benefit Program Application.

The new format requires all users of the TRANSErve Online Transit Benefit Program Application System to use their government email address as their User Name. This change adopts systems security framework by validating each User Name following the standardized format name@agency.gov

WHEN IS IT HAPPENING?

Implementation will occur on April 16, 2012.

WHO WILL BE AFFECTED?

All TRANSErve web application users will be affected by the User Name security enhancement.

WHAT ACTIONS DO YOU NEED TO TAKE?

No action is required at this time. Beginning April 16th, 2012 each user will need to update their User Name to match their government email address.

WHAT IF A USER DOES NOT COMPLETE THIS BY THE IMPLEMENTATION DATE?

If a participant does not update their log-in information, the system will require them to do so at their next log-in attempt.

CONTACT: If you have questions about this bulletin or would like to know how your agency can eliminate paper applications by using the TRANSErve Online Transit Benefit Program Application System, please contact your Transit Benefit Manger.