How to Log on to TrAMS the First Time

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U.S. Department of Transportation
Federal Transit Administration

Access to TrAMS

- All prior Active TEAM users were migrated to TrAMS.

- If your email address was current in TEAM you should have received an email notice TrAMS is operational with directions to set up your password. We will cover the steps today on what the process looks like to set your password.

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If you do not receive an email:

- – Your email may not have been accurate in the TEAM system.

- – Contact your organization User Manager

- – Contact your FTA Regional Office for assistance

- – If you are a new TrAMS User can be established by your TrAMS User Manager

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How to Log In & Create Password

- The steps are similar for prior TEAM users and New Users…

- Prior TEAM Users will get an email from the TrAMS Helpdesk with the link/URL to TrAMS and directions to log into the system.

- New users get an auto generated email from TrAMS to set up your password.

- Make sure to also check your spam or junk email.

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Password Basics

- Your User Name is your business email (Jane.Doe123@Transit567.com)

- Your User Name is case sensitive

- Your password requirements are as follows:
  - Min. Password Length: 12 Characters
  - 1 Alphabetic Character
  - 1 Numeric Character
  - 1 Symbol: ! " # $ % & ' ( ) * + , - . / : ; < = > ? @ [\ ] ^ _ ` { | } ~

Sample Email Notification – New User

New Account Created in Federal Transit Administration FACES for Ryan RTA720   Inbox   x

Assign User Roles <processmodel4724@ftapreprod.appiancloud.com>   5:31 PM (0 minutes ago)
to me

Hello Ryan RTA720,

A new user account has been created for you on the FTA FACES Platform. This provides you access as a user for the FTA Transit Award Management System (TrAMS).

Visit the URL below to access the system. Select "Agree" to the user terms, once you see the log in screen select the "Reset Your Password" link. In the next screen, enter the Username provided below and click on Submit. You will receive an email and link where you will be able to create a new password.

You may log on at: https://ftapreprod.appiancloud.com
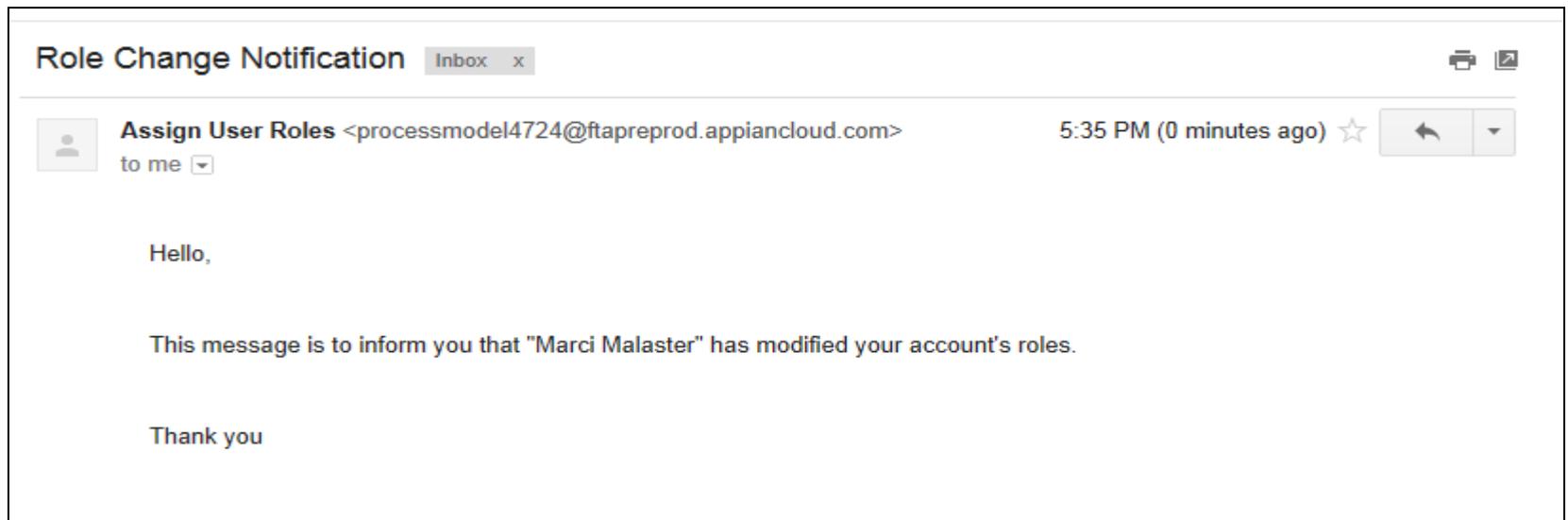
Your Username is: ryan.rta720@gmail.com

If you do not receive a response after requesting a password, contact your agency user manager or FTA Regional Office.

Thank You.

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New User Role Assignment

- You may also see an email message similar to the below once user roles have been assigned.

Set Up Password

- The URL will take you to the entry of TrAMS; Click on "I Agree" Button to be taken to the Sign In page.

- DO NOT enter information in the Username field or Password field. <u>Select the blue "Reset Your Password" link in the bottom left corner</u>; it is a hyperlink to the next step.

Leave Blank

Select "Reset Your Password Link

Set Up Password:

- The "Reset Your Password" link will take you a screen where you can enter your Username – this is your business email address. You must use lowercase for your email address.

Request Password Reset

Please enter your username.

* Username [Mike.MBTA@gmail.com]

[Request Password Reset] [Cancel]

*Required

- For new users, your Username will be provided in the email.
- Your Username is case sensitive and must be lowercase.
- Click on "Request Password Reset" button and the system will send you a second email message to set up/ reset your password.

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Set Up Password

Click "close" and return to your email to get the link to set your password. It is only valid for 15 minutes.

If the username you submitted is in our records, we will send a link to reset your password to the associated email address. If you are having problems receiving this link, please contact Appian Technical Support.
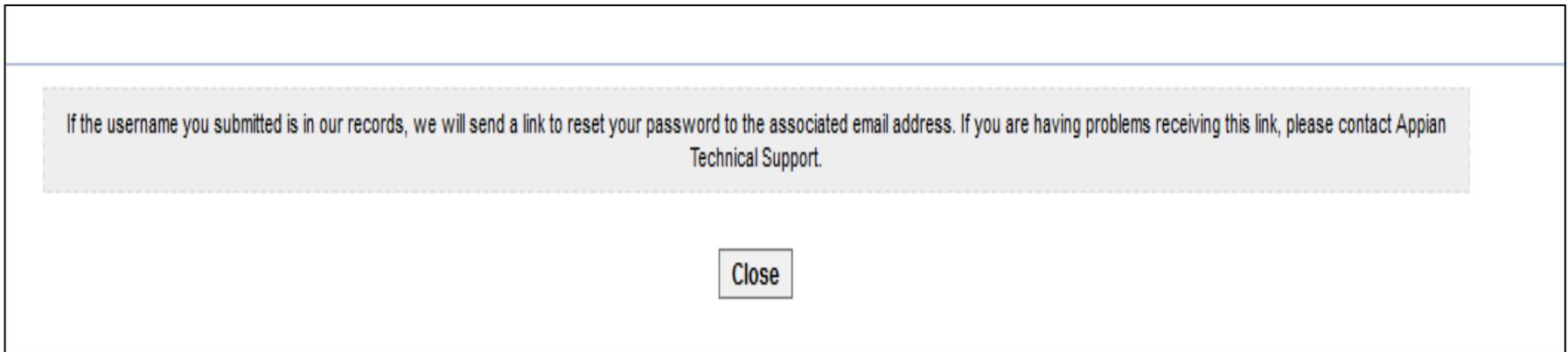
Close

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Set Up Password

- Click on the link to be redirected to the password reset form; the link is valid for 15 minutes.

Appian for Federal Transit Administration (TEST) Forgot Password Instructions   Inbox   x

9:28 AM (0 minutes ago)

Click the provided link

...ut your forgot password request.

Please click on the following link or copy and paste in your browser's address bar the enclosed URL to enter your new password.
https://ftauat.appiancloud.com/suite/personalization/resetforgotpassword.popup?token=DWz4tpgvTT852d7CMw8y8dRehkIpmFfTkaU%2FnCwMsAYyj9fg6DcnFipp%2BK4xwI4cYMz9Sq%2BmDd5N%0AxGNOFq2MoA%3D%3D&instanceId=node1

The above URL is only valid for 15 minutes after it has been issued and it is only valid for the user who it was generated for. Once you have entered and confirmed your new password, you will be able to access Appian using this new password.

If you have any questions, please contact your system administrators.

Thank you,
Appian

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Set User Password Form

Once you click on the link you will come to this form to set your new password:

1. Enter User Name (full email address) in lowercase
2. Enter new password and re-enter/confirm it
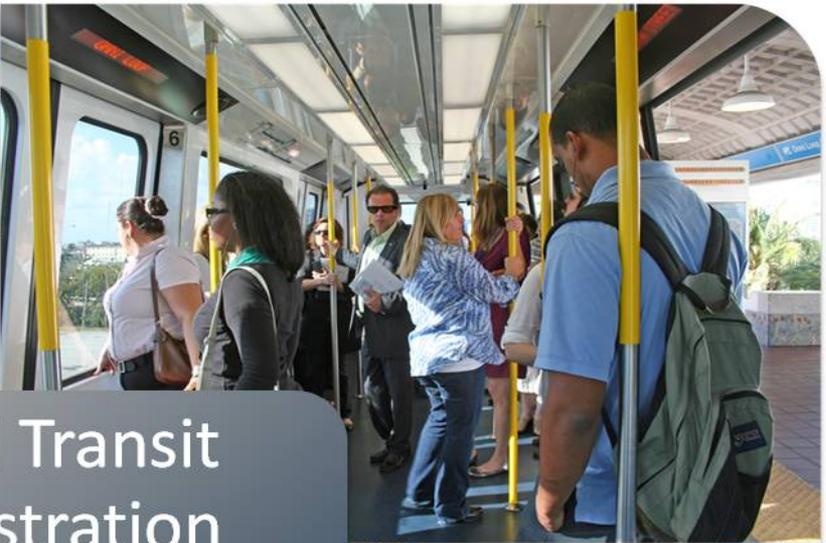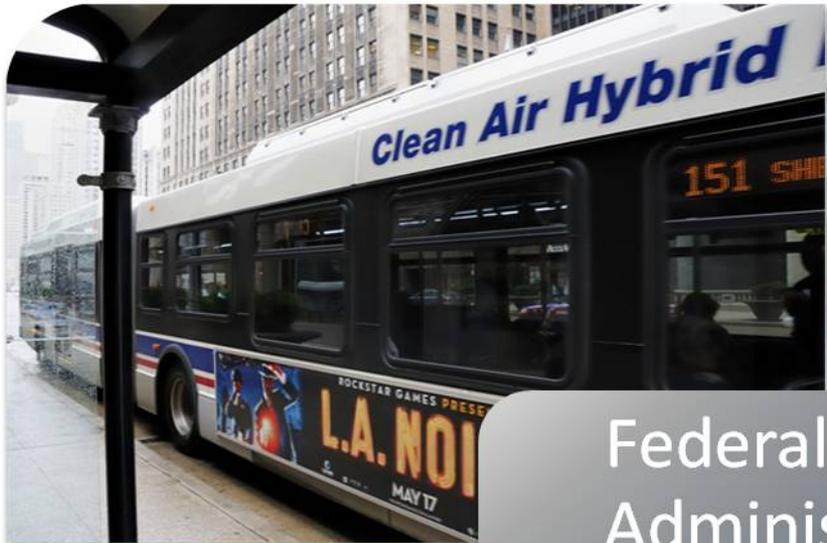3. Select reset password button – done!

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System Security Requirements

- Password updates are required every 60 days. This is similar to TEAM.

- This is a requirement that is imposed on FTA to ensure a secure system.

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