

# 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 "Agency" name.
- 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:  ▼ Autofills if email is correct.

Phone Number:

→

- 6) Enter your Name, as it appears on your Government Agency ID
- 7) The correct agency will appear in the Agency/Mode drop down
- 8) Enter your office phone number
- 9) Enter a Hint to help you remember your password

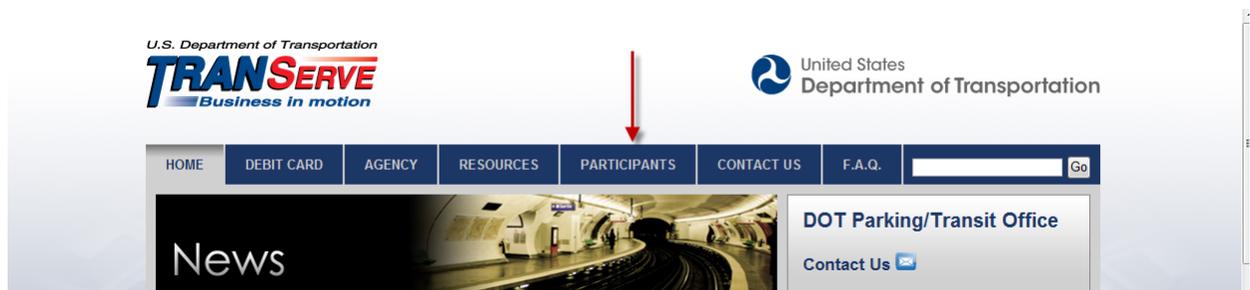
**Remember you only need to register one time!**

**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 the correct Agency name, then
- 4) Click "[Transit Benefit Program Enrollment/Change Application](#)"
- 5) Enter your federal agency email address

6) Click "Forgot Password"

LOG IN

\*User Name:

\*Password:

[Forgot Password?](#)

Log In

NOT REGISTERED YET? [Register](#)

7) Enter your Agency email address to either :

- a. "Try Again" or
- b. "Send it by Email"

TRY AGAIN?

User Name:

Show Hint Cancel

SEND IT BY EMAIL

User Name:

A **TEMPORARY** PASSWORD WILL BE SENT TO YOUR E-MAIL ACCOUNT.

Submit Cancel

 [Return to Login Page](#)

8) Click "Return to Login Page"