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## **TRANServe TRANSIT BENEFIT PROGRAM BULLETIN**

**Bulletin No:** TSB 2014-08  
**Date:** May 27, 2014  
**SUBJECT:** TRANServe Electronic Systems Access  
FISMA Compliance Updates

### **WHAT IS HAPPENING?**

Changes to TRANServe systems access as it relates to password disclosure. The affected systems are: Transit Benefit Application System, known as webapp, the DOT internal Parking system, and the Parking and Transit Benefit System (PTB). Individuals accessing any system listed must reset their password whenever the "Forgot Password" button is selected.

### **WHY IS IT HAPPENING?**

TRANServe regularly updates its systems to remain compliant with FISMA standards.

### **WHEN IS IT HAPPENING?**

Effective May 27, 2014

### **WHO WILL BE AFFECTED?**

All TRANServe system users who fit one of the following categories: will be affected.

1. Persons who forgot their password; and
2. Persons locked out of the system due to password related concerns, i.e., forgot password, entered the wrong password, password has not been used within 60 days, etc..

### **WHAT ACTIONS DO YOU NEED TO TAKE?**

Remember to select the "Forgot Password" button when the situation is appropriate..

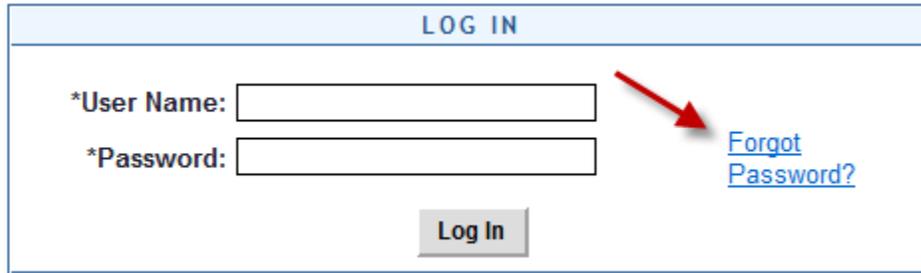
## Instructions to Request a New Password

1. <http://transerve.dot.gov/participants.html>
2. Select your Agency
3. Click on: [TRANServe Transit Benefit Program Enrollment/Change Application](#)
4. Select "Forgot Password"
5. Enter Username in "Send it by Email" box
6. Click "Submit"
7. Retrieve temporary password from government email.
8. Return to login screen
9. Enter Username
10. Enter temporary password
11. Click "Log In"
12. Re-enter temporary password on Password Expired screen
13. Create & confirm new password using FISMA criteria:
  - a. Password must be at least 12 characters long
  - b. No password character may be repeated more than 1 time(s) in sequence
  - c. Password must contain characters from at least 3 of the following categories:
    - Uppercase characters (A through Z)
    - Lowercase characters (a through z)
    - Base 10 digits (0 through 9)
    - Non-alphabetic characters (for example,!, \$, #, %)
14. Click Submit to complete the password change process.

Passwords cannot be reused within the last 24 changes. Additional directions are provided by screenshots on pages 3-4.

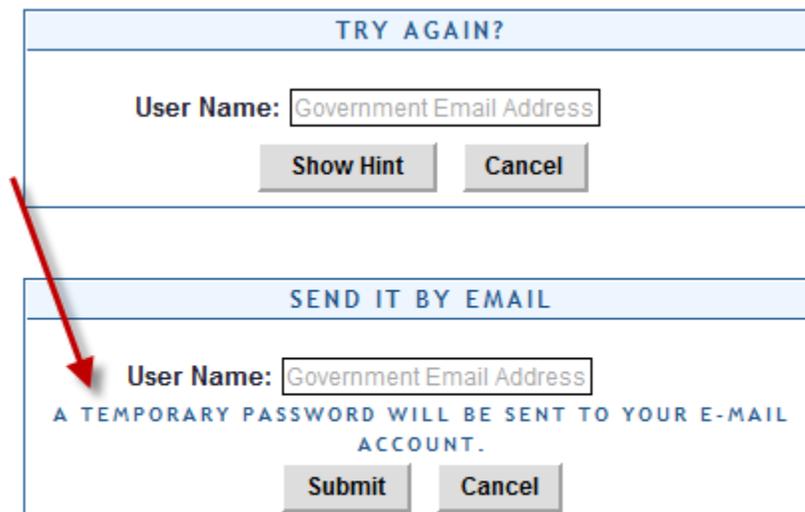
## Summary Instructions w/ Screen Shots

1. Select "Forgot Password"



The screenshot shows a login form titled "LOG IN". It contains two input fields: "\*User Name:" and "\*Password:". Below the password field is a "Log In" button. To the right of the password field is a blue hyperlink labeled "Forgot Password?". A red arrow points from the password field area towards the "Forgot Password?" link.

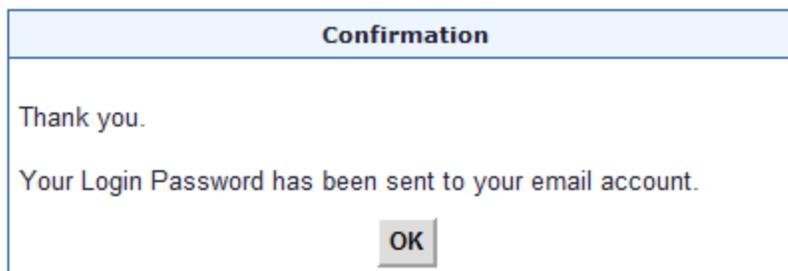
2. Enter Username in "Send it by Email" section



The first screenshot shows a "TRY AGAIN?" section with a "User Name:" field containing "Government Email Address" and "Show Hint" and "Cancel" buttons. The second screenshot shows a "SEND IT BY EMAIL" section with the same "User Name:" field and "Submit" and "Cancel" buttons. Below the "SEND IT BY EMAIL" section, it says "A TEMPORARY PASSWORD WILL BE SENT TO YOUR E-MAIL ACCOUNT." A red arrow points from the "TRY AGAIN?" section down to the "SEND IT BY EMAIL" section.

[Return to Login Page](#)

3. Click "Submit"



The screenshot shows a "Confirmation" dialog box with the text "Thank you." and "Your Login Password has been sent to your email account." Below the text is an "OK" button.

4. Retrieve temporary password from government email and log in again.

LOG IN	
*User Name:	<input type="text"/>
*Password:	<input type="text"/>
	<a href="#">Forgot Password?</a>
<input type="button" value="Log In"/>	

5. Set New Password

PASSWORD EXPIRED PLEASE CHANGE PASSWORD	
*Current Password:	<input type="text"/>
*Create New Password:	<input type="text"/>
*Reenter New Password:	<input type="text"/>
*Create a Hint:	<input type="text"/>
A hint is a meaningful personal association to help you remember your password.	
<hr/>	
Password must be at least 12 characters long	
No password character may be repeated more than 1 time(s) in sequence	
Password must contain characters from at least 4 of the following categories.	
<ul style="list-style-type: none"><li>● Uppercase characters (A through Z)</li><li>● Lowercase characters (a through z)</li><li>● Base 10 digits (0 through 9)</li><li>● Non-alphabetic characters (for example, !, \$, %)</li></ul>	
Password will expire 60 days after being set	
Passwords cannot be reused within the last 24 changes.	
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

6. Click Submit to complete the change.

**CONTACT:** If you have questions about this bulletin, or would like to know how your agency can eliminate paper applications, please contact your Transit Benefit Manager.