



UPCOMING ENROLLMENT DEADLINES:



Next:
Friday, August 21, 2015
(for October benefit)

Future:
Wednesday, September 23, 2015
Wednesday, October 21, 2015

HELP ME RESET MY PASSWORD!

While the best way to access the Transportation Incentive Program System (TIPS) is by logging in with a Common Access Card (CAC), participants are able to access TIPS with a username and password from any computer connected to the Internet.

But I forgot my password! How do I reset it? If a participant knows his or her username and his or her application ID, but has forgotten his or her password, the participant can request a password reset token from the TIPS login page by following these steps:

- 1) Select "Sign in as Participant" button at <https://tips.navy.mil>.
- 2) Select the "I don't know my password and/or username" link.
- 3) Enter application ID.
- 4) TIPS will send an email with a password reset token.
- 5) Participant will reset their password using the link and token provided.



If a participant does not know his or her username or application ID he or she can contact his or her supervisor or reviewing official (RO). The supervisor or RO can send a password reset token by following these steps:

- 1) Find the employee in TIPS and check the box in front of his or her record.
- 2) Selects "Reset Password" from the action menu.
- 3) A box will pop up that will allow the supervisor or RO to send a password reset token to the participant.
- 4) Participant will reset their password using the link and token provided.



Upon requesting a password reset token either from the TIPS login page or from their supervisor or RO, participants will receive a password re-set email with the following instructions:

- 1) Navigate to the password reset screen by cutting and pasting this link into a new Internet Explorer Window:

<https://tips.navy.mil/registration/passwordreset>

- 2) Enter your username and other requested information. Note: Your username will be sent in a separate email.
- 3) Enter the following temporary token in the appropriate field.

Token: 7bZvFM*h@edN@aN5DsA
[THIS IS A SAMPLE ONLY]



- 4) Select the "Reset Password" button.
- 5) Enter and confirm your new password.
- 6) Select the "Submit" button.
- 7) Select the "Click Here to Log In" button to go to the TIPS website.
- 8) Log in to TIPS with your newly created password.



Some participants may try to use the password reset token as a temporary password and attempt to login into TIPS using the token. This will not work. Participants can only use the password reset token to reset their password. They cannot use the token to log directly into TIPS from the login screen. The token can only be used one time, and it will expire if it is not used within five days. Once the participant has chosen a new password using the token, he or she can use the new password to login into TIPS.

IMPORTANT REMINDERS

1. All participants are required to recertify their transit benefit application between the 1st and the 15th of every month.
2. A physically signed recertification form must be uploaded to TIPS for any third party recertification (i.e. a supervisor or reviewing official recertifying on behalf of a participant).
3. All changes approved in TIPS by the 25th of the month will take effect on the 1st day of the second month (i.e. changes approved by 25 March will take effect on 1 May).

**DEPARTMENT OF THE NAVY
OFFICE OF FINANCIAL OPERATIONS CONTACT INFORMATION**

PROGRAM MANAGER:
202-685-0399

PROGRAM ASSISTANT:
202-685-0374

MAILING ADDRESS FOR MONEY ORDERS:
Director, Office of Financial Operations
720 Kennon St., SE, Bldg 36, Rm 115
Washington Navy Yard, DC 20374-5025
ATTN: Transportation Incentive Program

E-MAIL ADDRESS: M_WNYD_TIP@navy.mil
APPLY ONLINE AT: <https://tips.navy.mil>

TIPS HELP DESK: 619-553-4684 **EMAIL:** tips@spawar.navy.mil



**DEPARTMENT OF TRANSPORTATION
TRANSSERVE CONTACT INFORMATION**

TRANSIT BENEFIT MANAGER:
202-366-1641

ELECTRONIC MEDIA SUPPORT TEAM:
202-366-9244

MAILING ADDRESS FOR RETURNING VOUCHERS:
DOT/TRANSServe
1200 New Jersey Avenue, SE
Room W12-190
Washington, DC 20590

JP MORGAN CHASE:
LOST OR STOLEN CARD CONTACT NUMBER: 866-891-6951
TRANSACTION HISTORY ACCOUNT ACCESS: <https://ucard.chase.com>