

Login.gov Authentication FAQs

Should I go to Login.gov to access FTA applications (TrAMS, NTD, OTrak, SSOR, DGS, etc.)?

- Please continue accessing the FTA applications using <https://faces.fta.dot.gov/>. You will be redirected to Login.gov for password verification when you click “If you are an External User, click this link to log in” in the sign-in page.

Should I use my **personal email address** to setup a Login.gov account to access FTA applications?

- You may use a personal email address, however you must add the email address (username) that you use to access FTA applications (TrAMS, NTD, OTrak, SSOR, DGS, etc.) to your Login.gov profile. For ex: if you were using John.Smith@abcd.com to log in to an FTA application, then you must use that email address to access that FTA application through Login.gov.

Why can't I access FTA applications (TrAMS, NTD, OTrak, SSOR, DGS, etc.) through Login.gov?

- You must access the FTA applications using <https://faces.fta.dot.gov/> at least once before you can access these apps through Login.gov. This will populate the connected accounts available in Login.gov.

What is the email address I should use to register in Login.gov?

- You must use the username that you use to access FTA applications. For ex: if you were using John.Smith@abcd.com to log in, then you must use that email address to register at Login.gov.

What do I do if I see a 401 error when I try to sign into FTA applications (TrAMS, NTD, OTrak, SSOR, DGS, etc.) using Login.gov?

- Verify that your email address is same as the email address (username) that you were using to access FTA applications. If not, add the email address (username) that you were using to access FTA applications to your Login.gov profile. To add the email address, follow these instructions:
 1. Go to <https://secure.login.gov/>
 2. In the email preference section there is an + Add email button. Click that button. You can also see that option on the left-hand menu “add email address”
 3. If prompted, re-enter your password and authentication code
 4. Enter the additional email address you would like to associate with your Login.gov account
 5. Verify that new email address in the email sent to that inbox
 6. Repeat these steps for each additional email addresses you would like to associate to your login.gov account
 7. Once the email address is added to the Login.gov profile, you must use the same email address when trying to access FTA applications

I already have an account in Login.gov. Should I create another account?

- If your Login.gov email address and your FTA application (TrAMS, NTD, OTrak, SSOR, DGS, etc.) username is same, then you can use the same account to access the FTA applications. If the emails don't match, follow the instructions below to add the email address.
 1. Go to <https://secure.login.gov/>
 2. In the email preference section there is an + Add email button. Click that button. You can also see that option on the left-hand menu "add email address"
 3. If prompted, re-enter your password and authentication code
 4. Enter the additional email address you would like to associate with your Login.gov account
 5. Verify that new email address in the email sent to that inbox
 6. Repeat these steps for each additional email addresses you would like to associate to your login.gov account
 7. Once the email address is added to the Login.gov profile, you must use the same email address when trying to access FTA applications

What if I have a Login.gov account with a different email address?

1. Go to <https://secure.login.gov/>
2. In the email preference section there is an + Add email button. Click that button. You can also see that option on the left-hand menu "add email address"
3. If prompted, re-enter your password and authentication code
4. Enter the additional email address you would like to associate with your Login.gov account
5. Verify that new email address in the email sent to that inbox
6. Repeat these steps for each additional email addresses you would like to associate to your login.gov account
7. Once the email address is added to the Login.gov profile, you must use the same email address when trying to access FTA applications

What is "connected accounts" in Login.gov?

- Connected accounts is a list of applications that you have successfully accessed using Login.gov in the past. This page will not show any FTA applications until you have successfully accessed an

application at least once by going to <https://faces.fta.dot.gov/> and using your Login.gov logon information.

How do I reset my Login.gov password?

- If you forget your password, you can use the “forgot password” link on the Login.gov sign-in page. Additional instructions are available at <https://www.login.gov/help/trouble-signing-in/forgot-your-password/>.

How do I access my account if I don't have access to any of the multi-factor authentication methods? For ex: I changed my mobile number, or I have uninstalled the Authenticator app.

- If you no longer have access to your multi-factor authentication methods, you can delete your Login.gov account and re-register at Login.gov. Additional instructions are available at <https://login.gov/help/manage-your-account/delete-your-account/>.

What happens If I enter an incorrect password multiple times?

- You will be unable to login for 10 minutes if you have:
 - Incorrectly entered your password 6 times.
 - Incorrectly entered your security code 3 times.
 - Requested more than 10 security codes in a 5 minute time period.
- After several unsuccessful attempts, a user will be locked out for 24hours. Visit <https://www.login.gov/help/> for additional assistance if this occurs.

What happens if I attempt an incorrect MFA authentication password multiple times?

- After 3 wrong password attempts, user will be locked out for 10 mins.

Can I recover my account if I lose my MFA authentication method/ password?

- Login.gov is unable to grant you access to your account if you get locked out and/or lose your authentication method(s). You will have to reset the account by following the instructions on <https://login.gov/help/manage-your-account/delete-your-account/>.

Where can I find training materials?

- You can visit <https://www.transit.dot.gov/fta-web-policies/web-policies/fta-logingov> to view training materials.

Where can I find additional Login.gov help?

- Go to <https://www.login.gov/help/> for additional Login.gov assistance.

Who should I contact in case of issues?

- If you have any questions or issues, please reach out to FTA IT Help Desk at FTAITHelpDesk@dot.gov.