

Washington Headquarters Services

Mass Transportation Benefit Program (MTBP) Web Application

Version 1.4

January 2010

Supervisor User Guide

The WHS MTBP web based application is the online implementation of form DD2845. The MTBP application was developed to allow DoD federal employees and military members in the National Capital Region (NCR) to apply for federally subsidized mass transportation benefits using the web. This user guide is intended for DoD federal employees and military members who are supervisors and are designated by a MTBP applicant as his or her supervisor.

If you are unfamiliar with the program and would like more information, please visit the program website at <http://www.whs.mil/DFD/Info/NCRTransitSubsidy.cfm>.

- For program certification information, please click the link for "Ethics Awareness Training."
- If you have any questions, please feel free to contact the MTBP program office by email at transitpass@whs.mil or by phone at 571-256-0962.

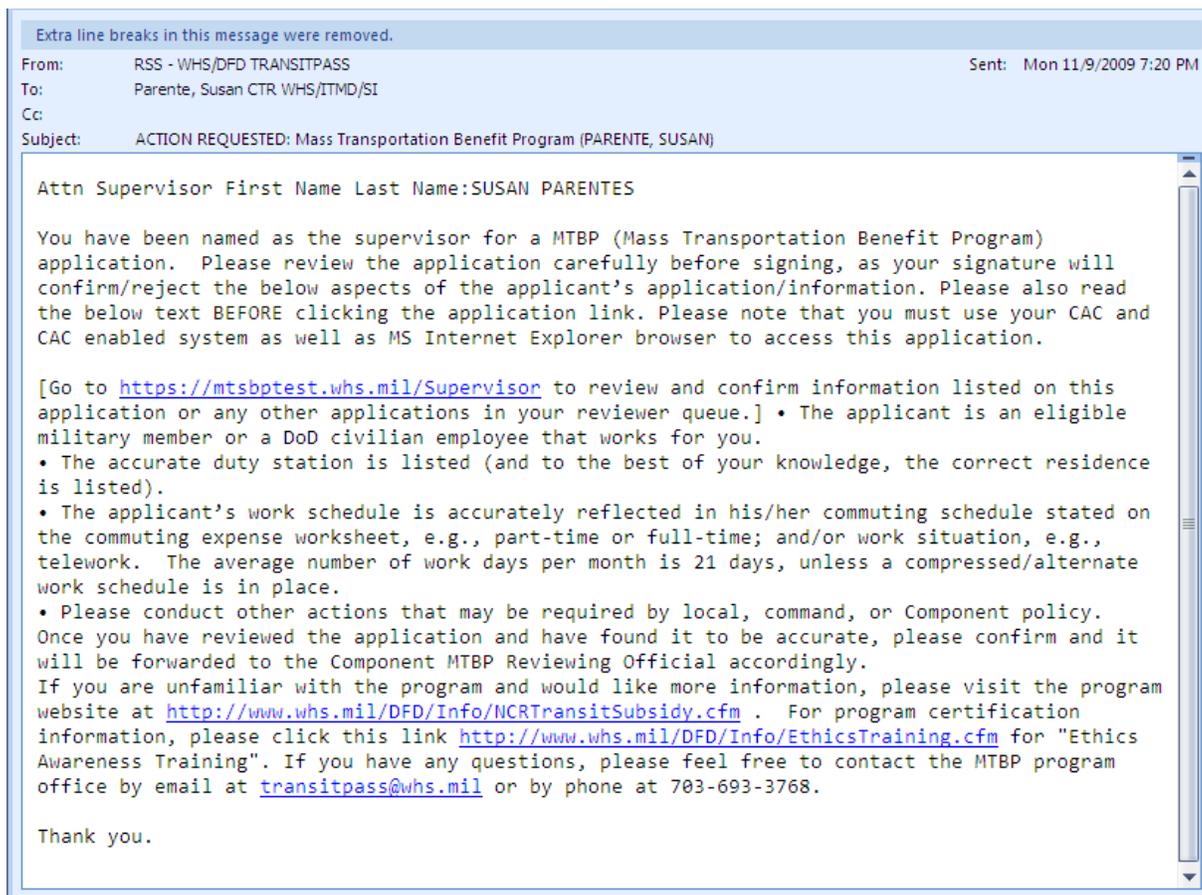
Please do not use the browser "Back" or "Forward" buttons, while in MTBP.

Supervisor Portal Page

The following is the URL for the Supervisor Portal page where Supervisors can review and confirm applications for the Mass Transportation Benefit Program: <https://mtbp.whs.mil/Supervisor>

Email Notification

After an Applicant completes and submits the MTBP application, an email is sent to the Supervisor that the Applicant designated him or her as the applicant's supervisor on the application. If you received an email stating that you have been designated as the Supervisor, you must review and confirm your employee's MTBP application. The email will contain a link to the Supervisor Portal. Click on the link to view the application in the MTBP system waiting for your review. Below is an example of an email notification from the system to the Supervisor.



Hint

A reminder email notification is sent to the Supervisor if the application is not acted on (confirmed or not confirmed) after 7 days.

Accessing the Supervisor Portal

If you attempt to access the Supervisor Portal and receive the following error message, you have not selected the correct CAC digital certificate.

Close your browser and re-open MTBP in a new browser window, using the URL (<https://mtbp.whs.mil/Supervisor>).

Close your browser and re

DEPARTMENT OF DEFENSE
DoD National Capital Region

Mass Transportation Benefit Program

Welcome, SUSAN GAETA PARENTE!

Wrong Digital Certificate Selected

It does not appear that you selected the correct CAC digital certificate. Please close your web browser then re-open this site in a new browser window. When prompted for a digital certificate, please select your **DOD EMAIL CA-XX** certificate (ex. DOD EMAIL CA-19).

Please Note: If you clicked on the link from the MTBP notification email then you must close ALL web browsers before clicking on the link again.

Hint

When prompted, for a digital certificate, select your DoD EMAIL CA-XX certificate.

Supervisor Registration

When you as a new Supervisor first access the Supervisor Portal, you go to the Supervisor Registration screen.

Enter your Title and Work Phone.

If you don't use your CAC email address (listed on this screen) as your primary email address, you should enter your primary email address (.gov, .mil, .edu, or .org) and confirm this email address.

After entering this information, click on **"Submit"** to submit your information for registration as a supervisor for the MTBP system.

If you do not provide an alternate email address, you will go directly to the Supervisor Portal page.

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Welcome, SUSAN GAETA PARENTE!

Supervisor Registration [Help](#)

Before accessing the application, we must first verify you as the intended supervisor. Your name and email address have been obtained from your Common Access Card (CAC). Please complete fields below as applicable. If you use an alternate work email address as your primary work email address, please provide this. Note that this email address will require additional verification.

Contact Information

Last Name: PARENTE
First Name: SUSAN
CAC Email: susan.paren.te.ctr@whs.mil

Title:

Work Phone: (enter as ten digits, xxx-xxx-xxxx, include area code)

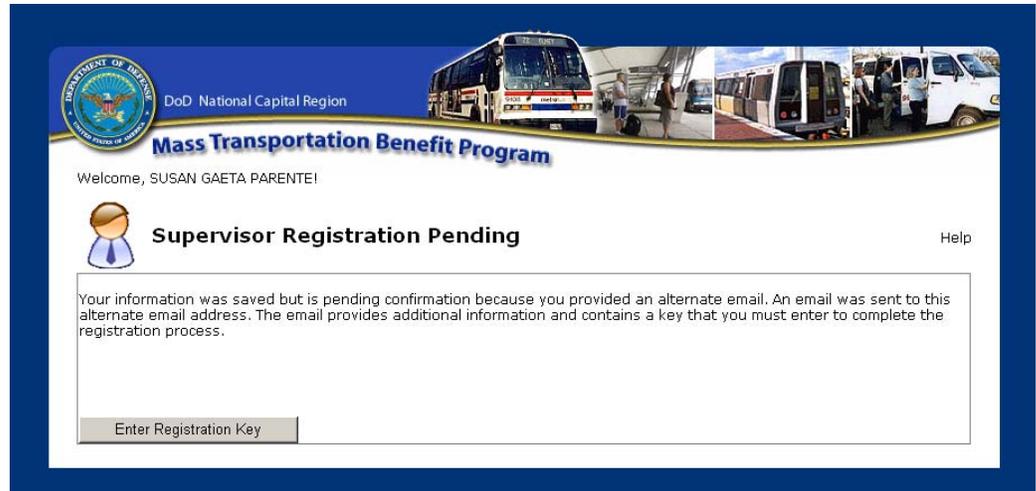
Alternate Email (unclass only): (e-mail must be a .gov, .mil, .edu, or .org address.)

Confirm Alternate Email:

Supervisor Registration- Alternate Email (optional)

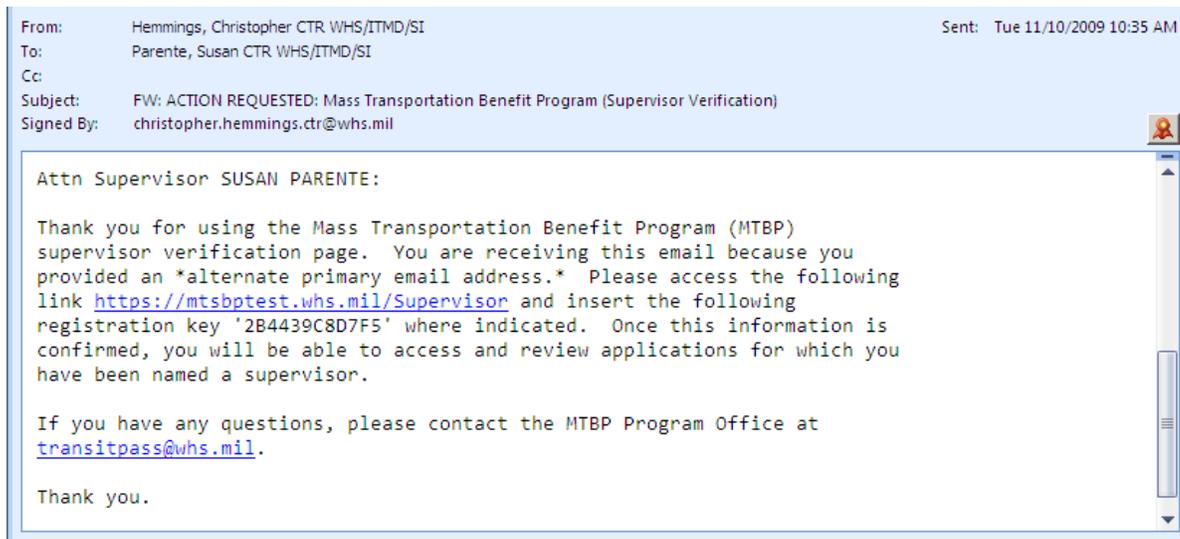
If you provide an alternate email address, when you return to the Supervisor Portal page, you receive the following message.

Click on “**Enter Registration Key**” to enter the registration key provided you in the system email notification, after registering.



The screenshot shows a web page for the Mass Transportation Benefit Program. At the top, there is a header with the Department of Defense logo and the text "DoD National Capital Region" and "Mass Transportation Benefit Program". Below the header, it says "Welcome, SUSAN GAETA PARENTE!". A small icon of a person is next to the heading "Supervisor Registration Pending". To the right of this heading is a "Help" link. Below the heading, there is a text box that reads: "Your information was saved but is pending confirmation because you provided an alternate email. An email was sent to this alternate email address. The email provides additional information and contains a key that you must enter to complete the registration process." At the bottom of the page, there is a button labeled "Enter Registration Key".

Here is an example of the email provided if you submit an alternate email address.



The screenshot shows an email notification. The header includes "From: Hemmings, Christopher CTR WHS/ITMD/SI", "To: Parente, Susan CTR WHS/ITMD/SI", "Cc:", "Subject: FW: ACTION REQUESTED: Mass Transportation Benefit Program (Supervisor Verification)", and "Signed By: christopher.hemmings.ctr@whs.mil". The "Sent" date is "Tue 11/10/2009 10:35 AM". The main body of the email reads: "Attn Supervisor SUSAN PARENTE: Thank you for using the Mass Transportation Benefit Program (MTBP) supervisor verification page. You are receiving this email because you provided an *alternate primary email address.* Please access the following link <https://mtsbptest.whs.mil/Supervisor> and insert the following registration key '2B4439C8D7F5' where indicated. Once this information is confirmed, you will be able to access and review applications for which you have been named a supervisor. If you have any questions, please contact the MTBP Program Office at transitpass@whs.mil. Thank you."

Enter Registration Key

After clicking on “Enter Registration Key” or clicking on the link from the email above, the following page is displayed.

Enter the registration key from the email above and then click on “Complete Verification”.

If you did not receive the registration key email or you cannot find the email, click on this link.

(This will direct you to the Supervisor Registration Profile Update page, where you can reenter your Alternate Email Address and receive a new registration validation email notification.)

After completing verification, the Supervisor Approval Portal is displayed.

Supervisor Approval Portal

If you do not have any applications to approve, you see the following page.

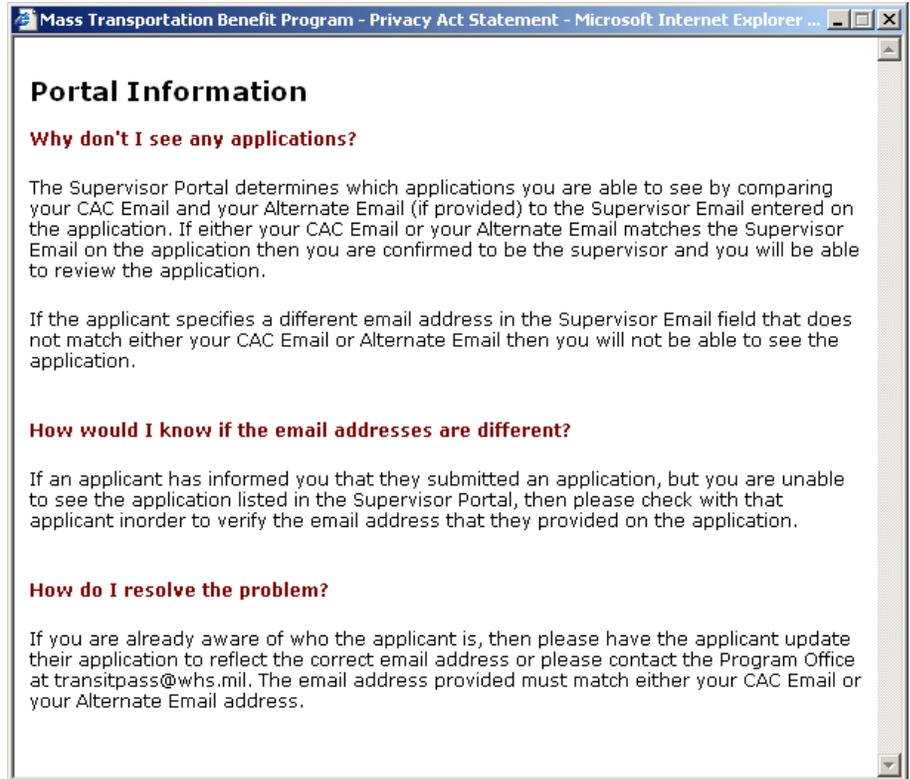
If you have specified an alternate email, it would display here. If not it will say “Not Specified”, as shown here.

Click here to update your profile.

Click here for more information on why you have no applications awaiting your confirmation or why an application you were expecting to see is not listed above.

More Information

When you click on the link “More Information” the following pop-up window is displayed.



Portal Information

Why don't I see any applications?

The Supervisor Portal determines which applications you are able to see by comparing your CAC Email and your Alternate Email (if provided) to the Supervisor Email entered on the application. If either your CAC Email or your Alternate Email matches the Supervisor Email on the application then you are confirmed to be the supervisor and you will be able to review the application.

If the applicant specifies a different email address in the Supervisor Email field that does not match either your CAC Email or Alternate Email then you will not be able to see the application.

How would I know if the email addresses are different?

If an applicant has informed you that they submitted an application, but you are unable to see the application listed in the Supervisor Portal, then please check with that applicant in order to verify the email address that they provided on the application.

How do I resolve the problem?

If you are already aware of who the applicant is, then please have the applicant update their application to reflect the correct email address or please contact the Program Office at transitpass@whs.mil. The email address provided must match either your CAC Email or your Alternate Email address.

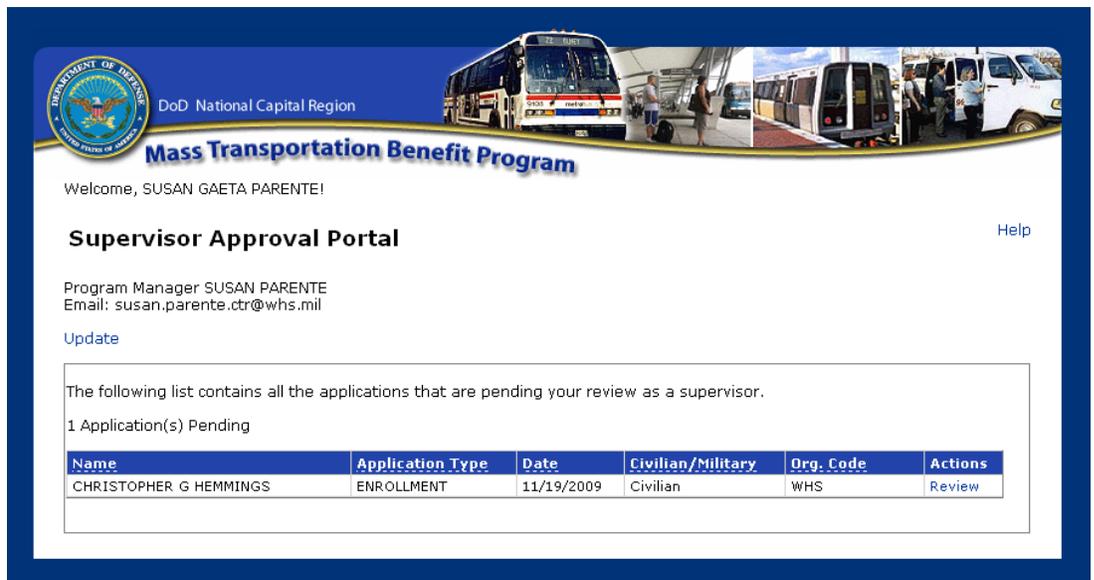
Update

When you click on the “Update” link, the following Edit Supervisor Profile screen is displayed. See below for instructions on Updating your profile.

Supervisor Approval Portal

If you have applications to approve in your queue, you see the following page.

Click on the “Review” link next to an application to review it.



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Mass Transportation Benefit Program

Welcome, SUSAN GAETA PARENTE!

Supervisor Approval Portal [Help](#)

Program Manager SUSAN PARENTE
Email: susan.pARENTE.ctr@whs.mil

[Update](#)

The following list contains all the applications that are pending your review as a supervisor.

1 Application(s) Pending

Name	Application Type	Date	Civilian/Military	Org. Code	Actions
CHRISTOPHER G HEMMINGS	ENROLLMENT	11/19/2009	Civilian	WHS	Review

Application Review

As the Supervisor who reviews this application, you are reviewing to confirm the following aspects of the applicant's application information:

- The applicant is an eligible military member or a DoD civilian employee that works for you.
- The accurate duty station is listed (and to the best of your knowledge, the correct residence is listed).
- The applicant's work schedule is accurately reflected in his/her commuting schedule stated on the commuting expense worksheet, e.g., part-time or full-time; and/or work situation, e.g., telework, compressed/alternate work schedule. The maximum number of work days per month is 21 days.
- Please conduct other actions that may be required by local, command, or Component policy.


DoD National Capital Region


Mass Transportation Benefit Program

Welcome, SUSAN GAETA PARENTE!



Supervisor - Review Application

[Help](#)

Privacy Act

This application contains information subject to the Privacy Act of 1974, as amended.
[View Privacy Act Statement](#)

The employee below is attempting to apply for the DoD National Capital Region (NCR) Mass Transportation Benefit Program (MTBP). This application requires your review and confirmation that the applicant:

- Is an eligible military member or as a DoD civilian employee that works for you.
- That the accurate duty station is listed (and to the best of your knowledge, the correct residence is listed).
- That the applicant's work schedule is accurately stated in his/her commuting schedule listed on the commuting expense worksheet, e.g., part-time or full-time; and/or work situation, e.g., telework. The average number of work days per month is 21 days, unless a compressed/alternate work schedule is in place.
- Please conduct other actions that may be required by local, command, or Component policy.

Please review the application and confirm or reject. If you reject the application, it is required that you provide a reason for the rejection.

Application Review Events:

Date	Event	User	Comments
11/10/2009	Submitted to Supervisor		n/a
11/10/2009	Program Office Approved	PARENTE, SUSAN G	n/a
11/10/2009	Submitted to Program Office		n/a
11/10/2009	Application Submitted	HEMMINGS, CHRISTOPHER G	Enrollment
11/10/2009	FFPA Check Approved		n/a
11/10/2009	Application Started	HEMMINGS, CHRISTOPHER G	n/a

Applicant:

Tracking Number: 25620358

Application Type: ENROLLMENT

Entry Type: Entered by Applicant

Last Name: HEMMINGS

First Name: CHRISTOPHER

Middle Initial: G

Last 4 Digits of SSN: 1111

Home:

Residence (City): HOME CITY

State: VA

9-Digit Zip Code: 20310-1155

Days Commuted Monthly: 21

Total Monthly Commuting Cost: 175.00

Work:

Duty Station: PENTAGON

City: WASHINGTON, DC

9-Digit Zip Code: 20310-1155

Work Telephone Number: 703-123-4567

Work E-Mail Address: susan.parencte.ctr@whs.mil

Organization: WHS - Washington Headquarters Services

Organization Type: CIVILIAN

Military Member Type: N/A

Supervisor:

Last Name: PARENTE

First Name: SUSAN

Work Telephone Number: 703-123-4567

Work E-Mail Address: susan.parencte.ctr@whs.mil

Mode of Transportation	Name of Transportation Company	Frequency of Purchase	Cost of one way leg or weekly/monthly pass	From (Station/Start point)	To (Station/End point)	Total Cost for Mode
LOCAL BUS	WMATA	MONTHLY	175.00	A	B	175.00
Monthly Grand Total Mass Transportation Commuting Costs:						175.00

Applicant provided the following additional information:
N/A

The applicant certifies that:

- I am employed by the US Department of Defense and am not named on a Federally subsidized workplace parking permit with DoD or any other Federal Agency. If applicable, I have relinquished my workplace parking permit to the issuing authority.
- My claim for benefits is as a Federal employee or military service member.
- I am eligible for a public transportation fare benefit, will use it only for my daily commute to and from work, will not transfer it to anyone else, and will not allow anyone else to use it.
- The monthly transportation benefit I am claiming does not exceed my monthly commuting costs.
- I will adjust the amount received based upon long term TDY or leave.
- Upon separation from DoD, I will return unused fare media to the MTB Office. If I have converted the fare media to another form of media, I will reimburse the DoD by check or money order payable to the U.S. Treasury.
- I will notify the MTB office of any changes in my status, i.e. home or work address, change in commuting pattern or change in organization even if within the DoD.
- I will NOT calculate parking costs.
- I am not a vanpool owner/driver of my own for profit vanpool. If I am a driver and receive a reduced fee, I will adjust my claim for benefits accordingly. If I am a driver and receive compensation, I may not participate in the program.
- The mode of transportation for which I am claiming the mass transportation benefit is a qualified means of transportation.

I confirm this information.
 I cannot confirm this information.

Enter comments or reason saying why you cannot confirm. Please note, if you return the application, any comments provided will be sent to the applicant. Any other comments will be saved in the application history for the reference of the reviewing official, program office, or another other necessary audit of the application.

DD2845

Click here to confirm or not confirm.

Enter reason for rejection here.

Click here to Submit.

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Confirmation of Information

Once you have reviewed the application and have found it to be accurate, select the radio button for one of the following:

- “I confirm this information.”
- “I cannot confirm this information.”

Confirm

If you select “I confirm this information”, an email notification will be sent to the applicable organization’s Agency Mass Transportation Benefit Reviewing Official (AMTB RO). The applicant will also receive an email notification of the confirmation.

Cannot Confirm

If you select “I cannot confirm this information”, you must enter the reason, stating why you cannot confirm in the text field entry box below the confirmation radio button selections. The reason will be sent in the notification sent to the applicant.

Application Review

Next, click the “**Submit**” button, to submit your review of the application. After clicking “**Submit**”, a screen similar to below is provided, stating the status of the application review.

The screenshot shows the 'Supervisor - Review Application' page. At the top, it says 'Welcome, SUSAN GAETA PARENTE!' and 'DoD National Capital Region'. Below that is the 'Mass Transportation Benefit Program' logo. The main heading is 'Supervisor - Review Application' with a 'Help' link. The page content states: 'Application has been confirmed by the Supervisor'. Below this, there is a table of application details:

Application Type:	CHANGE
Applicant:	CHRISTOPHER G HEMMINGS
Applicant Type:	CIVILIAN
Military Member Type:	N/A
Date Reviewed:	1/21/2010 8:34:56 AM
Reviewed By:	SUSAN PARENTE, 703-123-4567
Status:	Submitted to AMTBRO

At the bottom, there is a 'Return to Portal' button.

Click on “**Return to Portal**” to review other Applications in your Supervisor Review queue.

Update Profile

Click on the “Update” link on the Supervisor Portal page to update your profile in MTBP. You should update your profile if the email address for your CAC, which is shown on the Portal page, is different from the primary email address you use and that your staff would provide for you, when applying for the Mass Transportation Benefit Program. If the email address provided by your staff during the application process, is different that the email address on your CAC, you must provide an alternate email address in your profile or when you initially register to ensure that you receive email notifications from MTBP and so you can access the applications awaiting your approval.

(Please note, only unclassified email addresses may be provided here.)

Click on “**Submit**” to submit the profile change and return to the Supervisor Portal page.

Click on “**Return to Portal**” to return to the Supervisor Portal page.

The screenshot shows the 'Edit Supervisor Profile' page. At the top, it says 'Welcome, SUSAN GAETA PARENTE!' and 'DoD National Capital Region'. Below that is the 'Mass Transportation Benefit Program' logo. The main heading is 'Edit Supervisor Profile' with a 'Help' link. The page content states: 'Your name and email address have been obtained from your Common Access Card (CAC). Please update information below as applicable. Your CAC Email and Alternate Email (if provided below) are used to find applications that you can review as a supervisor.'

Contact Information

Last Name:	PARENTE
First Name:	SUSAN
CAC Email:	susan.pARENTE.ctr@whs.mil
Title:	<input type="text" value="Program Manager"/>
Work Phone:	<input type="text" value="703-123-4567"/> (enter as ten digits, xxx-xxx-xxxx, include area code)

PLEASE NOTE: THE FOLLOWING IS ONLY TO BE FILLED OUT IF YOUR CAC EMAIL ADDRESS IS DIFFERENT THAN THE ONE FROM WHICH YOU RECEIVED THE MTBP NOTIFICATION.

If your primary work email address is different from your CAC Email indicated above then please enter this email address in the Alternate Email field below. Note that this email address will require additional verification.

Alternate Email (unclass only):	<input type="text" value="susan.pARENTE@army.mil"/>	(e-mail must be a .gov, .mil, .edu, or .org address.)
Confirm Alternate Email:	<input type="text" value="susan.pARENTE@army.mil"/>	

At the bottom, there are 'Submit' and 'Return to Portal' buttons.

Close MTBP

Close the browser to exit the MTBP application.

Frequently Asked Questions (FAQ)

MTBP Supervisor Portal URL: <https://mtbp.whs.mil/Supervisor>

MTBP WHS Program Office: Email at transitpass@whs.mil or by phone at 571-256-0962.

TECHNICAL ISSUES:

If you are experiencing technical issues with the MTBP system, please contact your Information Technology (IT) Help Desk. The following are some common technical issues and their resolutions.

I get a “Wrong Digital Certificate Selected” message I try to access the MTBP Supervisor Portal URL (https://mtbp.whs.mil/Supervisor)

Error: You did not select your **DoD EMAIL CA-XX** certificate when prompted

Solution: Close all Internet Explorer browser windows. Click on the notification link again or enter the link into a new browser window. When prompted for a digital certificate, select your **DoD EMAIL CA-XX** certificate.

Error: You did not receive a prompt to select a certificate when you clicked on the notification link inside Outlook

Solution: Close all Internet Explorer windows. By doing this, you force Outlook to use a brand new window and, thus, prompt again for a certificate. When prompted, for a digital certificate, select the **DoD EMAIL CA-XX** certificate. If this does not resolve the issue, please contact your Information Technology (IT) Help Desk.

I get an error when I try to access the MTBP Supervisor Portal URL (https://mtbp.whs.mil/Supervisor)

Error: You click on the link from the MTBP Supervisor Reviewer email notification.

Solution: Copy and paste the link from the email into the Internet Explorer (IE) web browser.

Error: If you receive a page not found or a digital certificate error or other error message that prevents you from accessing the MTBP Supervisor Portal.

Solution: Contact your IT Help Desk.

I get a “Client Certificate Required” error

Error: If you receive an error "Client certificate required". This is a client digital certificate problem that would occur if:

- (a) You cancelled the "Choose a digital certificate" window when you went to the site
- (b) You cancelled the "Choose a digital certificate" window when you went to the site and then tried to click on the link from Outlook

Solution: Close all Internet Explorer windows or, at minimum, close the last 1 or 2 Internet Explorer windows opened. Open a new Internet Explorer session. (By doing this, you force Outlook to use a brand new window and, thus, prompt again for a certificate.) When prompted, for a digital certificate, select your DoD EMAIL CA-XX certificate. If this does not resolve the issue, please contact your Information Technology (IT) Help Desk.

The MTBP Application does not work correctly on my Firefox browser

Error: If you are using Firefox and having problems with the application display or functionality

Solution: Use Internet Explorer (IE) 6.0 or higher. Firefox is not supported by MTBP

I get “Couldn’t process request, contact your Help Desk” error

Error: “Couldn’t process request”, error message

Solution: Contact your IT Help Desk.

I get a Session Time-Out Error

Error: Get “Session Time-out” error.

Solution: Close the browser window, open a new window and go to <https://mtbp.whs.mil/Supervisor>.

MTBP PROGRAM QUESTIONS OR ISSUES:

If you have a question on the Mass Transportation Program, your application or about the mass transportation benefit program, please contact the WHS Program Office (PO).

I Did Not Receive an Email Notification to Review my Employee's Application

Error: Your employee submitted an Application through MTBP; however you did not receive an email notification stating that you have an application awaiting your approval.

Solution: Contact your employee to find out which email address they provided for you on their MTBP application. Go to the Supervisor Portal Page: <https://mtbp.whs.mil/Supervisor> and confirm that this address matches the email address from your CAC or your Alternate email address. If it does not, click on the "Update" link to update your Alternate Email Address on your Supervisor Profile. After submitting this profile change and verifying the new email address, you should see your employee's application on the Portal page.

If this does not work, please contact the WHS PO, so they can assist you or escalate this issue to their technical IT staff for resolution.

I Receive an Email but No Applications are Shown in My Approval Portal

After clicking on the link in the email, you go to the Supervisor Approval Portal page. There are no applications displayed here, it says, "You currently have no applications awaiting your confirmation."

Why don't I see any applications?

The Supervisor Portal determines which applications you are able to see by comparing your Common Access Card (CAC) Email and your Alternate Email (if provided in the MTBP system) to the Supervisor Email entered on the application. If either your CAC Email or your Alternate Email matches the Supervisor Email on the application, then you are confirmed to be the Supervisor and you will be able to review the application.

If the Applicant specifies a different email address in the Supervisor Email field (on the application) which does not match either your CAC Email or your Alternate Email then you will not be able to see the application.

How would I know if the email addresses are different?

If an Applicant has informed you that they submitted an application, but you are unable to see the application listed in the Supervisor Portal, then please check with the Applicant in order to verify the email address that they provided on the application.

How do I resolve this problem?

If you are already aware of whom the applicant is, then please have the applicant update their application to reflect the correct email address or please contact the Program Office at transitpass@whs.mil. The email address provided must match either your CAC Email or your Alternate Email address.

DOT Has Not Processed My Employee's Application

If the Applicant's has not received a confirmation email that their application has not been processed by the Department of Transportation (DOT), the Applicant can go to the MTBP URL: <https://mtbp.whs.mil>, and click on "Check Enrollment Status" to check on the status of their application and their enrollment in the MTBP. If they still have questions, they can contact the WHS PO, which will investigate the reason for delay in the application being processed.