

Subscriber User Guide

For

Commuter Alerts

Transit Edition

November 2008

Table of Contents

COMMUTER ALERTS OVERVIEW	3
SUBSCRIBER INTERFACE	4
SUBSCRIBER LOGIN	5
WELCOME MENU	6
SUBSCRIBER INFORMATION	7
NOTIFICATION PREFERENCES - ROUTES	8
NOTIFICATION PREFERENCES – DAYS, TIMES & METHODS	9

Version 1.4 December 1st, 2007

Commuter Alerts Overview

Commuter Alerts employs a proactive notification process to inform commuters of delays in selected routes during subscriber-selected time slots. With Commuter Alerts, you will receive immediate text message updates for selected routes on your cell phone, PDA, Pager, etc or via email, depending upon your preferences.

Subscribers to Commuter Alerts manage their preferences through the **Subscriber Interface**. This web-based Interface allows you to subscribe or “sign up” for the Alerts service. You will be prompted for information specific to the routes, days and times of the week that you utilize public transportation. Once you have entered your information, you no longer have to take any action to receive Alerts unless you later choose to modify your preferences.

The following sections provide details regarding the features of the Commuter Alerts Subscriber Interface.

Subscriber Interface

The Subscriber Interface is available as an option (link) from the transit organization's web site. You will be asked for your user name and password to login and update your preferences profile. (This is case sensitive) If you are a first time visitor, you will be presented with the opportunity to fill out a profile form, containing name, email address, etc., which will be required to communicate the notifications to you. Once you have completed this step, a confirming email will be sent to you with your user name and password.

Once you successfully authenticate using your user name and password, you will be able to create a unique profile or "preferences" relating to the method by which the notifications are communicated. You will be able to define the routes, days of the week, commuting times that you are interested in receiving Informational, Marketing and/or Critical Alerts.

The following sections illustrate the subscription process.

Subscriber Login

The Subscriber Login Screen is where you enter a user name and password to be authenticated. If you are an existing subscriber you may enter your user name and password here to login.

Please note that passwords are not case-sensitive!

If you have forgotten your password, click the “Forgot your password?” link. This will give you the opportunity to enter your email address and have your password emailed to you.

If you are a first time visitor, follow the “Click here to subscribe to Commuter Alerts” link. You will be prompted to enter your information to subscribe to Commuter Alerts. Once completed, you will be automatically logged in.

Commuter Alerts

User Name:

Password:

[Forgot your password?](#)

Not registered yet? [Click here](#) to subscribe to Commuter Alerts.

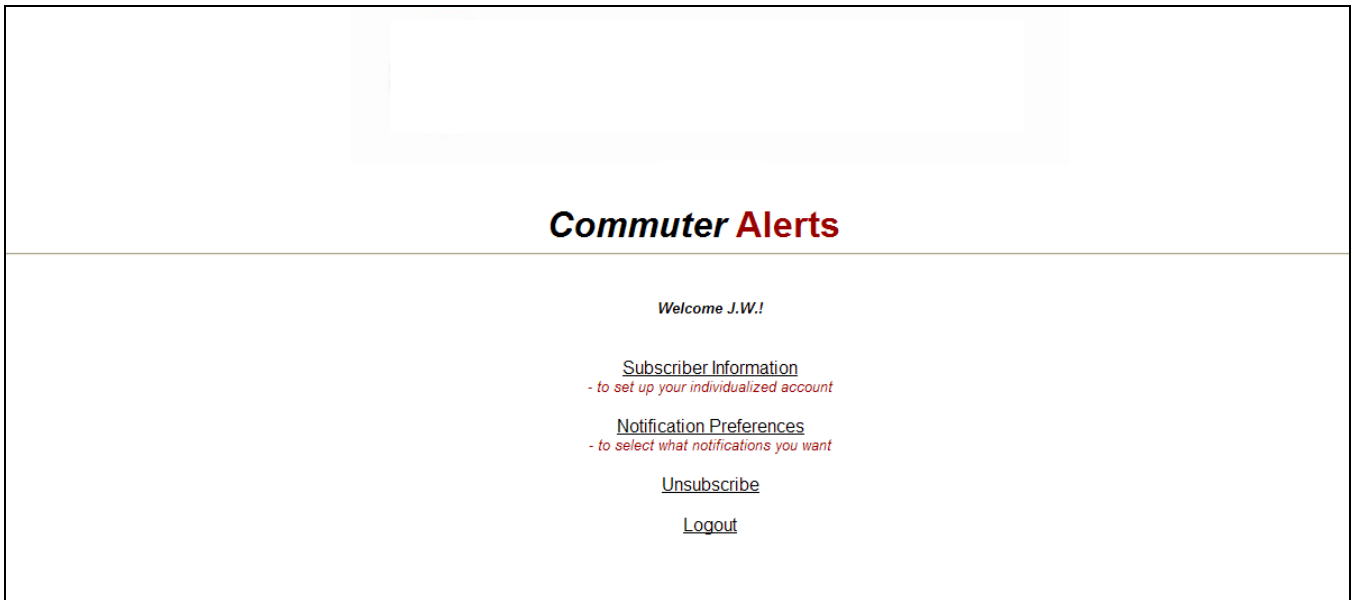
Transportation Authority

[Commuter Alerts Home](#) | [Privacy Policy](#) | [Contact Us](#) | [Text Charge](#)

Welcome Menu

After logging in you will be presented with the Welcome Menu with the following options:

- Subscriber Information – Following this link will allow you change your name, address, email, phone number etc.
- Notification Preferences – This will allow you to define which notifications you wish to receive, how and when you wish to receive them.
- Logout – Logout of Commuter Alerts and return to the Login Screen.



The Subscriber Information, Notification Preferences and Unsubscribe screens are described in further detail in the following pages.

Subscriber Information

The Subscriber Information screen allows you to change your personal information. Required information is marked by an asterisk (*) and must be completed. However, you only need to enter and confirm a password if you wish to change your existing password. You have the option to **not** receive Marketing information via email. Click on the “Marketing” box at the bottom of your screen to **not** accept this service. Once completed, click the “Submit” button to save your changes. Alternatively, to return to the Welcome Menu without saving any changes, click the “Cancel” button.

Required fields are indicated by (*)

Note: Only enter and confirm your password if you wish to change it.

* First Name:

* Last Name:

* Email Address:

* Confirm Email Address:

* Password:

* Confirm Password:

Mobile Phone/Pager#: () - ex. (412) 555-1212
(Mobile Phone/Pager# is required to receive Text Message Alerts)

NOTE: You will be responsible for Text Message charges by your carrier.

Carrier: ▼

Address1:

Address2:

City:

State: ▼

*Zip Code:

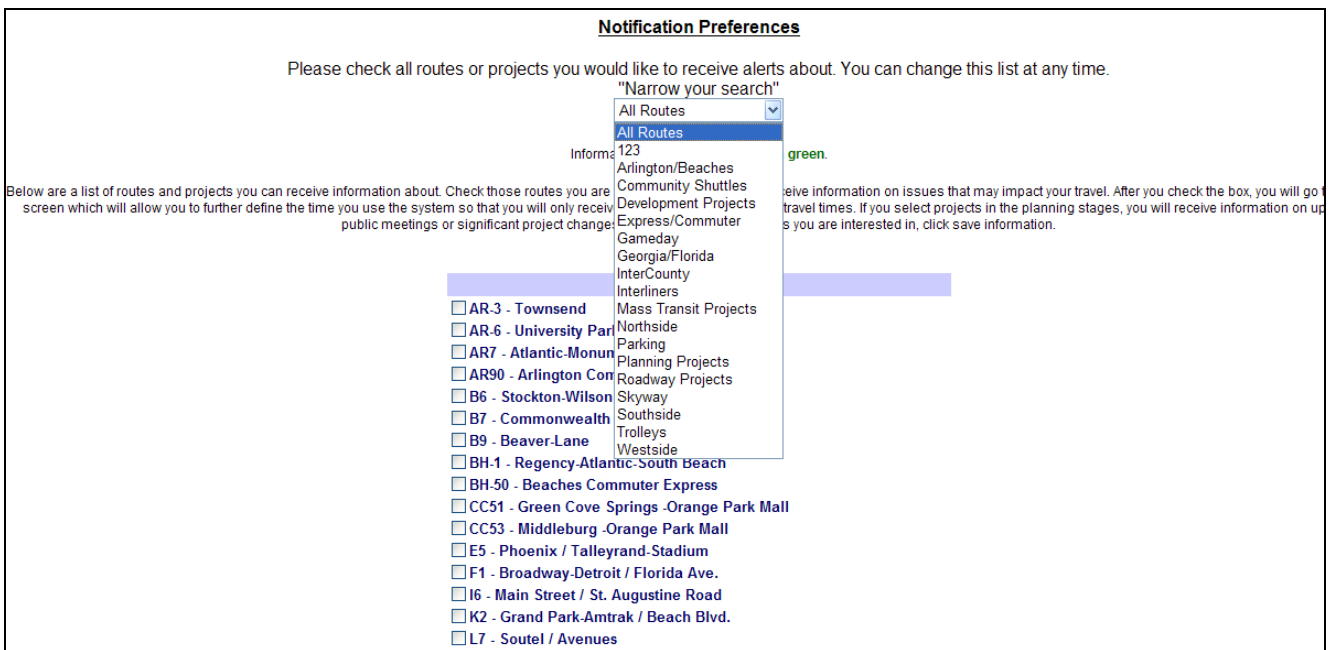
I do not want to receive information that is not related to the specific route or project I selected

Commuter alerts respects your privacy and will never share or sell your personal information.
 By clicking submit, you agree to the Commuter Alerts [User Agreement](#) and [Privacy Policy](#).

Notification Preferences - Routes

The first Notification Preferences screen lists the routes available to be selected for notification. Select which routes are of interest to you by checking the box next to the route name. You can select as many routes as needed (and available). There is no limit to the number of routes you can select.

Use the drop down box available to narrow your search of specific route categories and individual routes. This includes things like mass transit projects, roadway projects, trolleys, etc.



Click the “Save Routes” button to save your selection and proceed to the next screen. Click “Cancel” to discard your changes and return to the Welcome Menu.

Notification Preferences – Days, Times & Methods

After selecting the routes that you wish to receive notification for, you will then be prompted to select what days, what time blocks and what methods (SMS Text Message and/or Email) are to be used to communicate notifications for each route.

Commuter Alerts

Notification Preferences for Route: Q.3 - Mayport Village-Mayo Clinic Weekend

Select: **ABC** to receive Text Message notifications.
 to receive Email notifications.

Note that *critical* notifications (those concerning delays or emergencies) will be sent to your cell phone and via email, if you choose both options. *Informational* notifications (those which do not concern delays or emergencies) are sent via email only.

Notify me on:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
From 2:00AM to 5:59AM via:	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>
From 6:00AM to 9:59AM via:	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>
From 10:00AM to 1:59PM via:	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>
From 2:00PM to 5:59PM via:	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>
From 6:00PM to 9:59PM via:	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>	<input type="checkbox"/> ABC <input checked="" type="checkbox"/>

Indicate the day and time that you wish to receive notifications for the route by checking the appropriate checkboxes:

ABC Indicates that you wish to receive a text message notification.

Indicates that you wish to receive an email notification.

Short cuts are available at the bottom of your screen if you wish to receive All Email or Text alerts. The opposite of that, if you wish to unselect All, you can do so as well.

Click the “Save Times” button to save your changes. If you have selected more than one route, you will see this screen multiple times as you will be asked to indicate the days and times for each route. After you have saved your preferences for all of your routes, you will be returned to the Welcome Menu.

Once you have finished defining your route preferences are ready to start receiving notifications from Commuter Alerts. No further action is required and you may now logout. You may return to Commuter Alerts to change your preferences at any time.

Unsubscribe

You may need to unsubscribe from the application at some point. All you need to do is log in, click the 'Unsubscribe' link, and you will be presented with the following screen:

If you click on the 'Continue' button, you will see a message stating "You have been unsubscribed. Thank you for using Commuter Alerts!" If you click 'Cancel', you will be taken back to the preferences page.

