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# Customer Alert System

User Guide



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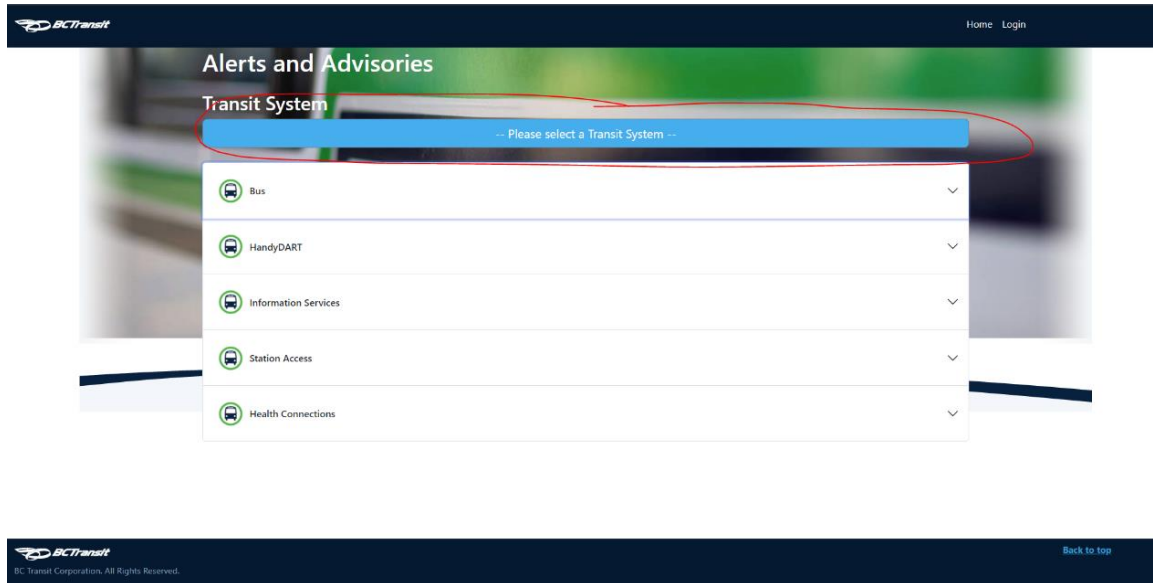
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# 1. Preface

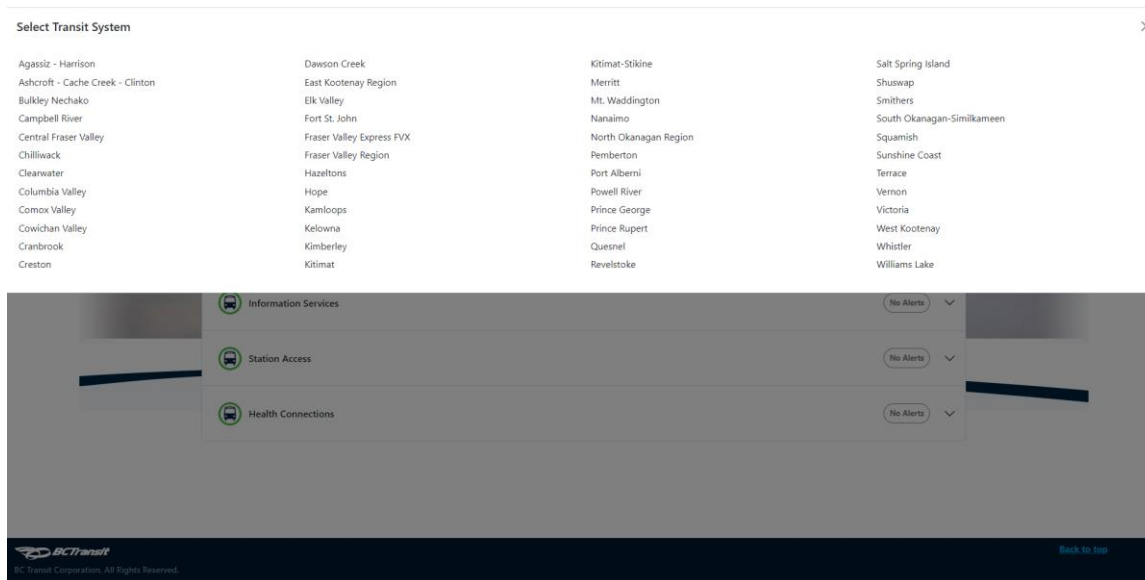
This document covers all functionality for BC Transit’s Customer Alert System (CAS). All below sections begin at the home page of the platform.

## 2. Viewing Alerts

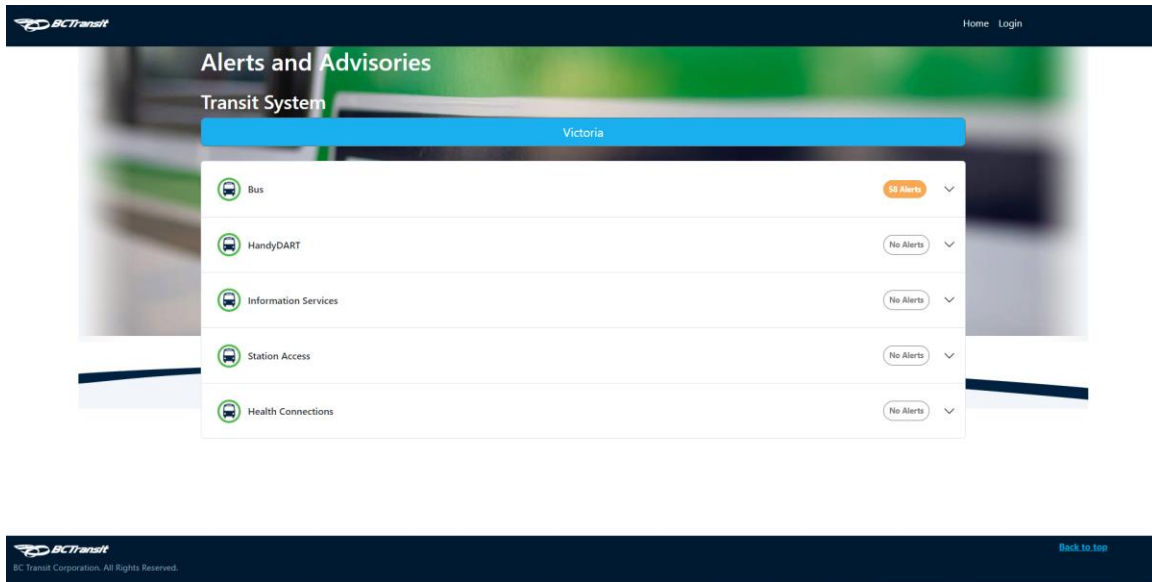
When a user arrives at the application, they will see the following screen. To view alerts, they will first need to select a transit system. This is done by clicking the blue bar that states ‘Please select a Transit System’.



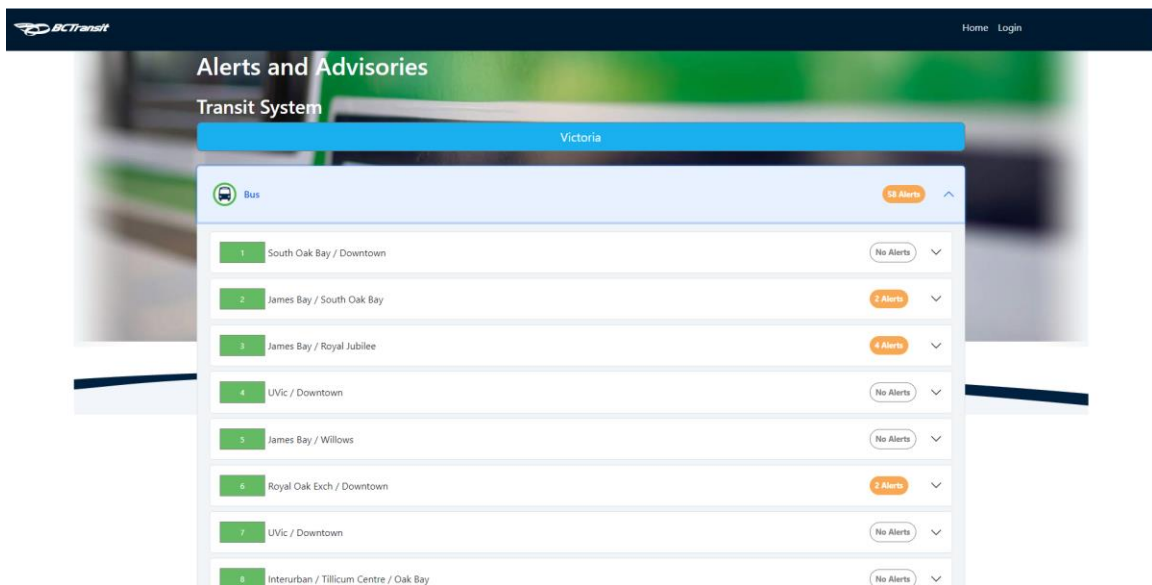
After the button is selected, a dropdown menu containing each transit system opens. Select the desired system to view all associated customer alerts.



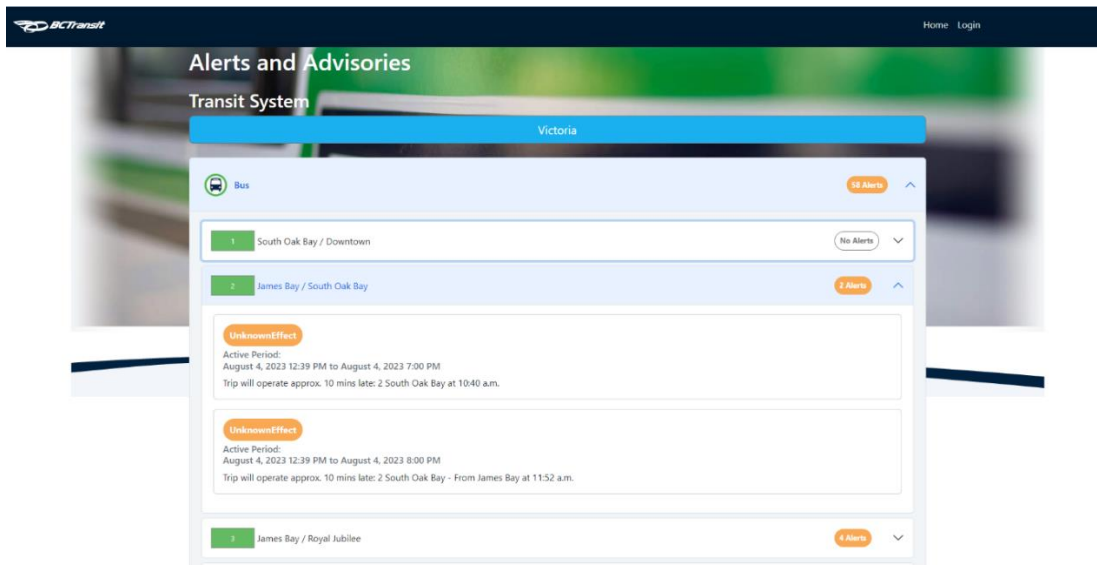
In this example, the transit system 'Victoria' has been selected. As shown in the image, there are 14 Bus alerts present in Victoria, and no alerts for HandyDART, Information Services, Station Access, or Health Connections.



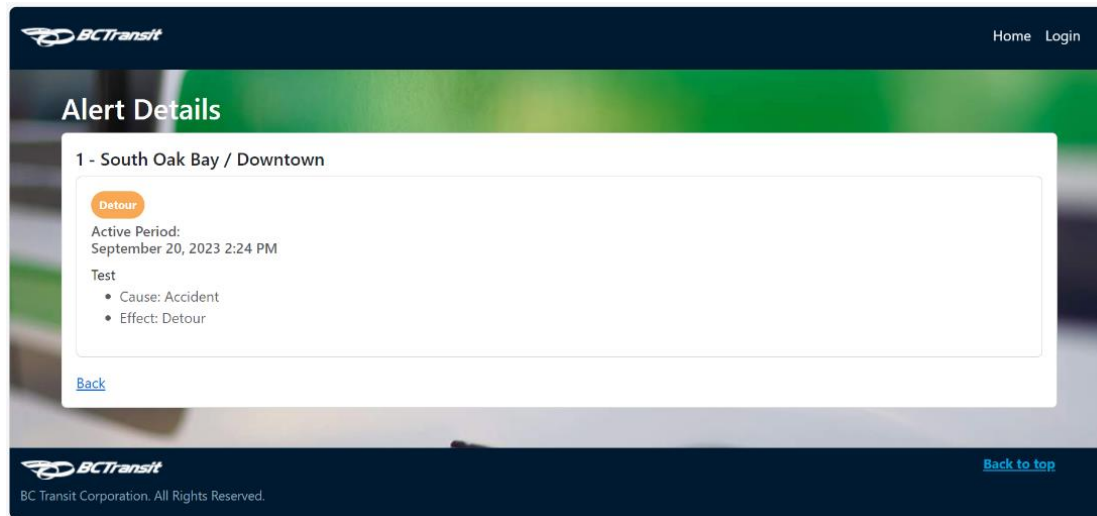
To view the specific Bus alerts for Victoria, click on the bar that says 'Bus'. To view alerts of other transit types, follow the same process. This will open a list of routes in Victoria, where each route displays the number of associated alerts.



A route can be selected to view all associated alerts. The alert type, active period, and description of the alert will be displayed.

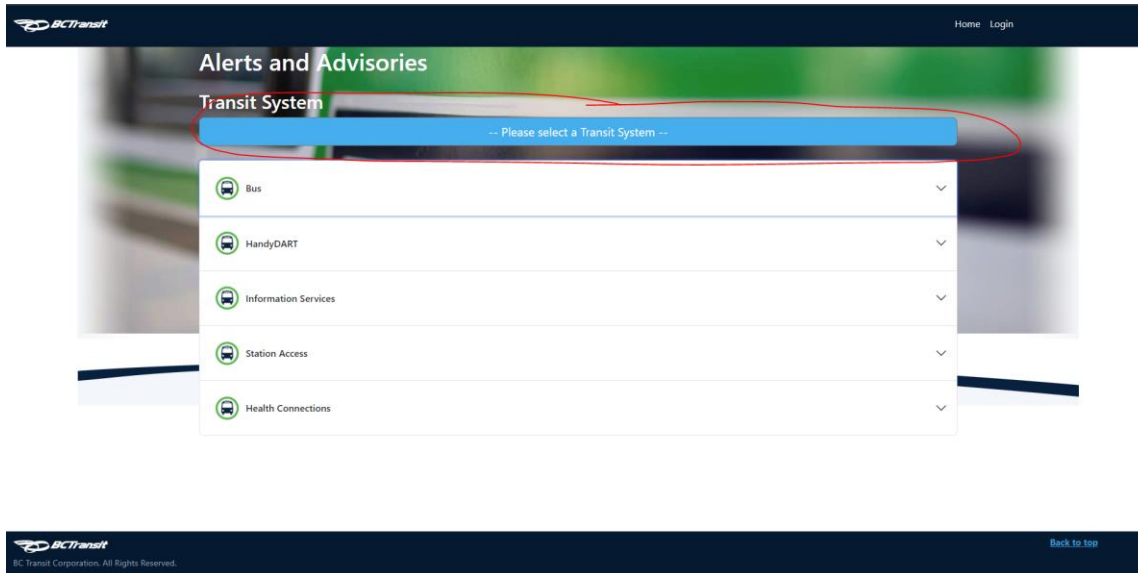


Additional details of each alert can be viewed by clicking on the 'Effect' button. This will direct you to the details page, providing additional information (if any is present)

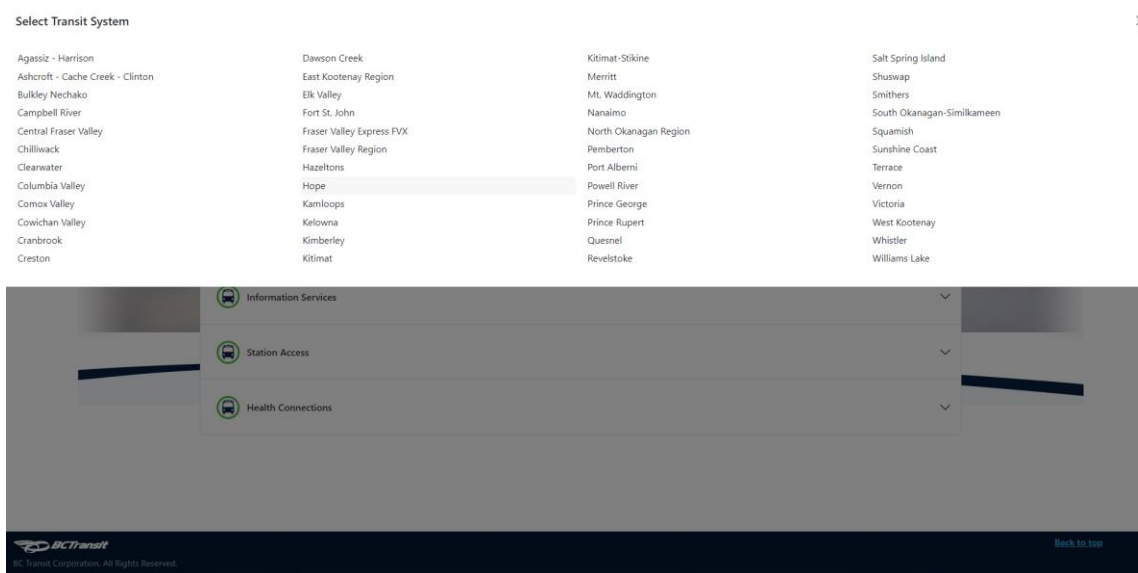


### 3. Changing Selected Transit System

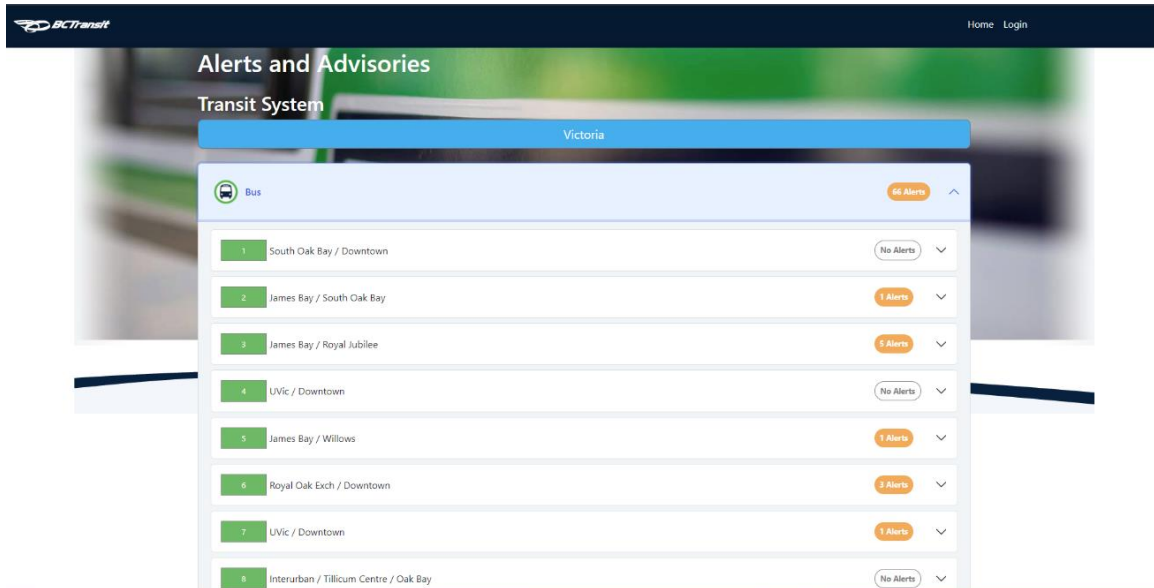
In order to change the transit system, select the blue bar in the middle of the home screen.



This will open a drop-down list containing every transit system. Select the desired one to continue.

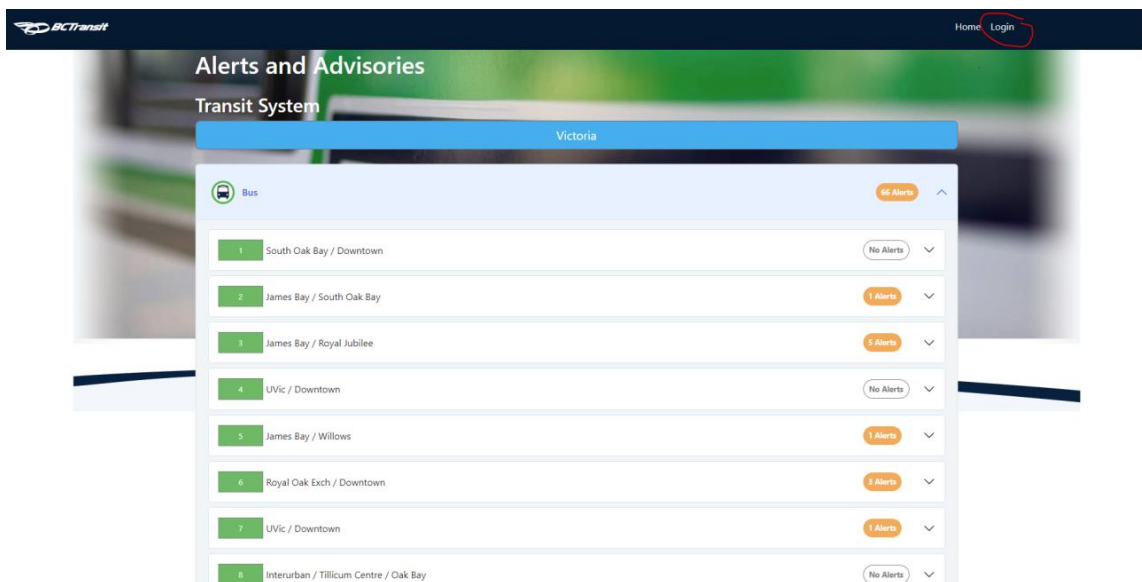


All the alerts associated with this transit system will now be displayed.

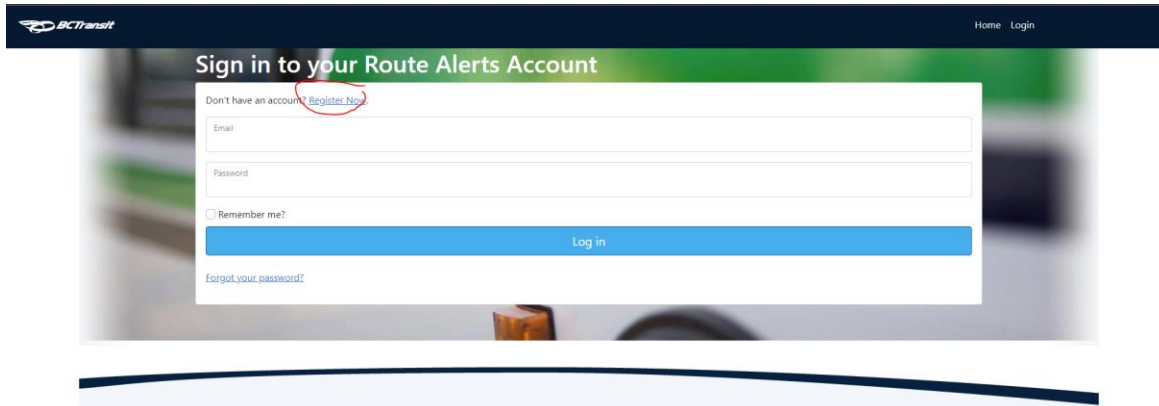


## 4. Creating an Account

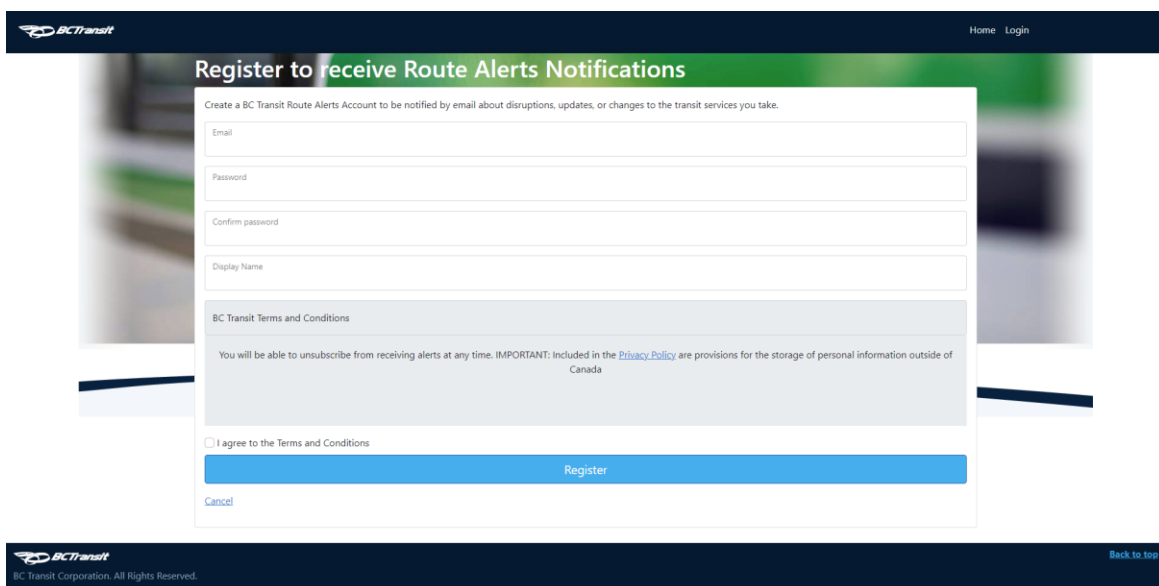
To create an account, first navigate to the Login screen using the button in the top right corner of the page.



On the login screen, select the button that says 'Register Now'.



Enter your email address in the box labelled 'Email', your desired password in the box labelled 'password', re-enter the password in 'Confirm password', enter a display name in the field labelled 'Display Name', and click the 'I agree to the terms and conditions button. When these steps have been completed, click 'Register'.

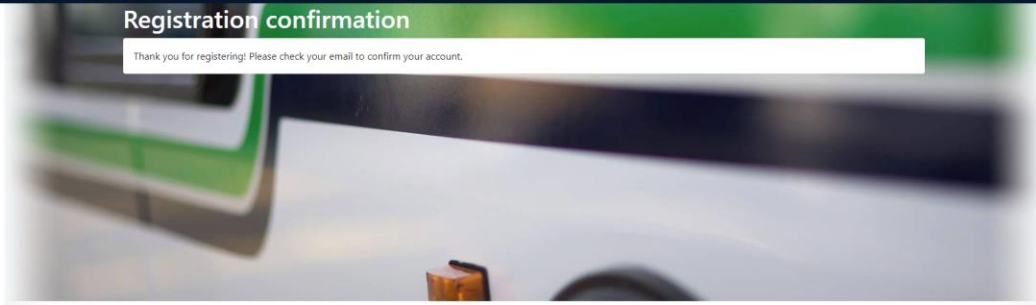


Users will be brought to the Registration confirmation screen. Although the account has been registered, users will not be able to sign into it until the email address is verified.



## Registration confirmation

Thank you for registering! Please check your email to confirm your account.

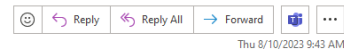


An email will have been sent to the inputted email address from [notifications@bctransit.com](mailto:notifications@bctransit.com). Click the hyperlink in the email to verify email address.

Confirm your email



notifications@bctransit.com  
To: Roberts, Nathaniel

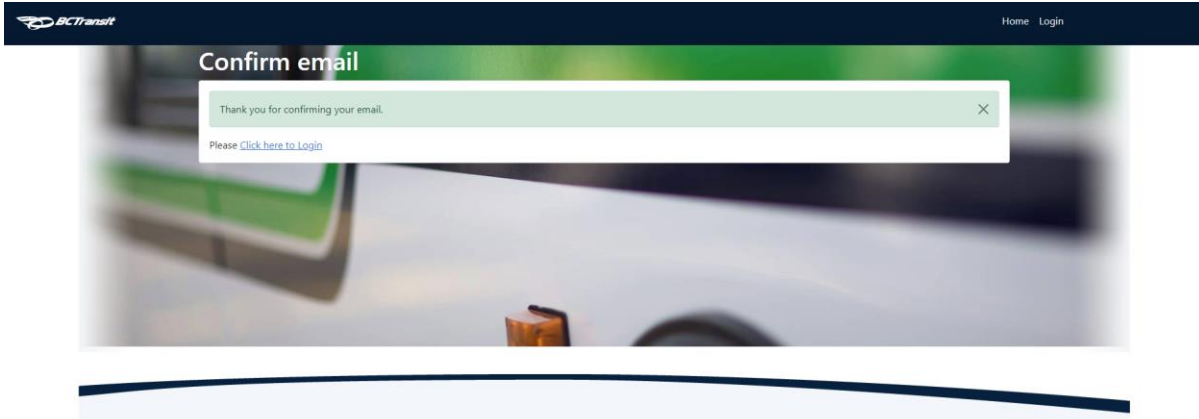


Thu 8/10/2023 9:43 AM

**CAUTION:** This email originated from outside of the organization. DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

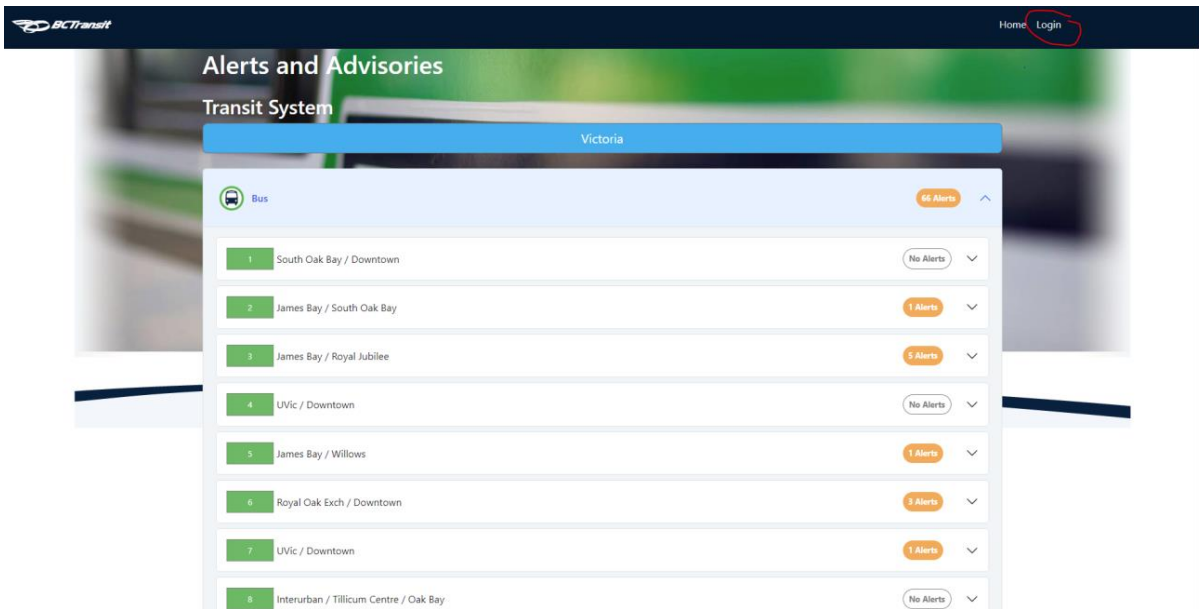
Please confirm your account by [clicking here](#).

This will bring users to the confirm email page. Now they will be able to log in with the email address that was verified.

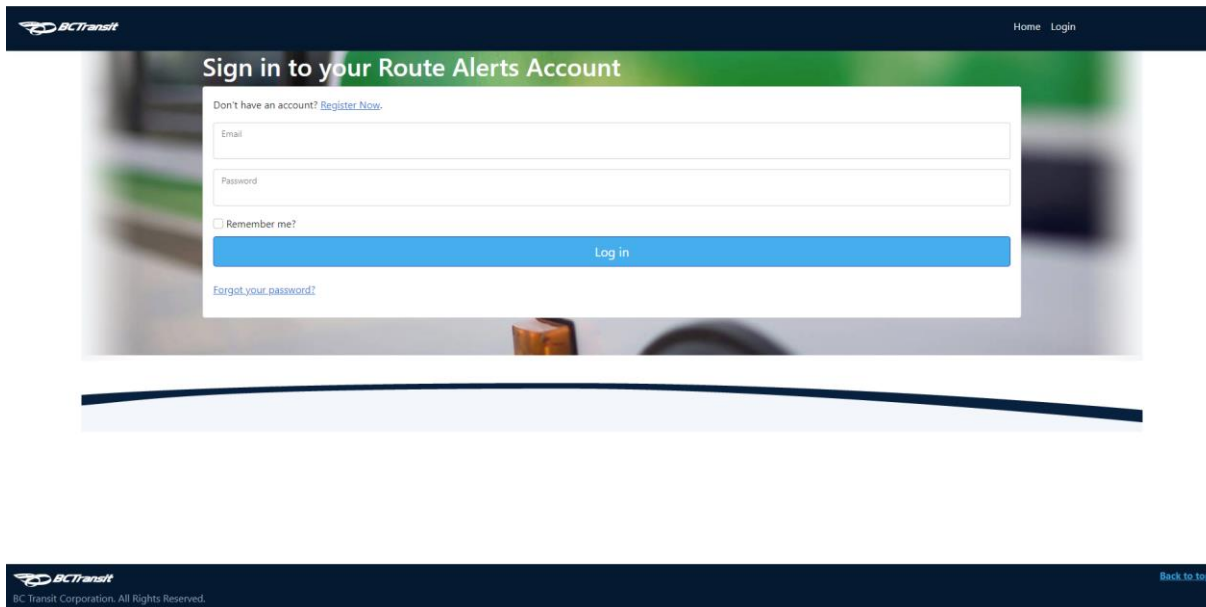


## 4. Logging in

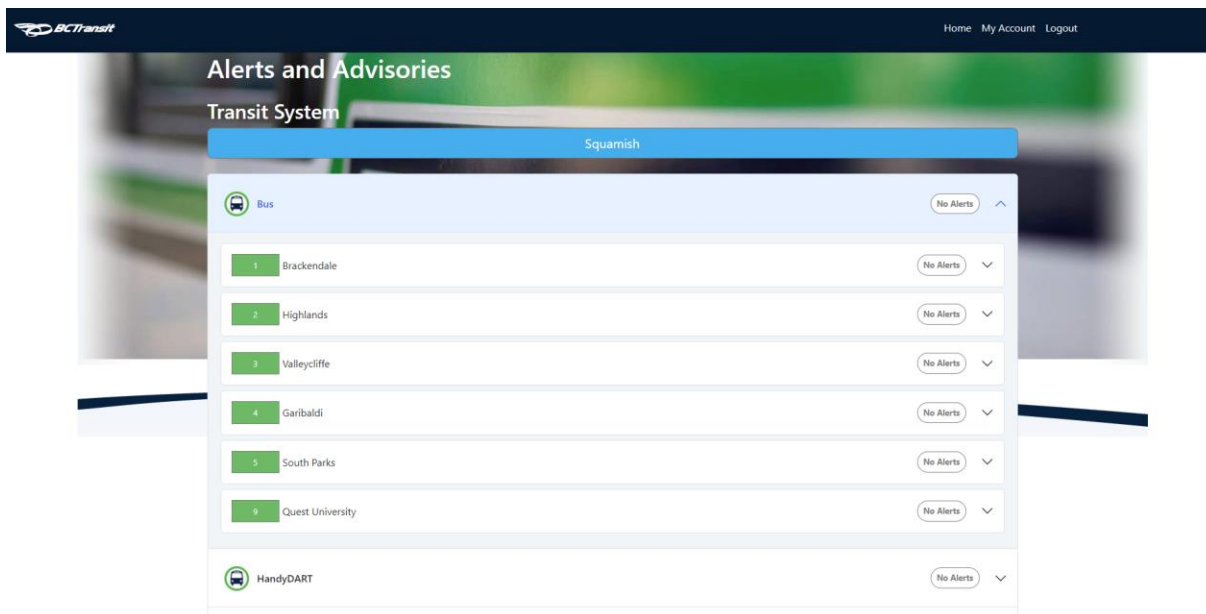
Select the 'Login' button in the top right of the screen.



Enter email and password, and if desired select the 'Remember me?' button.

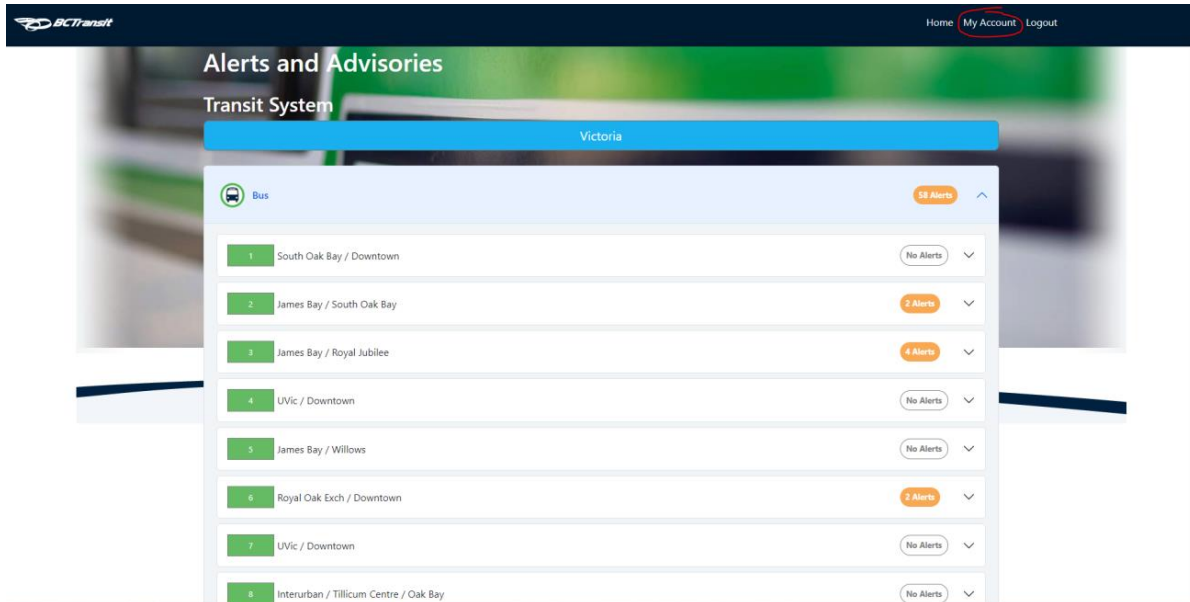


If the email and username were correct, the user will be redirected to the home page. They can confirm that they are logged in by observing that the 'Login' button has been replaced by the 'My Account' and 'Logout' buttons in the header.

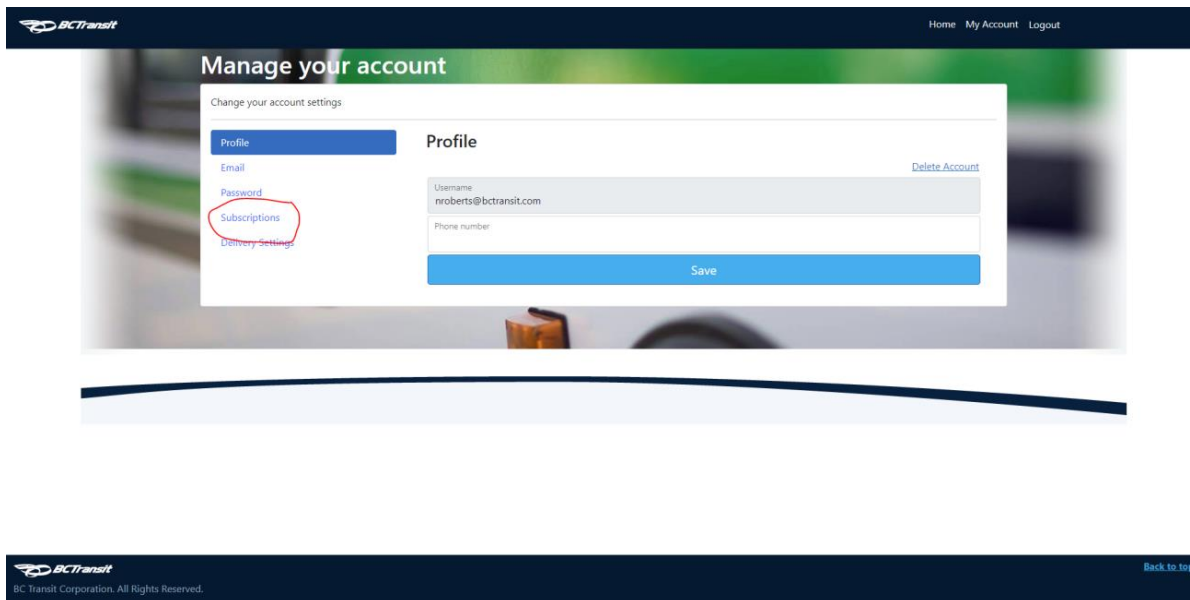


## 5. Creating a Subscription

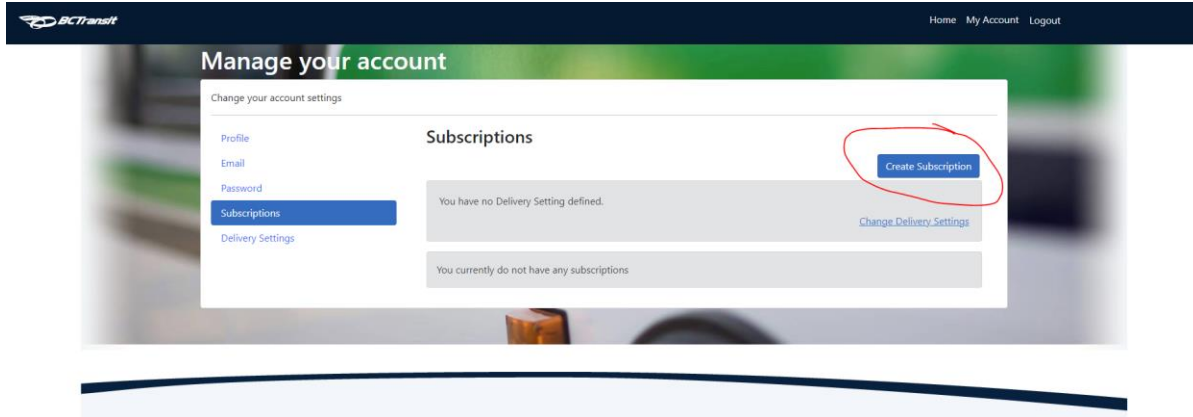
Navigate to the account management page by selecting 'My Account' when signed in on the home page.



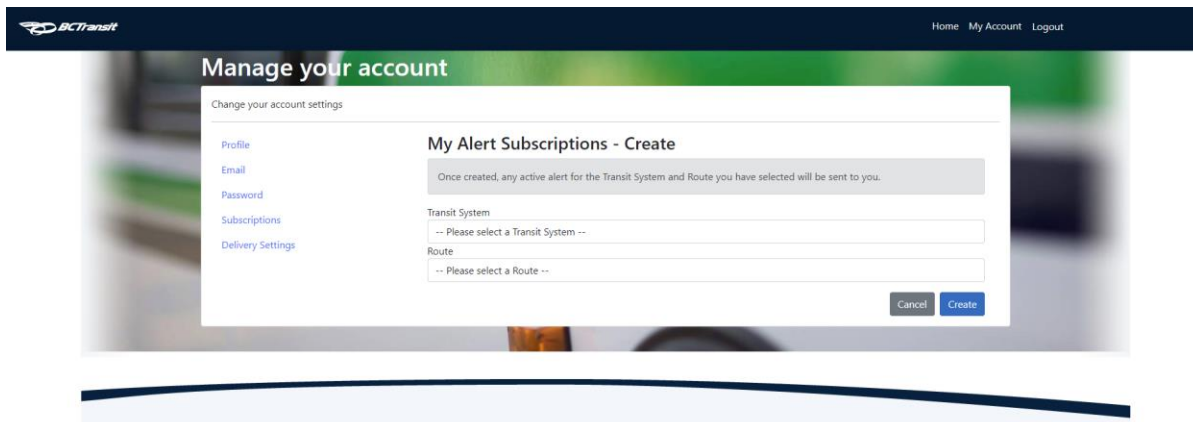
View subscriptions by clicking 'Subscriptions' when on the Account Management page.



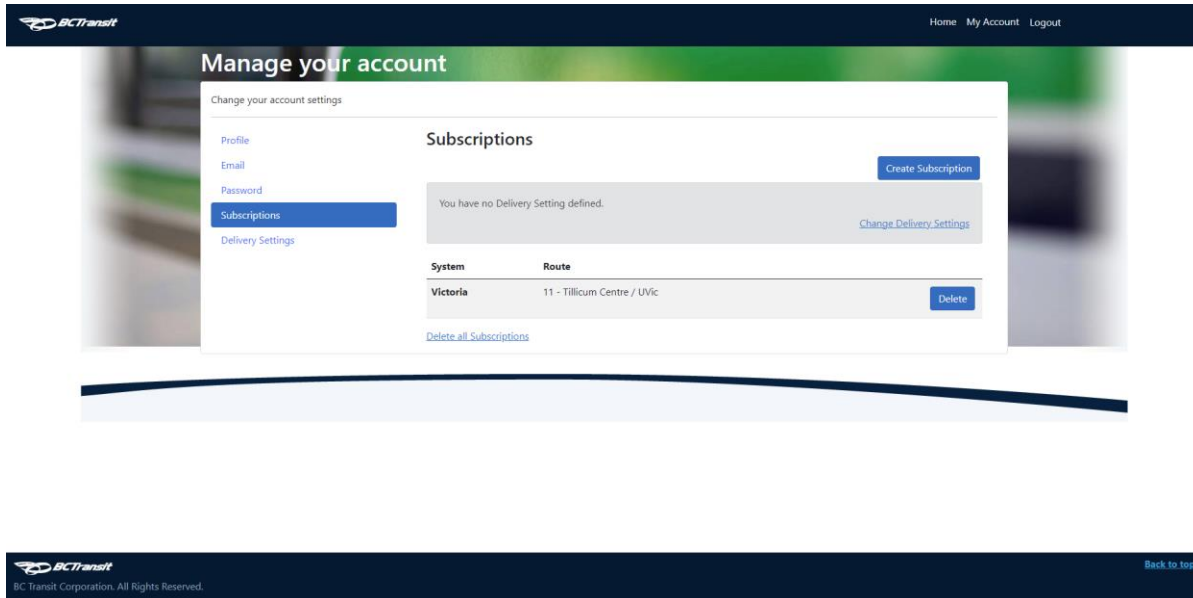
Click 'Create Subscription' to begin creating a subscription.



Select the desired transit system to create the subscription for from the 'Transit System' dropdown, then select the desired route from the 'Route' dropdown menu. Finally, press 'Create' to create the subscription.

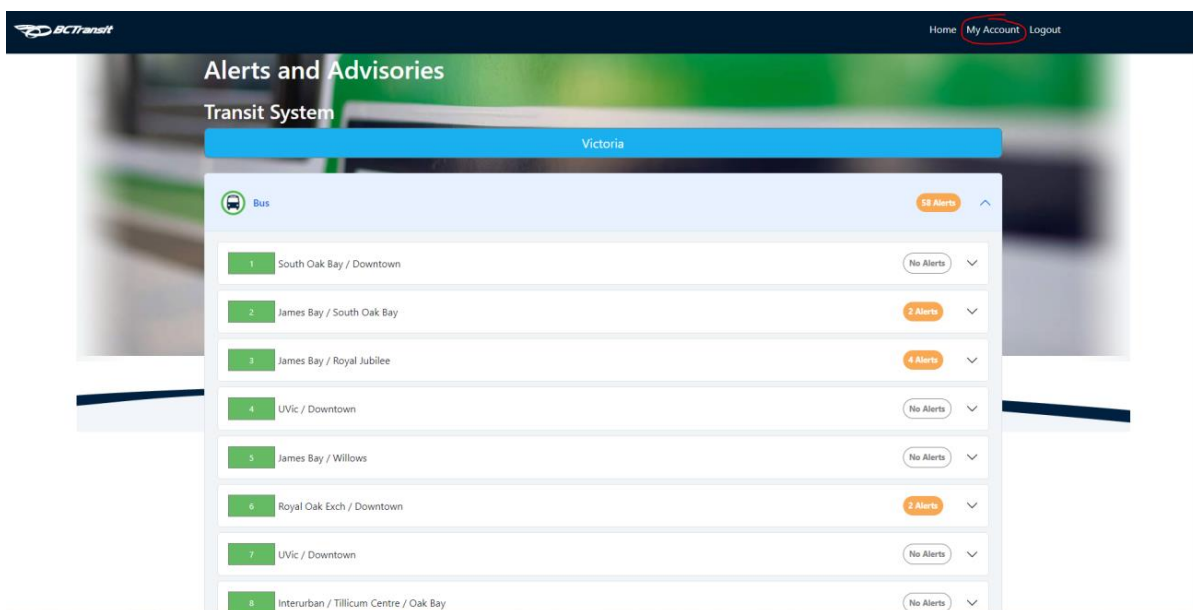


The newly created subscription will appear in the Subscriptions page, indicating that the subscription has been successfully created.

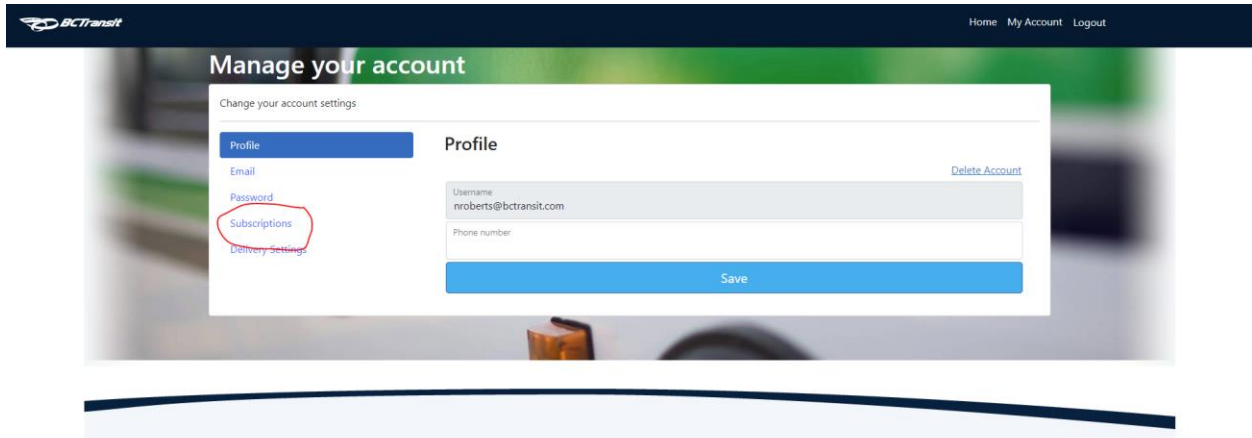


## 6. Deleting a Subscription

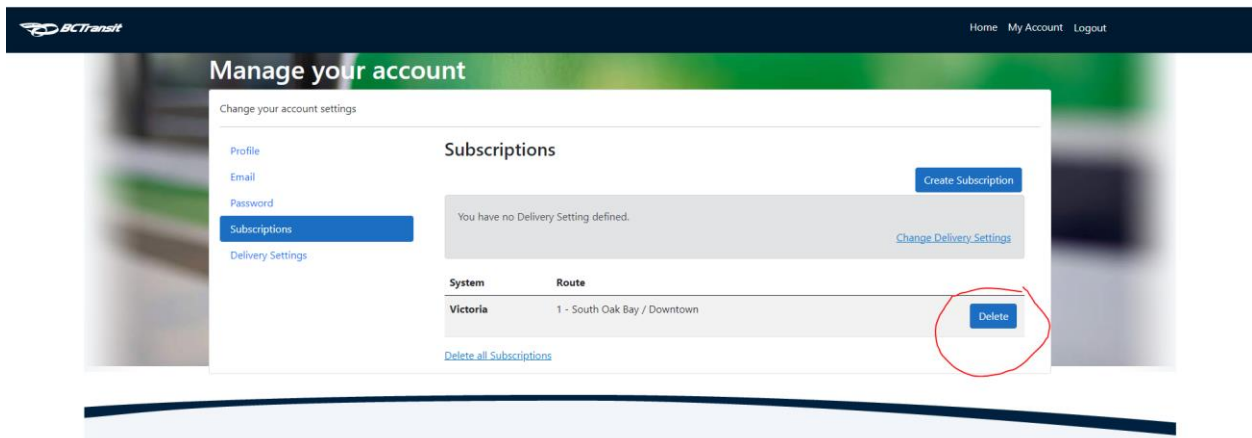
Navigate to the account management page by selecting 'My Account' when signed in on the home page.



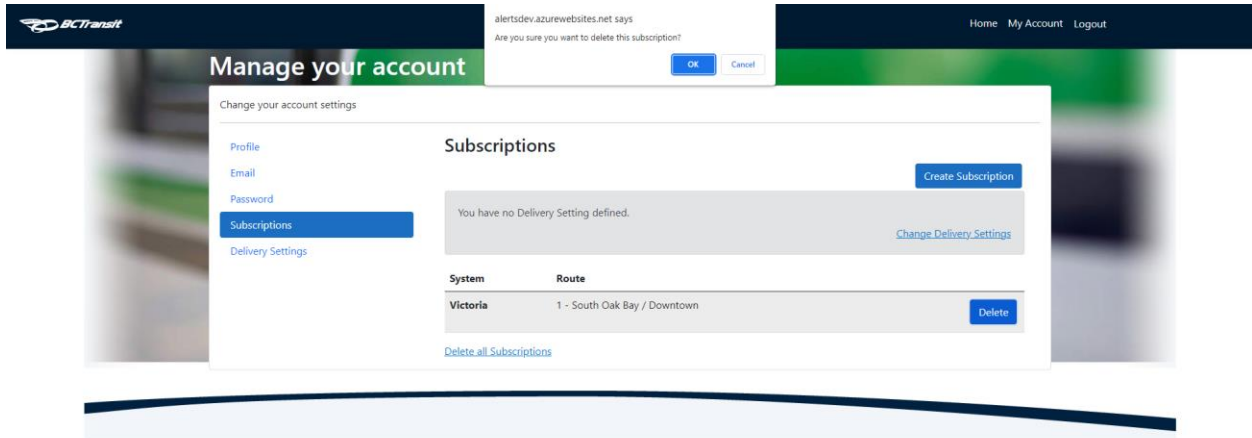
View subscriptions by clicking 'Subscriptions' when on the Account Management page.



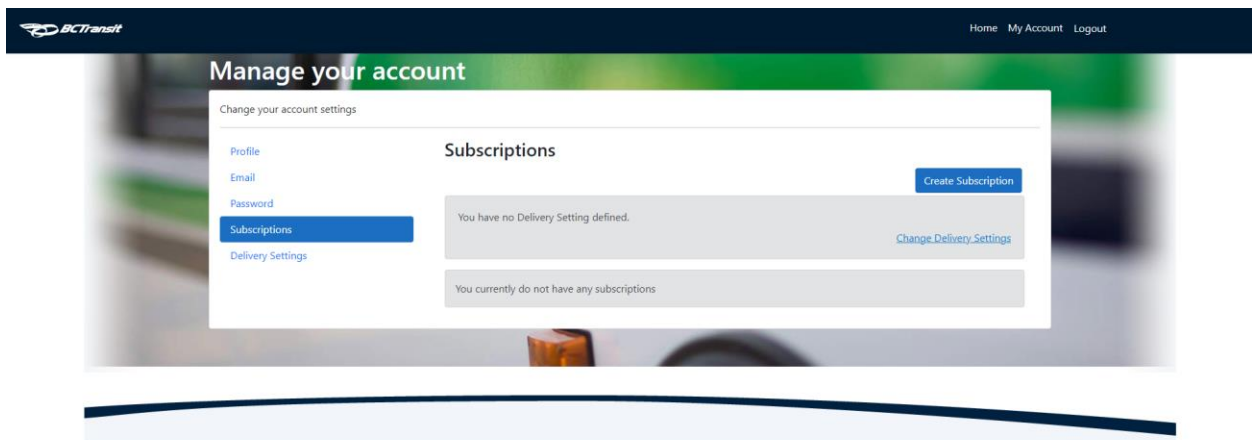
Delete the subscription by clicking the 'Delete' button on the same row as the subscription.



A confirmation box will appear, asking if you're sure you want to delete the subscription. Click OK.



The page will refresh, and the chosen subscription will no longer appear in the list, indicating it has been successfully deleted, and you will no longer receive notifications for it.

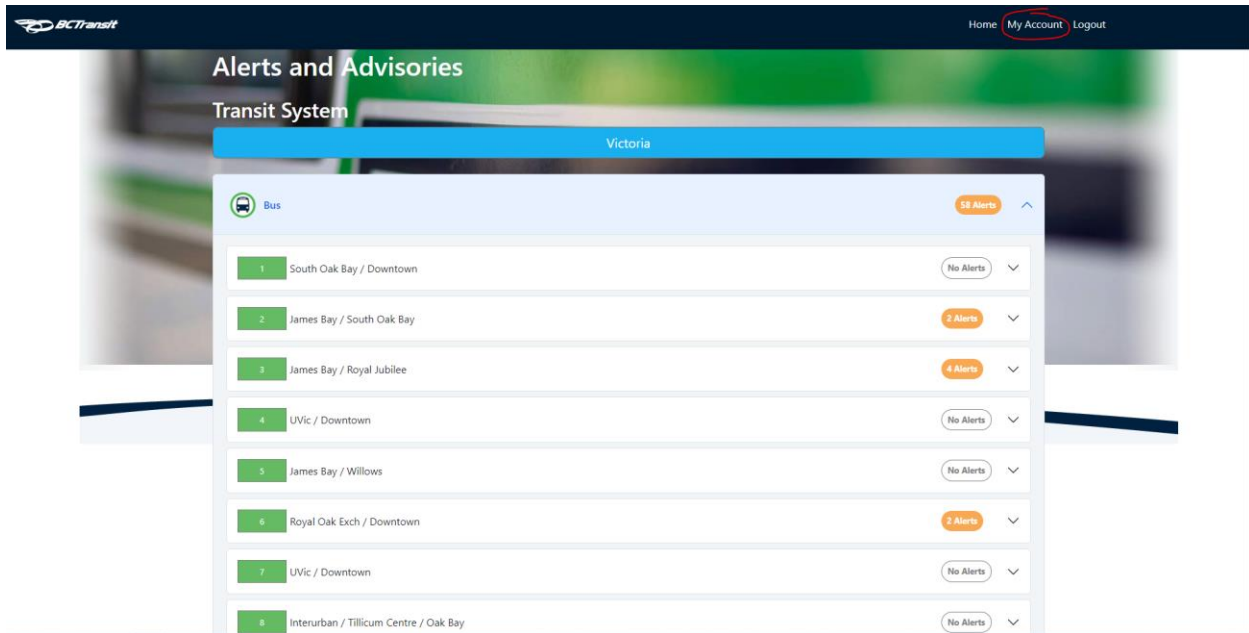


## 7. Enabling Alerts

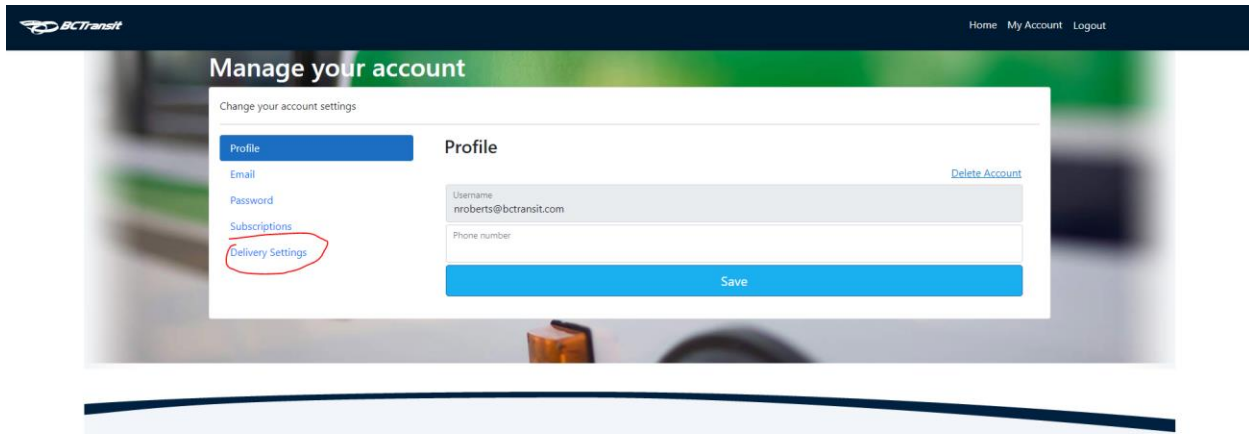
For alerts to be delivered by email, they must be enabled. Email alerts are not on by default. Email alerts will be sent to the email address used when creating the account, but this can be changed.



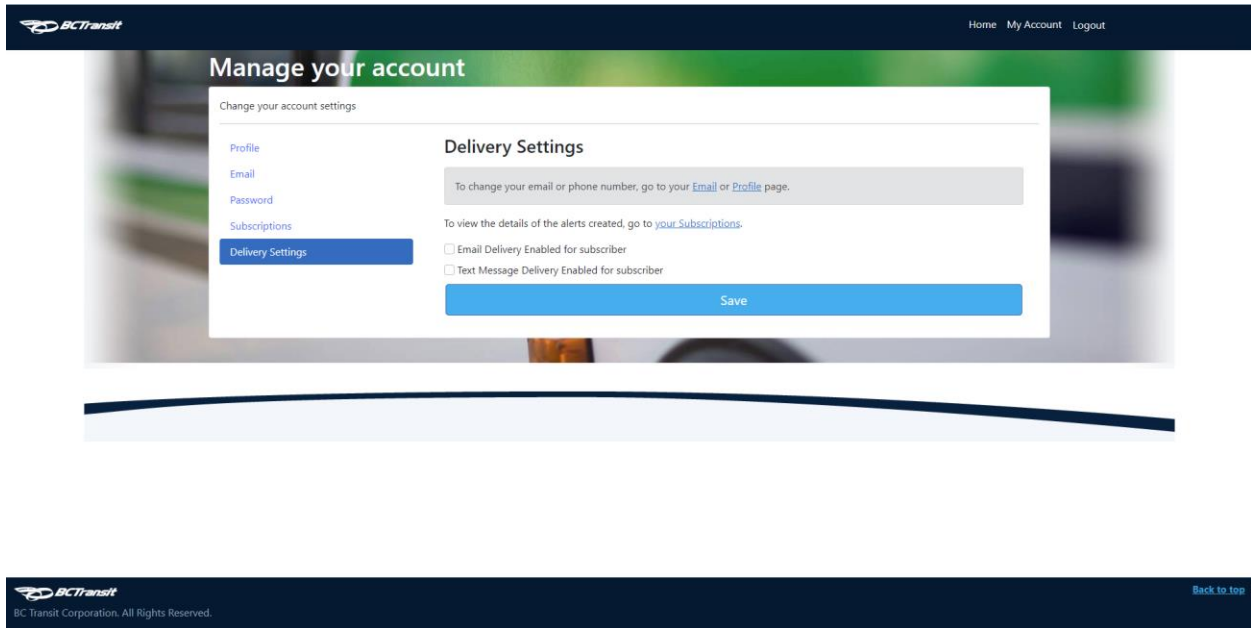
Navigate to the account management page by selecting 'My Account' when signed in on the home page.



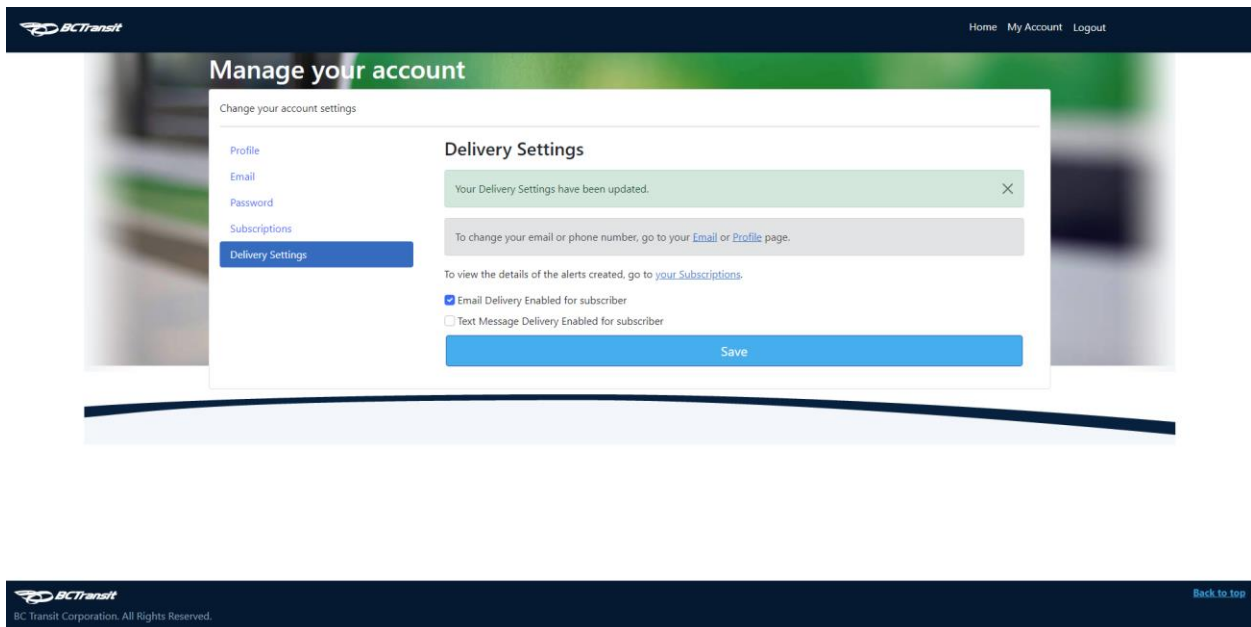
Navigate to the Delivery Settings page by selecting the 'Delivery Settings' option.



To enable Email delivery, select the checkbox labelled 'Email Delivery Enabled for subscriber'. Then, press save.

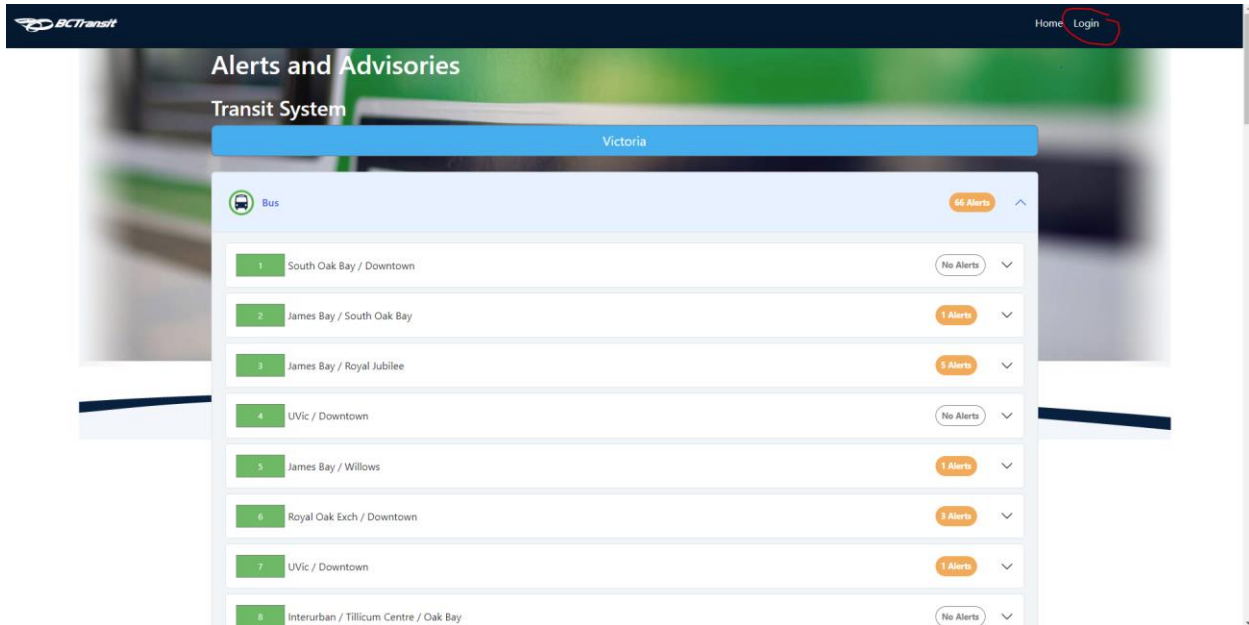


After pressing save, the message 'Your Delivery Settings have been updated' will appear, indicating that you will now receive alerts.

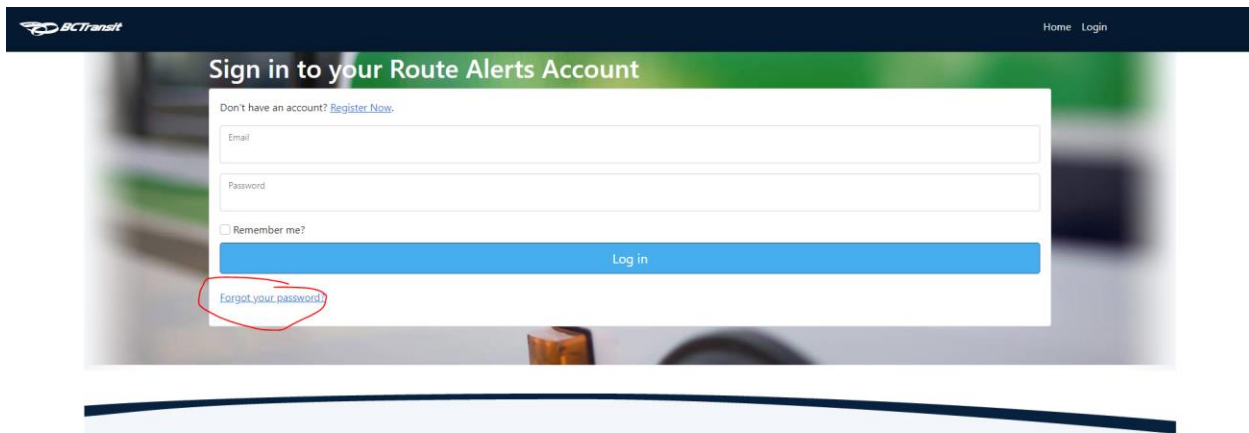


## 8. Resetting a Forgotten Password

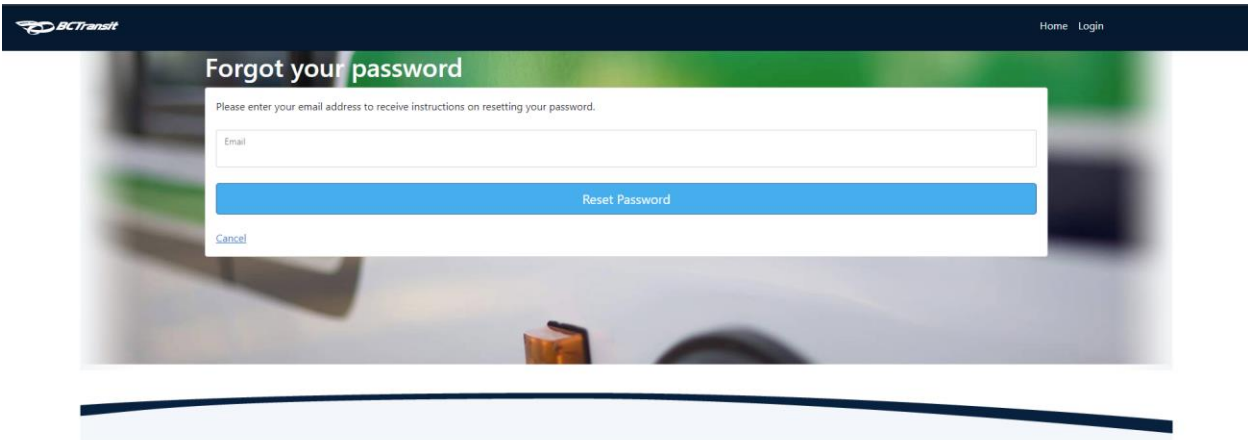
Navigate to the 'Login' page by selecting the 'Login' button on the far right of the header.



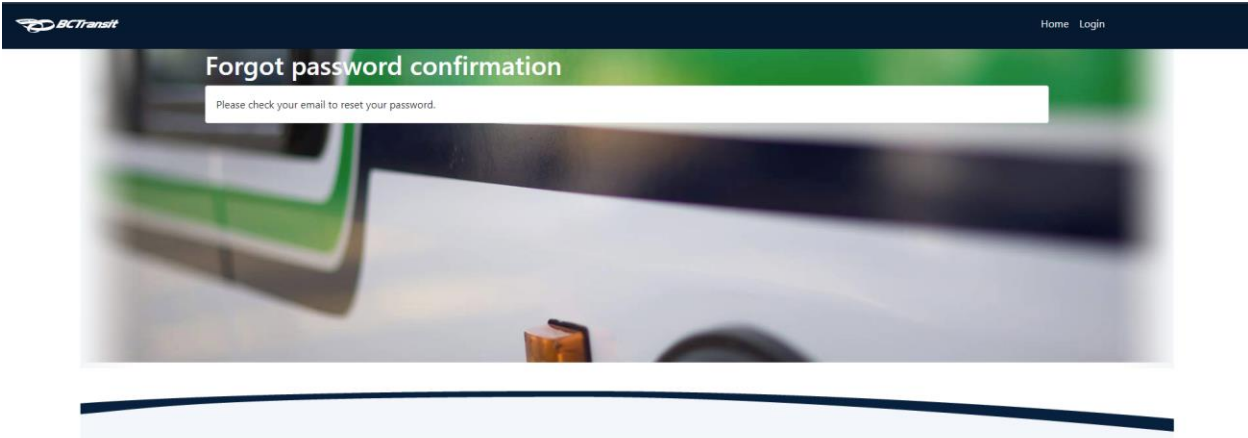
Click the 'Forgot your password?' button. It is not necessary to input an email in the text field yet.



Enter the email address associated with the account and then click the 'Reset Password' button.










The success message will be displayed. Note that this will be displayed even if the inputted email address is not associated with any accounts.



Check the associated inbox for an email from [notifications@bctransit.com](mailto:notifications@bctransit.com) instructing you to reset your password by clicking on the hyperlink that says, 'clicking here'.

## Reset Password

 notifications@bctransit.com  
To: Roberts, Nathaniel

  Reply  Reply All  Forward  

Thu 8/10/2023 10:30 AM

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**CAUTION:** This email originated from outside of the organization. **DO NOT CLICK** links or attachments unless you recognize the sender and know the content is safe.



## Password Recovery

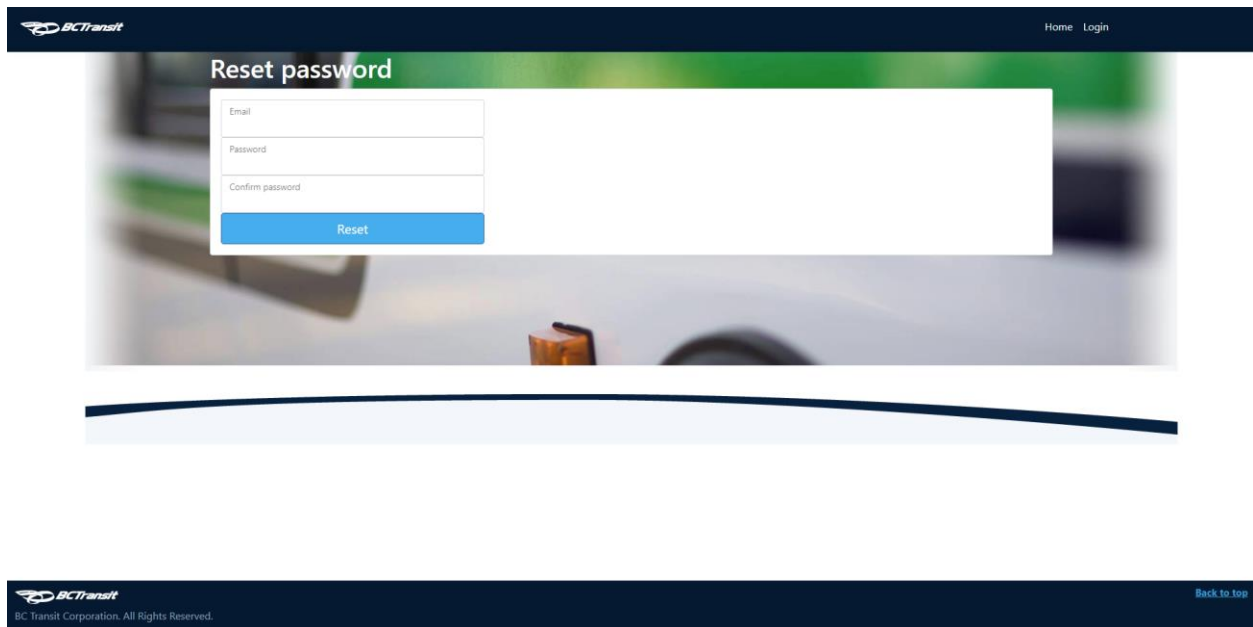
Please reset your password by [clicking here](#)



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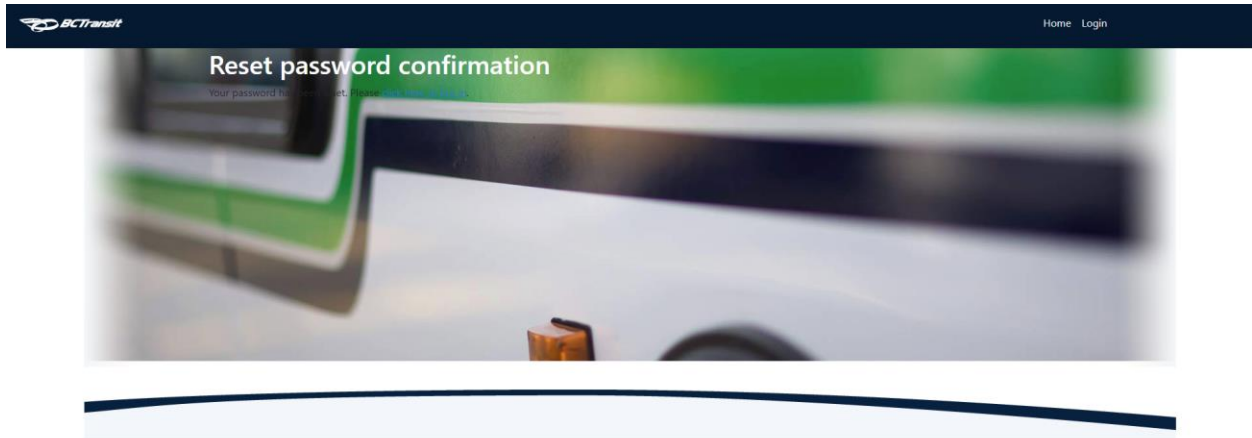
Contact Us:  
BCTransit  
650 Gorge Rd East  
Victoria, BC V8W2X8  
Canada

After clicking on the link in the email, a browser window will open containing three textboxes. Enter your email address in one, and a new password in the second, and re-enter the password in the third. Then, click 'Reset'.



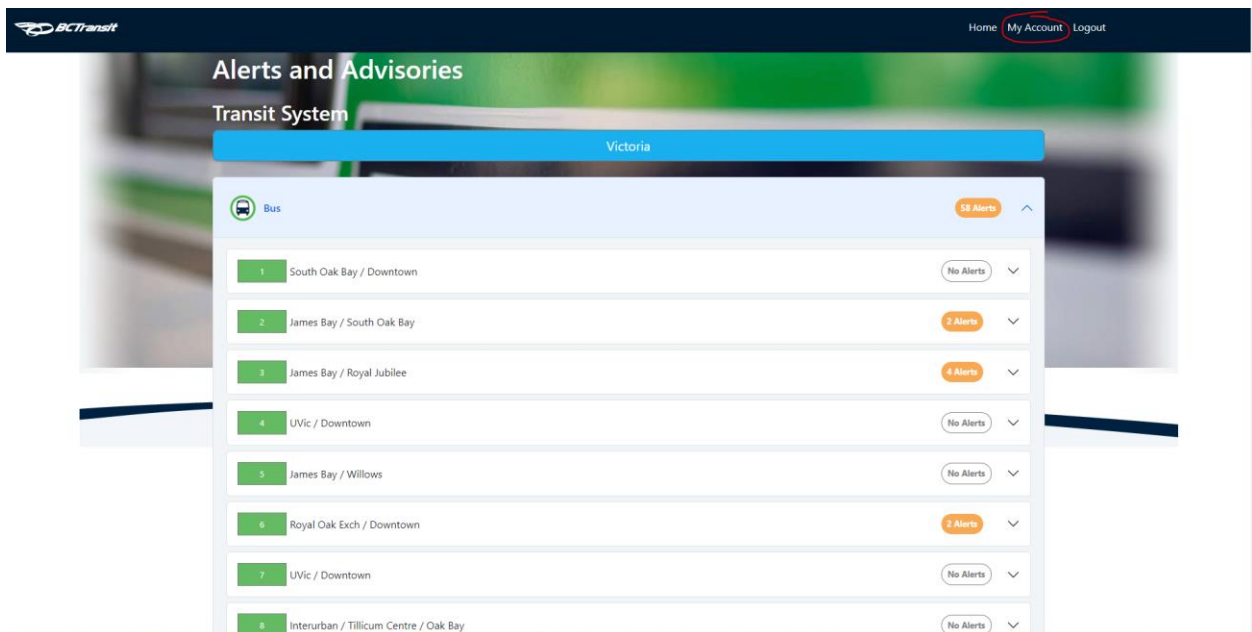
The screenshot shows a web browser window with the BC Transit logo in the top left and 'Home Login' in the top right. The main heading is 'Reset password'. Below the heading is a white form with three input fields: 'Email', 'Password', and 'Confirm password'. A blue 'Reset' button is positioned below the 'Confirm password' field. The background of the page is a blurred image of a train.

You will be brought to a page with the title 'Reset password confirmation', confirming that the password reset occurred successfully. Now, you can login with the new password by clicking 'Login'.

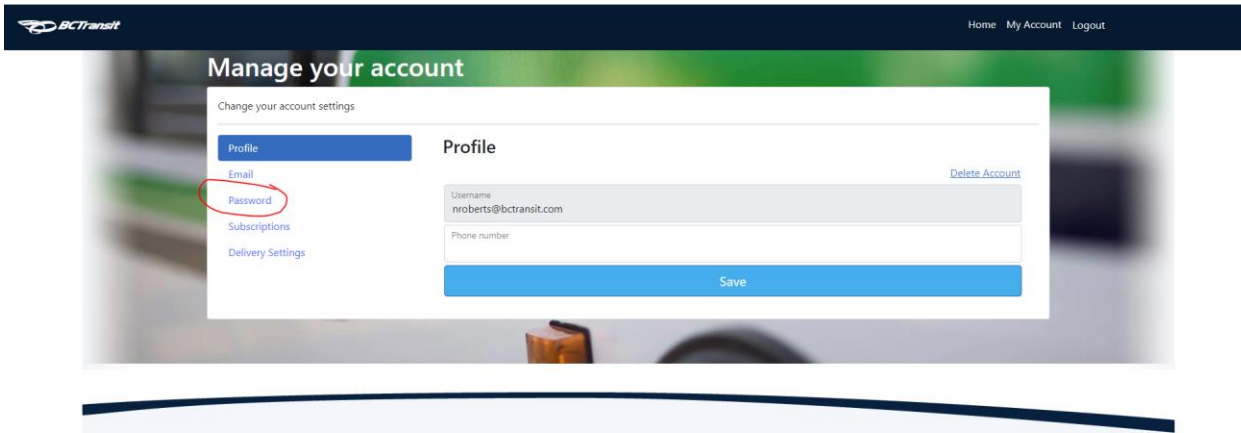


## 10. Changing a Password from the Account Management Page

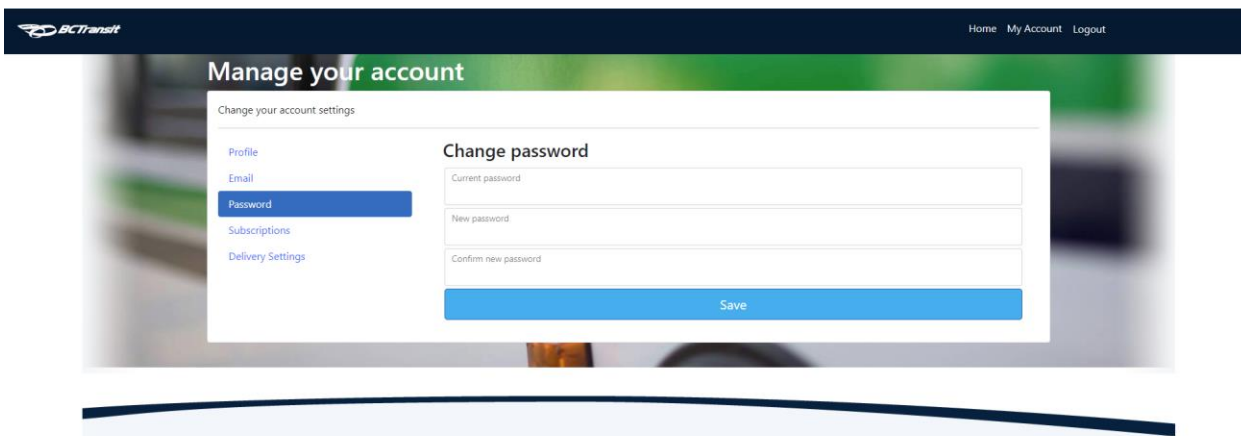
Navigate to the account management page by selecting “My Account.” (Note: this requires the user to be logged in.)



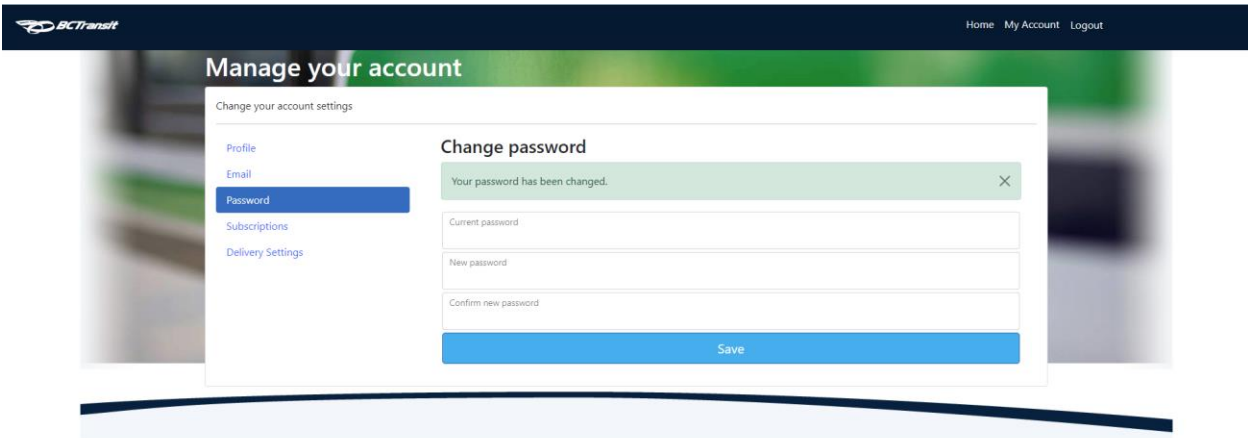
From the account management page, select the ‘Password’ button from the menu.



Now, enter the current password in the box labelled “Current password”, and the desired password in the box labelled “New password”. Then, re-enter the new password in the “Confirm new password” box then click “Save”.



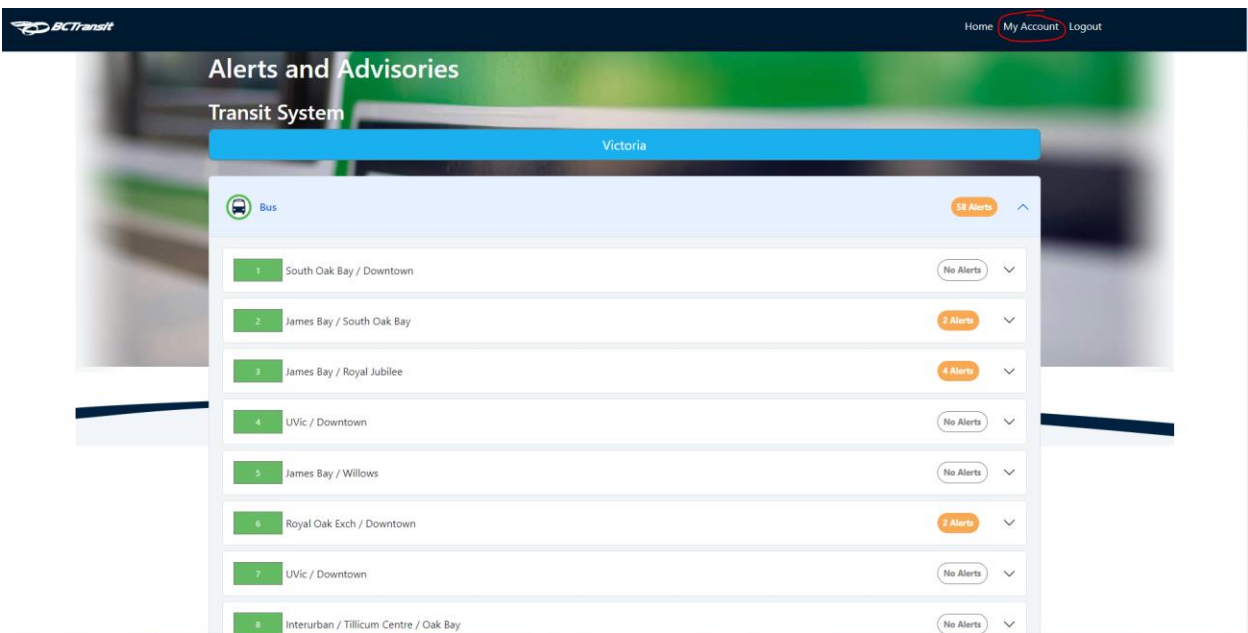
After hitting save, the fields will be cleared, and you will see the notification “Your password has been changed”.



## 11. Updating an Email Address

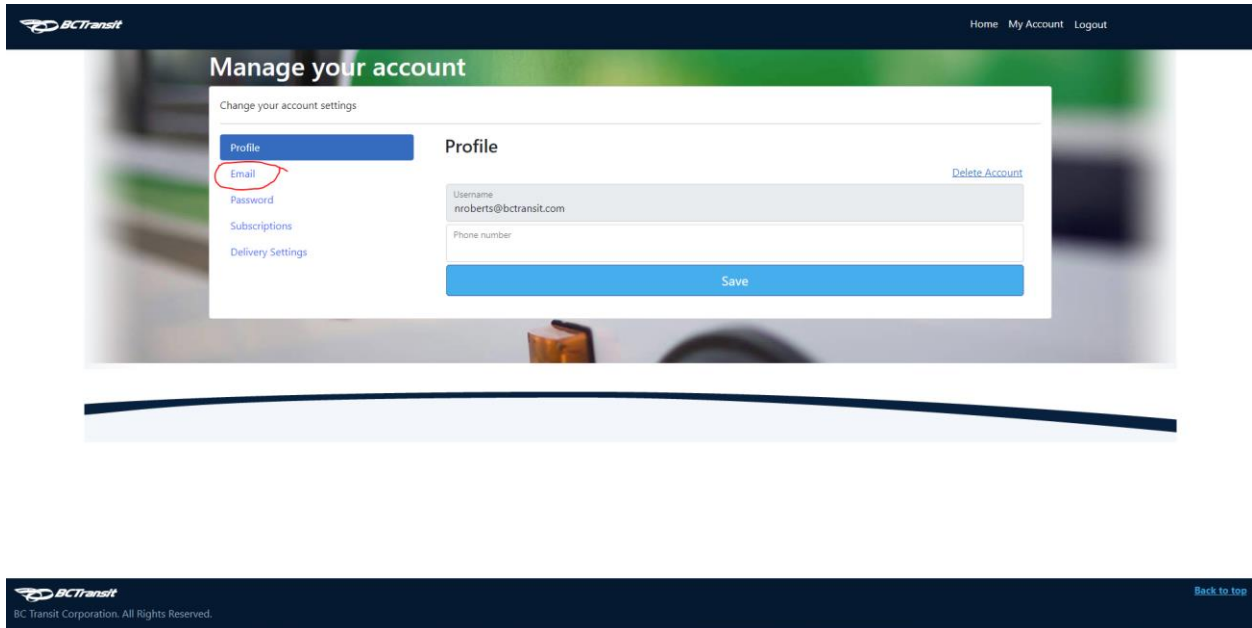
By default, the email used for alert delivery is the same as the email used when creating an account and signing in. This can be changed, but changing the email address will only affect alert deliveries. It will not change the username used to sign into the account. Also, email alerts are not turned on by default, and must be enabled in the Delivery Settings section.

Navigate to the account management page by selecting 'My Account' when signed in on the home page.

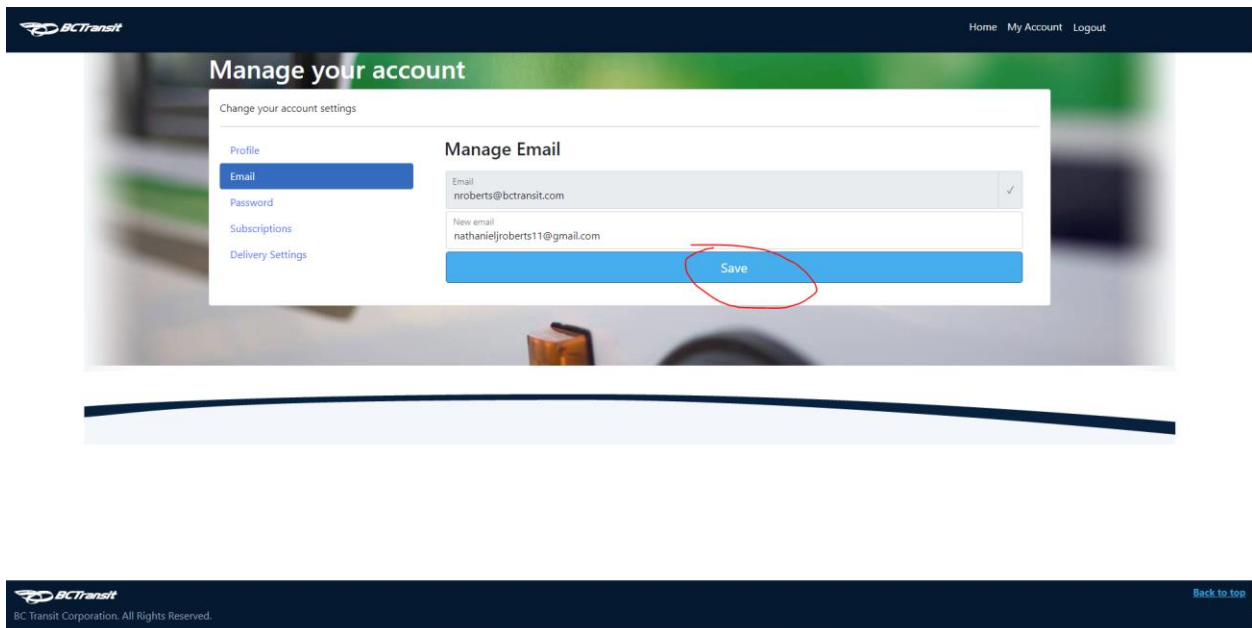




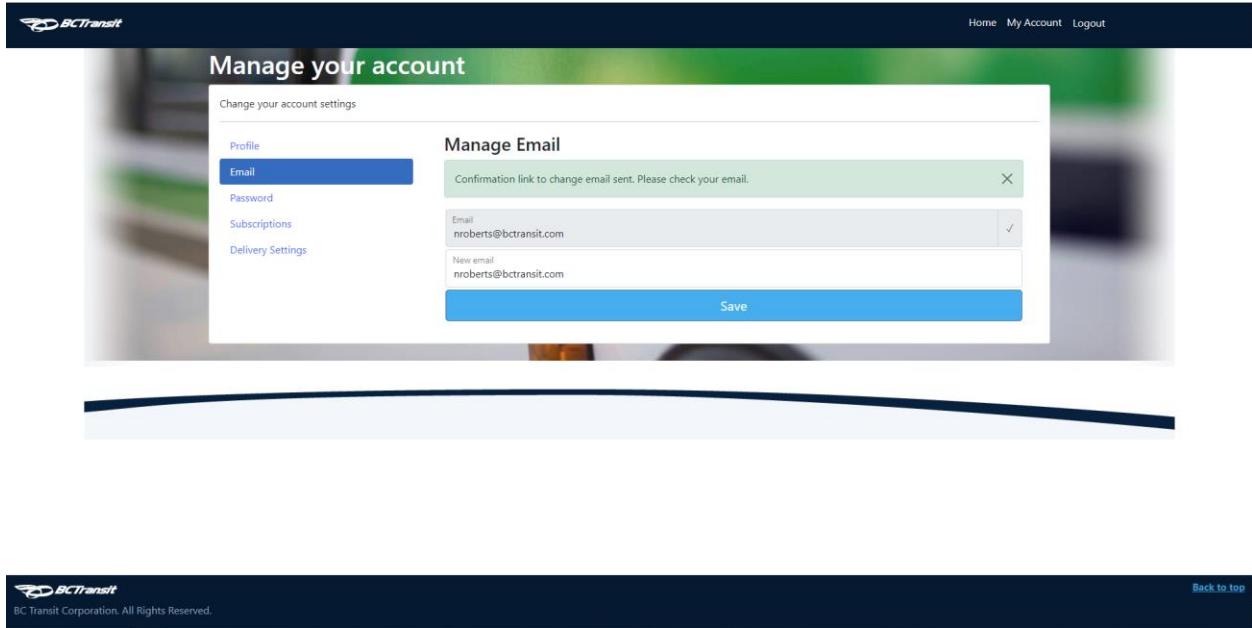
Select 'Email' on the 'Manage your account' page to view email settings.



The top box contains the email address that your account uses for signing in, as well as any emails for account management. The bottom email is the email address that alerts will be sent to. Enter the new email address in the 'New email' field and press 'Save'.



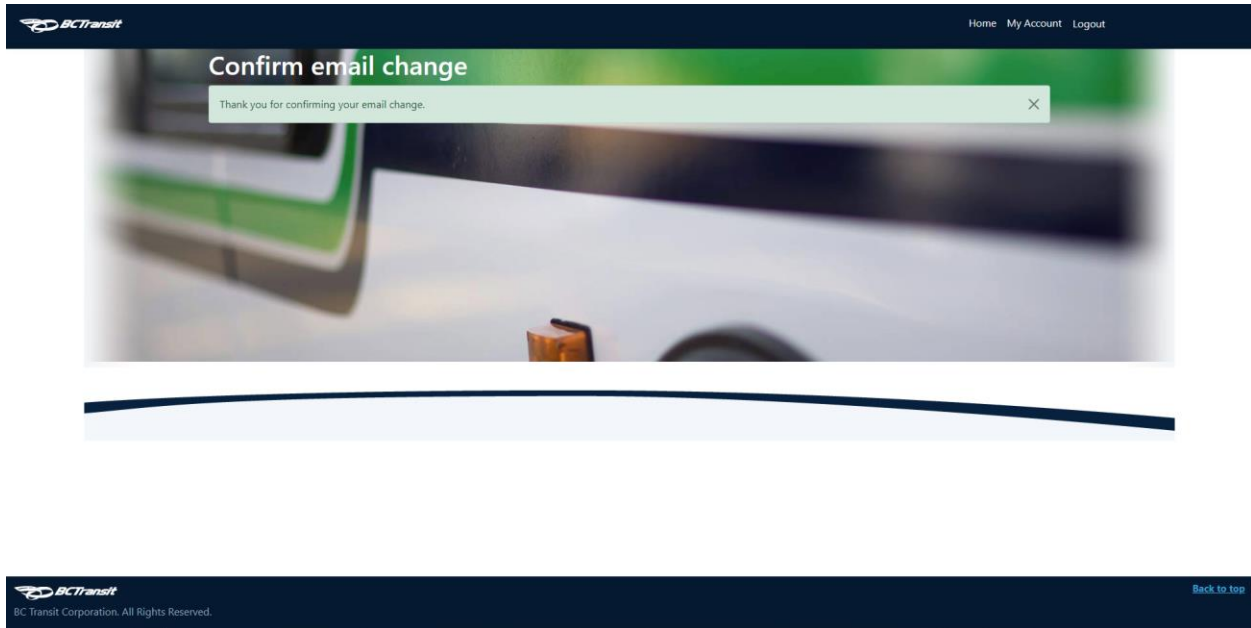
The 'New email' box will change back to what it was before it was changed, and a message will appear telling you to confirm your changed email address. An email will be sent to the new email address.



Confirm the new email by clicking the hyperlink in the email from notifications@bctransit.com.

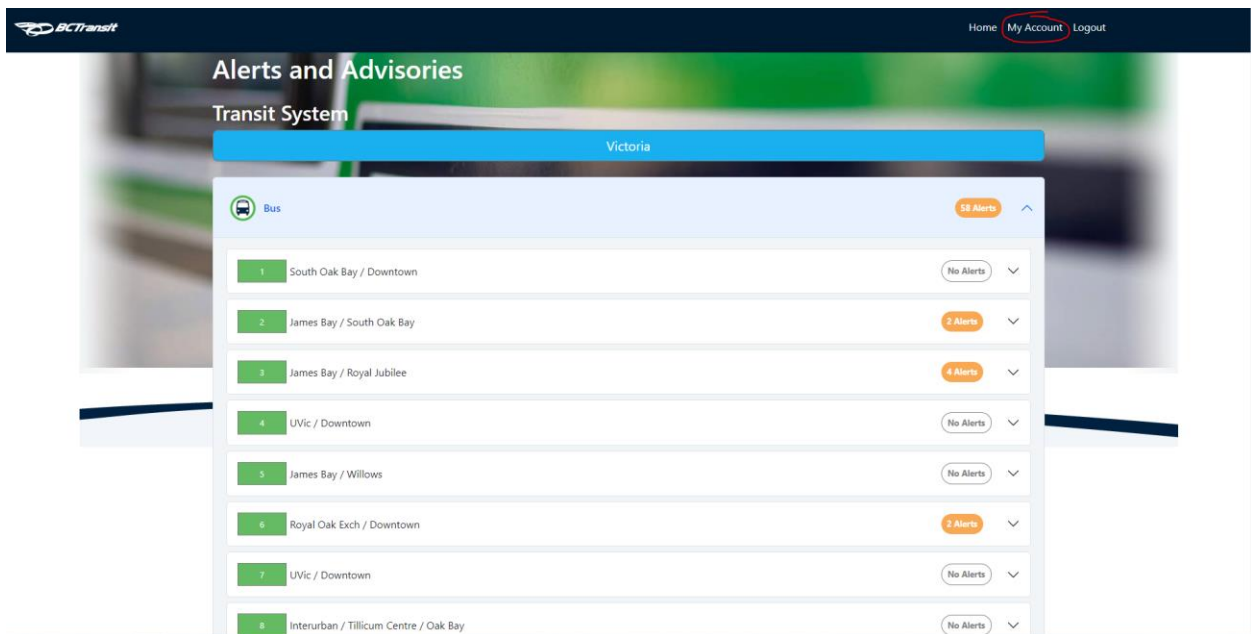


After clicking the link in the email, you will be sent to the 'Confirm email change' screen, indicating that the alerts email address has been changed. Note that alerts will not be sent to your email unless you enable them in the 'Delivery Settings' menu in the account management screen.

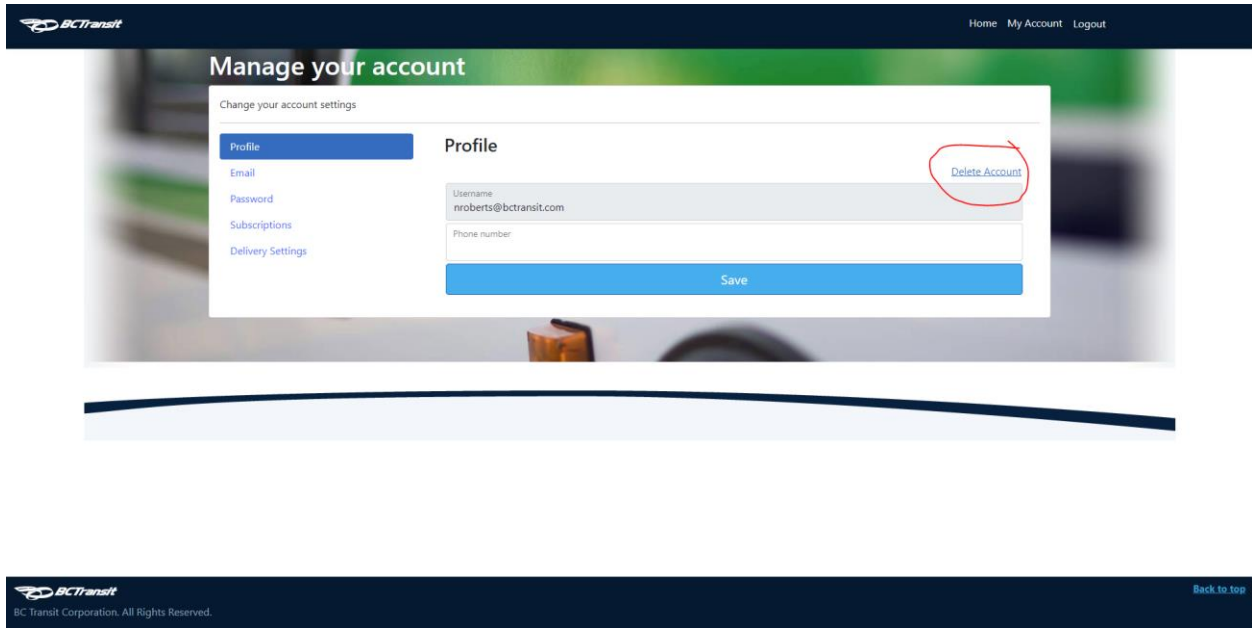


## 12. Deleting Your Account

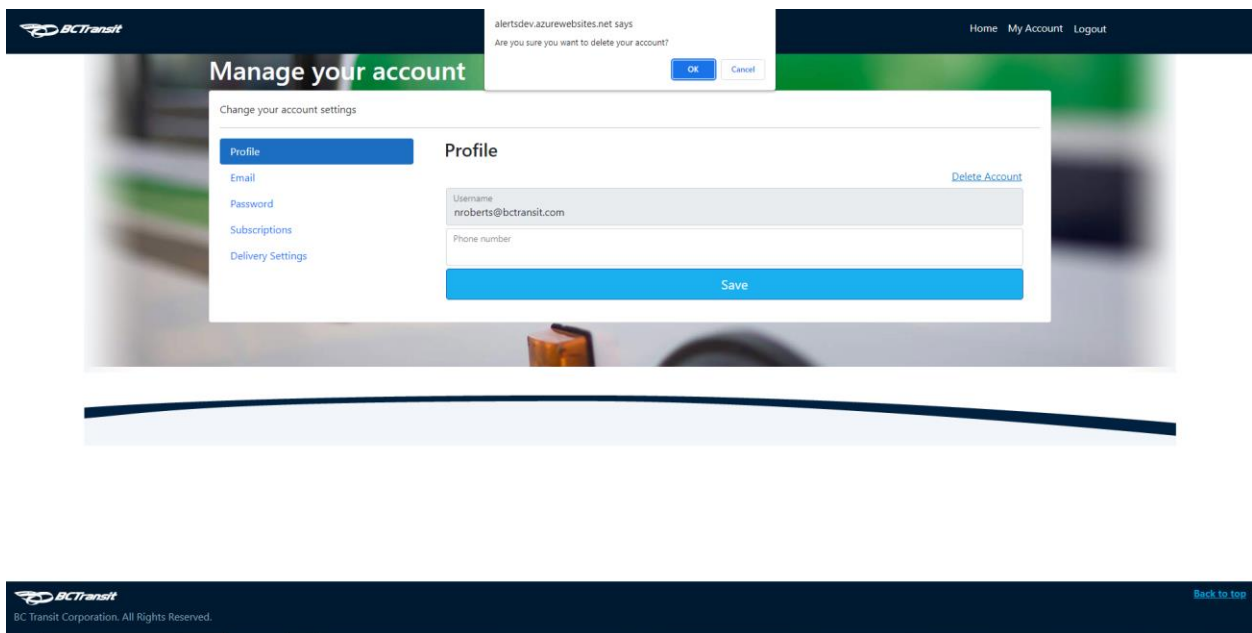
Navigate to the account management page by selecting 'My Account' when signed in on the home page.



Click the 'Delete Account' button.



A popup will appear, asking you to confirm if you're sure you'd like to delete your account. Click OK.



You will be redirected to a blank page, indicating that the account deletion was successful.

