HOW TO INSTALL MTA INSIGHT APPLICATION USING THE PLAY STORE ON YOUR ANDROID PHONE

METROPOLITAN TRANSPORTATION AUTHORITY

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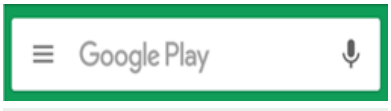
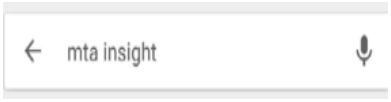
1 MTA Insight Quick Installation Guide for Android

- Enter Play Store

- Tap “Google Play” field at the top of the screen

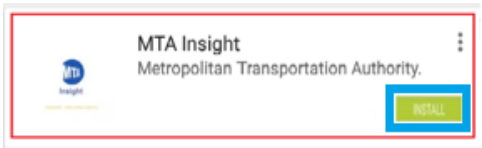


- Search for **MTA insight**

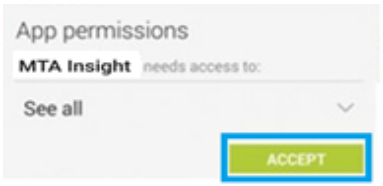


- At the bottom of the screen, tap Search

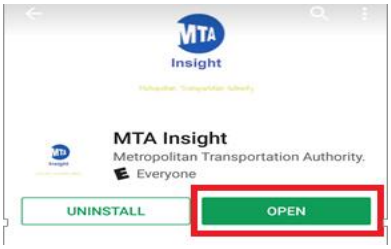
- Click on **INSTALL** button



- Click **ACCEPT** button to give permissions to app



- Tap the **OPEN** button to run app



- Or from dashboard, tap app’s icon

- Enter your Employee pass number and Password, then press **Login** button

NOTE: UTS Insight - This new employee information app is available only for the employees whose timekeeping system is UTS.

These employees are from:

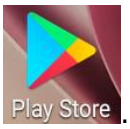
- **Service Delivery (Rapid Transit Operations - RTO) hourly and supervisory employee on the Subway side and**
- **Department of Buses (DOB) & MTA Bus Hourly and Operating Supervisors.**

If the employee is in Subways and in any division outside of RTO, he/she will not have access. Even if the employee is not an operational or management, he/she will not have access.

You need to have a valid Gmail account and Android Version 4.5 or above to be able to install this application.

For detail explanation of the installation process and how to start using application, see the rest of the document!

2 Using the Play Store on your Android phone

For Android phones, open Play Store 

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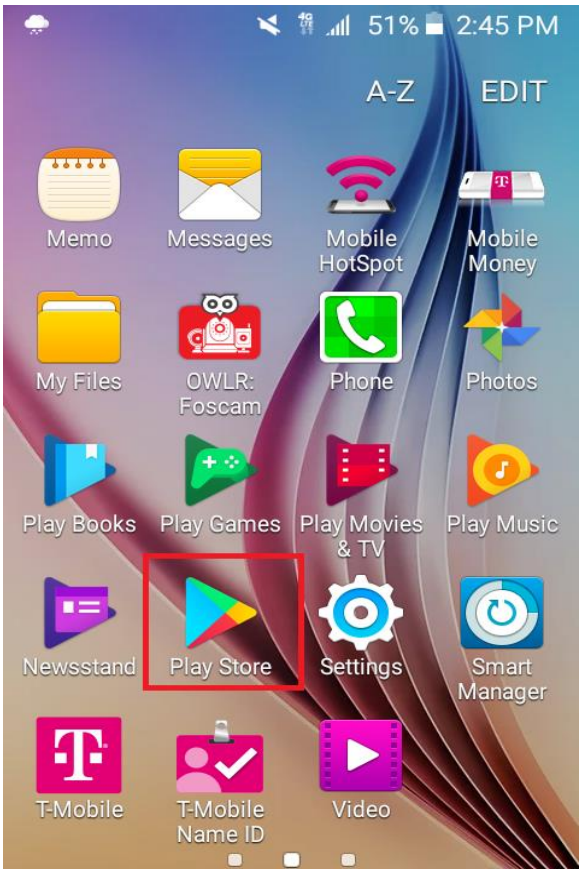
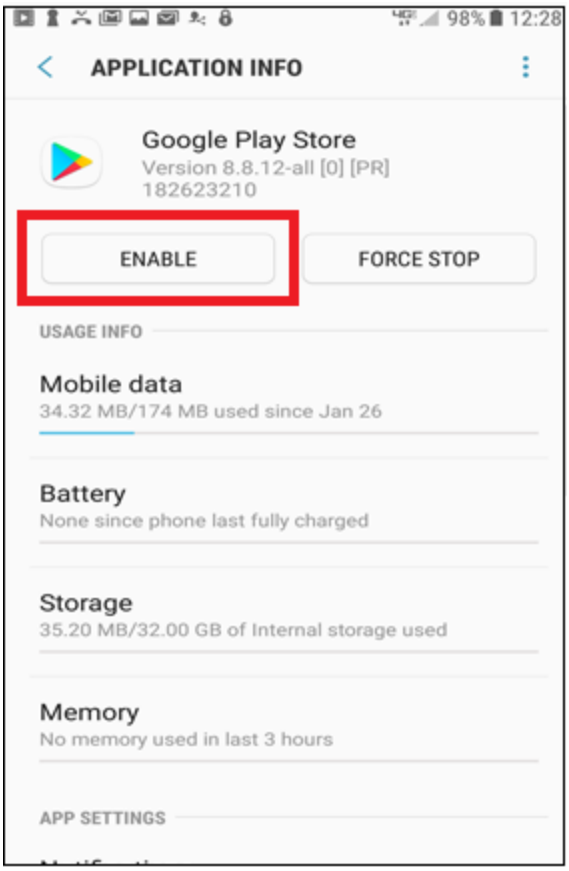


If the Play Store is not visible on your phone, there are chances you may still be having it on your device; it may have just been ‘disabled’.
To fix this:

- Head over to Settings on your Android device. Then head over to ‘Applications’ or ‘Application Manager’ or whatever your phone calls it (‘Apps’ then ‘Application Manager’).
- Apps are usually divided into ‘Downloaded’, ‘On card’, ‘Running’ and ‘All’. Click on ‘All’.
- Scroll around and you may find ‘Google Play Store’ in the list. Tap to open.
- If you see a ‘Disabled’ or ‘ENABLE’ configuration on this app (depands on version of Android) – tap to enable it.

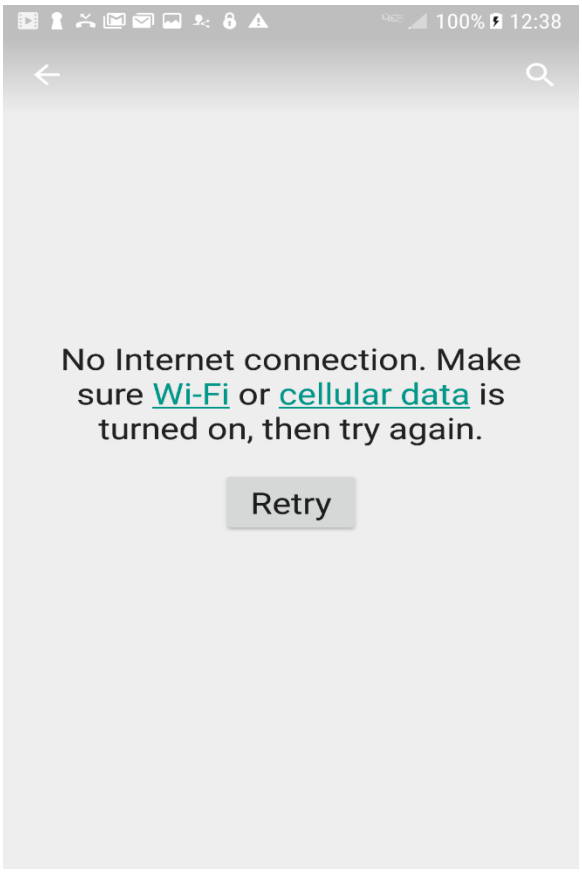


If this is not the case, then you have to reinstall Google Play Store on your phone.

NOTE: Use Ctrl+Click to open the link above explaining how to create Gmail account.

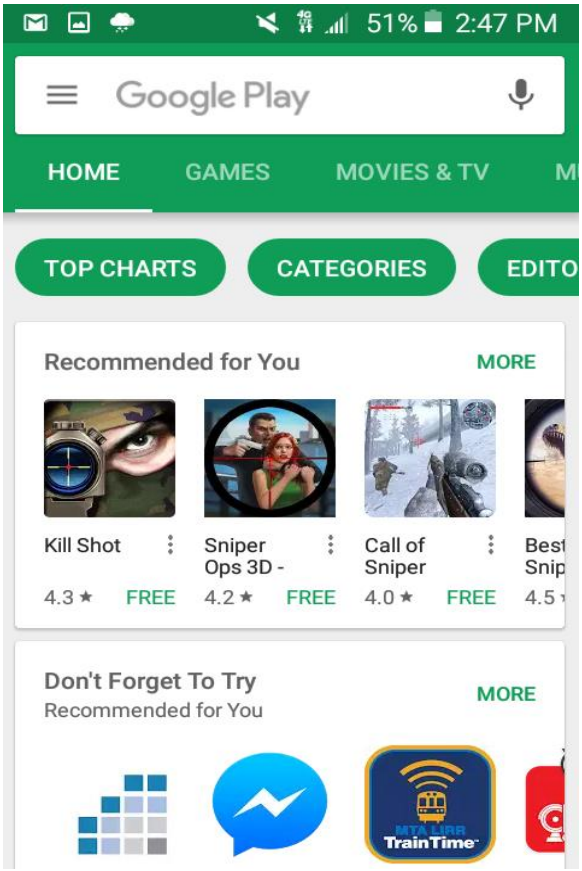
NOTE: For the installation to be done, you need data connection. You can use any data connection or any WIFI connection, including MTA's EACCESS, to download and install MTA Insight App.

In case data connection is not available, you will get this message.



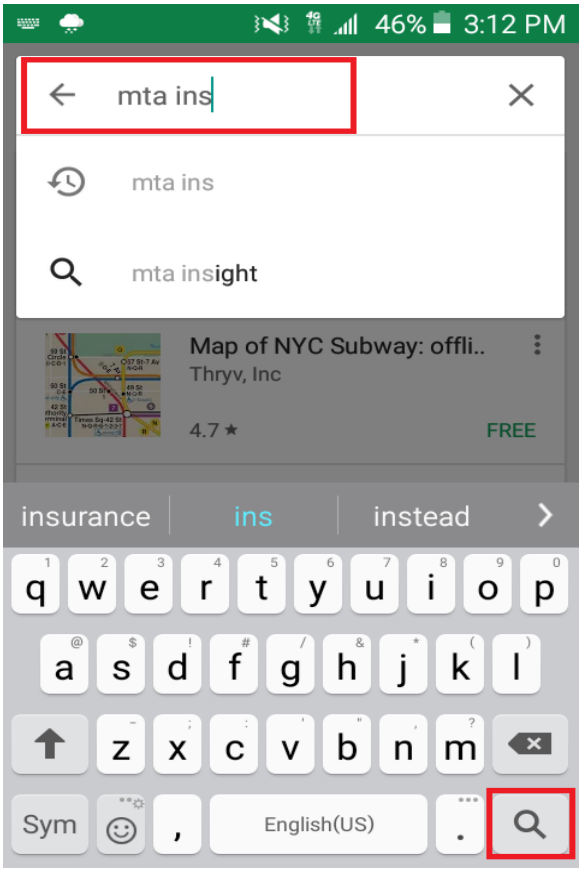
3 Find MTA Insight app

Play Store opens.



Tap “Google Play” field at the top of the screen

In our case type **mta** or **mta ins**. As you type, apps will be suggested on the screen below the " Google Play " field. Tap **Search** at the bottom of the screen.


46% 3:12 PM
mta ins
mta ins
mta insight
Map of NYC Subway: offli..
Thryv, Inc
4.7 ★
FREE
insurance
ins
instead
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
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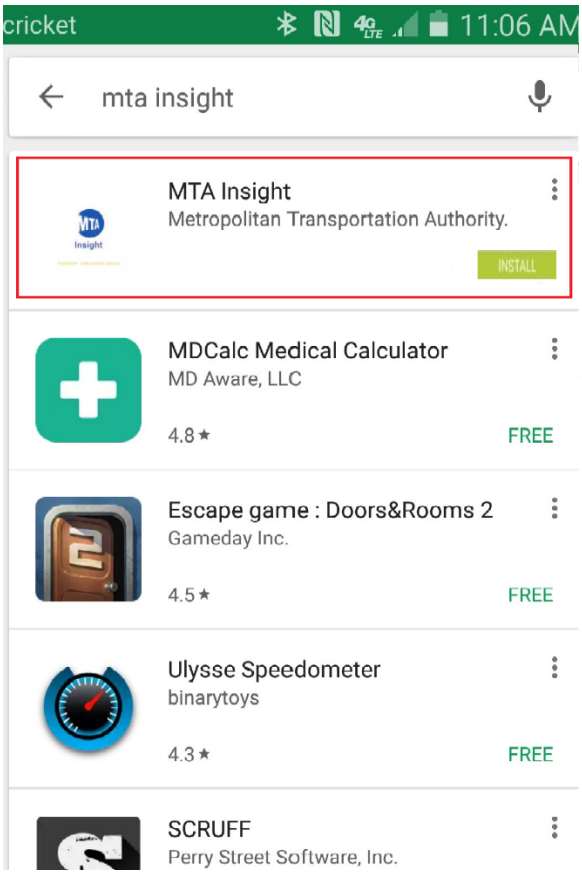
English(US)

4 Tap an app to download

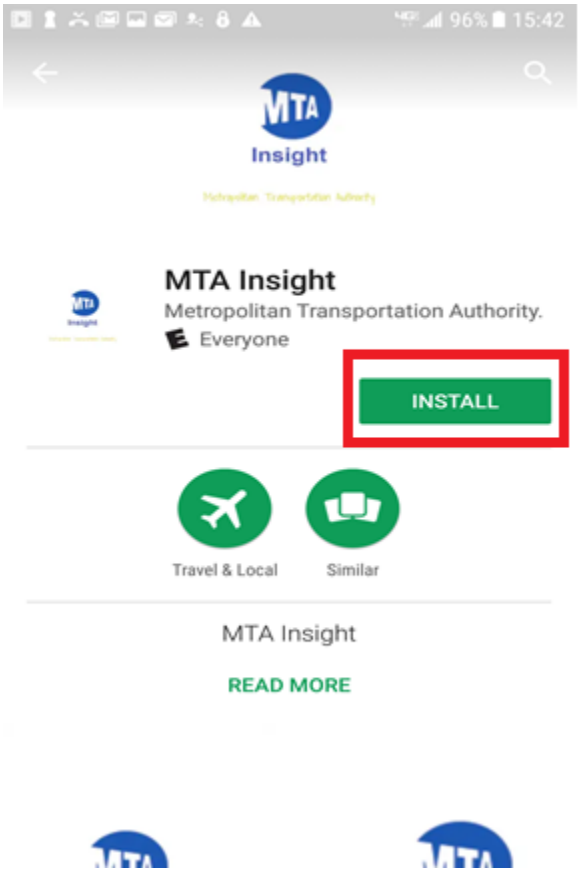
When you see the name of the **MTA Insight's** application, tap to select it and the application is shown.



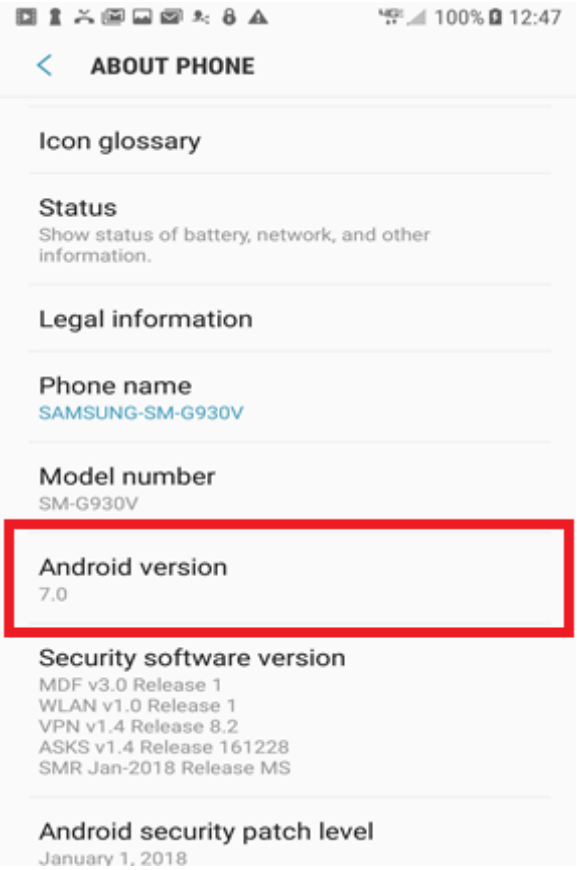
NOTE: This is a free application and don't accept if it's asking for any payment.

5 Tap INSTALL to the right of the app

MTA Insight application has appeared. Tap button INSTALL to the right of the application name.



NOTE: You need to have Android Version 4.5 or above to be able to install application. Go to **Settings**, under **System** tap option **About phone.**

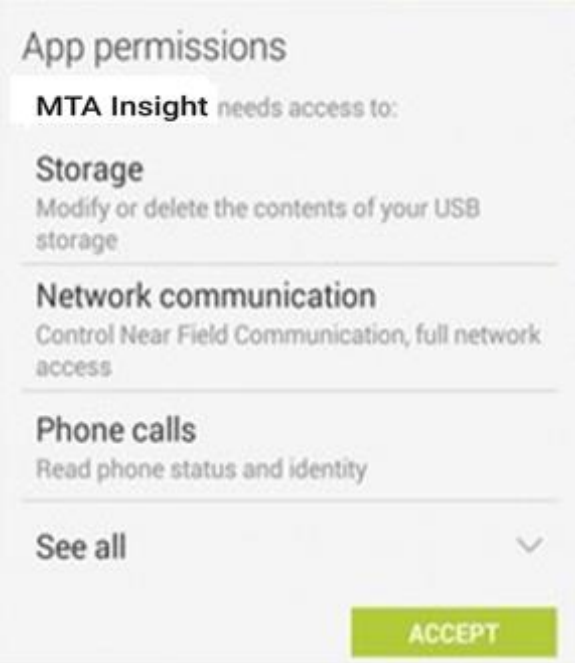


Tapping the three dots on the right side of each entry will provide options to install right away or add the app to a wishlist for future reference.

For Android phones, if prompted to do so, enter your Gmail account and/or password.If you don't have a Gmail account, you'll have to create one.

NOTE: Use Ctrl+Click to open the link above explaining how to create Gmail account.

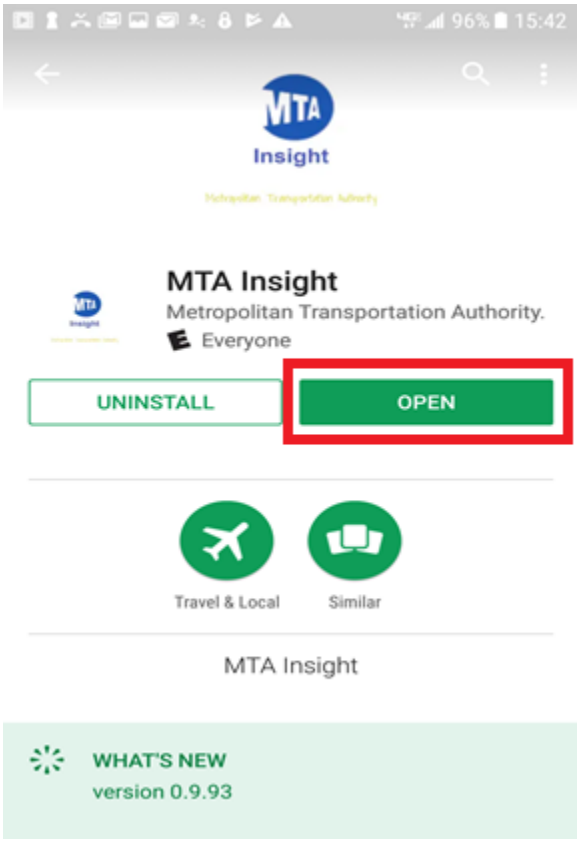
Tapping the box itself will provide more details for that app, including screenshots, video, a description, and reviews from users like you.
After you tap the Install button at the top downloading starts. You will be prompted to provide certain device permissions for the installation to continue.



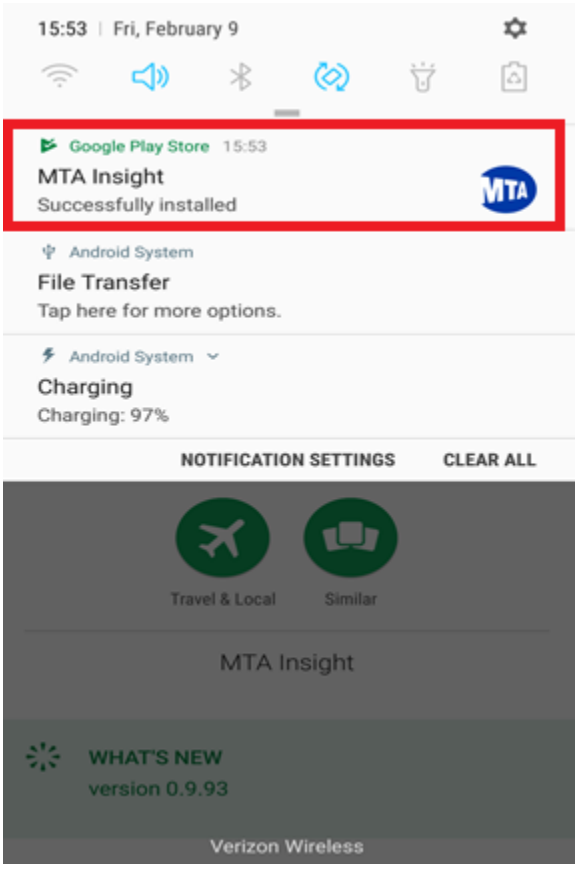
Tap button ACCEPT.

6 Tap OPEN

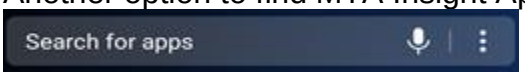
Once the download and installation are complete, you can tap the Open button OPEN in the Play Store listing.



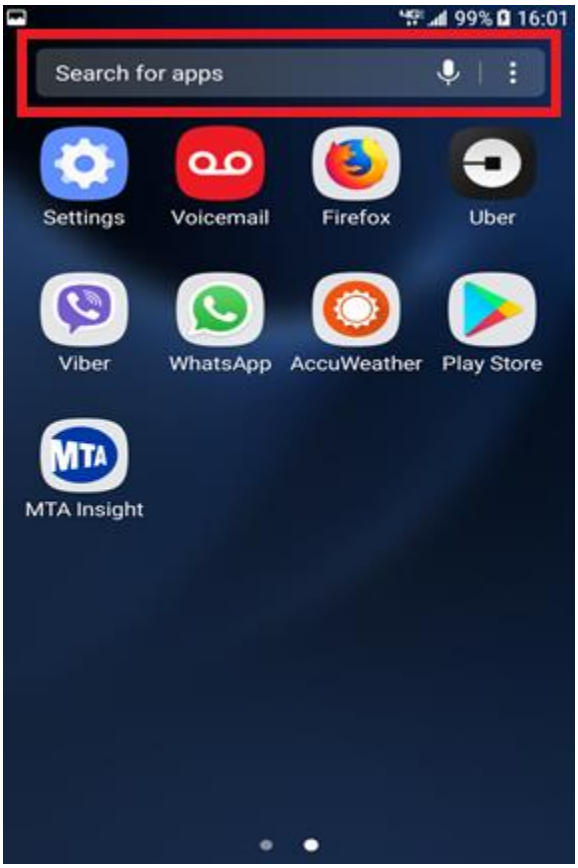
You can also tap the icon from the notification tray (scroll down upper part of Android phone screen) to open your app.



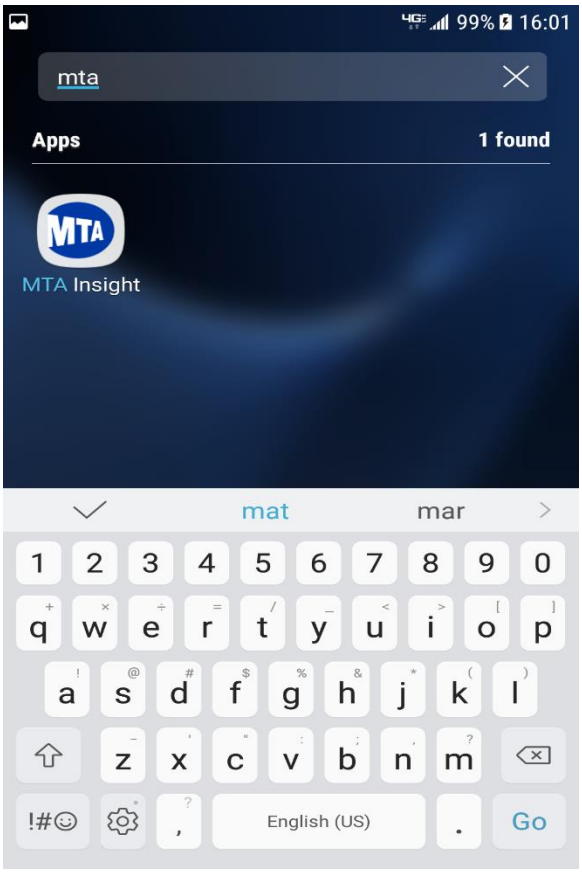
Another option to find MTA Insight App is to use Andorid option Search



and write “MTA”.

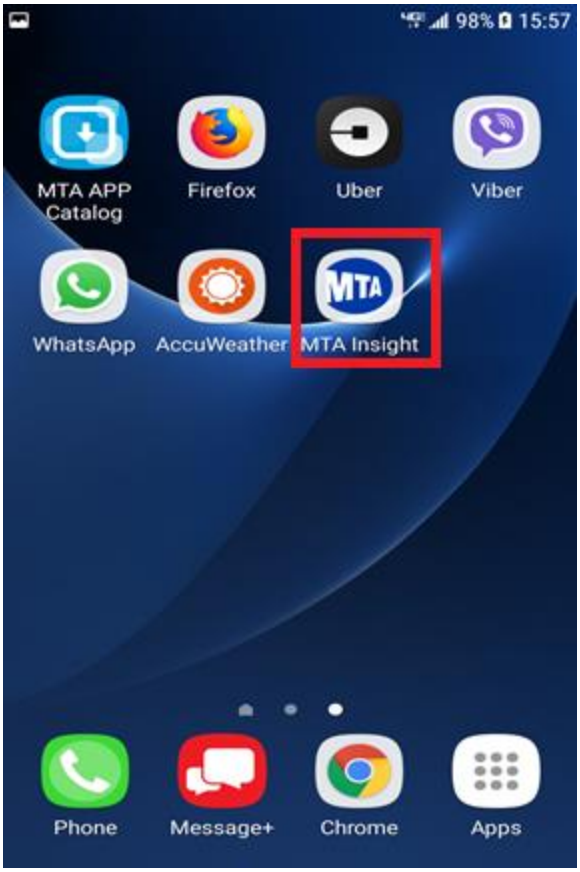


Application short cut will be shown.



Tapping it launches the MTA Insight app you've just downloaded.

Otherwise, the app will be accessible by tapping the Apps icon in the bottom of your home screen, assuming an icon hasn't already been put on your home screen.



NOTE: If you cannot find application short cut on your Android phone, go to last page (swipe on the phone screen to the left until dots on the bottom are at the end).

7 Start using application

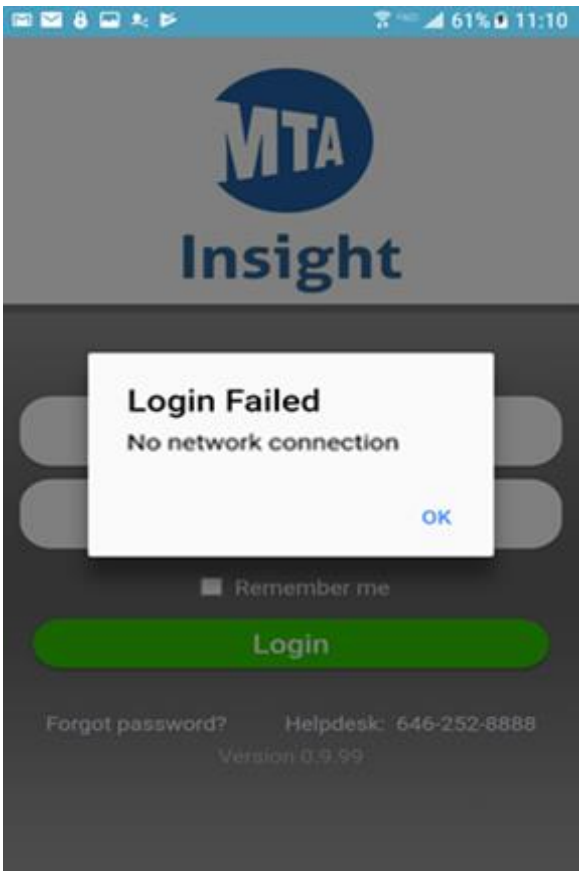
After you enter your Employee pass number and Password, press Login button.

NOTE: You need data connection to be able to use application.

Have in mind that application will not work on employees' personal phones connected to Transit Wi Fi – for example E-Access or G-Access. Please, disconnect from Transit Wi Fi and connect using other internet connection to gain access to the app.

However, the application will work on MTA provided business phones connected to Transit Wi Fi.

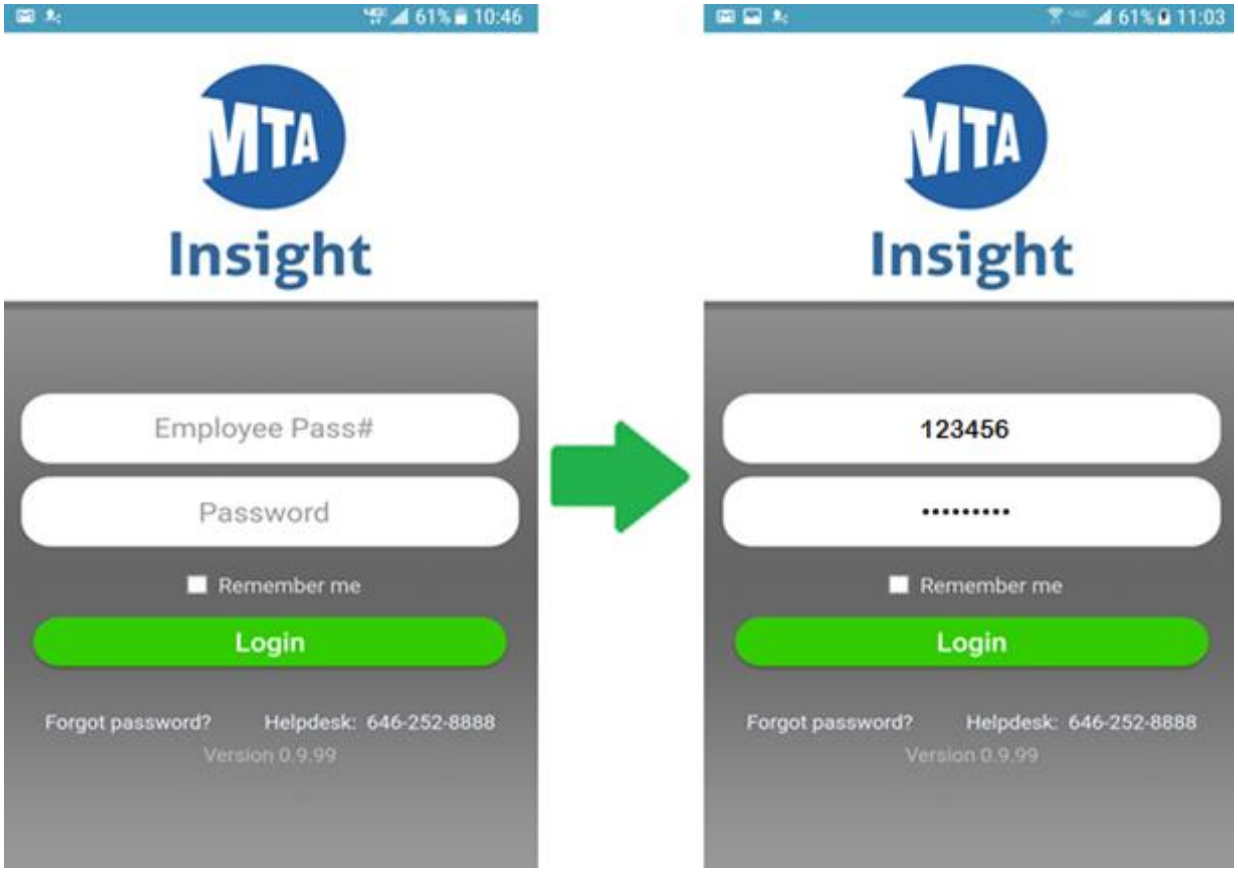
In case you do not have data connection, you will get this message.



Now you can start using MTA Insight application.

Enter your Pass Number and your **MTA IAMS password**.

Note: Your MTA IAMS password is case-sensitive.

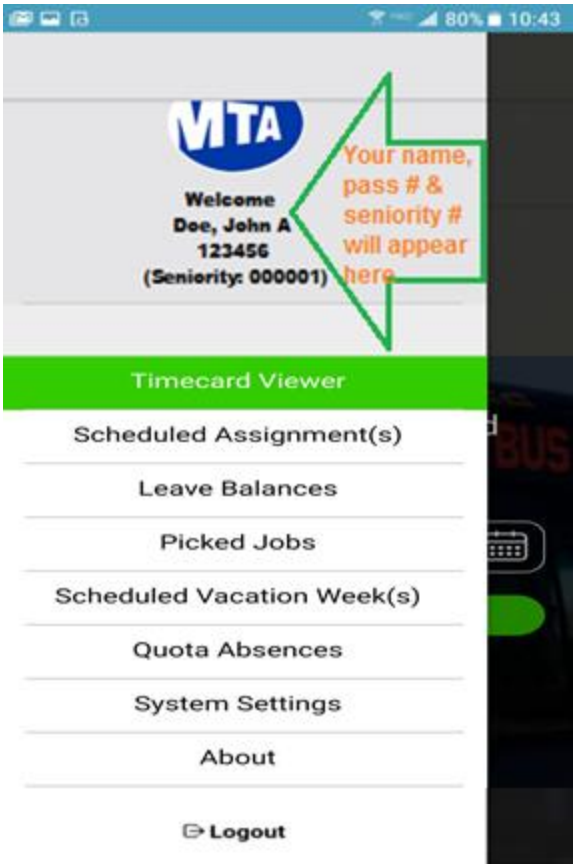


Tap on the Login button.

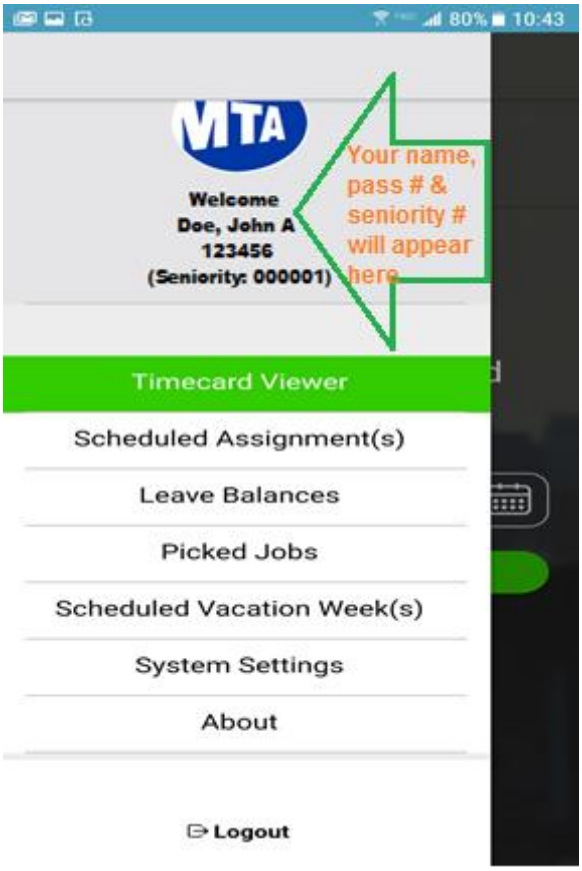
Note: Login button is disabled until you enter Pass Number and MTA IAMS password.

Option is available – check it while logging in to remember your username. So, next time you are logging in you will only need to enter password.

After you are successfully logged in, you can start using the app.



For RTO, Quota Absences option is omitted.


80% 10:43
MTA
Welcome
Doe, John A
123456
(Seniority: 000001)
Your name, pass # & seniority # will appear here
Timecard Viewer
Scheduled Assignment(s)
Leave Balances
Picked Jobs
Scheduled Vacation Week(s)
System Settings
About
Logout

8 Problems you may encounter

8.1 Regular scheduled database maintenance or outages

During regular scheduled database maintenance or outages, application is not going to be available.

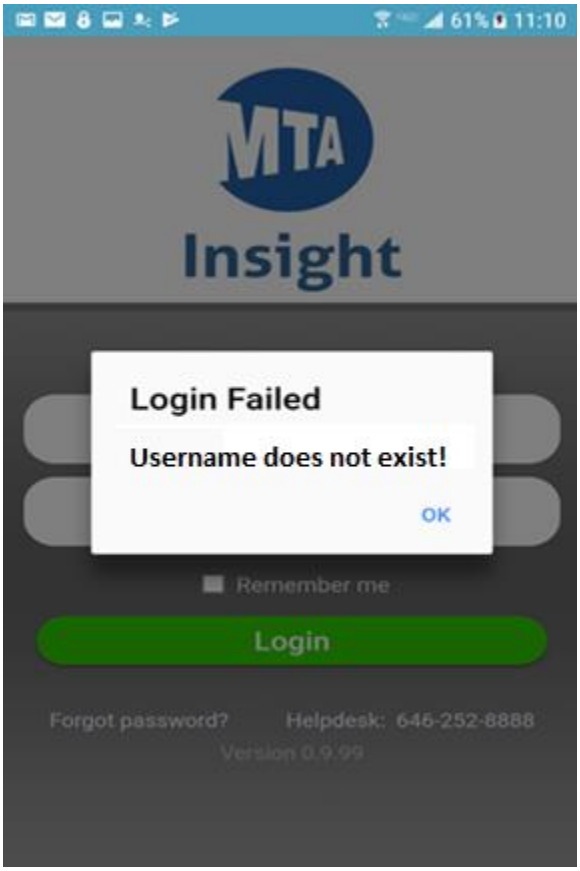
Regular Scheduled Maintenance or Outages (Time & Hours):

- **UTS Nightly Back-Ups: occur between 2:00 AM - 2:15 AM.**
- **UTS Weekly Back-Ups/Export: occur on Saturdays between 02:00 AM - 05:30 AM.**
- **UTS Monthly Back-Ups: occur on 1st Tuesday of the month, 2:00 AM - 3:30AM.**
- **UTS weekly migration which takes place on Wednesday at 10:00 AM. It usually lasts 30 to 45 Minutes.**

To fix: Please review the above schedule and try after regular maintenance or outage has been completed.

8.2 Login failed – Username does not exist!

In case you get warning “Username does not exist!” verify that your Pass number is correct.



To fix: Type your Pass number slowly having in mind that Pass number is case sensitive. Make sure you are not trying to enter a Pass number exceeding the 6 character limit.

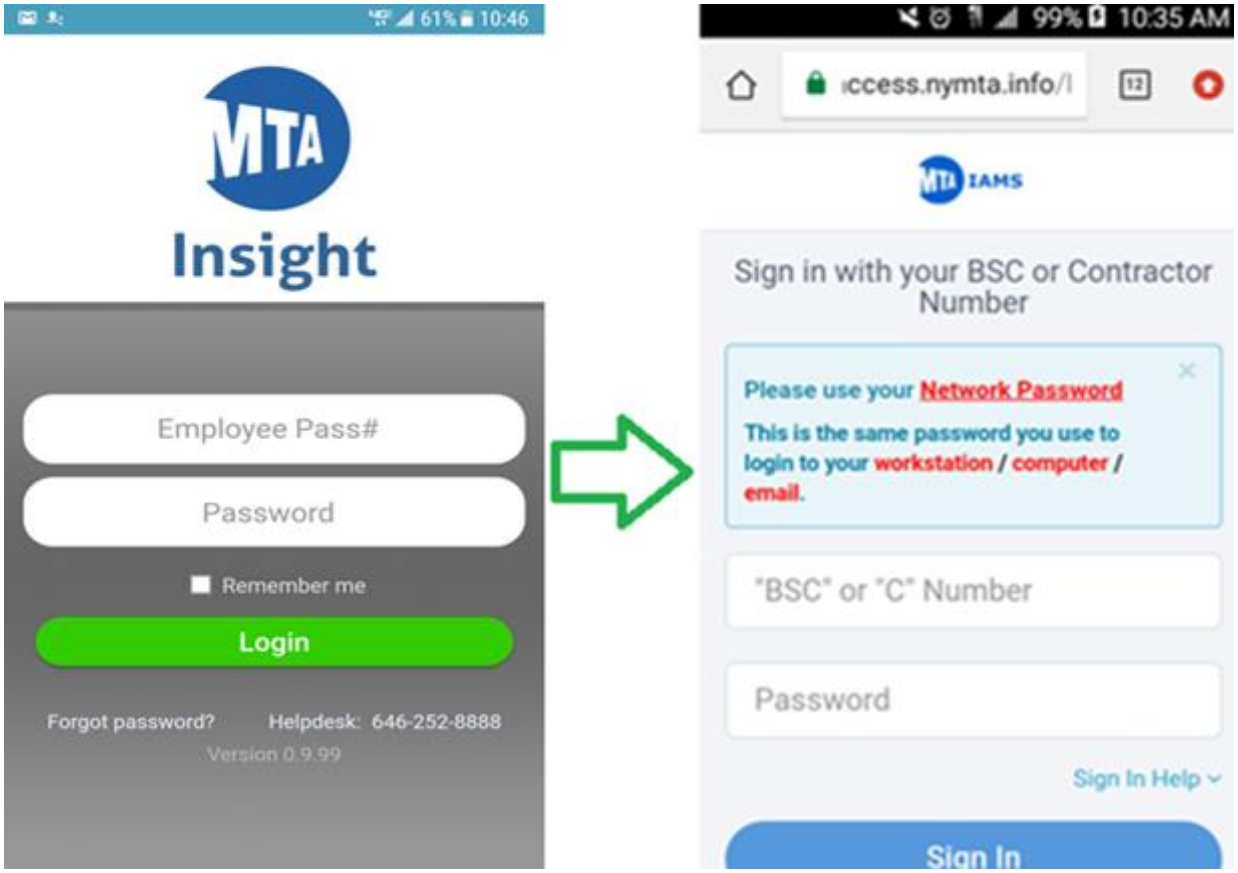
8.3 Login failed – Invalid Username or password

In case you get warning “Invalid username or password”, verify that your Pass number is correct.

To fix: Type your password slowly, verifying that each letter appear briefly on the screen. Username and password are both case sensitive.

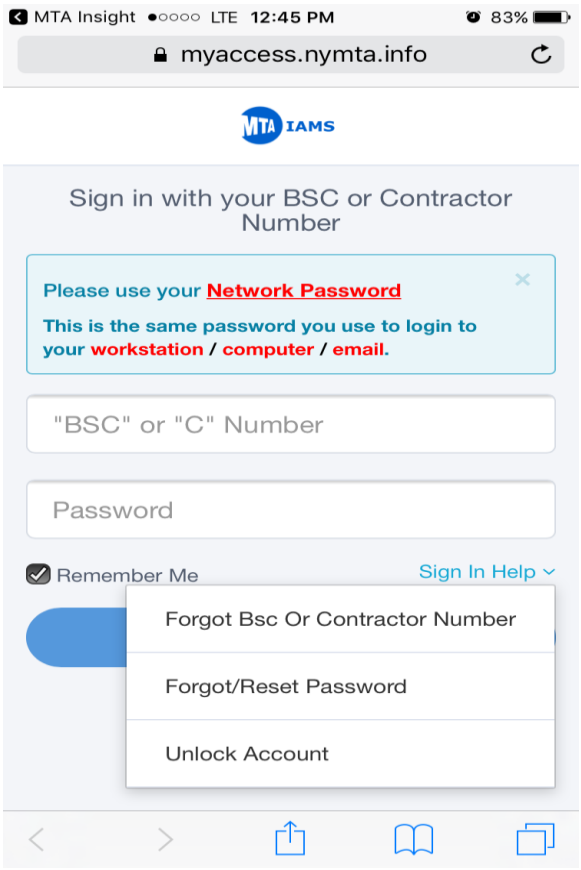
8.4 Forgot or have not yet registered for IAMS password

In case you forgot or have not yet registered for IAMS password, tap on the **Forgot Password?** text. This will take you to the MTA IAMS Portal, where you have to option to create, test or reset your password.



In case you have not yet registered for IAMS password, please login with your BSC ID and MTA Network Password (the password you use to login to your computer/work station – NOT your BSC Password). You must provide an alternate phone number and email address, plus choose/answer three security questions.

If you forgot password, in order to see available options, tap on the Sign In Help icon Sign In Help at the lower right of your screen.



Choose appropriate option and proceed with process of resetting your password.

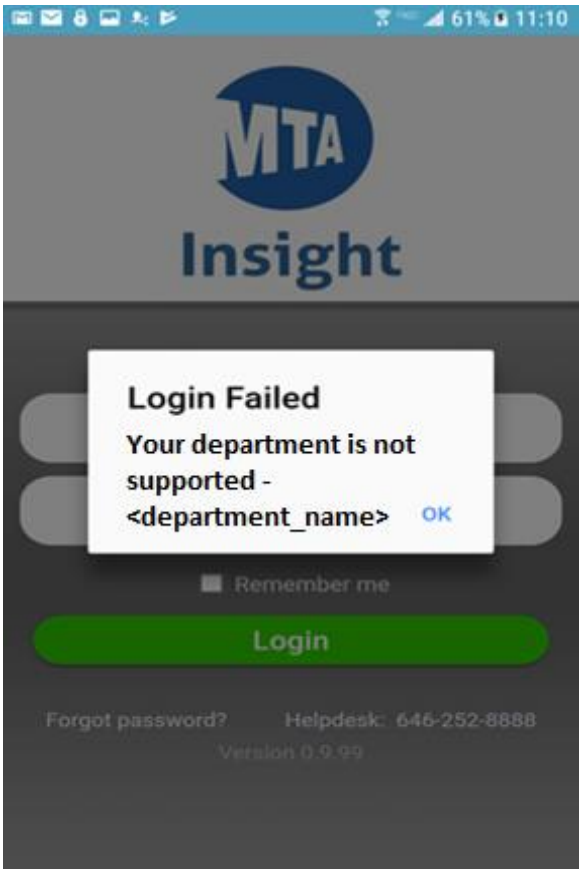
If you have issues logging into IAMS, resetting passwords or accessing MTA Today/TENS, please contact the IT Helpdesk (646) 252-8888.

8.5 Login failed – Unsupported department

In case you get warning “Your department is not supported -<department_name>”, you were successfully logged in to UTS, but your department is not mapped in the app (not for DOB nor for RTO).

Known DOB departments are departments that include one of the following keywords: Buses, OA Clericals.

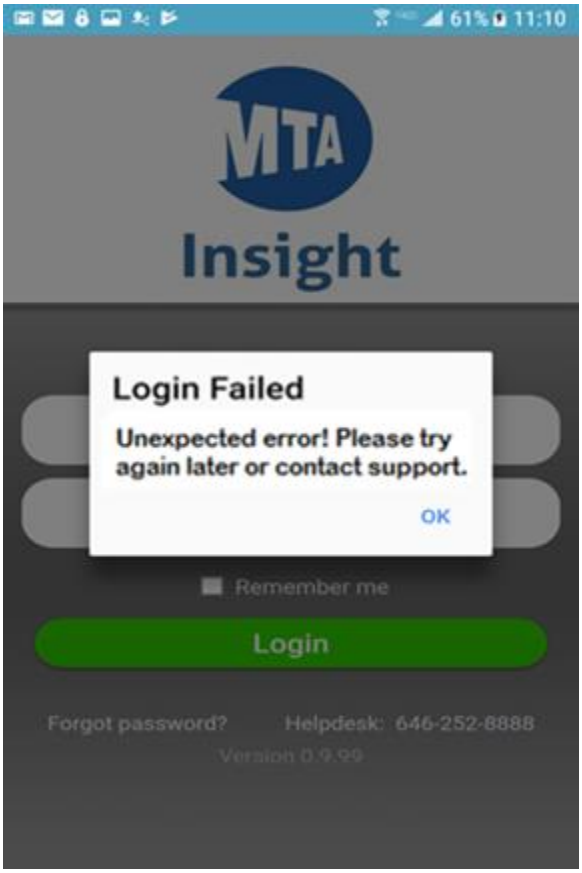
Known RTO departments are departments that include one of the following keywords: Rapid Transit, Subway.



To fix: Check your official department name. If your department is part of DOB or RTO, in case it does not include above mentioned words, contact the IT Helpdesk (646) 252-8888.

8.6 Login failed – Unexpected error!

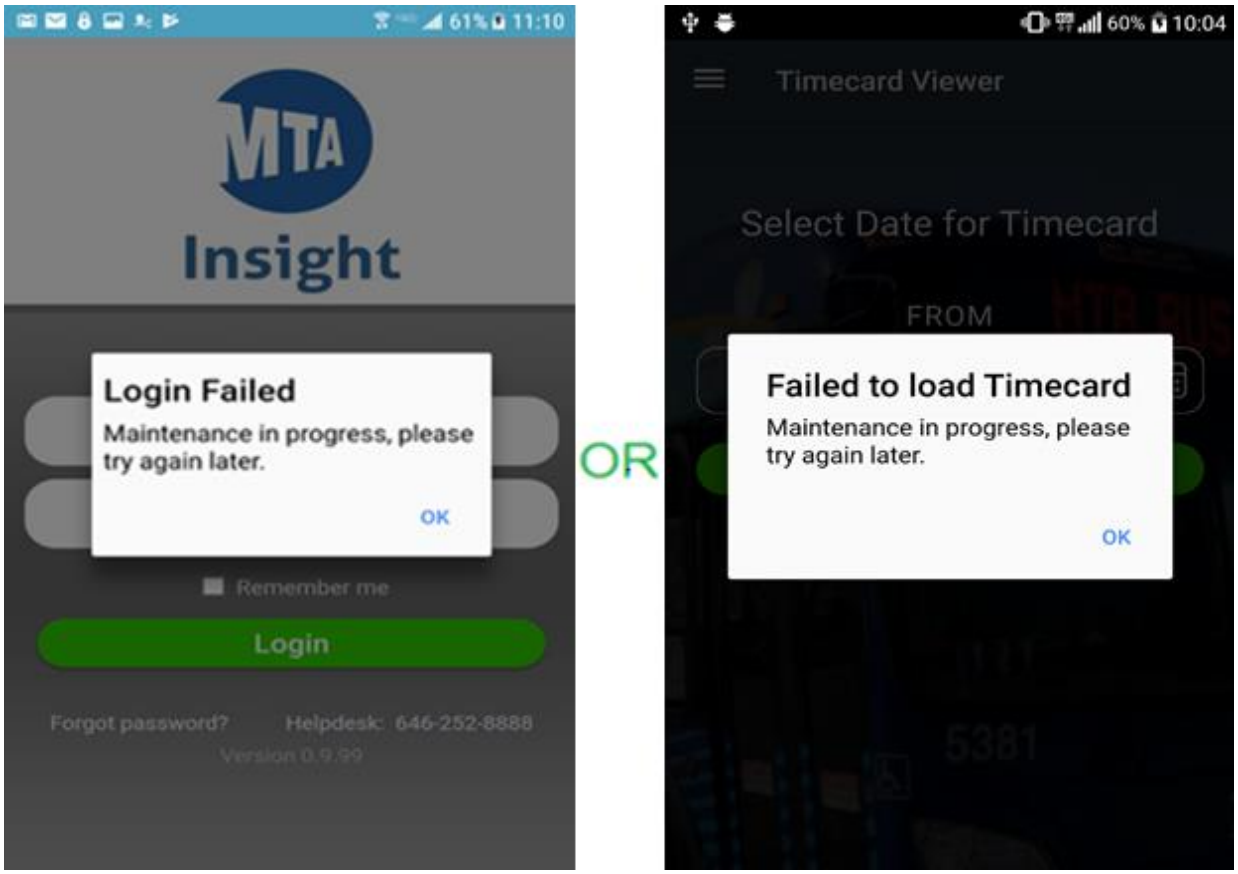
If the message “Unexpected error! Please try again later or contact support” appears on your screen, it means some system error occurred and the application is not available at the moment.



To fix: Try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

8.7 Login failed / failed to load data – Maintenance in progress

If the message “Login Failed Maintenance in progress, please try again later.” or “Failed to load <screen name> Maintenance in progress, please try again later.” appears on your screen, it means application maintenance is in progress and the application is not available at the moment.
The images below display the messages on the Login and Timecard Viewer screen, however this could happen on any screen including Login screen.



To fix: Try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

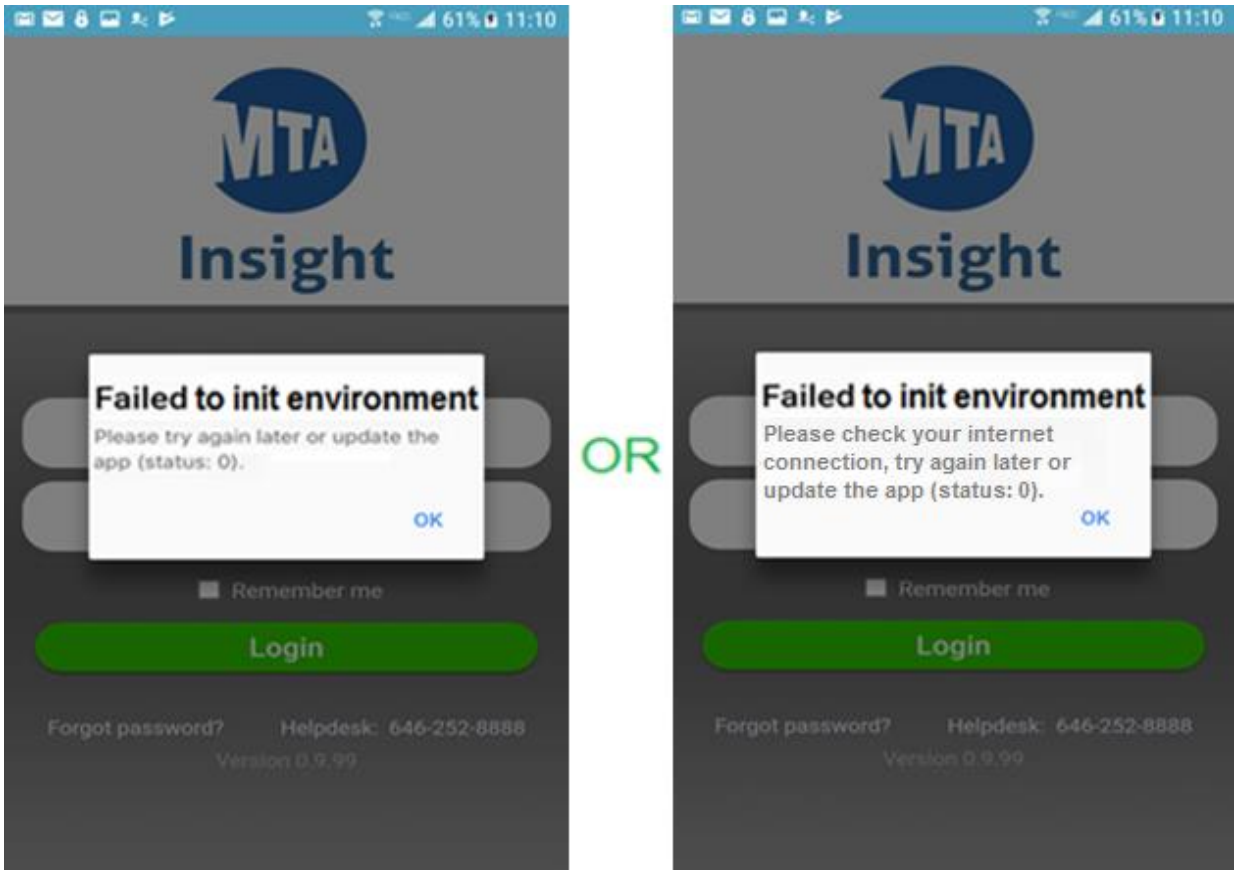
8.8 Login failed – Service not found

If the message “Service not found! Please try again later or contact support.” appears on your screen, it means some system error occurred and the application is not available at the moment.

To fix: Try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

8.9 Login failed – Failed to init environment

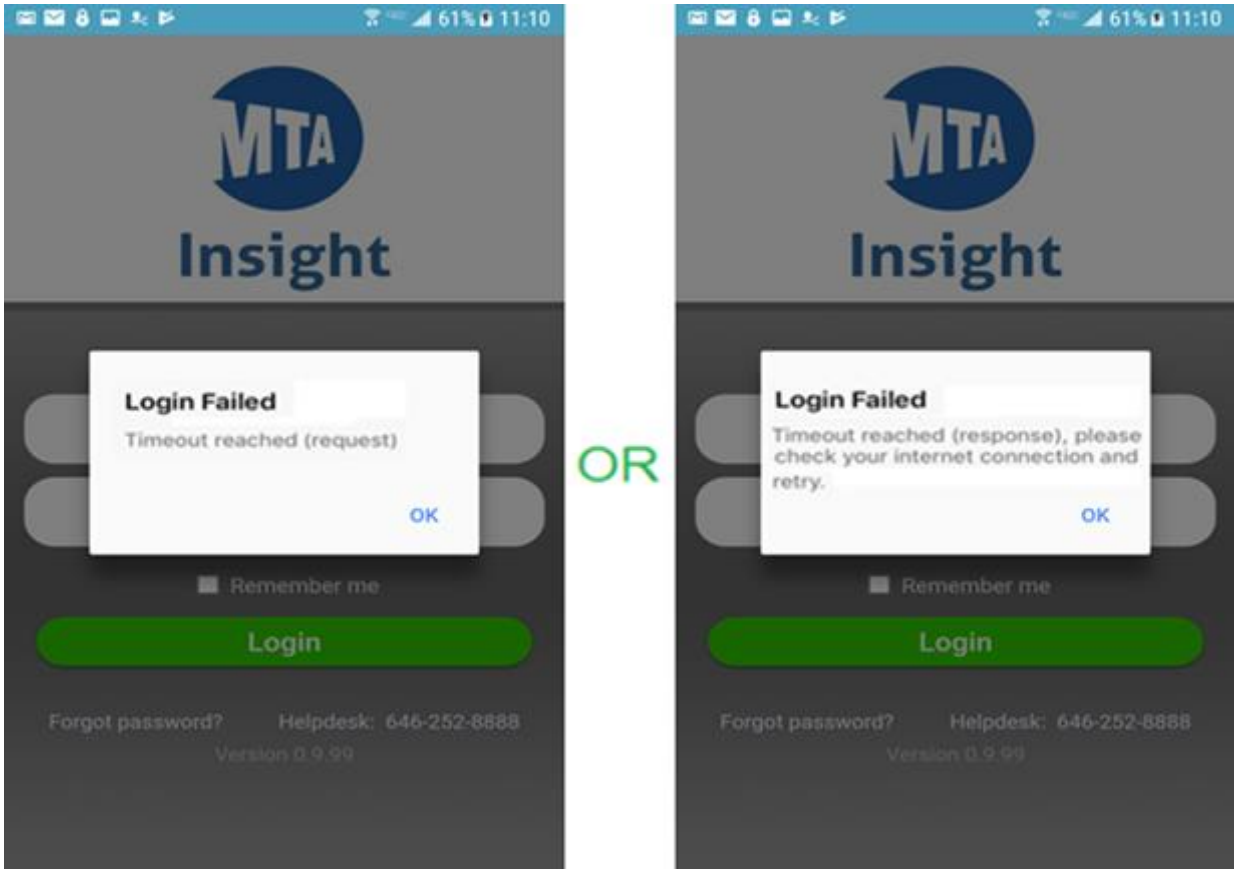
If the message “Failed to init environment Please try again later or update the app (status: 0).” or “Failed to init environment Please check your internet connection, try again later or update the app (status:0).” appears on your screen, it means some system error occurred and the application is not available at the moment.



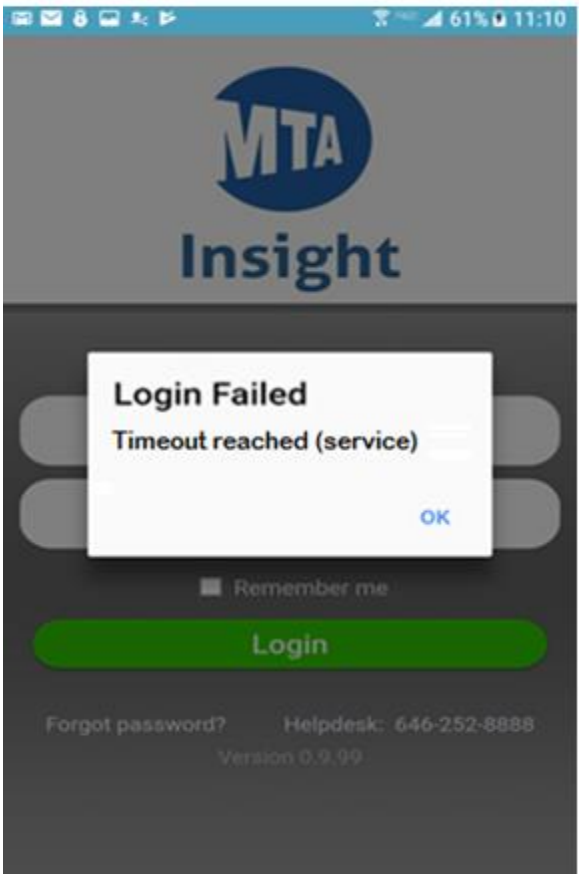
To fix: Check your internet connection, try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

8.10 Login failed / failed to load data – Timeout reached

If the message “Timeout reached (request)” or “Timeout reached (response), please check your internet connection and retry.” or “Timeout reached (service)” appears on your screen, it means you have lost your internet connection or some system error occurred and the application is not available at the moment.



OR

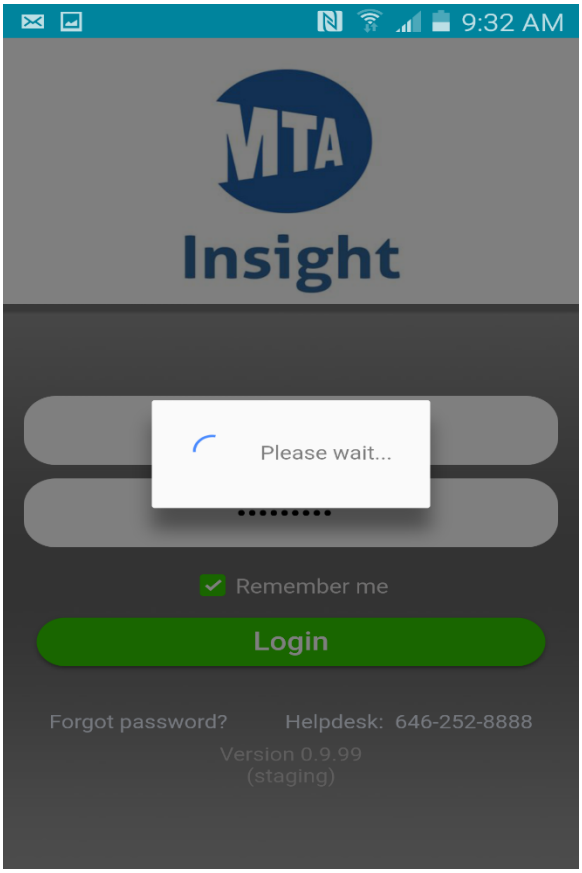


To fix: Check your internet connection, try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

Have in mind that <u>application will not work on employees' personal phones</u> connected to Transit Wi Fi – for example E-Access or G-Access. Please, disconnect from Transit Wi Fi and connect using other internet connection to gain access to the app.
However, the <u>application will work on MTA provided business phones</u> connected to Transit Wi Fi.

8.11 Login not responding

If the login freezes or does not respond within a reasonable time, this could be that your internet is down/slow or the login process is hanging. Your screen may appear with message such as: “Please wait….”.



To fix: Check your internet connection, close the application screen and try again later. If it is still the case, contact the IT Helpdesk (646) 252-8888.