

RTO

MTA INSIGHT APP

USER GUIDE

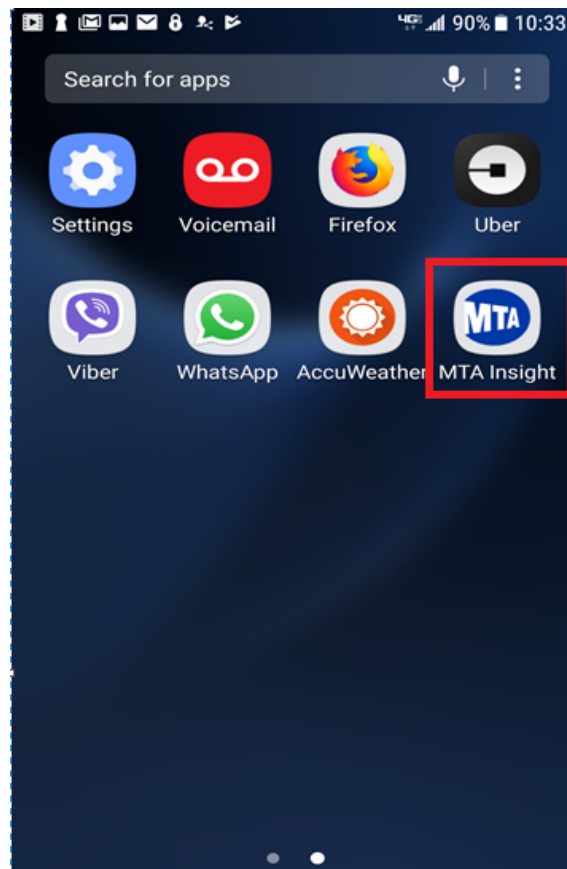
Contents

1	Launching MTA Insight App	3
2	Timecard Viewer	6
3	Main Menu	12
4	Scheduled Assignment(s).....	13
5	Leave Balances.....	17
6	Picked Jobs.....	18
7	Scheduled Vacation Week(s)	21
8	OT Availability	25
9	Vacation Relief Preferences.....	30
10	About App.....	33
11	Logout	36
12	Problems you may encounter.....	37
12.1	Regular scheduled database maintenance or outages	37
12.2	Login failed – Username does not exist!	38
12.3	Login failed – Invalid Username or password	39
12.4	Forgot or have not yet registered for IAMS password.....	40
12.5	Login failed – Unsupported department.....	42
12.6	Login failed – Unexpected error!.....	43
12.7	Login failed / failed to load data – Maintenance in progress.....	44
12.8	Login failed – Service not found	45
12.9	Login failed – Failed to init environment	46
12.10	Login failed – App out of date	47
12.11	Login failed / failed to load data – Timeout reached	48
12.12	Login failed / failed to load data – No connection to UTS	50
12.13	Login not responding.....	51
12.14	App not responding or failed to load data	52
12.15	Failed to load data – Remote DB unavailable/restricted	53
12.16	Failed to load data – Remote system error	54
12.17	Failed to load data – FRM-XXXX or ORA-XXXXX error	55
12.18	Failed to load Timecard <any form message>.....	56
12.19	Failed to load data – <Field name> output has an empty value	57
12.20	Failed to load data – Server error: <error>	58
12.21	Failed to load data – Timeout reached	59
12.22	Session expired.....	60

- 12.23 Invalid UTS Admin password 61
- 12.24 Not able to send email to support 62
- 13 Questions & Concerns 63
- 14 What is new 64
 - 14.1 Document changes in v1.0.9 through v1.0.9.2 64
 - 14.2 Document changes in v1.0.9.3 64
 - 14.3 Document changes in v1.0.9.3.1 64

1 Launching MTA Insight App

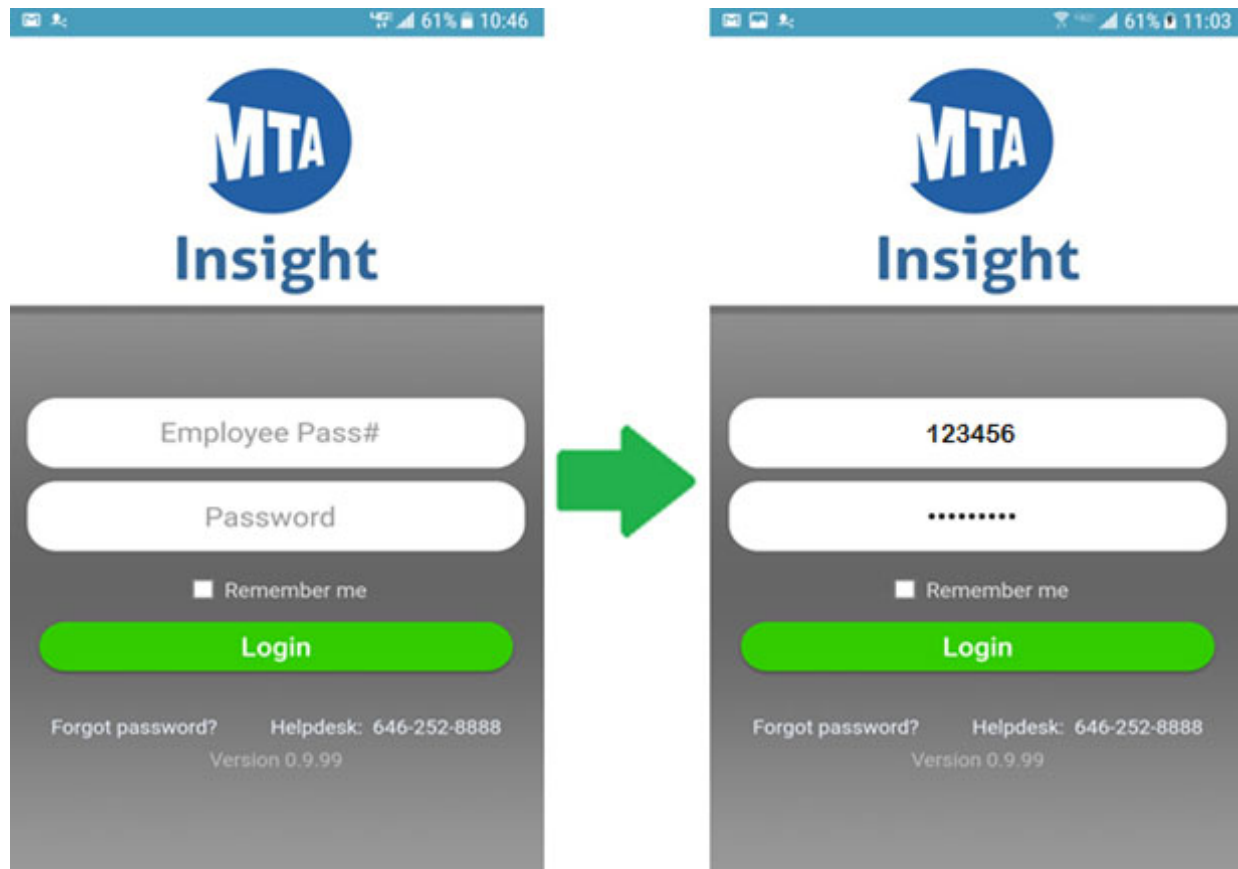
After the MTA Insight App is installed, tap on the **MTA Insight** icon to launch.



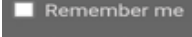
This will take you to the login screen.

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

Note: Your MTA IAMS password is case-sensitive.

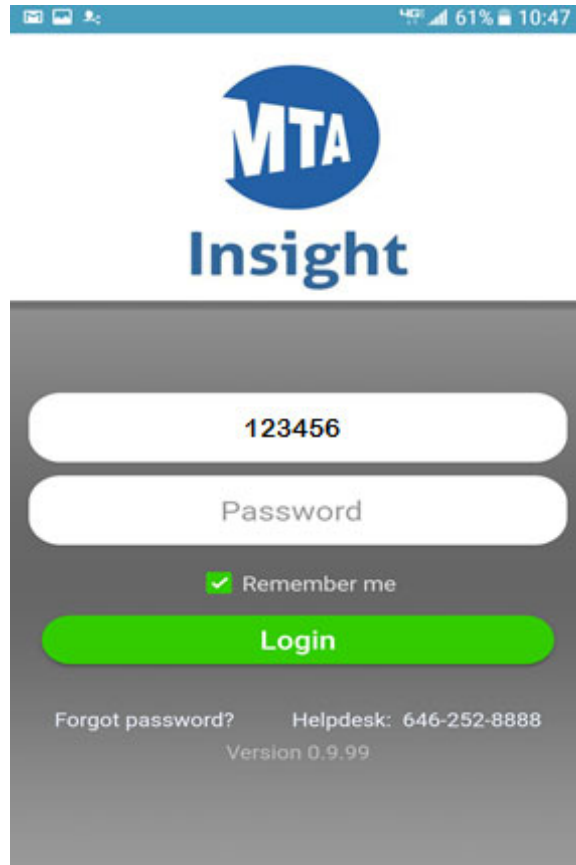


Tap on the Login  button.

Option  is available – check it  while logging in to remember your username.

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

So, next time you are logging in your username will automatically be populated and you will only need to enter password.



The image shows the login screen of the MTA Insight app. At the top, there is a status bar with icons for signal, Wi-Fi, battery (61%), and time (10:47). Below the status bar is the MTA logo, which consists of a blue circle with the letters 'MTA' in white, and the word 'Insight' in blue text below it. The main login area is a dark gray rectangle. Inside this rectangle, there are two white rounded rectangular input fields. The first field contains the text '123456'. The second field contains the text 'Password'. Below these fields is a green checkmark icon followed by the text 'Remember me'. Below that is a green rounded rectangular button with the text 'Login' in white. At the bottom of the gray rectangle, there are two links: 'Forgot password?' and 'Helpdesk: 646-252-8888'. Below these links is the text 'Version 0.9.99'.

MTA
Insight

123456

Password

☒ Remember me

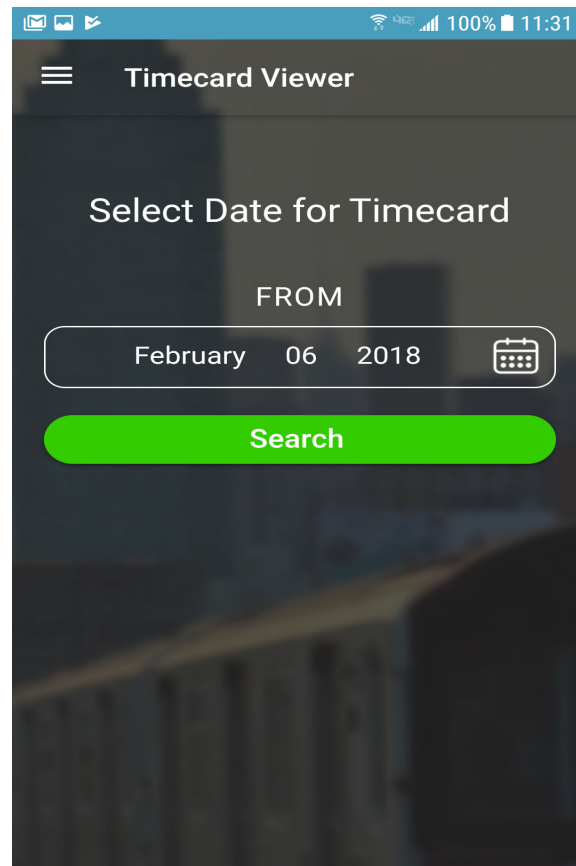
Login


[Forgot password?](#) [Helpdesk: 646-252-8888](#)

Version 0.9.99

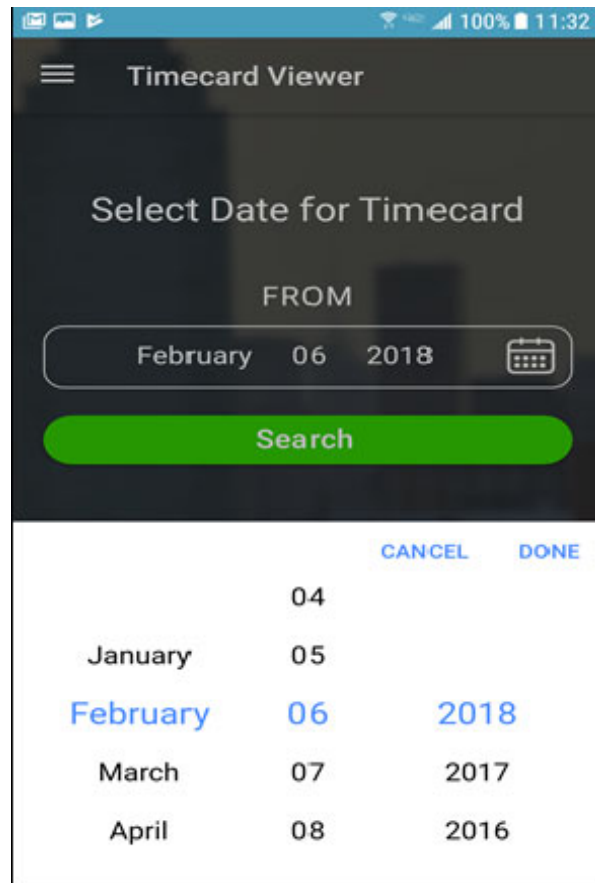
2 Timecard Viewer

After you have successfully logged on, the Timecard Viewer screen will appear.



The Timecard Viewer screen defaults to the current day. Tap on the calendar icon  to view **other** dates.


A calendar will appear at the bottom of the screen. Scroll to select the date you would like to view.



After you have selected your month, day and year, tap on **DONE**.

DONE will change the default date to your selected date.

CANCEL will take you back to the previous screen, displaying your weekly timecard for the previously selected date.

Tap the Search button  to bring up your weekly timecard for the selected date.

By default, your timecard for the selected day's week will be displayed.



Timecard Viewer

< Previous Feb 4 - Feb 10 2018 Next >

	02/04 SUN	02/05 MON	02/06 TUE	02/07 WED	02/08 THU	02/09 FRI	02/10 SAT
NOLCH			00:30	00:30	00:30		00:30
NTDIF	09:00	07:59	09:59	09:59	09:59		10:00
REGLR	08:12	08:12	08:12	08:12			08:12
USBON	00:30		01:30	01:30	05:30		01:00
USCOT	01:00		03:00	03:00	11:12		02:00
W.O.P.							
Dollars			\$3.50	\$3.50	\$7.00		\$3.50

Approved Scheduled Summary

Note: updates to timecard information may be delayed

On some phone screens, Totals may not appear without dragging screen to the left.

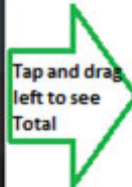
Timecard Viewer

< Previous Feb 4 - Feb 10 2018 Next >

	02/04 SUN	02/05 MON	02/06 TUE	02/07 WED	02/08 THU	02/09 FRI	02/10 SAT
NOLCH			00:30	00:30	00:30		00:30
NTDIF	09:00	07:59	09:59	09:59	09:59		10:00
REGLR	08:12	08:12	08:12	08:12			08:12
USBON	00:30		01:30	01:30	05:30		01:00
USCOT	01:00		03:00	03:00	11:12		02:00
W.O.P.							
Dollars		\$3.50	\$3.50	\$7.00			\$3.50

Approved Scheduled Summary

Note: updates to timecard information may be delayed



Timecard Viewer

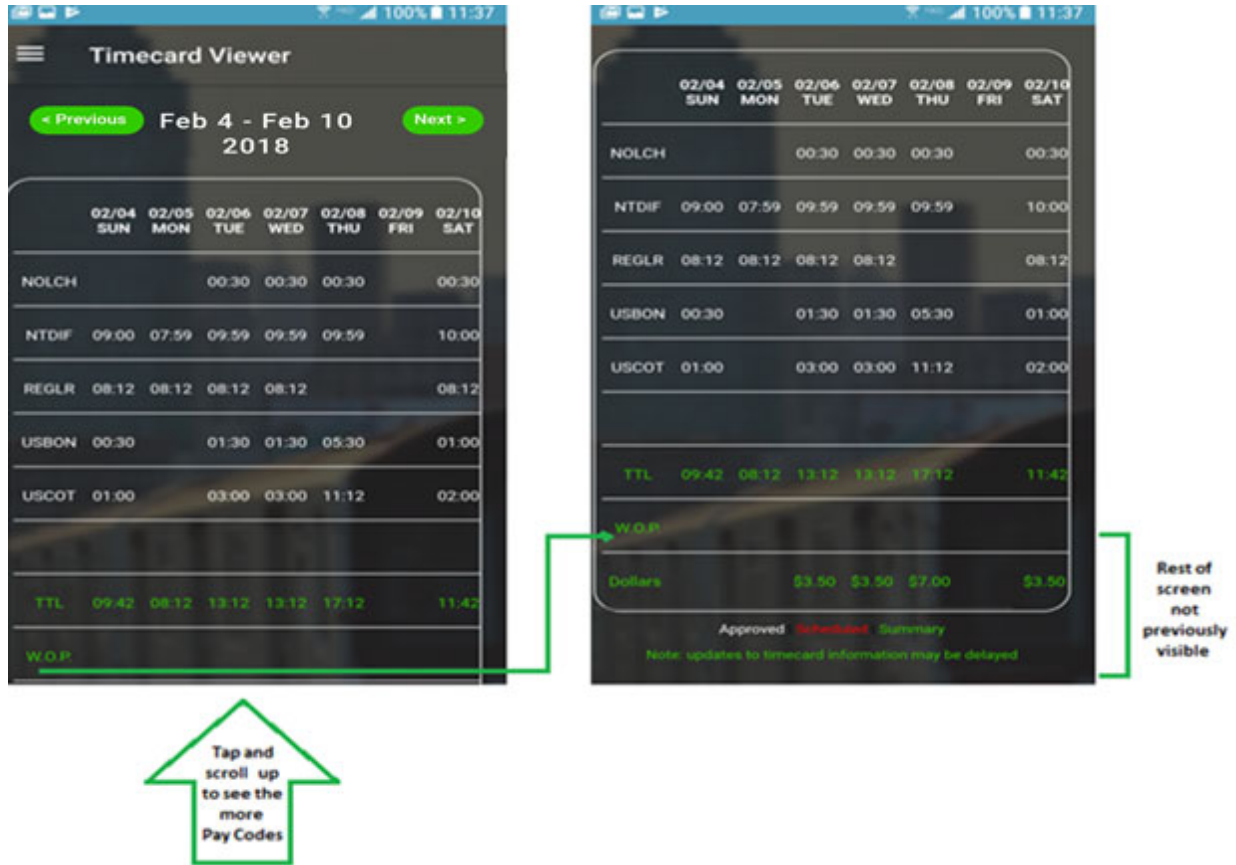
< Previous Feb 4 - Feb 10 2018 Next >

	02/04 SUN	02/05 MON	02/06 TUE	02/07 WED	02/08 THU	02/09 FRI	02/10 SAT	Total
NOLCH			00:30	00:30	00:30		00:30	02:00
NTDIF	09:00	07:59	09:59	09:59	09:59		10:00	56:56
REGLR	08:12	08:12	08:12	08:12			08:12	41:00
USBON	00:30		01:30	01:30	05:30		01:00	10:00
USCOT	01:00		03:00	03:00	11:12		02:00	20:12
W.O.P.								00:00
Dollars		\$3.50	\$3.50	\$7.00			\$3.50	\$17.50

Approved Scheduled Summary

Note: updates to timecard information may be delayed

On some phone screens, you may not be able to see all of the Pay Codes that apply to you. If so, tap and drag up to see the rest.



To view your timecard for week following the week you selected, tap on the Next

Next >

button.

Timecard Viewer

< Previous Feb 11 - Feb 17 2018 Next >

	02/11 SUN	02/12 MON	02/13 TUE	02/14 WED	02/15 THU	02/16 FRI	02/17 SAT
NOLCH		00:30	00:30	00:30	00:30		
NTDIF	08:00	08:59	08:59	08:59	08:59		08:00
REGLR	08:12	08:12	08:12	08:12			08:12
USBON		01:00	00:30	00:30	05:00		
USCOT		02:00	01:00	01:00	10:12		
TTL	08:12	11:42	10:12	10:12	15:42		08:12
Dollars		\$3.50			\$7.00		

Approved Scheduled Summary


Note: updates to timecard information may be delayed

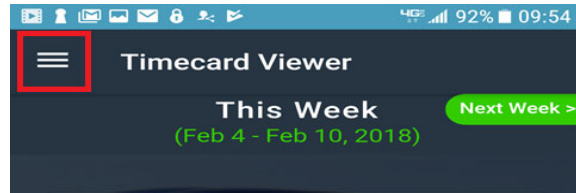
Again, tap and drag left to view Total (see image on previous screen).

You can go to desired week by tapping on < Previous or Next >.

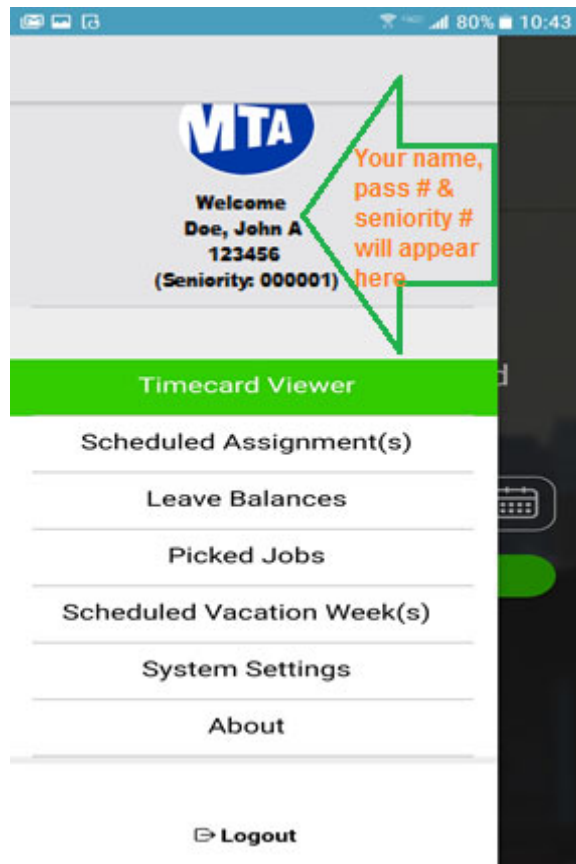
NOTE: In previous versions you could only see current week and following week.

3 Main Menu

MTA Insight App allows you to also view your **Scheduled Assignment(s), Leave Balances, Picked Jobs and Scheduled Vacation Week(s)**. To access these screens, tap on the Menu icon  at the top left of your screen



or swipe from the left edge of the screen to go to the Main Menu.

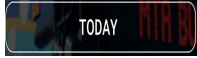



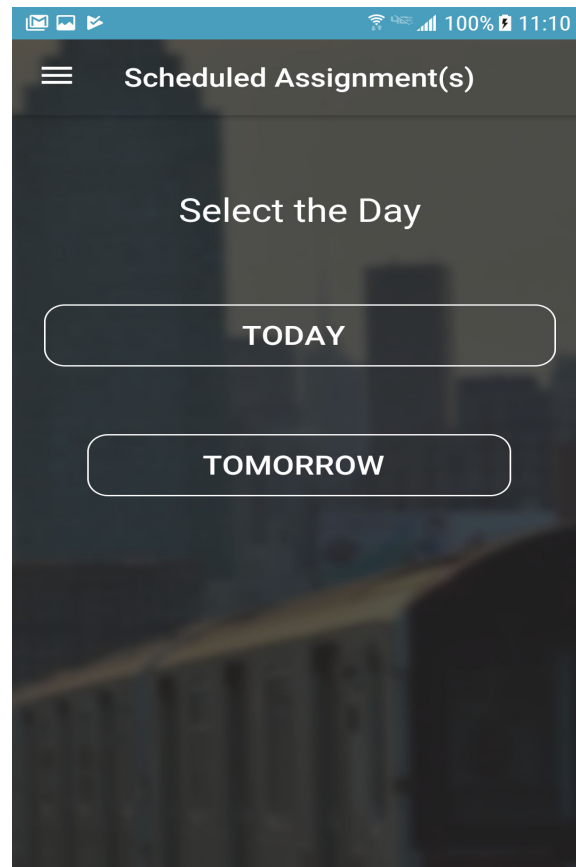
The Main Menu will display your name and pass number along with the following:

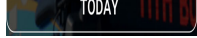
- [Timecard Viewer](#)
- [Scheduled Assignment\(s\)](#)
- [Leave Balances](#)
- [Picked Jobs](#)
- [Scheduled Vacation Week\(s\)](#)
- [About - displays essential information about MTA Insight App and allows sending email to MTA Insight App support](#)
- [Logout](#)

Tap to choose your desired option.

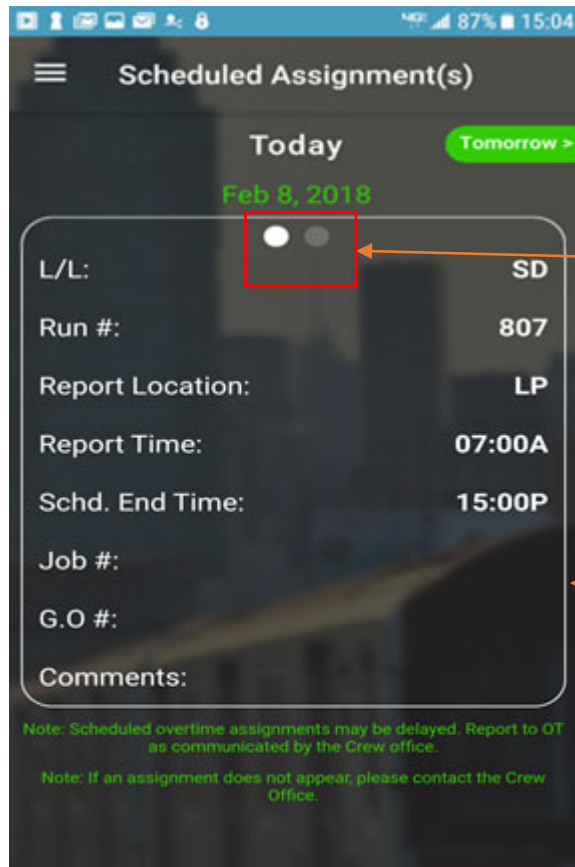
4 Scheduled Assignment(s)

Scheduled Assignment(s) access screen gives the option to view your scheduled assignment(s) **only** for today and tomorrow. Tap on the Today  or the Tomorrow  button to view your assignments for each day.




If you select TODAY  your assignments for today will appear.

Currently viewing Page1 Scheduled Assignment(s)
as indicated by the bright dot



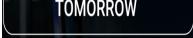
These dots will only appear when there are multiple assignments. Swipe horizontally to view each assignment.

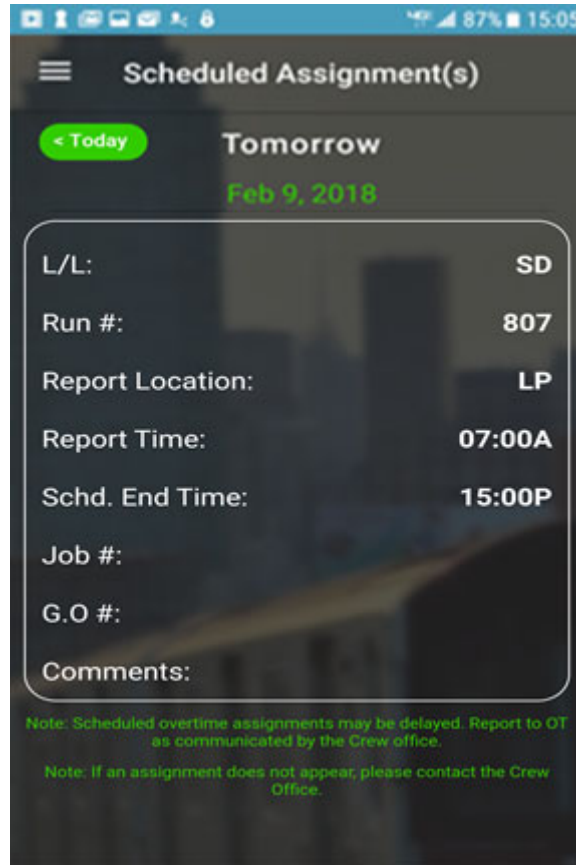
This box is called your context

If you have multiple assignments on the selected day, the page icon  will appear at the top of your context screen.

In this example, there are two assignments, so the page icon is two dots. For three assignments, this icon will be three dots, and so on. This means that each assignment is displayed on a separate context page. The bright dot indicates the assignment that is currently displayed. Assignments are shown in time order.

Swipe accordingly to view the other assignments not displayed, as indicated by number of the darker dots.

If you select TOMORROW  your assignments for tomorrow will appear.





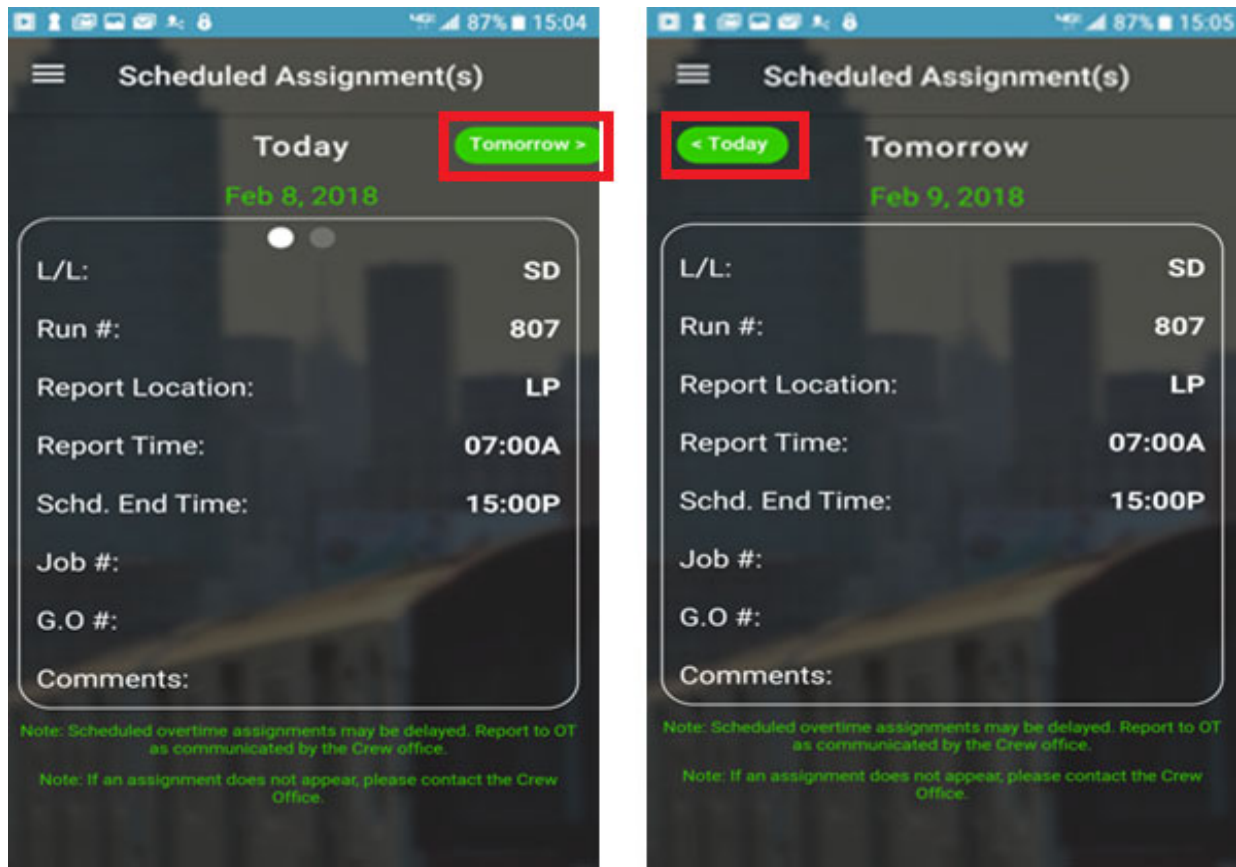
The screenshot shows the 'Scheduled Assignment(s)' screen in the RTO MTA Insight App. At the top, there is a status bar with icons for notifications, battery, and time (15:05). Below the status bar is a header with a menu icon and the title 'Scheduled Assignment(s)'. Under the header, there are two tabs: '< Today' (highlighted in green) and 'Tomorrow' (highlighted in green). Below the tabs, the date 'Feb 9, 2018' is displayed in green. The main content area is a rounded rectangle containing the following fields:

L/L:	SD
Run #:	807
Report Location:	LP
Report Time:	07:00A
Schd. End Time:	15:00P
Job #:	
G.O #:	
Comments:	

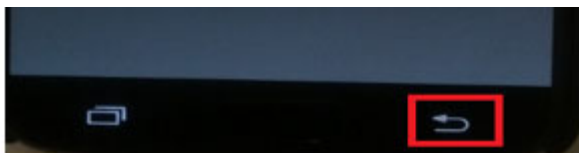
Below the form, there are two notes in green text:

- Note: Scheduled overtime assignments may be delayed. Report to OT as communicated by the Crew office.
- Note: If an assignment does not appear, please contact the Crew Office.

In addition, you can toggle between days by tapping on the Today  and Tomorrow  buttons.



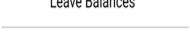
For Android phones only: You have the option to return to the Scheduled Assignment(s) screen by tapping the **back button on your phone** once.



This return option is not available on iPhones.

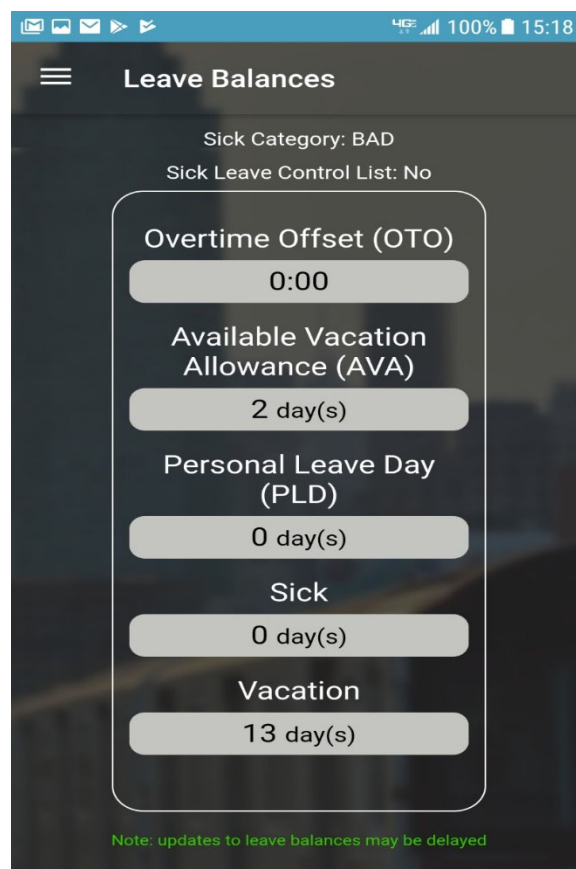
To exit Scheduled Assignment(s), tap on the Menu icon . This will take you back to the [Main Menu](#).

5 Leave Balances

To view your leave balances, tap on Leave Balances  option from the [Main Menu](#).

This screen displays information on the following:

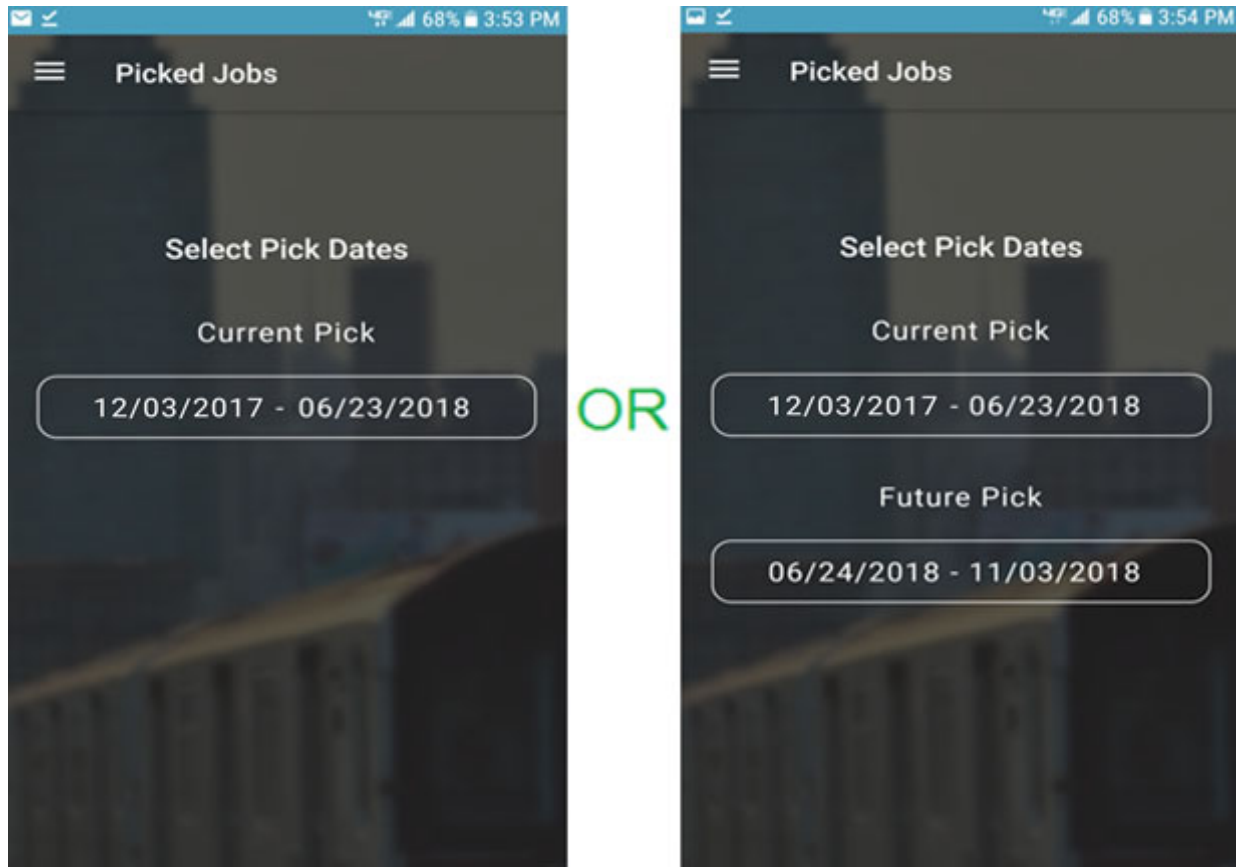
- Overtime Offset (OTO) displays time in hours and minutes (HH:MM)
- Available Vacation Allowance (AVA)
- Personal Leave Day (PLD)
- Sick
- Vacation



6 Picked Jobs

To view your picked jobs, tap on Picked Jobs  option from the [Main Menu](#).

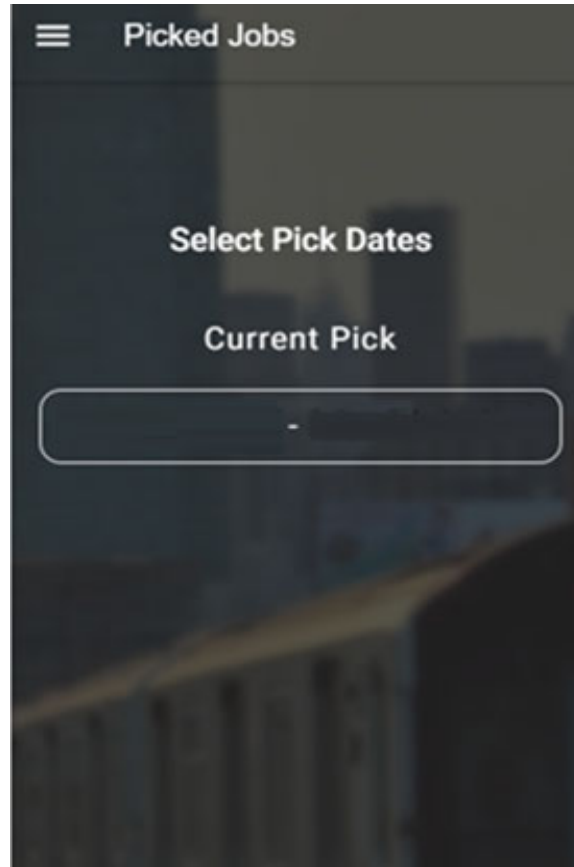
This screen will display your current and nearest future pick. If you do not have a future pick, your screen will look like the image on the left (only “Current Pick” field will be populated). If you have a future pick, your screen will look like the image on the right (both “Current Pick” and “Future Pick” fields will be displayed).



Tap on the Current Pick  to view your picked jobs in the current pick.

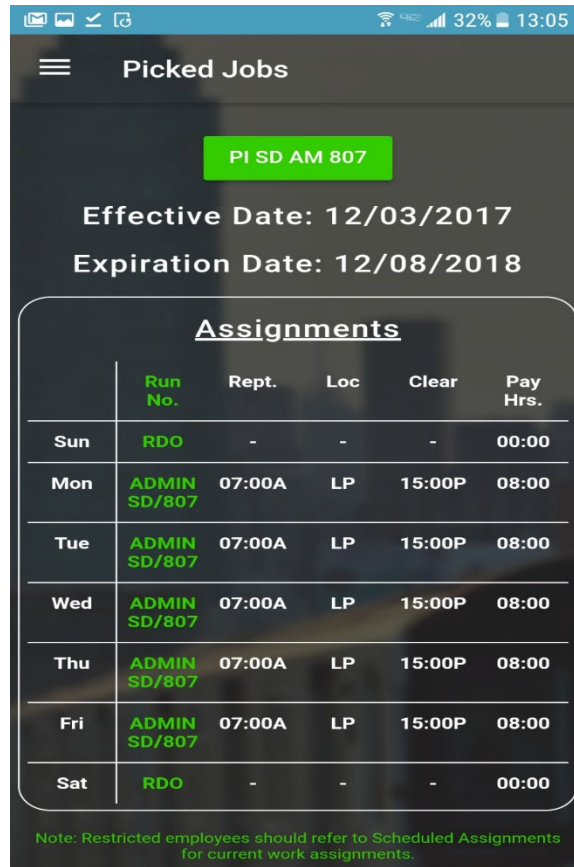
Tap on the Future Pick  date range (if available) to view your future picked jobs.

In case you do not have any picks, your screen will look like the image below - “Current Pick” field will be shown empty.



A display with just a dash (-)  indicates that pick was not completed.

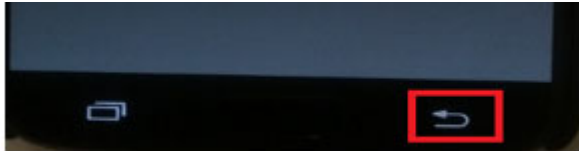
After you have selected your Current Pick or Future Pick, a screen like the one below will appear with details on your Picked Jobs and daily assignments.




	Run No.	Rept.	Loc	Clear	Pay Hrs.
Sun	RDO	-	-	-	00:00
Mon	ADMIN SD/807	07:00A	LP	15:00P	08:00
Tue	ADMIN SD/807	07:00A	LP	15:00P	08:00
Wed	ADMIN SD/807	07:00A	LP	15:00P	08:00
Thu	ADMIN SD/807	07:00A	LP	15:00P	08:00
Fri	ADMIN SD/807	07:00A	LP	15:00P	08:00
Sat	RDO	-	-	-	00:00

Note: Restricted employees should refer to Scheduled Assignments for current work assignments.

To return to the **Select Pick Dates** screen (previous one), tap back button



on your phone (only available for Android phones).

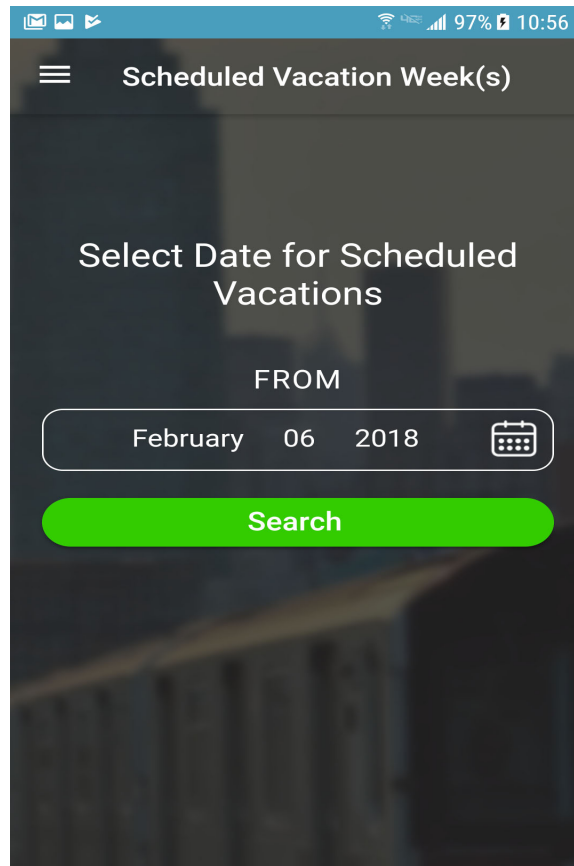
To exit Picked Jobs screen, tap on the Menu icon . This will take you back to the [Main Menu](#).


7 Scheduled Vacation Week(s)

To view your scheduled vacation weeks, tap on Scheduled Vacation Weeks

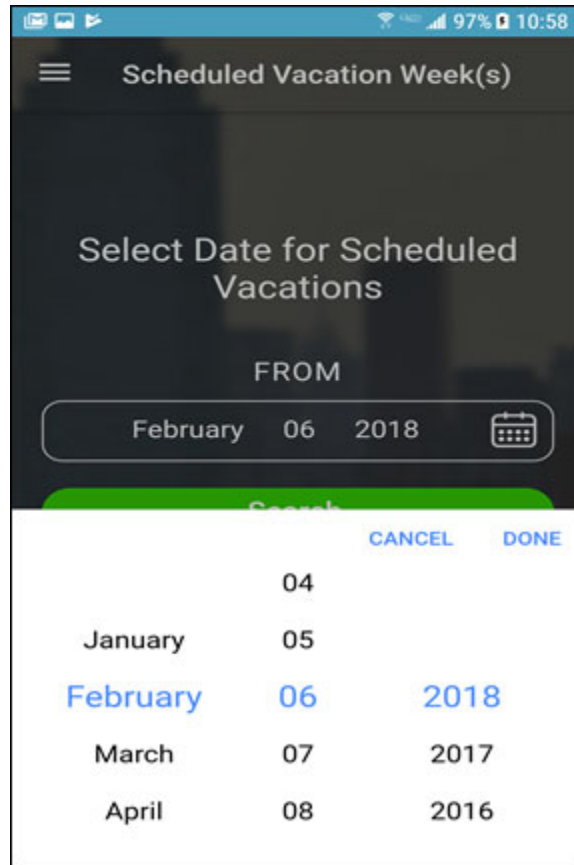
Scheduled Vacation Week(s)

option from the [Main Menu](#).




The Scheduled Vacation Week(s) screen defaults to the current day. Tap on the calendar icon  to view **other** dates.

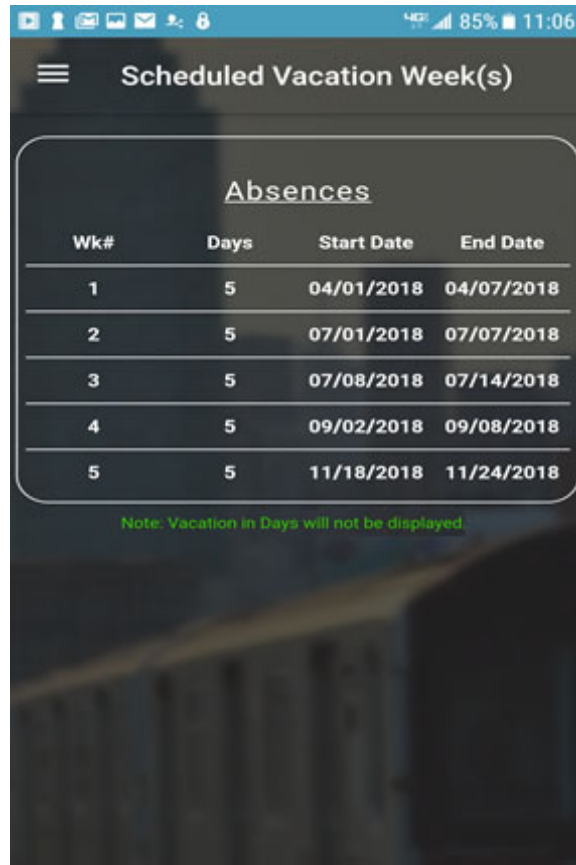
A calendar will appear at the bottom of the screen. Scroll to select the date you would like to view.



After you have selected your month, day and year, tap on **DONE**.

DONE will display your scheduled vacations from the date you have selected.
CANCEL will display your scheduled vacations from the previously selected date.

Tap the Search button  to bring up the Scheduled Vacation Week(s) screen, with all your vacation weeks (Absences), scheduled on or after the selected date.



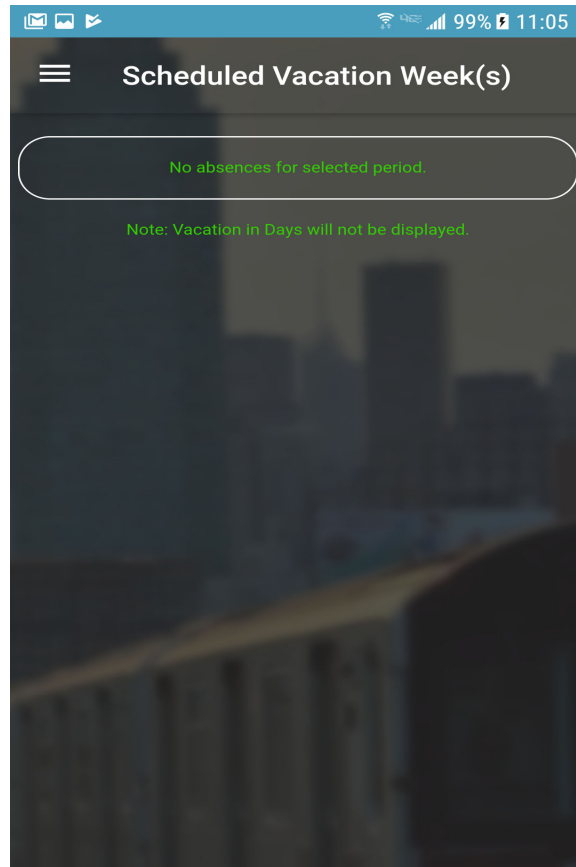
Scheduled Vacation Week(s)

Absences

Wk#	Days	Start Date	End Date
1	5	04/01/2018	04/07/2018
2	5	07/01/2018	07/07/2018
3	5	07/08/2018	07/14/2018
4	5	09/02/2018	09/08/2018
5	5	11/18/2018	11/24/2018

Note: Vacation in Days will not be displayed.


If you do not have any scheduled vacation for the selected date, your screen will display “No absences for the selected period.”




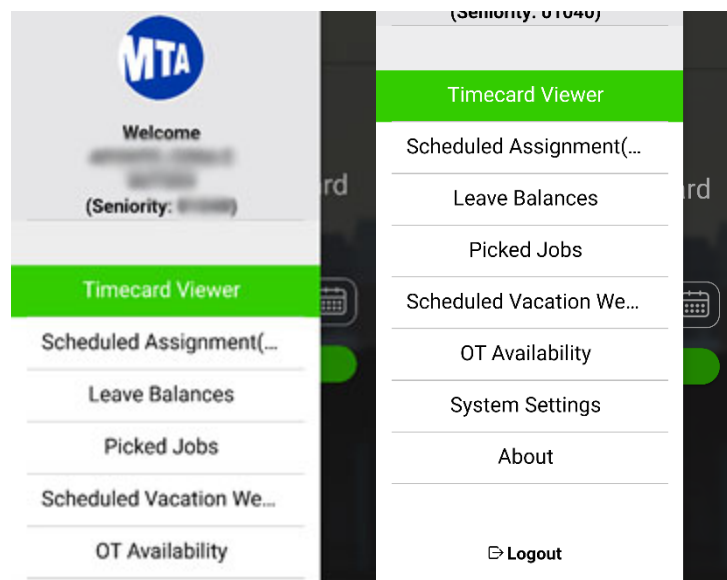
8 OT Availability

RTO employees using the MTA Insight app will see OT Availability in the menu option. Employees should select this menu option to volunteer for OT and inform Crew Dispatchers of their availability and preferences (if any) for working Overtime assignments.

Volunteering will help the Crew Office to see how many employees will be available. Volunteering doesn't guarantee the employee will be assigned the work, or even that such work will exist. When it does, the Crew Office still must ensure the employee will have sufficient rest and will not have worked too many RDOs.

To volunteer for OT and inform Crew Dispatchers of your availability and preferences (if any) for working Overtime assignments, tap on  from the [Main Menu](#).

The Scheduled Vacation Week(s) screen defaults to the current day. Tap on the calendar icon  to view **other** dates.



After selecting OT Availability from the main menu, employees should provide the required information and any of the optional preferences to be considered.

OT Availability

Employee Pass #

Date *

Tour Preference

☐ AM ☐ PM ☐ MID

Line

Availability Time *

From To

Borough

☐ MH ☐ BX ☐ QN ☐ BK

- **Date (required)**

This is the work date of the employee's OT availability. Touch the empty box under Date and select a date using the pop-up and roll the month / day / year until the date is correct, then touch "Done".

OT Availability

Employee Pass #

Date *

Tour Preference

☐ AM ☐ PM ☐ MID

CANCEL DONE

26

27

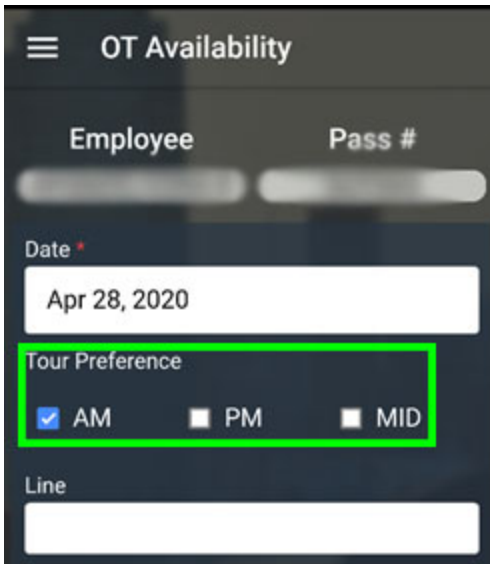
Apr 28 2020

May 29

Jun 30

- **Tour Preference (optional)**

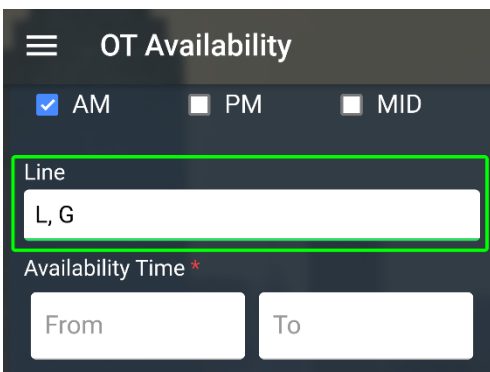
If you have a Tour preference then choose any one or more of the tour(s) -- AM, PM, and Midnight. If the user leaves them all blank, that is the same as selecting them all.



The screenshot shows the 'OT Availability' screen. At the top, there are fields for 'Employee' and 'Pass #'. Below these is a 'Date' field with the value 'Apr 28, 2020'. The 'Tour Preference' section is highlighted with a green box and contains three checkboxes: 'AM' (checked), 'PM' (unchecked), and 'MID' (unchecked). Below this is a 'Line' field.

- **Line (optional)**

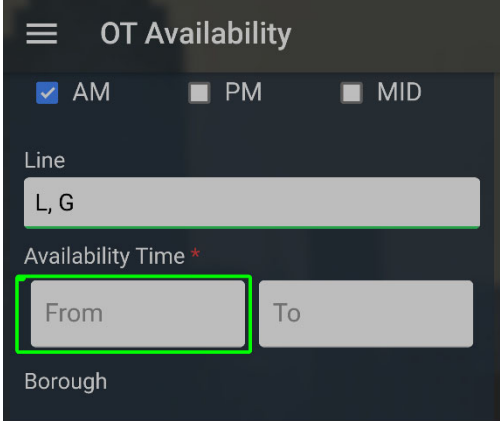
If the employee has specific preferences as to the Line, entering it here lets the crew dispatcher see it. There is no set format for entering more than one line, but follow the example below to keep it simple.



The screenshot shows the 'OT Availability' screen. At the top, there are checkboxes for 'AM' (checked), 'PM' (unchecked), and 'MID' (unchecked). The 'Line' field is highlighted with a green box and contains the text 'L, G'. Below this is the 'Availability Time' section, which includes 'From' and 'To' input fields.

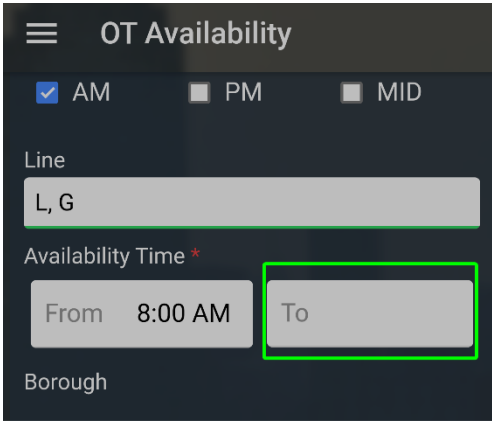
- **Availability Time (optional)**

Enter the time of day you want to make yourself available by touching the blank “From” box, and roll the numbers until the time you want appears in blue. Touch “Done” and then follow the same procedure with the “To” box.



CANCEL DONE

6
7
8 00 A...
9 15 P...
10 30

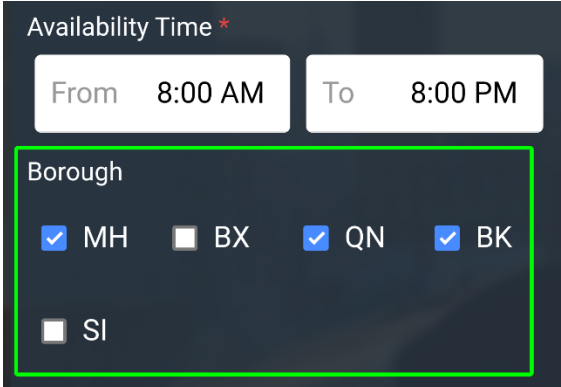


CANCEL DONE

6
7 A...
8 00 P...
9 15
10 30

- **Borough (optional)**

Select by touching/filling the boxes for any combination of boroughs you’d prefer to work. Leaving them all blank means they are all equal in preference, and is the same as selecting all of them.



Availability Time *

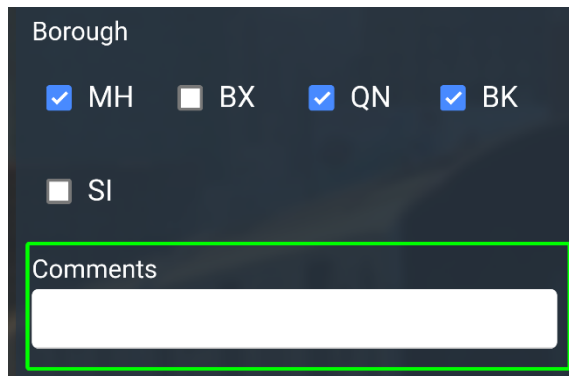
From 8:00 AM To 8:00 PM

Borough

☒ MH ☐ BX ☒ QN ☒ BK
☐ SI

- **Comments (optional)**

Any additional information relevant to this request may be entered in the **Comments** box. The crew dispatcher will see it when reviewing the OT Availability.



Borough

☒ MH ☐ BX ☒ QN ☒ BK

☐ SI

Comments

[Empty text input field]

- **Submit (required)**

After you have completed your OT Availability information for this work date, touch the Submit button to pass the entry to the Crew Office for consideration. The screen should refresh with confirmation that submission was successful.



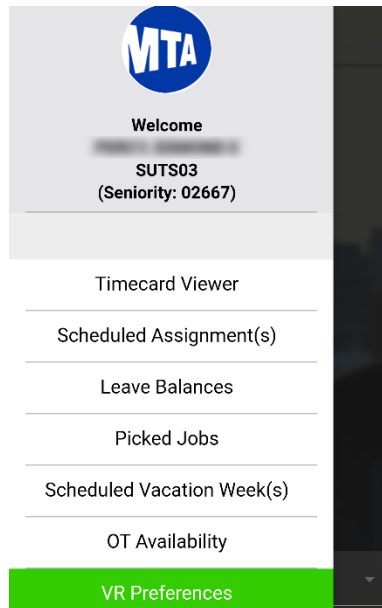
Comments

[Empty text input field]

Submit

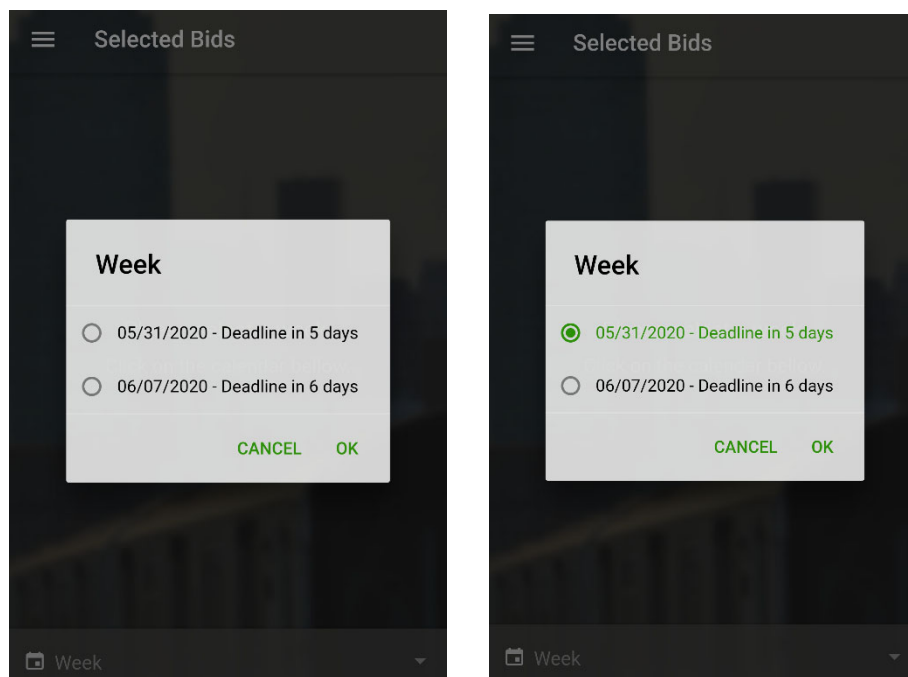
9 Vacation Relief Preferences

To view vacation relief open bids and indicate your preferences (if any), tap on the **VR Preferences** option from the [Main Menu](#).



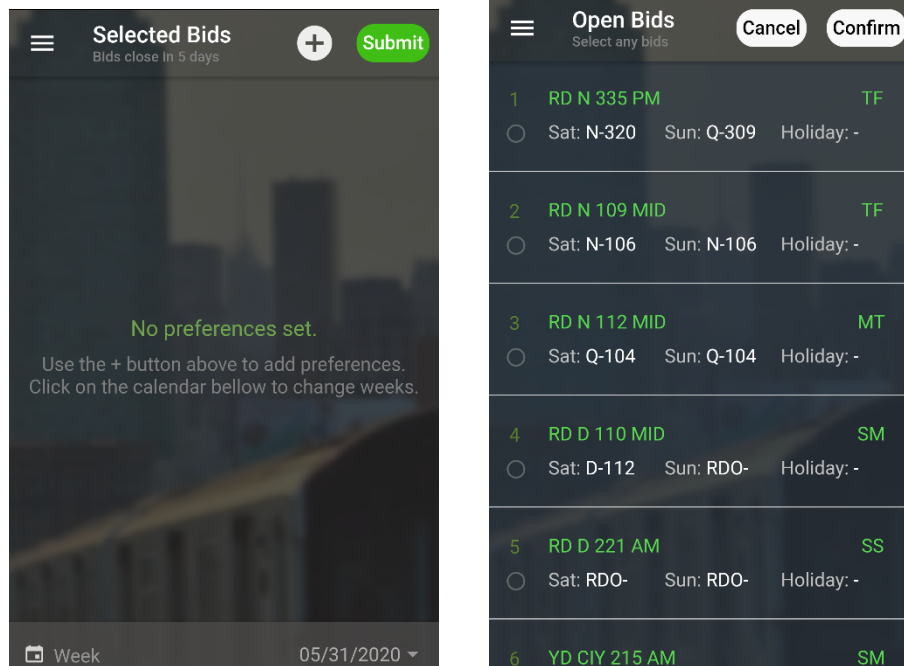
The Vacation Bid Week(s) pop-up opens with a list of the weeks having eligible bids open to the employee, beginning with the earliest week.

Select the desired week by tapping the empty circle next to it, then tap on OK.



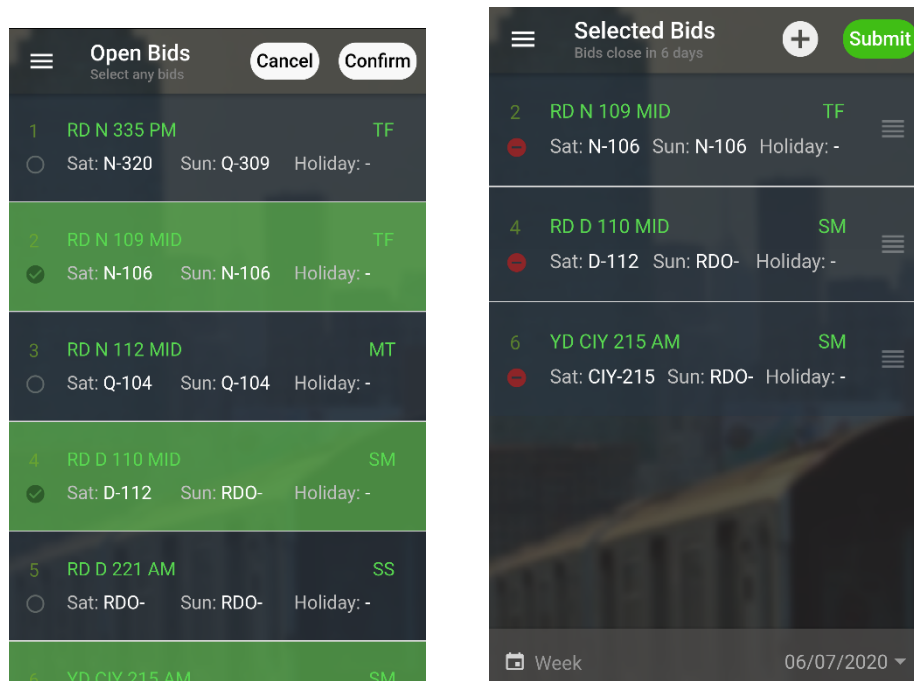
The screen heading **Selected Bids** appears with any bids you have selected for that week. The week itself is shown in the lower right corner, so it doesn't hurt to verify that it's the one you intended.

If the list is empty, that means no bids have been selected yet. To make any changes to your bid preferences, whether adding, removing or re-ordering bids, just tap the encircled Plus sign in the upper right corner. This displays the list of Open Bids, highlighting any you have previously submitted.



Tap each bid you want to Select (or Deselect). A selected bid shows as highlighted with a check-marked circle to its left. Use your finger to scroll down the list, making your selections. You can de-select them simply by tapping them again.

When finished, tap **Confirm** in the upper right corner to refresh them to **Selected Bids**, or **Cancel** to undo your unsubmitted changes.

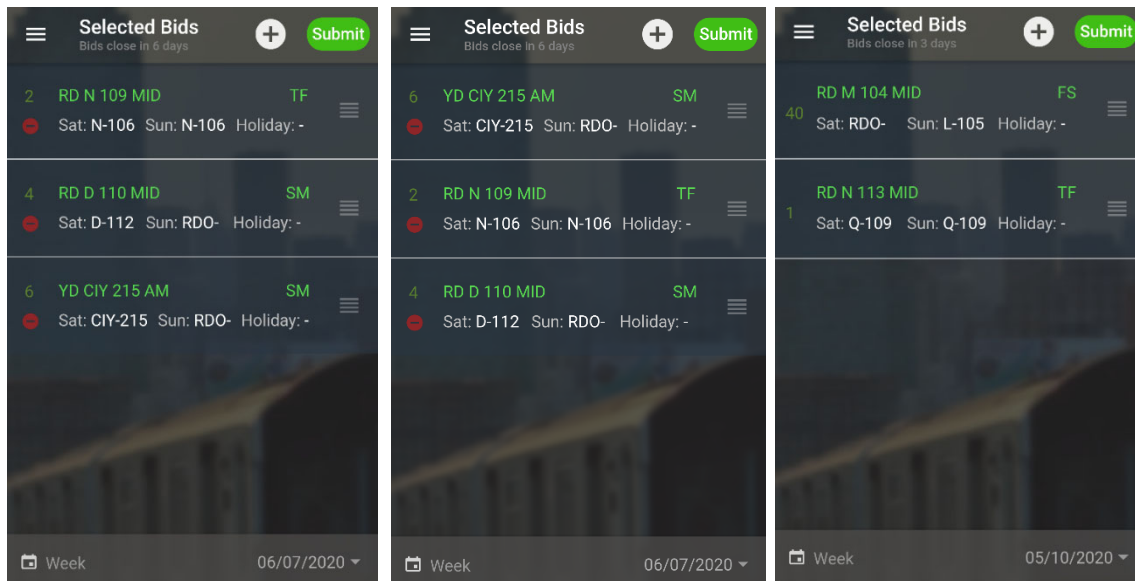


CAUTION: Your changes have not been saved until you tap **Submit**. **Confirm** or **Cancel** only takes you out of Edit mode. You may enter and exit Edit mode many times, but **only Submit saves your bids**.

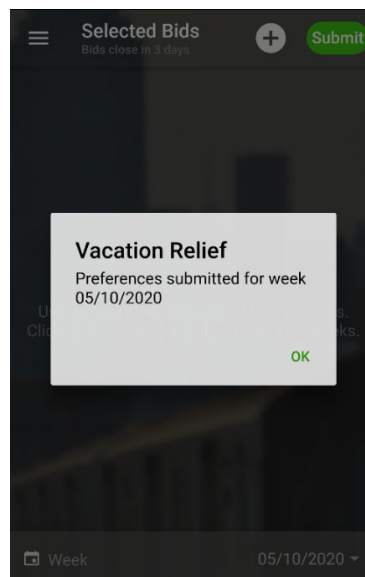
Each bid displays the number of its sequence in the original Open Bids lists, but you should order them so that your most preferred bid is on top, and so on.

While you are in Edit mode, touch and hold the “hamburger” or “stacked lines” handle on the right side of a bid to drag the bid up or down in the list. Do so for each bid as necessary until the list matches your order of preference.

You can remove a bid from your selections if you tap the Red “minus” circle at the left side of the bid record.



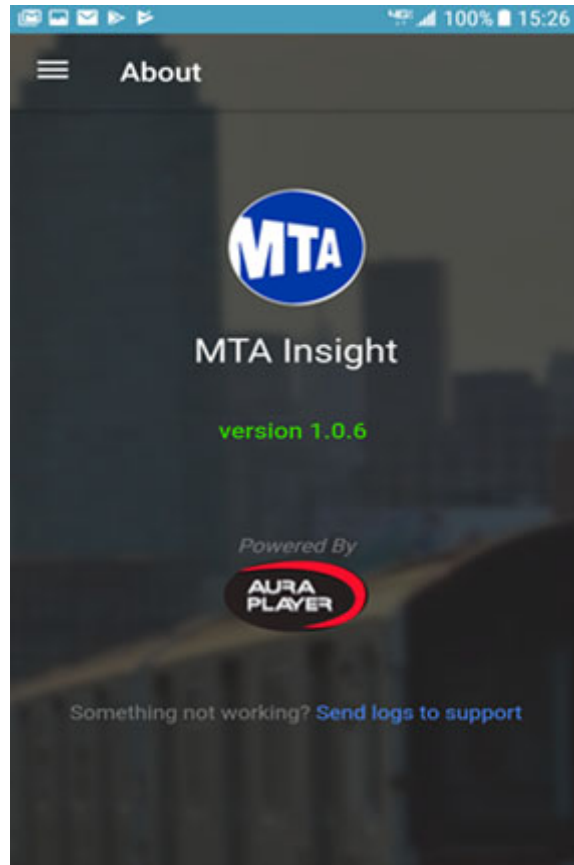
If satisfied with your ordered bid preferences, tap **Submit**. A popup will open to confirm that you have submitted your preferences. Tap OK to close the popup. If you don't see that popup then your changes have not been saved, so just tap it again..



10 About App

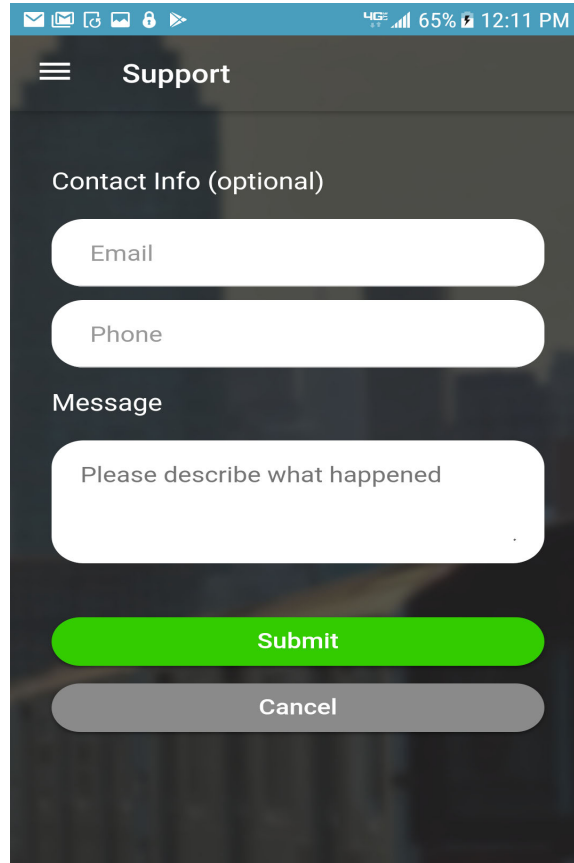
To view essential information on MTA Insight App, tap on the About option from the [Main Menu](#).

About



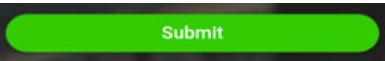
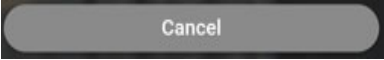
In case of having some problems using application, you can send email to support by pressing link [Send logs to support](#).

New screen opens.

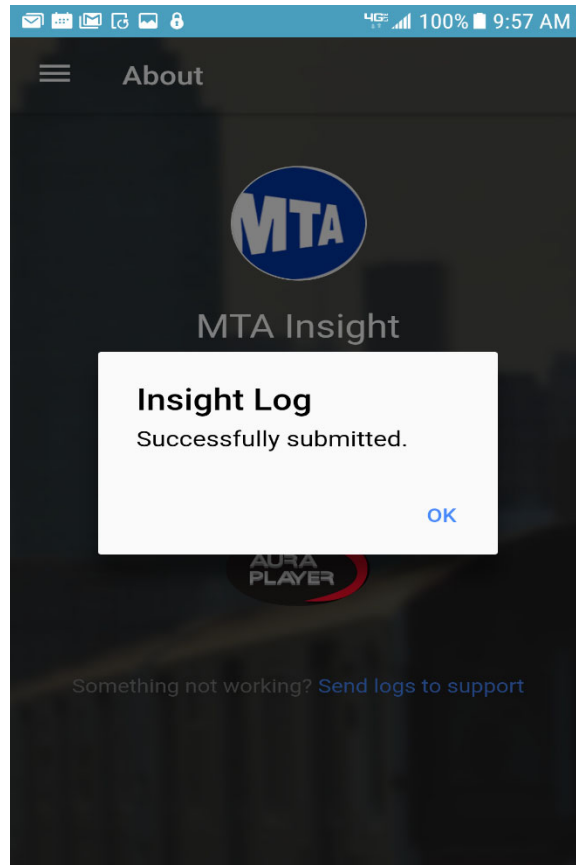


In order to get back to you, please insert your contact information – email and phone number.


In Message field, describe what happened.

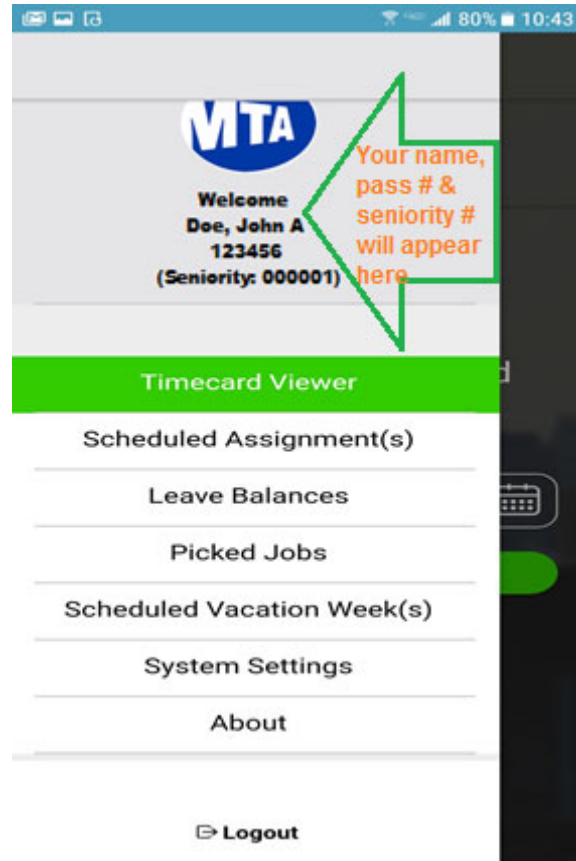
Press button  to send email or button  to discard.

If you choose to send email, in case everything goes fine, your screen will display “Insight Log Successfully submitted.”



11 Logout

To logout from the MTA Insight App, tap on the Logout  option from the [Main Menu](#).



12 Problems you may encounter

12.1 Regular scheduled database maintenance or outages

During regular scheduled database maintenance or outages, application is not going to be available. For detailed explanation of alerts see chapter [10.14 Failed to load data – Remote DB unavailable/restricted](#).

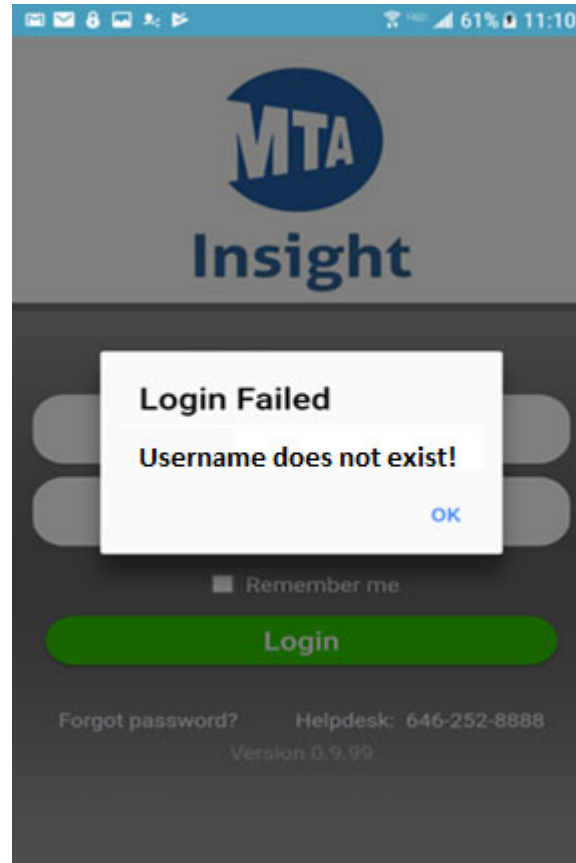
Regular Scheduled Maintenance or Outages (Time & Hours):

- | |
|---|
| <ul style="list-style-type: none">• 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.

12.2 Login failed – Username does not exist!

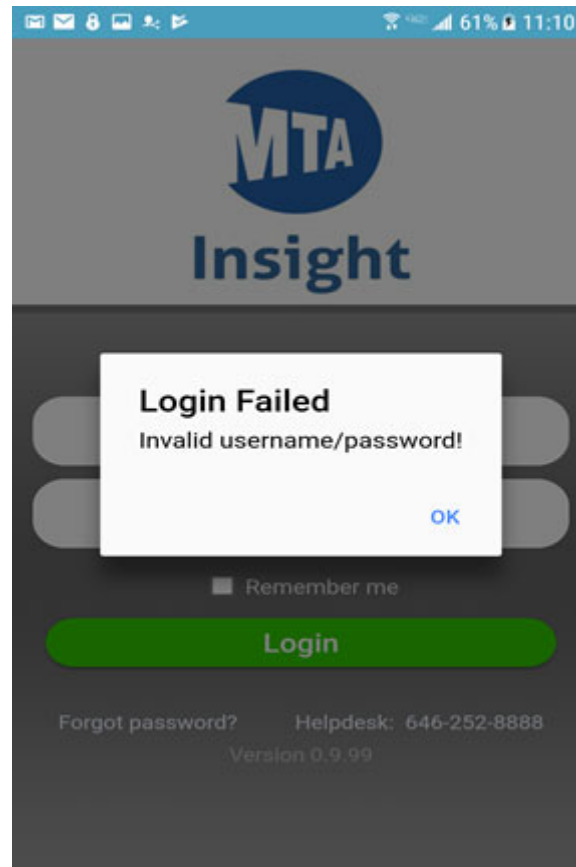
In case you get warning “Username does not exist!” verify that your Pass number is correct.



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.

12.3 Login failed – Invalid Username or password

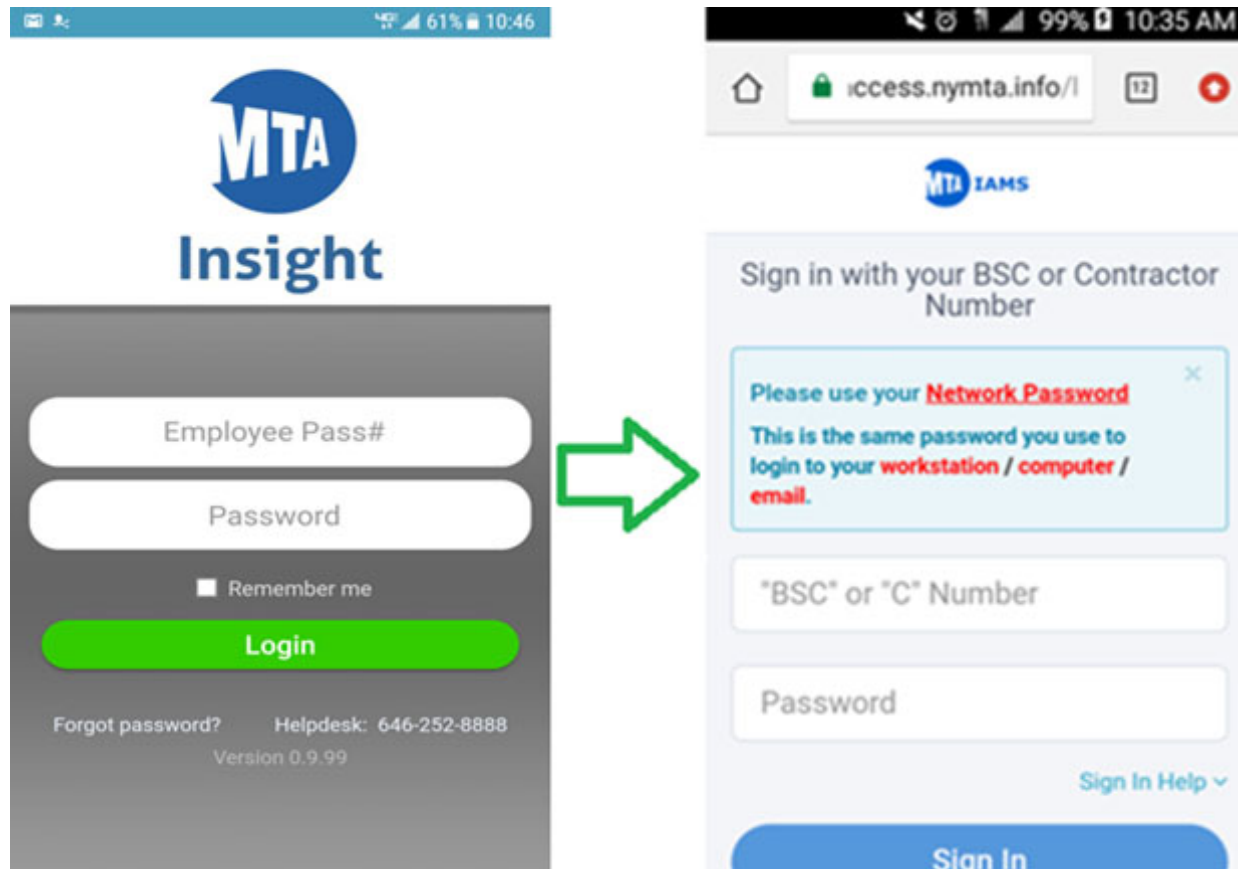
In case you get warning “Invalid username or password”, verify that your password is correct.



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

12.4 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 the 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.

MTA Insight ••••• LTE 12:45 PM 83%

myaccess.nymta.info

MTA IAMS

Sign in with your BSC or Contractor Number

Please use your **Network Password**
This is the same password you use to login to your **workstation / computer / email**.

"BSC" or "C" Number

Password

☒ Remember Me [Sign In Help](#)

- Forgot Bsc Or Contractor Number
- Forgot/Reset Password
- Unlock Account

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.

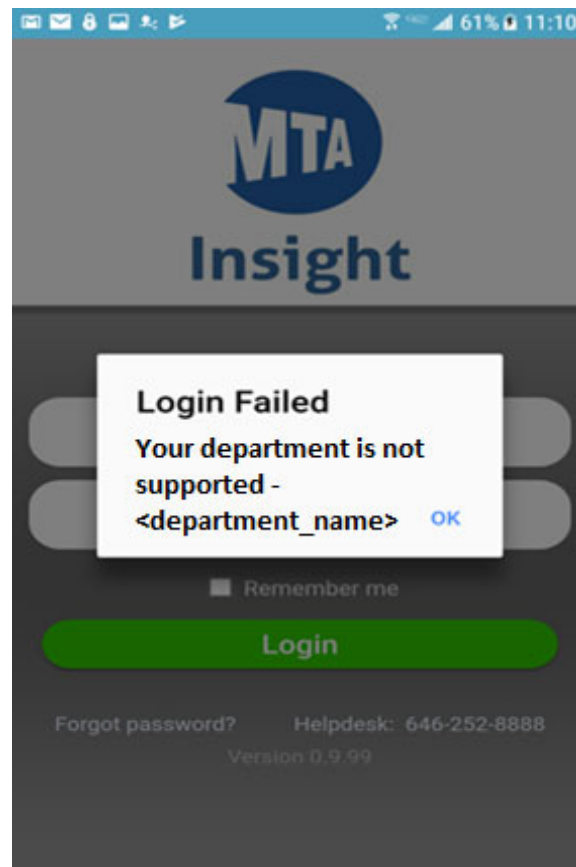
12.5 Login failed – Unsupported department

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.

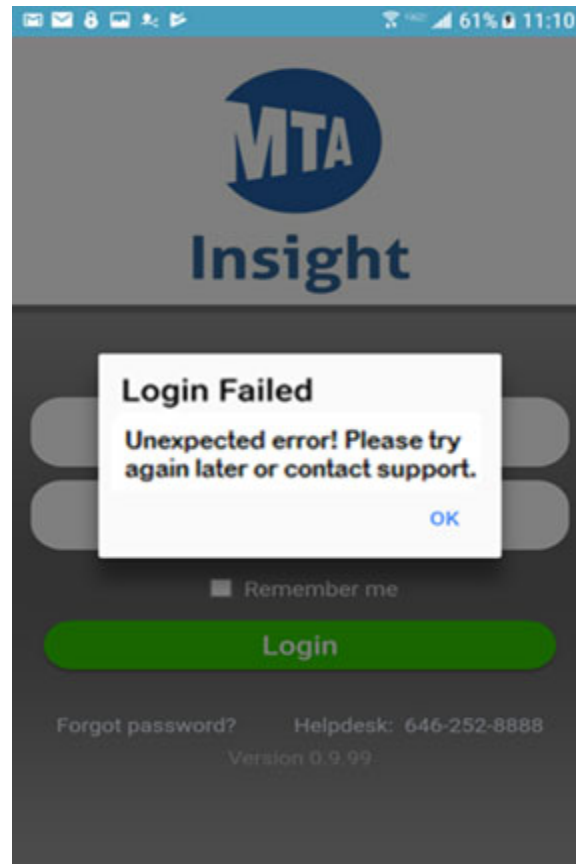
Known RTO departments are departments that include one of the following keywords: Rapid Transit, Subway.



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 support at email address **SubwaysInsight@nyct.com**

12.6 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.

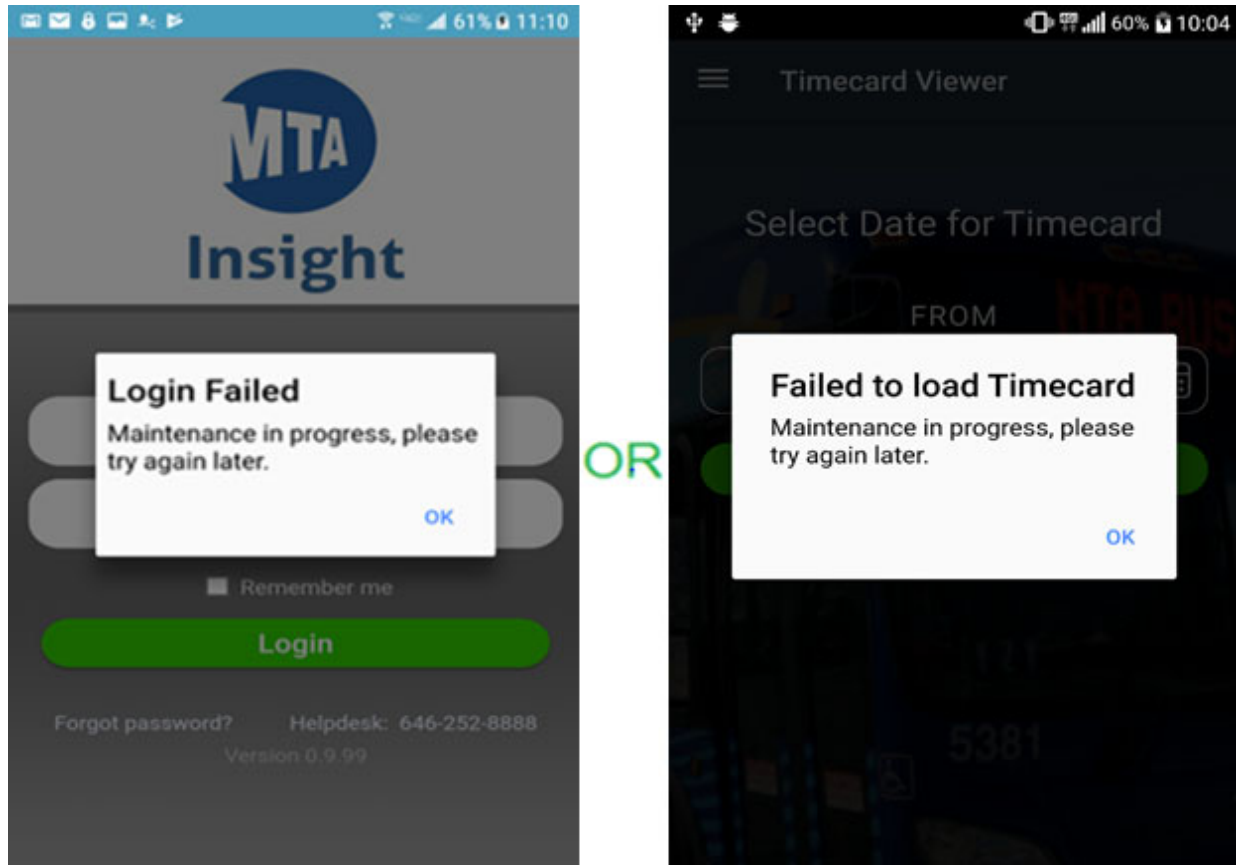


To fix: Try again later and if it is still the case, contact support at email address **SubwaysInsight@nyct.com**

12.7 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.

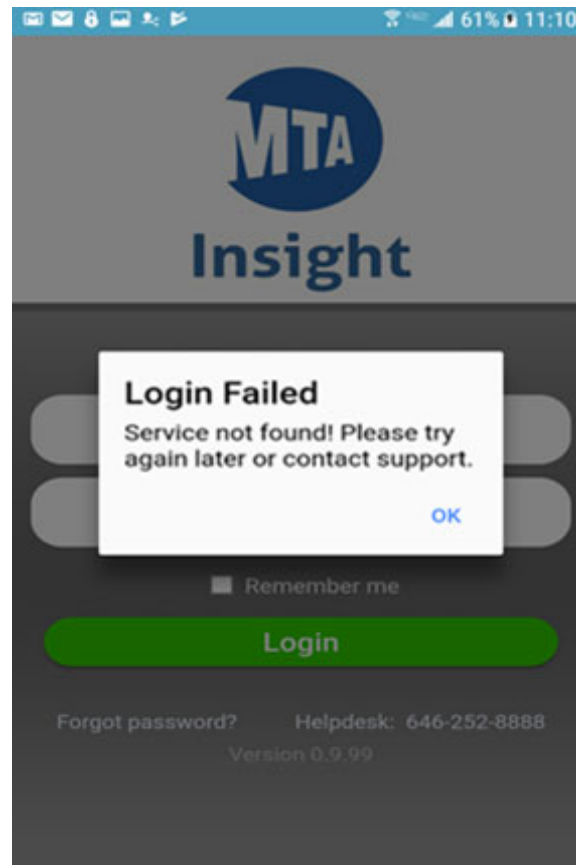
The images below display the messages on the Login and Timecard Viewer screen, however this could happen on any screen.



To fix: Try again later and if it is still the case, contact support at email address **SubwaysInsight@nyct.com**

12.8 Login failed – Service not found

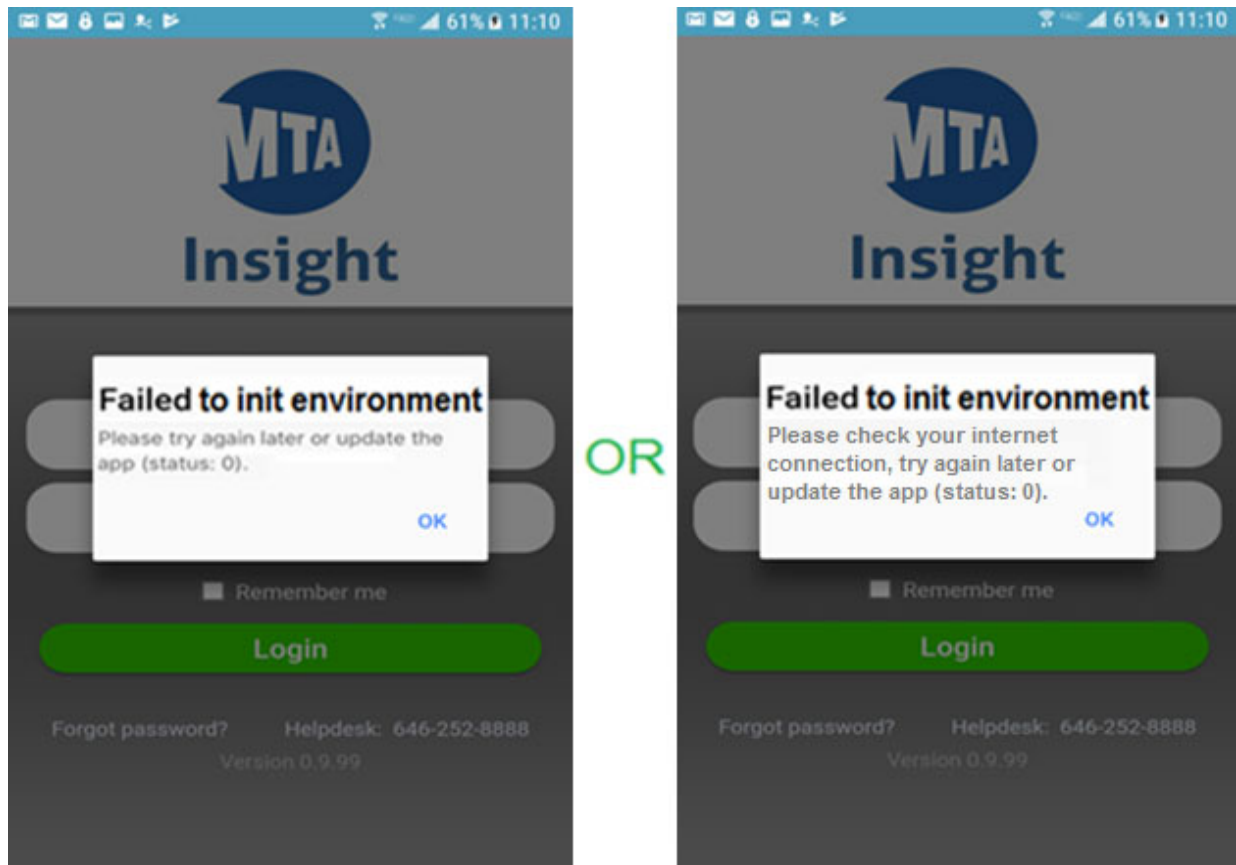
If the message “Service not found! Please try again later or contact support.” appears on your screen, it means some system error occurred and the application is not available at the moment. The images below display the messages on Login screen, however this could happen on any screen.



To fix: Try again later and if it is still the case, contact support at email address **SubwaysInsight@nyct.com**

12.9 Login failed – Failed to init environment

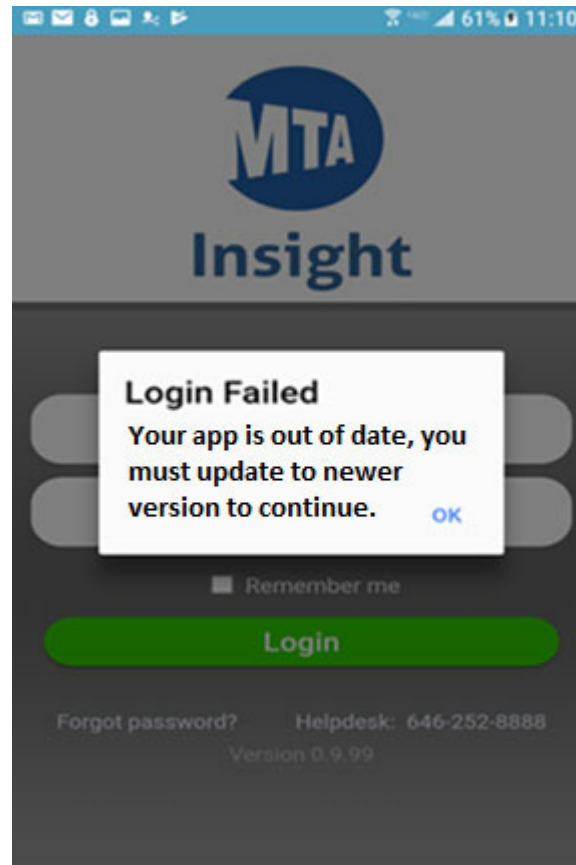
If the message “Failed to init environment Please try again later or update the app (status: 0).” or “Failed to init environment Please check your internet connection, try again later or update the app (status:0).” appears on your screen, it means some system error occurred and the application is not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



To fix: Check your internet connection, try again later and if it is still the case, contact support at email address **SubwaysInsight@nyct.com**

12.10 Login failed – App out of date

If the message “Your app is out of date, you must update to newer version to continue.” appears on your screen, it means version of application on your phone is obsolete.

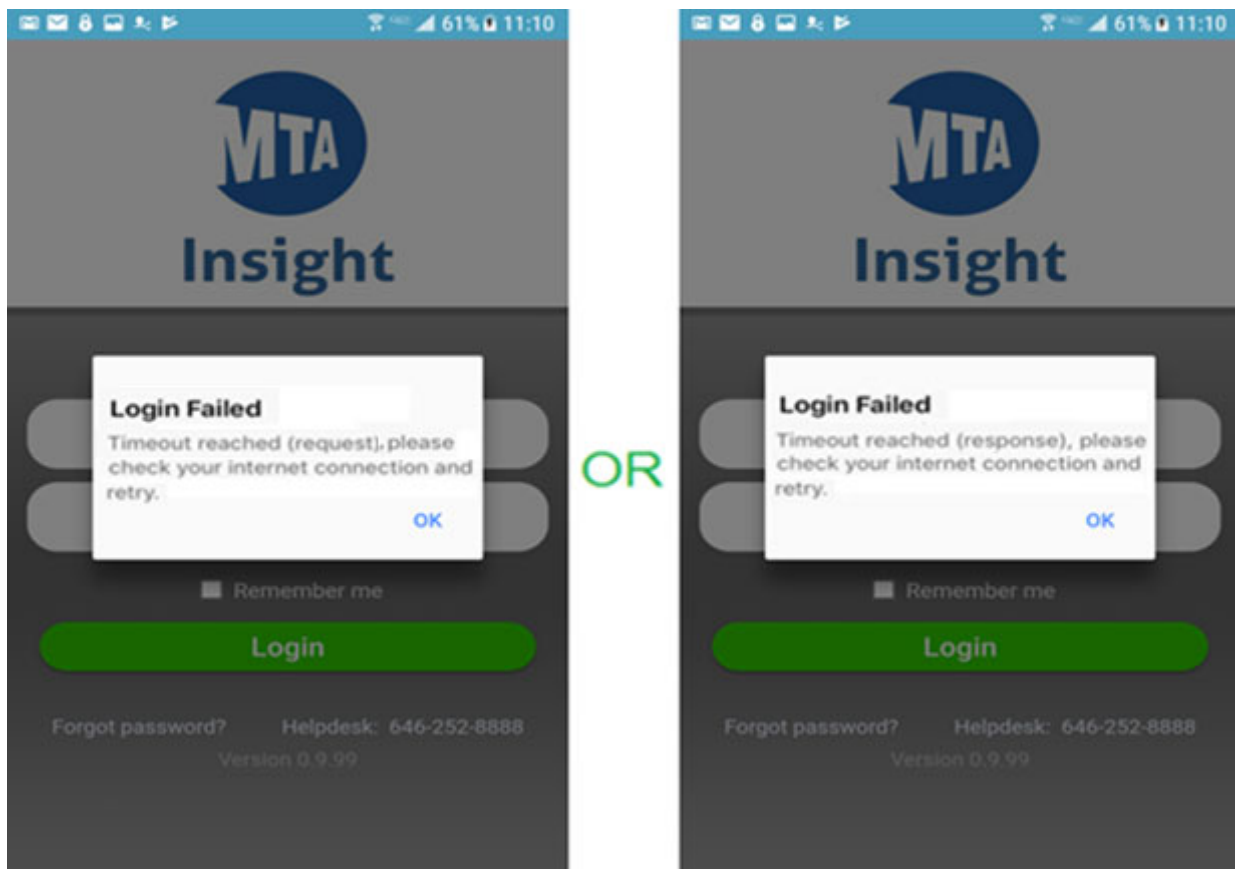


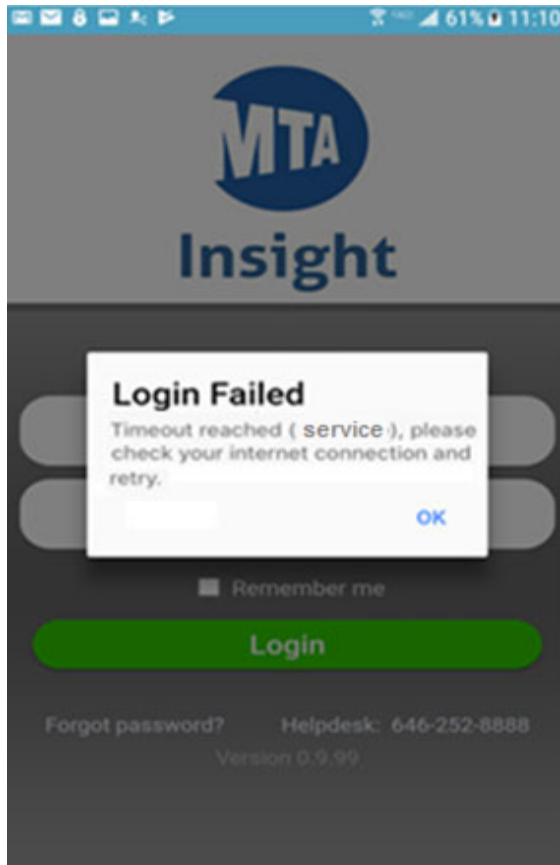
To fix: Go to App store (for iPhone) or Google Play (for Android phones) and update application to supported version.

12.11 Login failed / failed to load data – Timeout reached

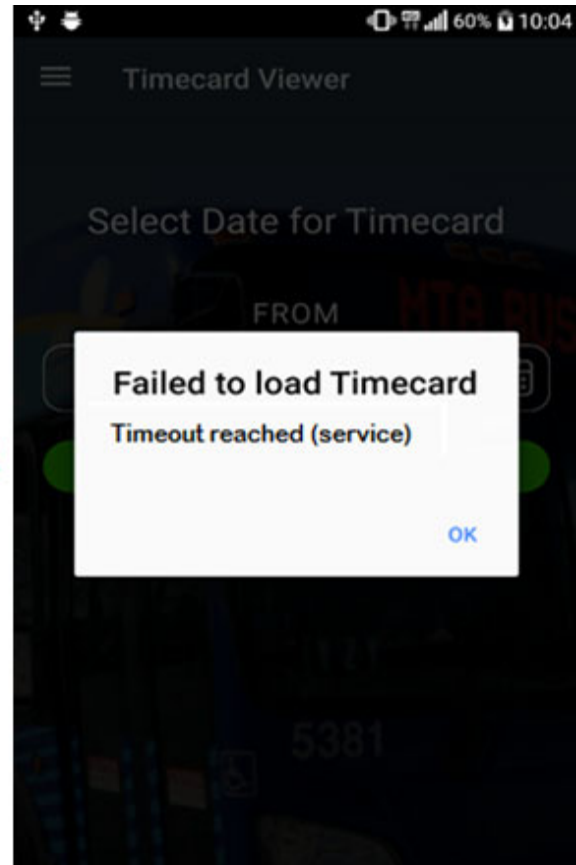
If the message “Timeout reached (request), please check your internet connection and retry.” or “Timeout reached (response), please check your internet connection and retry.” or “Timeout reached (service), please check your internet connection and retry.” or “Failed to load <screen name> Timeout reached (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.

The images below display the messages on the Login and Timecard Viewer screen, however this could happen on any screen.





OR



To fix: Check your internet connection, try again later and if it is still the case, contact support at email address **SubwaysInsight@nyct.com**

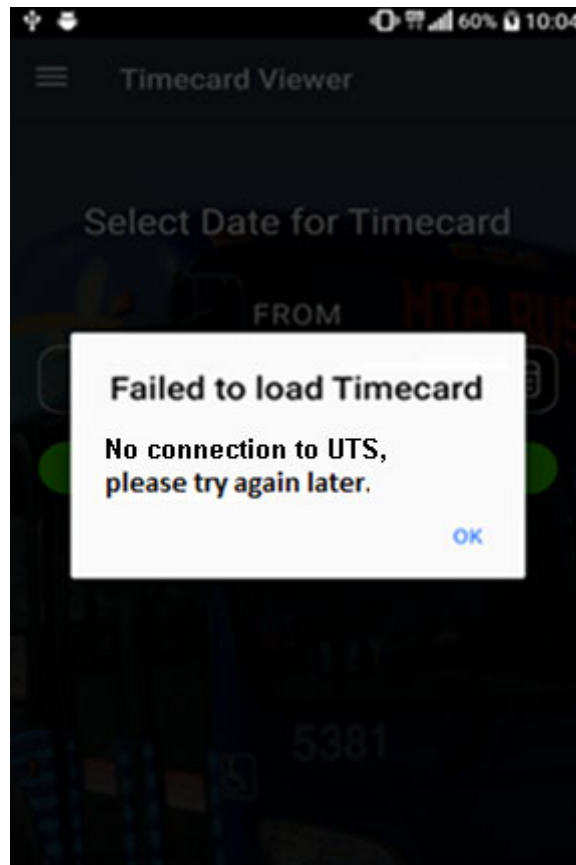
Have in mind that application will not work on employees' personal phones connected to Transit Wi Fi – for example E-Access or G-Access. Please, disconnect from Transit Wi Fi and connect using other internet connection to gain access to the app.

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

12.12 Login failed / failed to load data – No connection to UTS

If the message “No connection to UTS, please try again later.” appears on your screen, it means system was unable to open/obtain connection to the Form within the tolerated time period.

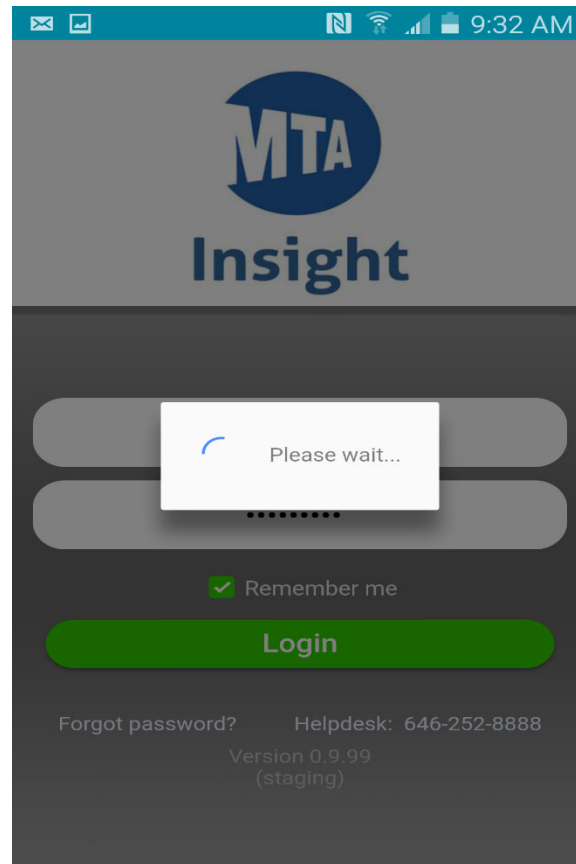
The images below display the messages on the Timecard Viewer screen, however this could happen on any screen.



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

12.13 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....".

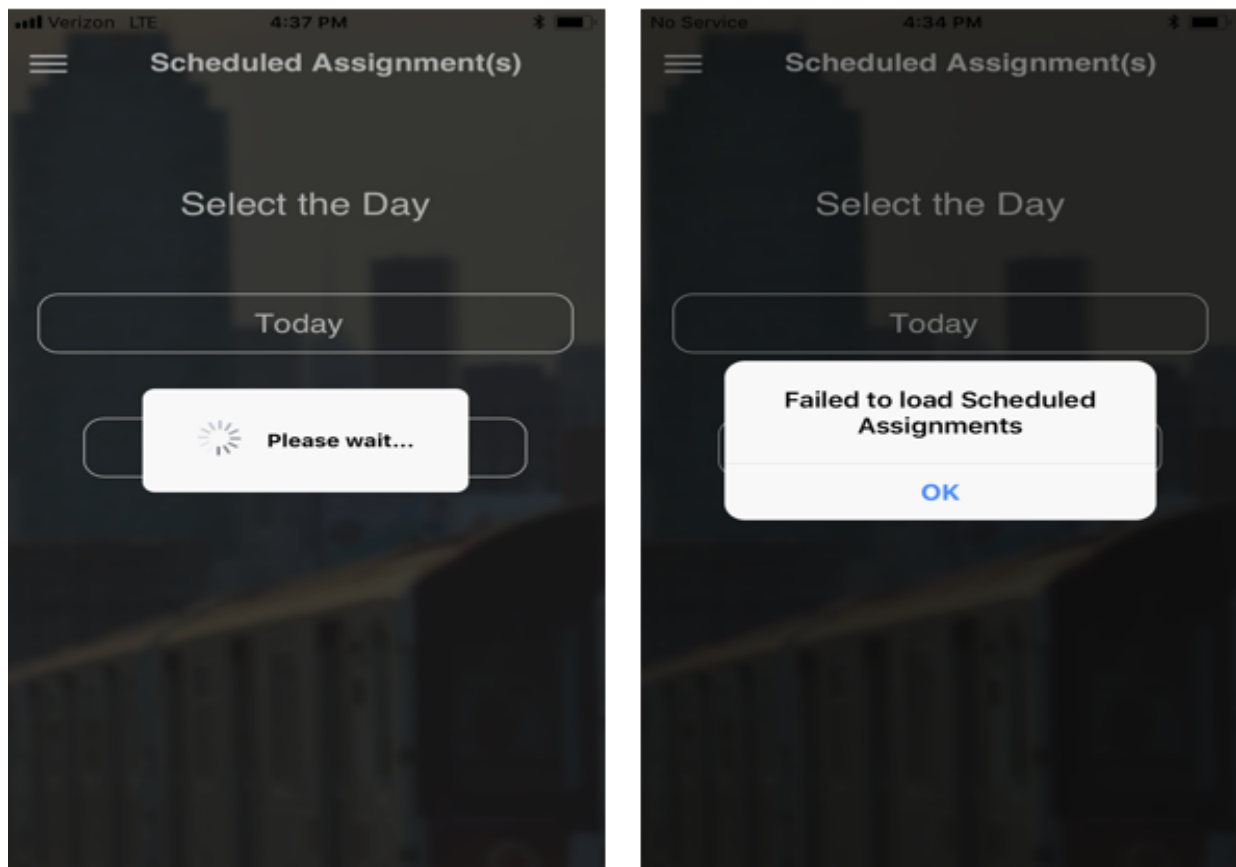


To fix: Check your internet connection, close the application screen and try again later. If it is still the case, contact support at email address **SubwaysInsight@nyct.com**

12.14 App not responding or failed to load data

This could mean that your internet is down or slow. Your screen may appear with messages such as: “Please wait...” or “Failed to load <screen name>.”

The images below display the messages on the Scheduled Assignment(s) screen, however this could happen on any screen.

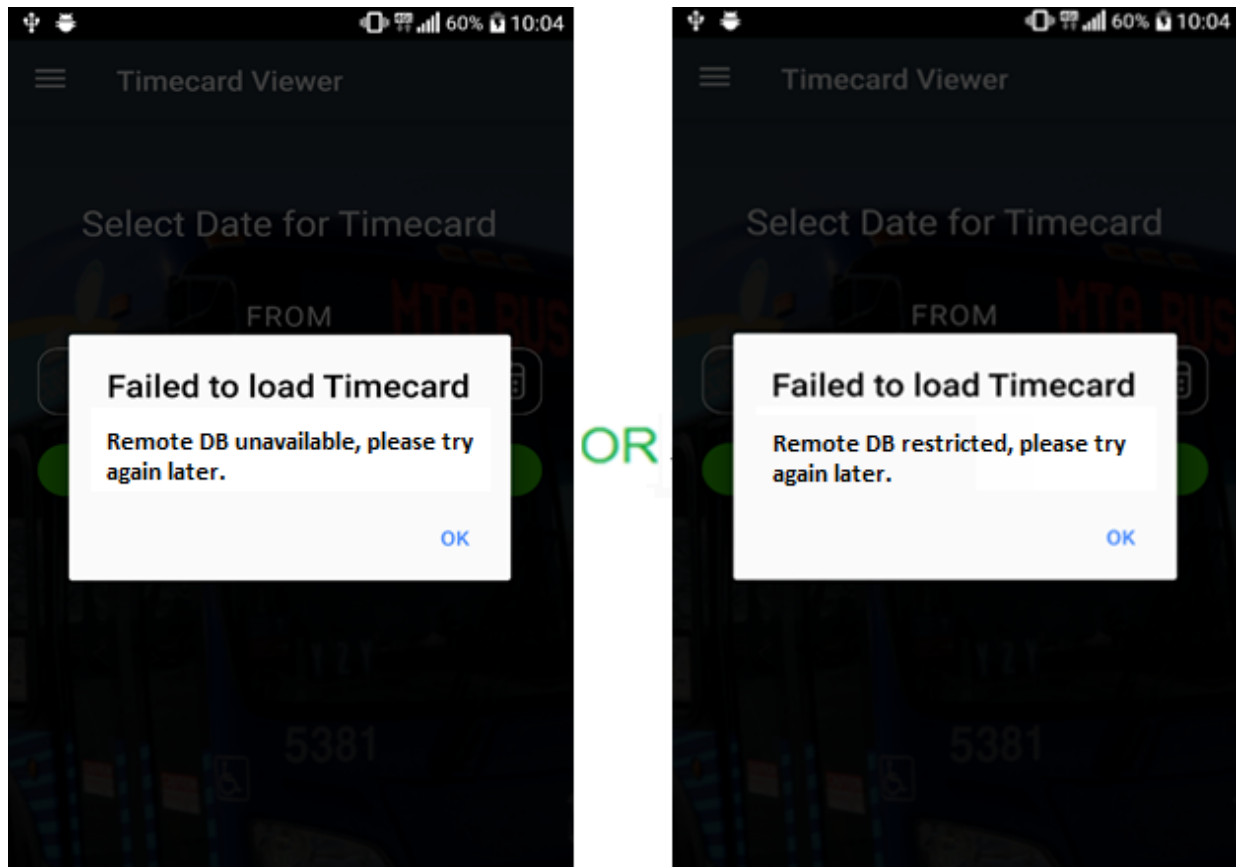


To fix: Verify that your internet is working properly then logout, close the App, and try to login again. If it is still the case, contact support at email address **SubwaysInsight@nyct.com**

12.15 Failed to load data – Remote DB unavailable/restricted

Your screen may appear with the message: “Remote DB unavailable, please try again later.” or “Remote DB restricted, please try again later.” It means some system error occurred and the application is not available at the moment.

The image below display the message on the Timecard Viewer screen, however this could happen on any screen.

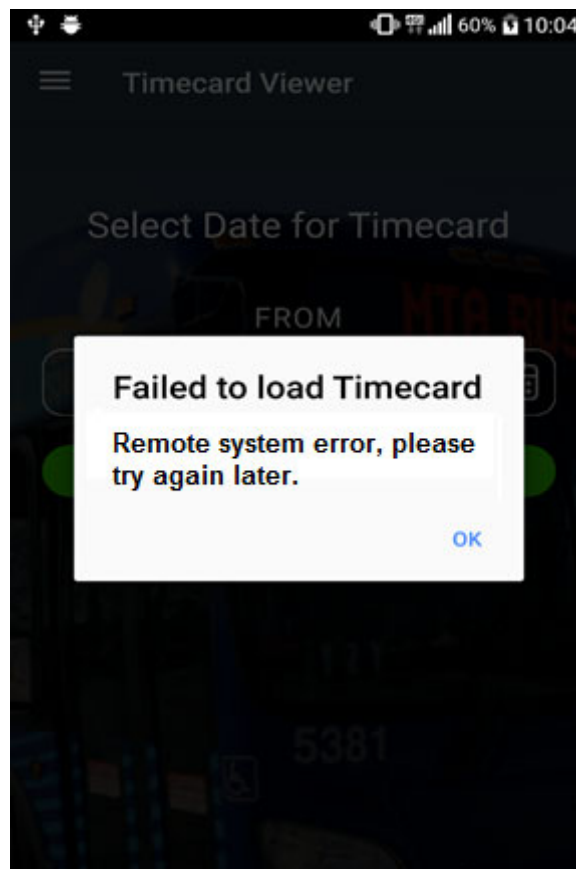


To fix: Try again later and if it is still the case, contact support at email address SubwaysInsight@nyct.com

12.16 Failed to load data – Remote system error

Your screen may appear with the message: “Remote system error, please try again later.”

The image below display the message on the Timecard Viewer screen, however this could happen on any screen.

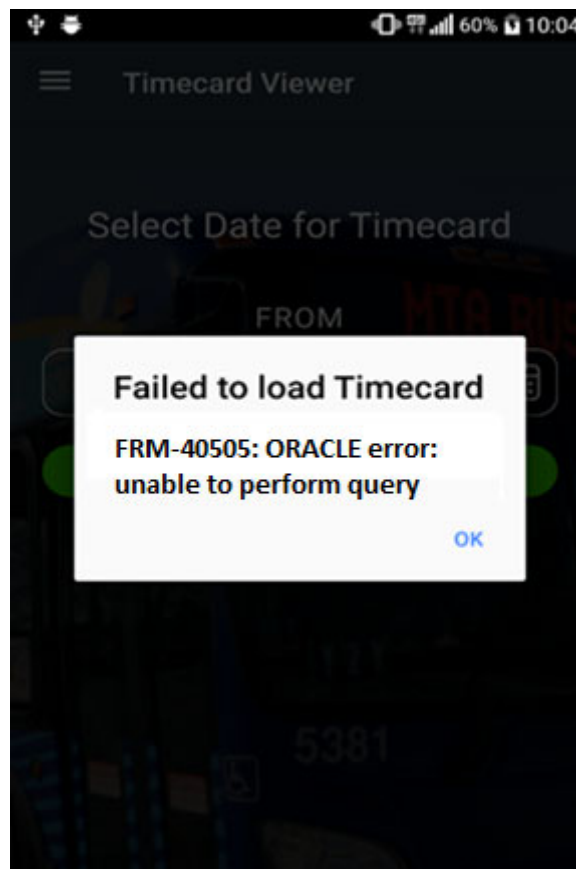


To fix: Try again later and if it is still the case, contact support at email address **SubwaysInsight@nyct.com**

12.17 Failed to load data – FRM-XXXX or ORA-XXXXX error

Your screen may appear with the message: “FRM-XXXX <text>.” or “ORA-XXXX <text>.” This indicates some unhandled form application exception.

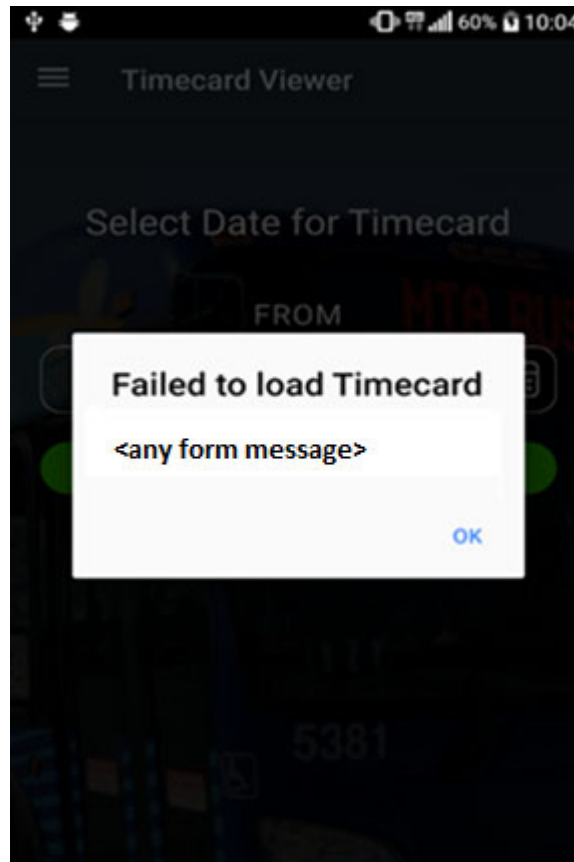
The image below display the message on the Timecard Viewer screen, however this could happen on any screen.



To fix: Try again later and if it is still the case, contact Helpdesk.

12.18 Failed to load Timecard <any form message>

Timecard Viewer screen may appear with the message: “Failed to load Timecard <any form message>”. This indicates validation failure in Timecard or Timecard-colors services in which case app will display to the user the Form's popup messages.

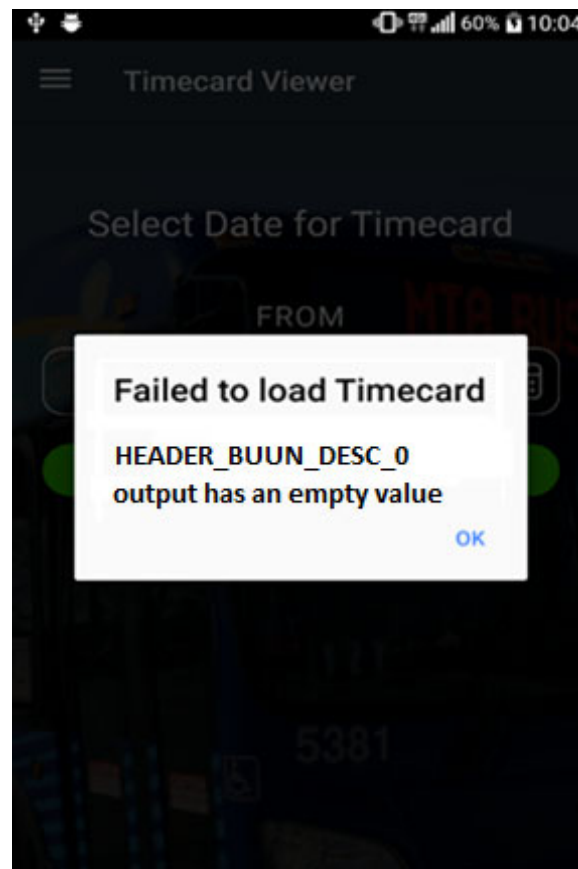


To fix: Try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

12.19 Failed to load data – <Field name> output has an empty value

Your screen may appear with the message: “<Field name> output has an empty value.” This indicates non-empty validation on the web service has failed.

The image below display the message on the Timecard Viewer screen, however this could happen on any screen.

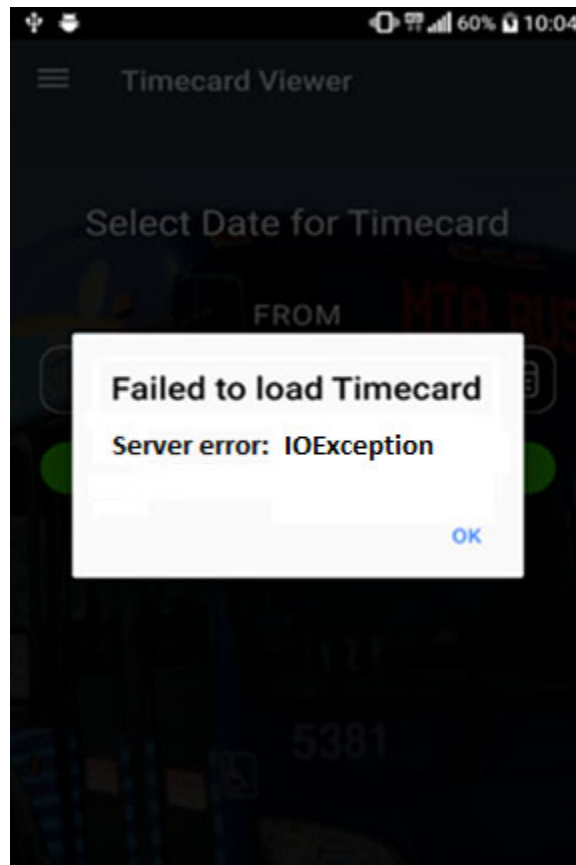


To fix: Try again later and if it is still the case, contact Helpdesk.

12.20 Failed to load data – Server error: <error>

Your screen may appear with the message: “Server error <error>”. This indicates invocation on the web service has caused system internal error.

The image below display the message on the Timecard Viewer screen, however this could happen on any screen. Message itself can be different, e.g. IOException, NullPointerException, ...

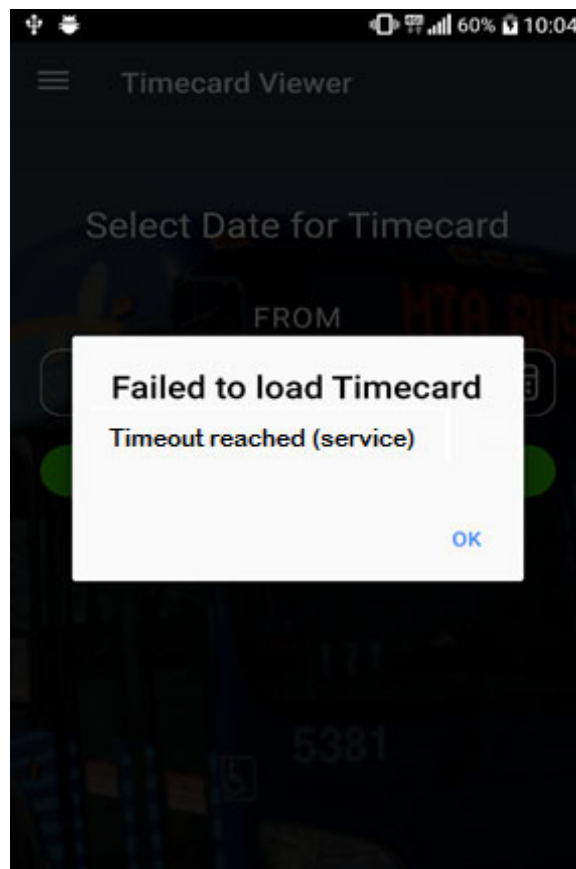


To fix: Try again later and if it is still the case, contact Helpdesk.

12.21 Failed to load data – Timeout reached

Your screen may appear with the message: “Failed to load <screen name> Timeout reached (service).”

The image below display the message on the Timecard Viewer screen, however this could happen on any screen.

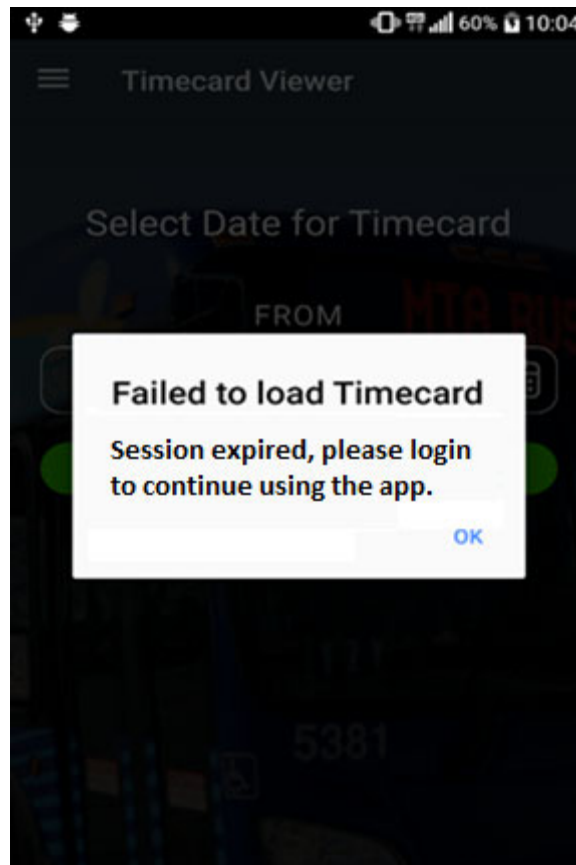


To fix: To fix: Try again later and if it is still the case, contact Helpdesk.

12.22 Session expired

Your screen may appear with the message: “Session expired, please login to continue using the app.”

The image below displays the message on the Timecard Viewer screen, however this could happen on any screen. It means more than 30 minutes have passed since you logged in to the app and the app logged you out to protect your information.

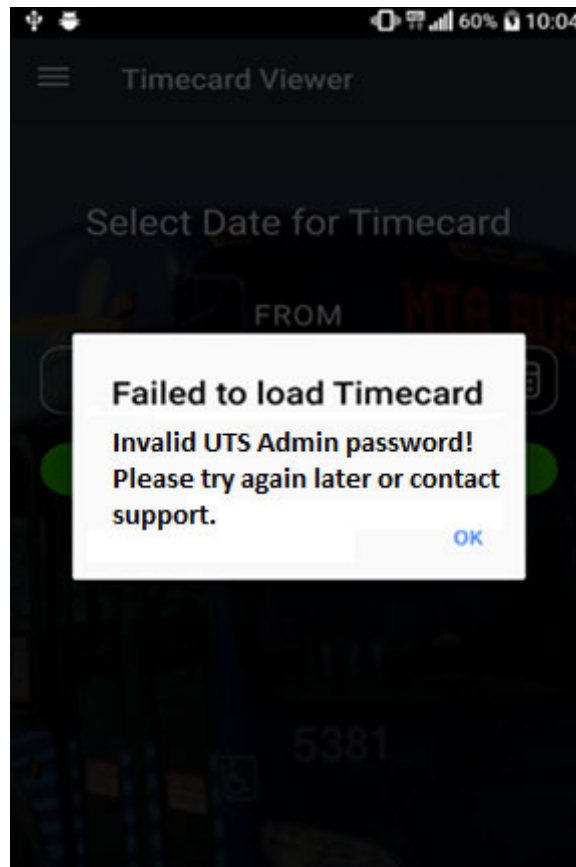


To fix: Log in with your credentials again to continue using the app.

12.23 Invalid UTS Admin password

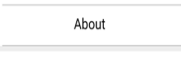
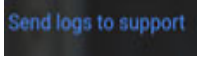
Your screen may appear with the message: “Invalid UTS Admin password! Please try again later or contact support.”

The image below display the message on the Timecard Viewer screen, however this could happen on any screen. It means some system error occurred and the application is not available at the moment.

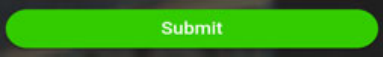


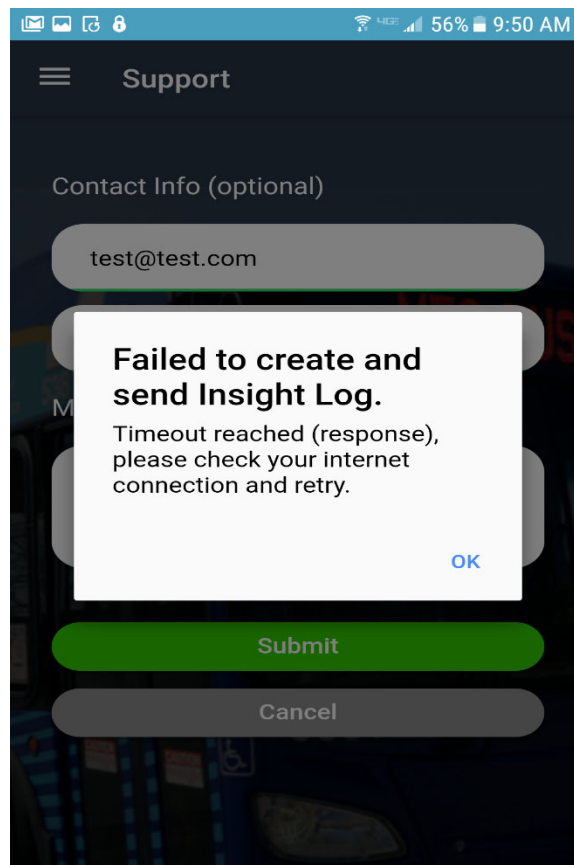
To fix: Try again later and if it is still the case, contact support at email address **SubwaysInsight@nyct.com**

12.24 Not able to send email to support

In case you have been asked by Helpdesk to send application log to support, you have to go to the About  option from the Main Menu and press .

After you populate fields on the screen and try to send email by pressing button

, your screen may appear with the message: “Failed to create and send Insight Log! Timeout reached (response), please check your internet connection and retry.”



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

13 Questions & Concerns

For all questions or concerns regarding MTA Insight application, feel free to contact support at email address **SubwaysInsight@nyct.com**

14 What is new

What has changed in this user document:

14.1 Document changes in v1.0.9 through v1.0.9.2

- Chapter 2, page 6:
Extended Timecard viewer allow to display any period of time (not just current and next week)
- Chapter 8, page 26:
New 'Send Logs to Support' implementation in the 'About' screen - will not rely anymore on user's email account
- Chapter 10.12, page 43:
Changed error message when not able to connect UTS
- Chapter 10.24, page 55:
Changed error message when not able to send email to support

14.2 Document changes in v1.0.9.3

- Chapter 10 – About App:
Renumbered as Chapter 12.
- Chapters added for MTA Insight 1.0.20:
Chapter 8 – OT Availability
Chapter 9 – Vacation Relief
- Document repaginated, Table of Contents updated

14.3 Document changes in v1.0.9.3.1

- Chapter 8 – OT Availability updated:
- Document repaginated, Table of Contents updated