

# BayAlerts FAQs

## **Q1. When I enter my phone number it is saying “Invalid Model”, why is this?**

The phone number must be a valid 10 digit number with area code. The phone number cannot have any dashes between the numbers.

## **Q2. I already receive SF Bay Ferry voices or email messages. Why do I need to enroll in BayAlerts?**

BayAlerts is a new system that will replace the voices or email messaging systems used in the past. Beginning with the launch of the BayAlerts sign up campaign on June 30, 2014, SF Bay Ferry riders will have 3 weeks to enroll in BayAlerts before the old email and voice messaging systems are discontinued on July 21, 2014. During that 3 week period only the old email and voice messaging systems will be in use.

## **Q3. I am having trouble enrolling in BayAlerts. How do I get help?**

For technical problems, please contact [Connect-Support@concentric.com](mailto:Connect-Support@concentric.com) or call 877-654-9626 to talk with a live representative.

If your question is directly related to San Francisco Bay Ferry service, please visit the San Francisco Bay Ferry [website](#) to view a Step-By-Step User Guide for BayAlerts.

## **Q4. How do I indicate my language preference? How do I get TTY?**

To indicate your language preference visit the San Francisco Bay Ferry [website](#) to access your BayAlerts account. Under “Contact Information”, click the down arrow under “Language Preferences”. There you will have a choice from English, Chinese, or Spanish; you are limited to one language choice.

To activate TTY services go to the San Francisco Bay Ferry website to access your BayAlerts account. Under “Contact Information”, select the “Add Phone” button and enter a valid TTY phone number. You must check the TTY box.

## **Q5. I am enrolled but don’t receive messages. What should I do?**

For technical problems, please contact [Connect-Support@concentric.com](mailto:Connect-Support@concentric.com) or call 877-654-9626 to talk with a live representative.

**Q6. From what number will these text messages originate?**

All confirmation text messages and subsequent alerts will come from 23177 or 63079. Please save these numbers and program them as BayAlerts so you can quickly recognize these numbers as the official sources of BayAlerts messages.

**Q7. Who pays for the text messages I receive on my phone?**

You are subject to all applicable messaging charges depending on your service provider. Standard message and data rates may apply.

**Q8. Can I use my Google Voice number with Bay Alerts?**

Yes, but only to receive voice alerts. SMS messages may not be available to Google Voice users due to interoperability issues.

**Q9. Is there a mobile app?**

Yes, the app name is "Blackboard MyConnect". Once you download the app search for "San Francisco Bay Ferry" in institutions (the spy glass). From there you can add your contact info and add subscriptions as you choose. By deleting the app you are not unsubscribing. For technical problems, please contact Connect-Support@concentric.com or call 877-654-9626 to talk with a live representative.

**Q10. How do I unsubscribe?**

In order to unsubscribe, please email [unsubscribe@sanfranciscobayferry.com](mailto:unsubscribe@sanfranciscobayferry.com).

Your BayAlerts account will be deactivated from all of the ferry routes within 72 hours from the email. If you wish to unsubscribe from specific routes yet still be a BayAlerts user, please visit the San Francisco Bay Ferry website to access your BayAlerts account in order to edit your subscriptions.