



June 2014

Welcome to San Francisco Bay Ferry **BayAlerts User Guide!**

BayAlerts is a one stop messaging system that enables you to receive ferry service information you want in the manner you choose. For example, with BayAlerts you can choose to receive messages relating to one or more of eight ferry service routes (e.g., “Vallejo/SF”, “Alameda/Oakland/SF”, “SSF/East Bay”) in the mode you choose (e.g. text, email, TTY, voice message).

Registering for BayAlerts is easy and only requires your name and a valid email address; if you choose to receive voice, TTY/TDD, or text messages, a valid phone number is required. You may rest assured that neither SF Bay Ferry nor its BayAlerts vendor Blackboard Connect will share or sell your information, and that your contact information will only be used to provide you with SF Bay Ferry information.

Through BayAlerts you can choose to receive one or both of two types of messages:

- Service Alerts- These messages provide time sensitive information that could affect your ferry travel within the next 24-hours
- News- These messages provide information that is not time sensitive but may affect ferry service experience within the next 5 months. Examples are: notices of proposed schedule or fare change; implementation of new services; promotions/contests.

Getting Started:

San Francisco Bay Ferry BayAlerts

Log In or Sign Up for BayAlerts

Log in to view and update your account information, or click Sign Me Up! to create a new BayAlerts account.

With Bay Alerts you can receive:

- ALERTS - ferry service delays or cancellations
- NEWS - upcoming schedule or service changes
- PROMOTIONS - onboard events and ferry programs

Select the method(s) for which you want to receive BayAlerts -- choose as many as you wish -- and then select where you would like to receive those notifications:

- In your email in-box
- On your mobile phone in a text message
- On your mobile or land phone in a voice message
- On a TTY/TDD device

You can also subscribe to an RSS feed to view on any enabled reader.

REGISTER NOW!

Click on the "Sign Me Up!" link to register today.

NOTE: If you are already receiving email or phone message alerts from Alameda/Oakland, Harbor Bay, South San Francisco or Vallejo Ferry you will need to re-subscribe to BayAlerts in order to continue receiving ferry service messages.

Standard charges for incoming calls and text messages apply. (Please check with your provider if you have questions concerning those charges).

Email:

Password:

Forgot your password? Remember me

or

Step 1: Go to the [San Francisco Bay Ferry webpage](#). On the home page click on the “Enroll in BayAlerts” button. Scroll down to “Sign Me Up!” and click. The “Sign Up for BayAlerts” page opens. This page requires your:

- First Name
- Last Name
- Email
- Chosen Password
- You must agree to Terms of Use

noreply@blackboardconnect.com

to me

Greetings Bay,

Thank you for registering for a Blackboard Connect user account. To activate your new account, simply follow the link below:

<https://sf/bayalerts.bbportal.com/Activation/ConfirmationCode?code=105e1d08-1397-431e-86d4-793131079b72>

Thanks,
Blackboard Connect

A confirmation email will be sent to the email you provided.

The email will be from:
noreply@blackboardconnect.com

Step 2: Open the link provided

The link will send you to the original web page where you can now sign in.

San Francisco Bay Ferry BayAlerts

Answer Security Questions

If you need to reset your password, you will be asked the security questions you select and required to answer them correctly.

Security Question 1:

Security Question 2:

Security Question 3:

Step 3: Tell Us About Yourself

You will be asked 3 security questions. In the case that you forget your password, answering these questions will help you recover your account.

Tell Us About Yourself | Set Your Subscriptions | Set Your Preferences

1 2 3

Let us know how you would like to be reached. You may provide up to 10 phone numbers, 10 email addresses, and 5 addresses. Then, go to Subscriptions to select the notifications you would like to receive.

Add Address Add Email Add Phone

Home 1 Voice Text TTY

@gmail.com E-mail Address

Language Preferences

English Save

Next

Step 4: Set Your Subscriptions

TTY/TDD is a device that allows a typed message to be sent on a TTY telephone line.

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

Set your language preference (Chinese, English, or Spanish). You are limited to one language option.

Tell Us About Yourself | Set Your Subscriptions | Set Your Preferences

1 2 3

Check the box next to each notification you would like to receive.

Expand All | Collapse All

ALAMEDA/OAKLAND/SAN FRANCISCO

ANGEL ISLAND/ALAMEDA/OAKLAND

ANGEL ISLAND/VALLEJO

ATT PARK/ALAMEDA/OAKLAND/SAN FRANCISCO

Step 5: Set Your Preferences

This is where you choose which routes you would like to receive alerts for.

FYI: By default, “Emergency” category is checked for all BayAlerts subscribers. “Emergency” messages will only be sent in the event of a regional emergency.

Tell Us About Yourself | Set Your Subscriptions | Set Your Preferences

1 2 3

Tell us how you would like to be reached. To indicate your preferences, mouse over each notification to edit.

Notification	Voice	Text	TTY	Action
1. ALAMEDA/OAKLAND/S...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Emergency	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Alerts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	edit
News	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	edit
6. ATT PARK/ALAMEDA/OAKLAND	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Emergency	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Alerts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	edit
News	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	edit

Back Done

Once you have completed the 5 steps, you can review and customize your communication preferences.

For an example, you might want a phone call, email, and text message for alerts, but for news you may only want text messages.

NOTE: Regarding SMS Text Messages – Some BayAlerts messages will exceed the 160 character SMS text limit. In those cases, SMS text recipients will receive an abbreviated message informing them that there is a ferry service alert and providing a URL that will send them to the complete message. For example, the SMS text message may read “BayAlerts! An Alameda Oakland eastbound ferry departure has been delayed. Visit bit.ly/balerts for details”.



After finalizing the previous screen you will be sent to the home page. Alerts will also show up on this page.

You can go back to this page anytime you wish to update your personal information, routes, or modes of communication.

To Unsubscribe: email 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 your BayAlerts account to edit your subscriptions.

Thank you for using BayAlerts!