BayAlerts
San Francisco Bay Ferry

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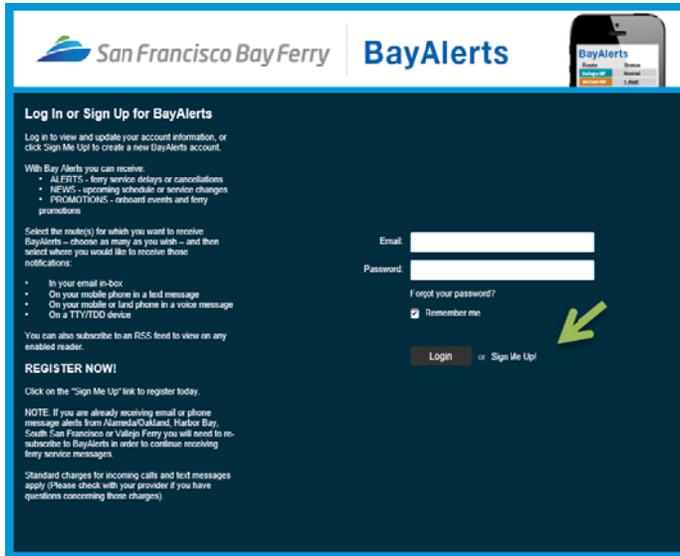
Step 1: Go to the San Francisco Bay Ferry webpage. On the home page click on the "Enroll in BayAlerts" button. Scroll down to "Sign Me Up!" and click. The "Sign Up for BayAlerts" page opens. This page requires your:

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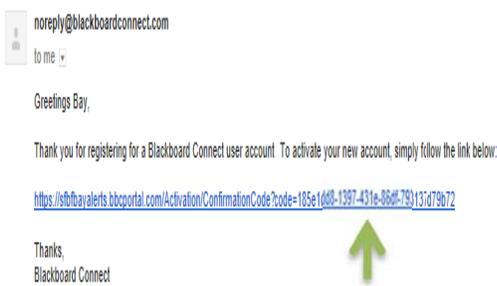

A confrimation email will be sent to the email you provided.

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.
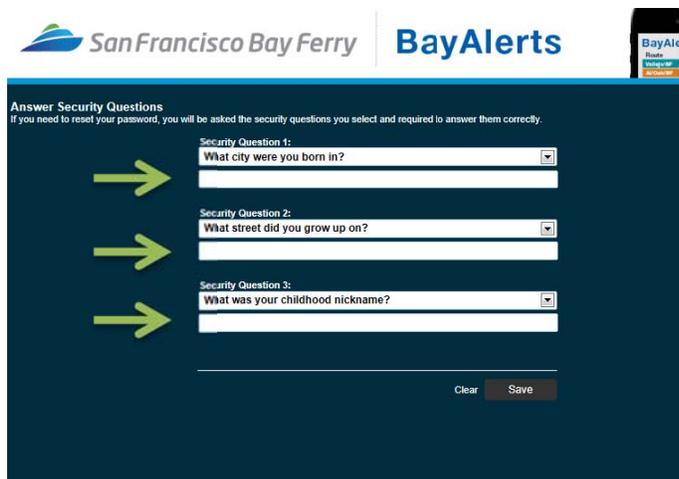
Step 3: Tell Us About Yourself

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

                              Voice   Text   TTY
000-000-0000   ✓   ✓   ✓
Home 1

@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
  Please tell us about yourself. ⓘ
  I am a ● Resident   ○ Business   ○ Other
  ☐ Emergency
  ☐ Alerts
  ☐ News
▲ ☐ ANGEL ISLAND/ALAMEDA/OAKLAND
  Please tell us about yourself. ⓘ
  I am a ● Resident   ○ Business   ○ Other
  ☐ Emergency
  ☐ Alerts
  ☐ News
▲ ☐ ANGEL ISLAND/VALLEJO
  Please tell us about yourself. ⓘ
  I am a ● Resident   ○ Business   ○ Other
  ☐ Emergency
  ☐ Alerts
  ☐ News
▲ ☐ 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.

▲ 1. ALAMEDA/OAKLAND/S...

	📞	✉	💬	
Emergency	✓	✓	✓	
Alerts	✓	✓	✓	✎ edit
News			✓	✎ edit
				✎ edit

▲ 6. ATT PARK/ALAMEDA/OAKLAND

Emergency	✓	✓	✓	
Alerts	✓		✓	✎ edit
News	✓	✓	✓	✎ edit
				✎ 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".
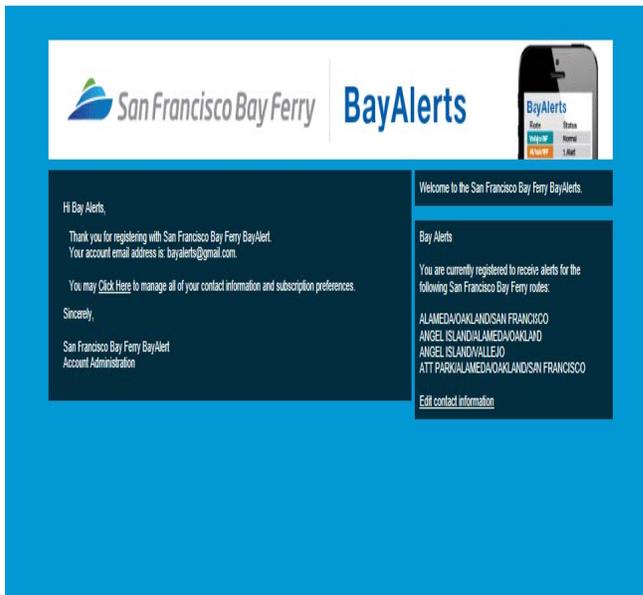
After finalizing the previous screen you will be sent to the home page. Alerts will also show up on this page.

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!