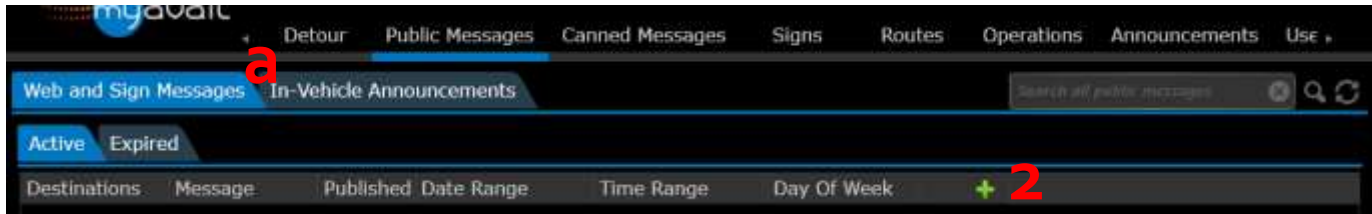


Quick Guide: Public Messages Tab (Web & Phone Apps, In Vehicle)

The Public Messages tab is used to create messages for your public-facing website and phone apps and for in-vehicle use. When you are faced with service interruptions, like detours and road construction, or you're planning to provide special service for an upcoming fair; use this tab to generate messages to notify your customers and operators quickly, even for on-the-fly needs!

How to Create a New Public-Facing Message:



1. Navigate to the Public Messages tab

- a. There are 2 main tabs for messages: 'Web and Sign Messages' & 'In Vehicle Announcements'
 - i. Both have sub tabs for 'Active' and 'Expired'
- b. The 'Active' tab displays by default and is used to create new messages
- c. The 'Expired' tab is where messages that are no longer active display

2. Click on the green plus sign to create a new message

3. In the popup, define the message

- a. Select the message priority
 - i. Emergency
 - ii. High
 - iii. Medium (typical)
 - iv. Low

4. The Message Type is selected by default (General Message)

5. Select the Message Destinations

- i. Where the message will display
- ii. Click the pencil icon to add signs

6. Enter the message in the Message box

- a. Edit all channels: The character count is limited to the SMS value, to ensure the message displays in all destinations:
- b. If the character count text turns red below the message box, it will automatically scroll on the sign

7. Select the date and time range for the message to be active

8. Select the days of week the message should display

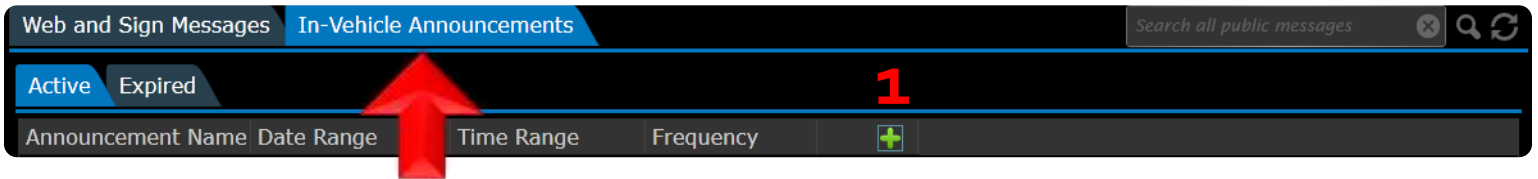
9. Save your work by hitting the 'Save' icon at the upper right of the popup

- a. Message will display almost instantly at the selected destinations (website, phone apps, signage)



Quick Guide: Public Messages Tab (Web & Phone Apps, In Vehicle)

How to Create a New Periodic In-Vehicle Message:



1. On the 'In Vehicle Announcements' tab, click on the green plus sign to create and define a new audio message
2. In the popup add the announcement name
 - a. Click on the dropdown menu to select the audio files
3. Choose the message frequency (minutes or hours)
4. Enter the time and date range
5. Save your work by clicking the 'Save' icon at the upper right

TIP: Is the dropdown list empty? Before being able to create an in-vehicle announcement, the audio files must be uploaded and defined in myAvail on the 'Announcements' tab.

