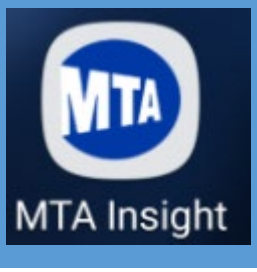

DOB

MTA INSIGHT APP

USER GUIDE

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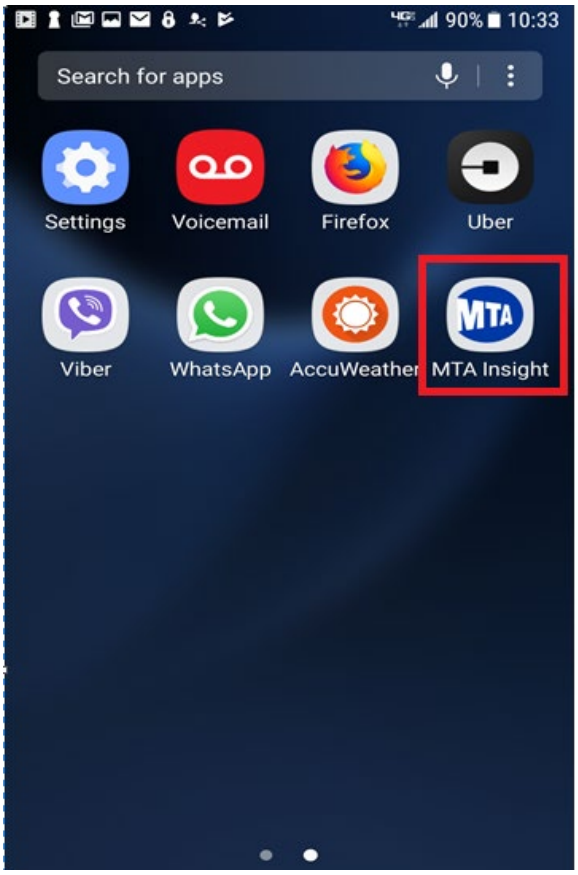
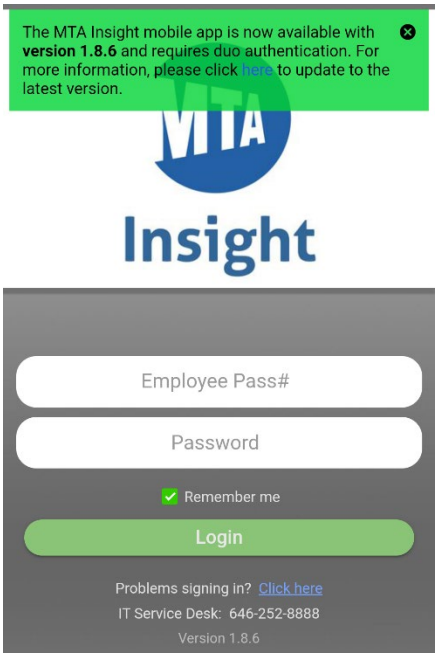
1 Launching MTA Insight App

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



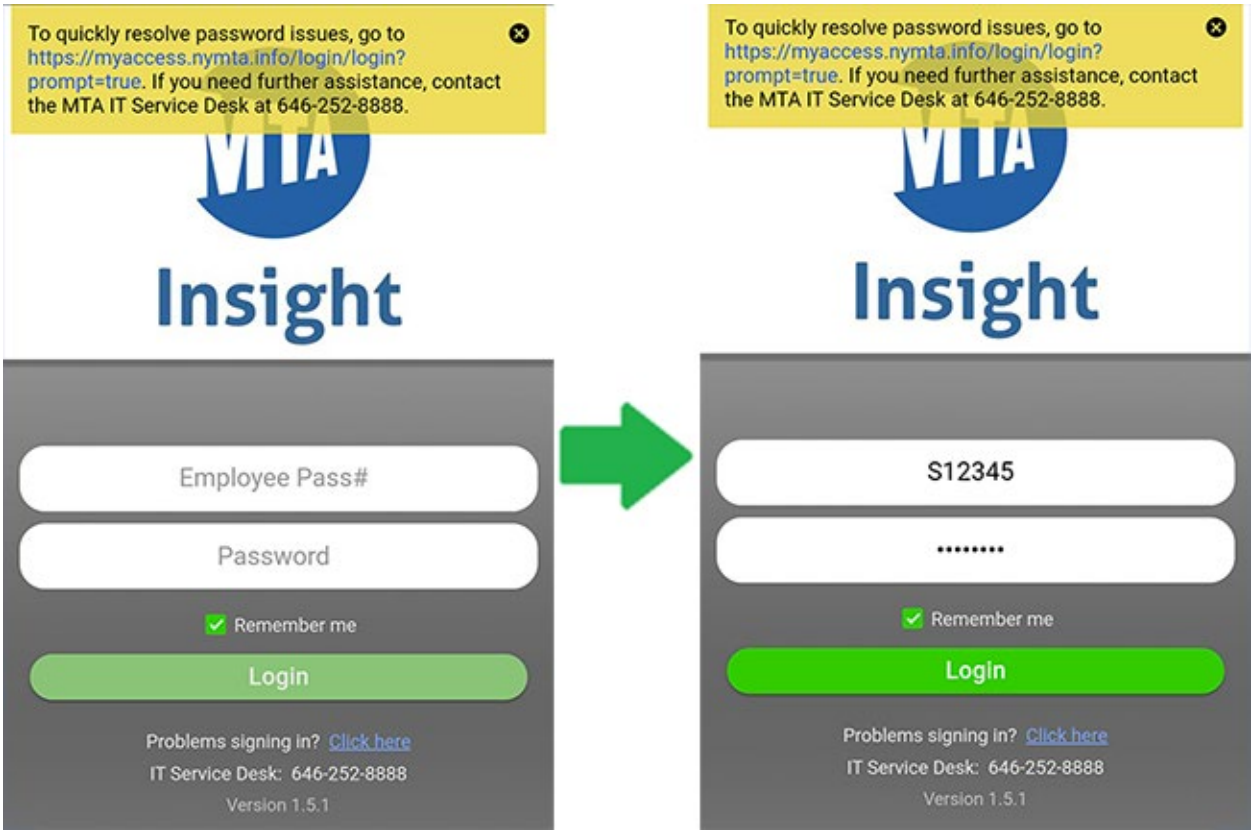
This will take you to the login screen.



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

Note: Your MTA IAMS password is case-sensitive.

di



Tap on the Login

button.

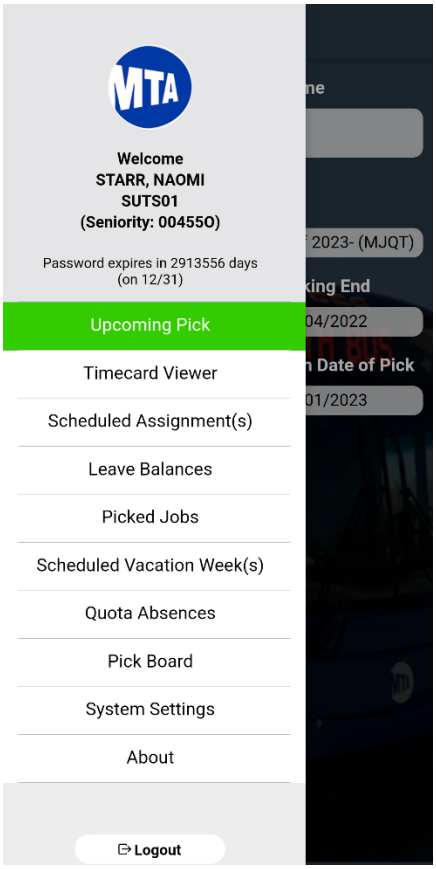
Note: Login button is disabled until you enter Pass Number and MTA IAMS password.

Option

is available – check it

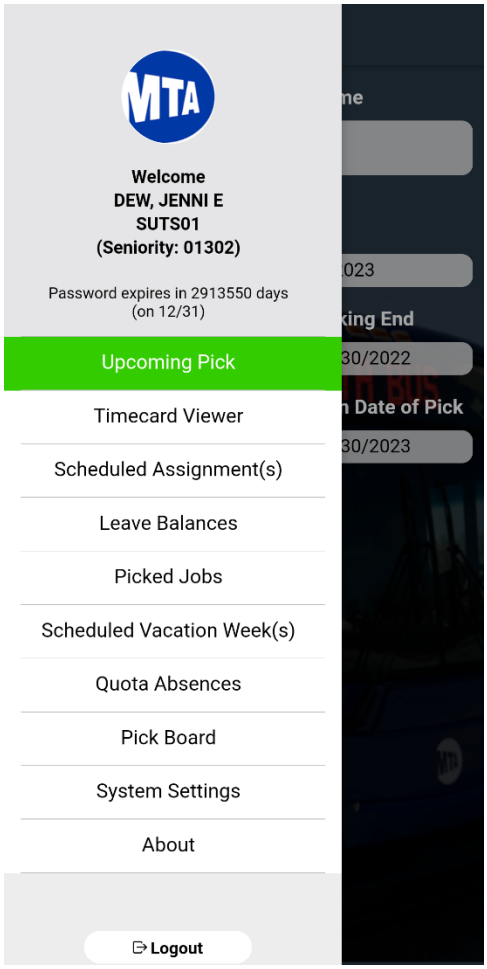
while logging in to remember your username. So, next time you are logging in you will only need to enter password.

Once you have logged in successfully, all of the functions that are available to you within the app can be found in the Main Menu, that will not be the first screen you see.



2 Upcoming Pick

After you have successfully logged on, if you are included for an upcoming pick, the Upcoming pick screen will appear. This screen is the default screen that opens as you log in, so you won't miss his next pick.

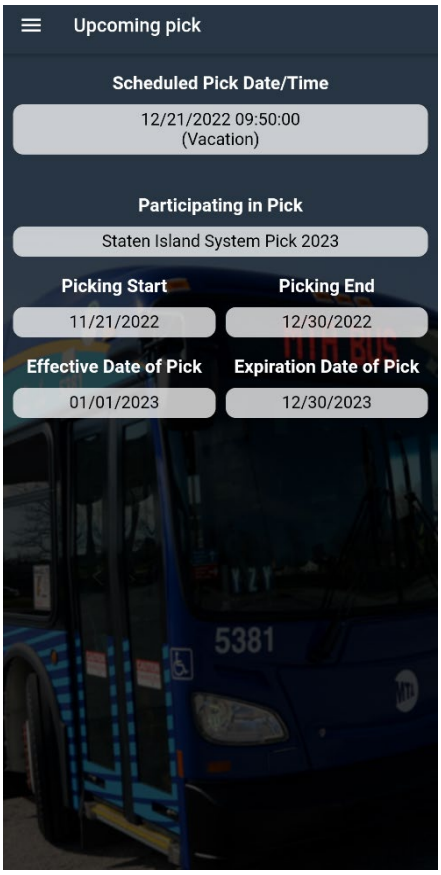


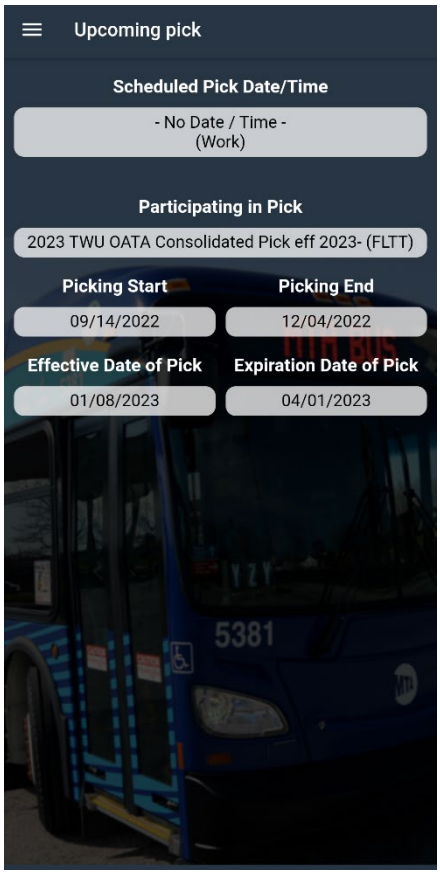
When there is no pick upcoming or active, then

- the Upcoming Pick button will not be displayed on the Main menu.
- the app will skip to Timecard Viewer

This screen displays information on the following:

- Scheduled Pick Date/Time
- Pick participating
- Picking Start Date
- Picking End Date
- Effective Date of Pick
- Expiration Date of Pick.

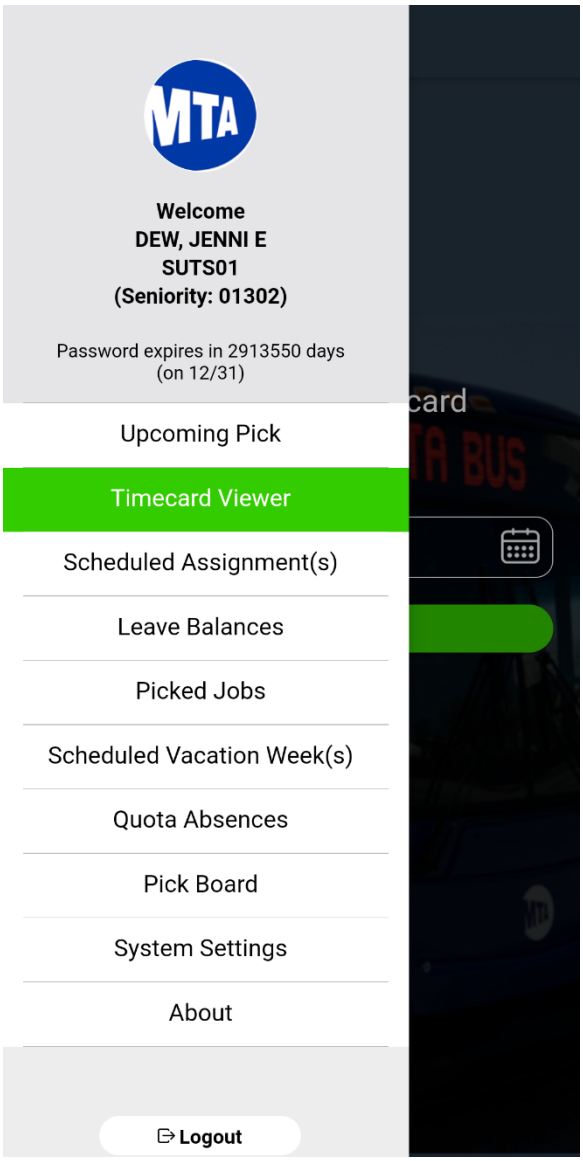


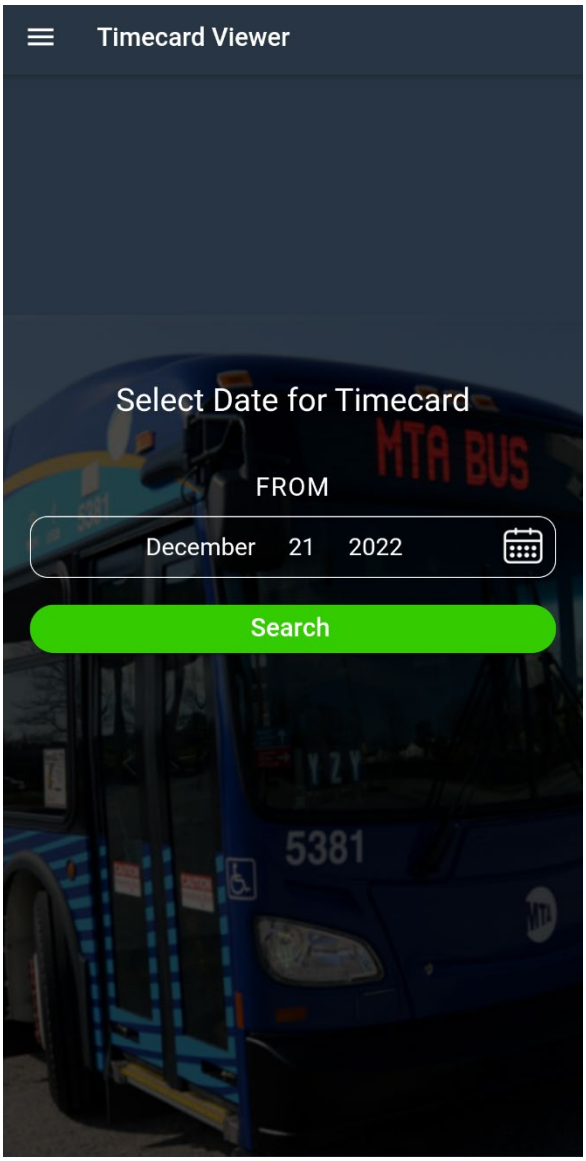


If there is no upcoming pick because the last date to pick before the pick becomes effective (as shown pictured above-left), there will be no Scheduled Pick Date/Time.

3 Timecard Viewer

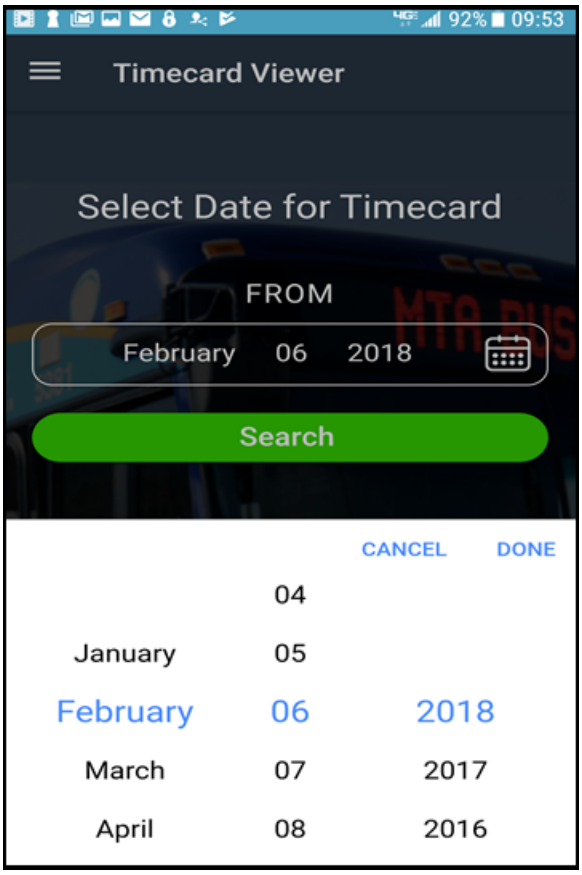
After you have successfully logged on and there is no upcoming pick, the Timecard Viewer screen will appear.





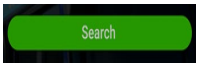
The Timecard Viewer screen defaults to the current day. Tap on the calendar icon to view **other** dates.

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



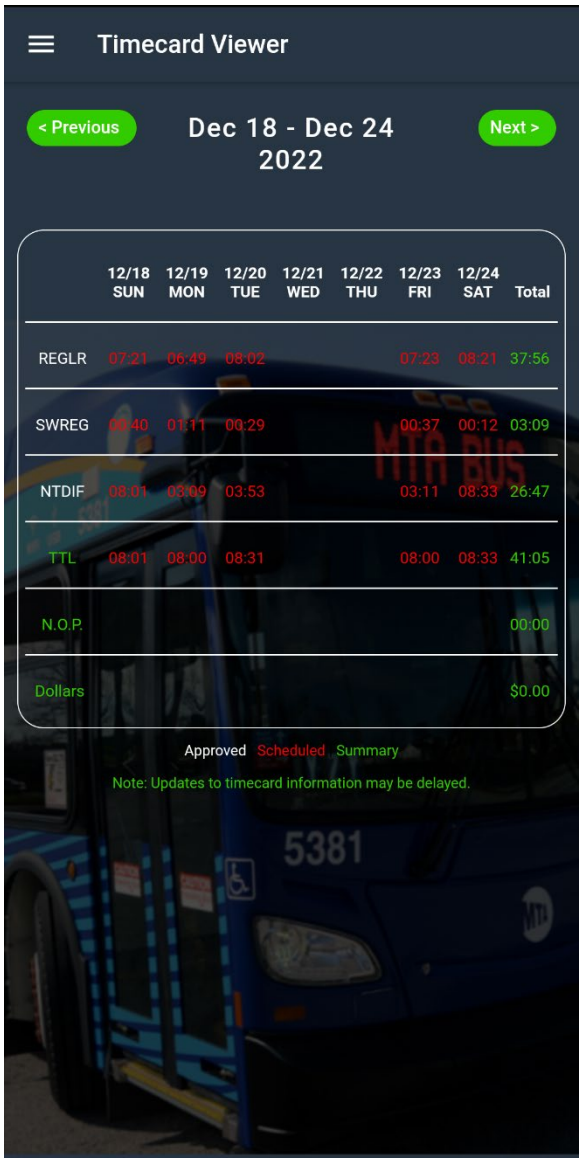
After you have selected your month, day and year, tap on **DONE**.

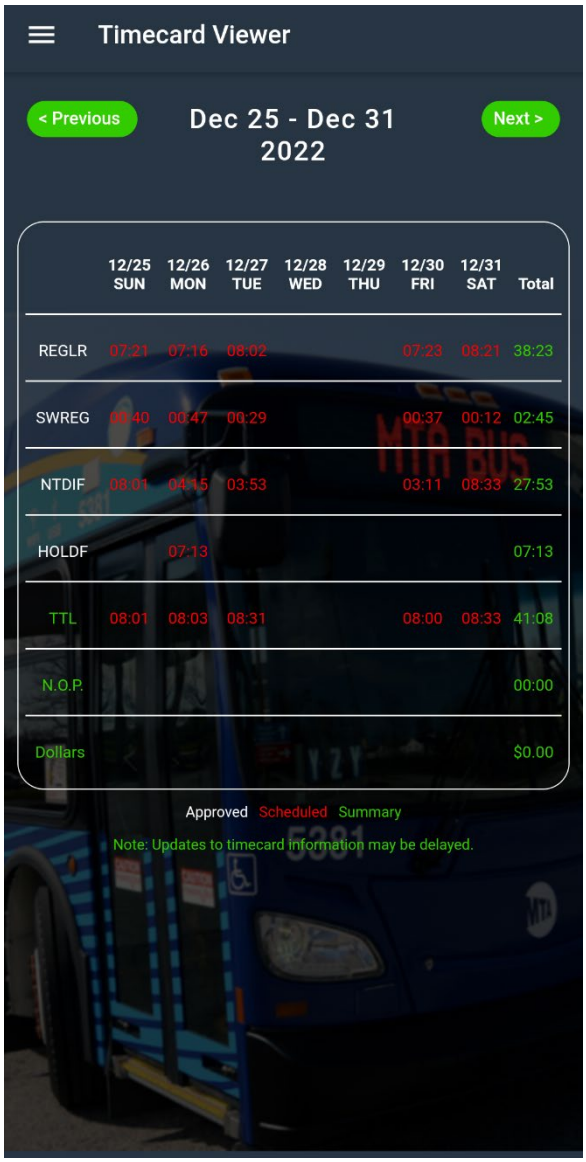
DONE will change the default date to your selected date.
CANCEL will take you back to the previous screen, displaying your weekly timecard for the previously selected date.

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. Use the green buttons at the top of the screen to navigate to the previous week or to the next week.



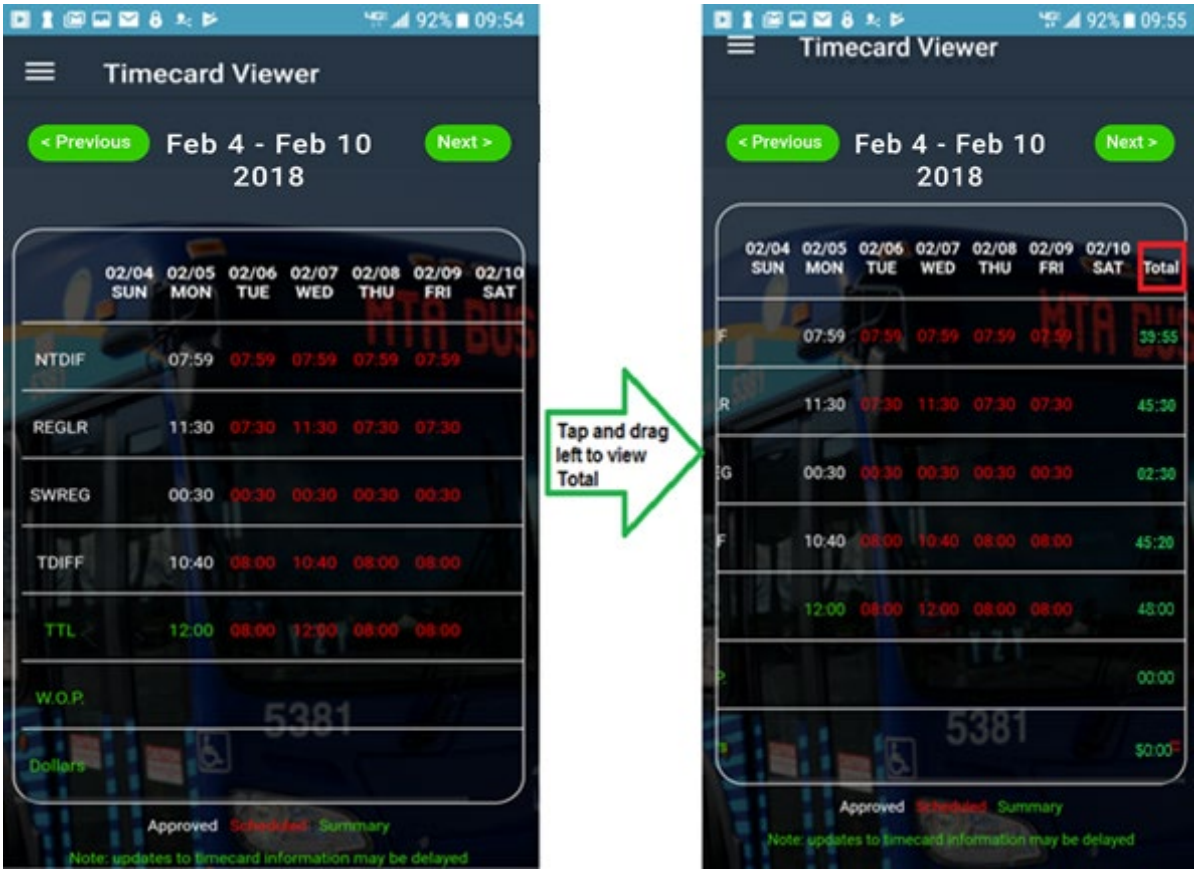


You can continue tapping on

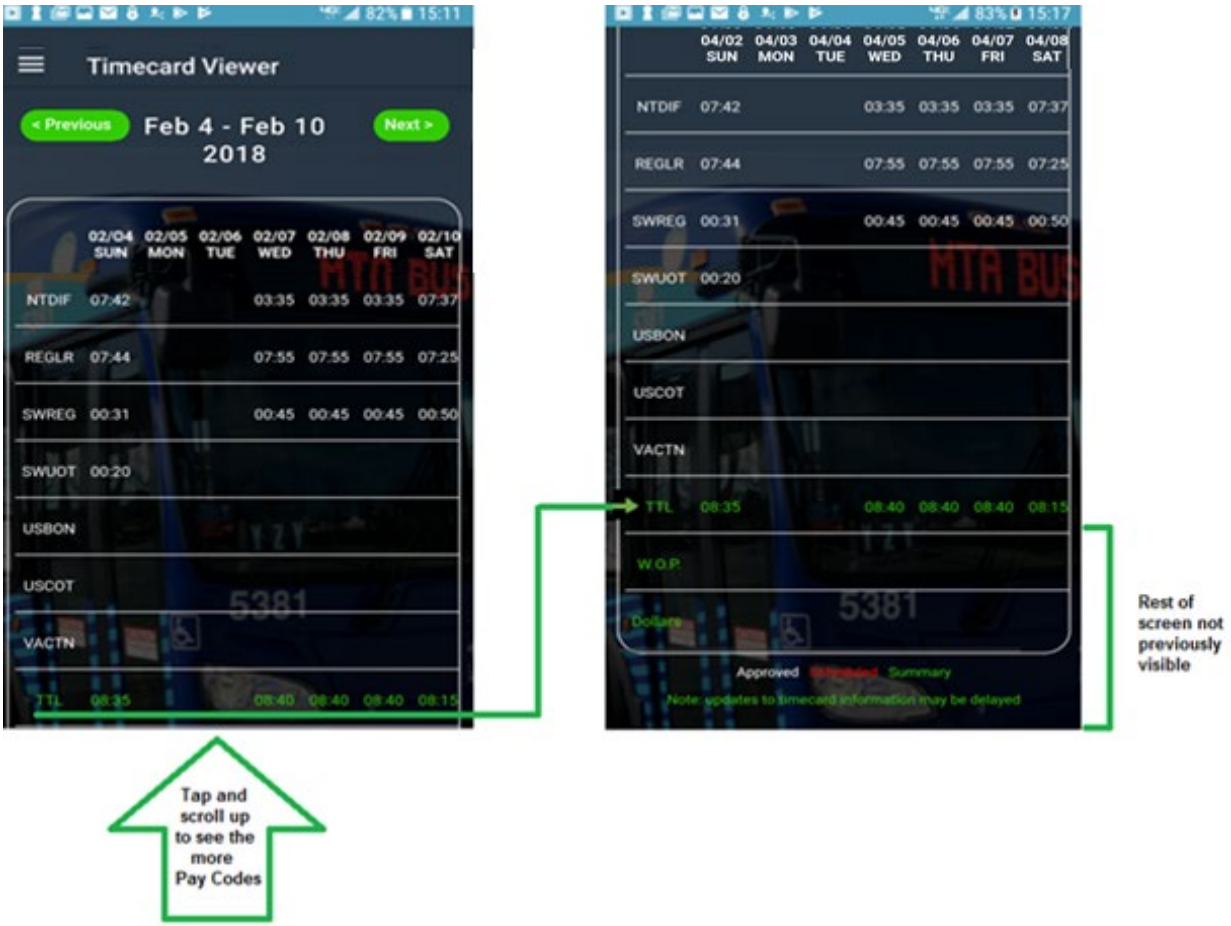
or

to move back and forth to more past or future timecards.

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



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 button.

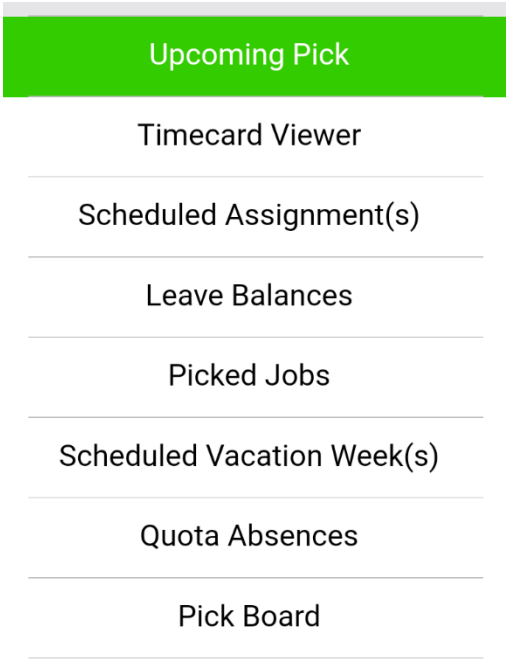
Again, tap and drag left to view Total (see image on previous screen).

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

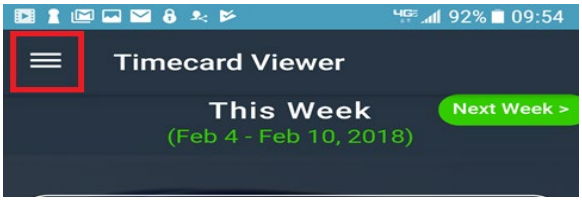
NOTE: In previous versions you could only see current week and following week.

4 Main Menu

MTA Insight App allows you to also see your Upcoming Pick, Timecard Viewer, Scheduled Assignment(s), Leave Balances, Picked Jobs, Scheduled Vacation Week(s), Quota Absences, and Pick Board.

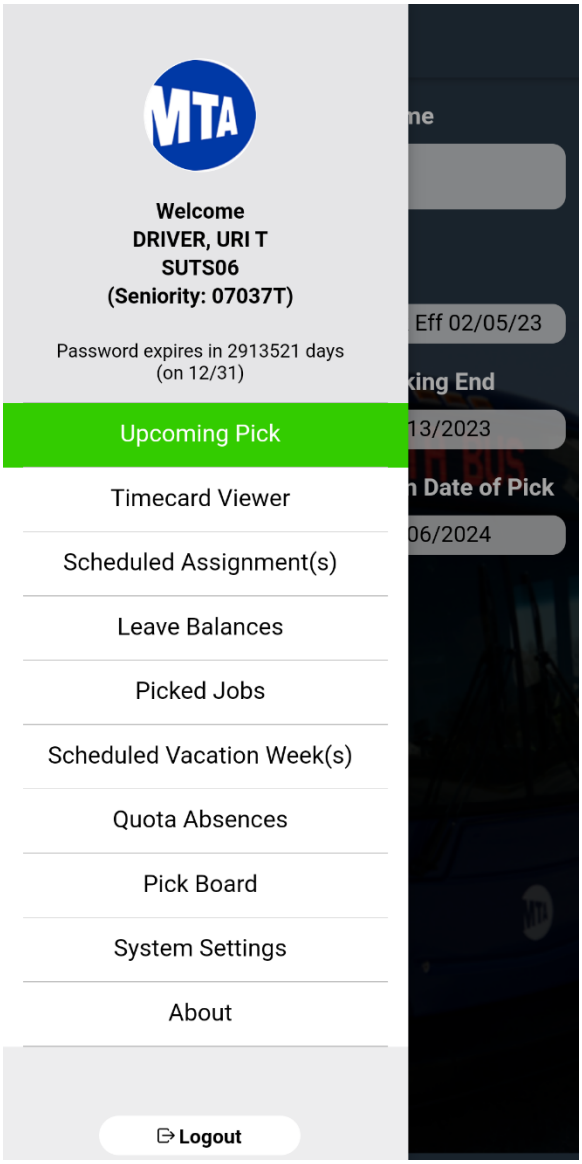


To access these screens, tap on the Settings icon at the top left of your screen



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

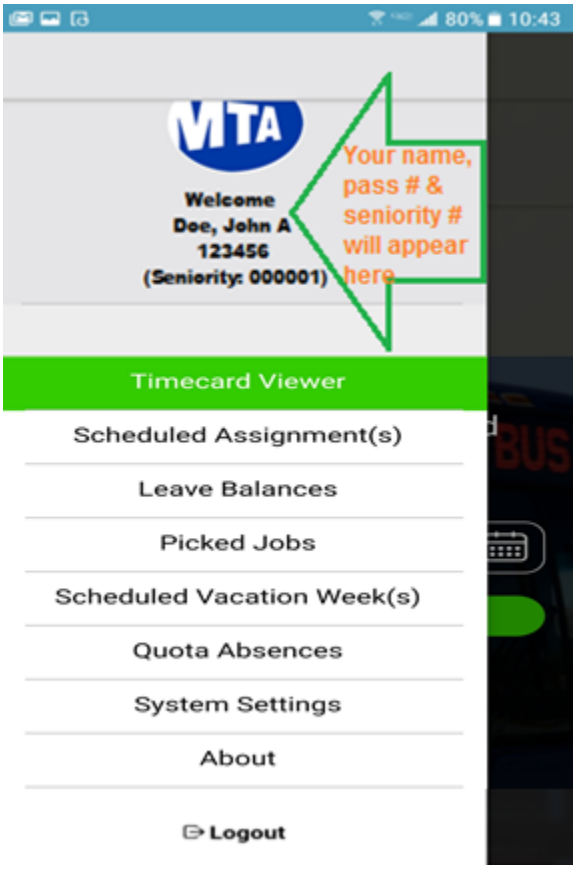
Your Pass and Seniority# will appear at that top:



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

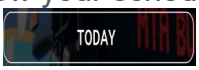
- Upcoming Pick
- Timecard Viewer
- Scheduled Assignment(s)
- Leave Balances
- Picked Jobs
- Scheduled Vacation Week(s)
- Quota Absences
- Pick Board
- About - displays essential information about MTA Insight App and allows sending email to MTA Insight App support
- Logout

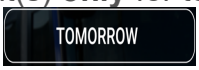
When there is no pick, then the Upcoming Pick button will not be displayed on the Main menu.



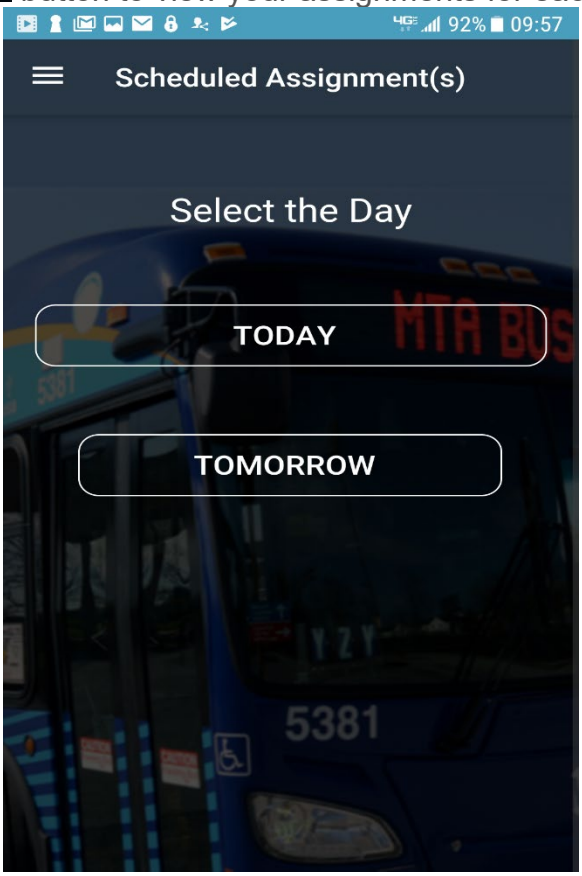
Tap to choose your desired option.

5 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 

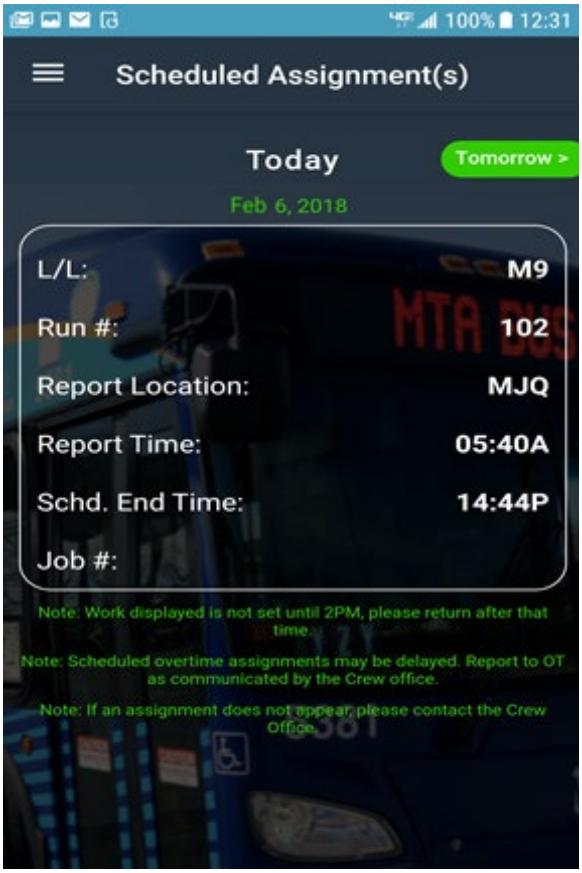
or the Tomorrow 

button to view your assignments for each day.



If you select TODAY

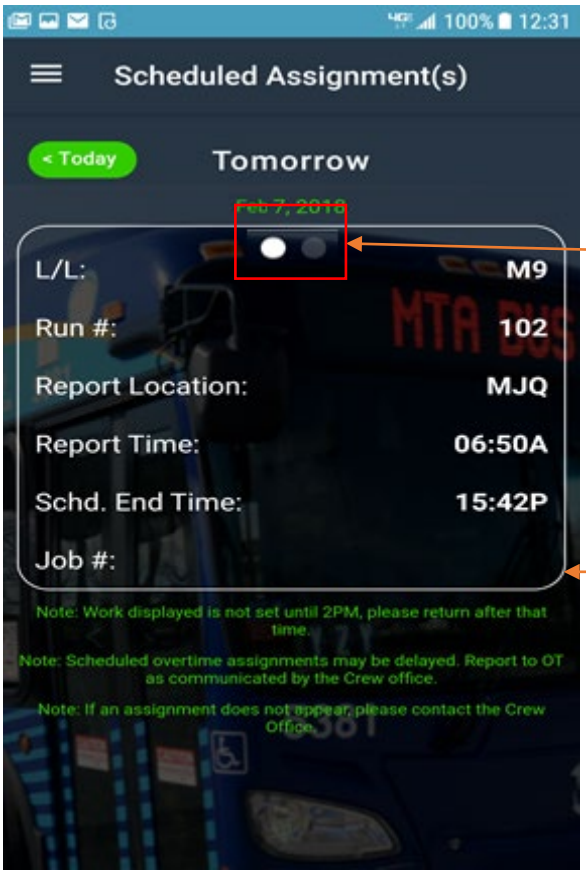
your assignments for today will appear.



If you select TOMORROW

your assignments for tomorrow 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.

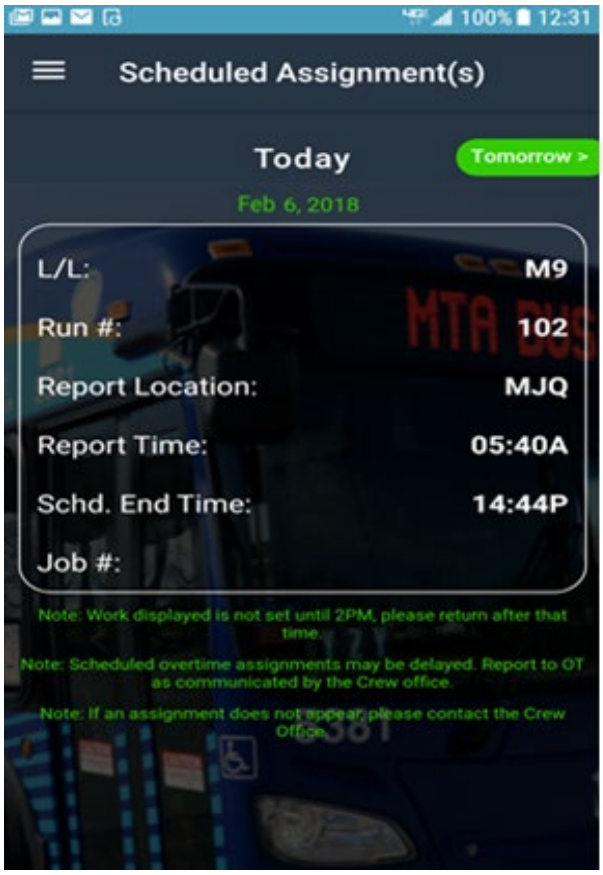
This box is called your context

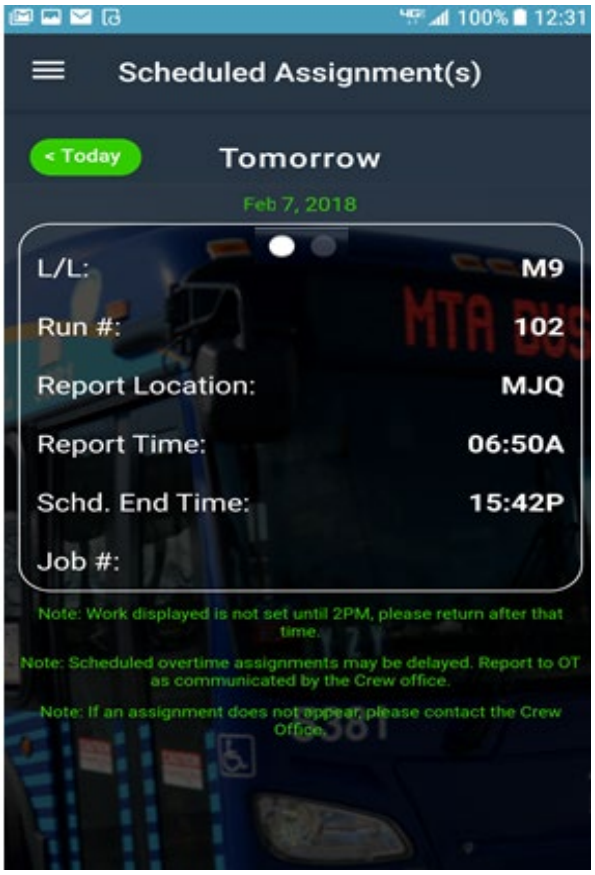
If you have multiple assignments on the selected day, the page icon will appear at the top of your context screen.

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.

In addition, you can toggle between days by tapping on the Today < Today and Tomorrow 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 Schedule Assignment(s), tap on the Menu icon ☰. This will take you back to the Main Menu.

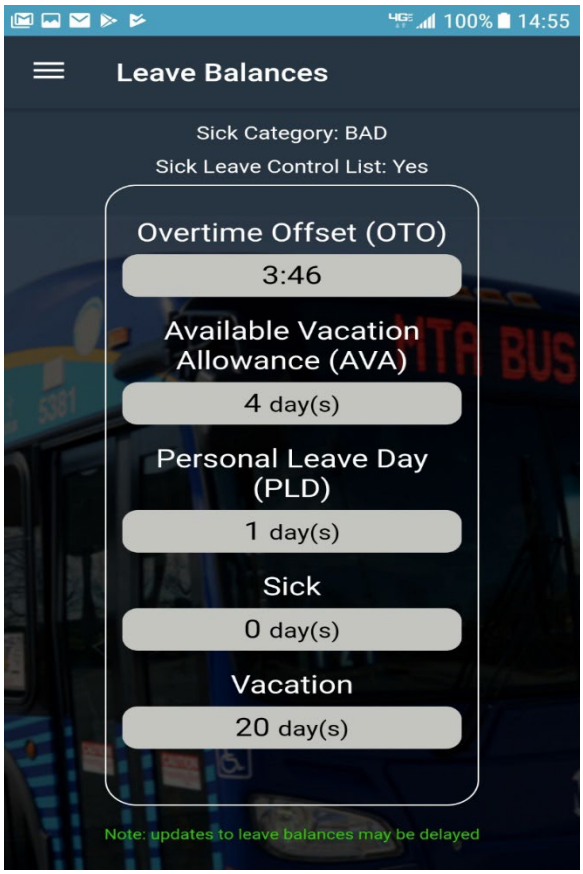
6 Leave Balances

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:MI)
- Available Vacation Allowance (AVA)
- Personal Leave Day (PLD)
- Sick
- Vacation

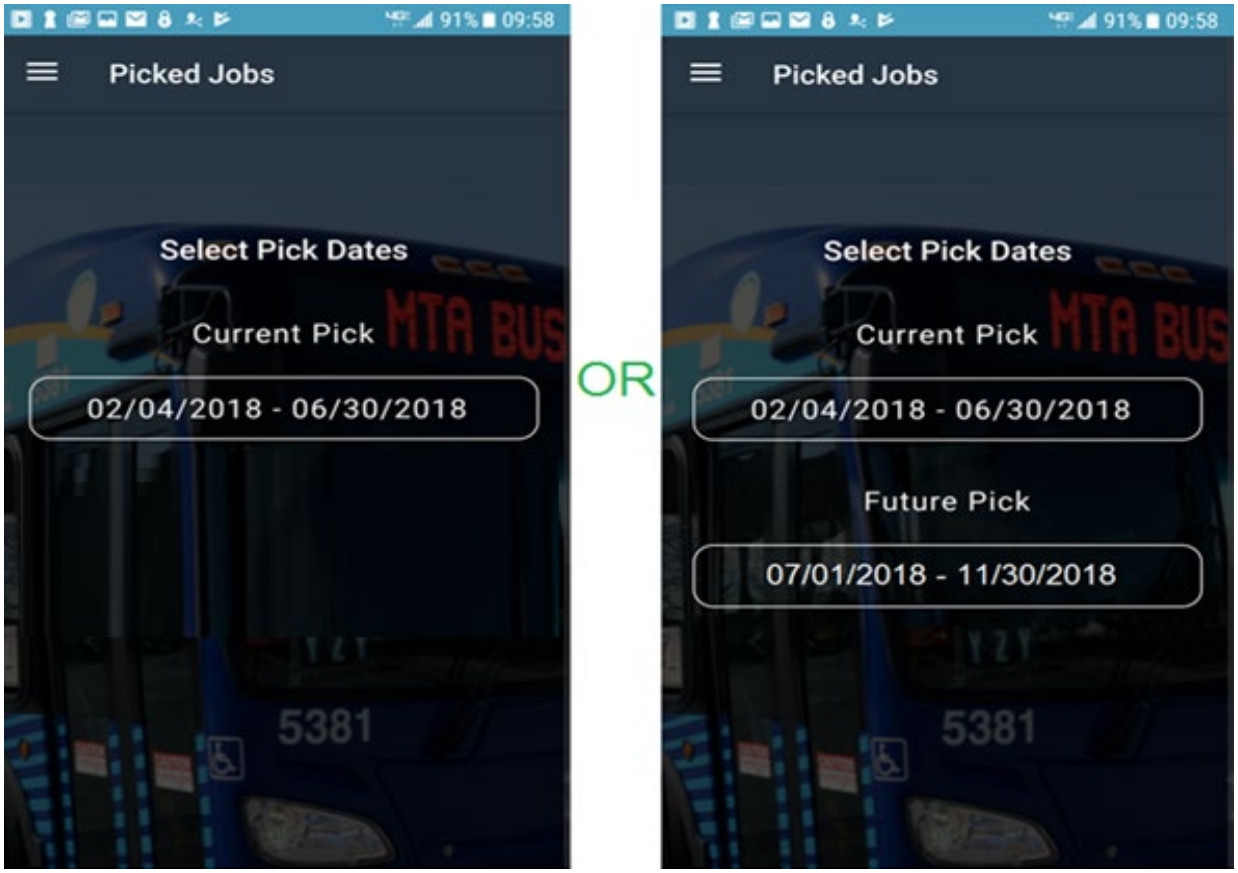


7 Picked Jobs

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).**



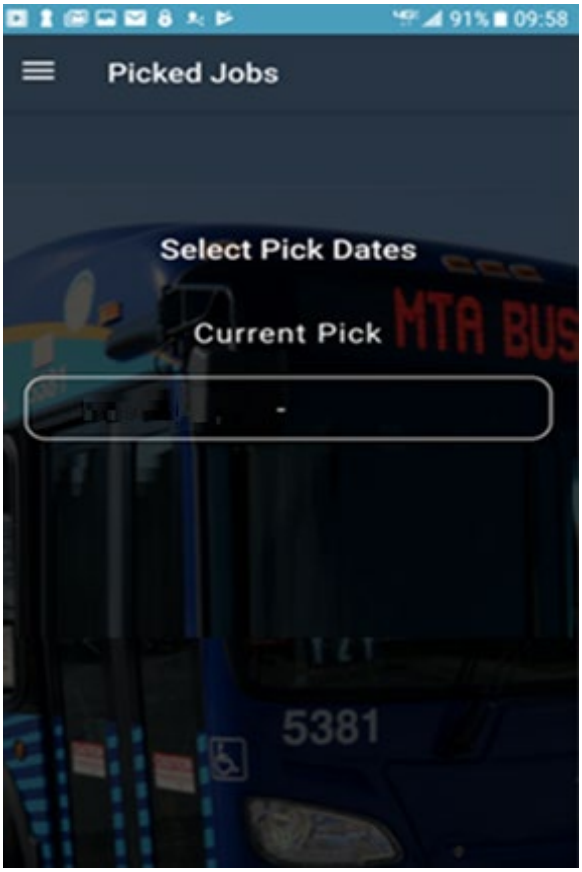
Tap on the Current Pick

to view your picked jobs in the current pick.

Tap on the Future Pick

date range (if available) to view your future picked jobs.

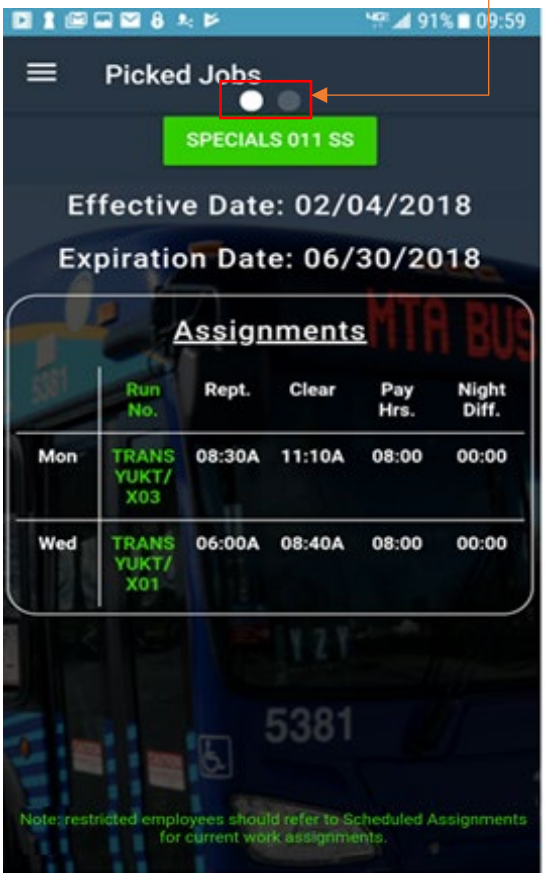
In case you do not have any picks, your screen will look like the image below - “Current Pick” field will be shown empty.



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

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

The dots appear only when there are multiple picked jobs. Swipe horizontally to view each



Currently viewing Page1 Picked Job as indicated by the bright dot

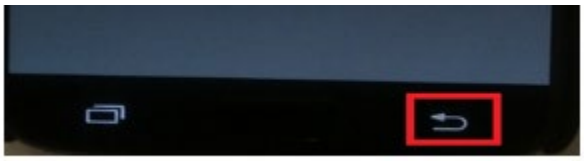
Currently viewing Page2 Picked Job as indicated by the bright dot

If you have multiple picked jobs, in the Current Pick or Future Pick you have selected, the page icon will appear at the top of your context screen.

The bright dot indicates the page you are currently on.

In this example, there are two picked jobs, in the Current Pick. Therefore, the page icon has two dots. For three picked jobs, there will be three dots, and so on. This means that each picked job is displayed on a separate context page. The bright dot indicates the picked job that is currently displayed.

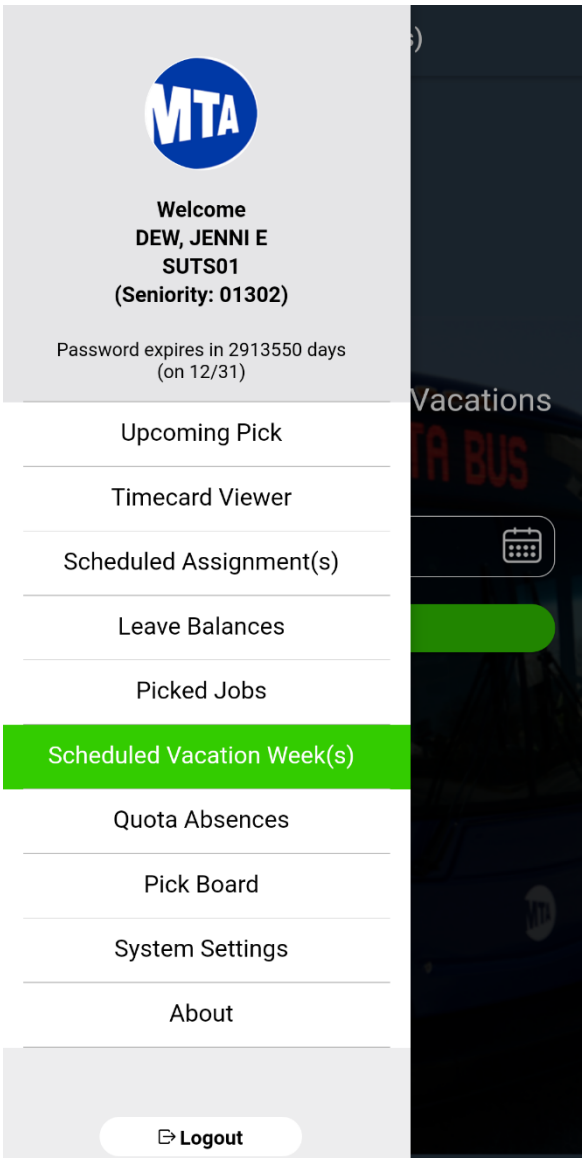
Swipe accordingly to view the other picked jobs not displayed, as indicated by number of the darker dots.

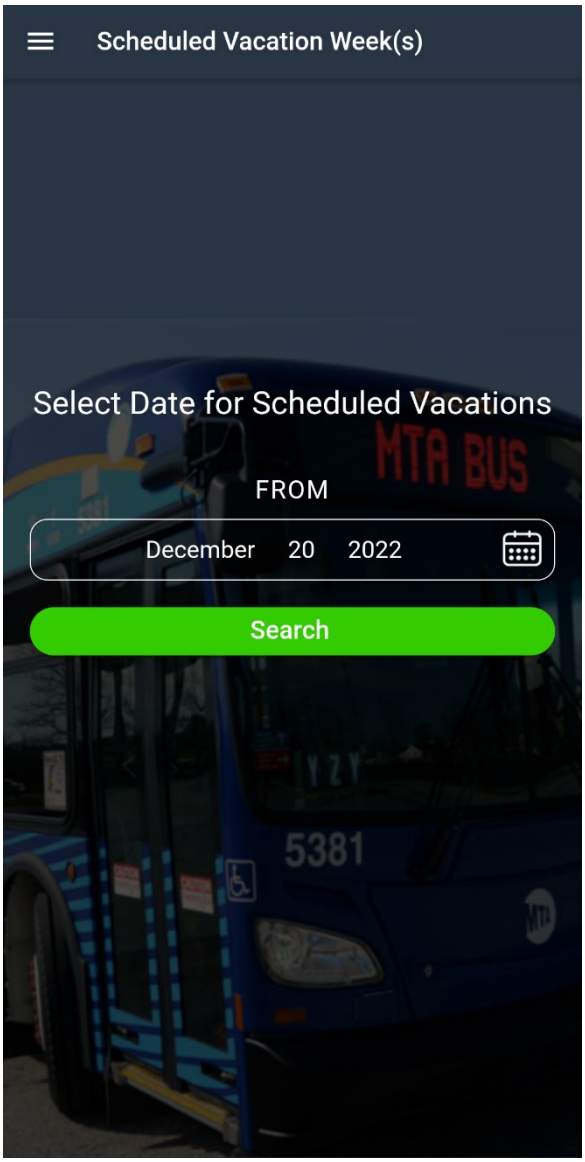
To return to the **Select Pick Dates** screen (previous one), tap back button  on your phone (only available for Android phones).

To exit Picked Jobs screen, tap on the Menu icon . This will take you back to the Main Menu.

8 Scheduled Vacation Week(s)

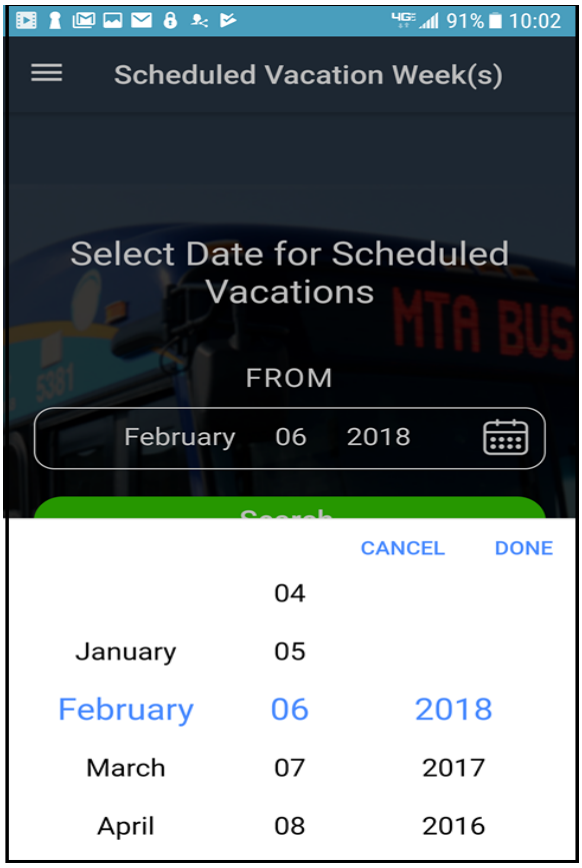
- To view your scheduled vacation weeks, tap on Scheduled Vacation Weeks Scheduled Vacation Week(s) option from the Main Menu.





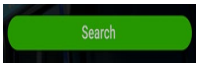
- The Scheduled Vacation Week(s) screen defaults to the current day. Tap on the calendar icon to view **other** dates.

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 

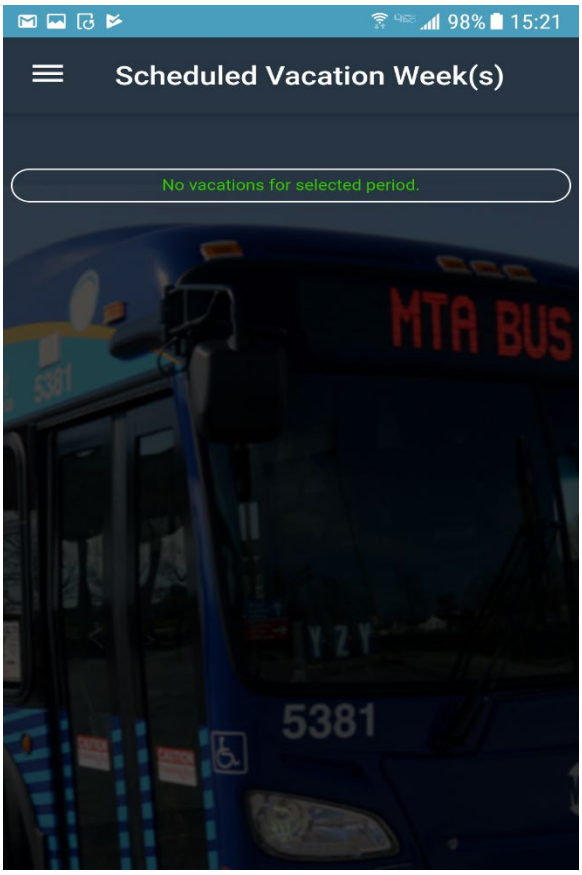
to bring up the Scheduled Vacation Week(s) screen, **with all your vacation weeks, scheduled on or after the selected date**.

The Schedule Vacation Week(s) screen has two panes.

The upper pane lists the vacation weeks' start date, resume date and status.

The lower pane displays additional details on the line selected in the upper pane – the highlighted green line. When you tap on a different line on the upper pane, it will become green highlighted and the associated details will appear on the lower pane.

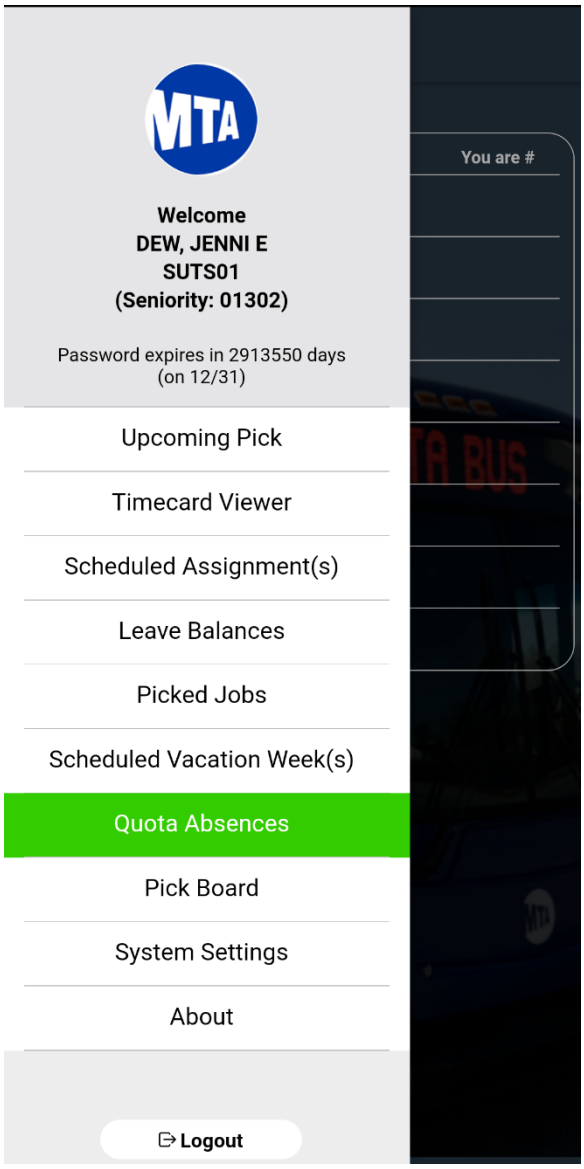
If you do not have any scheduled vacation for the selected date, your screen will display “No vacations for selected period.”

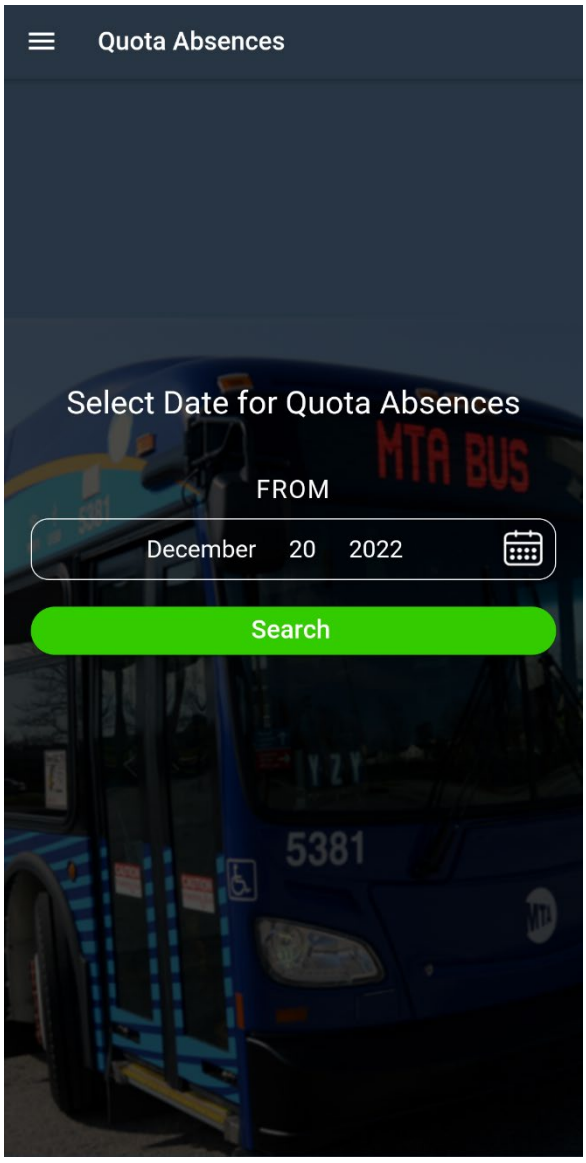


9 Quota Absences

- To view your quota absences, tap on Quota Absences

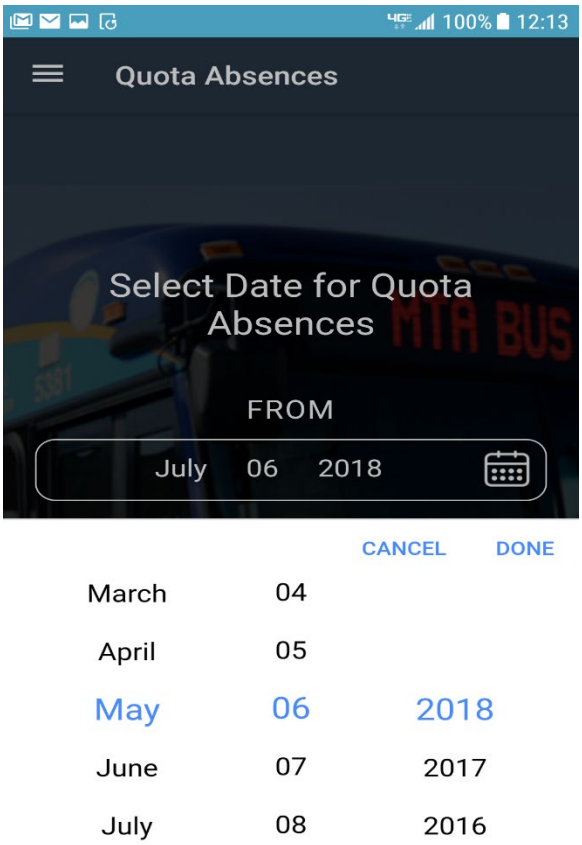
option from the Main Menu.





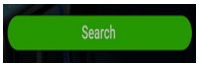
The Quota Absences screen defaults to the current day. Tap on the calendar icon to view **other** dates.

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 Quota Absences screen.

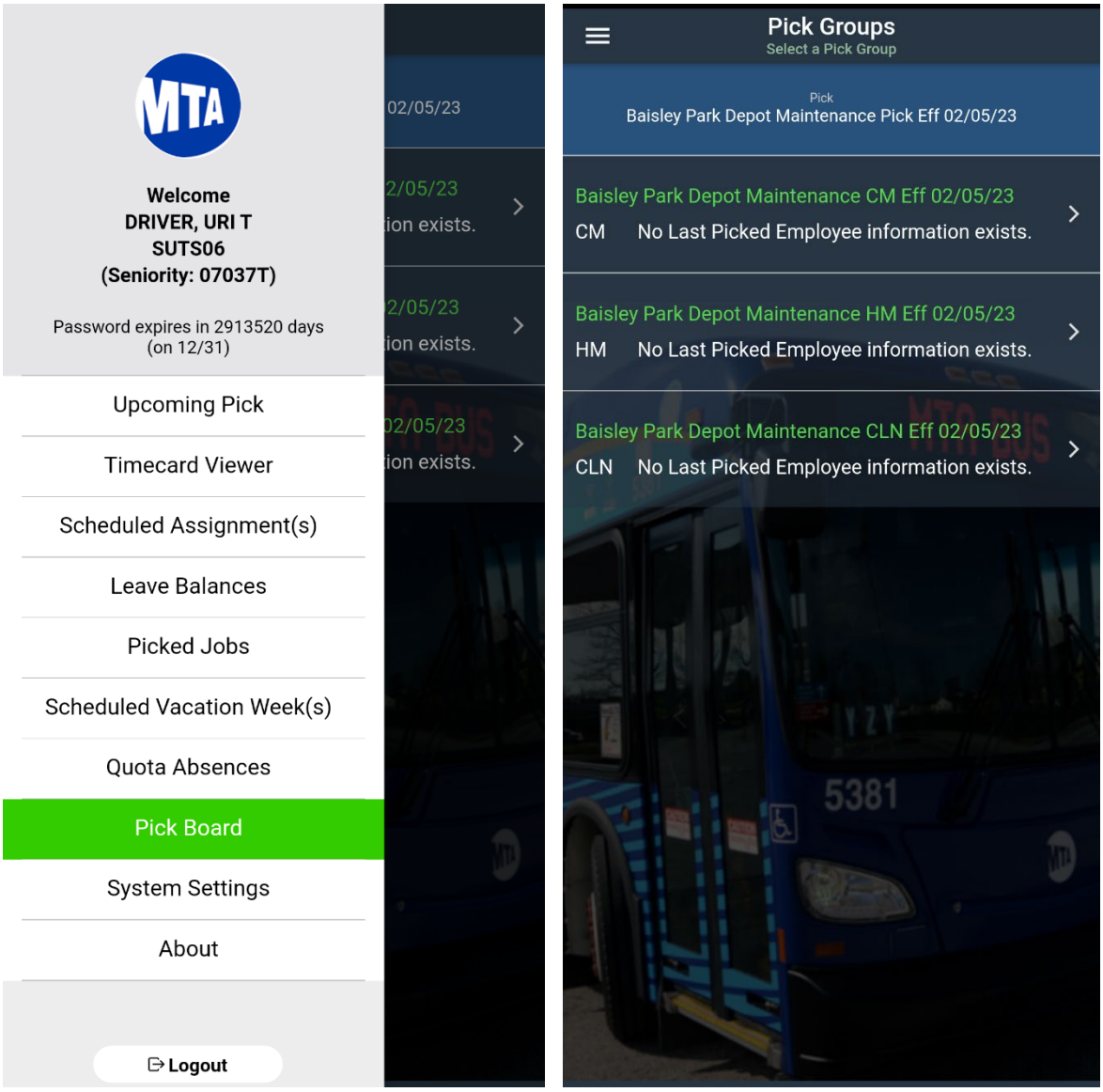
This screen displays information on the following:

- Date
- Quota
- Requested
- Your #
- Type

Quota Absences
Date Quota Requested You are #
12/18/2022 6 0
Type: AVA, PLD and OTO
12/18/2022 6 0
Type: VAD
12/19/2022 6 6
Type: AVA, PLD and OTO
12/19/2022 6 7
Type: VAD
12/20/2022 6 0
Type: AVA, PLD and OTO
12/20/2022 6 6
Type: VAD
12/21/2022 6 0
Type: AVA, PLD and OTO
12/21/2022 6 4
Type: VAD
MTA BUS
5381

10 Pick Board

Pick Board allows you to search for and display information about packages and assignments available to you in upcoming picks. When available, pickable holiday assignments and vacation week slots are also searchable



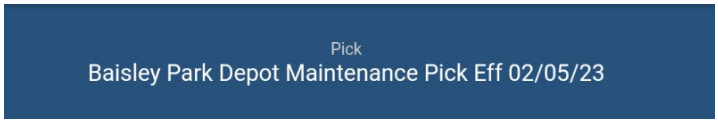
Searching a pick requires that you select an applicable Pick Group from the list containing the ones for which you are eligible. Even if there is only one displayed, make sure it is selected.

Similarly, the Location must be set or no search is possible.

10.1 Pick / Pick Group / Locations

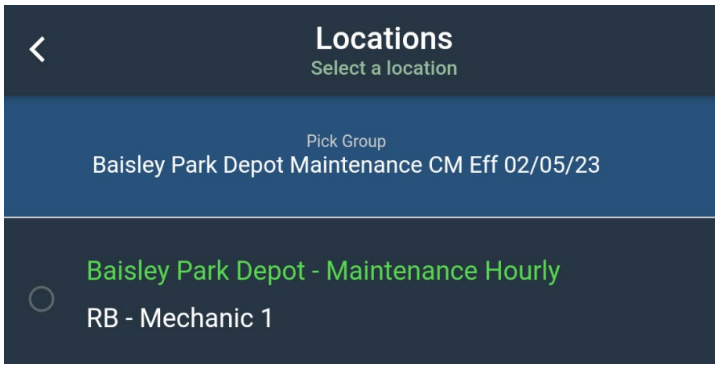
Pick Board advances through 3 screens. Each requires you to select from each of **Pick**, **Pick Group**, and **Location.** If any of them display only one option then select that one.

Pick

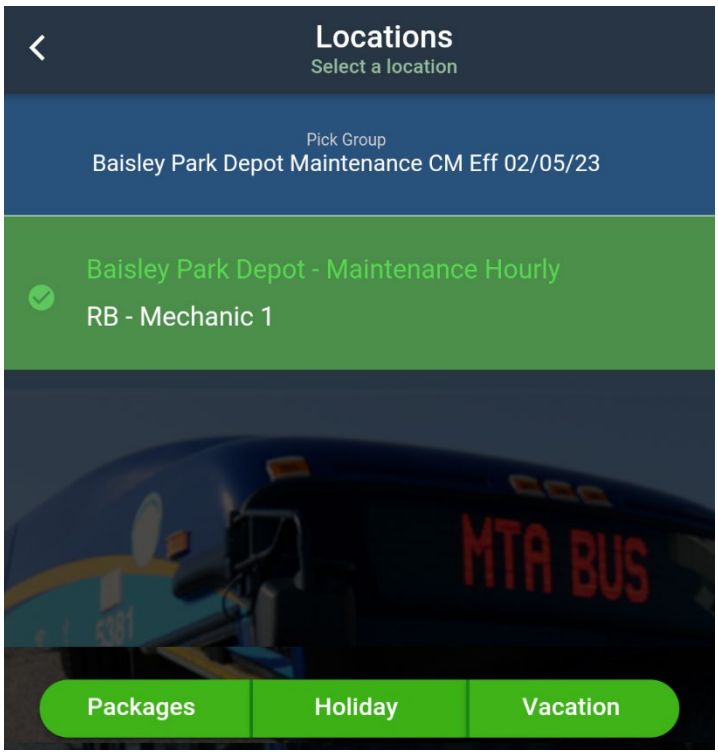


Pick Group

Locations



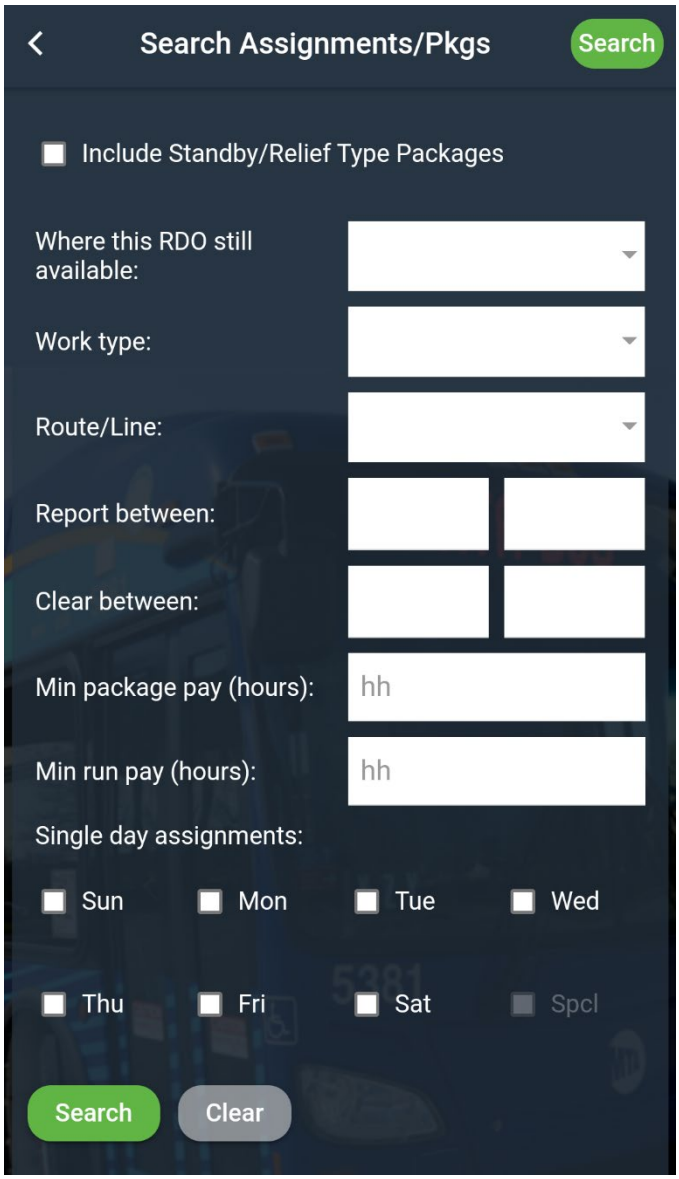
Once the required selections have been made, the Search Type buttons are activated.



10.2 Search for Packages

Tap the desired Search Type button at the bottom of the screen and set one or more of the filters for your search.

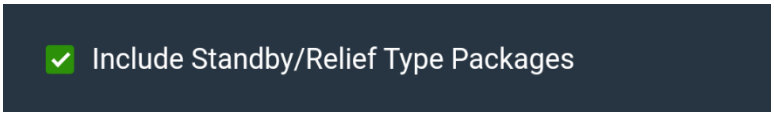
The first screen after you tap a search type button will display filters for you to narrow your search. Filters are usually needed to narrow the results sent to your phone. (A “timeout” error may result from too many packages matching your search.)



You don’t need to use all of them, but two or three usually saves time. The ones you don’t use will be ignored.

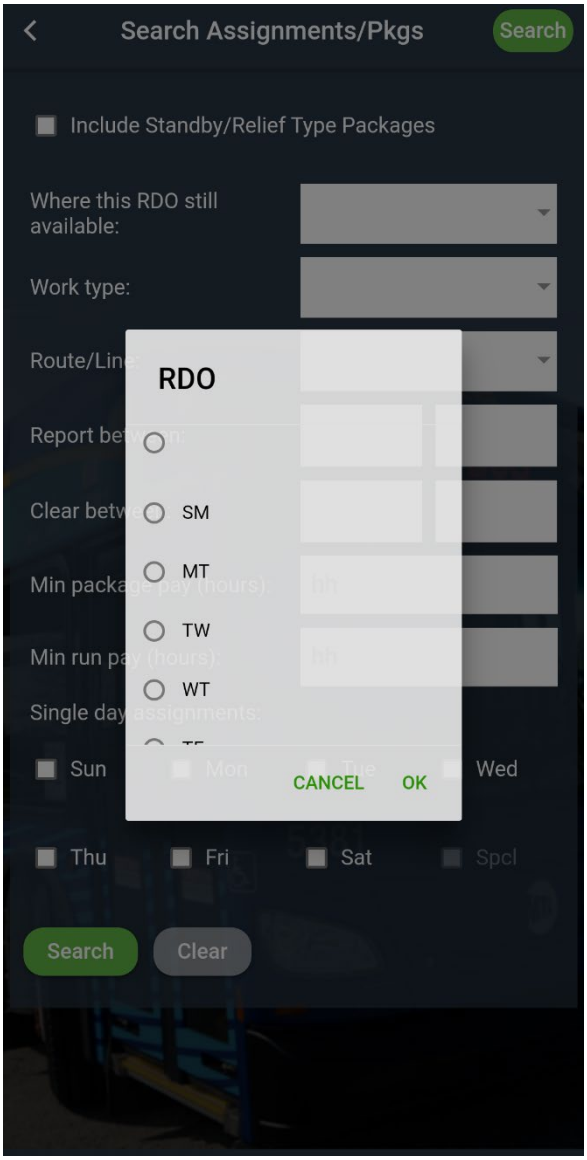
Tap into the empty boxes to display and choose the desired filter values by selecting from the available options, such as those shown here.

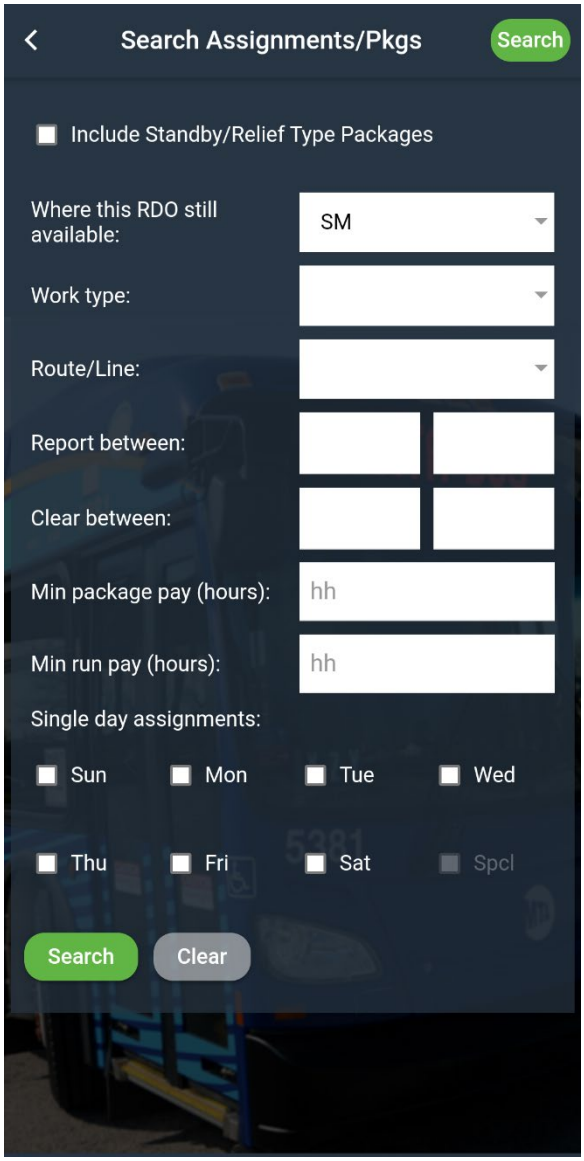
Use the first checkbox if you want to “Include Standby/Relief Type Packages”.



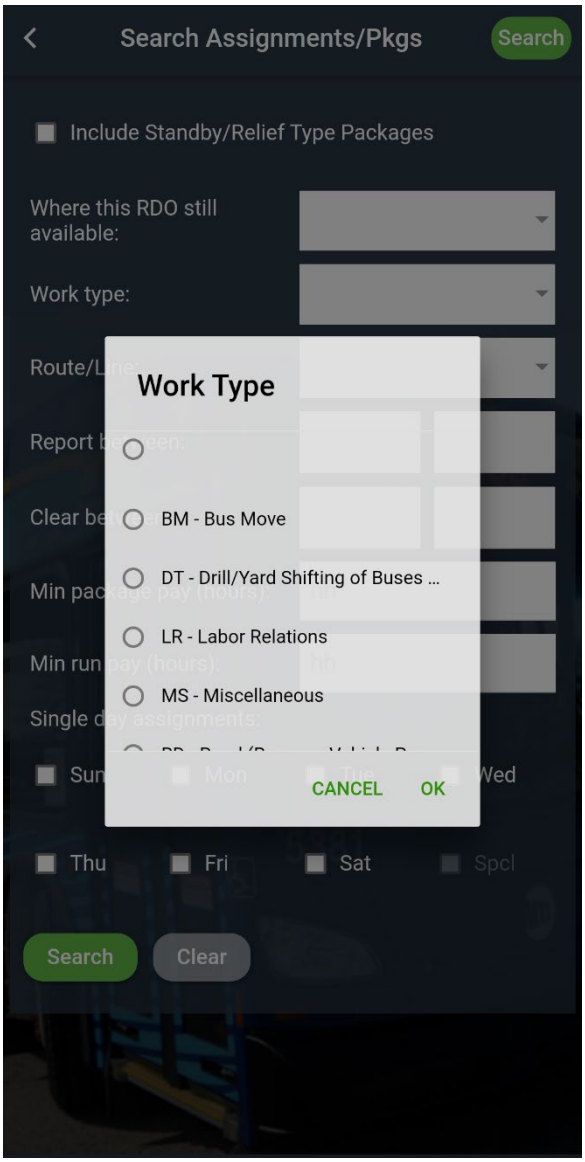
Other filter options are pictured below:

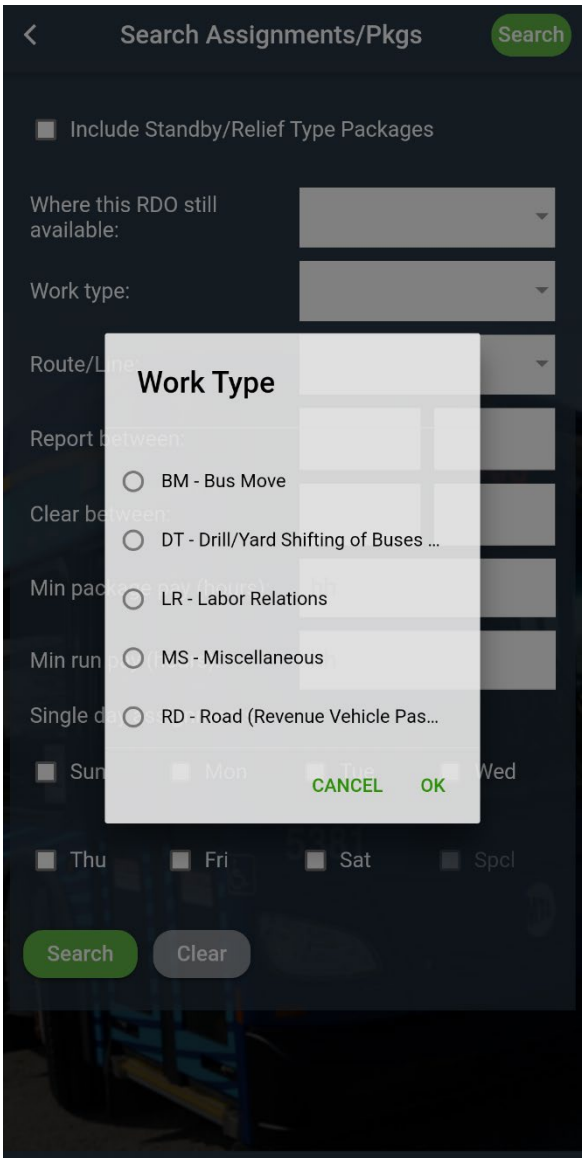
10.2.1 Where this RDO is available



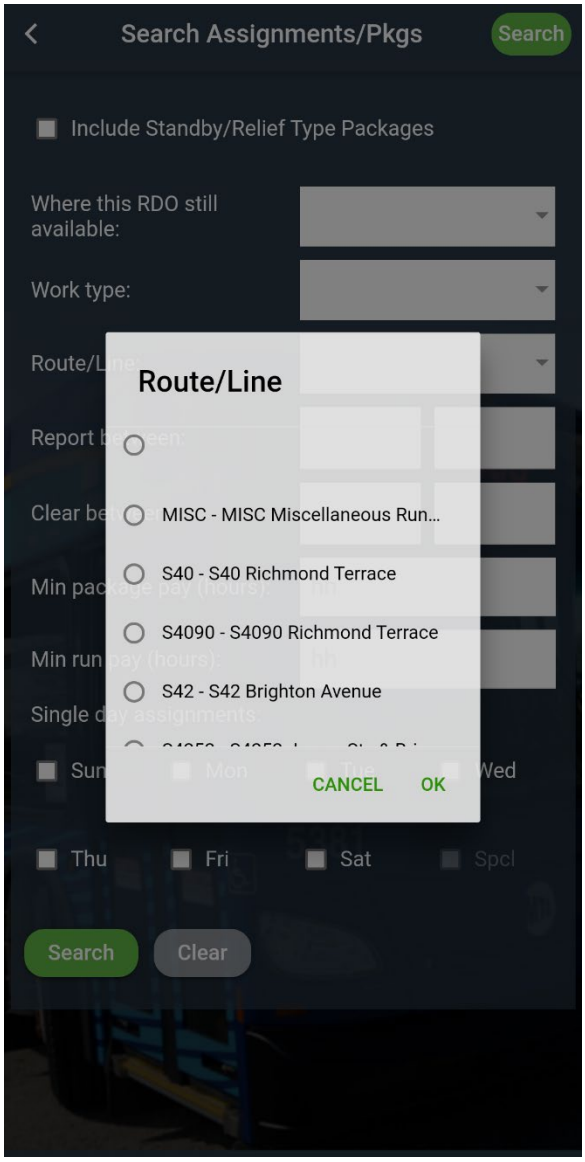


10.2.2 Work Type

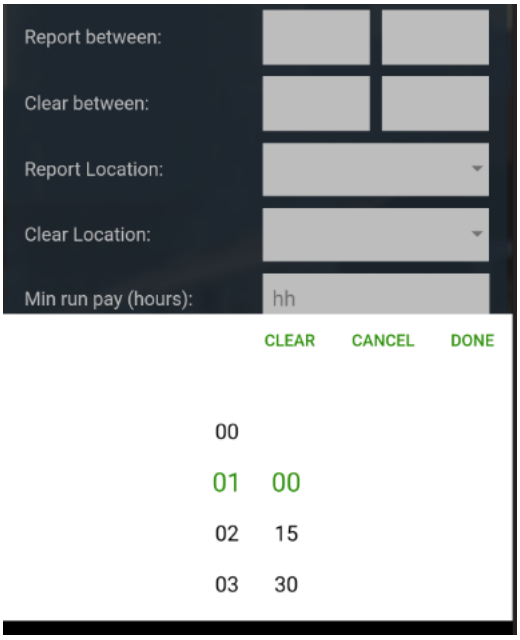




10.2.3 Route/Line

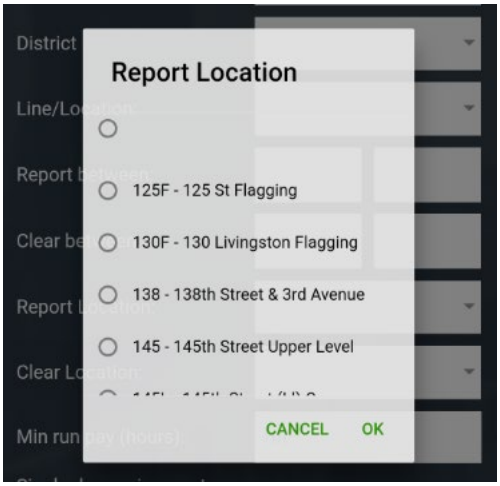


10.2.4 Report between, Clear between

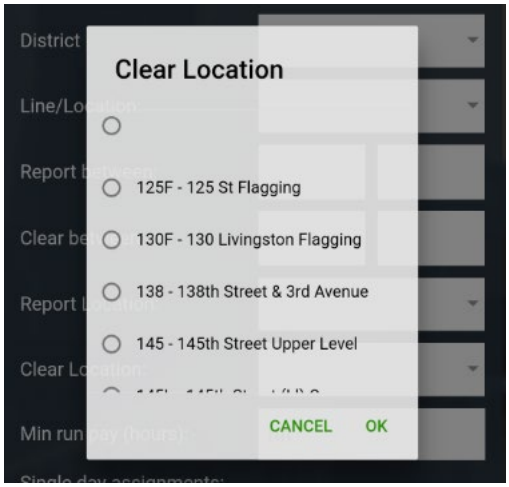


When setting the Report and Clear times, you must scroll (or “roll”) the hours and minutes separately to reach the desired values. Note that one line of numbers is slightly larger and a different color (green) than all of the others (black). The green numbers will be entered in the form when you press **DONE**.

10.2.5 Report location



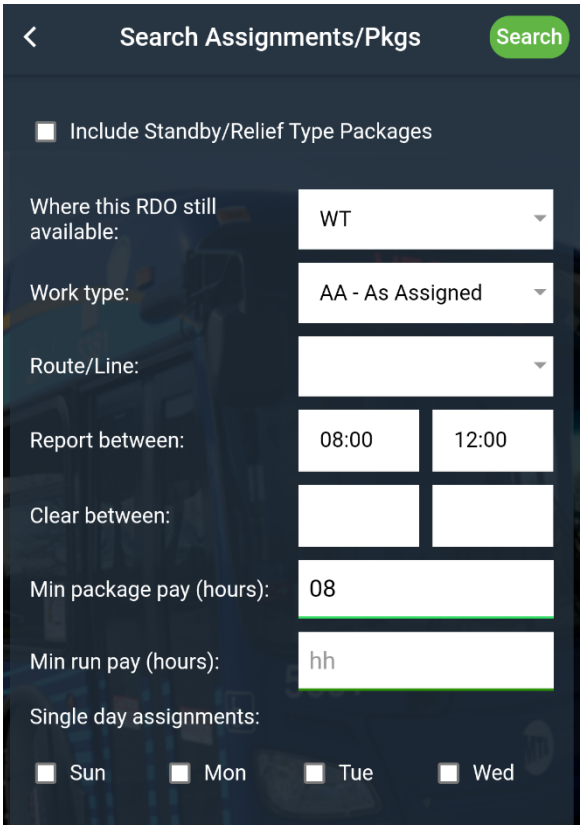
10.2.6 Clear location

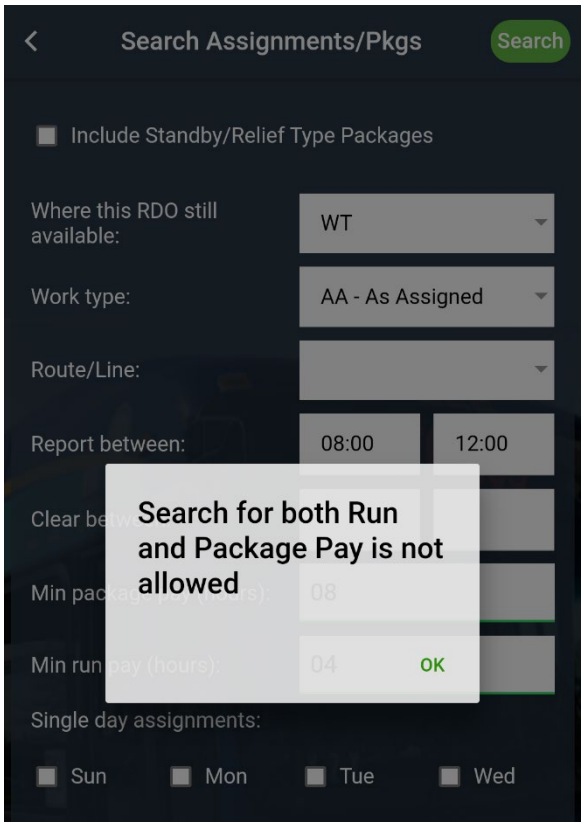


10.2.7 Min package pay (hours) / run pay (hours)

To set your search to require “Min run pay (hours)”, tap into the box and type in the number of hours.

Alternatively, you can require “Min package pay (hours)” in the same manner, but BOTH are not possible.



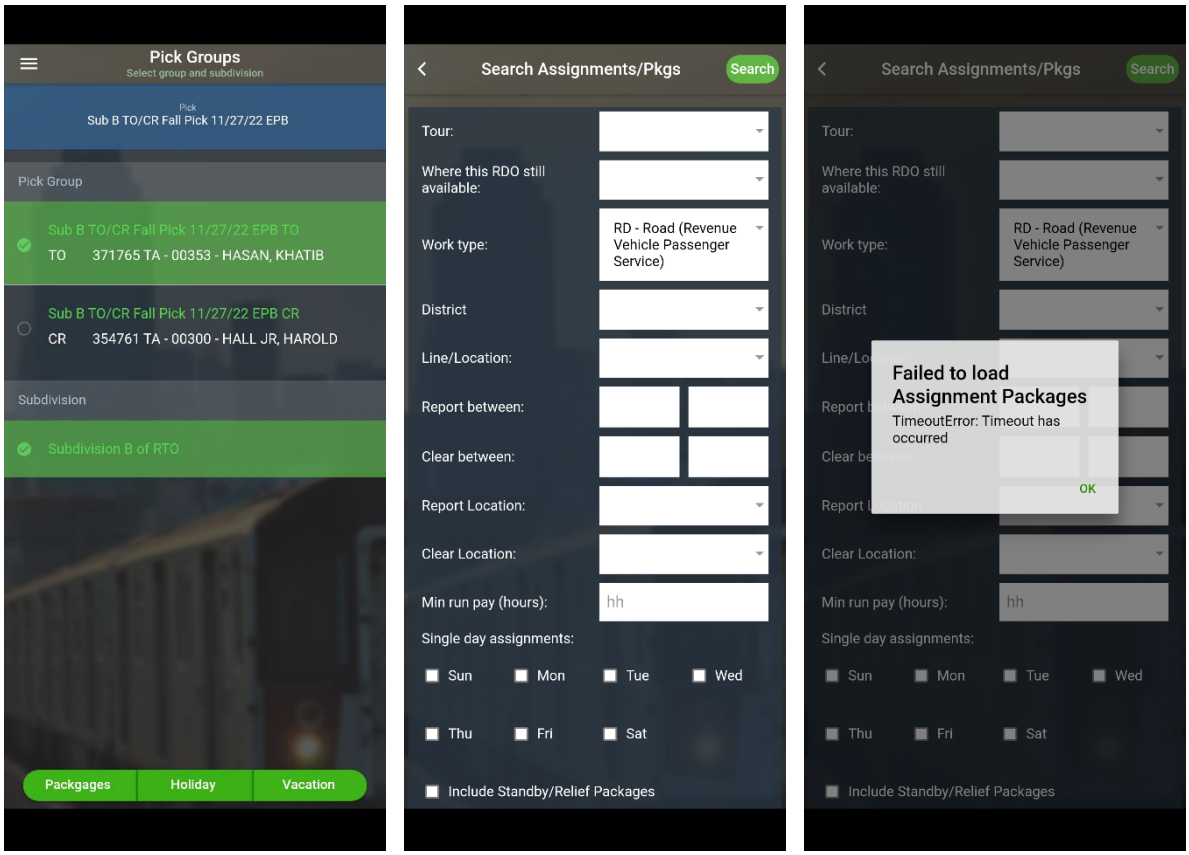


Single day assignments and its options should not be selected for a packages search. (See “Picking Date Assignments”)

When you are done, tap the Search button at the top or bottom of the screen and wait for the results to display.

10.3 Package search results

In the example below, utilizing only one filter was not enough to narrow the number of packages in the result. Mercifully, you'll see a "Failure" message instead of waiting half a day while your smartphone tries to cram them into its memory.



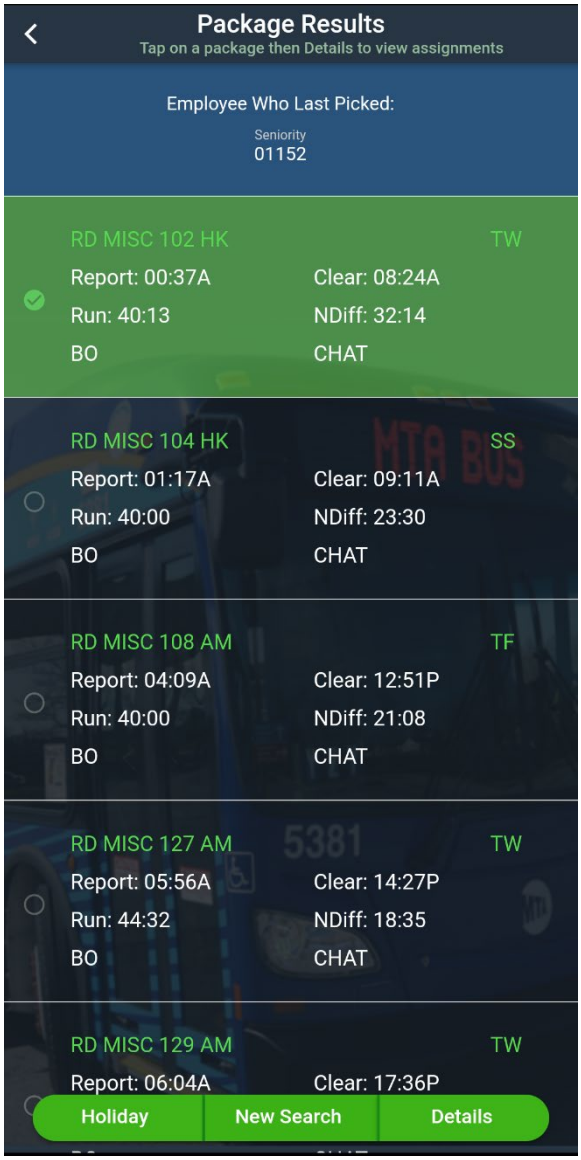
By adding just one or two more filters, the search results may be successfully retrieved.

10.3.1 Package Results

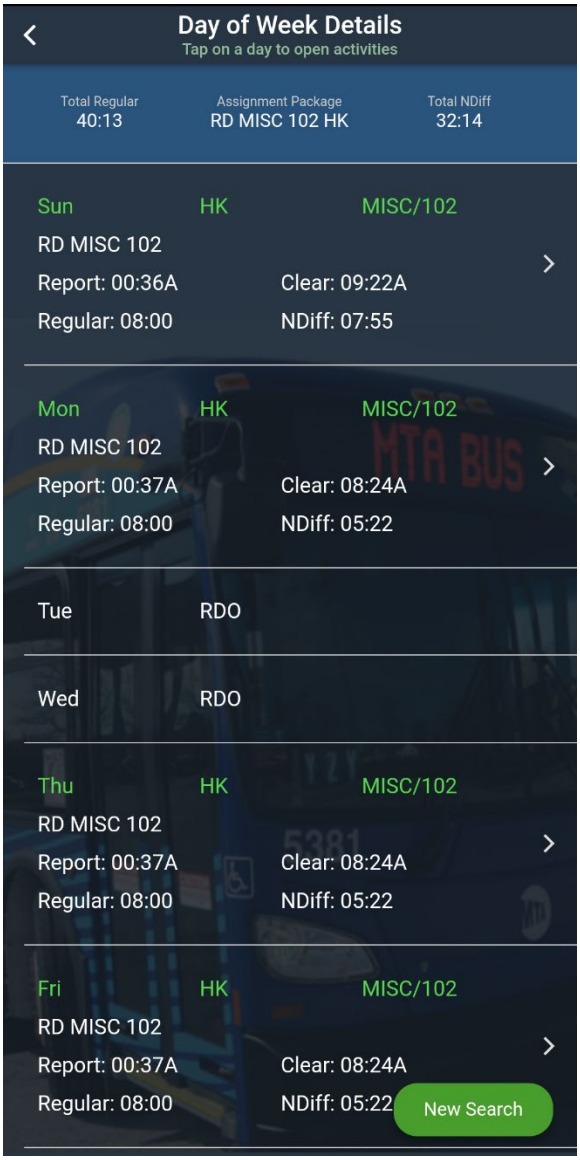
The next few images display examples of results returned by package searches from different Pick Groups and Locations. When appropriate, the progress of the pick may be represented at the top of the screen by the seniority number of the latest employee who picked.

10.3.2 Package Day of Week Details

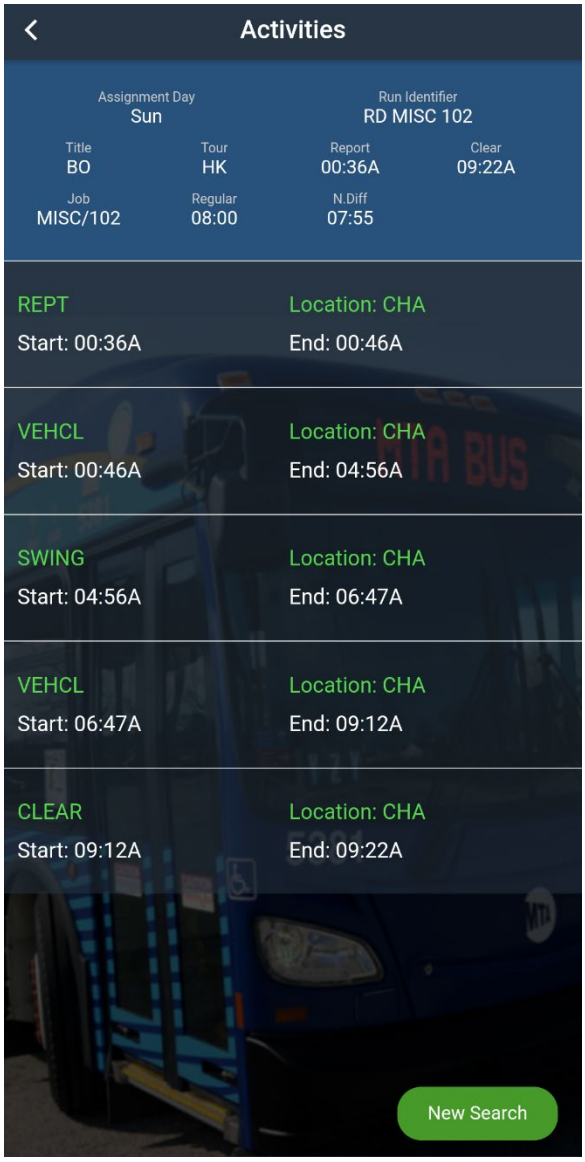
When you Select one of the packages, you'll be able to see additional details. The available RDOs remaining are displayed.



Tap the “Details” button on the lower right to open the package’s Day of Week Details.


Day of Week Details
Tap on a day to open activities
Total Regular
40:13
Assignment Package
RD MISC 102 HK
Total NDiff
32:14
Sun HK MISC/102
RD MISC 102
Report: 00:36A
Clear: 09:22A
Regular: 08:00
NDiff: 07:55
Mon HK MISC/102
RD MISC 102
Report: 00:37A
Clear: 08:24A
Regular: 08:00
NDiff: 05:22
Tue RDO
Wed RDO
Thu HK MISC/102
RD MISC 102
Report: 00:37A
Clear: 08:24A
Regular: 08:00
NDiff: 05:22
Fri HK MISC/102
RD MISC 102
Report: 00:37A
Clear: 08:24A
Regular: 08:00
NDiff: 05:22
New Search

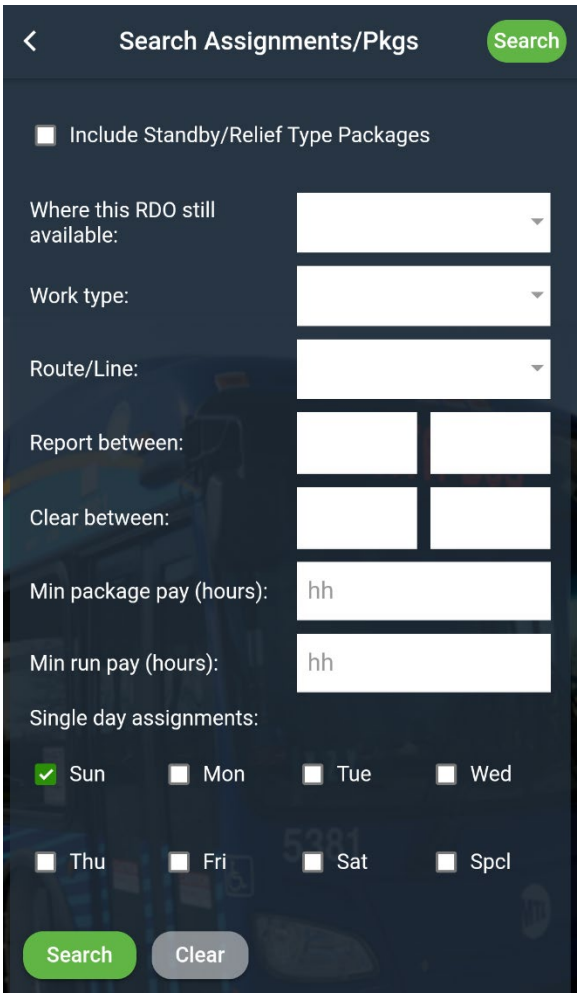
10.3.3 Package Day of Week Activities

- 

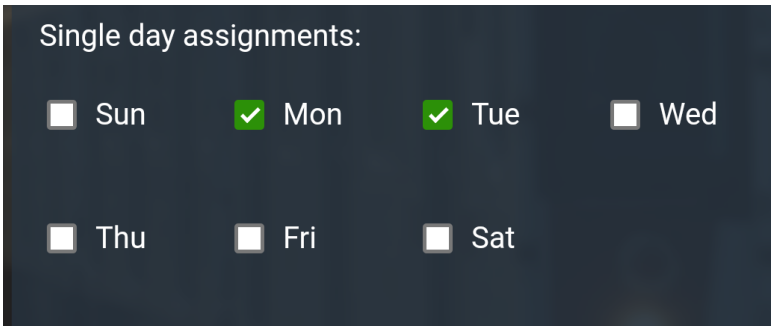
Tap the arrow to the right of one of the Day of Week Details records to see that day's Activities. (The example above shows Sunday's Activities.)

10.4 Picking Date Assignments

When setting up your search, checking any of the boxes in the “Single day assignments” filter *will change your search* from a **Package** search to a **Date Assignment** search.



All of the other filter choices are available for you to include with your search, but the number of resulting “hits” will likely be far fewer and possibly zero. You can also include other days of the week, even though each assignment is only attached to one of those days.



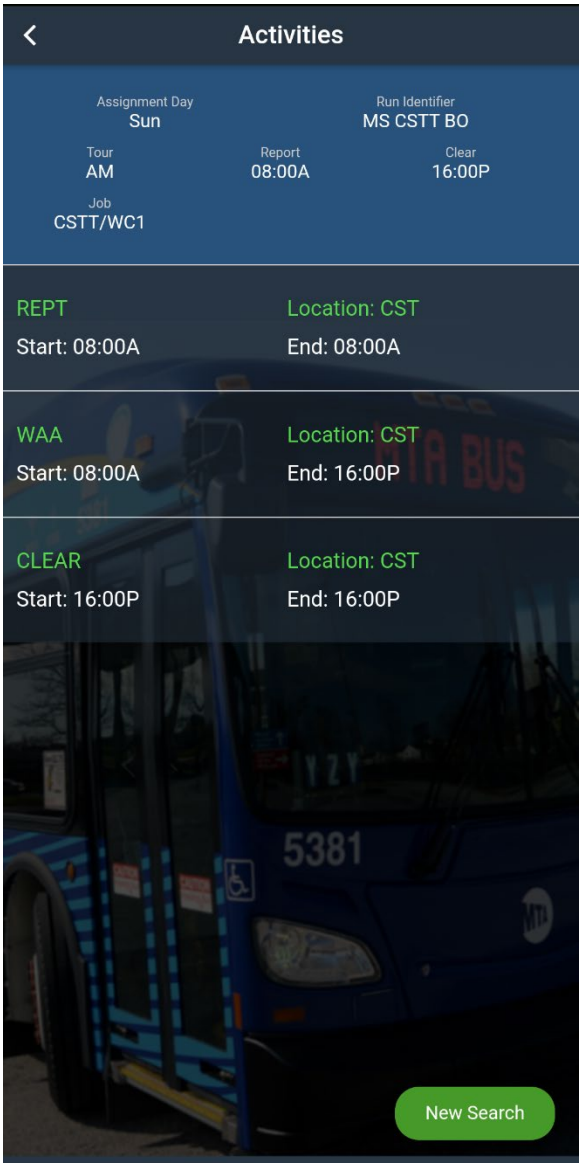
As with package searches, once you've finished adding filters you tap the Search button to retrieve the results – but the results list's appearance is quite different.

10.4.1 Daily Assignment Results

The available Runs are listed for each day of the week that was checked in your search filter.

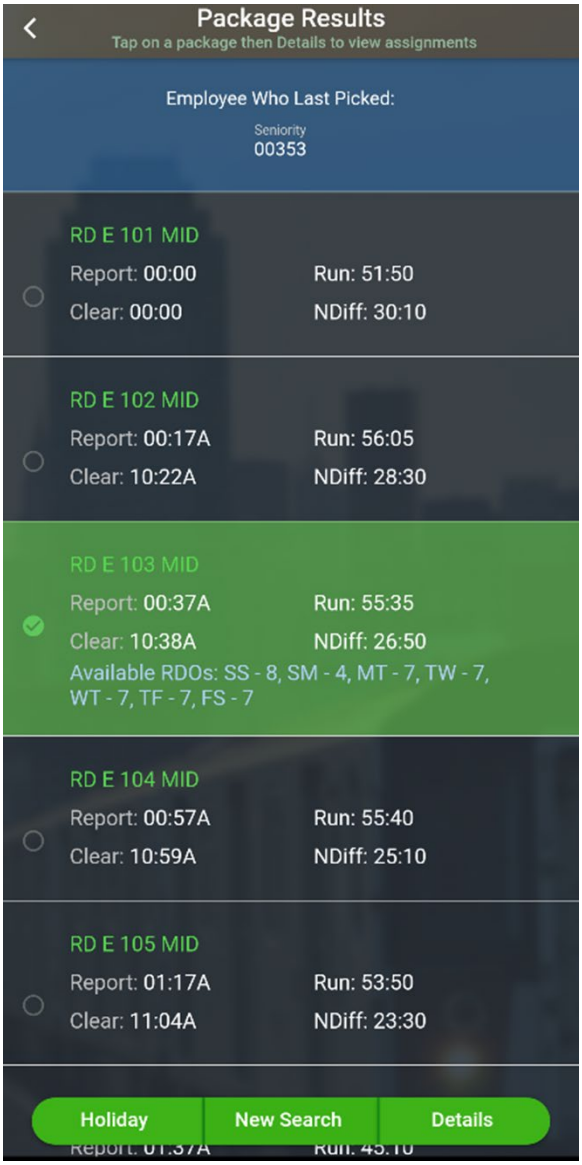
Tap into any of the Runs to display that date's Activities.

10.4.2 Activities

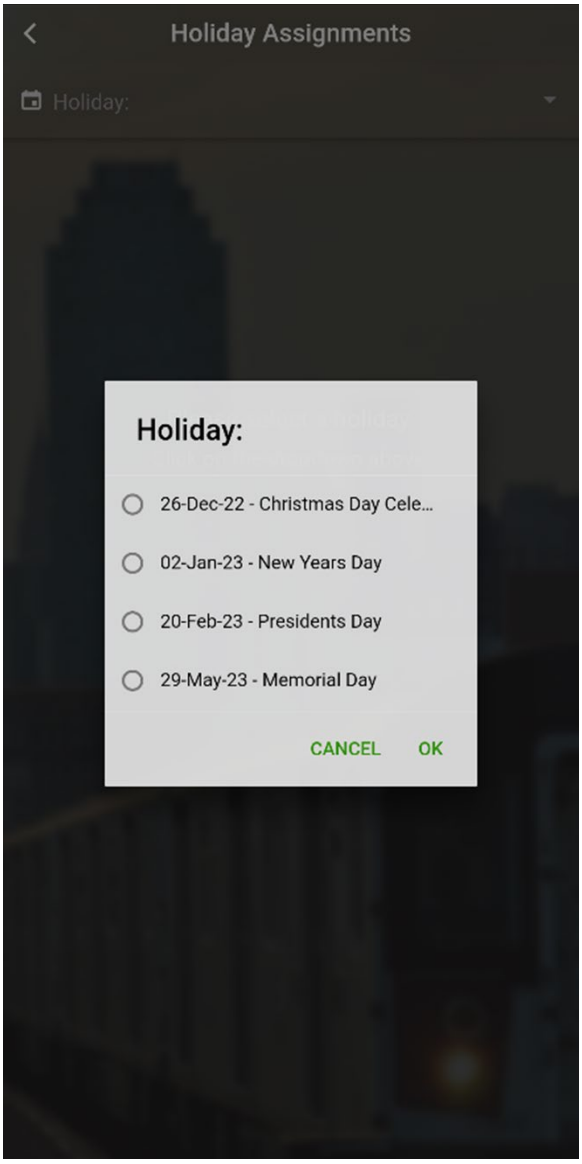


10.5 Picking Holiday assignments

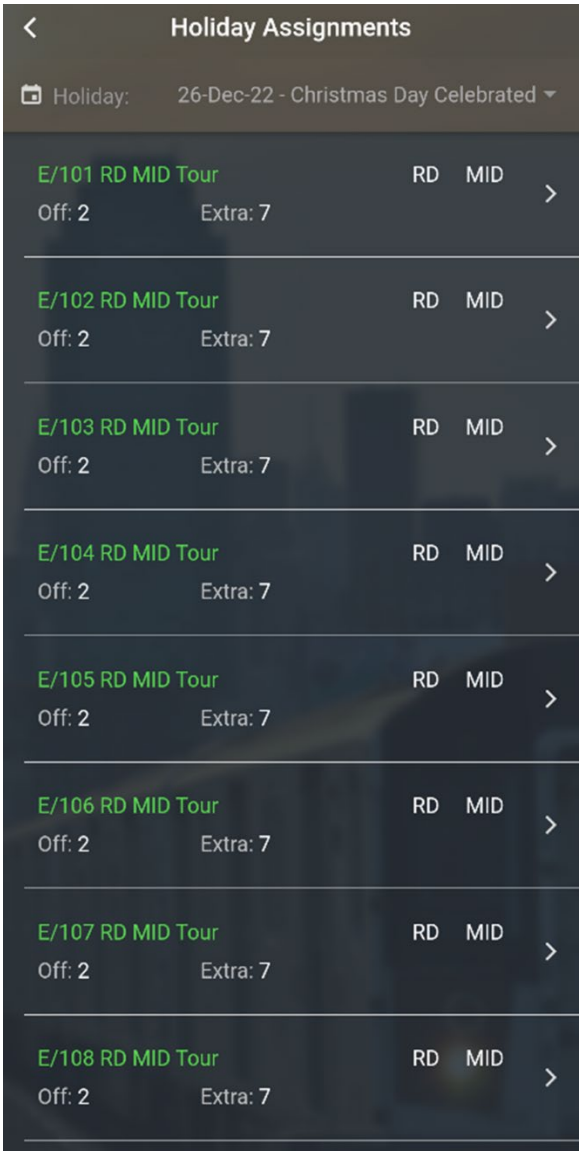
To display available Holiday assignments that match the filters used for your Packages search, tap the “Holiday” button at the bottom of the Package Results screen.



Tapping the Holiday button will open a window that displays one or more Holidays that are eligible for you to pick. Holidays are not included with the pick you’ve selected, the window will open to let you know there are none.



After you've selected one or more holidays to include and tap **OK**, the available Holiday Assignments will be displayed.



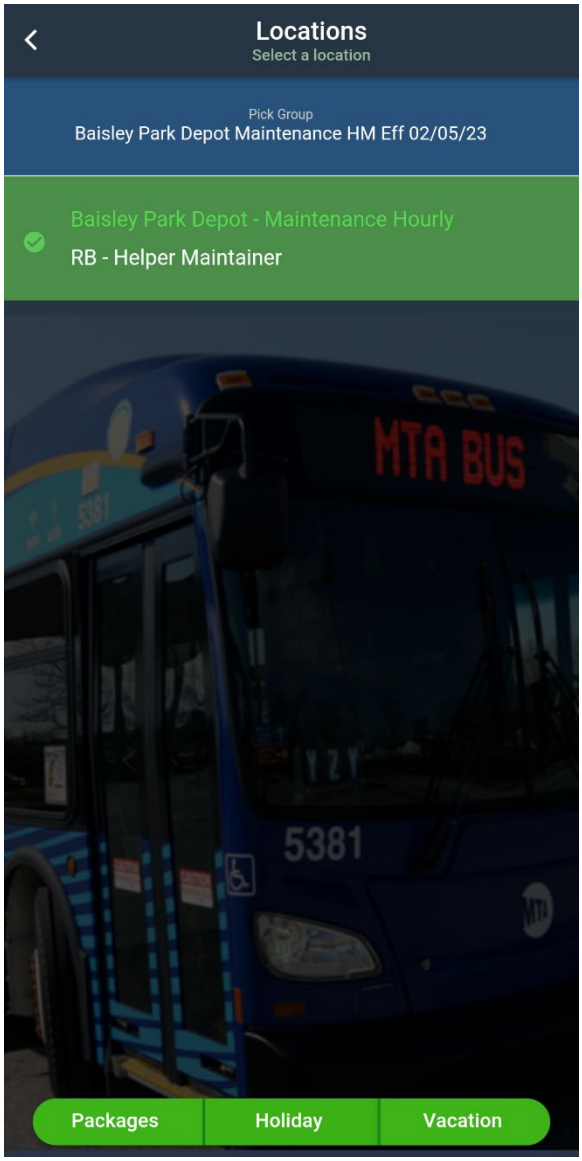
As with regular package search assignment records, tapping the arrow at the right side of each Holiday Assignments record will display its Work Program Activities.

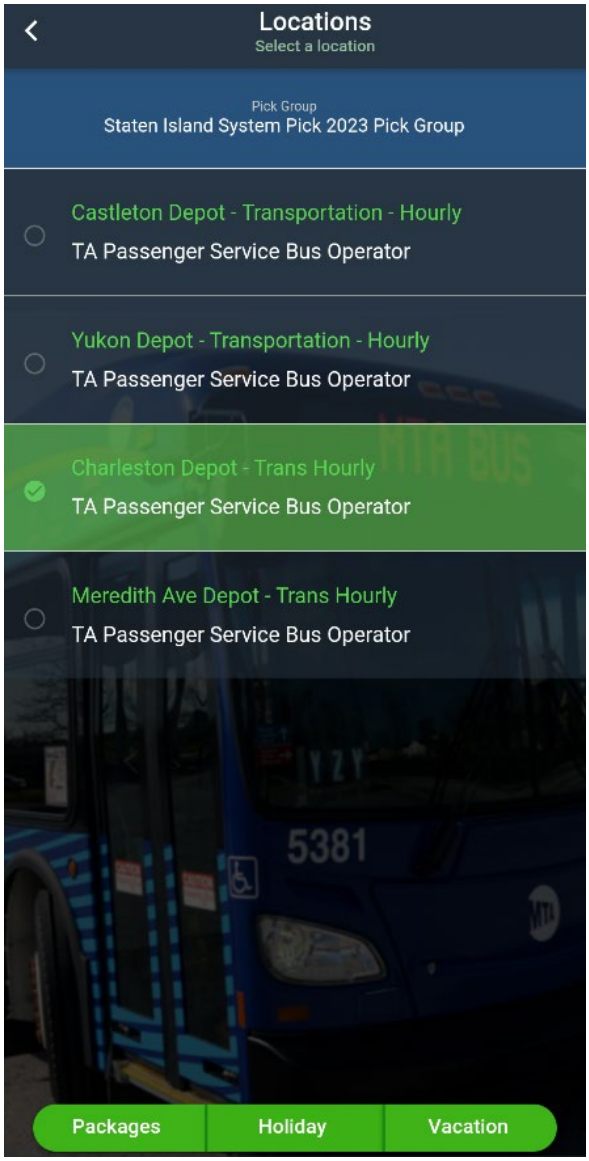
10.6 Vacation Picks

Vacation Picks searches may be conducted by tapping the “Vacation” button at the bottom right of the initial “Pick Groups” screen. A choice of one or more Vacation Pools will be displayed. Select one and tap “OK” to see the number of slots available for each week, or none if there are no available weeks with open slots.

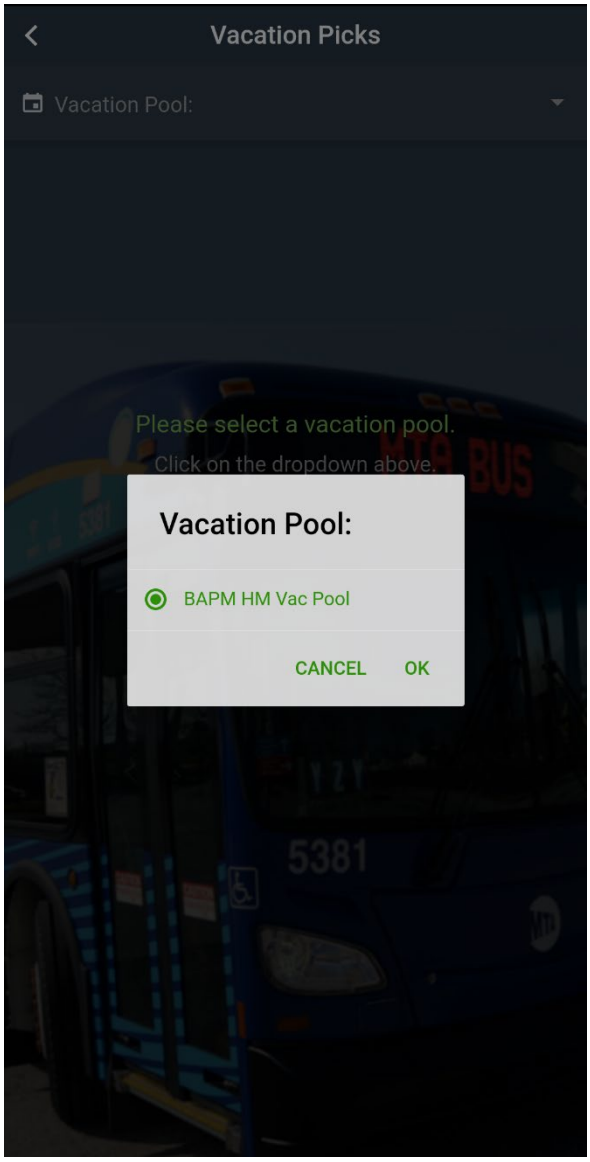
10.6.1 Vacation Pick Locations

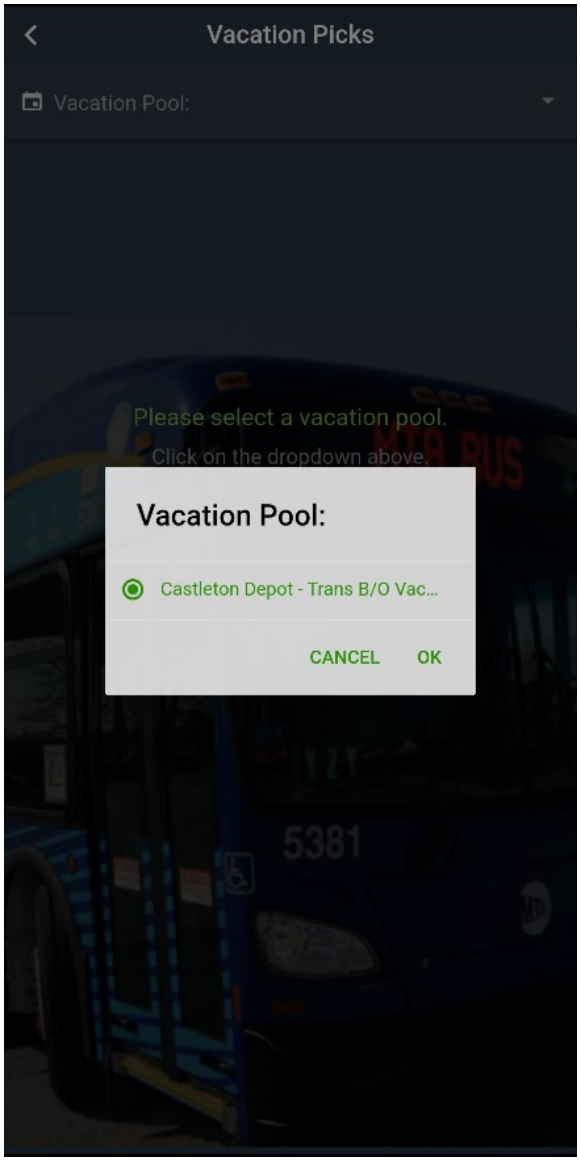
c





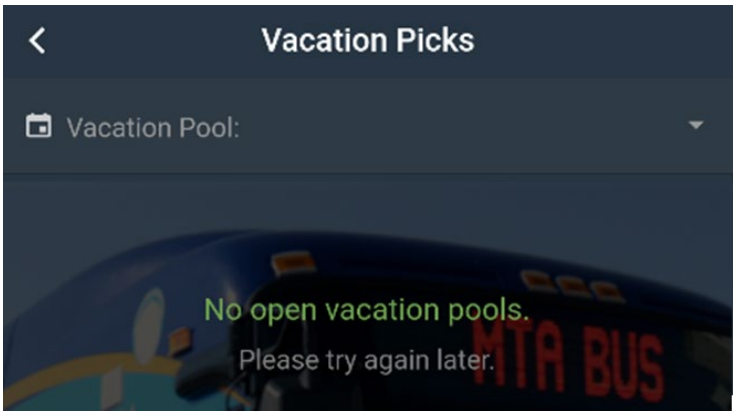
10.6.2 Vacation Pick Pools





10.6.3 Vacation Pick - Search Results

You can't find something that does exist, so there may be times when there aren't any qualifying Vacation slots to find. If you're sure you entered your search filters correctly, just try again another day.

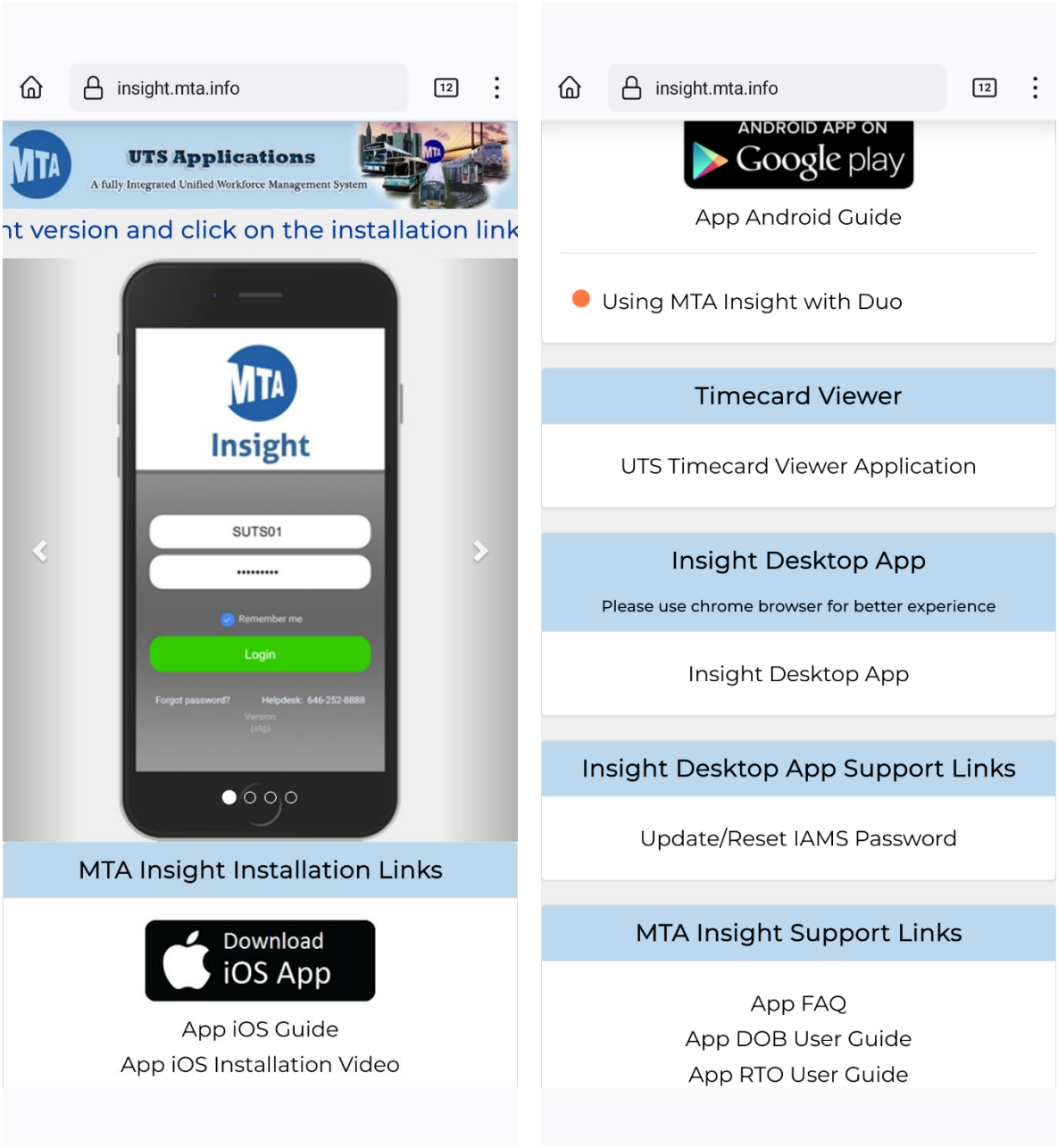


11 About App

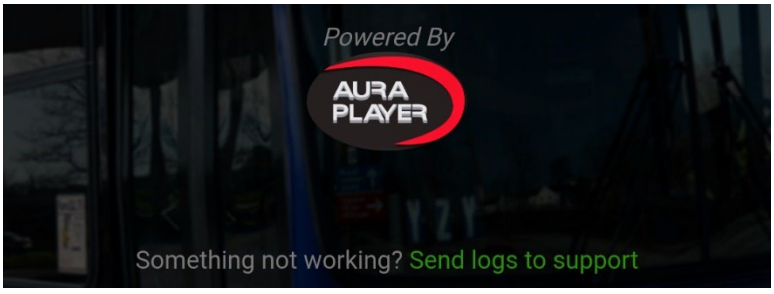
To view essential information on MTA Insight App, tap on the About option from the Main Menu.

For more Information about the MTA Insight app, including installing the latest app version and learning about new features and updates, press the link to the MTA Insight app support page. It's visible near the bottom of the image above this paragraph, and also in the enlarged image immediately after this paragraph – https://insight.mta.info

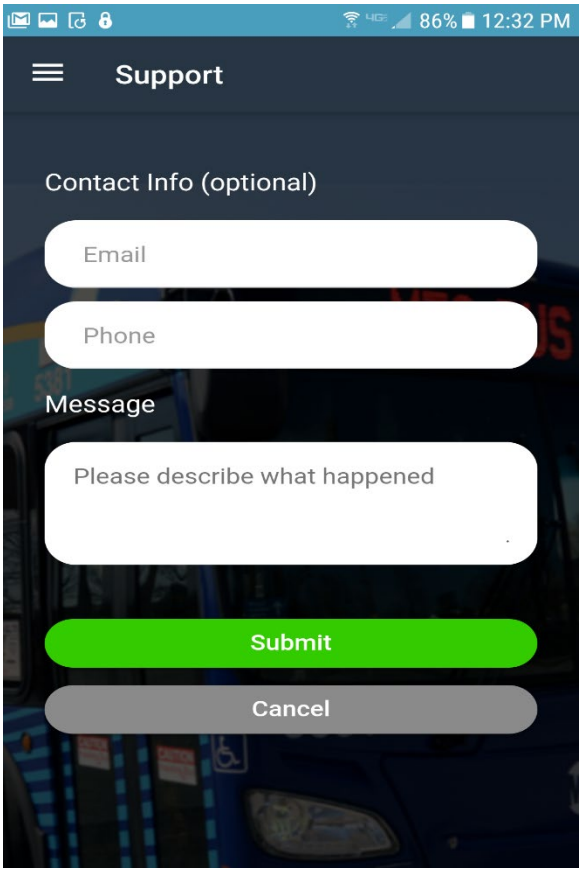
https://insight.mta.info



In case of you are having problems using application, you can send a message to Support by pressing the support link under the “Aura Player” logo, just over midway down the page. It reads **“Send logs to support**”.

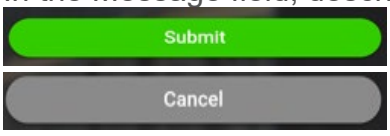


A new screen will open where you can send a message to Support and optionally provide your contact information.



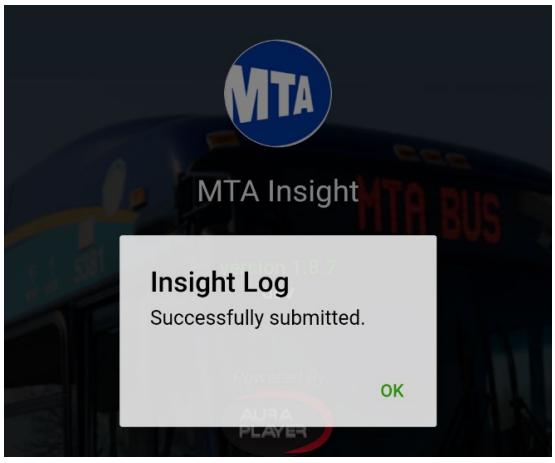
If you want someone to get back to you, you must enter the email and/or phone number you prefer for the response.

In the Message field, describe what happened. Then just Press the Submit button



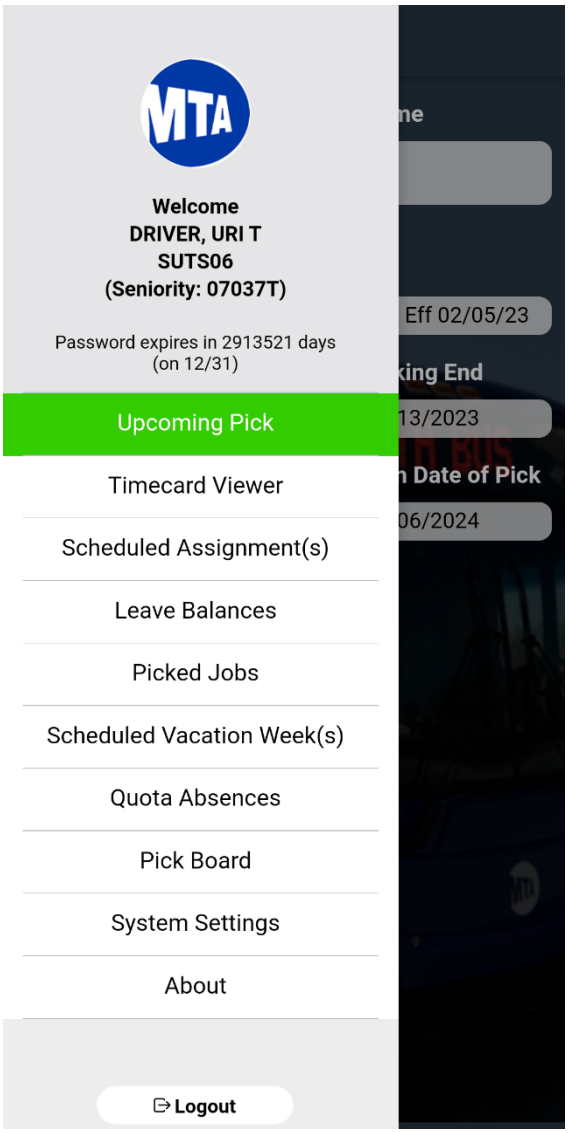
to send your message or press the Cancel button to discard.

If you Submit, the app confirms by displaying “Insight Log Successfully submitted.” Don’t worry, the word “Log” is used because your message was transmitted to the app’s support log for follow-up.



12 Logout

To logout from the MTA Insight App, tap on **Logout** at the bottom of the Main Menu.



13 Problems you may encounter

13.1 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.

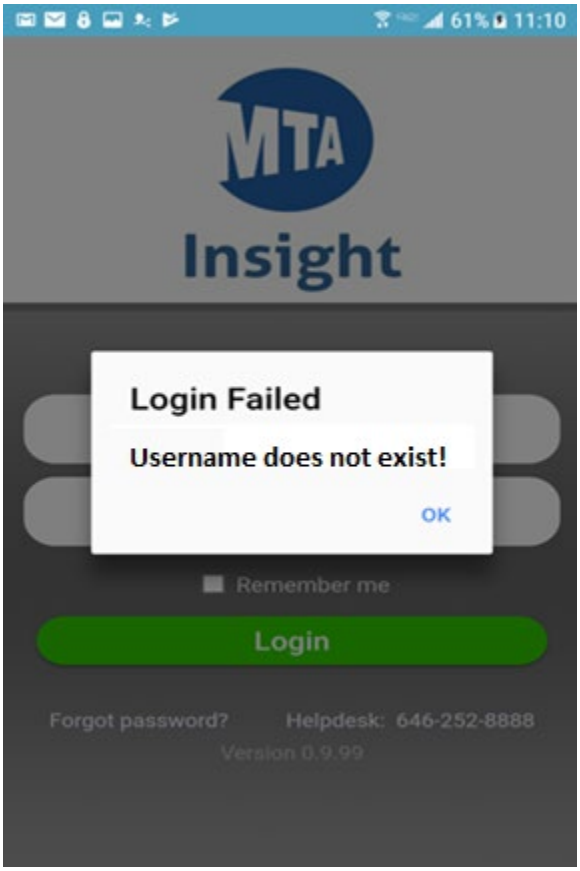
Regular Scheduled Maintenance or Outages (Time & Hours):

- **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.

13.2 Login failed – Username does not exist!

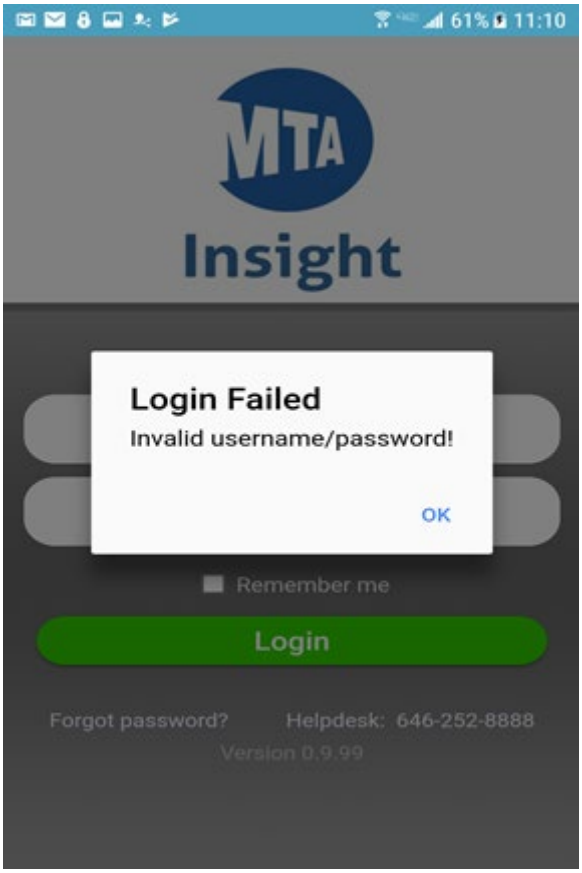
In case you get warning “Username does not exist!” verify that your Pass number is correct.



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.

13.3 Login failed – Invalid Username or password

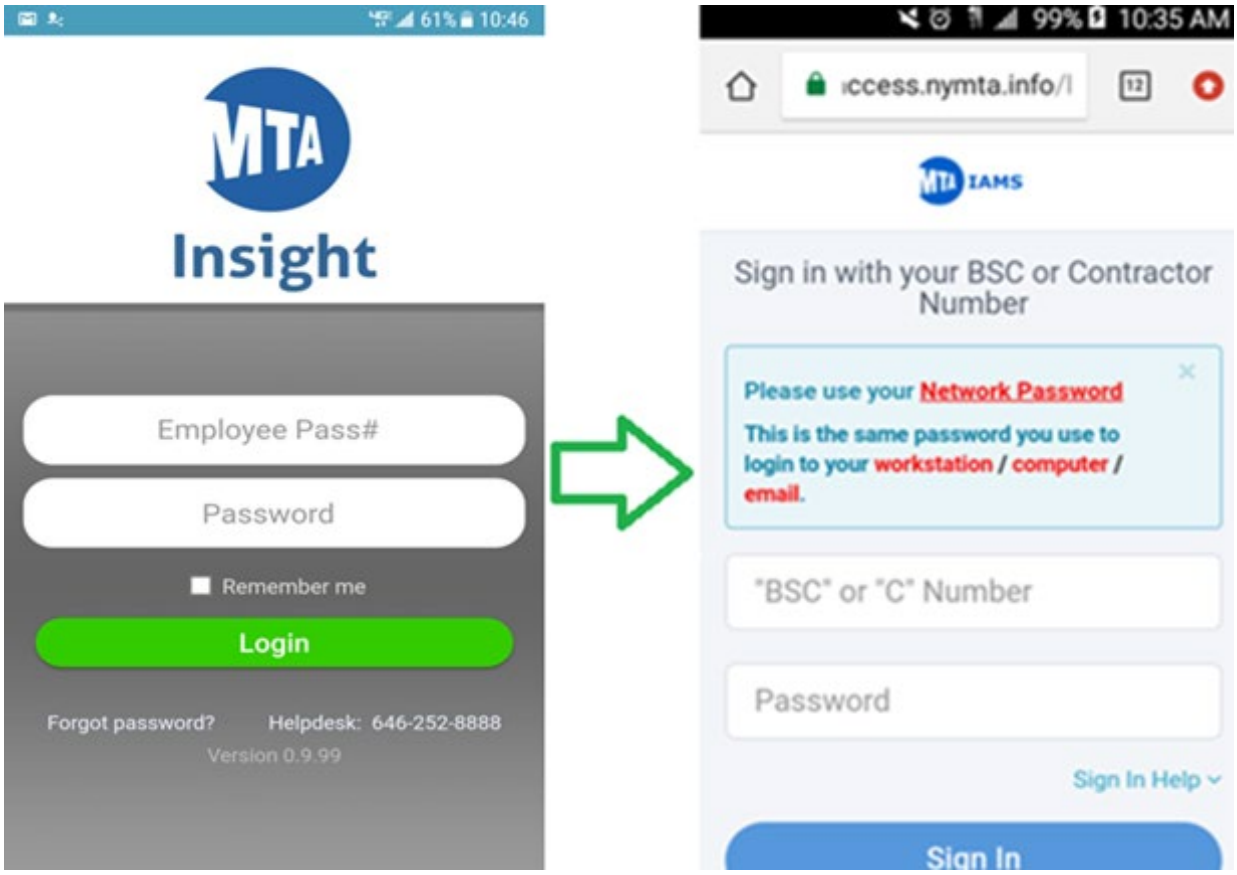
In case you get warning “Invalid username or password”, verify that your password is correct.



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

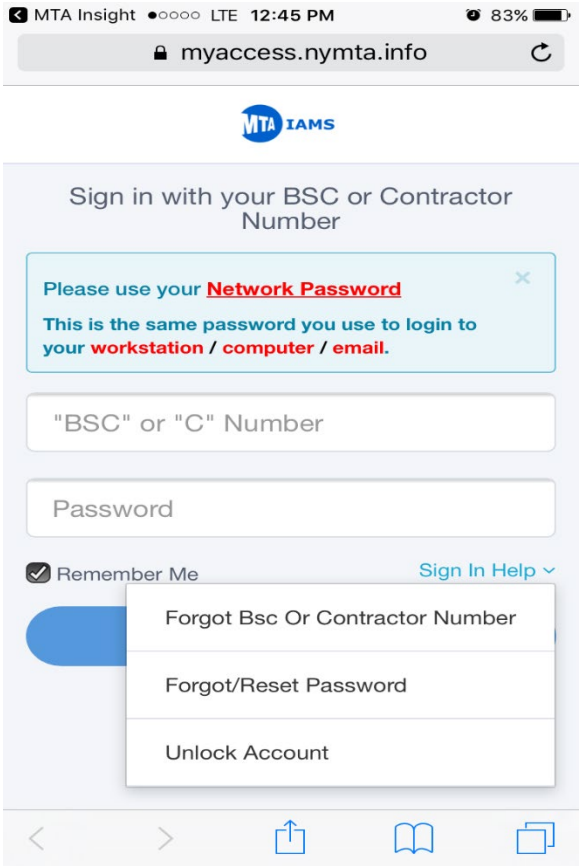
13.4 Forgot or have not yet registered for IAMS password

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.



Choose appropriate option and proceed with process of resetting your password.

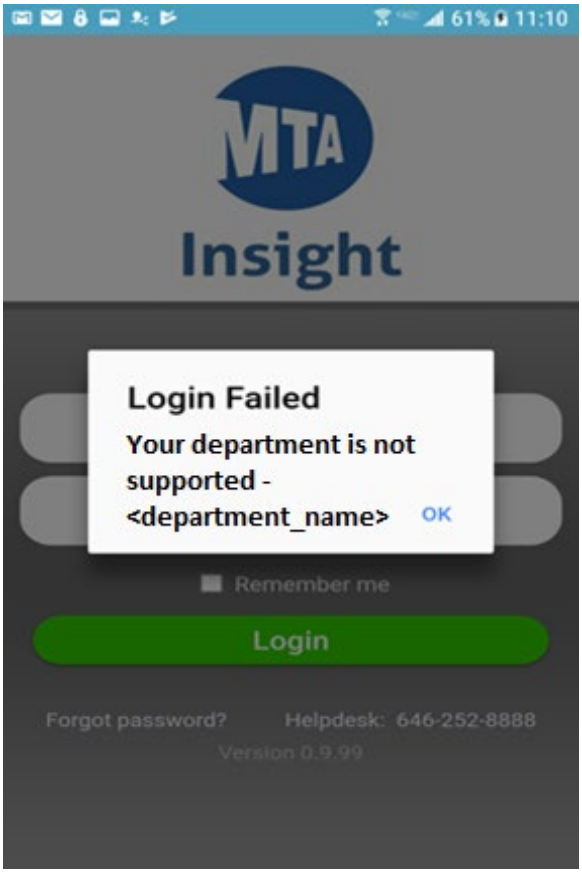
If you have issues logging into IAMS, resetting passwords or accessing MTA Today/TENS, please contact the IT Helpdesk (646) 252-8888.

13.5 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.

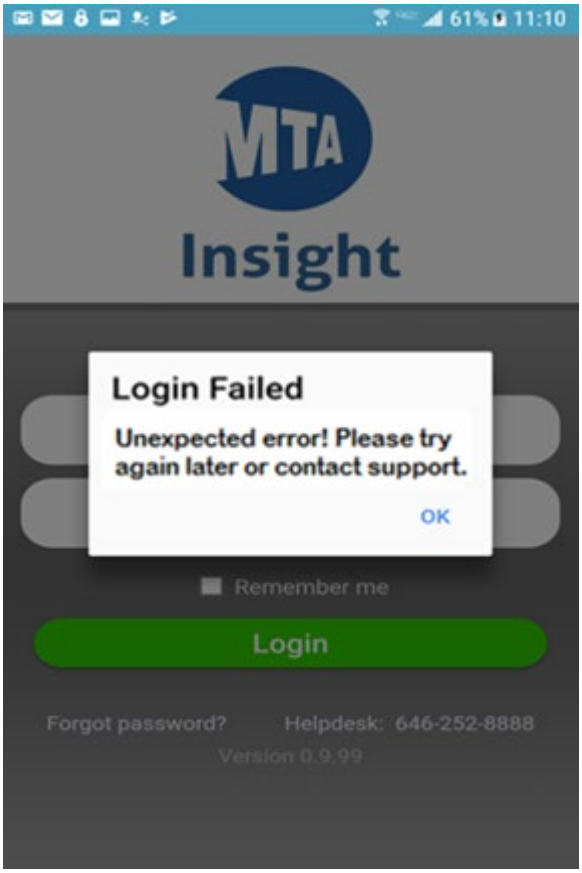
Known RTO departments are departments that include one of the following keywords: Rapid Transit, Subway.



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 the IT Helpdesk (646) 252-8888.

13.6 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.

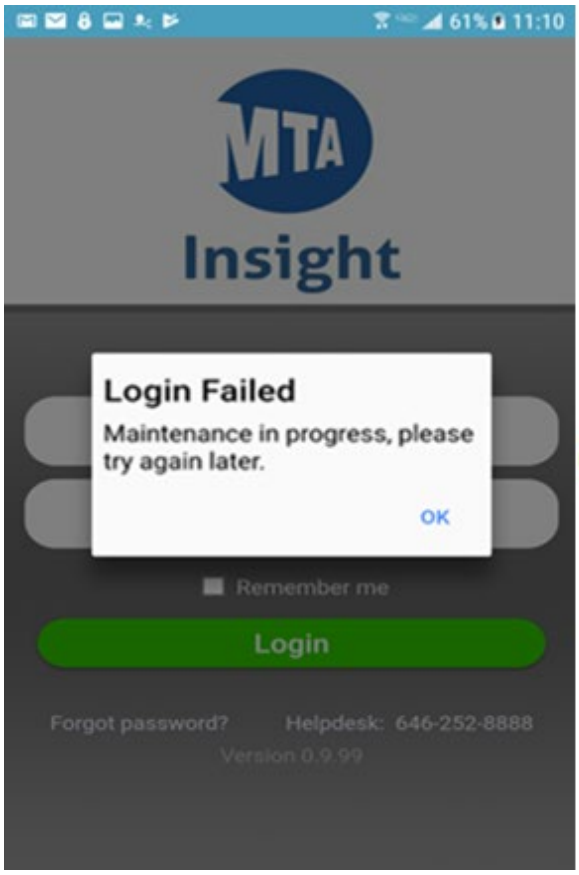


To fix: Try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

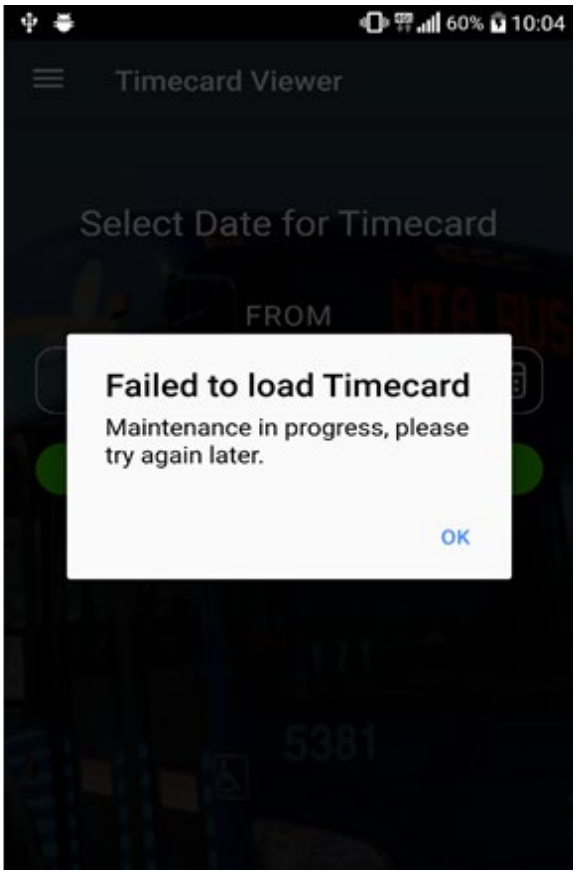
13.7 Login failed / failed to load data – Maintenance in progress

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.



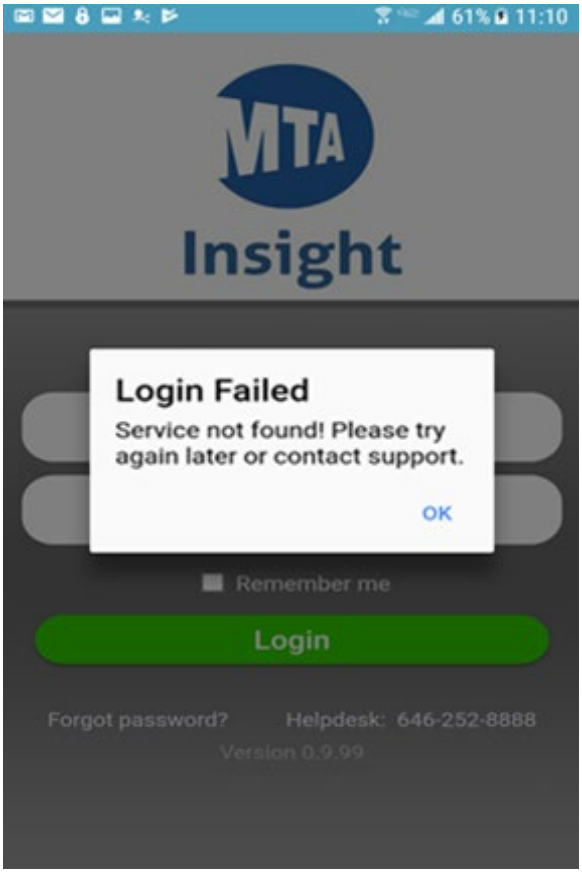
OR



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

13.8 Login failed – Service not found

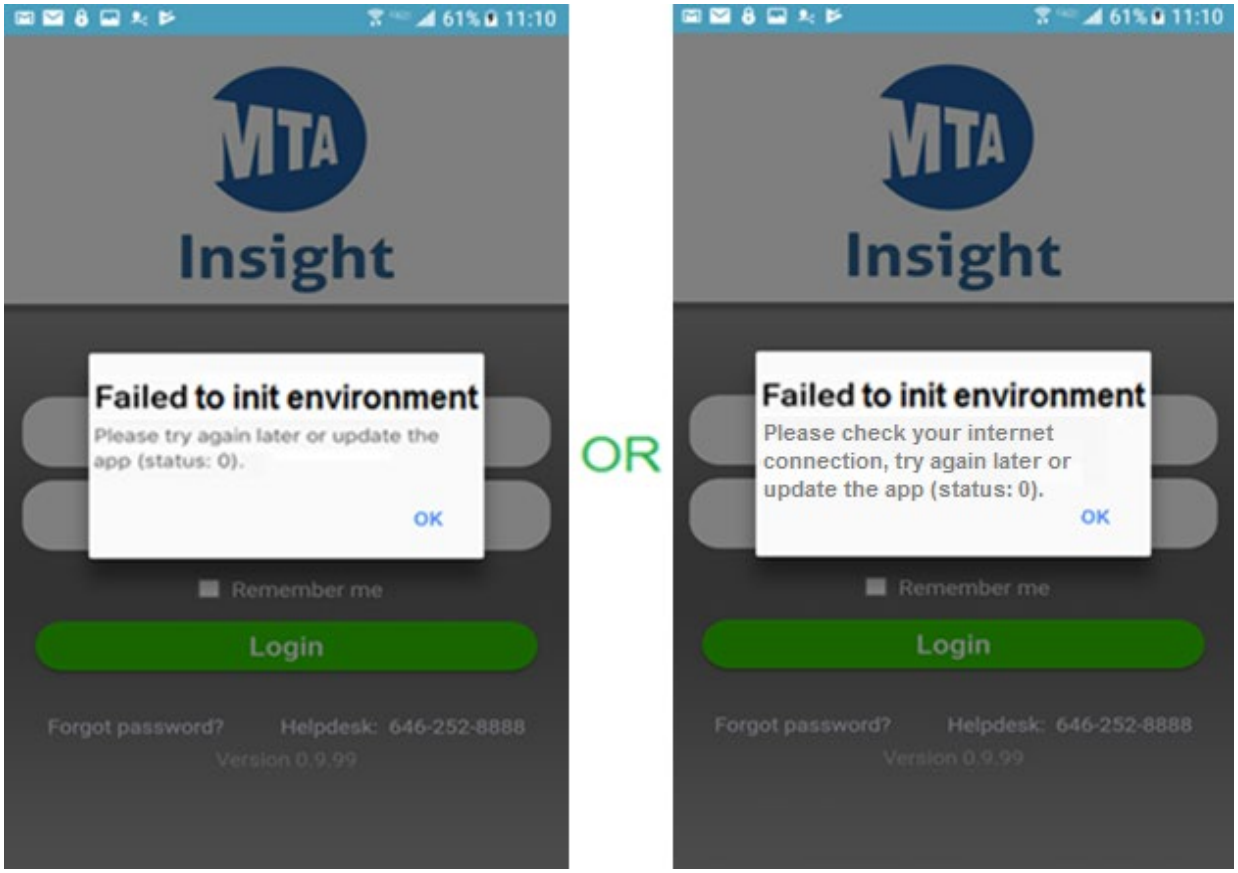
If the message “Service not found! Please try again later or contact support.” appears on your screen, it means some system error occurred and the application is not available at the moment. The images below display the messages on Login screen, however this could happen on any screen.



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

13.9 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 the IT Helpdesk (646) 252-8888

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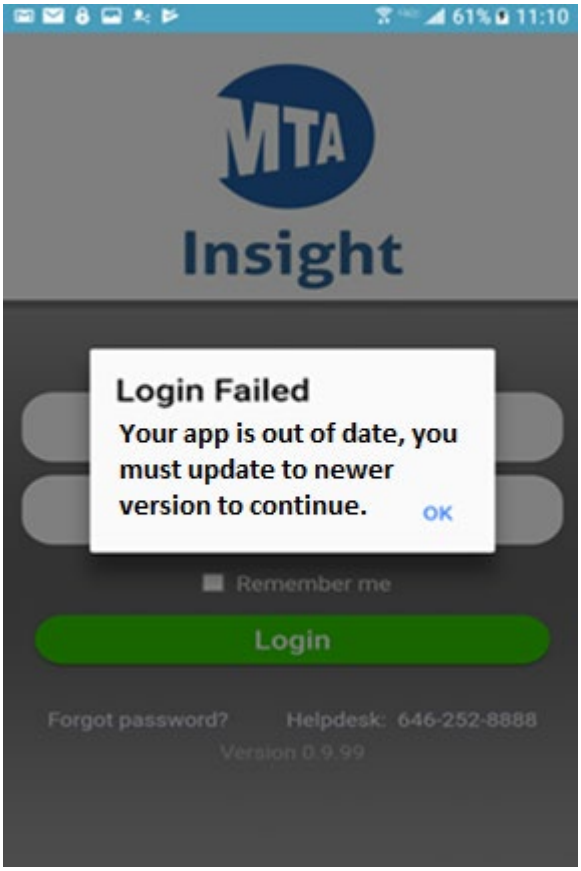
13.10 Login failed – App out of date

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.

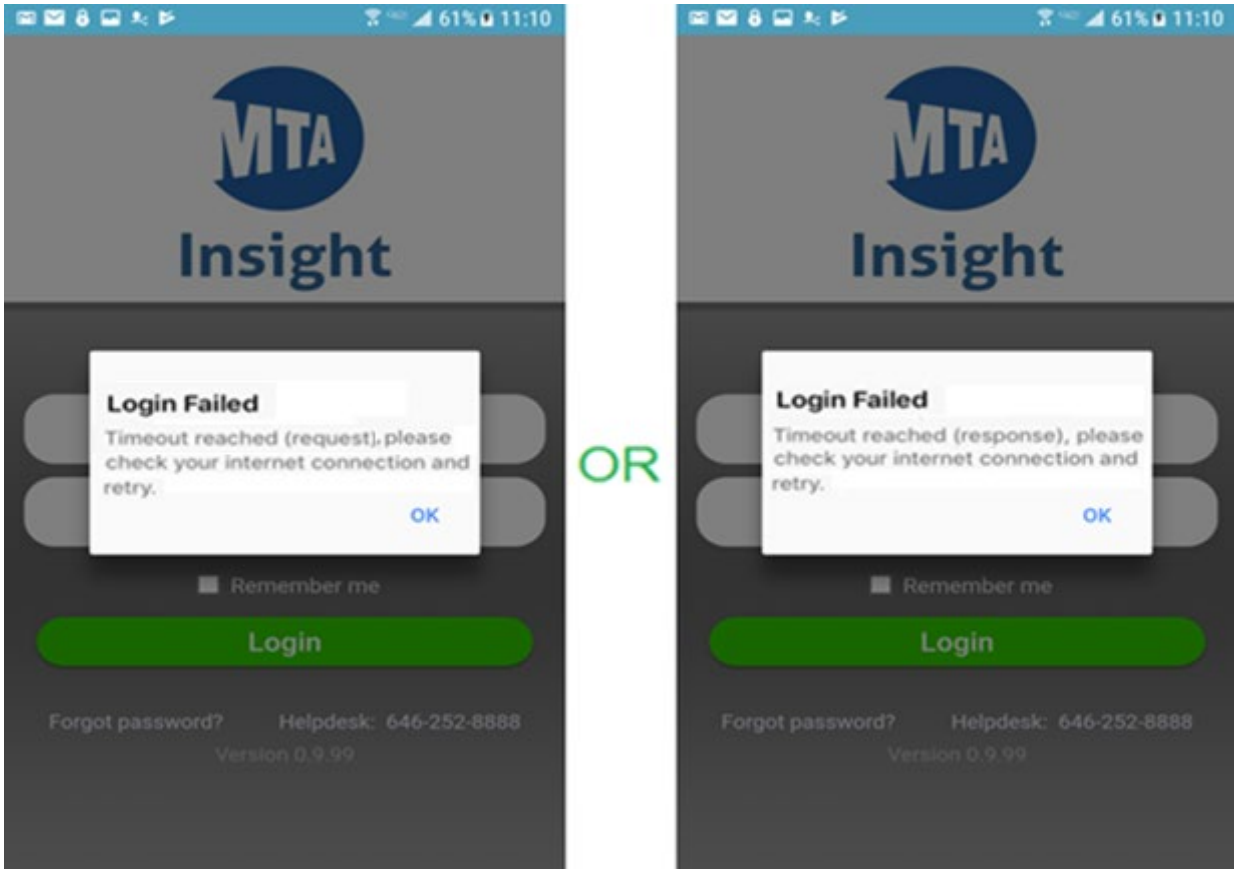


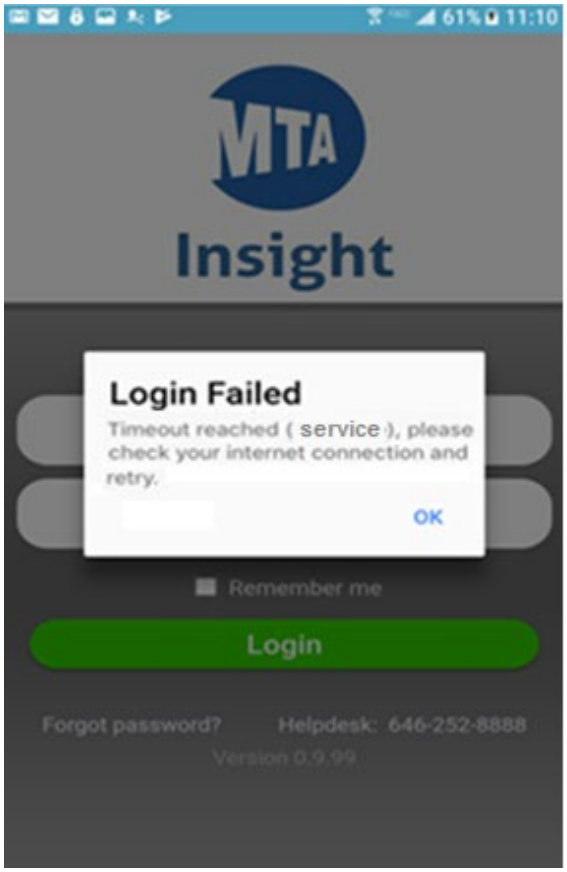
To fix: Go to App store (for iPhone) or Google Play (for Android phones) and update application to supported version.

13.11 Login failed / failed to load data – Timeout reached

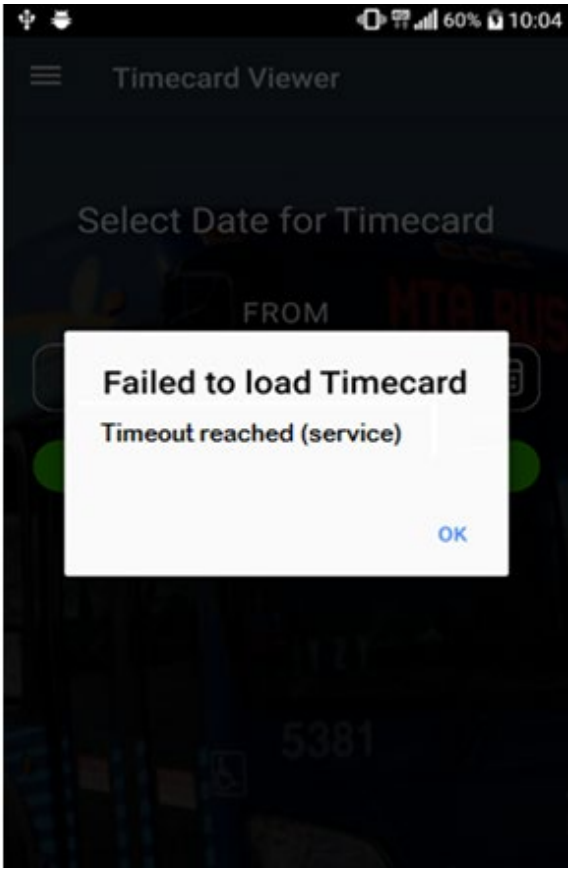
If the message “Timeout reached (request), please check your internet connection and retry.” or “Timeout reached (response), please check your internet connection and retry.” or “Timeout reached (service), please check your internet connection and retry.” or “Failed to load <screen name> Timeout reached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

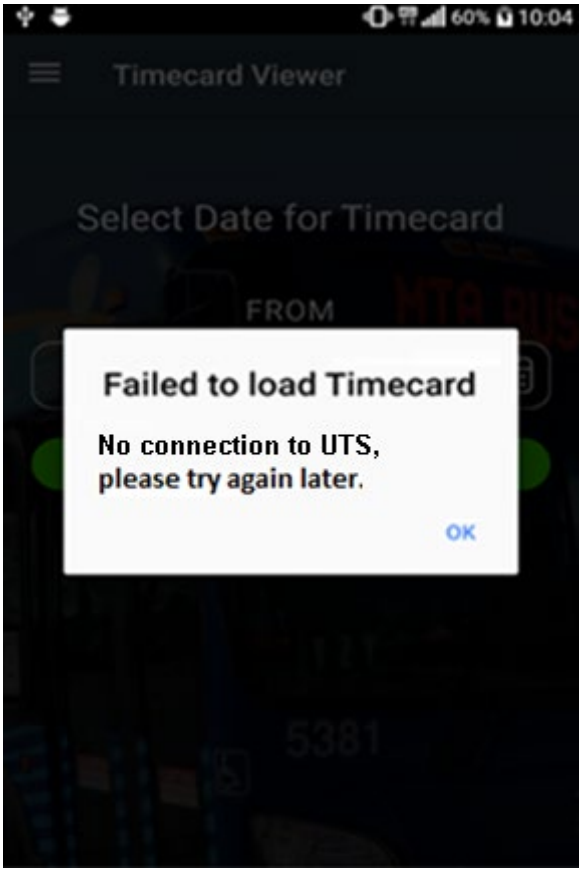


To fix: Check your internet connection, try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

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.

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

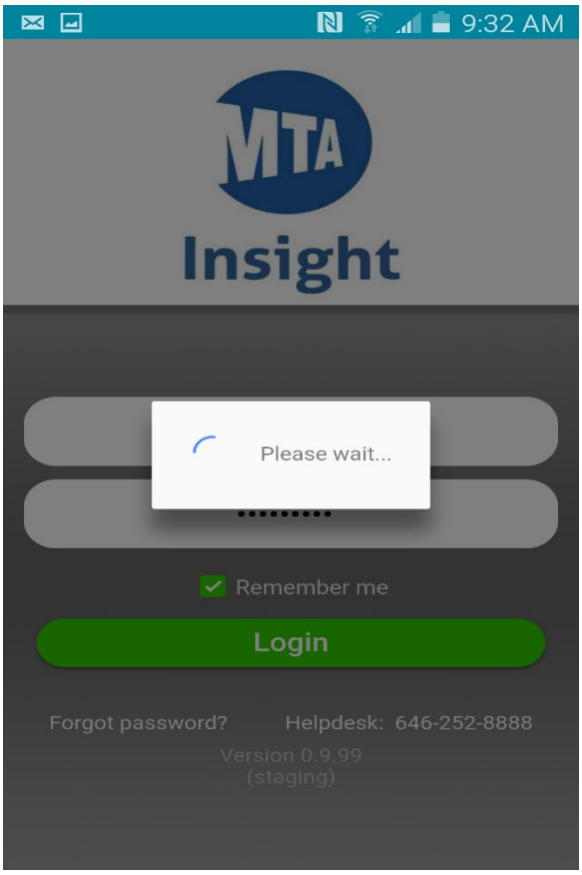
If the message “No connection to UTS, please try again later.” appears on your screen, it means system was unable to open/obtain connection to the Form within the tolerated time period.
The images below display the messages on the Timecard Viewer screen, however this could happen on any screen.



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

13.13 Login not responding

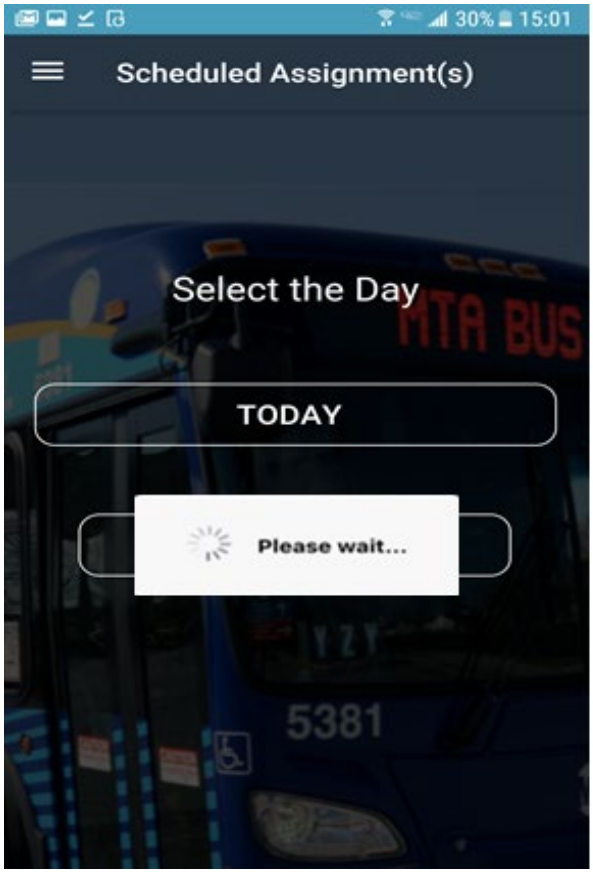
If the login freezes or does not respond within a reasonable time, this could be that your internet is down/slow or the login process is hanging. Your screen may appear with message such as: “Please wait….”.

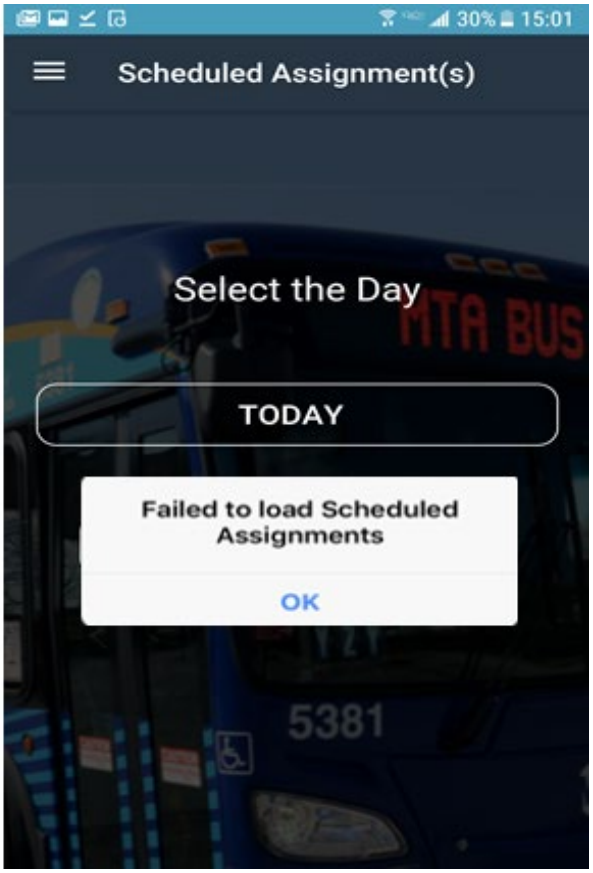


To fix: Check your internet connection, close the application screen and try again later. If it is still the case, contact the IT Helpdesk (646) 252-8888.

13.14 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.

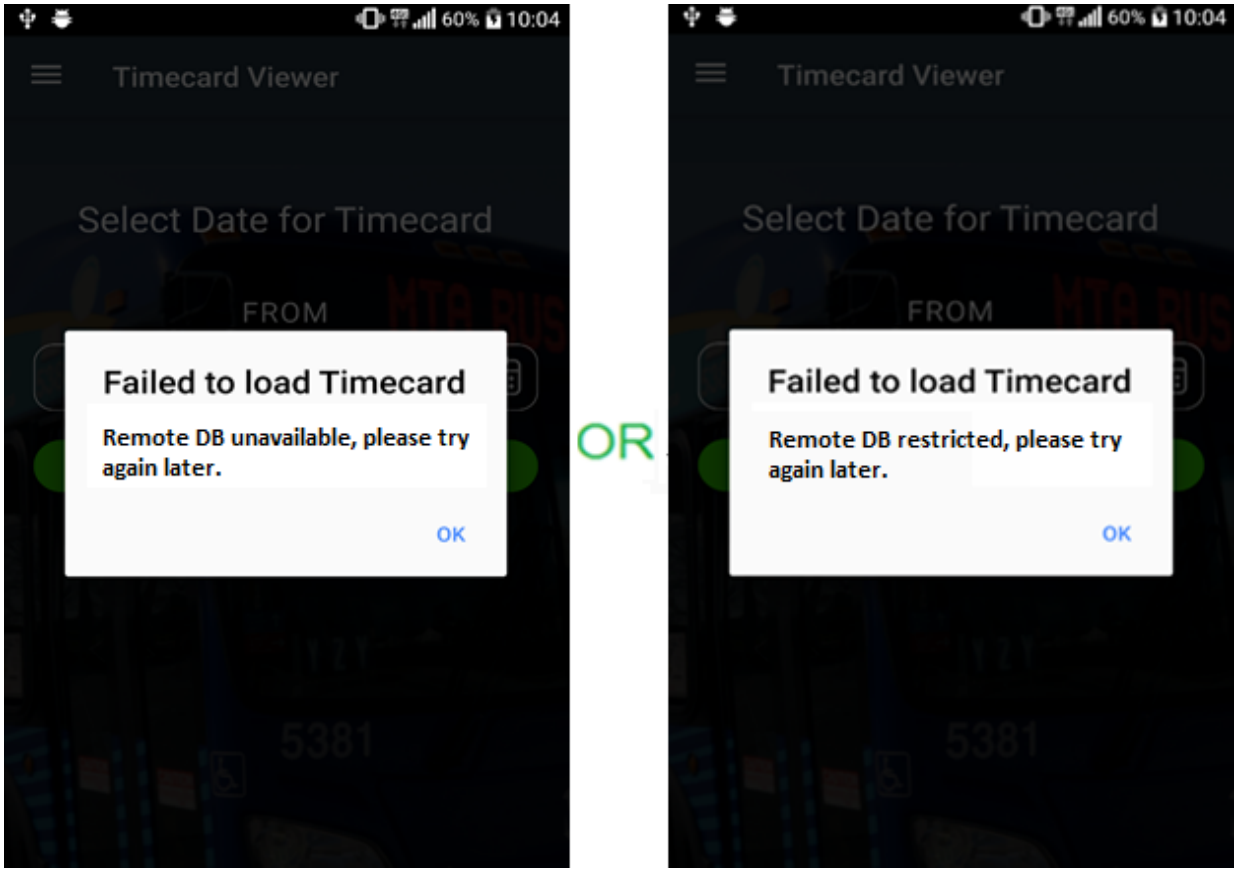




To fix: Verify that your internet is working properly then logout, close the App, and try to login again. If it is still the case, contact the IT Helpdesk (646) 252-8888.

13.15 Failed to load data – Remote DB unavailable/restricted

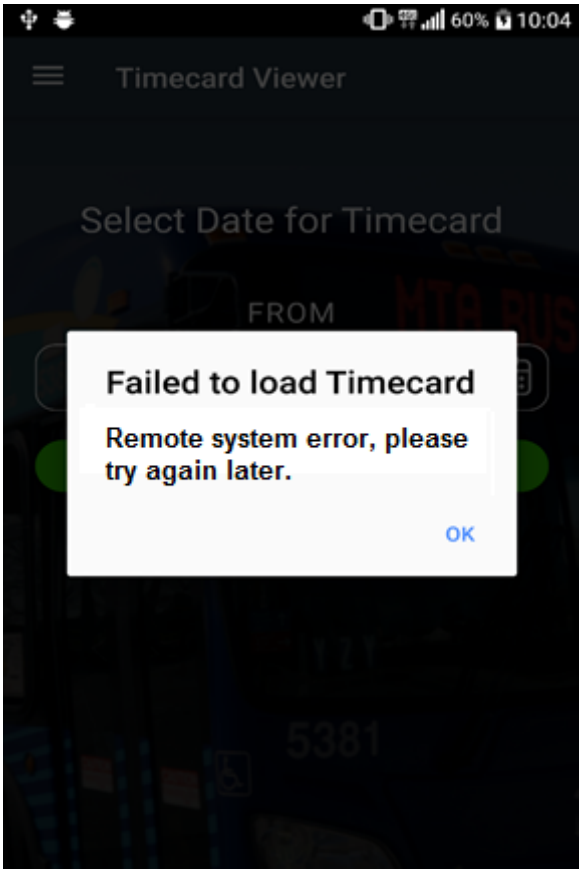
Your screen may appear with the message: “Remote DB unavailable, please try again later.” or “Remote DB restricted, please try again later.” It means some system error occurred and the application is not available at the moment.
The image below display the message on the Timecard Viewer screen, however this could happen on any screen.



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

13.16 Failed to load data – Remote system error

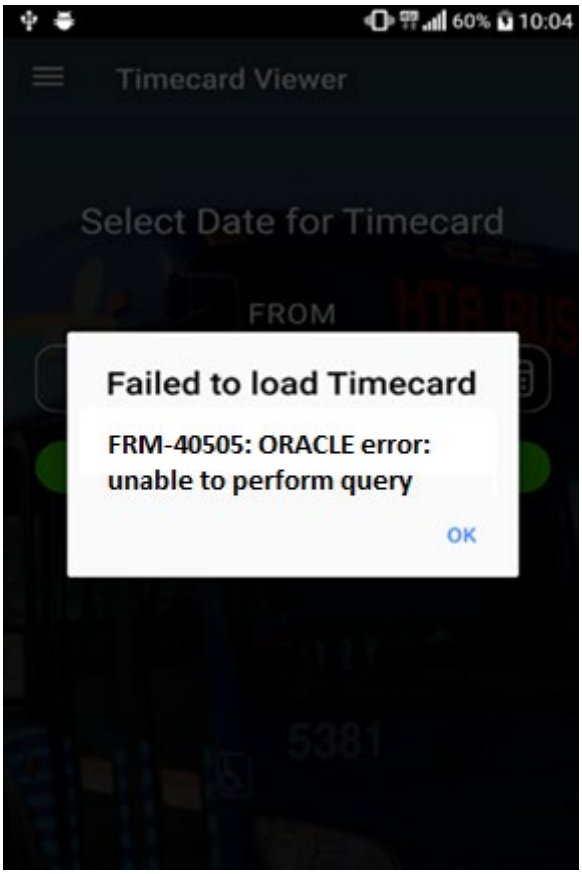
Your screen may appear with the message: “Remote system error, please try again later.”
The image below display the message on the Timecard Viewer screen, however this could happen on any screen.



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

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

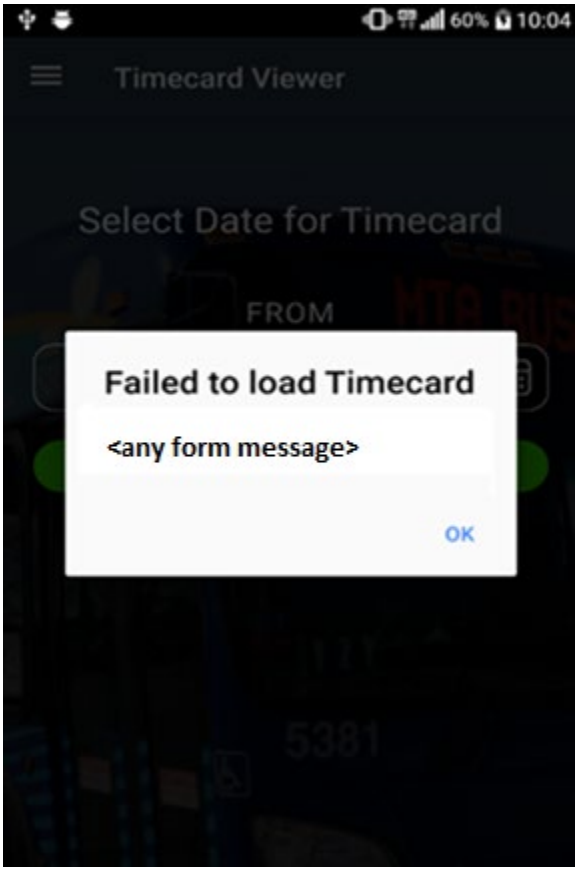
Your screen may appear with the message: “FRM-XXXX <text>.” or “ORA-XXXX <text>.” This indicates some unhandled form application exception.
The image below display the message on the Timecard Viewer screen, however this could happen on any screen.



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

13.18 Failed to load Timecard <any form message>

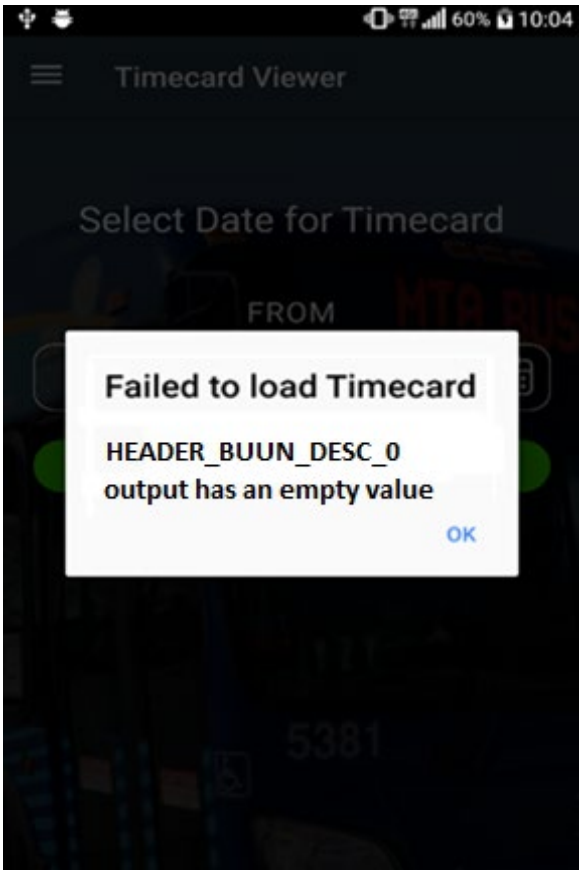
Timecard Viewer screen may appear with the message: “Failed to load Timecard <any form message>”. This indicates validation failure in Timecard or Timecard-colors services in which case app will display to the user the Form's popup messages.



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

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

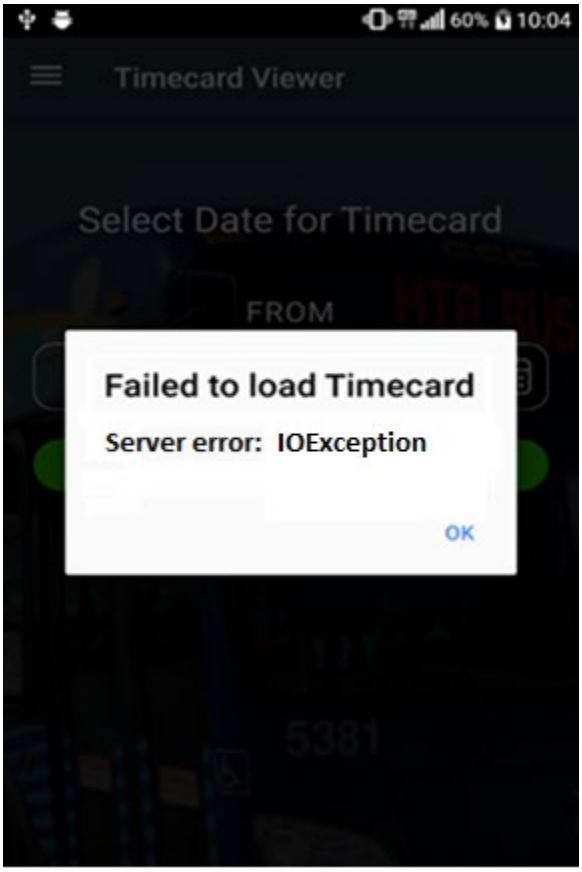
Your screen may appear with the message: “<Field name> output has an empty value.” This indicates non-empty validation on the web service has failed.
The image below display the message on the Timecard Viewer screen, however this could happen on any screen.



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

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

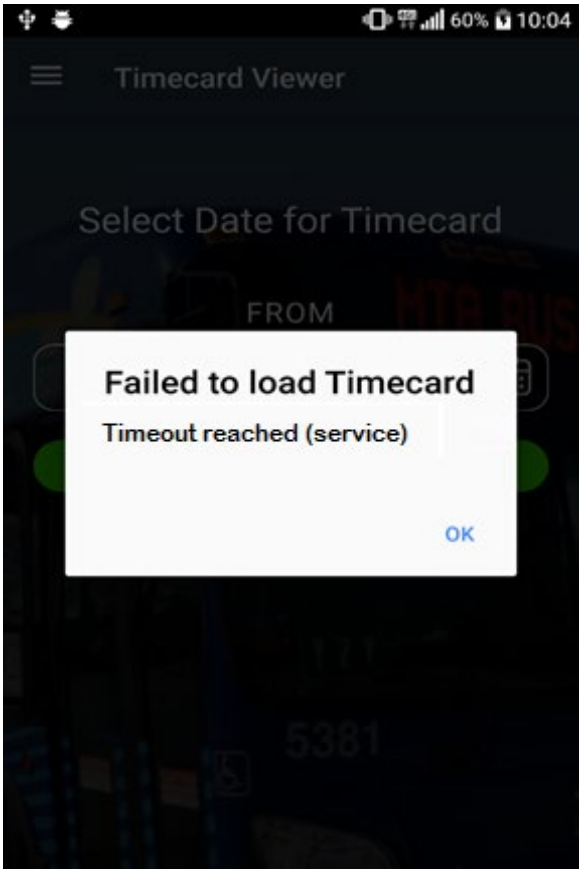
Your screen may appear with the message: “Server error <error>”. This indicates invocation on the web service has caused system internal error.
The image below display the message on the Timecard Viewer screen, however this could happen on any screen. Message itself can be different, e.g. IOException, NullPointerException, …



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

13.21 Failed to load data – Timeout reached

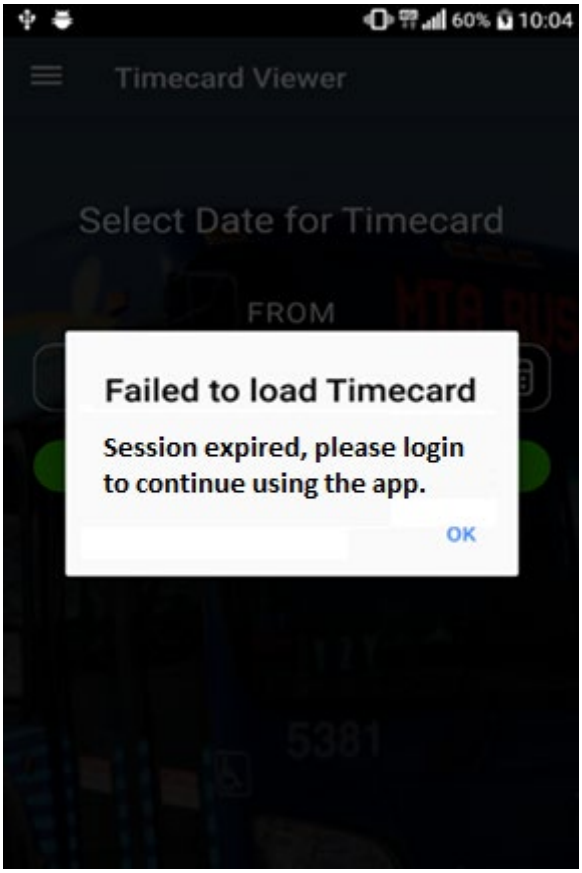
Your screen may appear with the message: “Failed to load <screen name> Timeout reached (service).”
The image below display the message on the Timecard Viewer screen, however this could happen on any screen.



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

13.22 Session expired

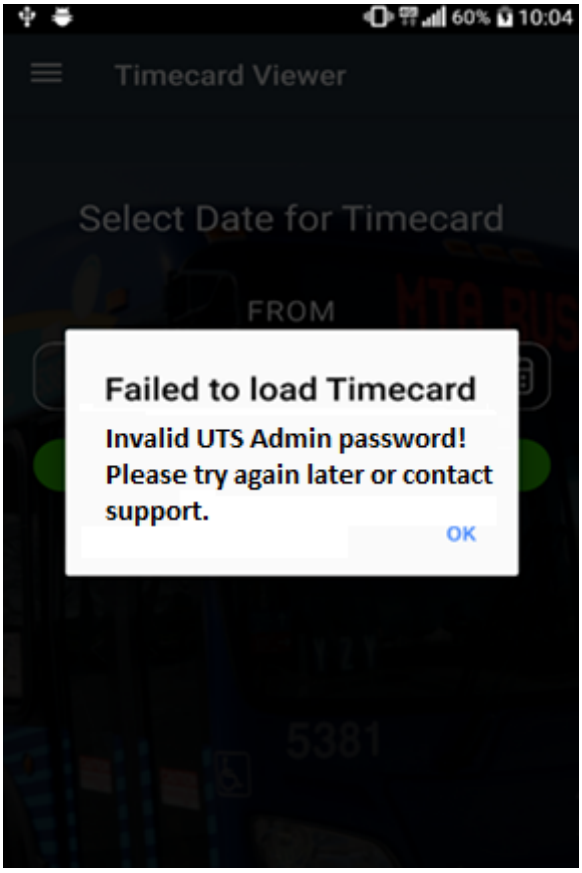
Your screen may appear with the message: “Session expired, please login to continue using the app.”
The image below displays the message on the Timecard Viewer screen, however this could happen on any screen. It means more than 30 minutes have passed since you logged in to the app and the app logged you out to protect your information.



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

13.23 Invalid UTS Admin password

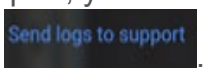
Your screen may appear with the message: “Invalid UTS Admin password! Please try again later or contact support.”
The image below display the message on the Timecard Viewer screen, however this could happen on any screen. It means some system error occurred and the application is not available at the moment.

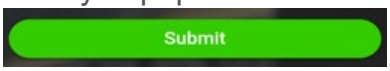


To fix: Try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

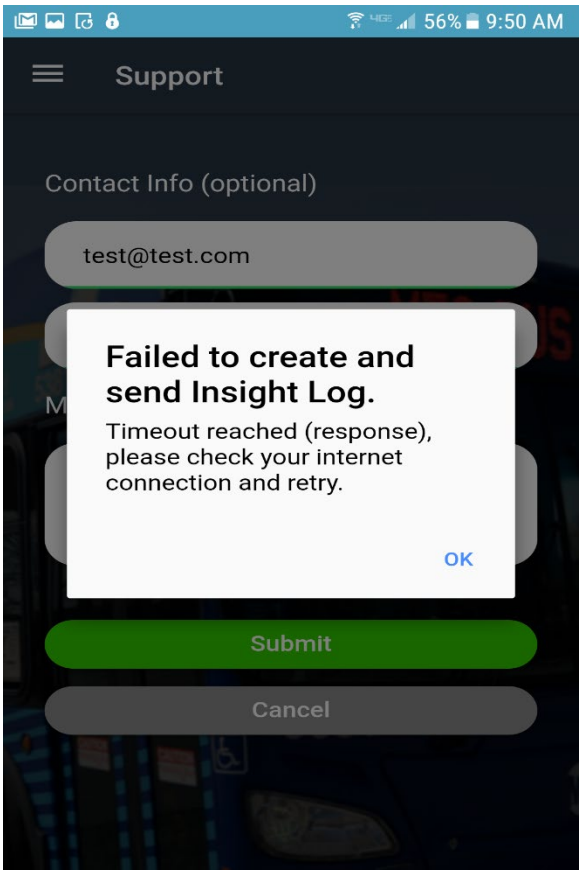
13.24 Not able to send email to support

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.

14 Questions & Concerns

For all questions or concerns regarding MTA Insight application, feel free to contact the IT Helpdesk (646) 252-8888.

15 What is new

New in v1.8:6

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New in v1.8:7

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