



# HOW TO INSTALL MTA INSIGHT APPLICATION ON YOUR IPHONE

METROPOLITAN TRANSPORTATION AUTHORITY

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# 1 MTA Insight Quick Installation Guide for iPhone

- On your phone, open your web browser and go the website

<https://insight.mta.info/>

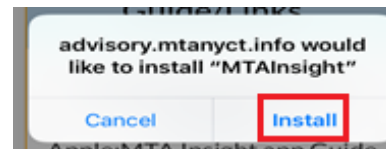
or scan the QR code



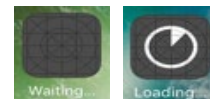
- Click on link *Apple: Download iOS App*



- Click *Install*



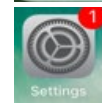
- Installation process begins (visible on dashboard)
- Installation process completes (visible on dashboard)



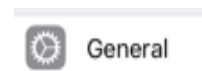
- You still cannot use application (warning will be shown)



- On your dashboard, go to *Settings*



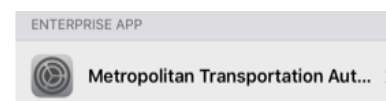
- Tap *General*



- Tap *Device Management* or *Profile* or *Profiles* (depends on iOS version)



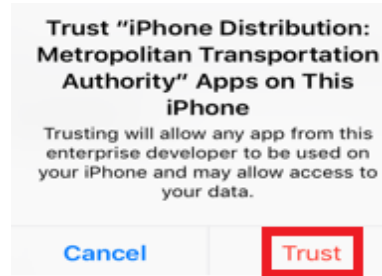
- Tap option *Metropolitan Transportation Aut...*



- Tap *Trust "Metropolitan Transportation Authori..."*



- Tap option *Trust*



- From dashboard, tap app's icon



- Enter your Employee pass number and Password, then press **Login** button

**NOTE: UTS Insight - This new employee information app is available **only** for the employees whose timekeeping system is UTS.**

These employees are from:

- Service Delivery (Rapid Transit Operations - RTO) hourly and supervisory employee on the Subway side and
- Department of Buses (DOB) & MTA Bus Hourly and Operating Supervisors.

If the employee is in Subways and in **any division outside of RTO**, he/she **will not have access**. Even if the employee is not an operational or management, he/she will not have access.

You need to have iOS Version 8 or above to be able to install this application.

If you are using your personal device to install the app then do not use MTA E-Access Wi Fi network. You can use your mobile data network or any Wi Fi network, other than MTA Wi Fi.

For a more detailed explanation of the installation process and how to start using this application, see the rest of the document.

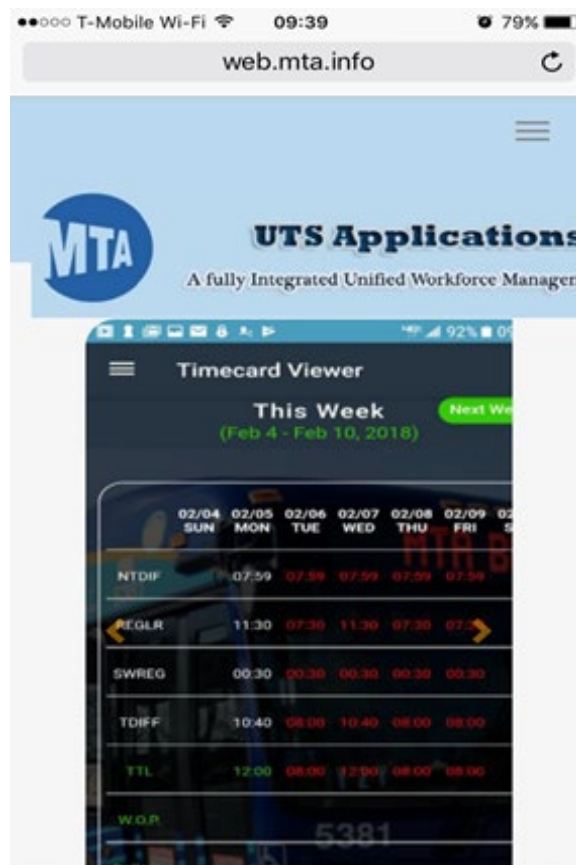
## 2 Download the App

In order to download the MTA Insight Application for iPhone, on your phone, open your web browser and go the website <http://web.mta.info/insight/>

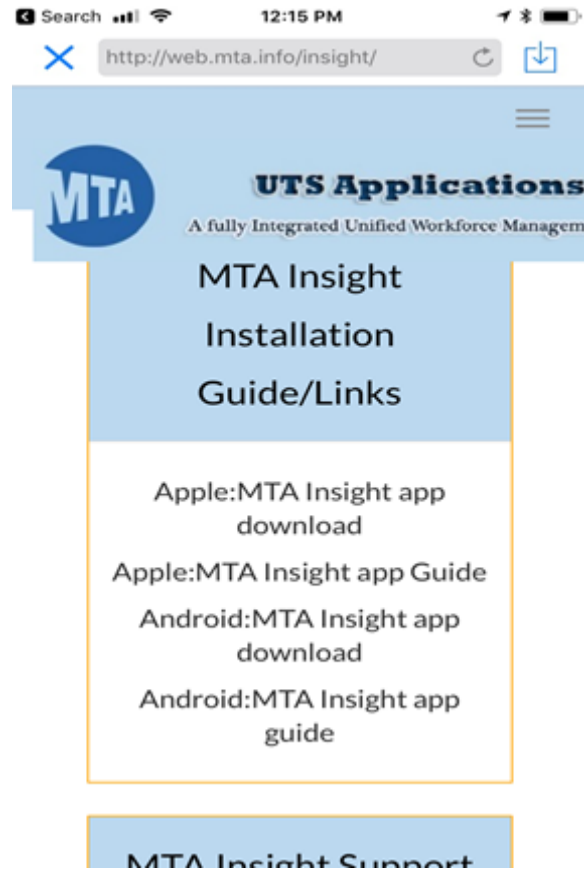


or scan the QR code (In iOS 11, the native camera app includes functionality that allows you to scan QR codes and access QR code content like URLs without having to download a third-party app. If you have previous version of iOS, you need to have installed appropriate QR Code Reader app).

Web page opens.



Scroll down.

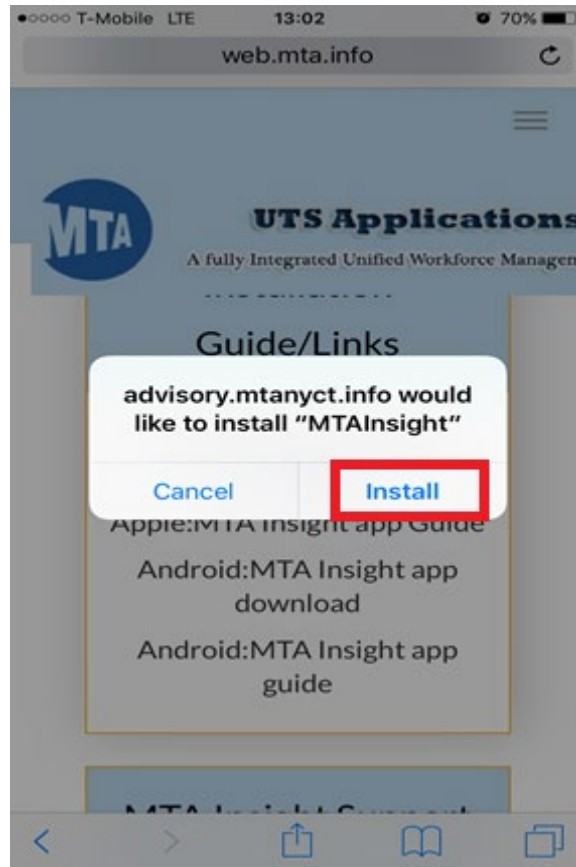


Click the link *Apple: MTA Insight app download*

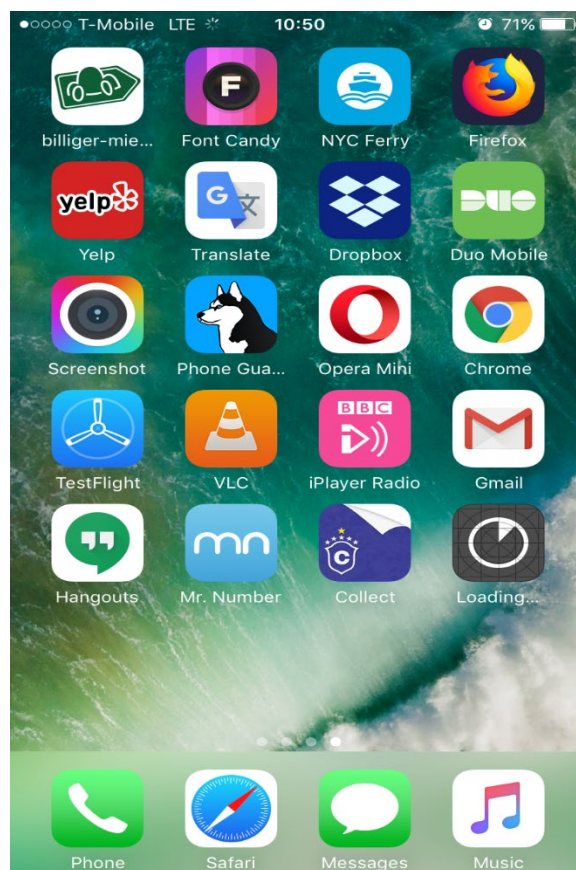
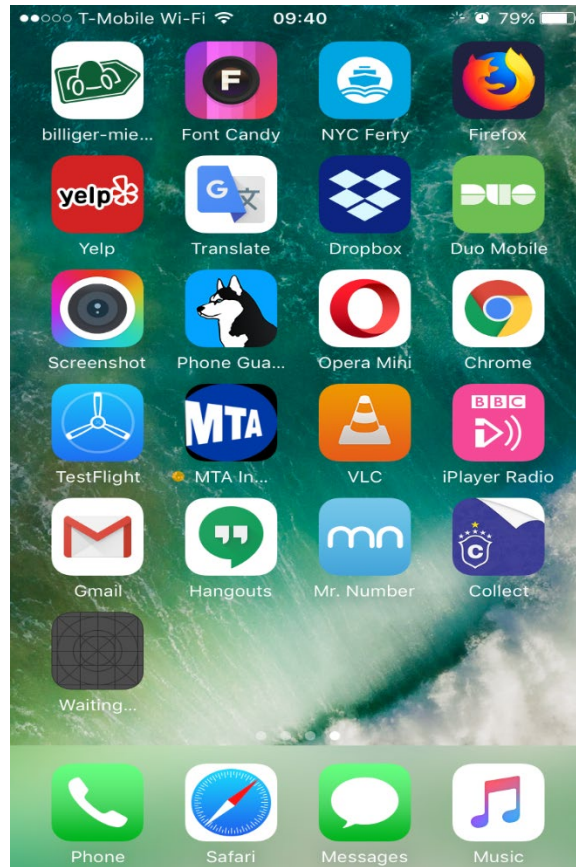
[Apple: MTA Insight app download](#)




Popup screen appears - click *Install*.



Installation process begins (visible on dashboard).



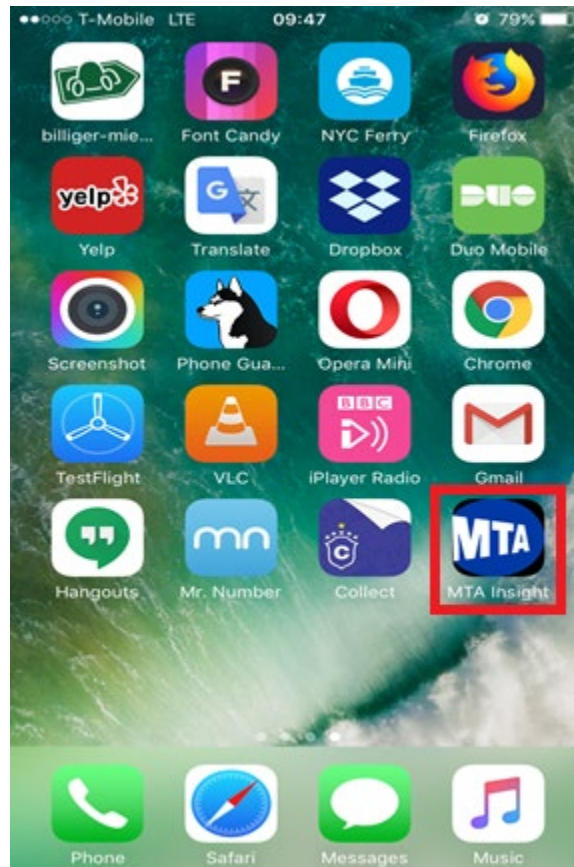


When the app is installed, an icon  will be added to your home screen.

Tapping it launches the MTA Insight app you've just downloaded.

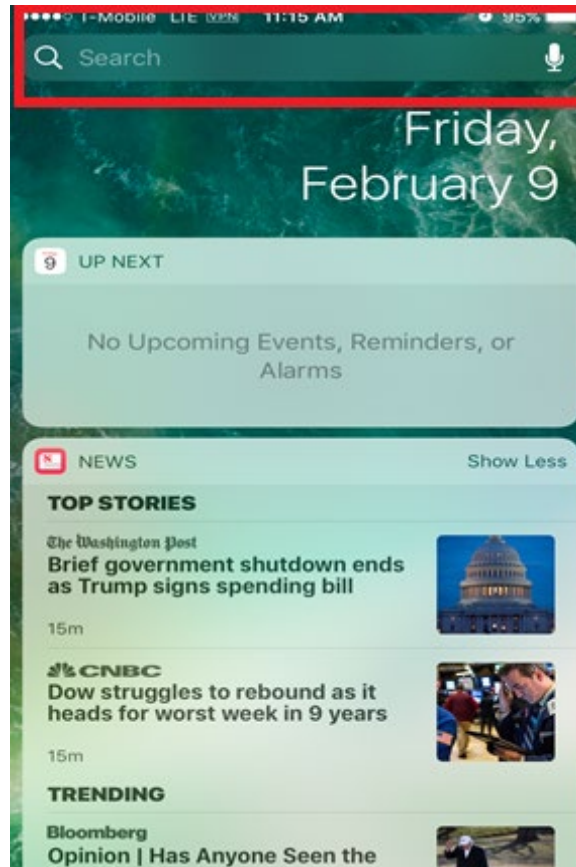
In case you cannot find app, use iPhone search option or Siri.

**NOTE:** After completing installation, you can start application by tapping its short cut on your phone. If you cannot find application short cut on your phone, go to last page (swipe on the iPhone screen to the left until dots on the bottom are at the end).




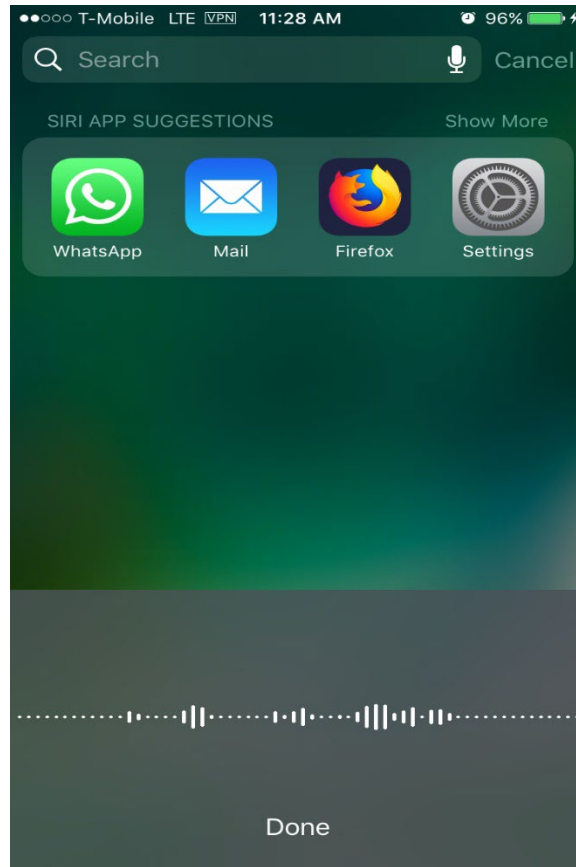
### Fix 1 - Search

You can use iPhone option Search and write “MTA Insight App”.



## Fix 2 – Siri

You can use iPhone option voice search option - invoke Siri  and ask “Open MTA Insight App”.

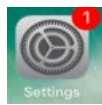
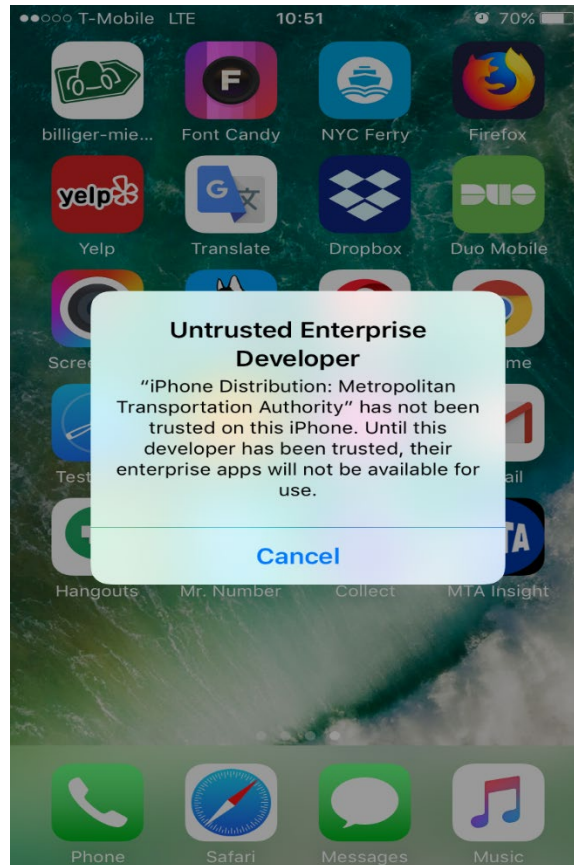


**NOTE:** You need to have iOS Version 8 or above to be able to install this application.

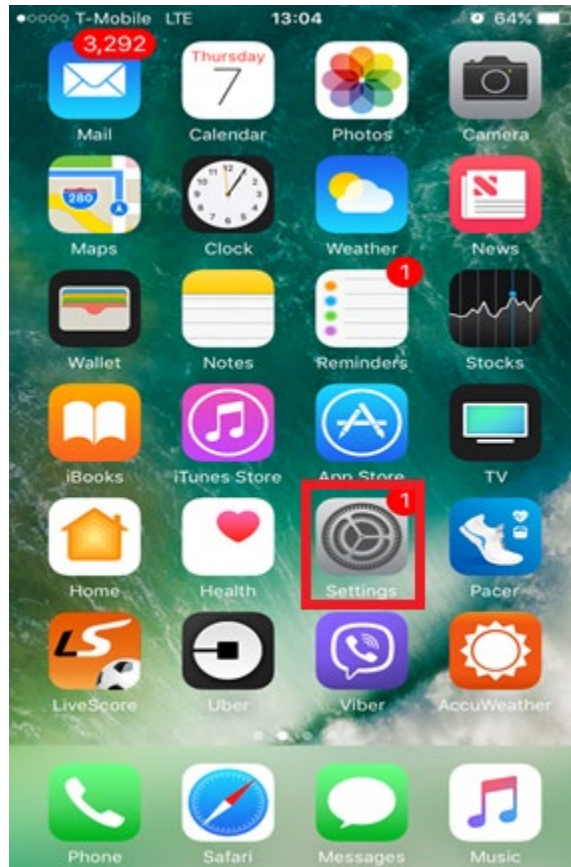
If you are using your personal device to install the app then do not use MTA E-Access Wi Fi network. You can use your mobile data network or any Wi Fi Network, other than MTA Wi Fi.

### 3 Make MTA Insight app trustable

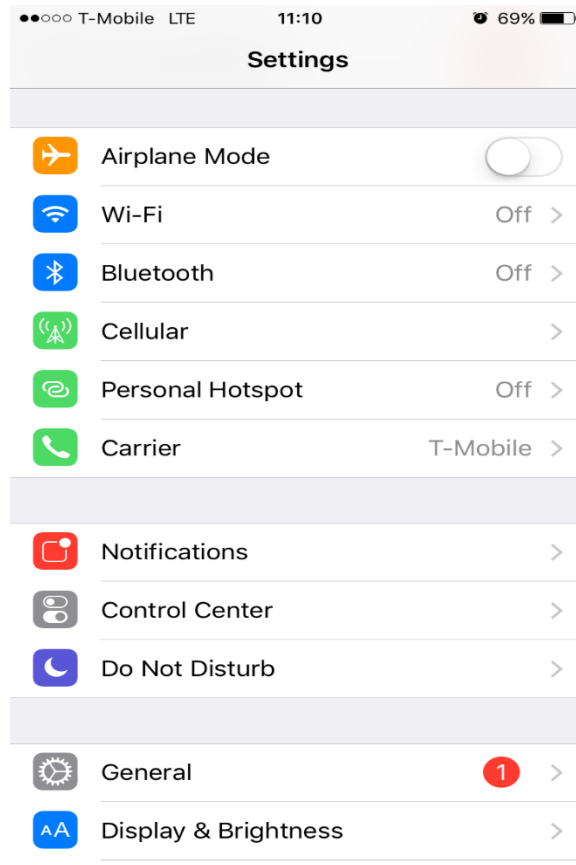
Even though you have successfully installed MTA Insight app, you still cannot use it (warning will be shown).



On your dashboard, go to *Settings*.



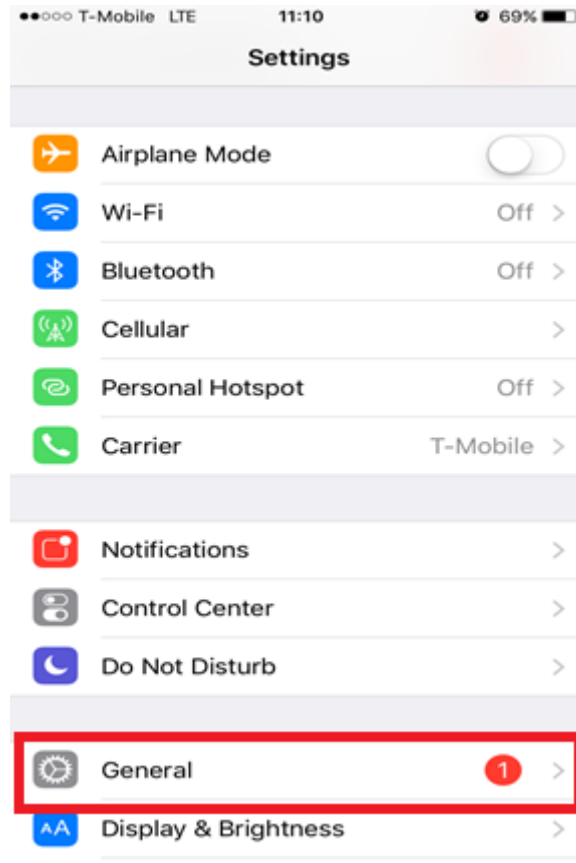
*Settings* options screen opens.



Tap *General*



General

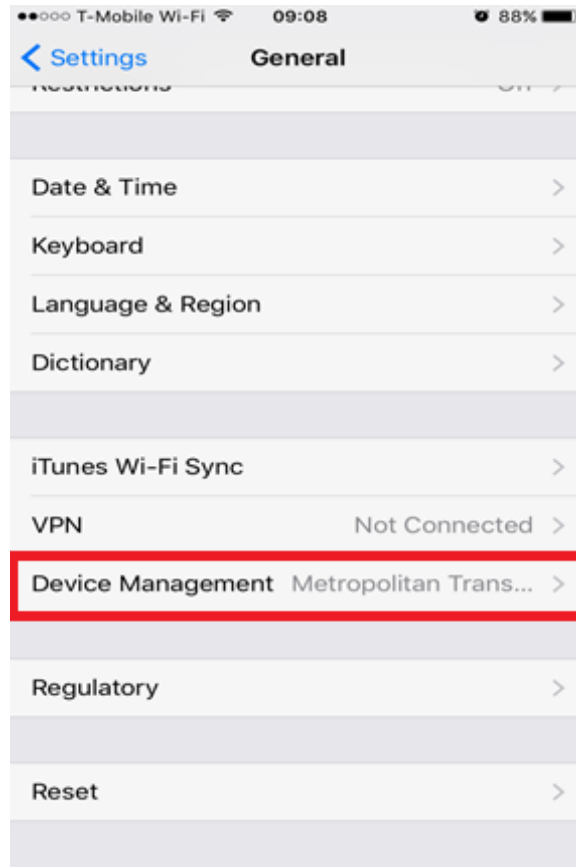


*General* options screen opens.



Tap *Device Management* or *Profile* or *Profiles* (depends on iOS version)

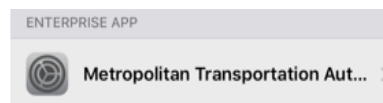
Device Management Metropolitan Trans... >

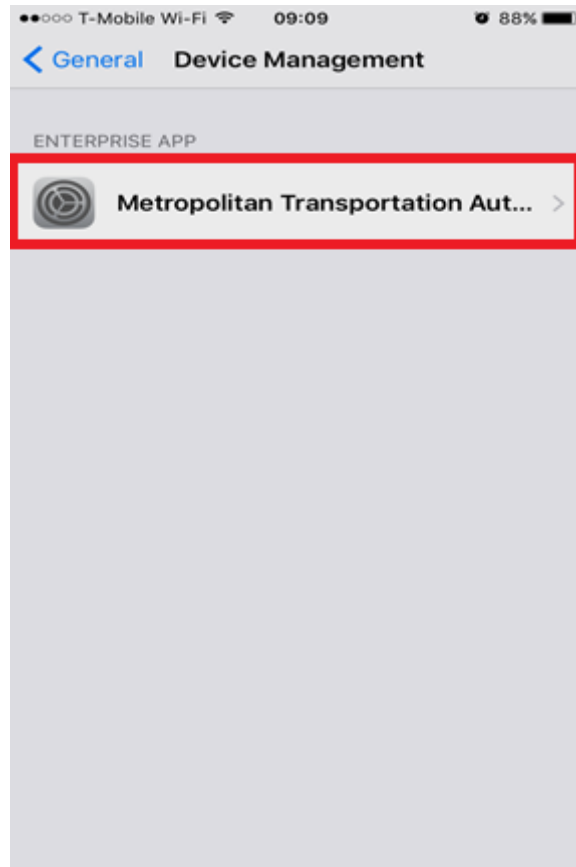


*Device Management/Profile/Profiles options screen opens.*

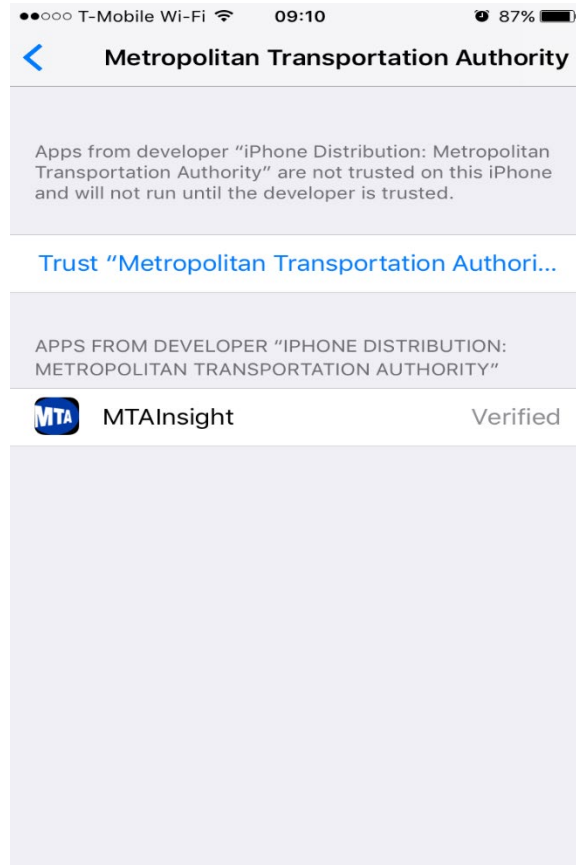


Tap option *Metropolitan Transportation Aut...*



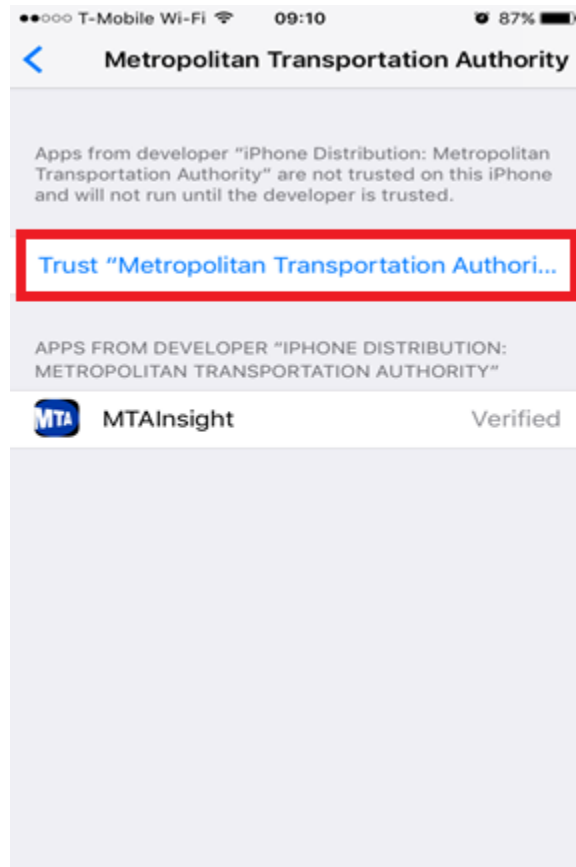


*Metropolitan Transportation Authority* options screen opens.



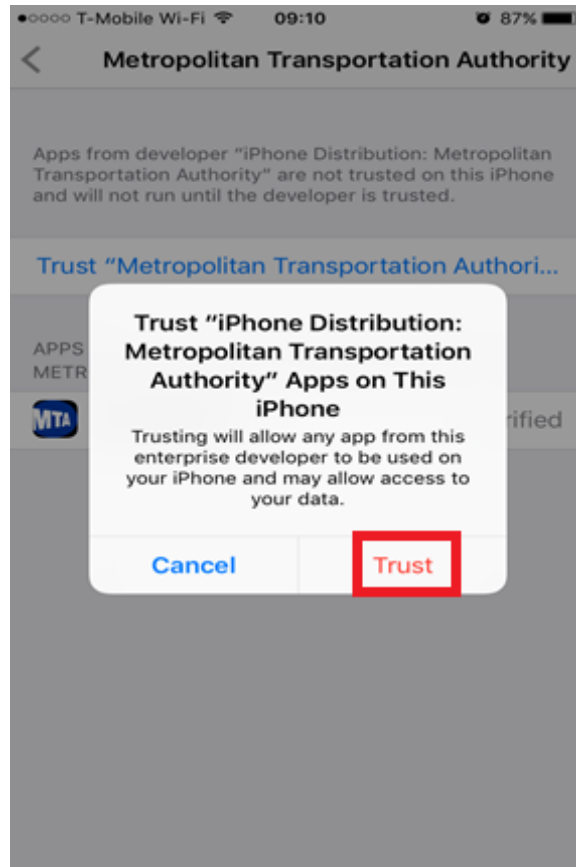
Tap *Trust “Metropolitan Transportation Authori...*

[Trust “Metropolitan Transportation Authori...](#)

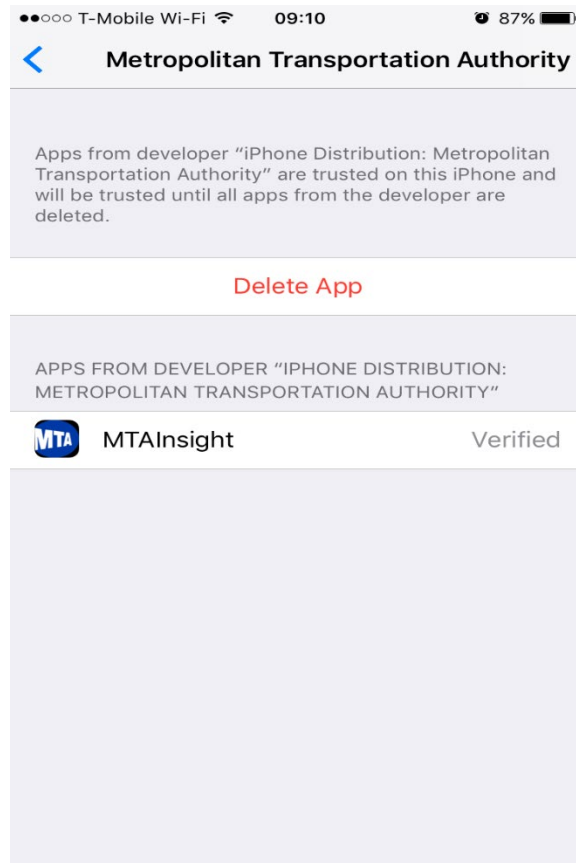


You will be prompted whether you trust this application. Tap option *Trust* .

Trust



You will be returned on the previous screen.

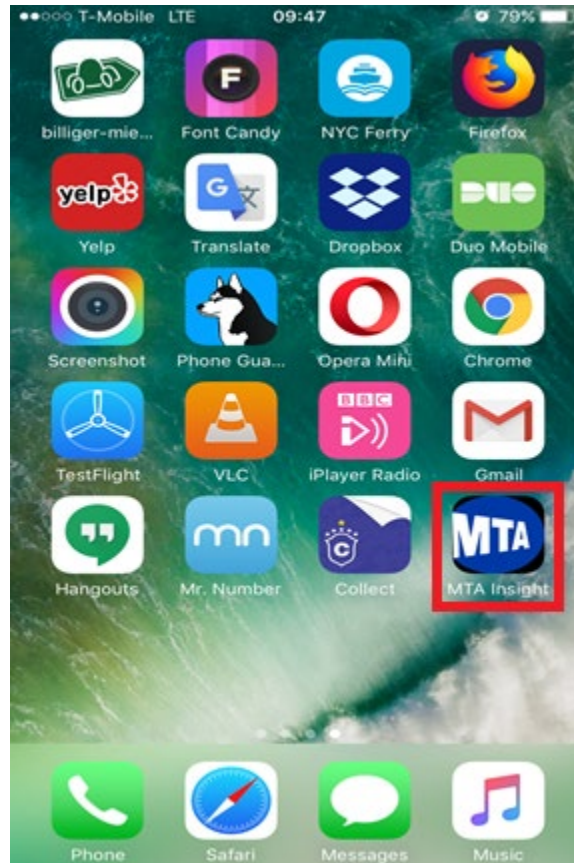


This was the last installment step before you can start using MTA Insight App.

## 4 Launching



When the app is installed, an icon will be added to your home screen.



Tapping it launches the MTA Insight app you've just downloaded and declared trusted. In case you cannot find app, use iPhone search option or Siri (explained in end of Chapter 2).

**NOTE:** After completing installation, you can start application by tapping its short cut on your phone. If you cannot find application short cut on your phone, go to last page (swipe on the iPhone screen to the left until dots on the bottom are at the end).

## 5 Start using application

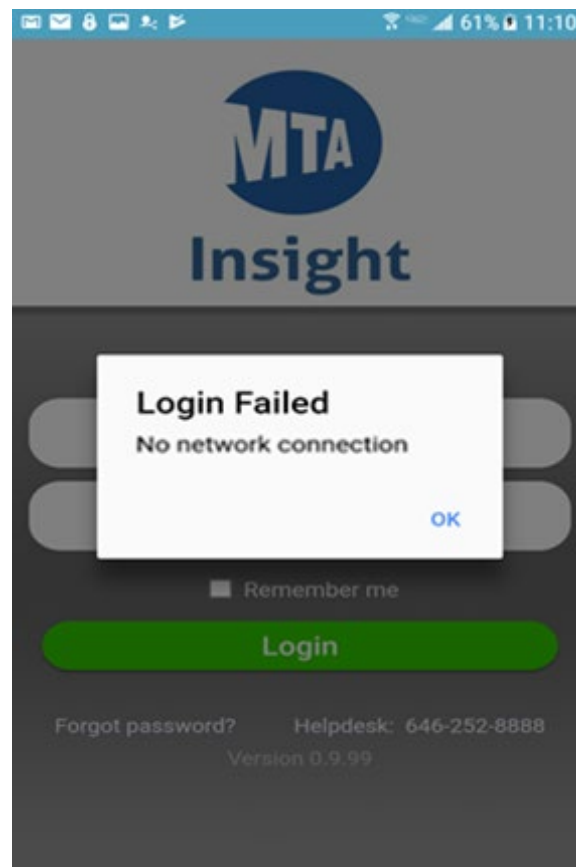
After you enter your Employee pass number and Password, press Login button.

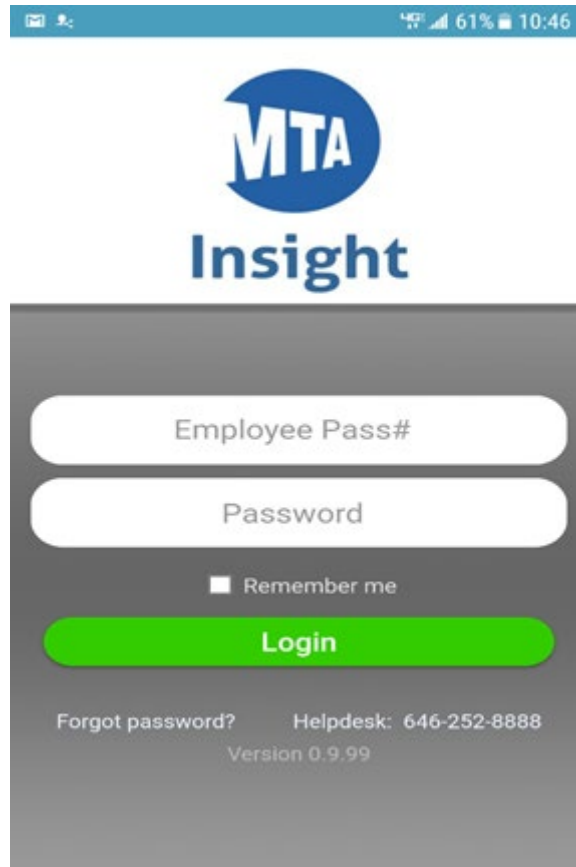
**NOTE:** You need data connection to be able to use application.

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.

In case you do not have data connection, you will get this message.





MTA  
Insight

Employee Pass#

Password

☐ Remember me

Login

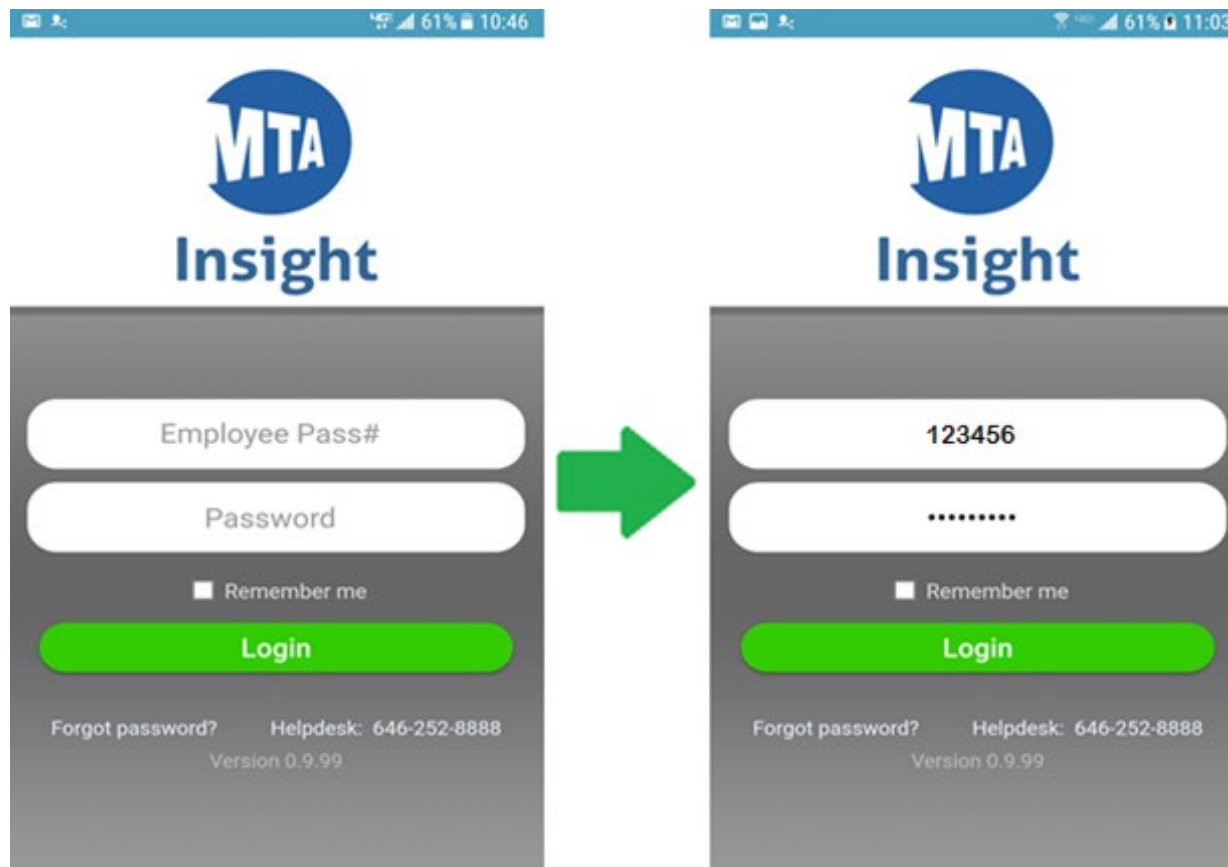
Forgot password? Helpdesk: 646-252-8888

Version 0.9.99

Now you can start using MTA Insight application.

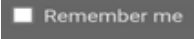

Enter your Pass Number and your **MTA IAMS password**.

**Note: Your MTA IAMS password is case-sensitive.**



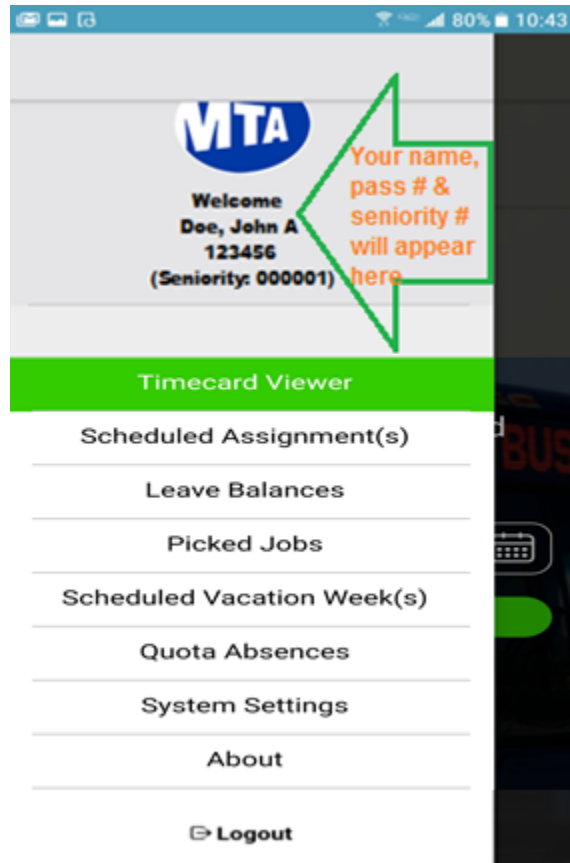
Tap on the Login  button.

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

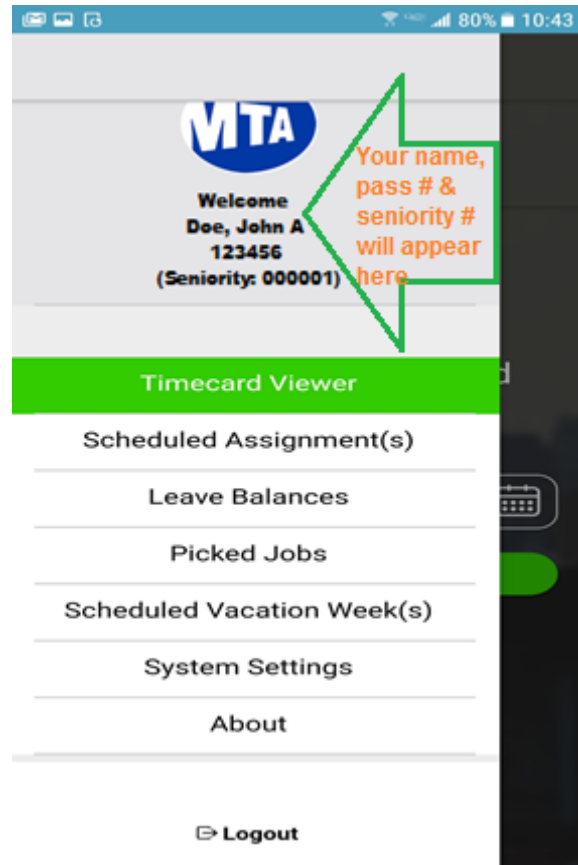
Option  is available – check it  while logging in to remember your username. So, next time you are logging in you will only need to enter password.

After you are successfully logged in, you can start using the app.

For DOB, app menu is presented on picture below.



For RTO, Quota Absences option is omitted.



## 6 Problems you may encounter

### 6.1 Regular scheduled database maintenance or outages

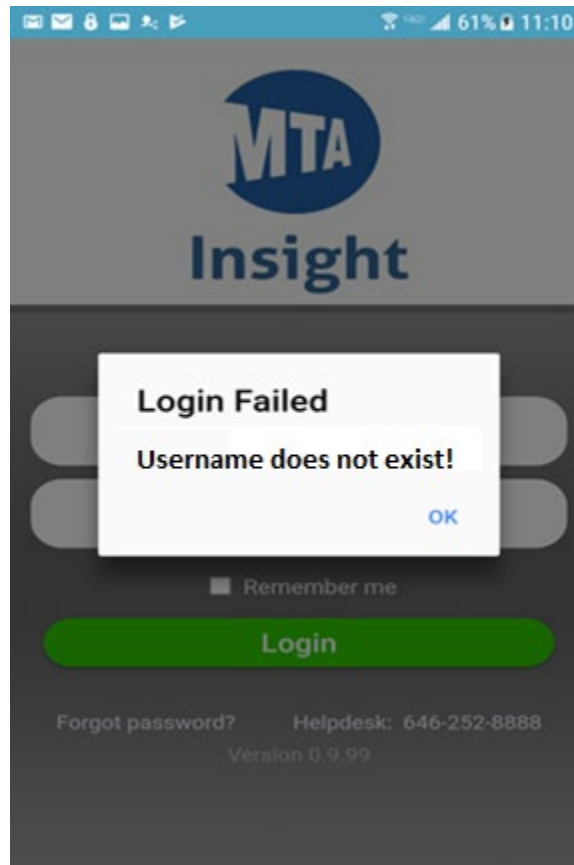
During regular scheduled database maintenance or outages, application is not going to be available.

| <b>Regular Scheduled Maintenance or Outages (Time &amp; Hours):</b>                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• <b>UTS Nightly Back-Ups:</b> occur between 2:00 AM - 2:15 AM.</li><li>• <b>UTS Weekly Back-Ups/Export:</b> occur on Saturdays between 02:00 AM - 05:30 AM.</li><li>• <b>UTS Monthly Back-Ups:</b> occur on 1st Tuesday of the month, 2:00 AM - 3:30AM.</li><li>• <b>UTS weekly migration</b> which takes place on Wednesday at 10:00 AM. It usually lasts 30 to 45 Minutes.</li></ul> |

To fix: Please review the above schedule and try after regular maintenance or outage has been completed.

## 6.2 Login failed – Username does not exist!

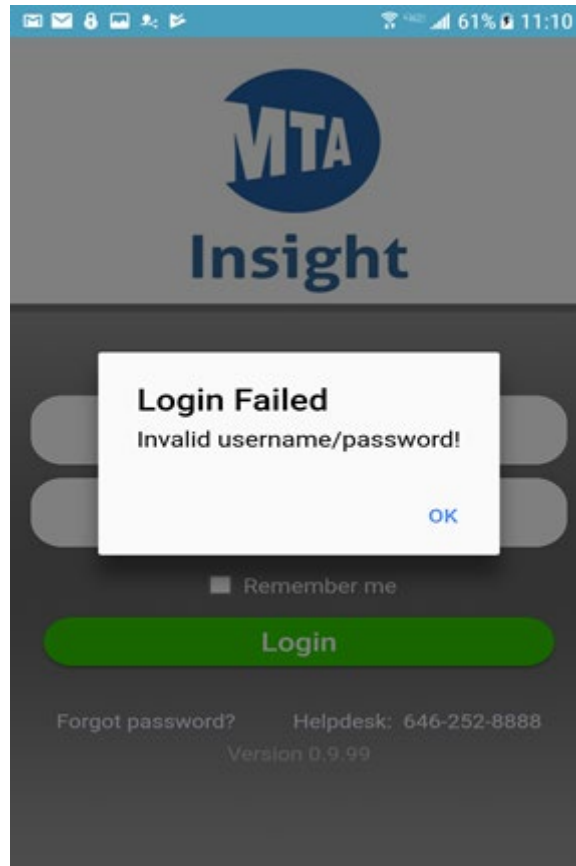
In case you get warning “Username does not exist!” verify that your Pass number is correct.



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.

### 6.3 Login failed – Invalid Username or password

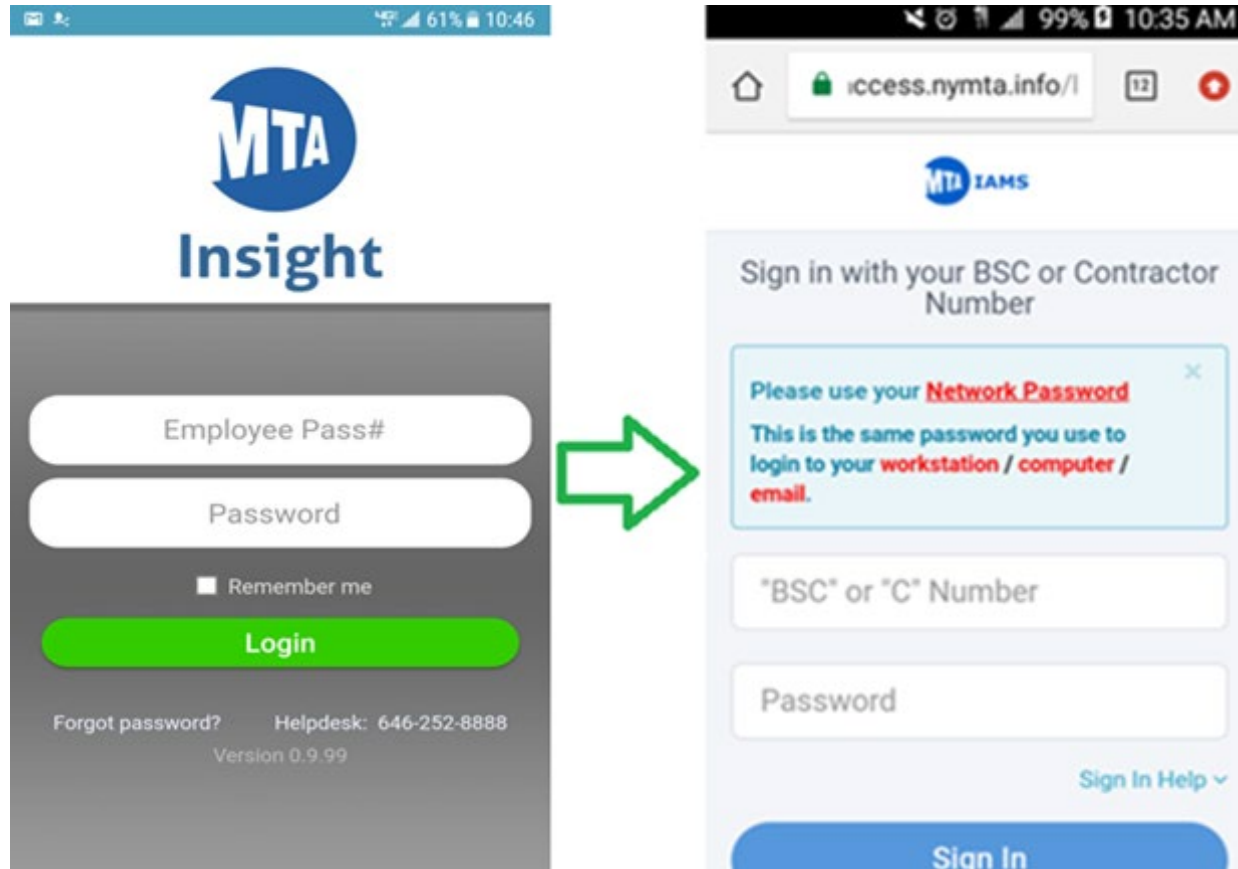
In case you get warning “Invalid username or password”, verify that your Pass number is correct.



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

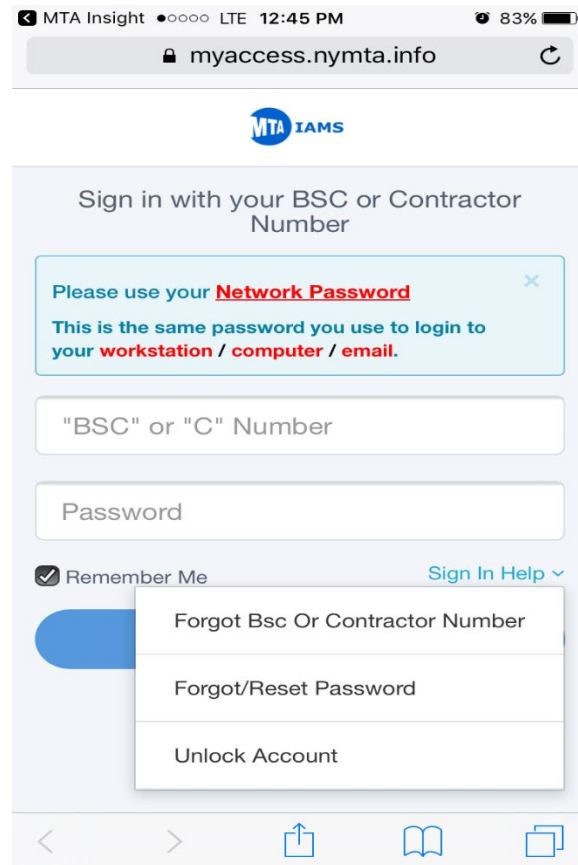
## 6.4 Forgot or have not yet registered for IAMS password

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 to 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.

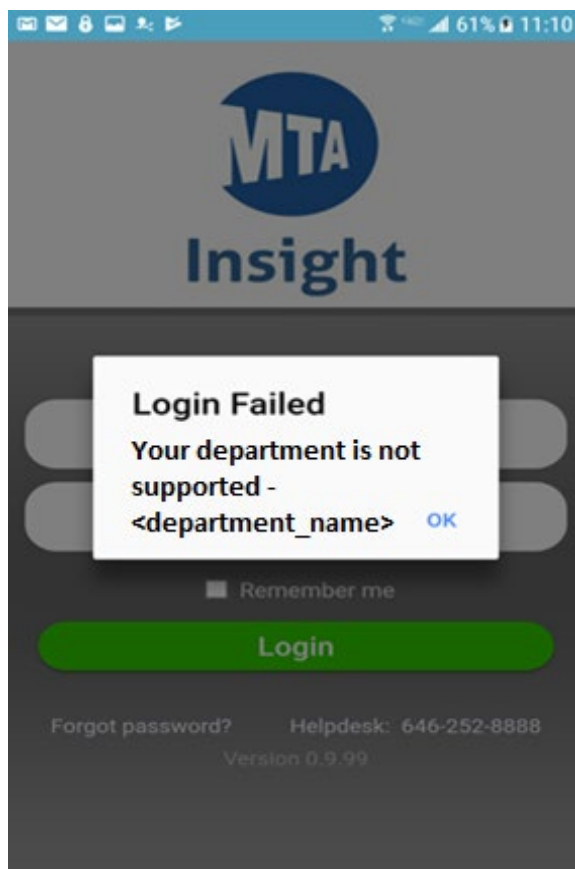
If you have issues logging into IAMS, resetting passwords or accessing MTA Today/TENS, please contact the IT Helpdesk (646) 252-8888.

## 6.5 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.

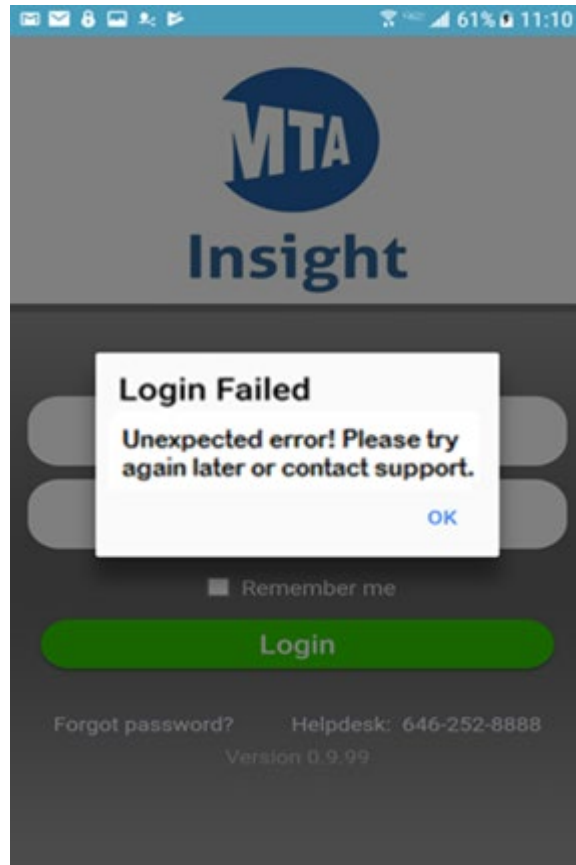
Known RTO departments are departments that include one of the following keywords: Rapid Transit, Subway.



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.

## 6.6 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.

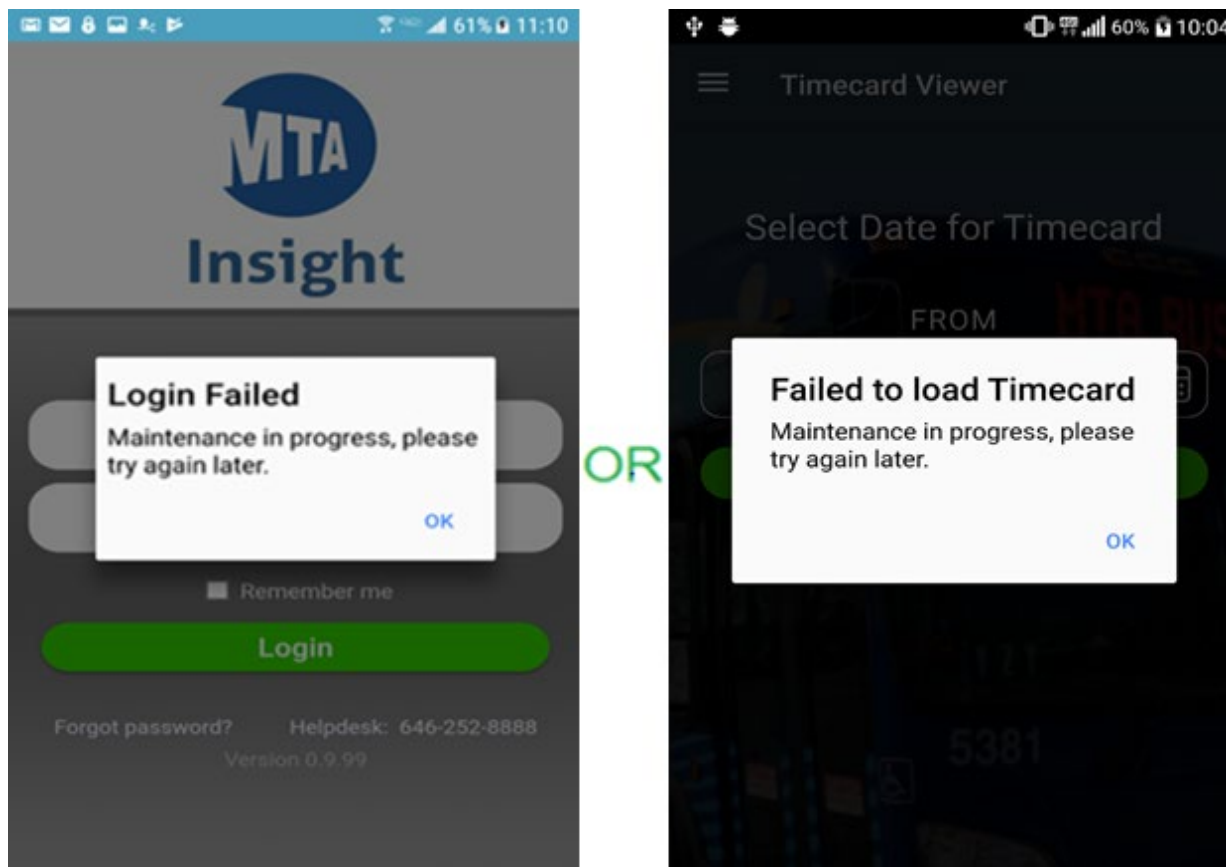


To fix: Try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

## 6.7 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.

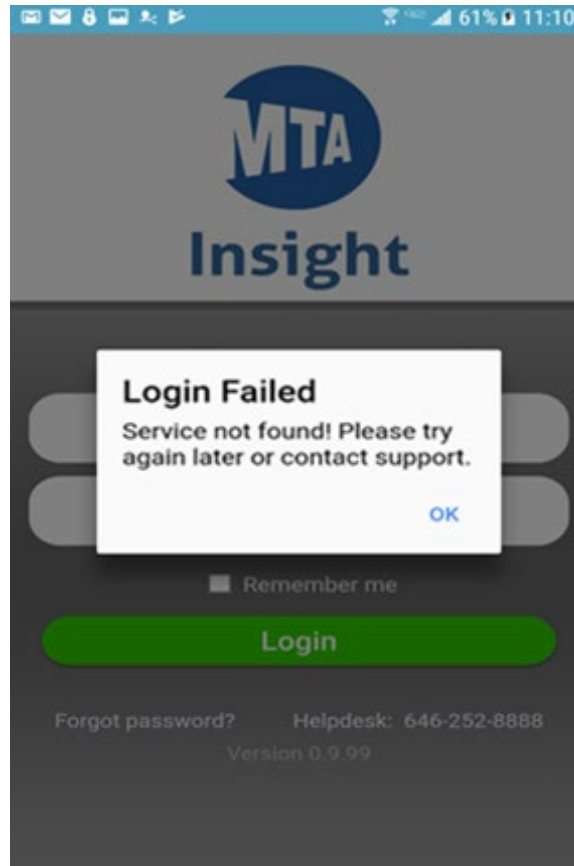
The images below display the messages on the Login and Timecard Viewer screen, however this could happen on any screen including Login screen.



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

## 6.8 Login failed – Service not found

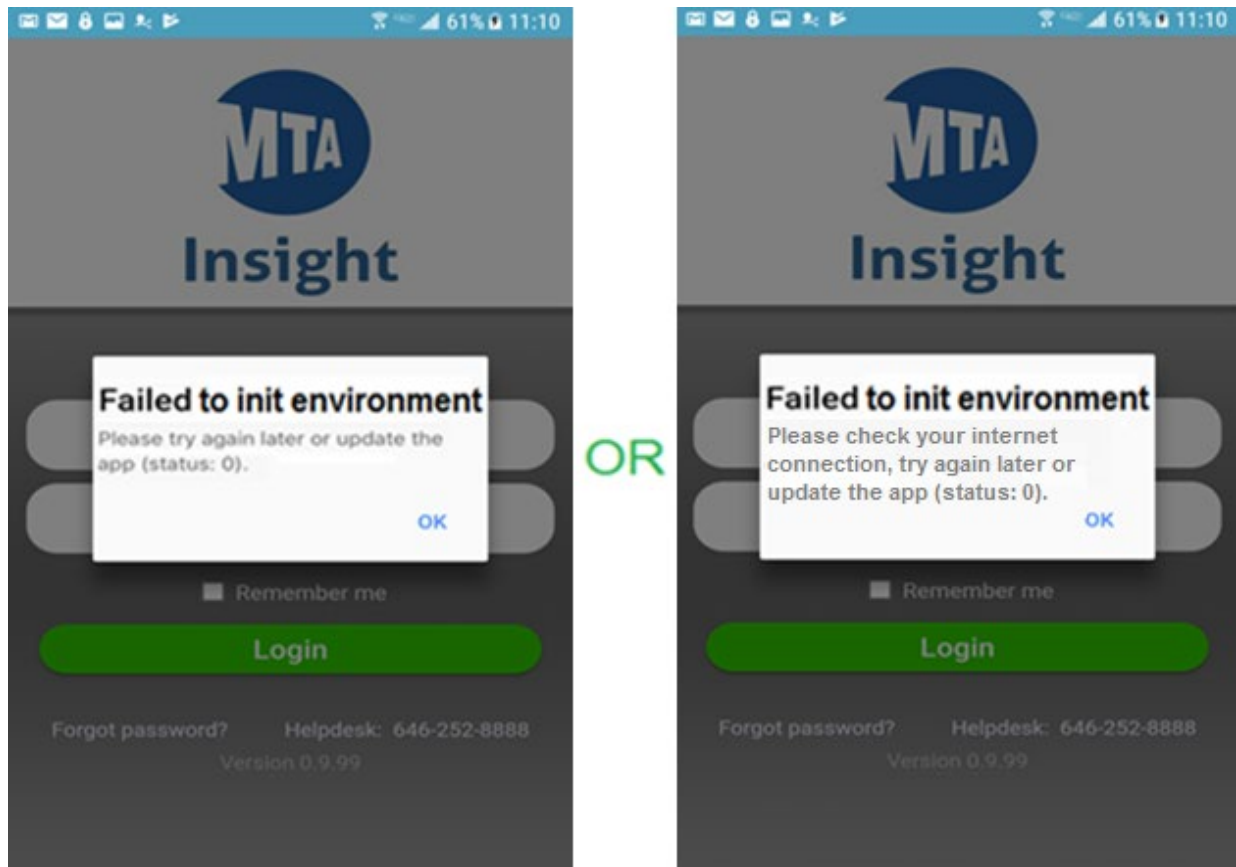
If the message “Service not found! Please try again later or contact support.” appears on your screen, it means some system error occurred and the application is not available at the moment.



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

## 6.9 Login failed – Failed to init environment

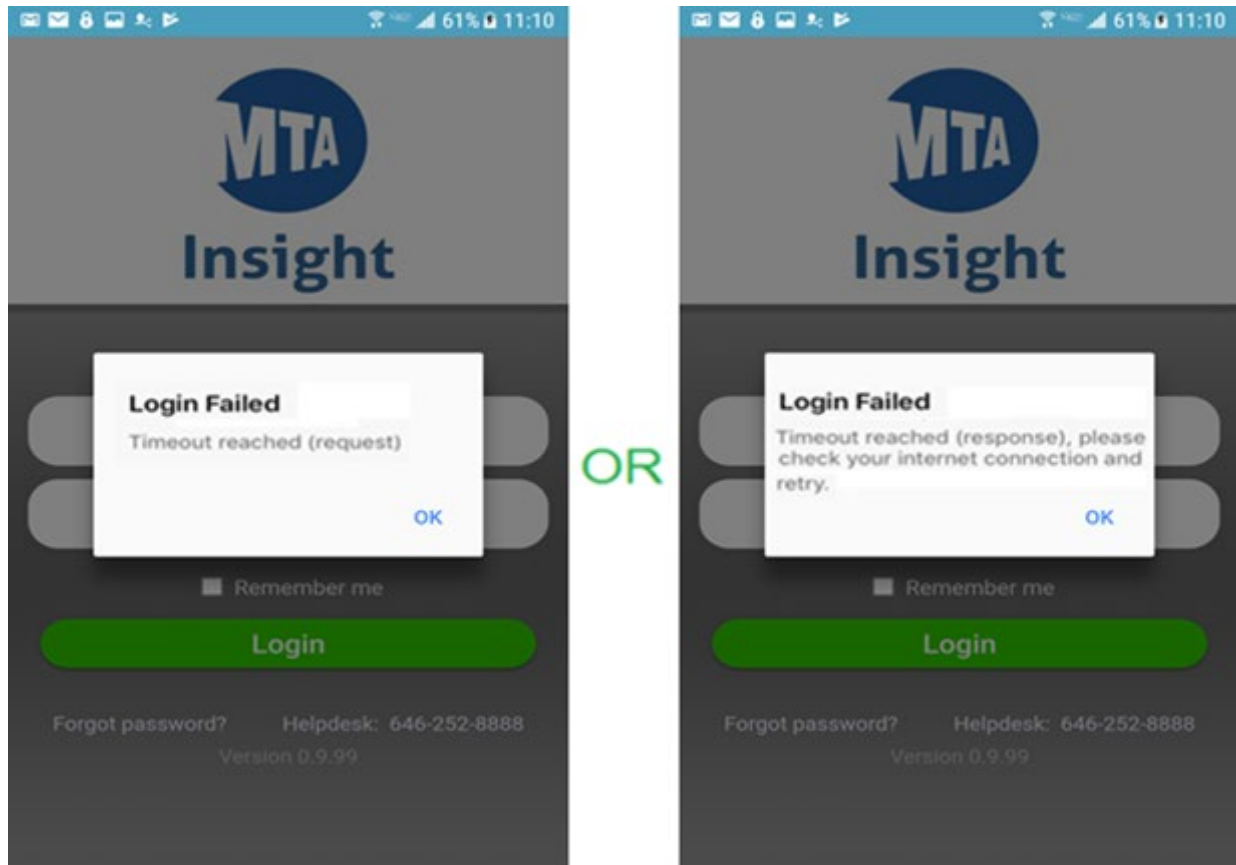
If the message “Failed to init environment Please try again later or update the app (status: 0).” or “Failed to init environment Please check your internet connection, try again later or update the app (status:0).” appears on your screen, it means some system error occurred and the application is not available at the moment.

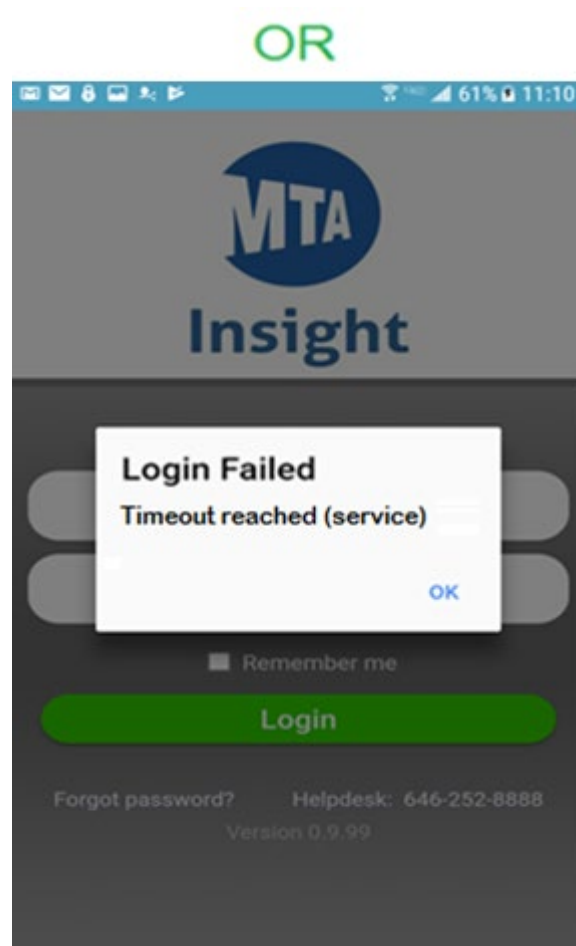


To fix: Check your internet connection, try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

## 6.10 Login failed / failed to load data – Timeout reached

If the message “Timeout reached (request)” or “Timeout reached (response), please check your internet connection and retry.” 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.



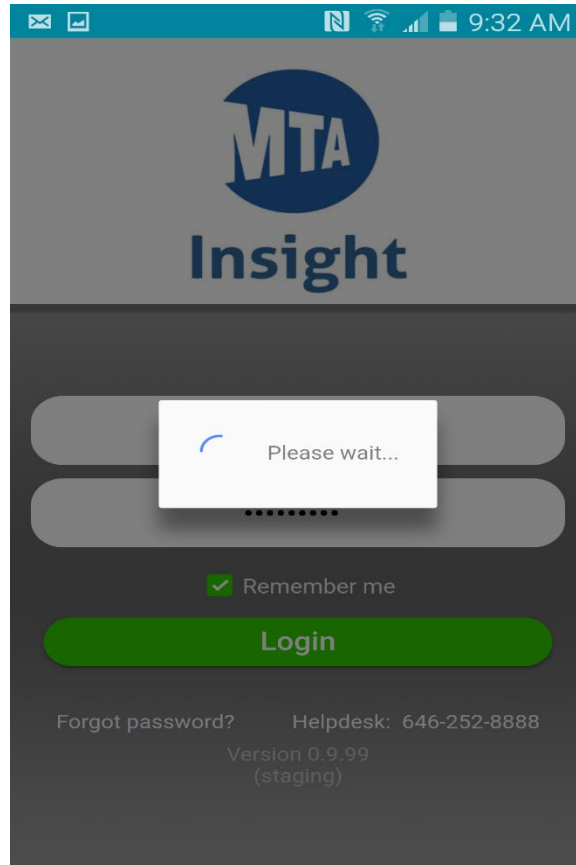


To fix: Check your internet connection, try again later and if it is still the case, contact the IT Helpdesk (646) 252-8888.

**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.**

### 6.11 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.