DISPATCH GUIDE

Keeping Riders Informed

Announcements & About

Two sections in the Transit settings let you share messages with riders on the Rider app and web portal: Announcements for temporary, real-time updates, and About for permanent information about the service.

ROLE	WHERE	COVERS
Admin	Transits › Transit settings	Announcements · About

	Announcements	About
Use it for	Temporary, real-time updates about the service.	Permanent, high-level information about the service.
Example	"Stop 123 on ABC Street is temporarily closed due to storm damage."	"Welcome to the On Demand Transit Service. Request a trip between any two stops in the area, transfer free."
Rider app	Bell icon at the top right	Profile tab › About
Web portal	Announcement (side menu)	About (side menu)

IMPORTANT Only users with the **Admin** role can add or edit Announcements and About information.

Part 1 – Announcements (temporary updates)

Use Announcements to tell riders about real-time, temporary changes to the service – for example a closed stop, a detour or expected delays.

Add or edit an announcement

Step 1. Set your role to **Admin** using the **Role** drop-down at the top left of the screen.

Step 2. Select **Transits** (the first option in the left-side menu), then click the **number** next to your transit's name.

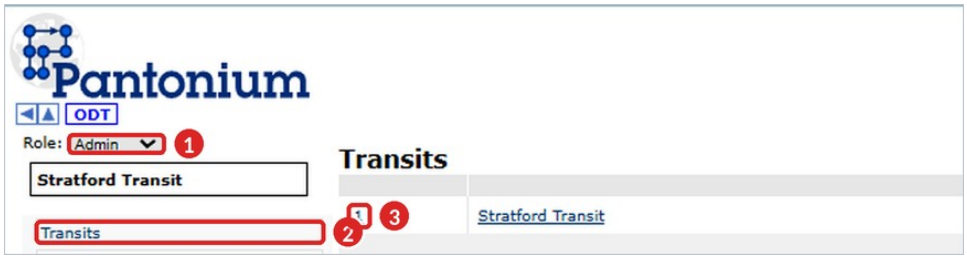


Figure 1: *Select the Admin role (1), Transits (2), then the number next to the transit (3)*

Step 3. The **Transit** settings page opens. Find the **Announcement** and **About** rows.



Figure 2: *The Announcement (1) and About (2) rows on the Transit settings page*

Step 4. **Double-click** the Announcement text (or the underlined blank if it is empty). Type your message in the box, then click the green tick to save (or the red cross to cancel).

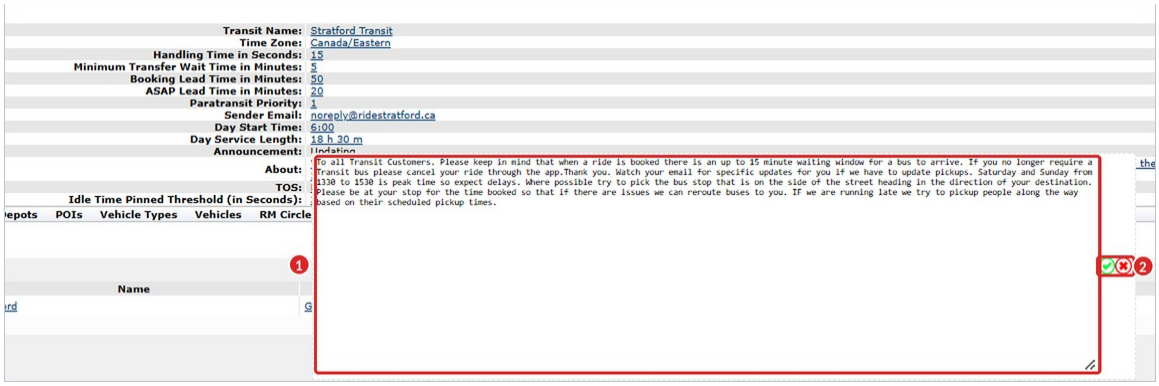
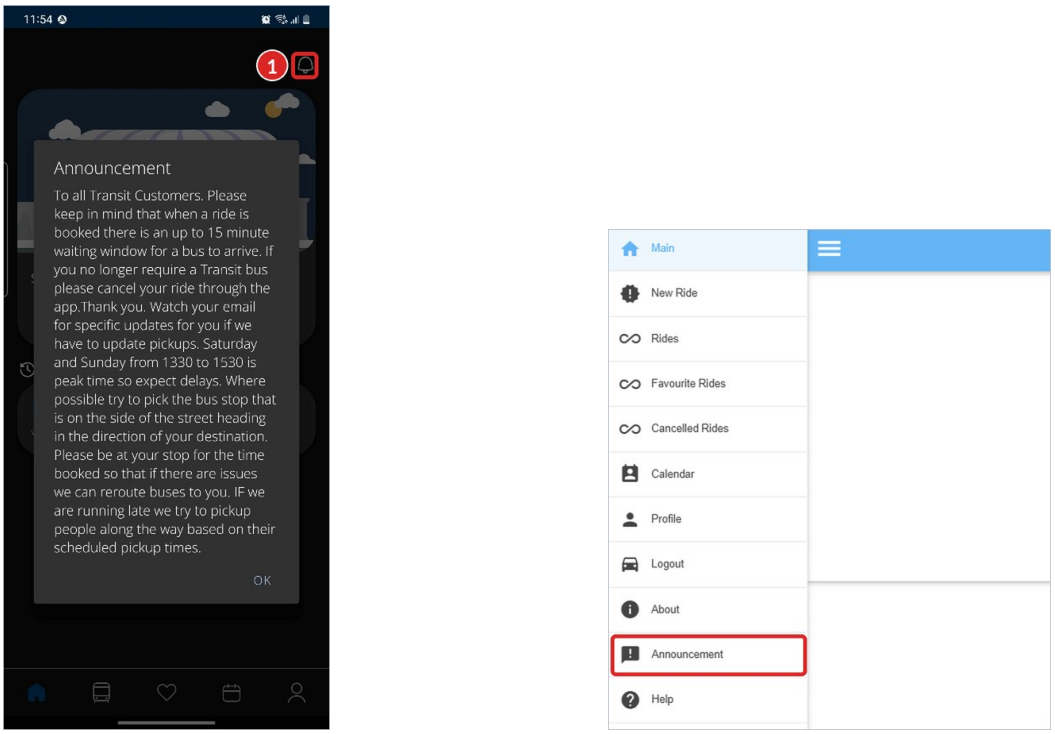


Figure 3: *Edit the announcement text (1), then click the green tick to save (2)*

What riders see

Riders see the announcement by tapping the **bell icon** at the top right of the Rider app, or by selecting **Announcement** in the side menu of the web portal.



Rider app (Android) **Web portal**

Figure 4: *Announcements on the Rider app (bell icon, 1) and the web portal*

> **TIP** Announcements are meant to be temporary. Remember to update or clear the message once the change is over.

Part 2 – About (permanent service information)

Use About to share static, high-level information about the service – such as what the service is, when it runs and how to learn more.

Add or edit the About information

Step 1. Set your role to **Admin**, select **Transits** in the left-side menu, and click the **number** next to your transit's name (see Figure 1).

Step 2. On the **Transit** settings page, find the **About** row (see Figure 2).

Step 3. **Double-click** the About text (or the underlined blank if it is empty). Type your message in the box, then click the green tick to save (or the red cross to cancel).

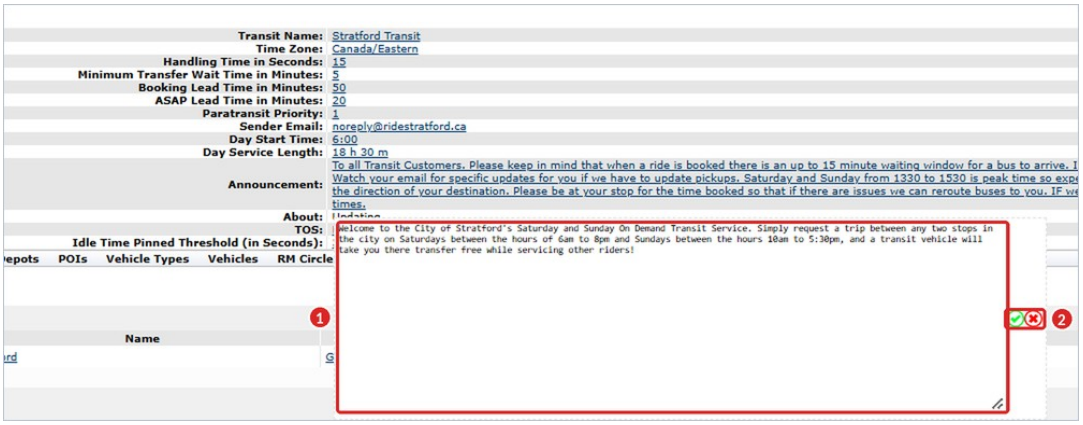
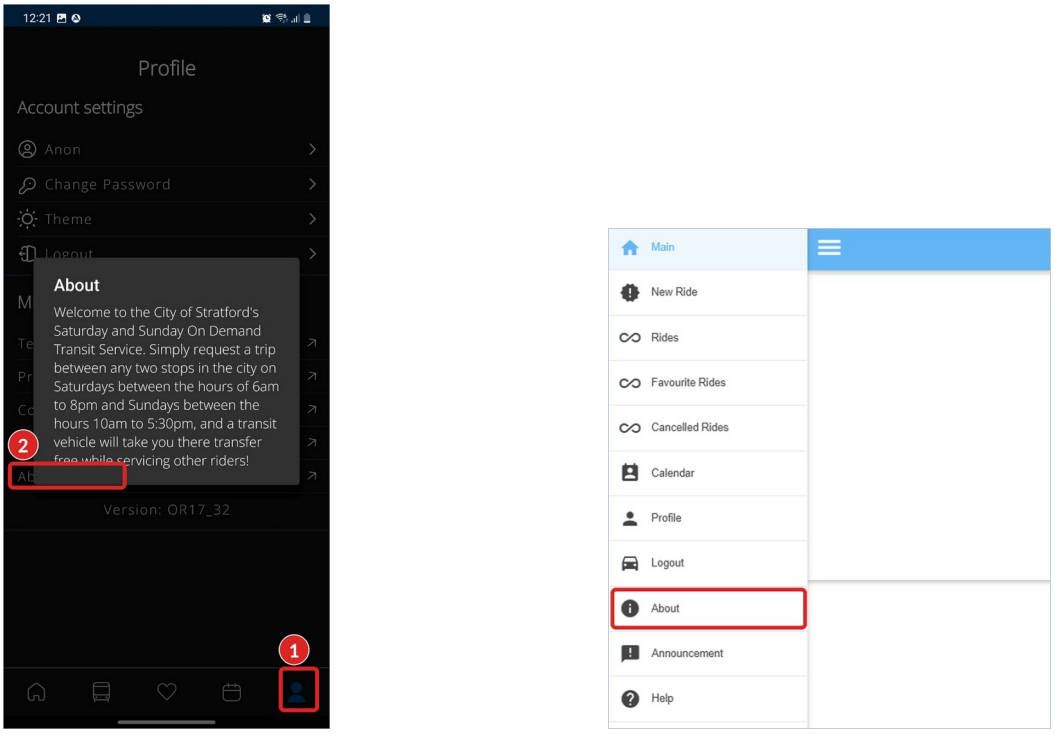


Figure 5: *Edit the About text (1), then click the green tick to save (2)*

What riders see

In the Rider app, riders tap the **Profile** tab and select **About**. On the web portal, they select **About** in the side menu.



Rider app (Android) **Web portal**

Figure 6: *About on the Rider app (Profile tab 1, then About 2) and the web portal*