

PalmTran



Click. Plan. Ride.

TUTORIAL FOR THE COMPUTER



iGO!: Click. Plan. Ride.

3 Ways to Access:

1) Computer (Desktop/Laptop):

- Visit palmtran.org/igo

2) Mobile Device (Smartphone/Tablet):

- Visit palmtran.org/igo

3) App (for iPhones):

- Search "MyStop mobile" & Download App. Select Palm Tran





iGO!: For the Computer

Visit **iGO** by typing palmtran.org/igo into your web browser



iGO!: For the Computer



5 Main Features Areas

- 1) Routes
- 2) Stops
- 3) Trip Planner
- 4) Set Rider Alerts
- 5) Public Service Messages

PalmTran iGO! Click. Plan. Ride.

Full Screen Feedback Links

Routes

Name	Number
+ PBG - BCR via US-1	1
+ PBG - BCR via CONGRESS	2
+ PBG - BCR via MILITARY	3
+ WPB - GRN via HAVERHILL	4
+ N COUNTY X-TOWN via MILITARY	10
+ PBG X-TOWN - MANGONIA PARK TRS	20
+ PBG X-TOWN - ST MARY via US-1	21
+ RVB X-TOWN via BLUE HERON	30
+ WPB X-TOWN via 45TH	31
+ LKP -WPB via AUSTRALN/PBL	33
+ WPB - BLG via SR-80 [Ltd Stop Svc]	40
+ WPB - PALM BCH INLET	41
+ WPB to MILITARY	42
+ WPB X-TOWN via OKEECHOBEE	43

Stops +

Trip Planner +

Set Alert +

Public Service Messages 4 +



Routes Feature: Computer

- Choose a **Route** from the list by clicking directly on the number

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Full Screen Feedback Links

Routes

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Stops

Trip Planner

Set Alert

Public Service Messages 5

Route information Provides:

- Exact route of travel
- Location of all stops
- Location of bus(es)
- Time points from schedules

Routes Feature: Computer

- Click on a **Bus Icon** to find out:
 - Status of Bus
 - Last Stop
 - Destination
 - Direction
 - Number Onboard
 - Last Update

The screenshot shows a map of the Palm Beach area with a vertical line of bus stops. A popup window is open over one of the stops, displaying the following information:

	Bus #: PB0801	1
	PBG - BCR via US-1	
Status:	On Time	
Last Stop:	FEDERAL HWY @ NE 1ST AVE	
Destination:	Rt 1 Southbound	
Direction:	Southbound SB	
OnBoard Count:	27	
Last Updated: 03/16/2015 09:55 AM		

Gray Dots = bus stops
 Bus icon = bus

Bus Stop Feature: Computer

- After you select a route, click on the **Stops** tab

- Choose a **Stop** from the list to see its details

PalmTran **iGO!** Click. Plan. Ride. User Account Login/Sign U

Full Screen Feedback Links

Routes +

Stops -

Stops for: PBG - BCR via US-1 Clear

Filter: None Clear

Stop # ^

Stop	Stop #
PGA BLVD @ FL DMV	29
PGA BLVD @ MEADOWS MHP	34
PGA BLVD & PBS	35
PGA BLVD @ CAMPUS DR	36
GARDENS MALL TRM @ SEARS TRM	37
PGA BLVD @ CAMPUS DR	38
PGA BLVD @ PBS	39
PGA BLVD @ PGA PLZ W ENT	40
PGA BLVD @ PROSPERTY FARMS RD	41
FEDERAL HWY @ NORTHLAKE BLVD	53
FEDERAL HWY @ PALMETTO	54
FEDERAL HWY @ ILEX DR	55
FEDERAL HWY @ GREENBRIAR DR	56
FEDERAL HWY @ EVERGREEN DR	57

Trip Planner +

Set Alert +

Public Service Messages 5 +

PGA BLVD @ FL DMV - Stop 29

Scheduled Departures - Selected Routes

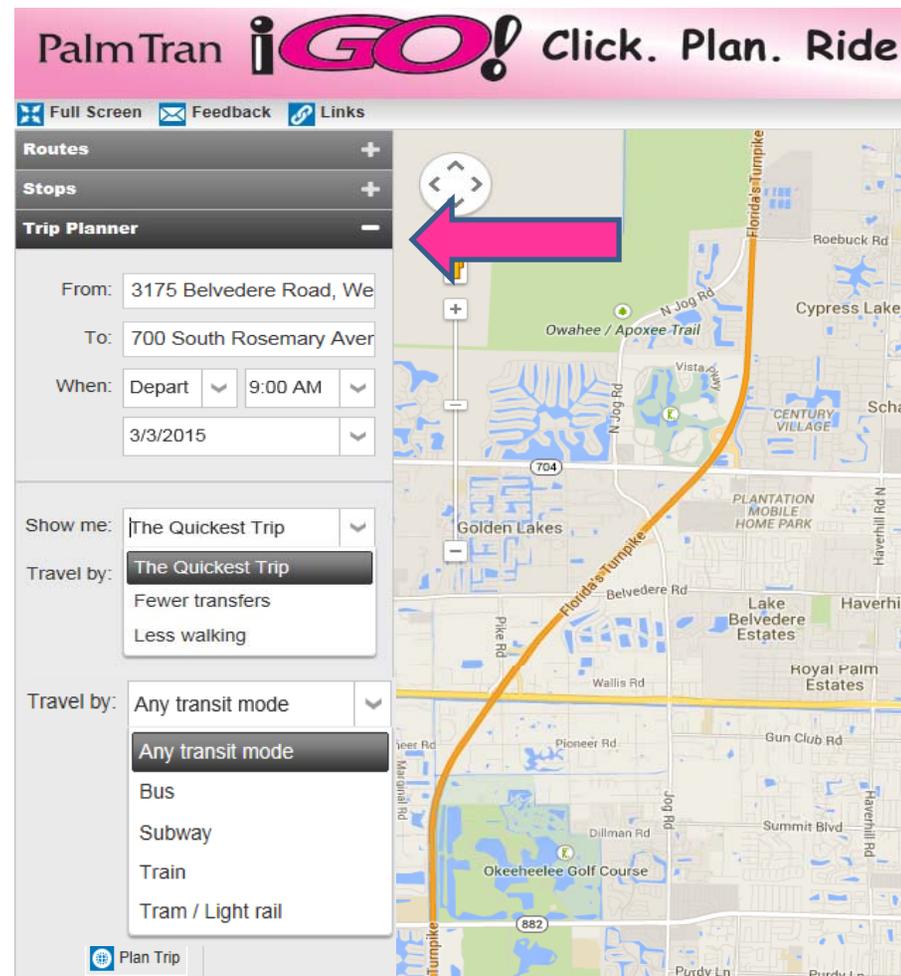
Route	Dir	Bus	Destination	SDT	EDT
1 PBG - BCR via US-1	SB	PB130	Rt 1 Southbound	8:33 AM	8:34 AM
1 PBG - BCR via US-1	SB	PB120	Rt 1 Southbound	8:53 AM	8:53 AM
1 PBG - BCR via US-1	SB	PB110	Rt 1 Southbound	9:13 AM	9:13 AM

Scheduled Departures - Other Routes

Last Updated: 03/03/2015 08:20 AM

Trip Planner Feature: Computer

- Click on the **Trip Planner** tab
- Type in the **From** and **To** and **When** fields with the details of your travel
- Choose from **Show me** options and then select “**Bus**” under the **Travel by** drop down menu
- Click **Plan Trip**



Trip Planner Feature: Computer

The screenshot displays the PalmTran iGO! Trip Planner interface. The origin is 3201 Electronics Way, West Palm Beach, FL 33407, USA, and the destination is 150 Clearwater Drive, West Palm Beach, FL 33401. The departure is set for 3/10/2015 at 11:00 AM. The suggested route is highlighted in blue on the map, showing a path from the origin to the 'Wpb Itc @ Bus Trm' stop, then walking to the destination. The route is identified as Route 31 Southbound.

Transit directions to 150 Clearwater Dr, West Palm Beach, FL 33401

- A** 3201 Electronics Way
West Palm Beach, FL 33407
- Electronics Way @ Palm Tran N Cnty Stop ID: 3020
31 Bus towards Rt 31 Southbound
11:20am - 11:35am (15 mins, 13 stops)
- Wpb Itc @ Bus Trm Stop ID: 602
 Walk to 150 Clearwater Dr, West Palm Beach, FL 33401
About 2 mins (0.1 mi)
- B** 150 Clearwater Dr
West Palm Beach, FL 33401

Travel time: about 17 mins Cost: \$2.00 (vs. \$1.41 driving)

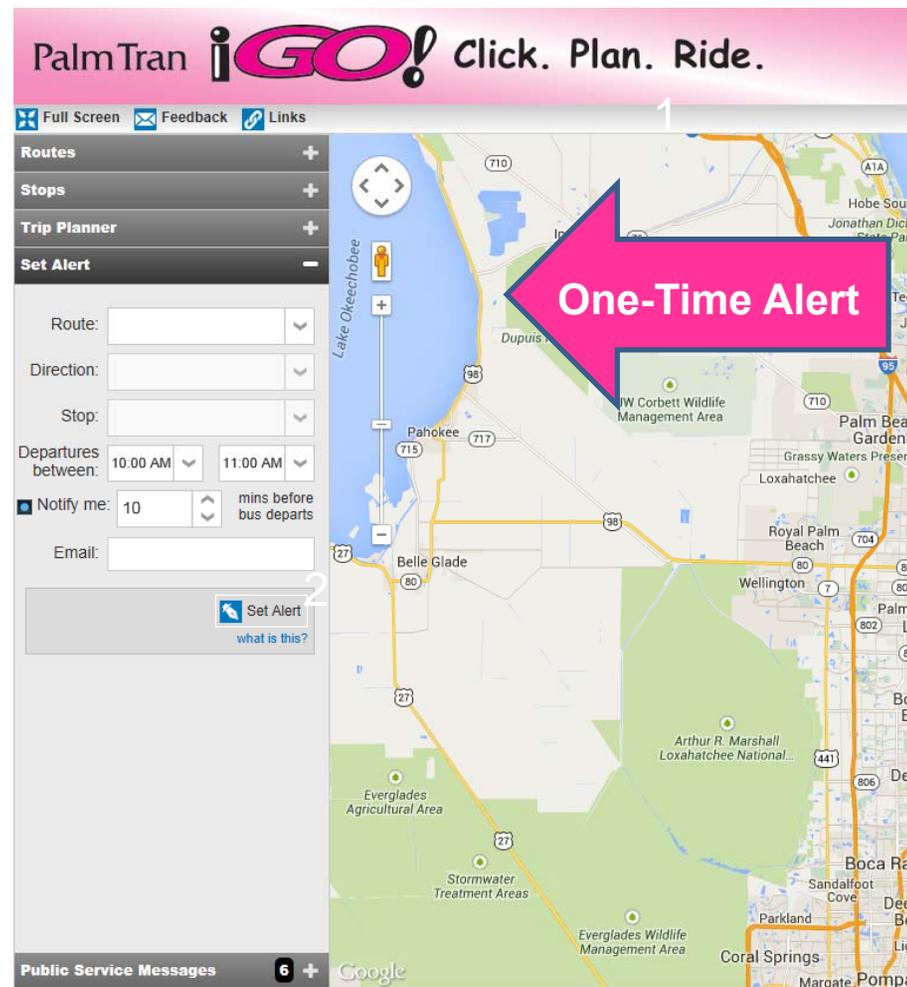
Local agency information:
 Contains more information on fares, schedules, and service advisories
 Palm Tran - Ticket prices - 1 561-841-4287

These directions are for planning purposes only. You may find that construction projects, traffic, weather, or other events may cause conditions to differ from the map results, and you should plan your route accordingly. You must obey all signs or notices regarding your route.

Trip Results for the above example shows that the rider must use Route 31 Southbound.

Set Rider Alerts Feature: Computer

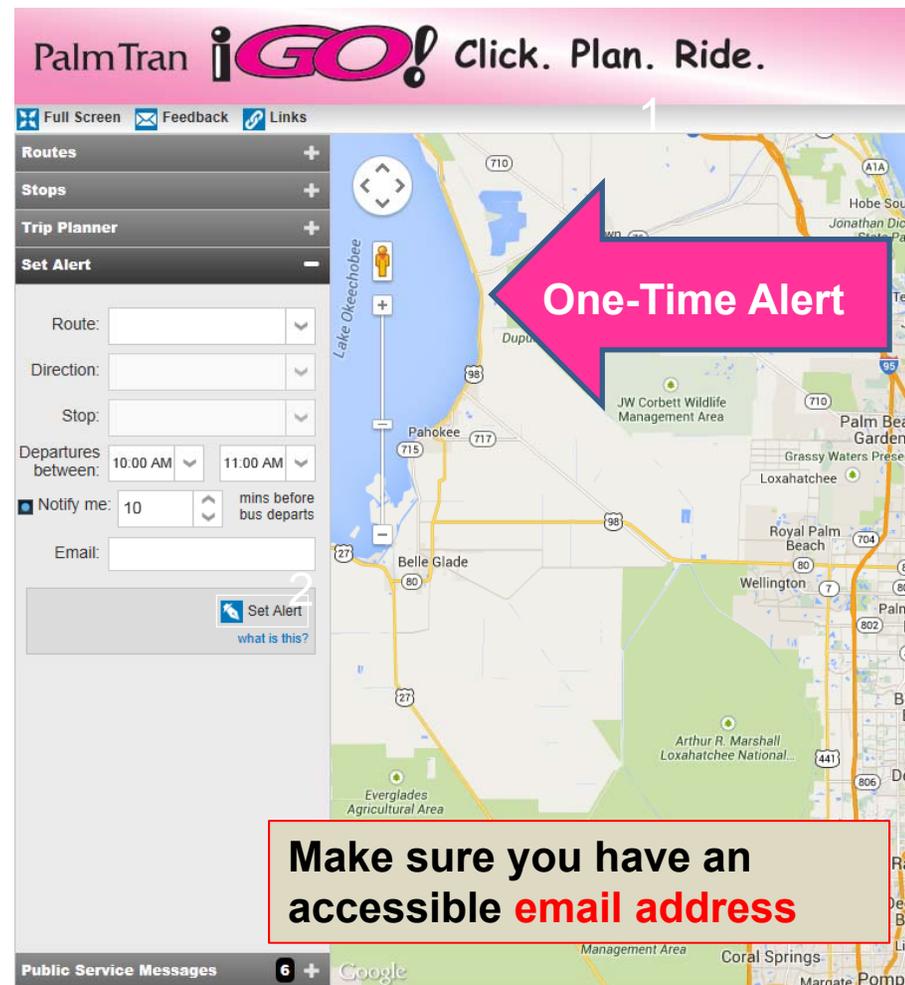
- There are 2 areas to Set Rider Alerts
- One area is for a **ONE-TIME** alert. A different area is for **RECURRING ALERTS**.
- To set a **ONE-TIME** alert, click on the **Set Rider Alerts** tab



Set Rider Alerts Feature: Computer

For ONE-TIME Alerts:

- Choose **Route** number
- Select the **Direction** you are traveling
- Where will you get on the bus (**Stop**)
- Between what **hours** do you want to travel
- How much **notice** do you require before departure



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Full Screen Feedback Links

Routes +
Stops +
Trip Planner +
Set Alert -

Route: [Dropdown]
Direction: [Dropdown]
Stop: [Dropdown]
Departures between: 10:00 AM [Dropdown] 11:00 AM [Dropdown]
 Notify me: 10 [Dropdown] mins before bus departs
Email: [Text Field]

[Set Alert](#)
[what is this?](#)

One-Time Alert

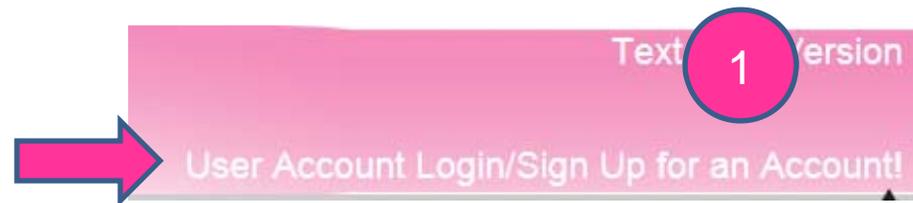
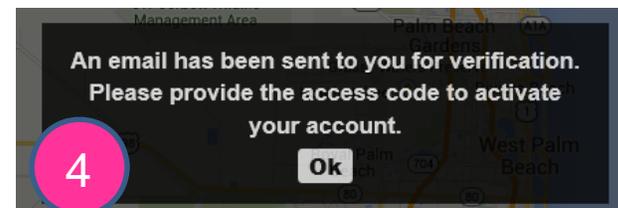
Make sure you have an accessible **email address**

Public Service Messages 6 + Google

Set Rider Alerts Feature: Computer

For REOCCURING Alerts:

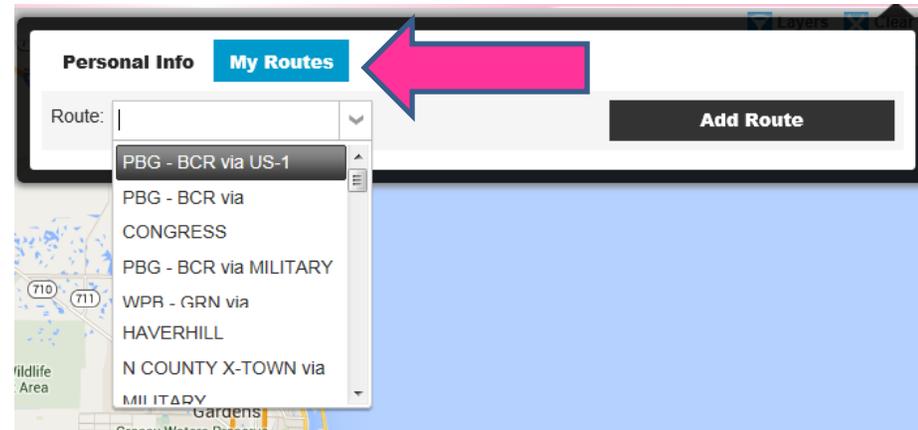
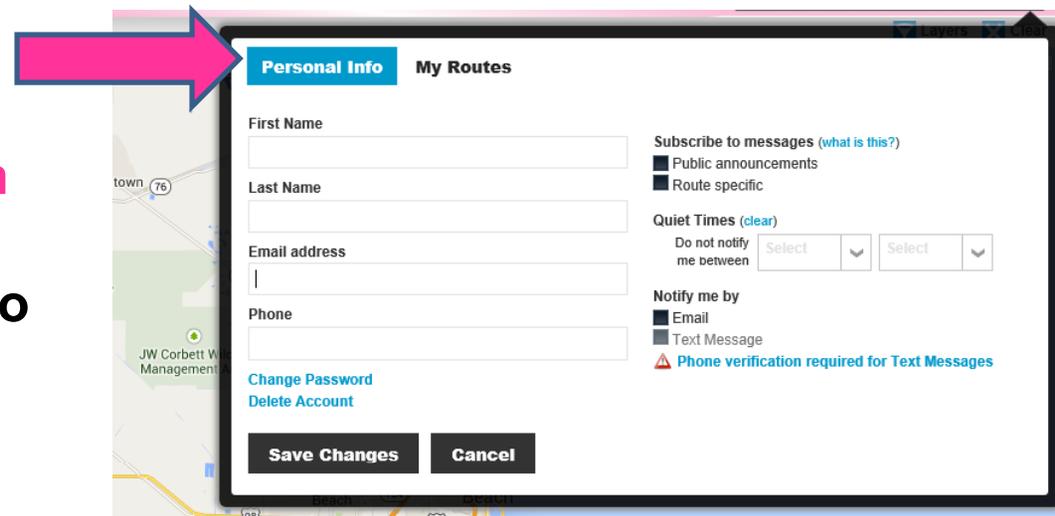
- 1) Click **Sign Up for an Account** on the top right-hand side of the webpage
- 2) Click **Sign up here** when prompted
- 3) **Register** with an email and password
- 4) An **email** will be sent with a code to activate

A screenshot of the "Login" form. It has two input fields: "user name (email)" and "password". Below the fields is a link that says "I forgot my Username/Password". At the bottom is a black button with the word "login" in white. A pink circle with the number "2" is placed over the "login" button.A screenshot of the "Register" form. It has three input fields: "email", "password", and "confirm password". At the bottom is a black button with the word "register" in white. Below the button is a link that says "go back and login". A pink circle with the number "3" is placed over the "register" button.

Set Rider Alerts Feature: Computer

For REOCCURING Alerts:

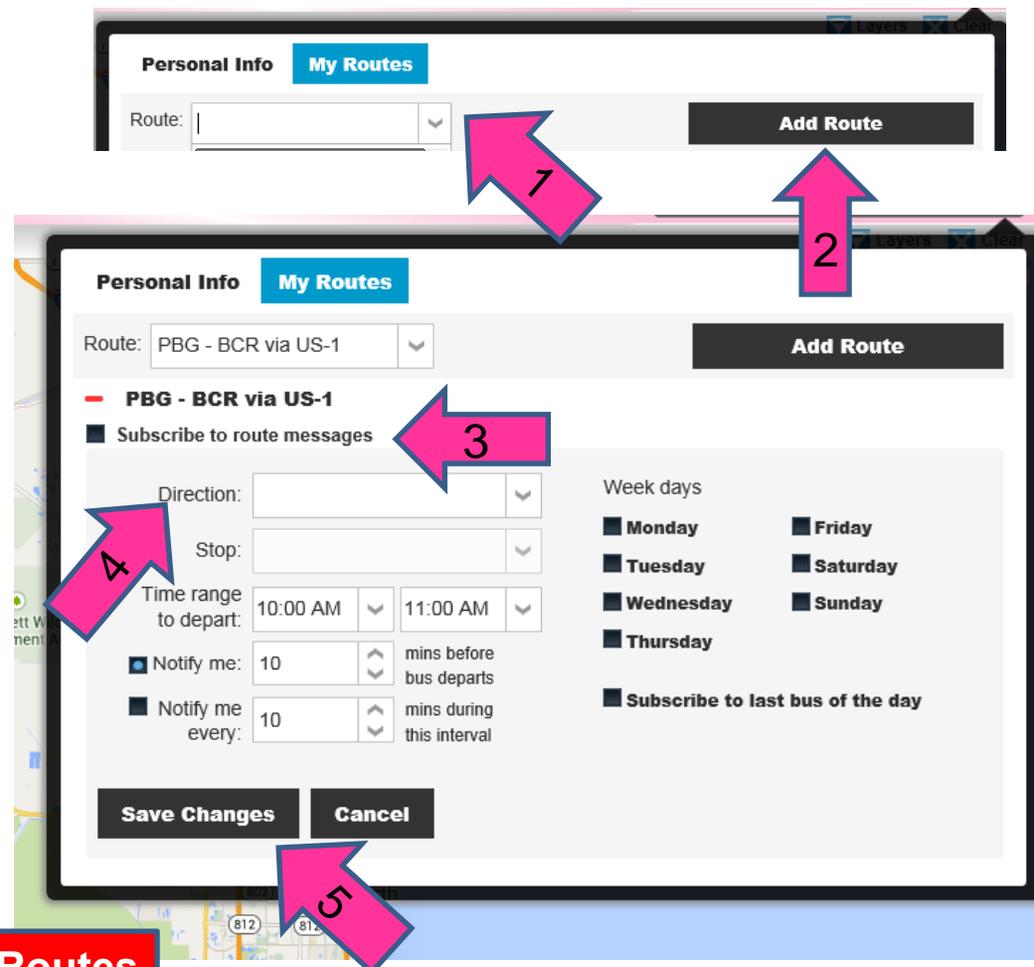
- After steps 1-4 are completed, go back & **login**
- See Banner - **Click Here** to Access User Account
- Fill out **Personal Info** Tab
- Click on **My Routes** Tab to begin to set RECURRING alerts



Set Rider Alerts Feature: Computer

For REOCCURING Alerts:

- 1) Select **Route** from drop down menu
- 1) Click **Add Route**
- 2) Check **Subscribe to Route Messages**
- 3) Begin to **customize** your alert by choosing **Direction, Stop, Time Range, Weekdays** etc.
- 4) Click **Save Changes**



REPEAT for Return Trips & Other Routes

Set Rider Alerts Feature: Computer

- If a number appears within the **Public Service Messages** tab, this means there is an alert
- Click on the **Public Service Messages** tab to see the message displayed below
- In this area you will usually see information about detours and route changes

The screenshot displays the iGO! application interface. On the left, a sidebar menu includes 'Routes', 'Stops', 'Trip Planner', 'Set Alert', and 'Public Service Messages' (which is highlighted and shows a notification badge with the number '6'). Below the menu, there are tabs for 'All Messages', 'Selected Routes', and 'My Routes'. The 'All Messages' tab is active, showing a list of public service messages with their effective dates and details. On the right, a map shows the geographic area around Lake Okechobee, including locations like Indiantown, Dupuis Reserve, Pahokee, and Belle Glade. A pink arrow points from the 'Public Service Messages' tab in the sidebar to the map area.

Message Text	Effective Dates
EFFECTIVE 01/19/2015 STOP #319 Route ...	1-19-2015 - 12-31-2016
Effective 02/13/15 - Until Further No...	2-13-2015 - 4-13-2015
ROUTE 1,70,80,81 WILL BE ON DETOUR ON...	3-2-2015 - 3-14-2015
Effective 03/16/15 - 04/04/15 Route 3...	3-3-2015 - 4-4-2015
Effective 03/02/15 Route 80 North/Sou...	3-9-2015 - 4-9-2015
Route 1 Southbound On Detour Due To A...	3-12-2015