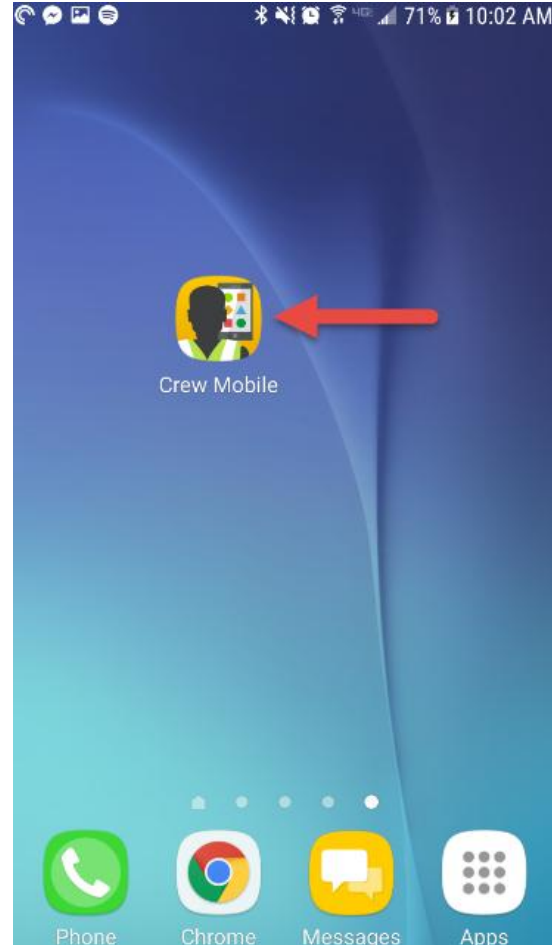
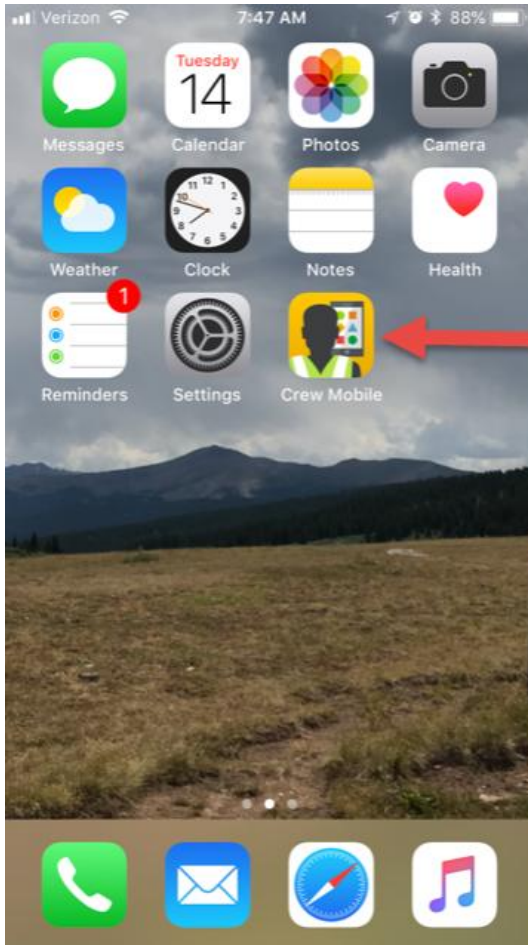


CrewMobile Guide for TE&Y

What is CrewMobile?

CrewMobile is a mobile application that users can download to mobile phones and tablets that will give users a new method to accept calls to work. The application will provide users with a push notification with details of the train being called for. The application will also present additional details for the trains users are being called for within the application.

When users receive a call to work, a push notification is sent to the registered device to indicate there is a call for work.



Features in the initial release include:

- Accepting calls (Acceptance Required)
- Declining calls (Acceptance Not Required)
- Link to Employee Availability Management System (EAMS) for non-on call layoffs
- Link to TE&Y Portal
- Link to make a phone call to CMS
- Inbox history for calls to work

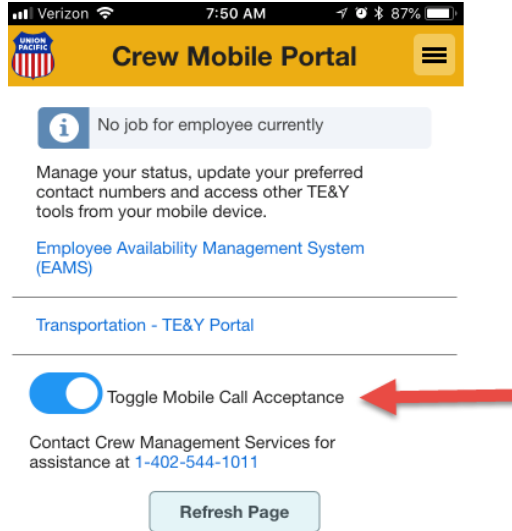
How do I install the CrewMobile app?

Users can download the [CrewMobile app](#) from the UP App Store.

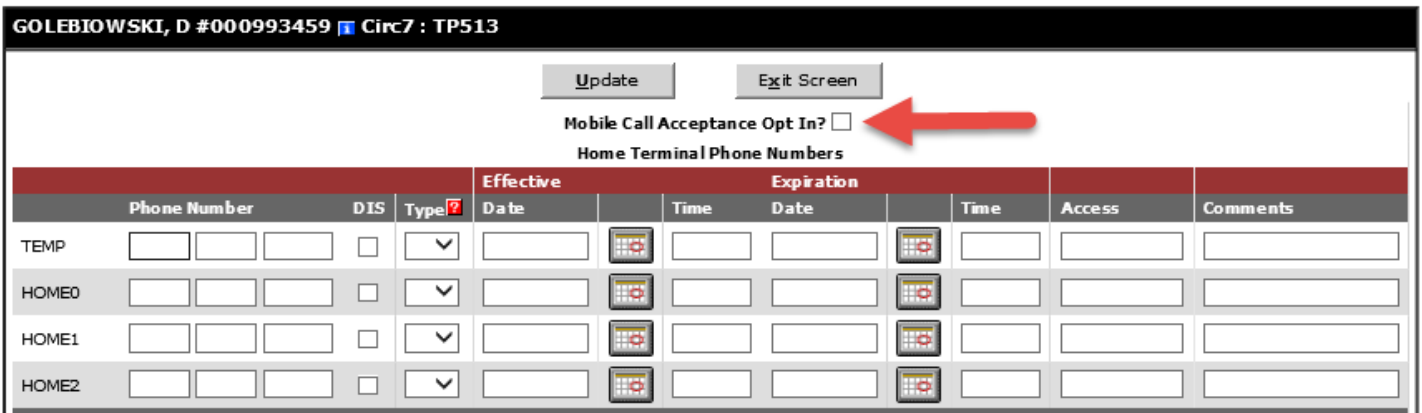
How do I begin using CrewMobile?

Prior to receiving phone calls by the automated calling system using the AVR/Autocall, push notifications will be sent to devices that have downloaded the application and have the application turned on. Yards and Locals are not included at this time, because we do not have job choice options at this time.

Users can enable and disable the application through the phone number update page in CMTS, or through the application.



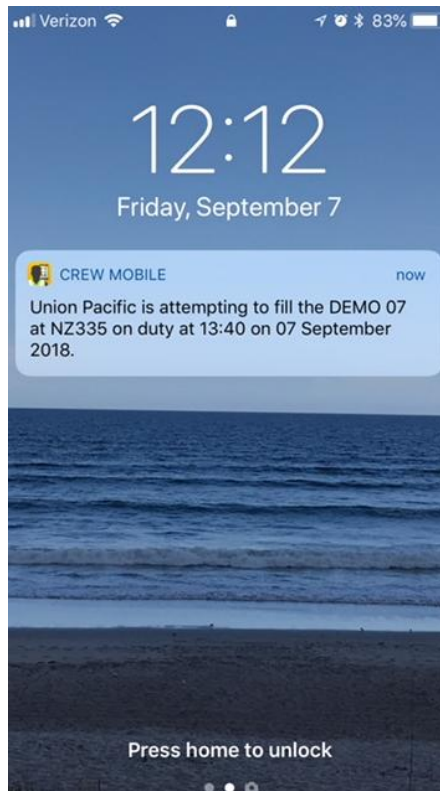
NO TELEPHONE NUMBERS ENTERED FOR THIS EMPLOYEE



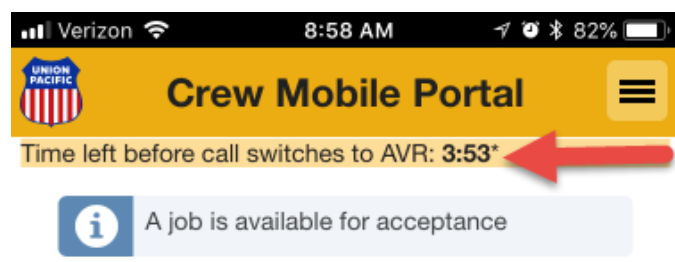
How does CrewMobile work?

When the application is turned on, push notifications will begin prior to automated calling through the AVR. For Acceptance Required (AR) employees, there will be 1 notification sent every minute for 5 minutes. If the call is not accepted in the first 5 minutes, the process will switch over to calling all phone numbers on file for the remainder of the time until the miss call threshold is reached.

For Acceptance Not Required (ANR) and Acceptance Required if Contacted (ARC), one push notification will be sent, then after one minute, the process will switch over to phone calls and make a phone call to all numbers on file.

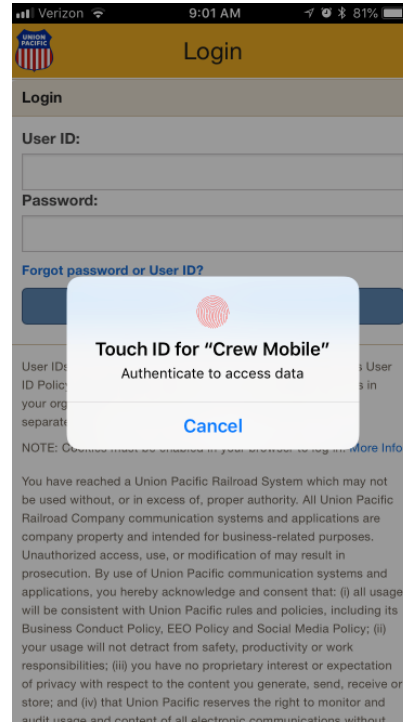
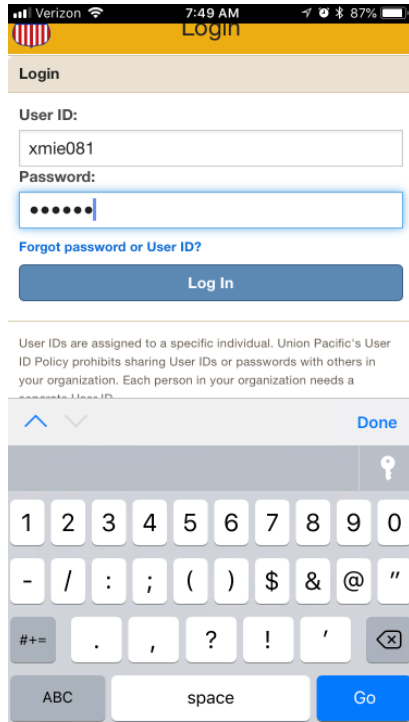


Once the first push notification is sent, a countdown timer starts that shows time left to accept the call within the application. Once the app is opened, at the top of the screen, the timer will be displayed. If the timer reaches zero, the call can no longer be taken in the CrewMobile Application and will need to be taken through either an inbound or outbound call to the AVR.

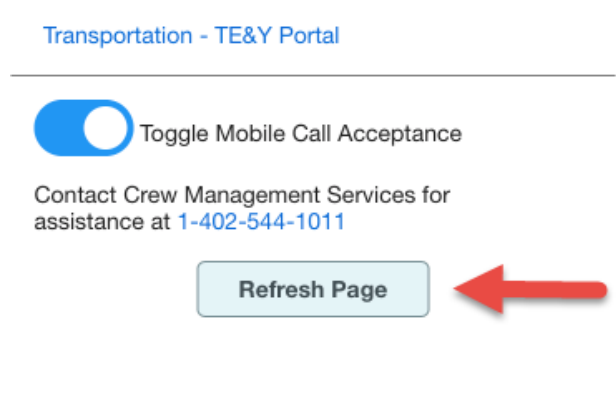


How do I accept my call using CrewMobile?

Once users receive a push notification, a prompt will be presented to log into the CrewMobile app. Users can do so by either entering the TCS user ID and password or Touch ID if the applicable device supports it.

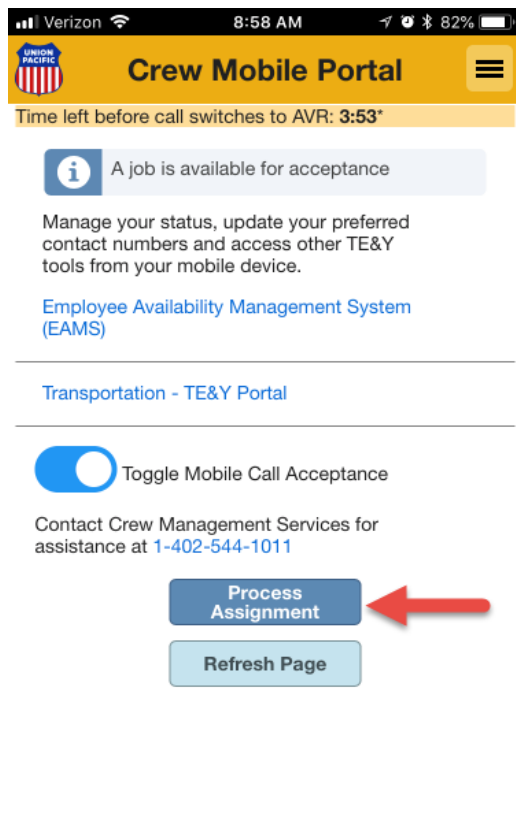


If a user is already logged in, press the 'Refresh' button and CrewMobile will pull up the job information.

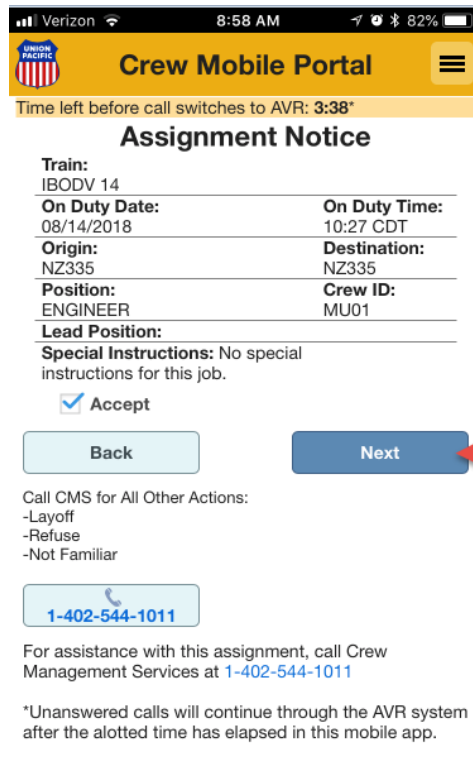
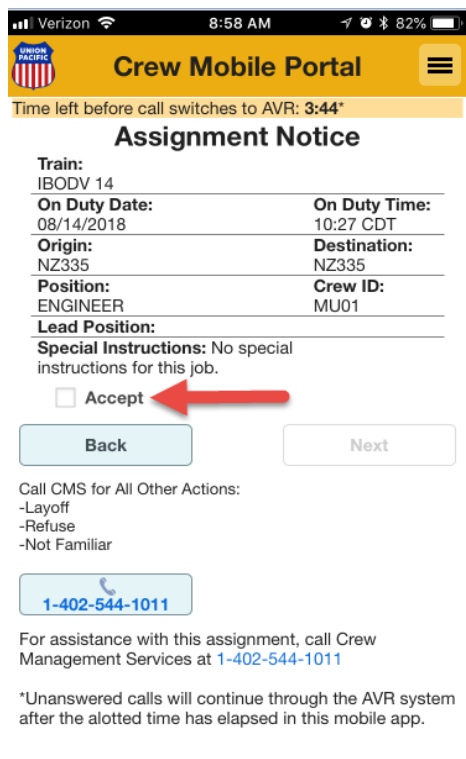


CrewMobile Guide for TE&Y

Once the assignment is displayed, to proceed with processing the call in the CrewMobile app, press the 'Process Assignment' button



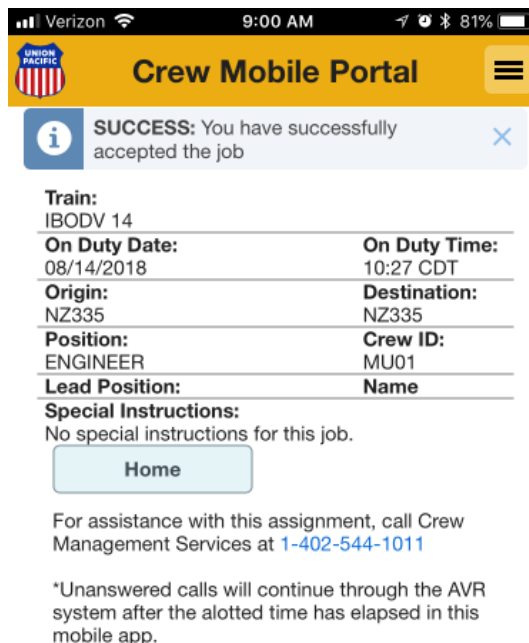
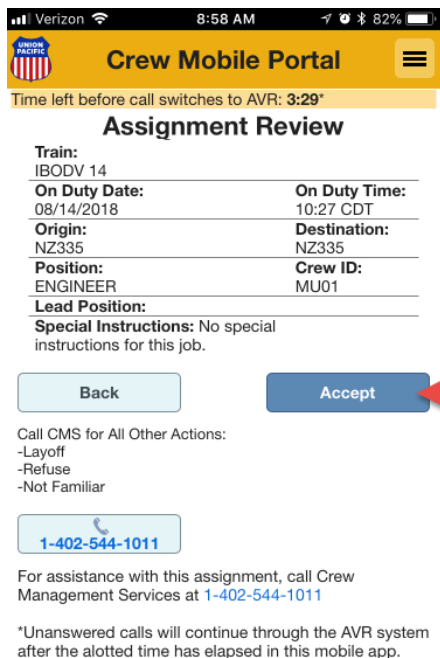
Next, select the check box next to 'Accept'. This will activate the 'Next' button. To proceed with taking the call, press the 'Next' button.



CrewMobile Guide for TE&Y



This will take present a confirmation screen. To finalize accepting the call, press the 'Accept' button. This will take the user to a final screen that shows a review of the job details and a confirmation statement of the on-duty assignment.

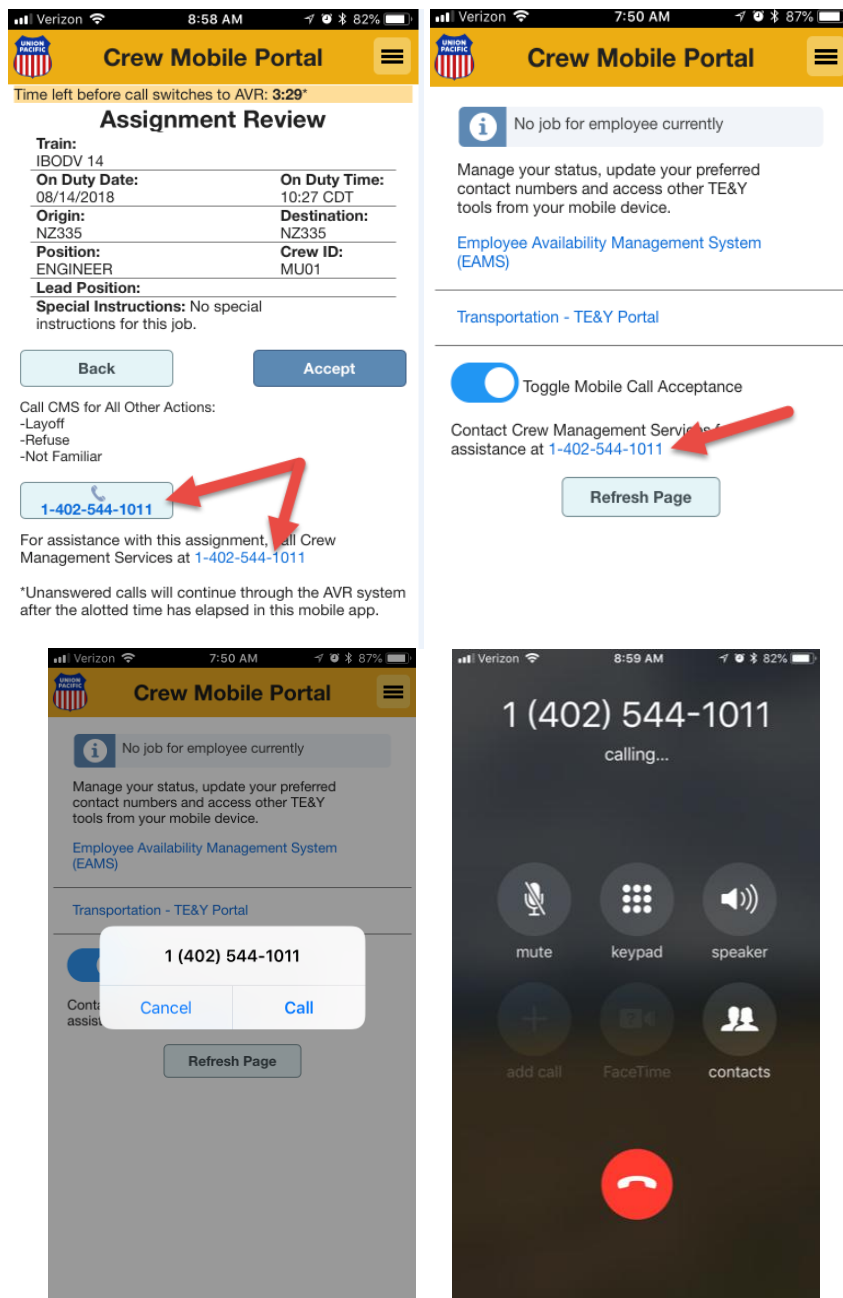


If, at any time prior to accepting the call the user would like to go back and review different details of the job, users can press the 'Back' button to go to the previous screen. If users would like to take any action besides accepting the call, a call to CMS can be completed and users will be routed to the AVR. The AVR will present the job information, then give users the options: 1 Accept the Call, option 3 Layoff, option 7 Not Qualified, or Option 9 Refuse the call.

Users can initiate the call from the CrewMobile app. Users can also close the app and dial CMS. These will both connect users to the AVR.

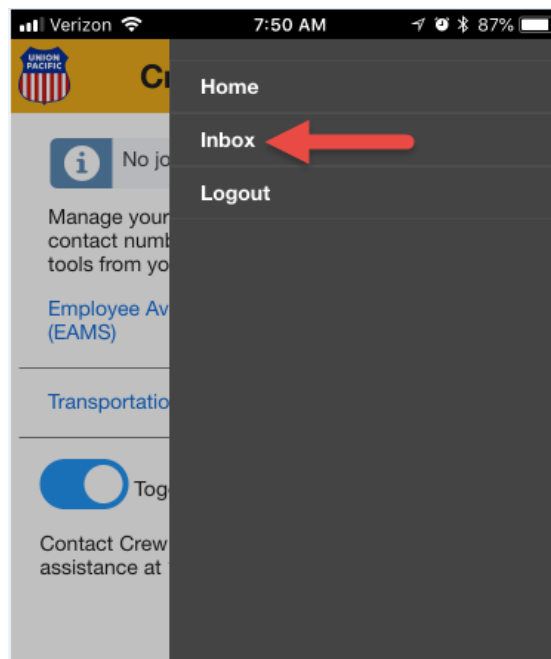
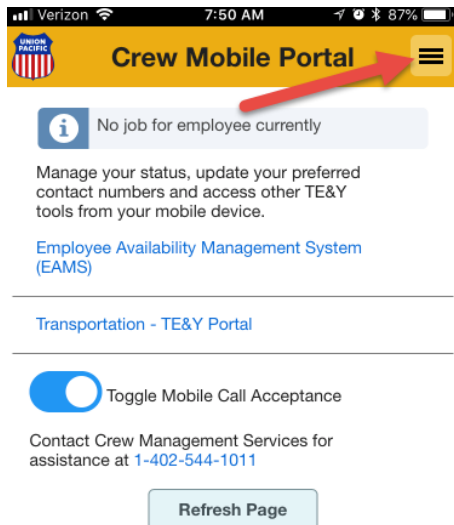
How do I call CMS from the app?

The CrewMobile app has a button with a phone icon along with a hyperlink with the inbound phone number for CMS. Both options will open a pop up with a 'Call' or 'Cancel' option. If 'Call' is selected, the call to CMS will begin.

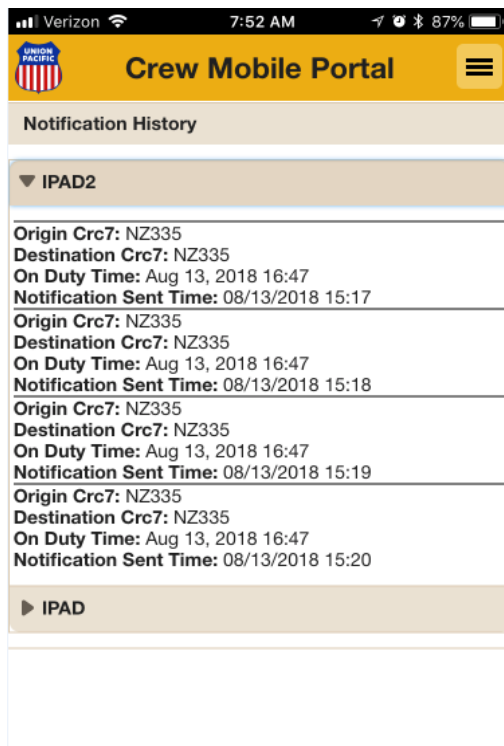


What is the CrewMobile inbox?

The inbox in CrewMobile will track all trains and push notifications an employee has received through the application. To access the inbox, select the menu button in the top right corner of the application. This will open the Menu screen where the inbox can be selected.



Once open, the inbox will list jobs that push notifications have been received for with the newest job first. Then, each job can be opened up by selecting the button next to the job's name. This will show details on when the push notifications were received and other high-level details of the job.



Upcoming CrewMobile features

We are currently in various stages of development for additional features within the application that we will be rolling out periodically. Some of the items in development for future releases are:

- Ability to layoff on call
- Ability to refuse the call
- Ability to select Not Familiar/Qualified
- Train BU information
- Links to additional applications
- Job choice (when applicable)
- Limited view Work History
- Access to edit phone numbers on file

CrewMobile Q&A

Q: If I delete the app, do I still have to unenroll from receiving push notifications?

A: Yes you need to unenroll from receiving push notifications through the app prior to deleting it, or through CMTS.

Q: If I get a 'This app was not made by a trusted developer' warning, what do I do?

A: Go into your phone's settings, select 'Profile and Device Management', then under 'Enterprise App' select 'Trust'.

Q: Does the time from the push notifications count against my miss call time?

A: If you are being called as "Acceptance Required", the 5 minutes of time spent receiving push notifications will count against your overall miss call time.

Q: Can I install CrewMobile on multiple devices?

A: Yes, you can install the application on multiple devices.

Q: Can I get push notifications at my away from home terminal?

A: At this time, there is a small pilot area where users can receive push notifications at the AFHT. However at this time, in most cases, it will be limited to home terminals.

Q: How long do notifications stay in the Inbox for?

A: Notifications stay in the Inbox for 3 days.