

Document Status: Active

Purpose: to provide guidance to users who are experiencing issues with the Stopfinder app. Specifically, how to manage cellphone settings and notifications to ensure proper functionality of the app, and how to access messages regarding bus delays, cancellations, and other important transportation updates.

Steps:

1. User Login and App Settings

- 1.1. Users should log into, and remain logged into the app for continuous access to messages
- 1.2. It is recommended that Users enable notifications for Stopfinder in their cellphone settings

2. How to view messages when Stopfinder notifications are turned on (Enabled)

- 2.1. When a notification is received tap on the notification banner and the message will open.
- 2.2. When a notification is received and Stopfinder is manually opened:

2.2.1. Tap on the stop sign ("Stoppy") at the bottom of the screen

2.2.2. Open the message



3. How to view messages when Stopfinder notifications are turned off (Disabled)

3.1. Check the Stopfinder app on the home screen when needed

3.2. If there is a red badge with a number showing:

3.2.1. Open the app

3.2.2. Tap on Stoppy

3.2.3. Open the message



4. Additional Resources

4.1. There is a "Stopfinder Features" sheet on the transportation page of our website if more information is needed - <https://www.redeemer.ab.ca/stopfinder-user-guides>

4.2. Reported bus delays are also posted to the bus status page on our website

5. Backup Communication for Transportation Delays and Cancellations

5.1. The Transportation Department at CTR Catholic uses text messaging as a backup for transportation delays and cancellations. Text messages for bus delays and cancellations will only be sent if there is a technical issue with Stopfinder.