


Mobile Application User Guide

Introduction


The mobile application is a one-stop place where passengers can find their past, current, and future travel; check reservation status, check in for flights, display a boarding pass, select or change a seat prior to checking in, change your password, and many other helpful items.

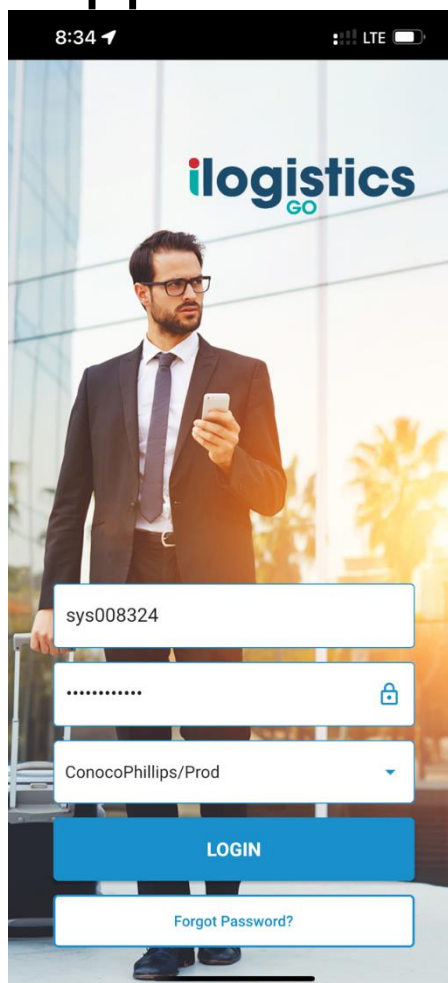
Quick Start

1. Download the iLogistics GO app
2. Log into the App using your SYS#
3. Set your mPIN - a 4 digit number.
4. Accept the terms and conditions.
5. On the dashboard click on your itinerary.
6. Click on the vertical dots  and select Early Check-in.
7. Select a seat if one is not assigned.
8. Click Check-In
9. Show your boarding pass to the gate agent
10. If you forgot your password, click the Forgot Password link.

Getting Started

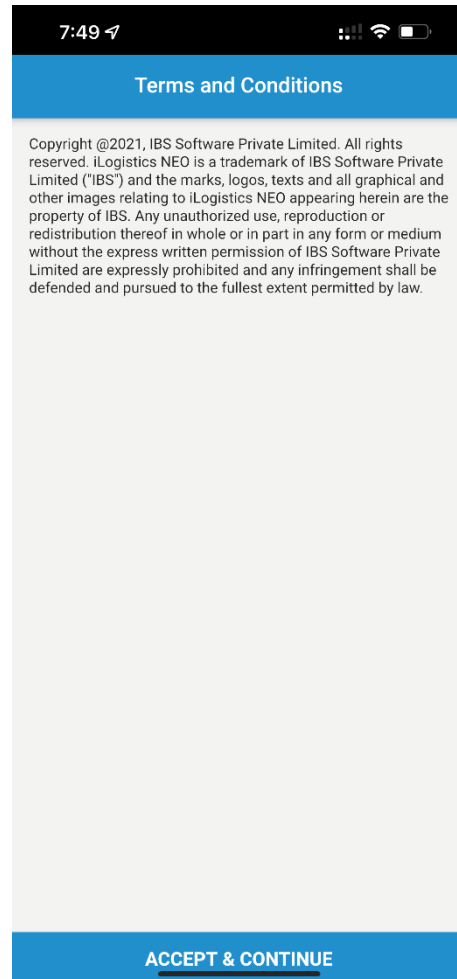
To begin using the Mobile application, do the following:

1. Download the iLogistics GO app from the apple store or Google Play. 
2. Make sure you have your username (SYS #) and password. If you do not have your password, you can use the forgot password link.
3. Run the Go App and enter your SYS #, password, and select the company. Click LOGIN.



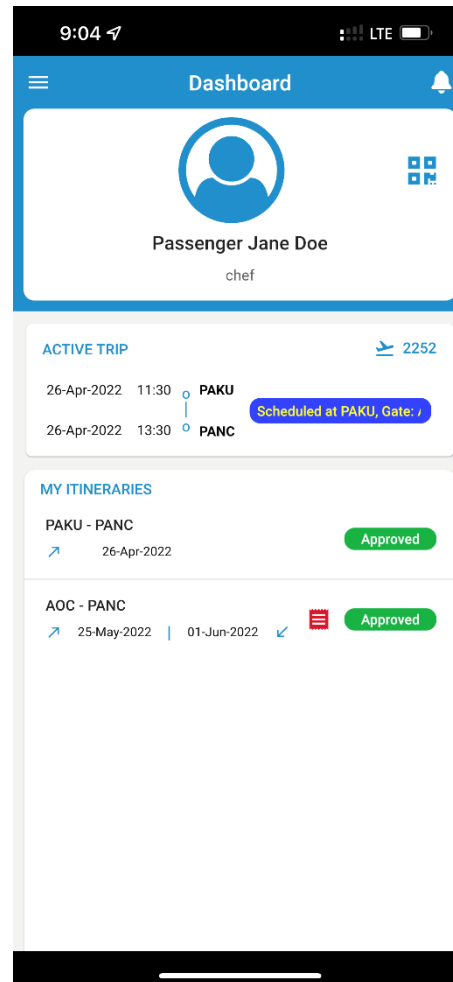
4. The first time you login, you will be required to set your mobilePIN. This is a 4 digit number. Pick something you will remember but not obvious to others. Enter that information to proceed to the last step of getting started. The session is only active for a specific timeframe. When the session times out, use the mPIN to log back in.

5. On the Terms and Conditions screen, read the materials and then click Approve.



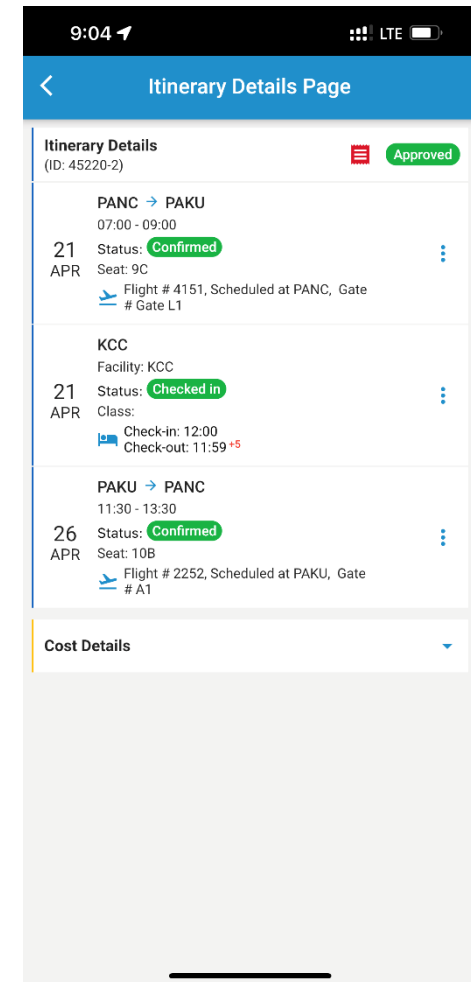
Dashboard & Itinerary Details

The Dashboard will show your name, title, and, if you have an active trip, the summary information for that trip. For example, Jane Doe Passenger has a trip that is currently active. The itineraries section will show that active trip as well as upcoming travel.



Viewing the Itinerary

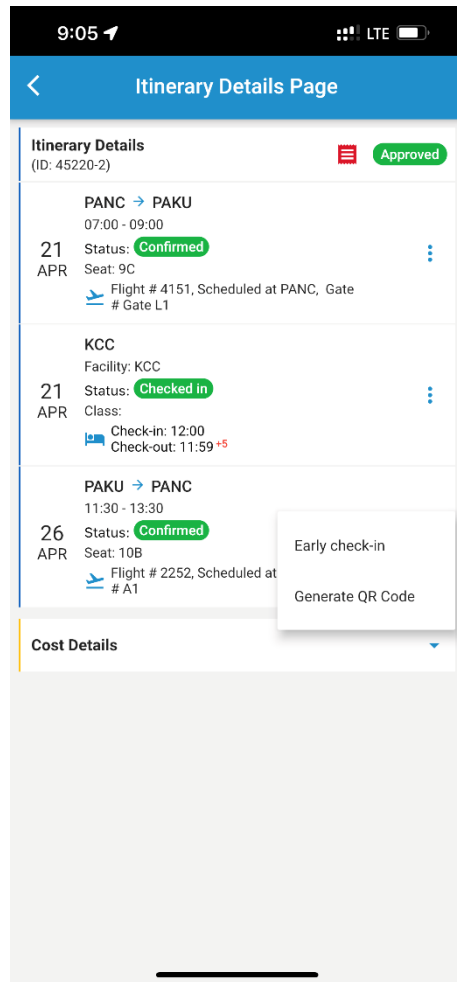
Click on the itinerary to view, from those listed in the My Itineraries section. The Itinerary Details Page will open showing the legs of the travel.



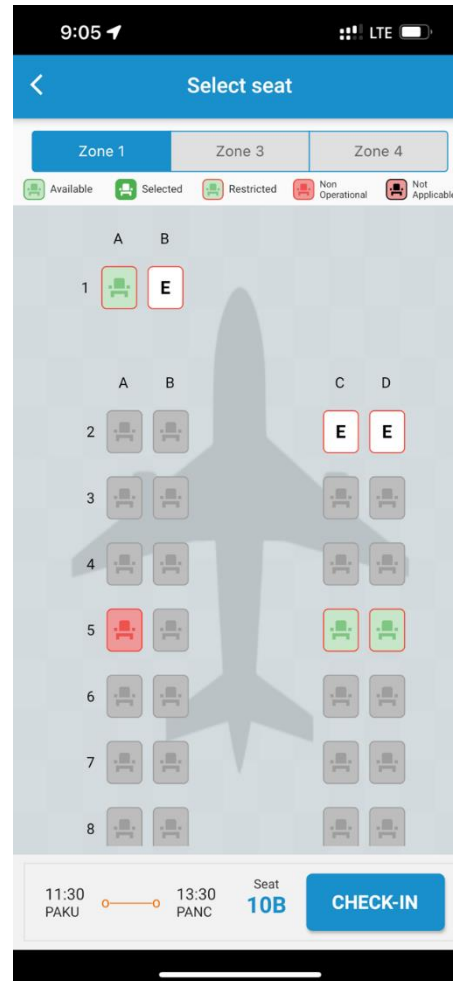
The itinerary will show the origin and destination, departure and arrival times, status of the travel (confirmed, checked-in, or provisionally assigned), seat, flight number, airport and gate. If a seat has been assigned, it will be listed, otherwise it will be blank. It is normal for a camp stay to say Provisionally Assigned or Unassigned. The tiny red numbers next to the facility check out is the number of days you are staying at the camp.

How to Check in

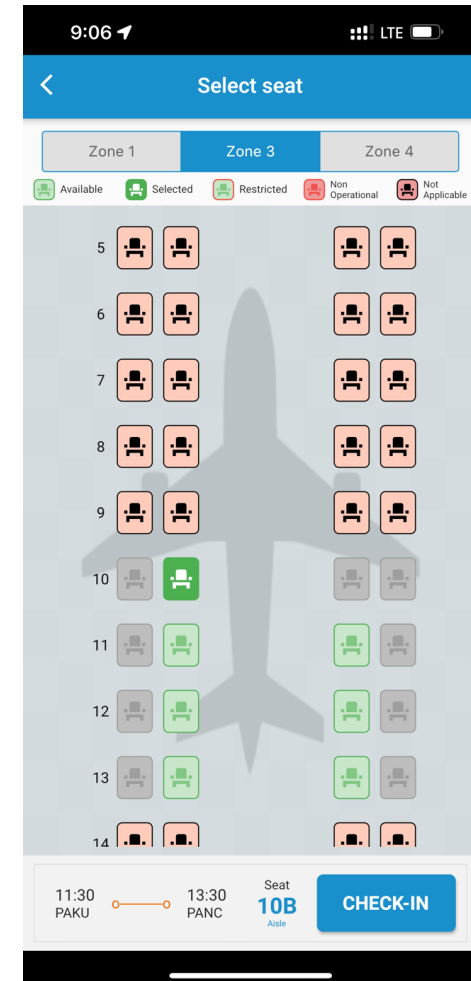
To check in for a flight, on my Itinerary Details Page, tap the 3 vertical dots to the right of the travel leg. You can only check in for flights.



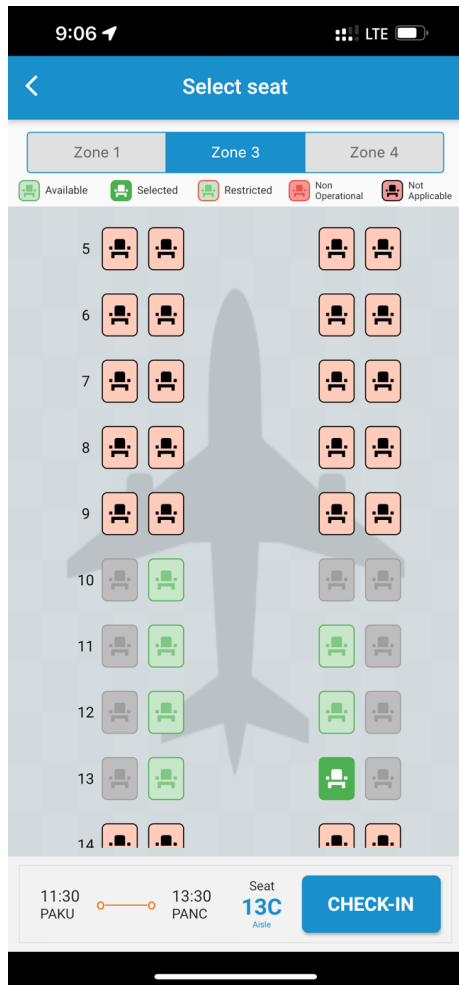
Select Early Check-in and review the seat assignment on the next screen. Most travel should have a seat already assigned. If you would like to change your seat, browse through available seats by zone (tap a Zone button), and select a different seat. Then click Check-In.



The Q400 flights have 4 zones. In zone 1, there are no available seats.

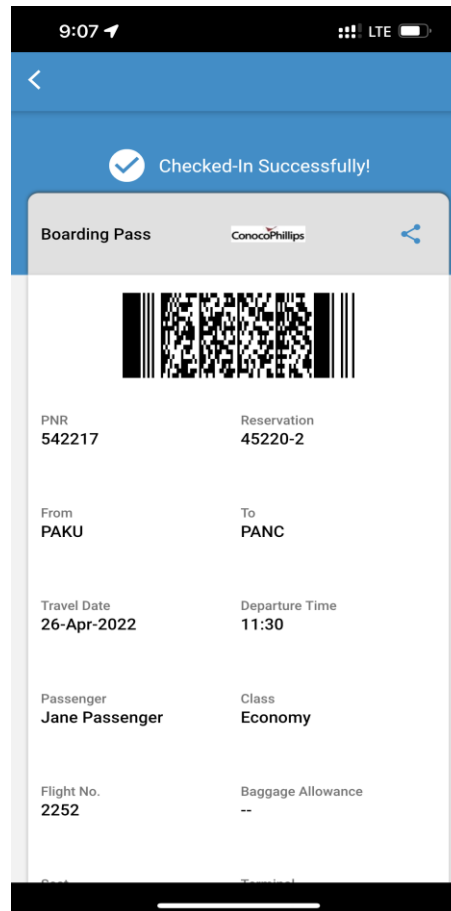


Tap the zone 3 button and the available seats in that zone show in light green background with a darker green border.

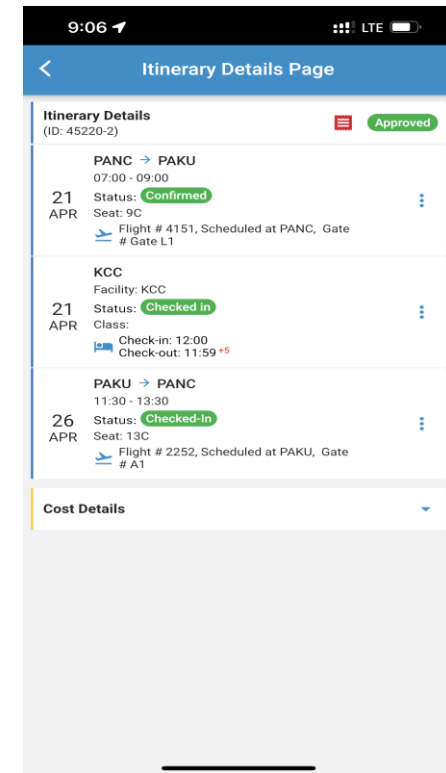


The seat has been changed to 13C. Click Check-in to complete the process.

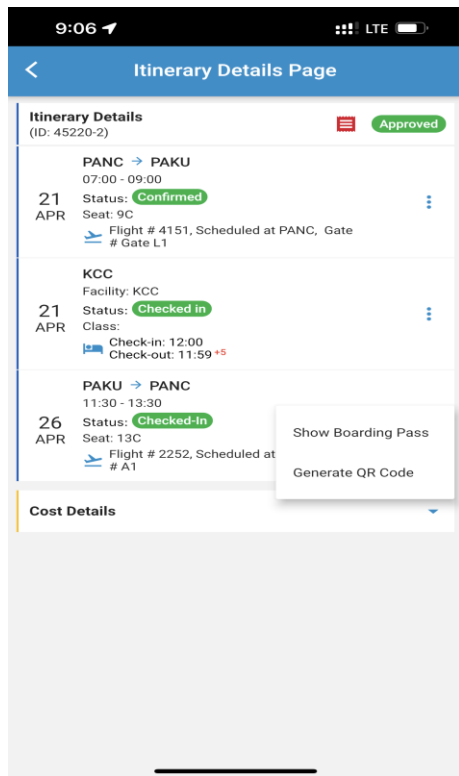
Once you check in, you cannot change your seat. If you need to change your seat, contact the Ticket Counter.



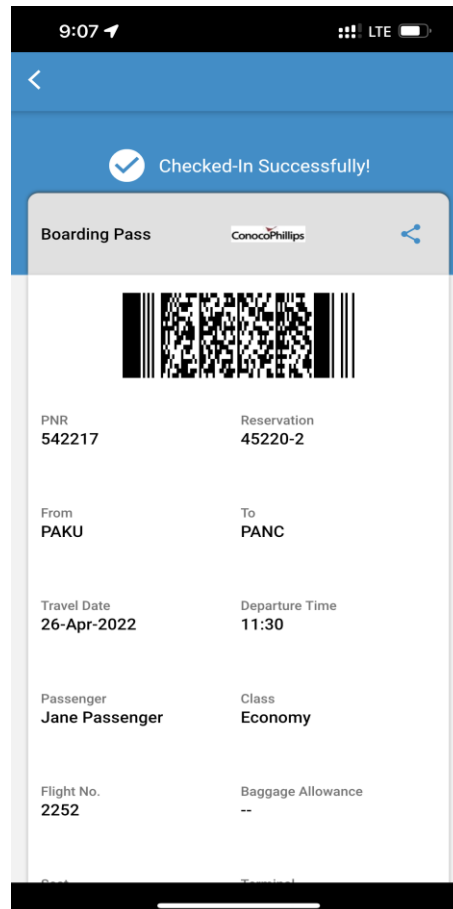
The boarding pass will display. You can click Go to Itinerary to return to the Itinerary Details Page.



You can re-display the boarding pass from the Itinerary Details Page by clicking the 3 vertical dots and selecting Show Boarding Pass.

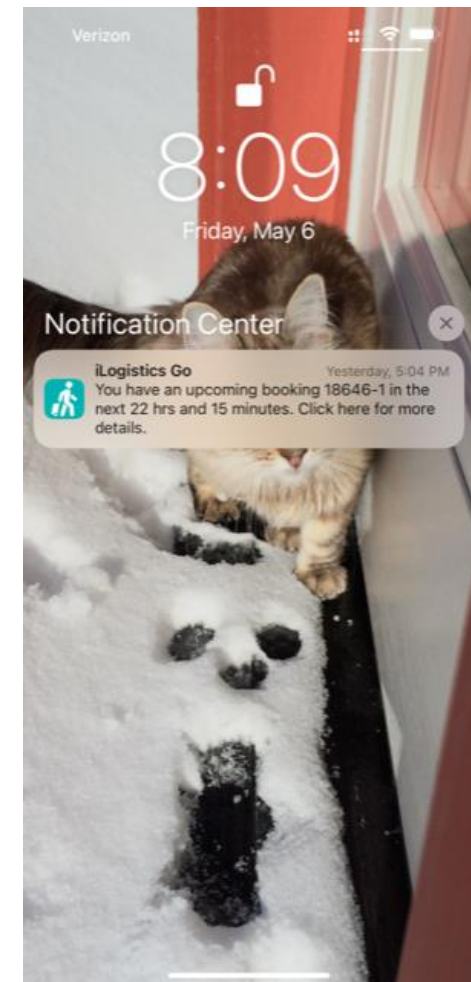


Always show the boarding pass. Do not show the QR Code. The QR code does not have the correct information to scan for boarding.



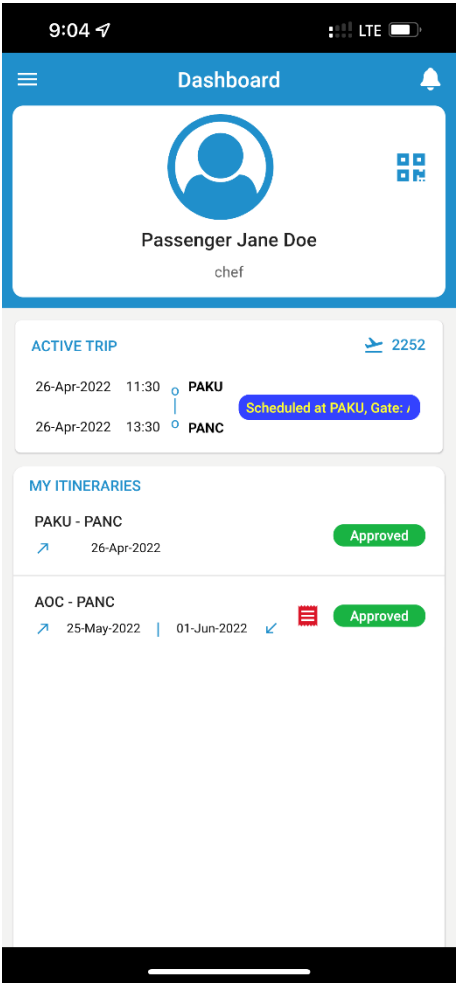
You may need to scroll down from the top a bit to ensure that the entire boarding pass barcode displays.

Notifications

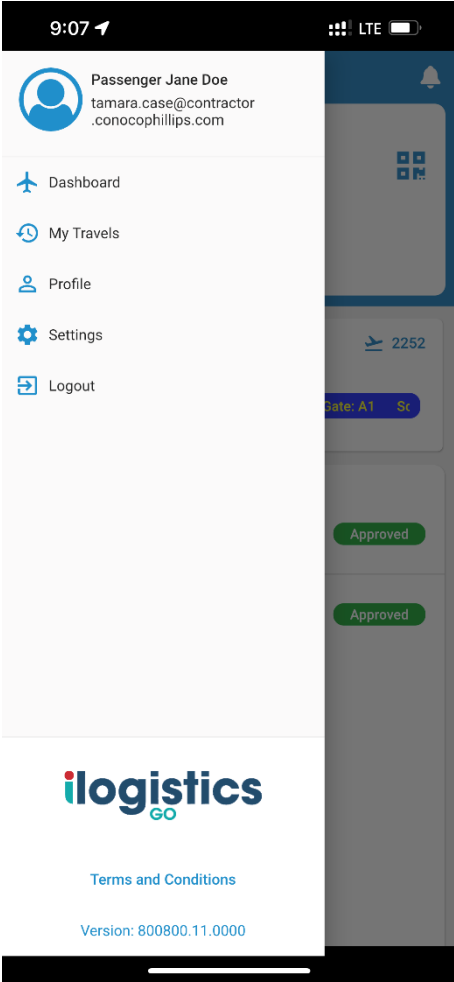


The mobile application will notify you in advance of your travel. This will generally occur the day before the travel, or, at minimum, 4 hours before the travel.

Exploring the Menu

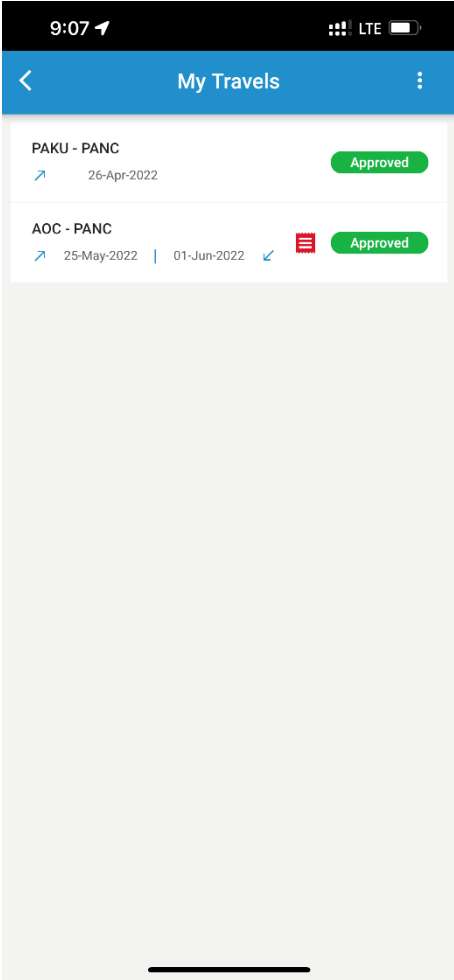


To see additional menu items, click the 3 horizontal bars in the upper left corner.

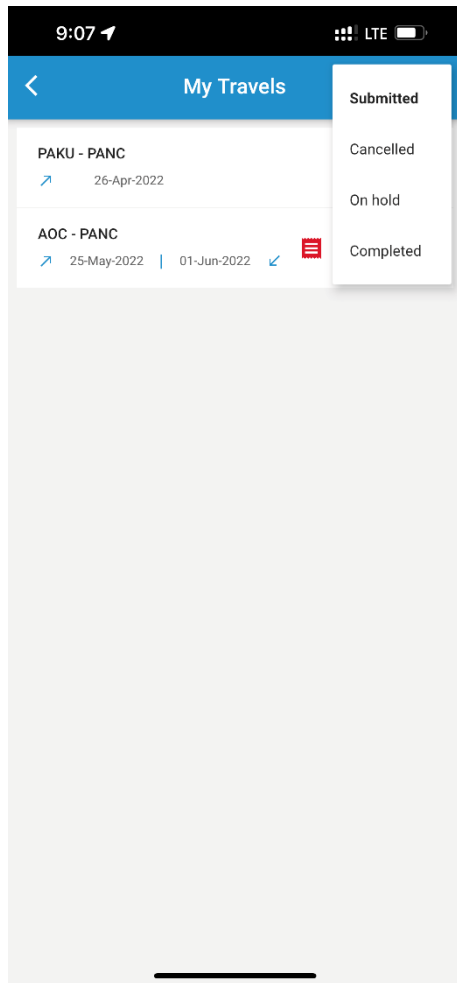


To menu options of Dashboard, My Travels, Profile, Settings, and Logout are available.

My Travels Menu

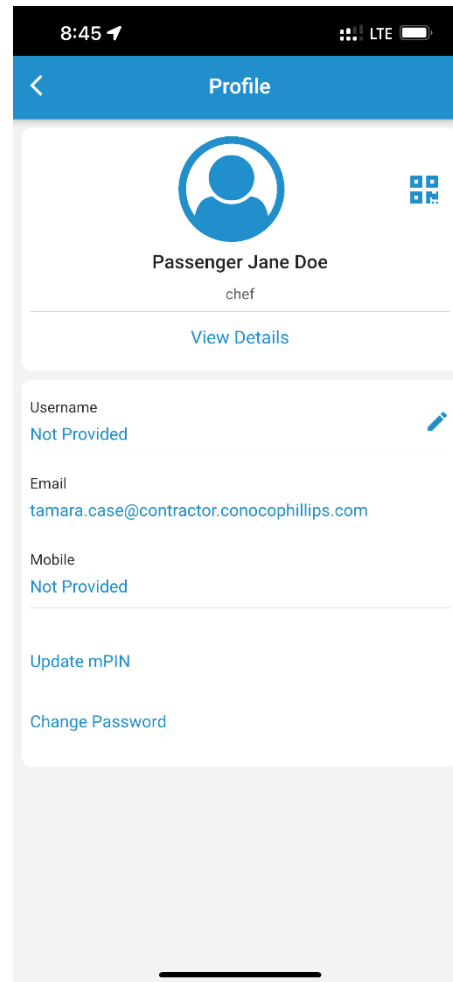


Selecting My Travels takes you to the page where Submitted, Cancelled, on hold, and completed travel is shown.



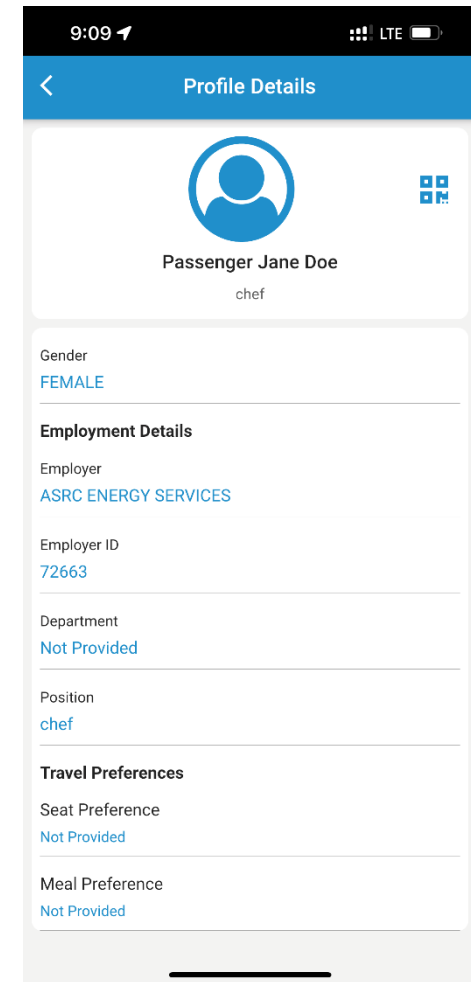
Selecting Submitted shows travel that has been approved and is either active or in the future. Cancelled travel is travel that has been cancelled. The on-hold category will show travel where you are on standby/waitlist. Completed travel is trips that are in the past.

Profile Menu




The menu option of Profile shows username, email, mobile, Update mPIN, and Change Password. Do not update the Username. The Email and Mobile numbers can be updated using the Passenger Portal.

Profile Menu - View Details



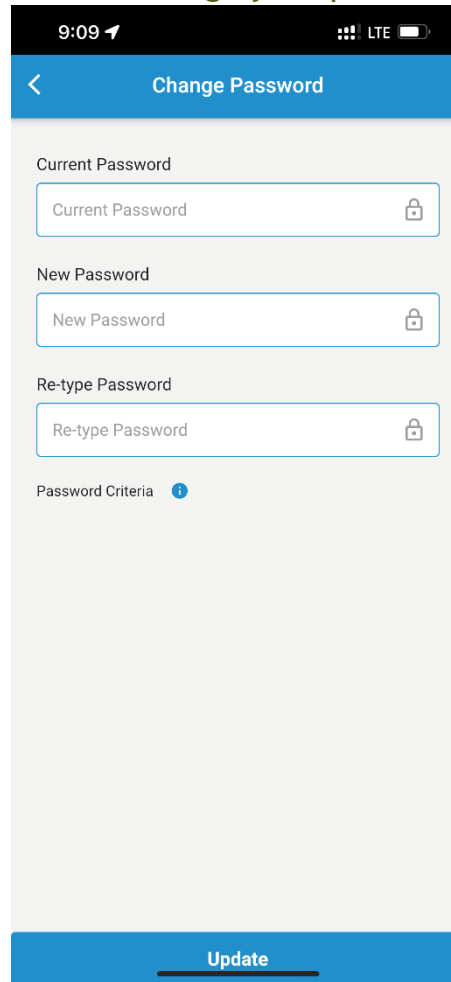
The Profile menu, View Details shows a screen with information necessary for travel such as gender, employer, department, position, and travel preferences. This information cannot be changed in the GO application.

How to change the mPIN



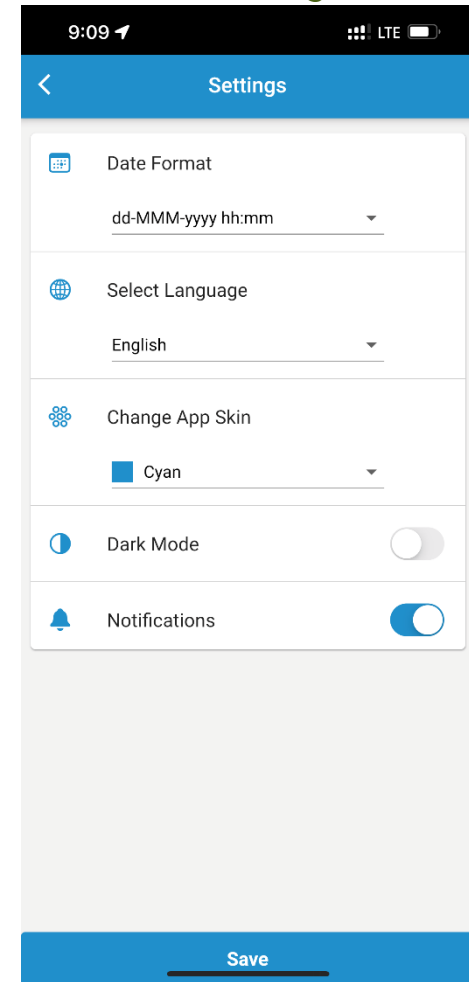
To change the mPIN, select the Update mPIN option in the Profile screen. Enter the new mobile pin number. It must be 4 digits. You should select something that you remember but is difficult for others to guess.

How to change your password



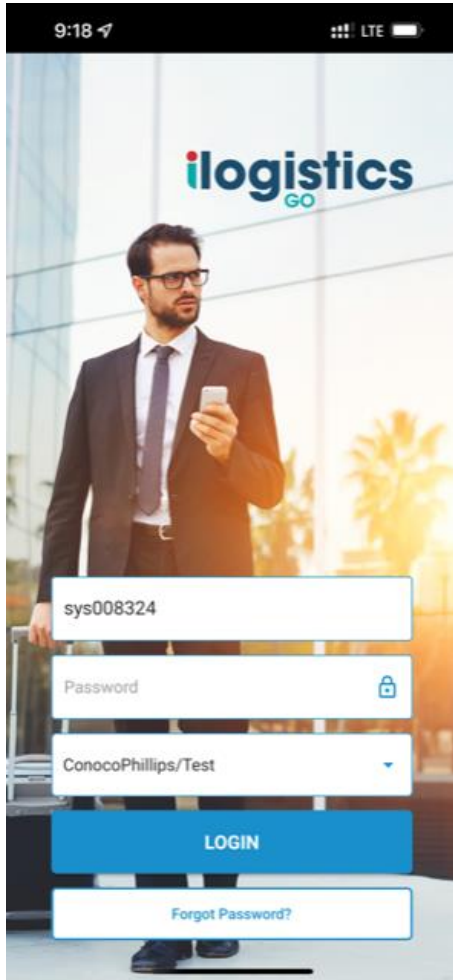
To change the password, use the Change Password option in the Profile menu to change your password.

Notification Settings

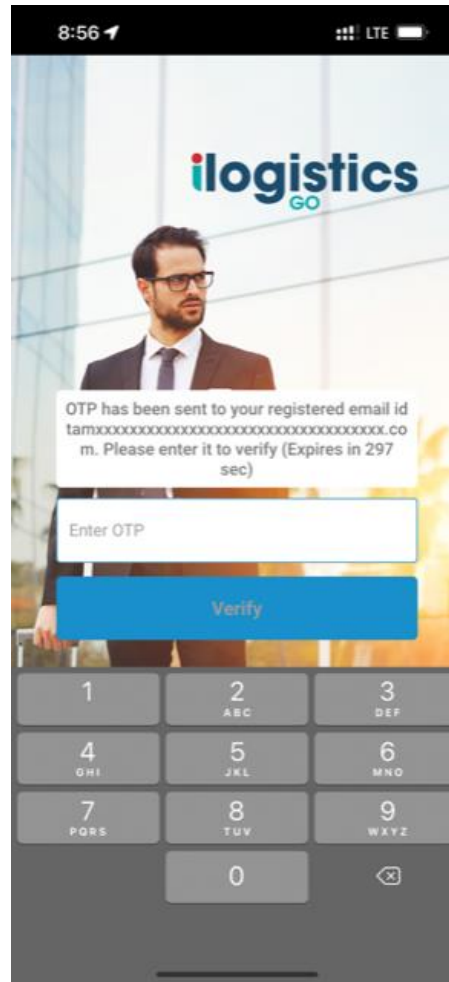


Notifications need to be turned on for the application, in Settings. By default, Notifications are turned on. If you select Notifications it will disable push notifications. Do not select this option. This will disable the GO app from sending travel notifications to you.

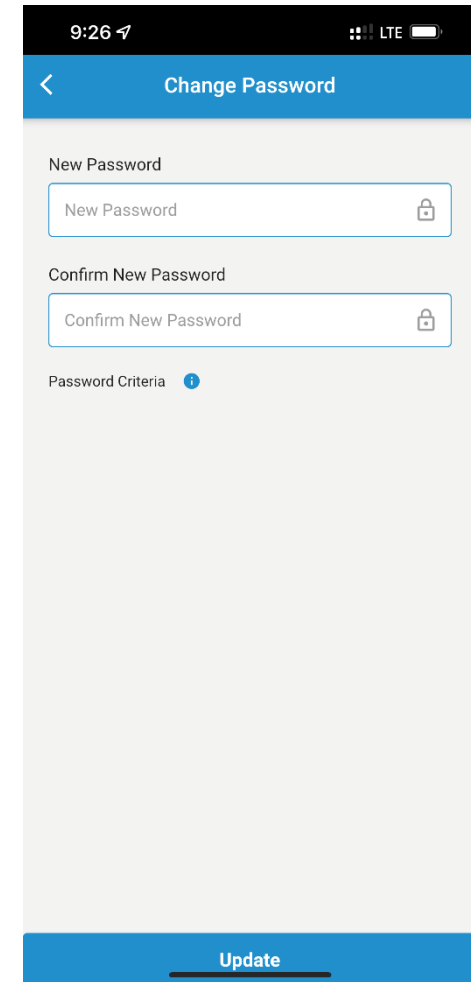
Using Forgot Password



If you forget your password, use the Forgot Password? Option on the home screen. Enter your SYS number and select the company. Then click Forgot Password.



An email will be sent to the email address associated with your user profile. Use the One Time Password (OTP) and enter it in the above screen.



Once the validation process has completed, you will be prompted to enter and confirm a new password.

Passwords must meet the following criteria:

- 8 characters in length
- Previous 5 passwords cannot be re-used
- Passwords should be a combination of Uppercase, Lowercase, numbers, and special characters.