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PBS WebApp Frequently Asked Questions

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Introduction

The launch of the NAVBLUE PBS Web Application was introduced in [PBS Notepad 17-01](#). This PBS Notepad will answer frequently asked questions (FAQs) about the WebApp as well as attempt to dispel some misinformation that is floating around the Delta pilot group. The PBS Working Group would like to stress that there is a plethora of information available to the Delta pilots focused on the use and techniques of the PBS WebApp to include the following:

- The PBS Help Website located at <http://www.pbshelp.info/delta/>
- The PBS Working Group YouTube Channel located at <https://www.youtube.com/DeltaPBS>
 - It is highly recommended and encouraged that you subscribe to this channel as you will receive notifications of updates and additions when they are made
- [The NAVBLUE PBS Bidder Guide](#)
- The Help Menu of the PBS WebApp
 - This requires you to be online to use

FAQs

Why is the PBS System Changing?

Our PBS system is not changing. The interface that we will use for bidding is changing. The new PBS Web Application (WebApp) is replacing the older interfaces, the PBS Desktop Application (DA) and the existing PBS Web User Interface (Web UI). How PBS works, all of the bid features and all of the functionality remains the same.

It is also important to understand that this is not a unique project for Delta; all NAVBLUE PBS customers will be migrating over to the new WebApp for PBS.

What is NAVBLUE? Are we using a software made by JetBlue?

Our software provider remains unchanged. The company, Navtech, was [purchased by Airbus](#) in December 2015 and was rebranded as NAVBLUE this past year. The fact that it is now called 'NAVBLUE' has absolutely nothing to do with JetBlue.

Why are we getting a new interface when the old one works just fine?

The original specifications for PBS called for a web-based interface that would work on any computer connected to the Internet without needing to install any software. The requirements also included specifications for an offline program. At the time, PC desktop computers made up the majority of the market. This predated the proliferation of laptops, and the advent of smartphones and tablet devices had yet to occur. Today there are simply more types of devices of all sizes and functionality, operating systems, and specific operating requirements for any software developer to create, bring to market and be expected to maintain for any portion of the computing landscape. It is for this reason that all major software developers have in fact been migrating toward universal portability through web applications such as Microsoft Office 365 and Google's G Suite.

Over the last several years we have received numerous complaints about the speed of the current web interface. We have also received complaints about the Windows-only

nature of the desktop application. Additionally, many pilots experienced installation problems due to the individual configuration of their computers. The purpose of the WebApp is to combine the best of the current web interface with the best of the desktop application.

Characteristics of the desktop application:

Advantages	Disadvantages
Has offline capability Offers analysis tools to better evaluate bids. Works offline.	The biggest limitation is that it only works on Windows computers. The Desktop Application is written for an older version of Microsoft .NET platform. Even though many have found the Desktop Application to be trouble free, many pilots have had issues with it due to the peculiarities of their computer. Issues such as virus protection, firewalls, and other issues have created problems. The Desktop Application cannot be installed on the Delta Surface 3 as currently configured. However, even if the DA could be installed, the performance on the Surface 3 is poor. Requires the installation of a program.

Characteristics of the current Web UI:

Advantages	Disadvantages
Works on multiple platforms. Does not require installation so it can be used on a hotel computer, internet café, etc.	No analysis tool Slow Only works online.

NAVBLUE has used new web technology, HTML5, to produce an interface that can provide much of the cross-device accessibility of a web page including features such as offline capability, speed, and analysis tools offered in the desktop application.

The WebApp

- Works on multiple platforms
- Has a tool to analyze your bids
- Does not require installation, so it can be used on the lounge computers, hotel computers, internet café, etc.
- Can be used offline

After a transition period, this will become the sole interface. The desktop application will be retired within a couple of bid periods and this will be followed by the removal of the existing PBS Web UI.

Why won't you let me use EasyBid?

EasyBid has never been officially approved. The way that it sends bid preferences depends on the current web-based interface. Once the current web interface is retired, EasyBid *in its current form* will no longer work. We have had no contact with Flightline and do not know if Flightline will develop functionality to work in this new

environment. It is important to realize that the reason for the new interface is to provide a better tool for Delta pilots. There is no intent to lock EasyBid out.

How do I download the WebApp?

The interface **does not require a software download** but works through your internet browser. By accessing the URL <https://deltapilotbids.delta.com/webapp/> (which you should bookmark) you can login into this web application. By accessing your bookmark in your browser, you may use the PBS WebApp online or offline.

Do I have to Sync the WebApp every time I use it?

No, you do not. Whereas you may sync the WebApp if you have a viable Wi-Fi network, it is by no means required. The only times you need to sync the WebApp are to download the bid package info at the beginning of the bid period (or for the beginning of the CQ bid period). If you do not want to sync, simply click on the red X icon  and the WebApp will load your data.

Why do I have to clear my browser's cache?

The merits of clearing your browsers' cache from time to time are a topic beyond that of using the PBS WebApp and we encourage you to do some research to understand why this is a good practice.

As far as why it is recommended for using the PBS WebApp it is because of the fact that the data you require is saved (cached) within your browser. It is our recommendation that you clear your cache before syncing the new bid period data so that you can both load the newest version of the WebApp as well as have a fresh data set.

Do I have to clear my browser's cache every time I want to use the WebApp?

No, you do not. The only time that we recommend you clear your browser's cache after having done so at the beginning of the bid period is in the event that you are experiencing some type of degradation in your WebApp's performance such as the inability for it to open or load screens. If you have to do this, you must submit whatever saved or unsubmitted bids you have, as saved data will be lost when your cache is cleared. The process to clear one's cache and resync the WebApp does require you to be online but takes no more than a minute or two.

I was told that to make the WebApp work faster I have to turn off my Wi-Fi. Is that true?

No, that is not true. Keep in mind that the speed at which the WebApp works is dependent on a variety of factors to include your devices' own processor, RAM, and what else you may be concurrently operating. Since the PBS WebApp is running through your internet browser, if you have multiple tabs open and are connected to websites that are passing a lot of data, this will certainly affect the operation of the WebApp.

How do I use the WebApp offline?

There is no special requirement to use the WebApp offline. If you do not have a viable Wi-Fi connection, the WebApp will operate in the offline mode (please reference the

[NAVBLUE PBS Bidder Guide](#)). If you are offline, you may save bids but you cannot submit bids. Please reference [PBS Notepad 17-01](#) for a discussion about using the WebApp offline on the Surface 3 while on Delta aircraft.

Does the PBS WebApp work on my company issued Surface 3 Tablet?

Yes. It is highly recommended that you download the Google Chrome browser onto your S3 as it is the best browser for that device. This is explained in [PBS Notepad 17-01](#).

Why does the WebApp seem slower on my S3 Tablet than on my own computer?

The Surface 3 itself is slow. One of the primary considerations was its ability to be used with a backup battery. Whether we like it or not, the Company distributed Surface 3 is already a few versions behind the most up-to-date devices on the market and have neither the fastest processor nor as much as RAM as the newer models. Never the less, the WebApp operates perfectly fine on the S3.

While I was Deadheading, the WebApp on my S3 seemed really slow. Why?

Please refer to the [NAVBLUE PBS Bidder Guide](#) for an expansive discussion of the online and offline functionality of the WebApp. There are some important things to understand about Wi-Fi connectivity especially in regards to showing connected and being connected.

Outside of your personal home network, most Wi-Fi networks require some type of login. This can require a password or simply accepting the terms of use. If you are attempting to use the PBS WebApp under these conditions you may actually see the icon for being connected  but not actually be connected.

Please be aware that this condition will occur on your Surface tablets when you are connected to the GoGo Wi-Fi but not actually have full access (if you have not purchased a session or activated an account) or if connected to the F999A network. *This will greatly degrade the speed of the WebApp* as it will be trying to connect to the PBS servers but will be unable to do so. If it is your desire to use the WebApp under these conditions while deadheading or commuting on a Delta aircraft, we suggest that you either disconnect from these Wi-Fi networks or turn off your Wi-Fi.

If I submitted my Default Bid using the old interface, is it now gone?

No, it is not. All submitted bids (your Current, Default, and Training) reside on the server. When you sync your WebApp you will see whatever bids had been previously submitted.

Can we get a regular calendar?

This is in the works and will be in a future software release.