

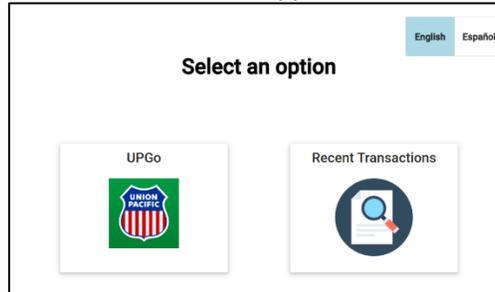
PGT Driver Assist Kiosk

Overview

This document provides instructions for the PGT Driver Assist Kiosk. This kiosk is used to assist a driver if there were issues when ingating, or if a clerk has indicated a driver needs to pull up to this kiosk from a lane.

PGT Driver Assist Kiosk

When you approach the PGT Driver Assist Kiosk, this screen appears.



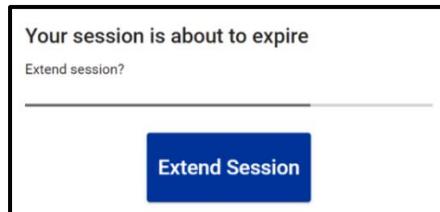
- ⚠ WARNING:** If this message appears on the screen, wait a few minutes to see if the system comes back online. If it does not come back, press the **Call Clerk** button to talk to a clerk.



Select **English** or **Español**. Then, do one of the following:

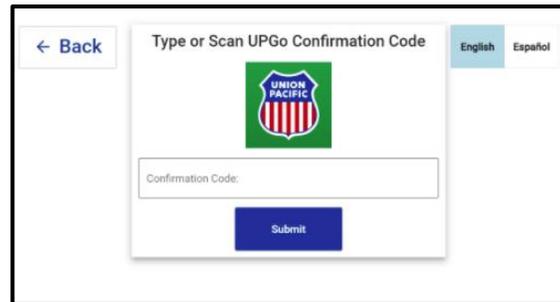
- If you just downloaded the UPGo application and want to ingate, continue with the **UPGo** section.
- If you want to retry a recent transaction from the lane kiosk or want to print parking, continue with the **Non UPGo** section.

📄 Note: If you are idle for an extended period of time, the **Your session is about to expire** message appears. Select **Extend Session**. If you do not extend you session before the timer expires, the Home screen appears.



UPGo

1. At the **Select an Option** prompt, select **UPGo**. The **Type or Scan UPGo Confirmation Code** prompt appears on the screen.



2. Access the scheduled mission in UPGo and enter the **Confirmation Code** or scan the QR code.
3. Select **Submit**.

⚠ IMPORTANT: If you are currently banned for an infraction, this message appears with the reason why you are banned.

YOU MUST IMMEDIATELY EXIT THE FACILITY.

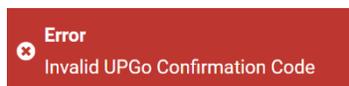
RESTRICTED ACCESS. DRIVER IS BANNED. EXIT FACILITY.

Ban Reason	Ban Expiration
Warning Issued	Jan 1, 2022, 12:00:00 AM

4. One of the following occurs:
 - If your transaction is complete, this message appears. Exit the lane. Your receipt is available in the UPGo app.



- If the code is invalid, this message appears.



Re-enter the code. If it is still considered invalid, this message appears. A clerk will contact you on the kiosk phone to resolve the issue.

A CLERK IS BEING CONTACTED. PLEASE WAIT.

Non UPGo

- At the **Select an option** prompt, select **Recent Transactions**. The **Type or Scan Driver License** prompt appears.

- One of the following occurs.
 - If there are multiple states in which your license number can be valid, a list of states appears. Select the appropriate state and go to step 3.

Select **Home** to return to the Home screen if necessary.

- If you are registered with more than one motor carrier, a list of those carriers appears. Select the carrier(s) associated with this mission. Go to step 3.

- If your license number is not valid in another state and you are not registered with more than one motor carrier, go to step 3.
- If you are currently banned for an infraction, this message appears with the reason why you are banned.

YOU MUST IMMEDIATELY EXIT THE FACILITY.

- A list of recent ingate transactions appears.
 - Select an option from the list.

b. Do one of the following:

- Select **Print Parking**. The **Transaction Complete** message appears and a receipt prints. Go to step c.
- Select **Retry Transaction**. As the transaction is being processed, this appears on the screen.



One of the following occurs:

- If your transaction was successful, the **Transaction Complete** message appears and a receipt prints. Go to step c.
- If your transaction was not successful, this message appears, and a clerk will contact you on the kiosk phone to resolve the issue.

A CLERK IS BEING CONTACTED. PLEASE WAIT.

c. Take your receipt from the printer on the kiosk and exit the lane.

