

# PBS: Access Reminders

PBS is a web-based system available either through the Air Canada portal (acaeronet) or directly via a link entered into your browser's address bar. To access PBS from your computer or device you use a "browser" such as Chrome, Edge, Safari, etc. While any of these browsers may allow you to access web sites on the internet, not all of them may be completely compatible with PBS. This is because the interaction between PBS and a browser demands that each work with the other in specific ways and not all browsers work in the same way.


To make a system like PBS efficient it may not be able to interact exactly the way in which the browser requires. So as PBS and the various browsers evolve, they may not work together as well as they should. To ensure that compatibility exists, NavBlue writes their software to work with specific operating systems and browsers. Other browsers and operating systems may work, however there is no guarantee or support if these "non-supported" devices, operating systems and/or browsers do not work properly.

It is therefore highly recommended that you use one of the following combinations to access PBS:

## Supported Devices/Operating Systems/Browsers

DEVICE	OPERATING SYSTEM	BROWSER(S)
Windows based PCs	Windows 7 Pro Windows 10	Internet Explorer version 11 Chrome 83x Firefox 76.x Microsoft Edge 81.x
Microsoft Surface Pro 3	Windows 10 Pro	Chrome 83x
iPad Air	iOS 13.3.1	Mobile Safari
iPad Pro	iOS 13.3.1	Mobile Safari
iPad Mini 2 (and newer)	iOS 12.4.5	Mobile Safari
iPhone <b>Plus and Pro ONLY</b>	iOS 13.3	Mobile Safari
Mac	MacOS Sierra 10.12.6	Safari



The above list of supported devices, operating systems and browsers is subject to change with updates to the system. For the most up-to-date list, log in to PBS and select the Help function  > Help. Search "supported browsers and devices".



It is also important to ensure your operating system and browser are up to date.



This is not to say that you cannot use other browsers and/or devices. A “Supported” device/browser is one that NavBlue has tested with the PBS User Interface. Other devices running Linux and Android may also work, however they are not currently supported so any issues with these browsers and/or platforms may not be resolved by the Air Canada Help Desk, the PBS committee or NavBlue.



You may need to switch to an approved PBS browser for your device even if you were already on acaeronet accessing other platforms such as ACU. Different platforms and interfaces have different browser requirements.



Internet access may be unreliable or government controlled in certain countries. It is possible that you cannot connect to PBS from some countries. Consider bidding before/after a layover rather than while on layover in these countries. Known internet restrictions have been reported in Chile, China (including HKG), Cuba, Egypt and Qatar.

## Browser Cache:

Today’s browsers, like Chrome, Safari, Edge, etc., save information and data from websites that they visit. This is to help speed up the internet as the web site(s) that you access will look for saved data in your browser.

Although you may be using an up-to-date supported device, OS and browser, if your browser has information from a previous version of PBS (saved from the last time you used the system) then there may be conflicts between what is saved vs what is new. This “conflict” may result in problems such as:

- Not being able to sign in
- The Synchronize wheel spins for an extended period of time
- You are immediately brought to the “Signed Off” page
- Although trying to access the New UI, you are brought to the Old UI or vice-versa
- Possible abnormal display issues within PBS such as bid lines out of order or missing information

Clearing the browser’s cache and deleting ‘old’ website data has cleared up almost all these issues and should be the first thing that you try.



If you have Saved your bid but not yet submitted it, clearing the cache will erase the saved information!

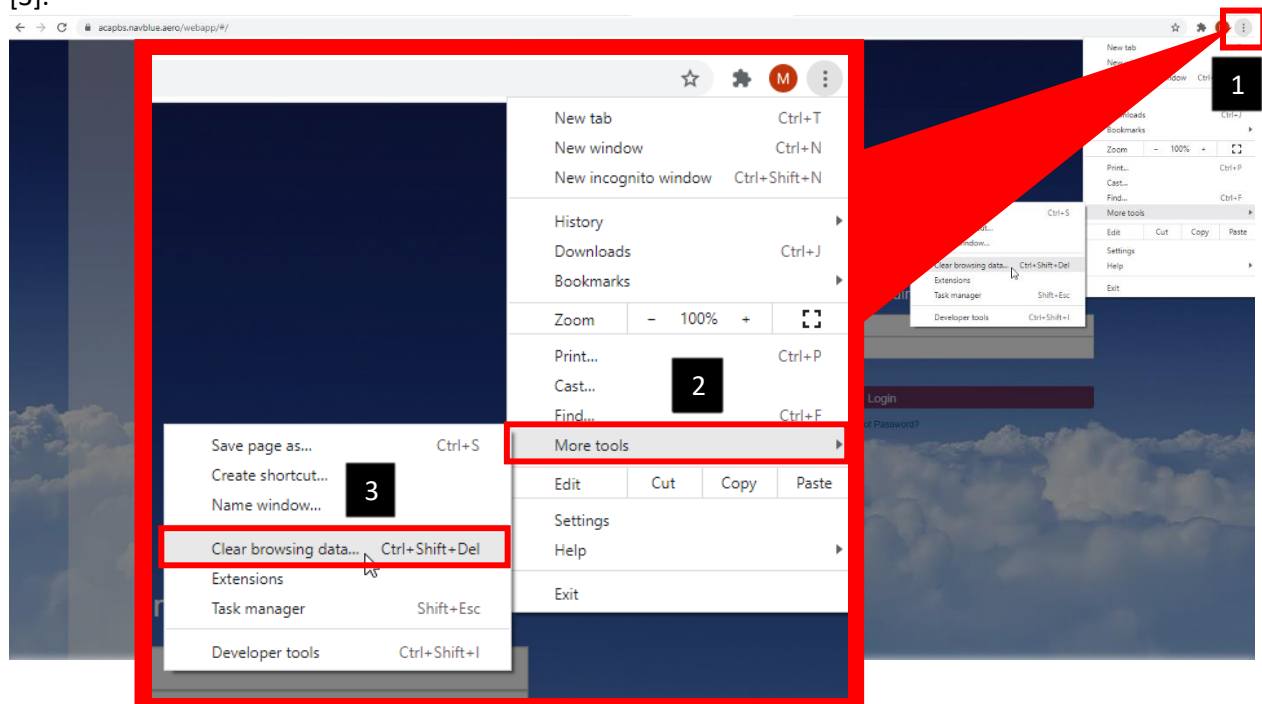
When clearing your cache, if given the option, always select the longest amount of time for which to clear the cached data. For example, in Chrome, select All Time. It is not usually necessary to clear passwords.

Depending on how much information you have cached in your browser, the process may take a few minutes. It is best to close all other tabs before clearing your cache to expedite the process.

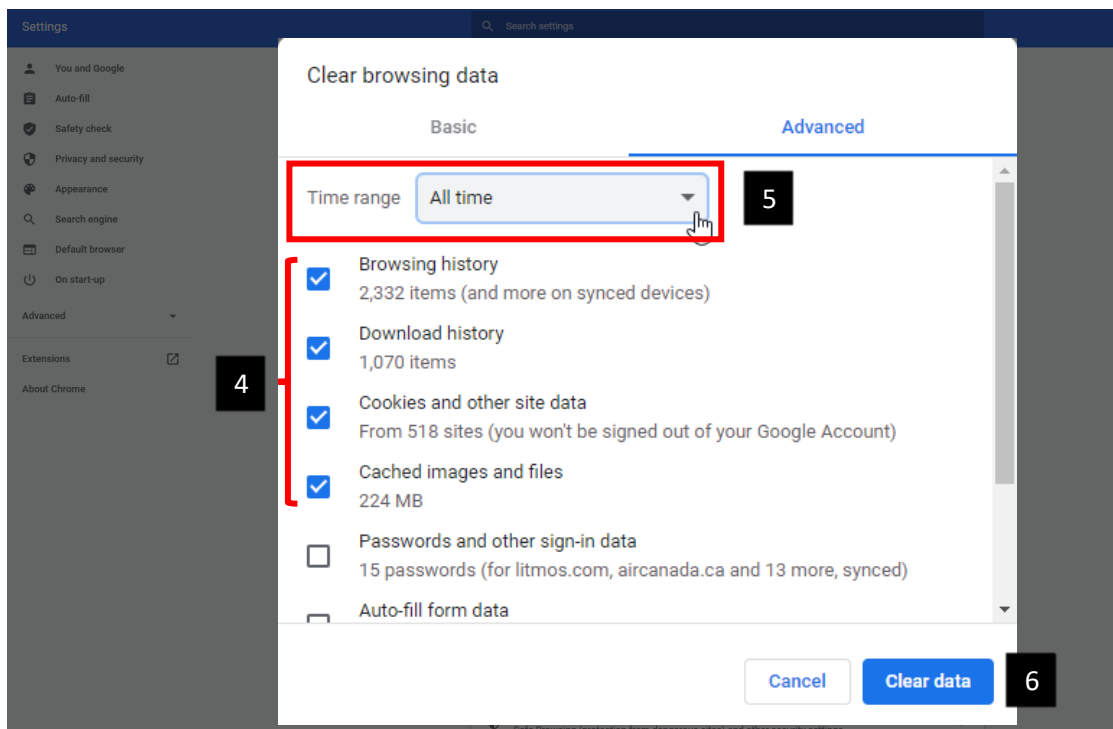
Once you've cleared your cache, close all tabs in your browser (if any remain open) then close your browser COMPLETELY. On devices like an iPhone or iPad, clicking on the "Home" button is NOT shutting down the browser app. On these devices, double-click on the Home button, find the browser and swipe up to close it. You can now open a new browser session and log in to PBS either via the portal or via the direct access link.

Examples on how to clear your cache are provided for Chrome and Safari mobile below. For all other supported browsers, you can type into your search engine "how to clear the cache in (Edge, Firefox, Safari...)".

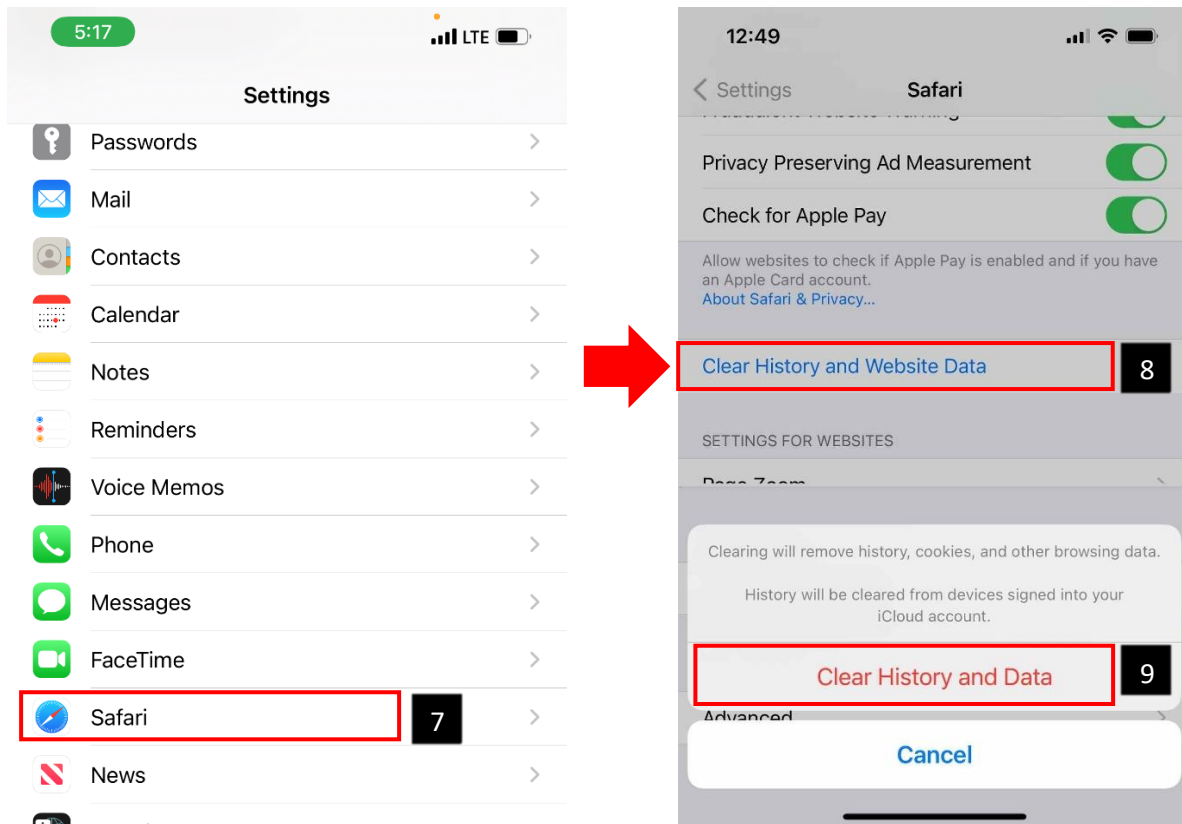
**Chrome:** Go to the three-dot menu at the upper right [1] to select **More tools** [2] > **Clear browsing data** [3].



The dialogue box as shown will open. Select the first four items [4]: Browsing history, Download history, Cookies and other site data and Cached images and files. In Time Range, select from the drop-down menu “All time” [5]. Select **Clear data** [6].



**Safari Mobile:** On the iPad and iPhone, go to **Settings** and select **Safari** [7]. Scroll down towards the bottom and select **Clear History and Website Data** [8]. A pop-up will appear and select **Clear History and Data** [9].



## Alternate/Direct Access Links:

Should there be issues related to the Air Canada portal OR should you wish to access PBS without going through the portal, there is a direct method of accessing PBS. These direct access points are strictly for bidding and other than the information contained in PBS (calendar, pairings, etc.), do not provide any of the information available in the Pairing Package available on the portal or in your local Crew Centre:

### Mainline:

- <https://acapbs.navblue.aero/webapp>

### Rouge:

- <https://rgapbs.navblue.aero/webapp>



For issues pertaining to portal access, contact the IBM Help Desk at 1-866-274-5444 or (514) 422-4357.

## PBS Bidding Assistance:

If you continue to encounter PBS problems despite using an up-to-date supported device, operating system and browser and you have successfully cleared your browser's cache, please contact your Local PBS Committee to report the issue(s).

### Mainline:

- YUL: [spp.pbs4091@gmail.com](mailto:spp.pbs4091@gmail.com)
- YYZ: [pbsyyz@gmail.com](mailto:pbsyyz@gmail.com)
- YYC: [pbs@local4095.ca](mailto:pbs@local4095.ca)
- YVR: [pbs@local4094.ca](mailto:pbs@local4094.ca)

### Rouge (All bases):

- [pbs@local4098.ca](mailto:pbs@local4098.ca)