Using Driver App Driver Messaging

Link: https://help.gpsinsight.com/docs/about-gps-insight-driver-app/using-driver-app-driver-messaging/ Last Updated: March 13th, 2019

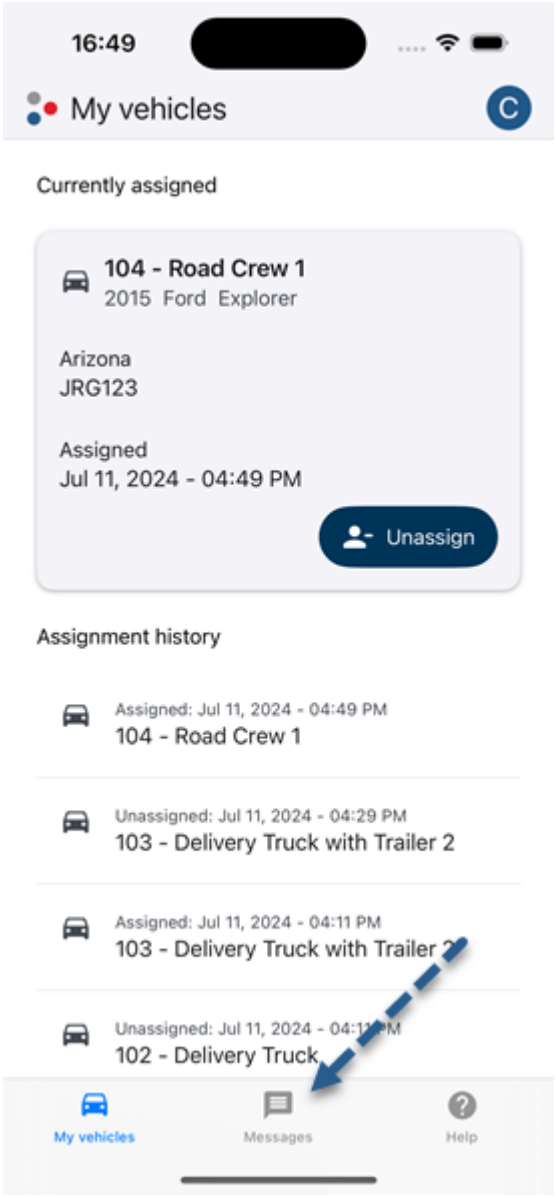
The Driver Messaging feature allows drivers to send and receive messages to/from dispatch right from their mobile devices.

Sending/Receiving Messages – Drivers

Sending a Message

How to send a message:

1. Tap **Messages**.



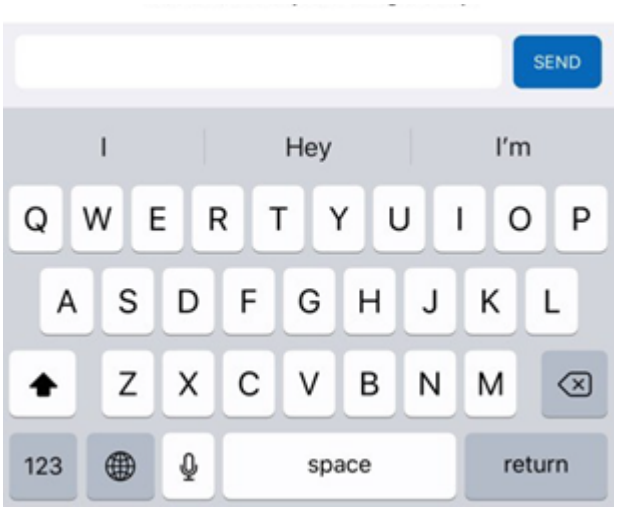
Your message thread (between you and Dispatch) appears.

> **Note.** If a current message thread does not exist, you will not be able to send a message

until a message is sent to you.

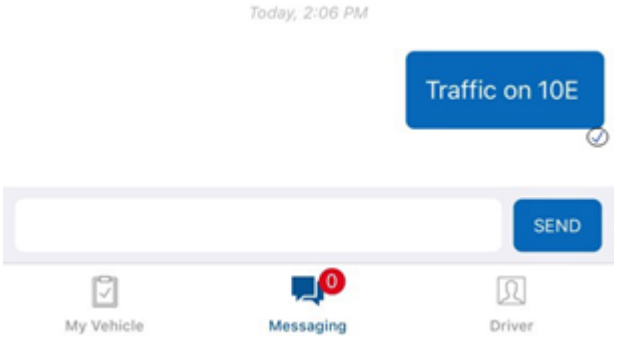
2. Tap in the text field.

   The keyboard expands and your cursor blinks in red in the text field.



3. Type your message, and tap **Send**.

   The message thread automatically refreshes, displaying your sent message. A checkmark will appear under your sent message to confirm delivery.



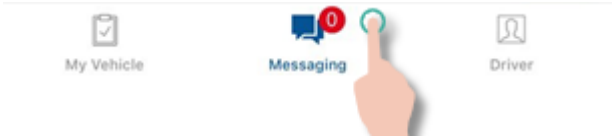
Receiving a Message

If you have enabled the Push Notification feature for the Driver App, notifications of any messages received from Dispatch will display on your device's lock screen. Otherwise, you will need to open the Driver App, to check if you have received any messages from Dispatch.

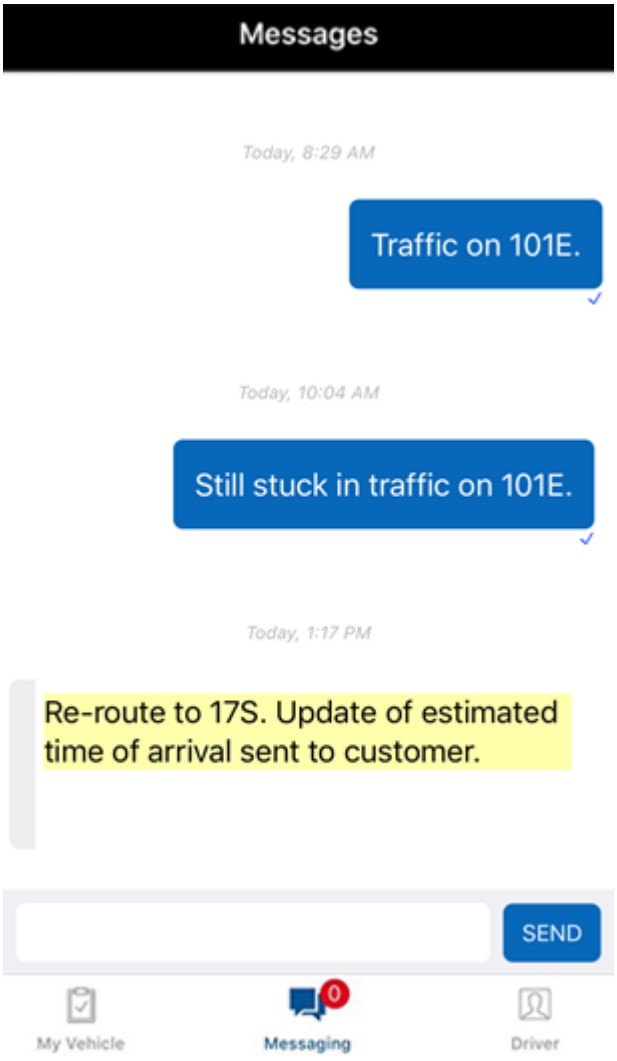
How to check received messages:

If you have received any new messages since the last time you opened the Driver App, the count of new messages is displayed on the Messaging tab icon.

1. From the Driver App, tap on the Messaging icon.



Your message thread (between you and Dispatch) appears and new messages from Dispatch are displayed.



Note. Dispatch can send you dispatches as well. To open a dispatch, tap on the dispatched address. Google Maps will open, providing you with directions from your location to the dispatched address.

Sending/Receiving Messages in the Portal – Dispatchers

You may send and receive messages to/from Drivers using the Driver App in the Portal, and you may send dispatches as well.

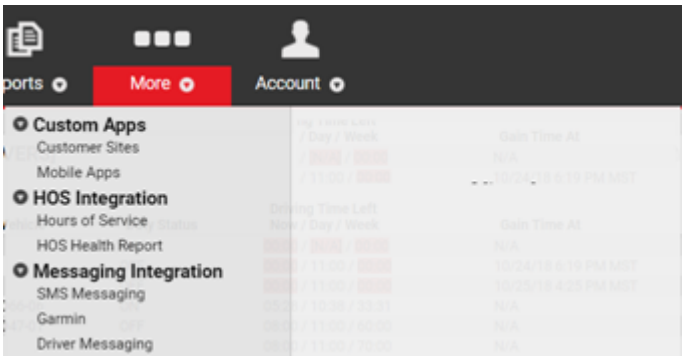
Sending a Message to a Driver

You may send a message to a driver by selecting the driver from the Driver window or you may respond to a received message from an existing message thread from the Messages window.

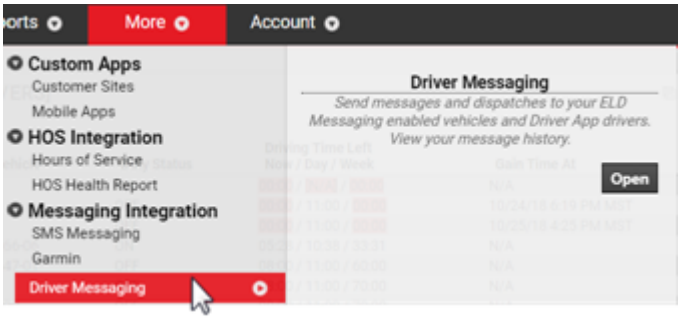
How to send a message to a driver:

1. From the Portal, hover your mouse over **More**.

   The More menu expands.



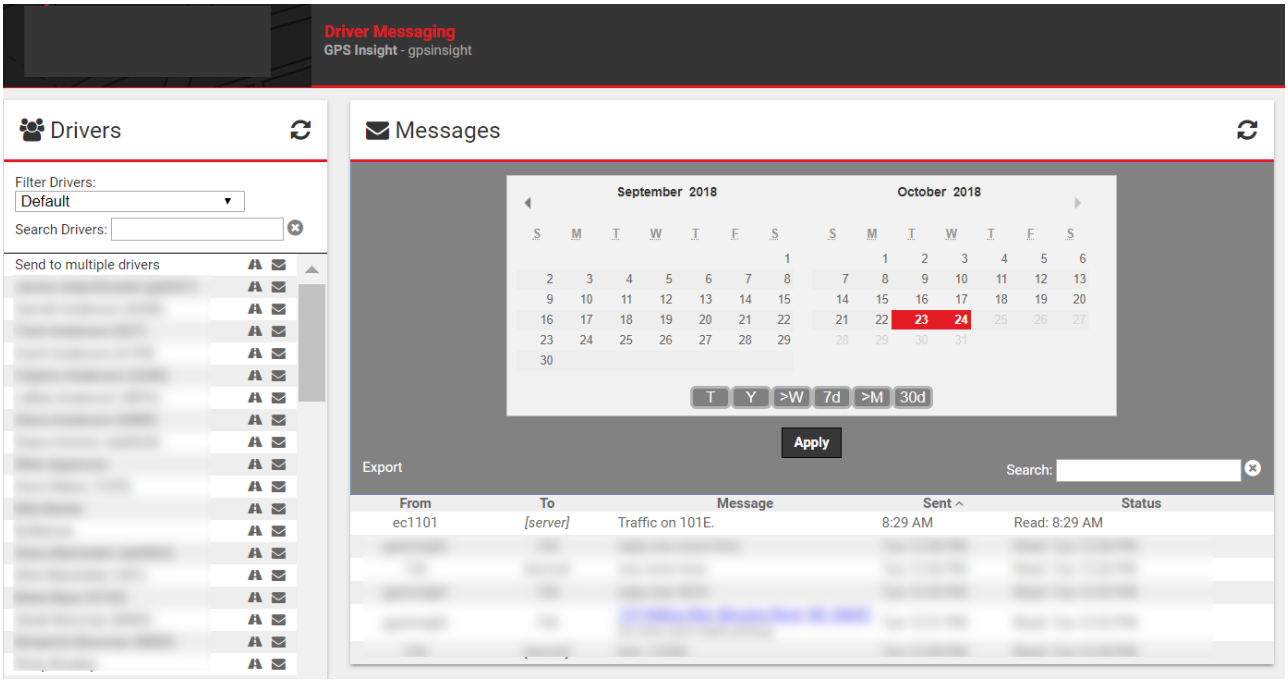
2. Click **Driver Messaging** under Messaging Integration.



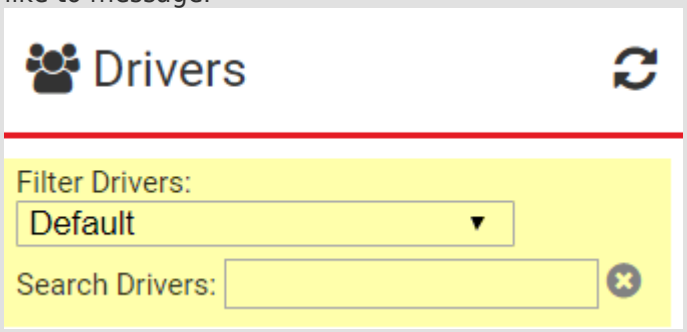
> **Note.** If your sub-menus under the More menu are collapsed, click Messaging Integration to expand this sub-menu, so that you may click on **Driver Messaging**.

3. Click **Open**.

   The Driver Messaging page appears.



4. From the Drivers window, click the Message icon ( ) next to the name of the driver you would like to message.

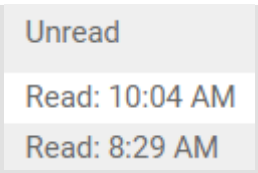
> **Note.** You may also use the filter and/or search options to easily locate the driver you would like to message.
>
> 
>

The message pop-up window appears.

5. Type your message, and click **Send**.

“Message sent!” displays in the pop-up window in green text to confirm your message was sent then the pop-up window automatically closes. Your sent message is automatically listed in the Messages window.

> **Note.** You may check whether the driver has read your message by looking at the Status column in the Messages window. Unread messages will be marked as “Unread,” while read messages are marked as “Read” accompanied by the corresponding date (if applicable) and time stamp indicating when the driver read the message.

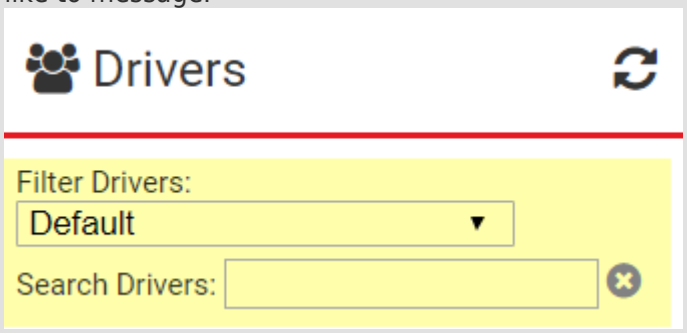


Sending a Dispatch to a Driver

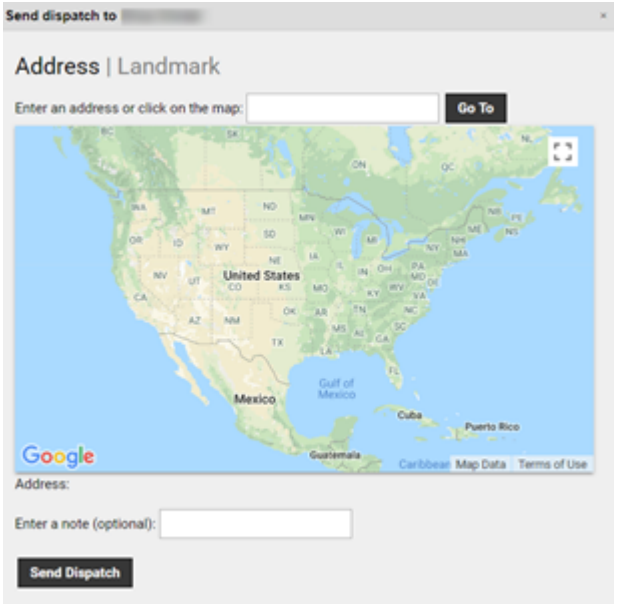
How to send a dispatch:

1. From the Driver Messaging page (see Steps 1-3 under “Sending a Message to a Driver” to open this page), click on the Dispatch icon ( ) next to the driver to whom you would like to send a dispatch.

Note. You may also use the filter and/or search options to easily locate the driver you would like to message.

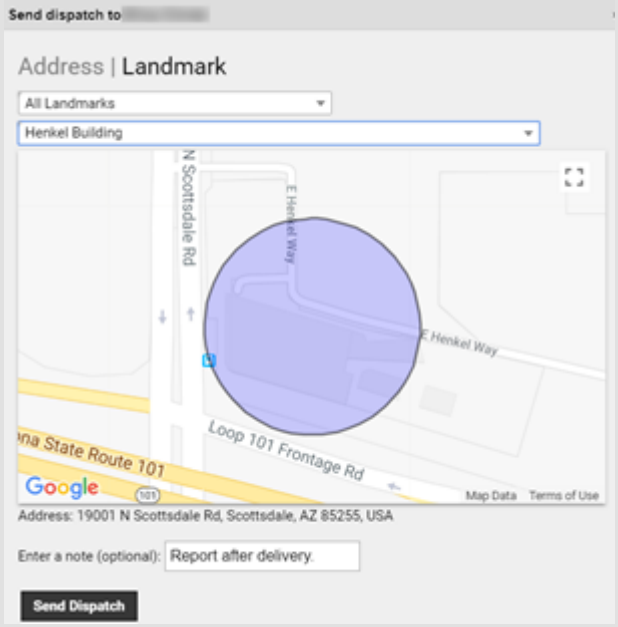


The Send Dispatch pop-up window appears.



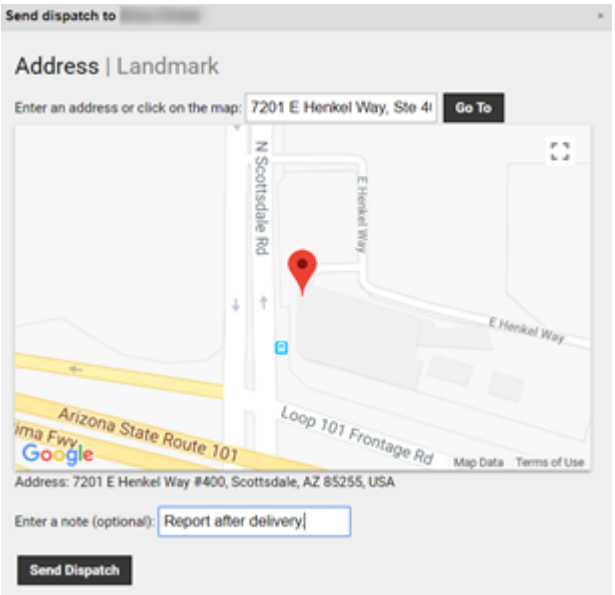
Note. By default, the Address tab is displayed in the Send Dispatch pop-up window. You may click **Landmark**, if you would like to send a Landmark dispatch instead. Use the drop-

down windows to select the desired landmark.



2. Enter the dispatch address in the text field, and click **Go To**.

   The map centers on the addressed you entered.

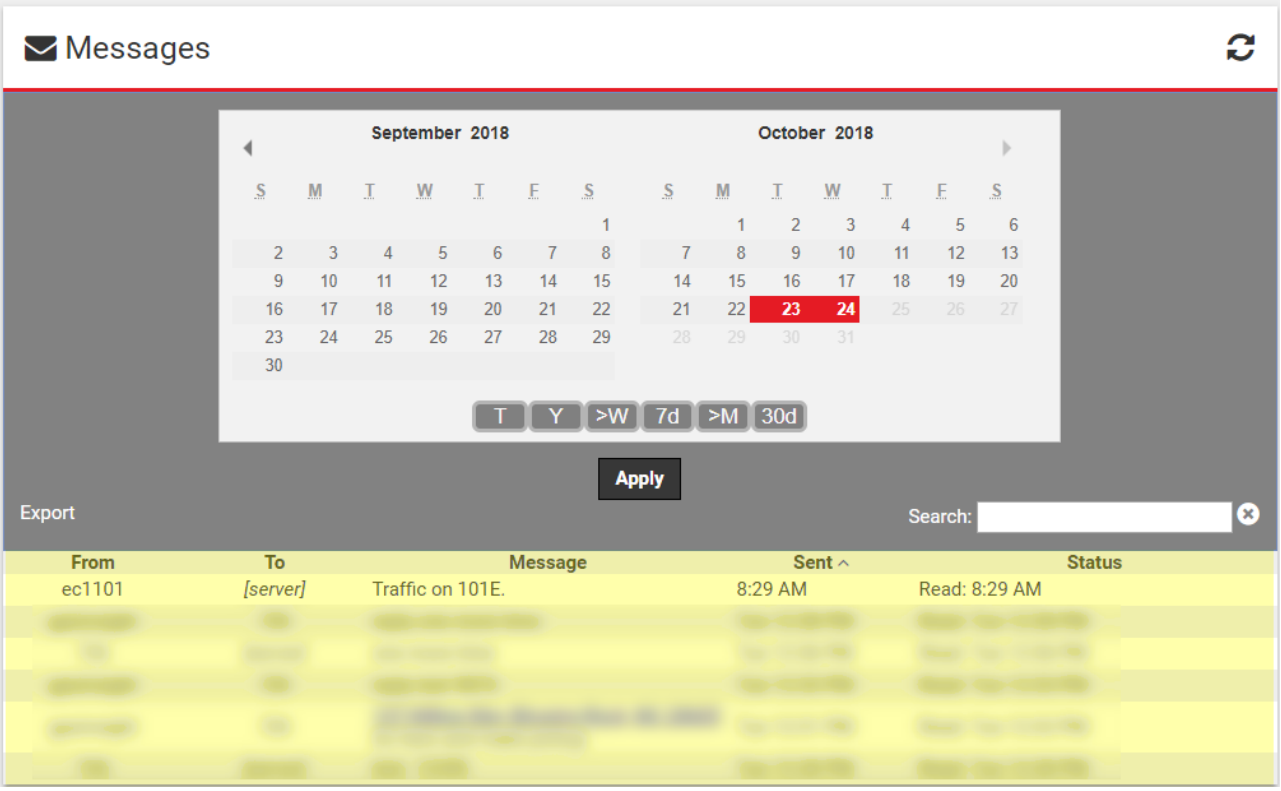


3. Enter a note (optional, not required) in the text field next to **Enter a note (optional):**.
4. Click **Send Dispatch**.

   “Dispatch sent!” displays in the pop-up window in green text to confirm your message was sent then the pop-up window automatically closes. Your sent dispatch is automatically listed in the Messages window.

Checking Messages Received from Drivers

How to check a received message from a driver:

1. From the Driver Messaging page (see Steps 1-3 under “Sending a Message to a Driver” to open this page), look in the Messages window under the calendar display.

   Received messages are displayed in list format in the Messages window. By default, the most recent messages are displayed at the top of the list. (You may change this by clicking on the sort icon next to **Sent**, ^).