

Link: <https://help.gpsinsight.com/docs/about-gps-insight-manager-android-app/using-the-android-manager-messaging/> Last Updated: March 22nd, 2017

The Messaging page in the Manager app allows you to send new messages and view messages sent to or received from your drivers.

Before using the messaging page within the app, take note of the following:

- The driver or vehicle must have an SMS number set under the **driver's** or **vehicle's** profile (Pro/Enterprise) **vehicle's** profile (Standard) set in the portal. **Vehicle contact info** is typically used if your company does not specify **driver contact info** and/or assign them to vehicles.
- You will only see messages associated with **vehicles** (Pro/Enterprise) **vehicles** (Standard) and/or **drivers** that are available to you.

## Viewing Messages

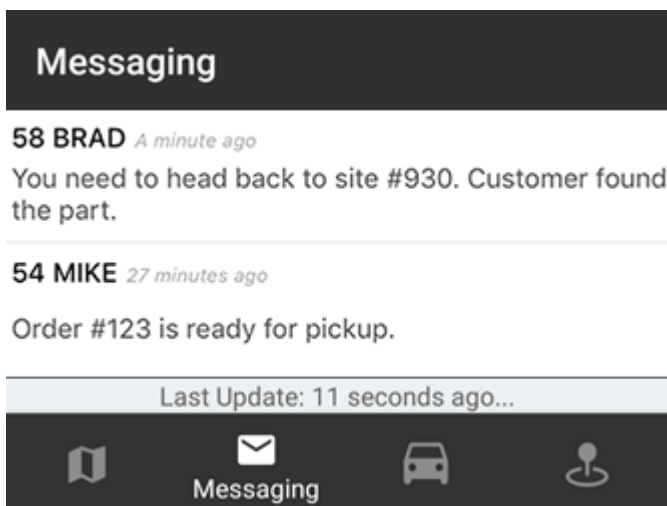
The app shows a list of all messages that were sent or received from your portal account within the last 90 days. Messages are organized in a thread format, which means the messages displayed on the Messaging screen represent the last message(s) received/sent between you and each driver or vehicle with whom you've initiated communication from the portal.



**Note.** If you start a new message thread from the Manager app, the new thread will appear at the bottom of the message history.

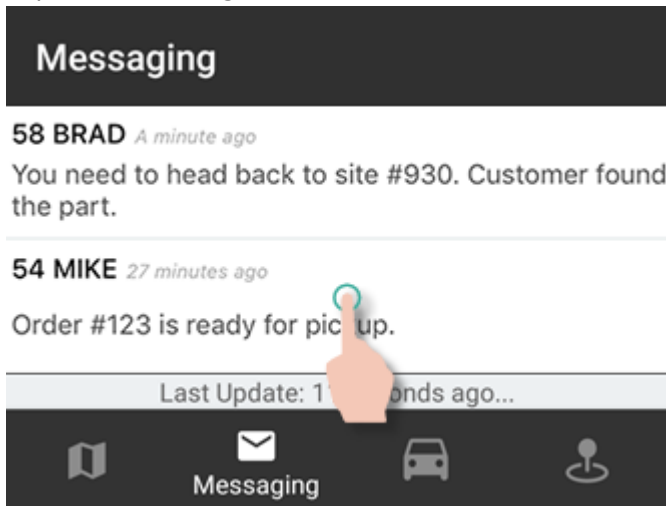
The full message history for each vehicle is saved within each thread. (See below.)

The time stamp of the last message is shown in italics next to the vehicle label.

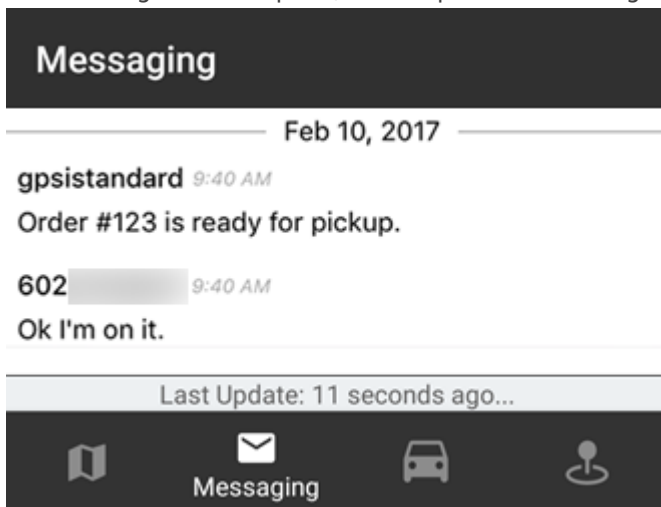


## ▶ To view a message:

1. Tap on the message thread.



The message thread opens, and all previous message history appears.



1. Type a message to reply, or tap the **back** button to exit the thread and return to the list of all messages.

## Sending Messages

You can send a message to a vehicle or driver from a new or existing message thread.

## ▶ To send a message from a new message thread:

1. From the Vehicle Card, tap Message.

All previous message thread history appears.

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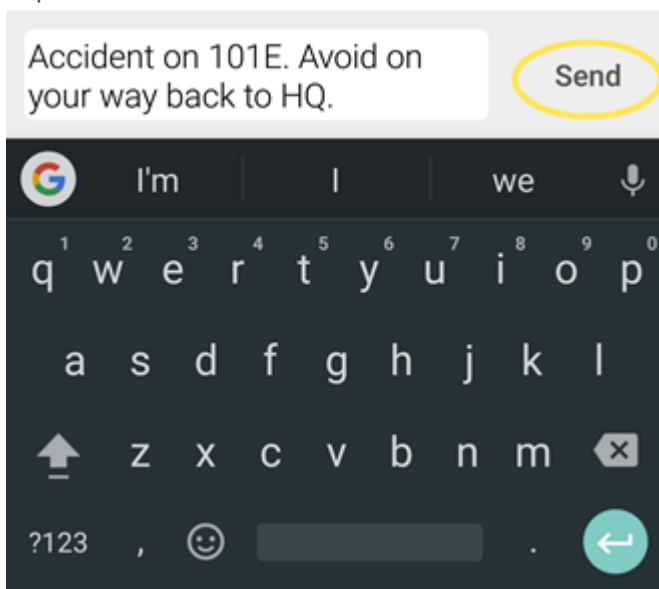
2. Tap on the new message at the bottom of the message thread history list.

3. Tap the text field.

The keyboard appears, and the text field expands.

4. Type your new message.

5. Tap **Send**.



## ► To send a message from an existing message thread:

1. From the list of messages, tap on the message thread with the name of the vehicle that you want to message.

All previous message history appears.

2. Tap the text field.

The keyboard appears, and the text field expands.

3. Type your new message.

4. Tap **Send**.

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