Viewing Message History

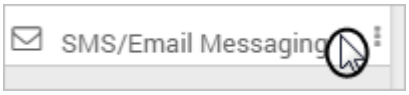
Link: https://help.gpsinsight.com/docs/about-messaging/viewing-message-history/ Last Updated: August 9th, 2016

Message History allows you to see all messages and SMS queries that were sent or received from your GPS account. You can view SMS message from several areas of the portal: The dashboard or the SMS Messaging interface. The filter and alert options vary for each area.

EXAMPLE
Company XYZ's owner wants to see all alert monitors that have been applied to fleet vehicles within the last week.

To view message history from the dashboard:

1. From the dashboard, locate the **Messaging** dashlets. Double-click or drag-and-drop the **SMS/Email Messaging** dashlet onto the dashboard.



The dashlet appears on the selected dashboard.

Note. You can display multiple SMS/Email Messaging dashlets on the dashboard.

1. Click **SMS Message Inbox** to display message history in the dashlet.

SMS queries are indicated by this icon: ?. Messages sent from the portal are indicated by this icon: .

1. Click **Edit** (pencil icon) in the dashboard to change filter and alert options. When finished, click **Apply**. In the Company XYZ example, we changed the "Display History" option to 7 days. The dashlet does not offer a search option to filter by keyword "monitor," so we could visually scan for any messages with this keyword or use CTRL + F.

Note. Note the "Display new message alert option." This option is only available when viewing message history from the dashboard. If selected, incoming messages will appear highlighted in red within the dashlet as they are received.

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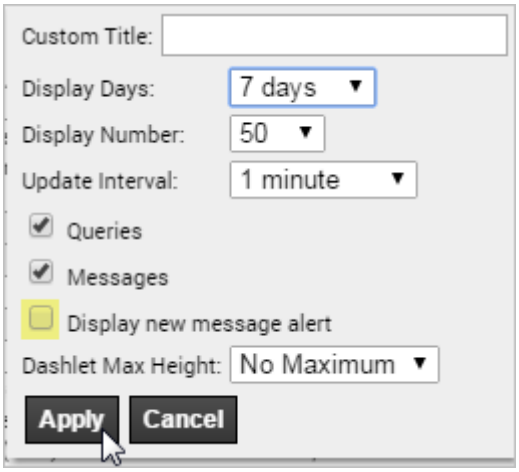


The list of messages refreshes to display items that match the search criteria.

Note. When you click a message, other messages may become if they have the same to/from numbers.

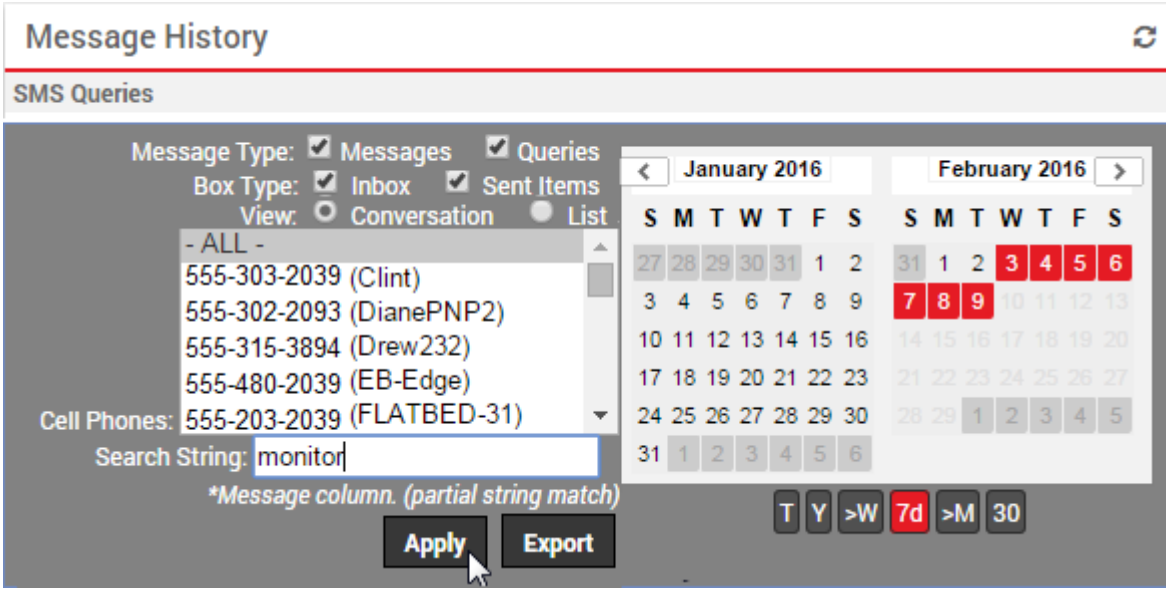
To view message history from the SMS Messaging interface:

1. From the portal, hover over the **More** menu, click **SMS Messaging**, and click **Open**.

   The SMS Messaging page opens in a new browser tab.

   - SMS queries are indicated by this icon: ?.
   - Messages sent from the portal are indicated by this icon: .
   - To view messages in a list as opposed to a conversation thread, choose List.

1. In the Message History grid, choose the filter option(s) you want, and click **Apply**. In the Company XYZ example, we chose “7d” from the Date Range and entered “monitor” in the Search String.



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