

Link: <https://help.gpsinsight.com/docs/eld-focus-driver-reference/using-eld-messaging-driver-2/> Last Updated: March 12th, 2018

ELD messaging is integrated with the portal. This feature is available to drivers who interact with the in-cab tablet display as well as **dispatchers who interact with the GPS portal.**



Note. The Messages interface will not be accessible if the vehicle is in motion. You will still receive notifications that new messages exist, but the Messaging interface itself will be dimmed until the vehicle is stopped.

Launch the Messaging App

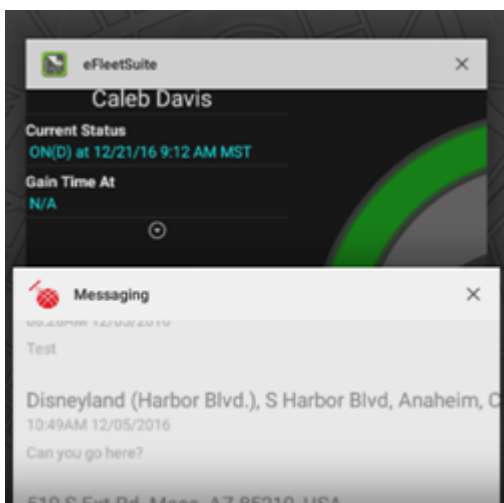
The messaging feature on the tablet functions as a separate app that you must launch from the home screen. Once you log into the messaging app, you can toggle between the ISE and Messaging apps without logging in each time.

► To launch the ELD Messaging app:

1. On the tablet, tap **Messaging**.



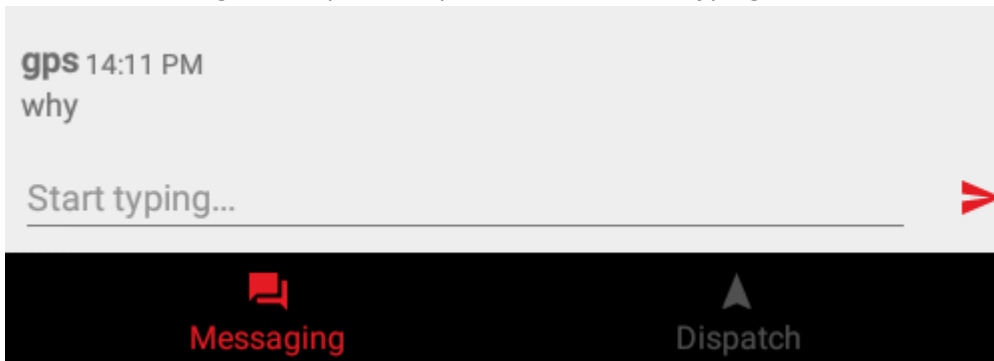
2. Sign in with your ELD Driver ID.
3. To switch between apps, tap the **Recent Apps** button on the tablet.




Send Messages

Sending a message delivers the message to the GPS portal interface for the dispatcher to view. (See [ELD Messaging from the Dispatcher's perspective.](#))

1. Within the message list, tap in the space labeled, "Start typing..."



2. Using the pop-up keyboard, type your message. (The message send limit is 256 characters.)
3. Tap  to send the message.
The message is added to the Messages thread. Additionally, the dispatcher can view the incoming message appears in the Messages list within the GPS portal. (See [ELD Messaging from the Dispatcher's perspective.](#))
4. On the tablet, tap the **Return** button to dismiss the pop-up keyboard:



View Incoming Messages and Dispatches

Messages are text-based notes. Dispatches are a type of message that includes a physical address with an optional note, which allows you automatically receive turn-by-turn directions on the tablet.

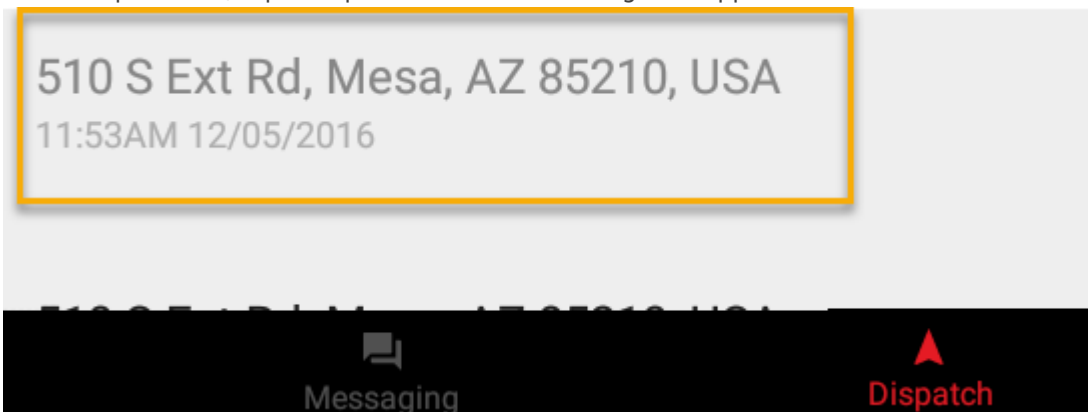
- If you're viewing the ISE app, new message or dispatch notifications appear at the top of the screen. Tap the message to open the Messaging or Dispatching screen.
- If you're viewing the Messaging or Dispatching screen when you receive a new incoming message, the new message appears at the bottom of the message or dispatch list.

Following a Dispatch

Dispatches are organized in the order in which they were received. Routes use directions that are optimized using a proprietary routing mechanism to take into consideration bridges, tunnels, tight turns, and other factors that might inhibit the accessibility of larger trucks.

▶ To follow a single dispatch:

1. In the dispatch list, tap a dispatch to launch the Magellan app.



Suggested turn-by-turn directions appear.

2. Review route options, and tap **Go**.
3. When finished with the route, tap the Recent Apps button to return to the dispatch list.



4. Swipe left to remove the dispatch from your list. Followed dispatches will appear in a gray color.

▶ **To follow all dispatches:**

1. In the dispatch list, tap **Route All Dispatches**. Suggested turn-by-turn directions appear for all addresses in the order in which they were received.
2. Review route options, and tap **Go**.
3. When finished with the route, tap the Recent Apps button to return to the dispatch list.
4. Swipe left to remove the dispatch(es) from your list. Followed dispatches will appear in a gray color.