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Messaging

Messaging allows users to send messages between OneView and ELD Chrome – the POV app.

Sending Messages in OneView

The following procedures will walk the user through how to send messages from OneView.

1. Click on the message icon in the upper right corner of OneView.

![OneView message icon](image)

2. Click New Message in the upper left corner of the message screen.

![New Message screen](image)

3. Fill out the following message information.
   a. **Subject:** Place a subject for your message in the box. A subject is required.
   b. **To:** Select the driver or drivers that should receive the message (use the drop down to select driver(s)).
   c. **Message:** Type the message to the driver.

![New Message form](image)

**Note:** High Priority – clicking this icon will make the message a high priority message. The driver’s tablet will sound a message alert every 1 minute until the driver reads the message. If the driver is in motion, they will not be able to read their message because of the lock screen. They will be forced to pull over or listen to the alert sound every 60 seconds.
4. Once the message is sent, the user will have a record of that message in their OneView account. To review a message, click anywhere on the message. Users can Reply or Close a message by clicking on the applicable button in the lower right corner.

5. After clicking on a message to read it, click on it again to see if your drivers have read it. A pair of eye glasses will show who has read their messages.

Receiving Messages in OneView

When there are unread messages, a box with the corresponding number of new messages will appear above the message icon.

1. To check messages, click on the message icon. You will see all received messages. Unread messages will be in bold.
2. Click the message to view it. Then click Reply to reply to the sender, Reply All to reply to everyone included in this message or Close.

Setting Message Email Alerts
To receive an email when a message is sent to your OneView account, you can set the notification option in your settings. You will be able to read the full message in an email, but you will need to use OneView to respond to that message.

1. Log into OneView
2. Click on Settings in the upper right corner of OneView.
3. Scroll to the bottom of the settings page to the Notifications section. For “New Message Email Notifications” click Enabled from the dropdown and make sure the radio button is checked for Enabled and NOT “Default”.
4. Click Save at the bottom.

Messages will be sent to your account’s email address whenever you receive a new message in OneView. Make sure the email address in your account is set (find it at the top of this same settings page).
Deleting Messages in OneView

OneView users may have permission to delete messages or message strings in OneView. Users with this permission will see a Delete button at the end of the message line.

1. Find the message or message string to delete. Click the delete button.

2. Confirm that you want to delete the message and that you understand that all members of that thread will also have that message deleted.

Note: Drivers cannot delete messages from their tablets.

Sending Messages on the Tablet

Drivers also have the option of sending messages from their tablets. Remember, drivers will not be able to write messages while they are driving.

1. To send a message from the tablet, click on the Messages tab.
2. From the message screen tap New at the bottom right.

3. Fill out all the fields for your message.

   a. **Subject**: add a subject or use the subject dropdown to add a quick subject
   b. **To**: select the people from your company to receive your message. It can be other drivers, office staff, or mechanics.
   c. **Message**: type your message.
   d. **Priority**: use the priority button to mark this message as urgent. Note: if this message is sent to other drivers, their tablet will have a notification sound ring every 60 seconds until the driver reads the message.

4. Tap Send to send your message. For more information, watch the Messages tutorial on the POV app.
Receiving Messages on the Tablet

Drivers are able to reply to messages they have received from their tablet. For safety reasons the tablet locks while the vehicle is in motion. Drivers will not be able to read or write messages while driving. Drivers will receive notification on the locked screen if a new message is received. Once the vehicle is stopped they will be able to access the message.

1. Click on the messages tab on the right side in POV.

Note: In the above screen shot, the driver has two messages. The red bubble indicates a high priority message and the green bubble indicates a normal priority message. The driver will be able to see both bubbles on the locked driving screen.

2. Since both messages are unread, both will appear in bold. The driver can select either message to view by tapping on the message.
3. The message will open for the driver to view. To respond to the message, click **Reply** to one person, or **Reply All** to reply to everyone on the message string. To return to the Messages screen, click **Back**.

4. If the driver clicks **Reply**, a new message screen will appear. The **To:** field will be filled in with the name of the person who sent the original message. Type the reply in the **Message** box. When finished, click **Send**.

   **Note:** To mark the reply as **High Priority**, click on the exclamation point.