

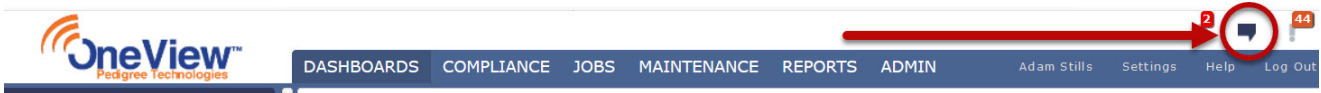
# Messaging

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

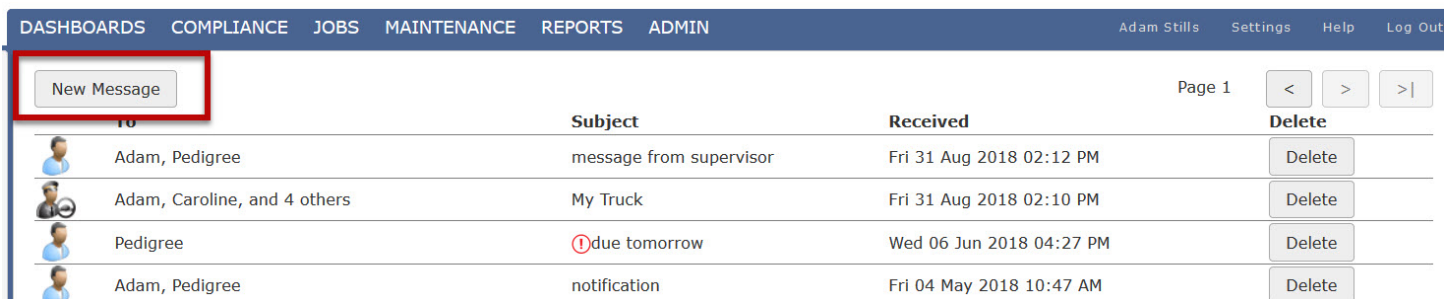
## Sending Messages in OneView

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

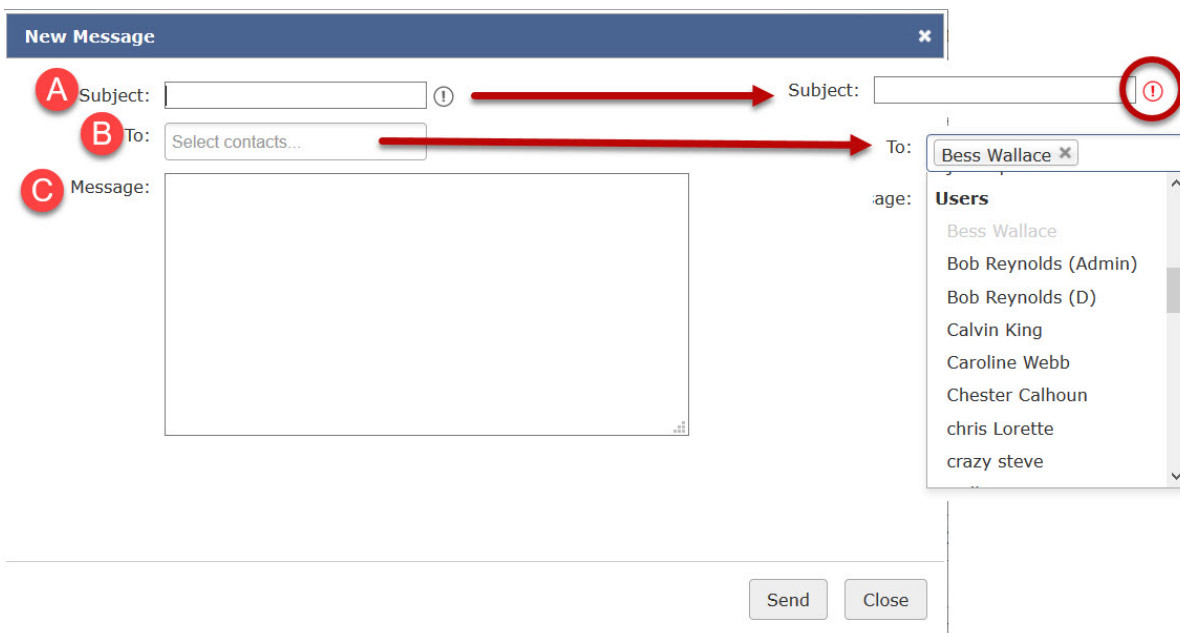
1. Click on the message icon in the upper right corner of OneView.



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

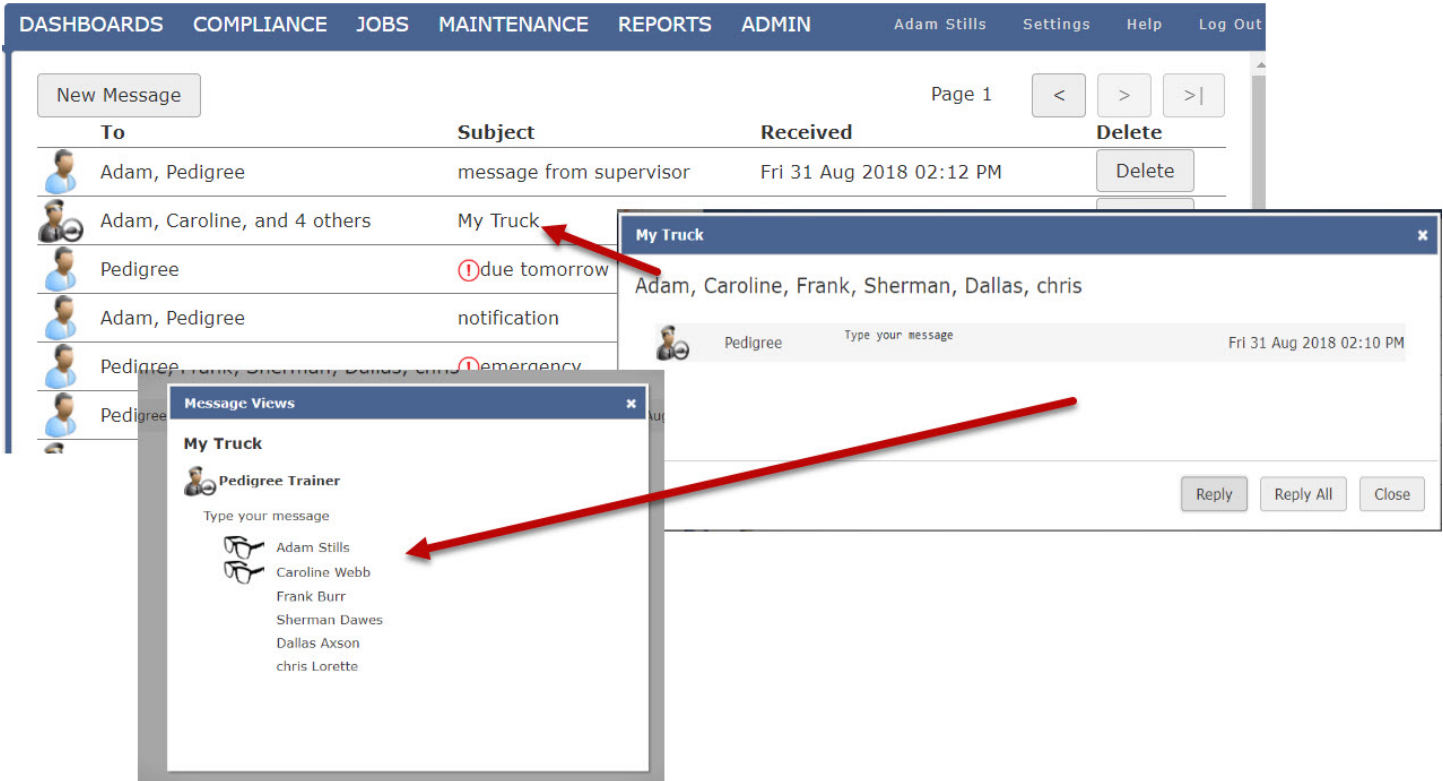


3. Fill out the following message information.
  - a. **Subject:** Place a subject for your message in the box. A subject is required.
  - b. **To:** Select the driver or drivers that should receive the message (use the drop down to select driver(s)).
  - c. **Message:** Type the message to the driver.



**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.

- 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.



The screenshot shows the OneView Messaging interface. At the top is a navigation bar with tabs: DASHBOARDS, COMPLIANCE, JOBS, MAINTENANCE, REPORTS, ADMIN, Adam Stills, Settings, Help, and Log Out. Below the navigation bar is a 'New Message' button and a 'Page 1' indicator with navigation arrows. The main area displays a list of messages with columns: To, Subject, Received, and Delete. The messages are:

To	Subject	Received	Delete
Adam, Pedigree	message from supervisor	Fri 31 Aug 2018 02:12 PM	Delete
Adam, Caroline, and 4 others	My Truck		
Pedigree	① due tomorrow		
Adam, Pedigree	notification		
Pedigree, Frank, Sherman, Dallas, and Chris	① emergency		
Pedigree			

Two message windows are open. The 'My Truck' window shows the message from Adam, Caroline, Frank, Sherman, Dallas, and Chris, with a 'Type your message' field and a 'Fri 31 Aug 2018 02:10 PM' timestamp. The 'Message Views' window shows the message from Pedigree Trainer, with a 'Type your message' field and a list of recipients: Adam Stills, Caroline Webb, Frank Burr, Sherman Dawes, Dallas Axson, and Chris Lorette. Red arrows indicate the flow from the 'My Truck' message in the list to the 'My Truck' message window, and then to the 'Message Views' window.

- 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.

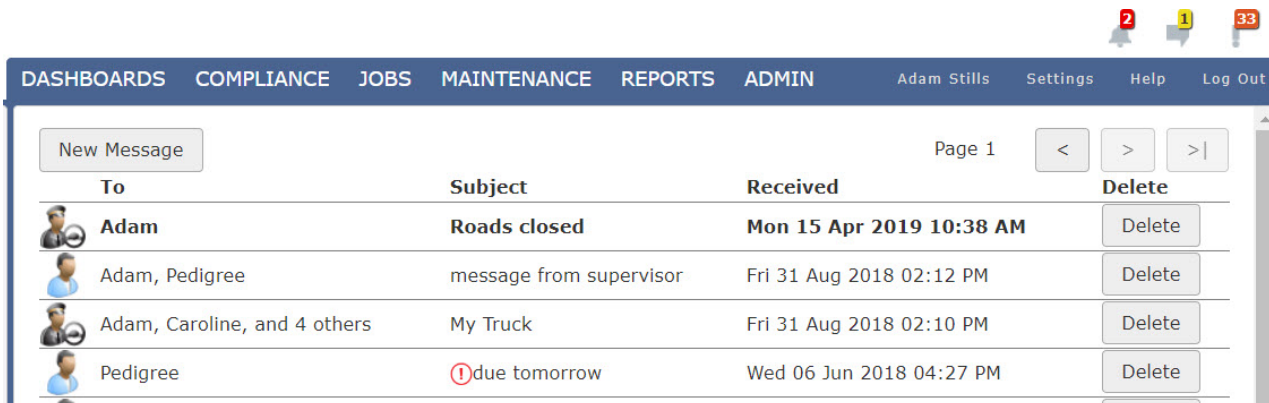


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To	Subject	Received	Delete
Adam	Roads closed	Mon 15 Apr 2019 10:38 AM	Delete
Adam, Pedigree	message from supervisor	Fri 31 Aug 2018 02:12 PM	Delete
Adam, Caroline, and 4 others	My Truck	Fri 31 Aug 2018 02:10 PM	Delete
Pedigree	① due tomorrow	Wed 06 Jun 2018 04:27 PM	Delete

A red circle highlights the message icon in the top right corner of the interface, which has a red '2' above it, indicating unread messages.

- To check messages, click on the message icon. You will see all received messages. Unread messages will be in bold.



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To	Subject	Received	Delete
<b>Adam</b>	<b>Roads closed</b>	<b>Mon 15 Apr 2019 10:38 AM</b>	Delete
Adam, Pedigree	message from supervisor	Fri 31 Aug 2018 02:12 PM	Delete
Adam, Caroline, and 4 others	My Truck	Fri 31 Aug 2018 02:10 PM	Delete
Pedigree	① due tomorrow	Wed 06 Jun 2018 04:27 PM	Delete

The first message, 'Roads closed' from Adam, is in bold, indicating it is an unread message. A red circle highlights the message icon in the top right corner of the interface, which has a red '2' above it, indicating unread messages.

- 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.



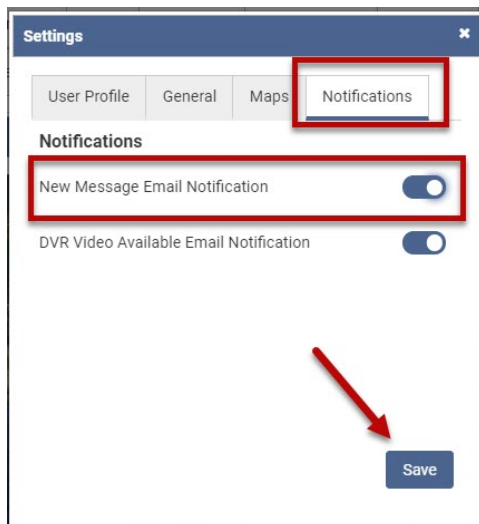
## Setting Message Email Alerts

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.

- Log into OneView
- Click on Settings in the upper right corner of OneView.



- Click on Notifications tab. For “New Message Email Notifications” toggle the feature to on (should be blue when on).
- 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).








First Name*	<input type="text" value="Lynette"/>
Last Name*	<input type="text" value="Burgan"/>
Email	<input type="text" value="lynette.burgan@pedigreete"/>
Work Phone	<input type="text"/>



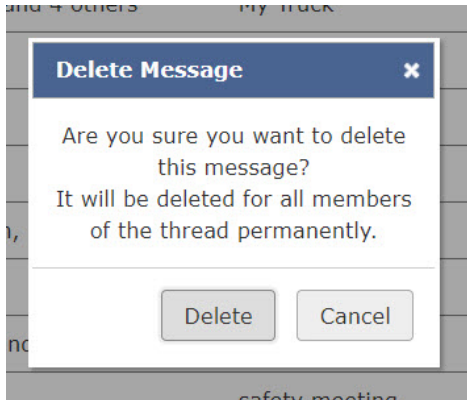
## Deleting Messages in OneView

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.

	Bess	safety meeting	Mon 11 Sep 2017 01:08 PM	Delete
	Pedigree	safety meeting friday	Thu 24 Aug 2017 04:59 PM	Delete
	Pedigree	 certification due	Mon 12 Jun 2017 08:14 AM	Delete
	Pedigree	New Load Waiting	Thu 08 Jun 2017 08:20 AM	Delete
	Adam, Calvin	new load	Thu 25 May 2017 04:29 PM	Delete
	Pedigree	test	Tue 25 Apr 2017 10:33 AM	Delete

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.

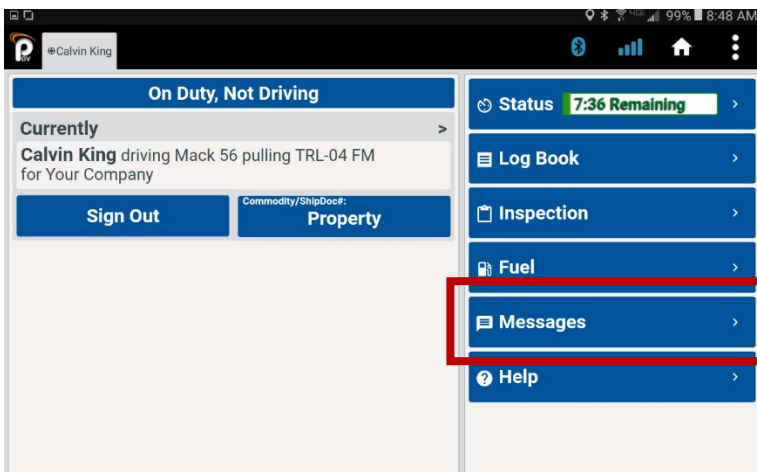


**Note:** Drivers cannot delete messages from their tablets.

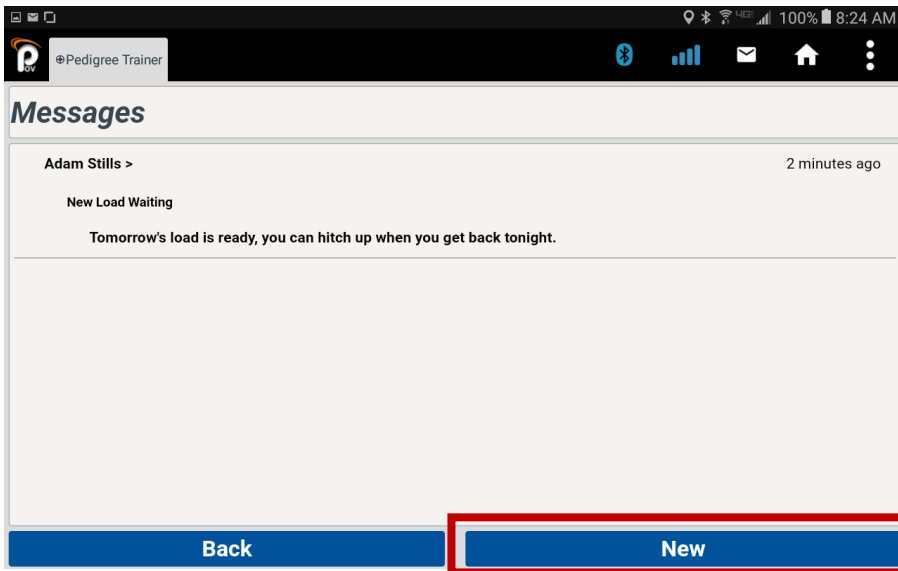
## Sending Messages on the Tablet

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

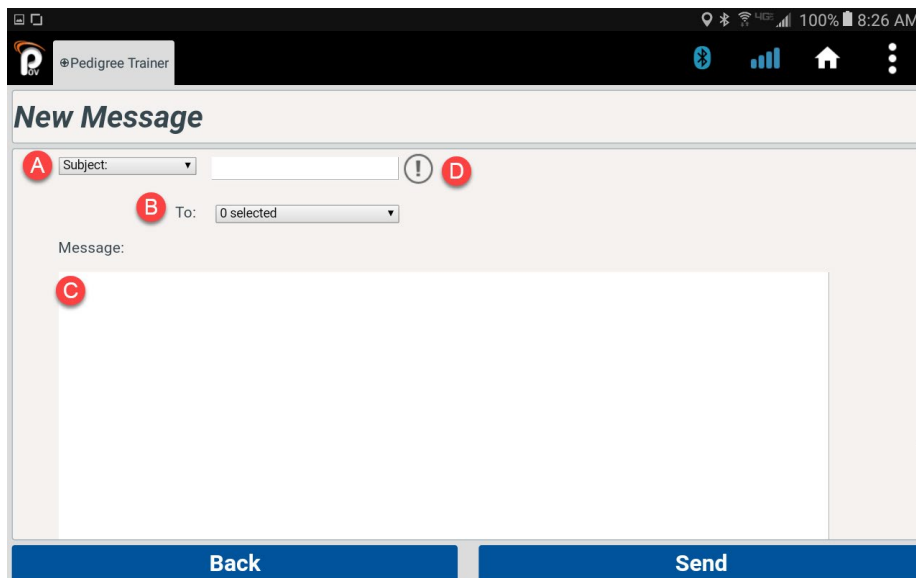
1. To send a message from the tablet, click on the **Messages** tab.



2. From the message screen tap New at the bottom right.



3. Fill out all the fields for your message.



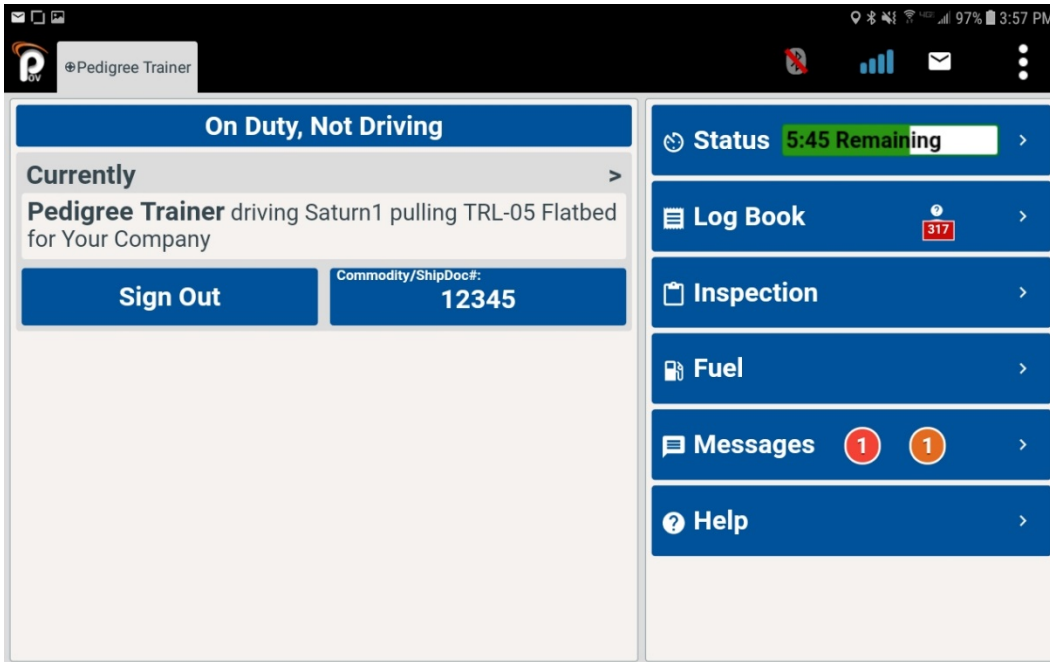
- a. **Subject:** add a subject or use the subject dropdown to add a quick subject
- b. **To:** select the people from your company to receive your message. It can be other drivers, office staff, or mechanics.
- c. **Message:** type your message.
- d. **Priority:** use the priority button to mark this 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

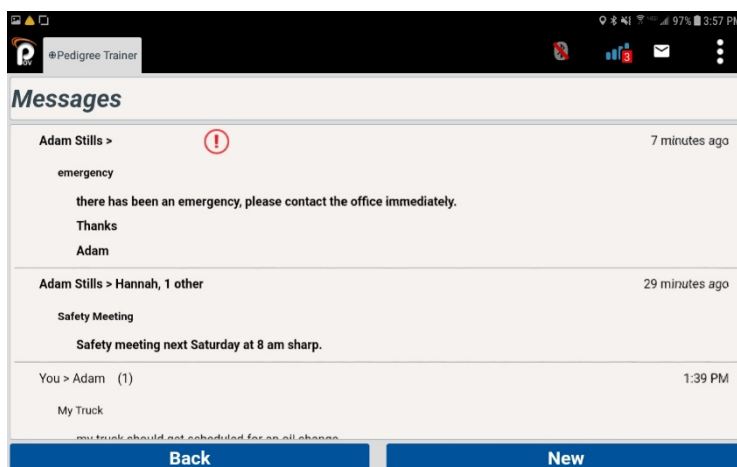
Drivers are able to reply to messages they have received from their tablet. For safety reasons the tablet locks while the vehicle is in motion. Drivers will not be able to read or write messages while driving. Drivers will receive notification on the locked screen if a new message is received. Once the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

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

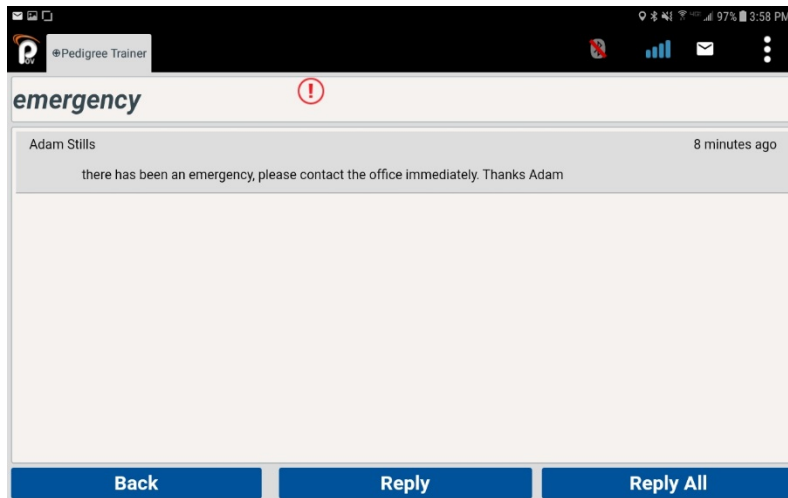


**Note:** In the above screen shot, the driver has two messages. The red bubble indicates a high priority message and the green bubble indicates a normal priority message. The driver will be able to see both bubbles on the locked driving screen

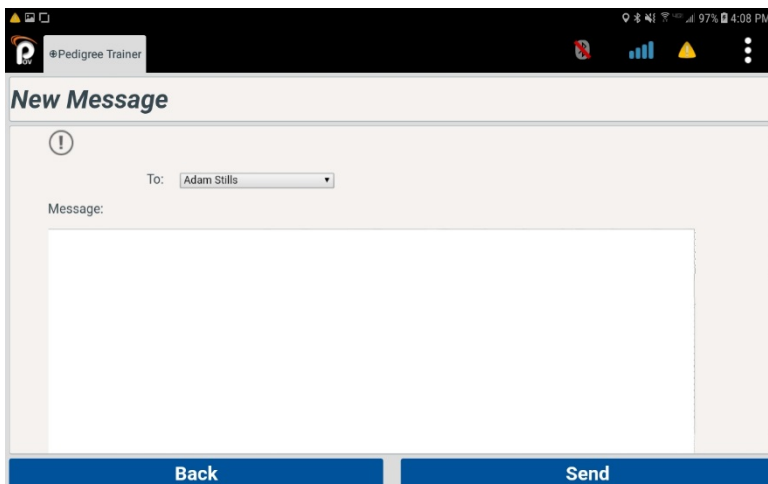
2. Since both messages are unread, both will appear in **bold**. The driver can select either message to view by tapping on the message.



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.