# Sending SMS Messages from the Portal



Link: https://help.nuvo.solutions/docs/about-messaging/sending-sms-messages-from-the-portal/ Last Updated: July 27th, 2016

Using the portal, you can send an SMS message from several areas of the portal: The dashboard, the SMS Messaging interface, or from 2D and 3D maps. The compose options vary for each area. Messages can be sent to any vehicle or group of vehicles with valid phone/SMS number. If your account assigns drivers to vehicles, you can instead choose from individual drivers or a group of drivers.

Messages will be sent from the 477-477 (GPSGPS) number. Messages cannot exceed 160 characters.

**Note.** If your message exceeds 160 characters, the message is broken down into multiple messages consisting of 153 characters. The total maximum character limit is 918 characters.

Once you send a message to a mobile user from the portal, the phone number will automatically be associated with your account and authorized for query services.

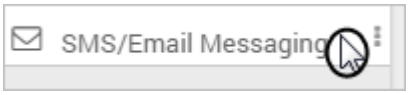
## Send SMS Messages from the Dashboard

In order to use the SMS/Email Messaging dashlet, you must have the Messaging permission enabled in the User Access List, the SMS Messaging and SMS/Email items enabled in the Menu Access List (Custom and Dashlet categories).

**EXAMPLE**
Company XYZ has several warehouses used by its Delivery drivers. Warehouse A just went dark due to a critical power outage in the area, and the fleet manager wants to notify drivers of the issue.

### To send a message 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 **Send SMS Message** to display message options in the dashlet.

**Note.** The SMS/Email Messaging dashlet includes an option to alternatively send an email. Choose “Send Email” if you prefer to send the message via email. Selected vehicles or drivers must have an email address added to their contact information.

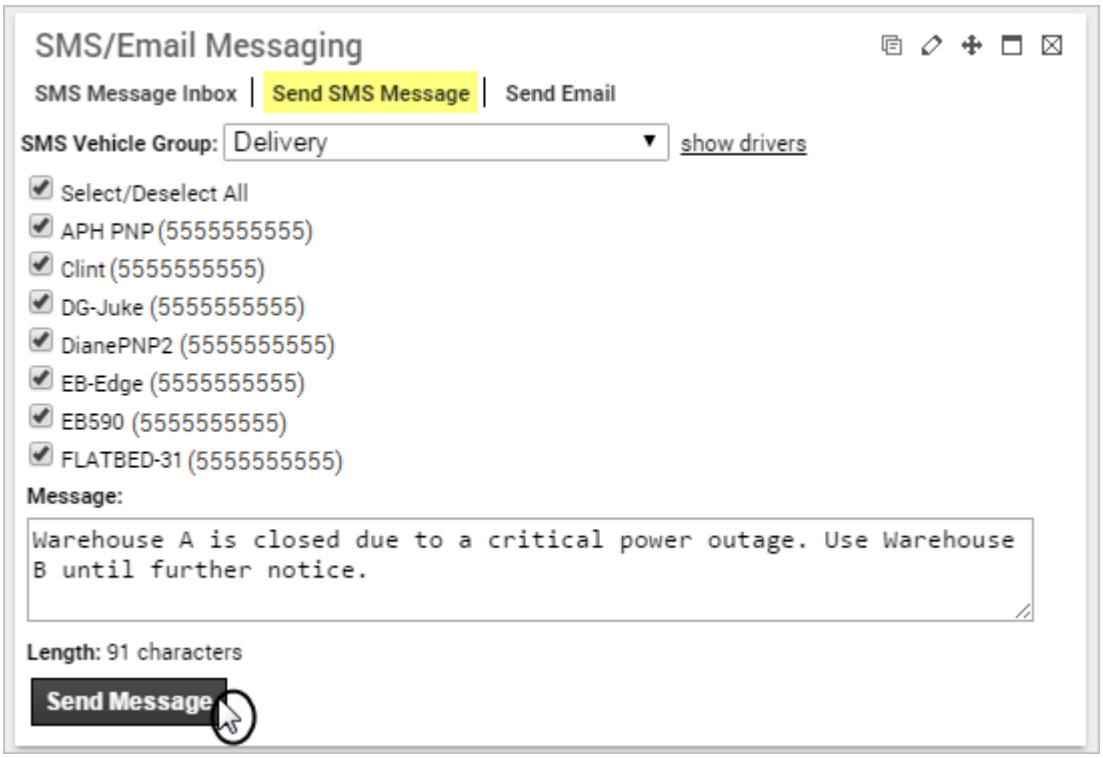
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1. Click the drop-down to select the vehicle or driver group that you want to receive the message. (Use the “show drivers” and “show vehicles” link to toggle between the types.)

   All vehicles with valid SMS phone numbers in the selected group are selected by default.

**Note.** Vehicle contact info is typically used if your company does not specify driver contact info and/or assign them to vehicles.

1. Clear individual check boxes as needed to isolate a subset of vehicle(s) or driver(s) in the current group.
2. Type your message (cannot exceed 160 characters).
3. Click **Send Message**.




The selected number(s) should receive the message within 5-30 seconds.

## Send a Message from the SMS Messaging Interface

In order to use the SMS Messaging interface, you must have the Messaging permission enabled in the User Access List and the SMS Messaging items enabled in the Menu Access List (Custom category).

**Example**

Company XYZ has several warehouses used by its Delivery drivers. Warehouse A just went dark due to a critical power outage in the area, and the fleet manager wants to notify drivers of the issue.

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### To send a message from the SMS Messaging interface:

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

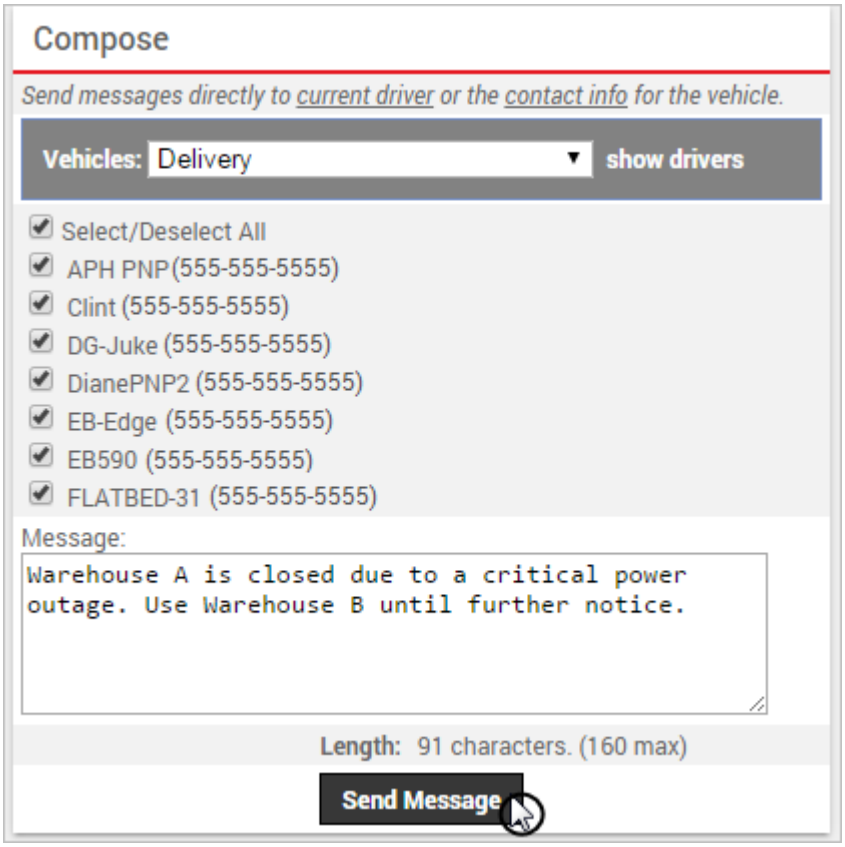
   The SMS Messaging page opens in a new browser tab.

1. In the Compose grid, click the drop-down to select the vehicle or driver group that you want to receive the message. (Use the “show drivers” and “show vehicles” link to toggle between the types.)

   All vehicles with valid SMS phone numbers in the selected group are selected by default.

**Note.** Vehicle contact info is typically used if your company does not specify driver contact info and/or assign them to vehicles.

1. Clear individual check boxes as needed to isolate a subset of vehicle(s) or driver(s) in the current group.
2. Type your message (cannot exceed 160 characters).
3. Click **Send Message**.




The selected numbers should receive the message within 5-30 seconds. An onscreen message appears to

indicate how many messages were sent successfully and how many failed (if any).

## Send a Message from a Map

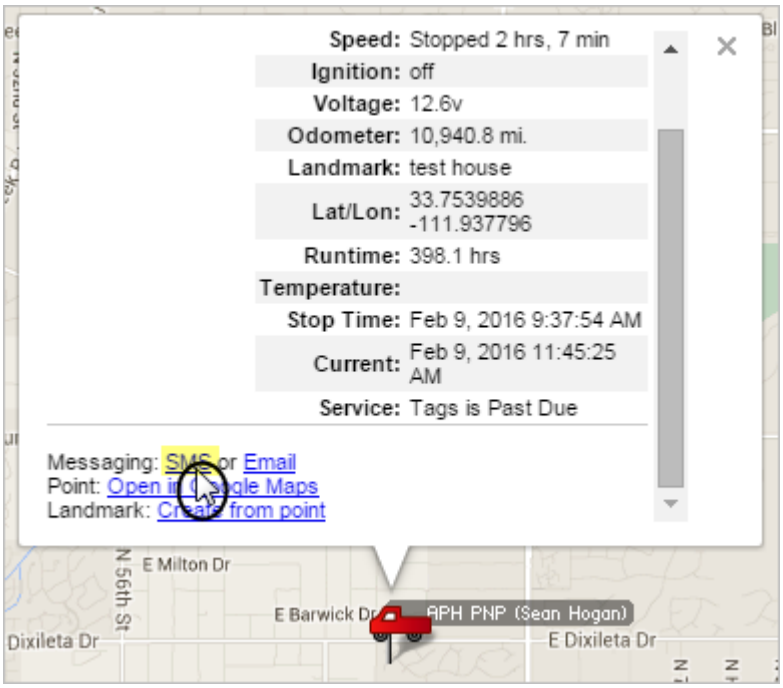
In order to send a message from a map, you must have the Messaging permission enabled in the User Access List.

**EXAMPLE**
Company XYZ has several warehouses used by its Delivery drivers. Warehouse A just went dark due to a critical power outage in the area, and the fleet manager wants to notify drivers of the issue.

### To send a message from a 2D or 3D map:

1. From the mapping interface, click the vehicle you want to message.

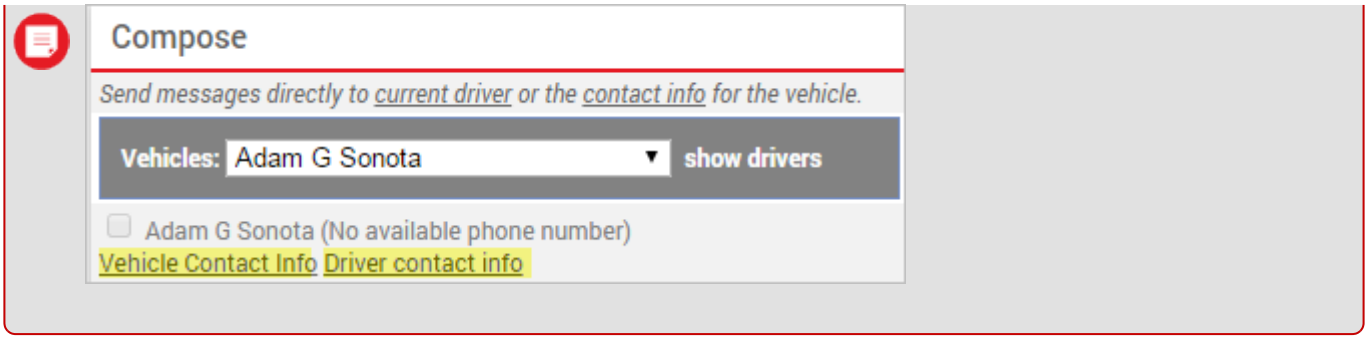
   If SMS Messaging features are enabled for your account, the pop-up contains a Mobile line item for all vehicles, regardless of whether or not a phone number is assigned.



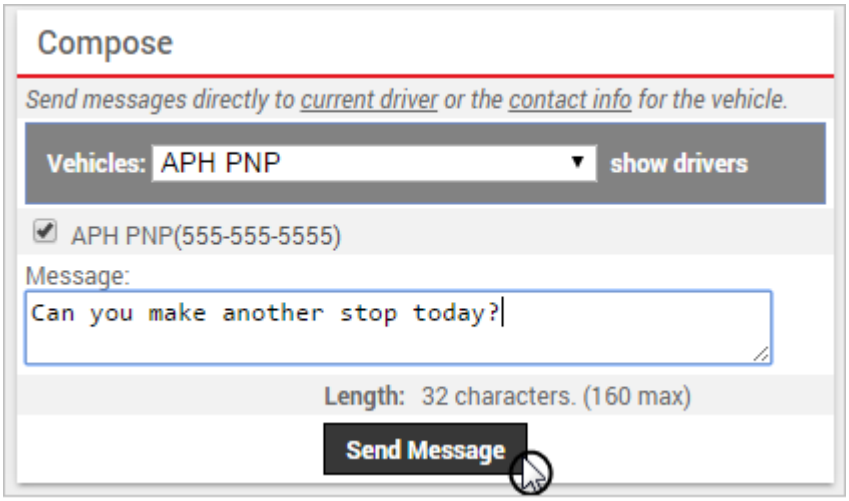

1. Click **Send SMS to [vehicle name]**.

   The SMS Messaging interface opens in a new browser tab. In the Compose grid, ensure the selected vehicle has a phone number assigned.

**Note.** If a number is not assigned, the message will fail. Click to “Vehicle Contact Info” or “Driver contact info” to assign a number:




1. In the Compose grid, type your message (cannot exceed 160 characters).
2. Click **Send Message**.




The selected number should receive the message within 5-30 seconds. An onscreen message appears to indicate how many messages were sent successfully and how many failed (if any).

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