

MESSAGING CHANNELS FEATURE

This job aid details Hitch's Messaging Channels feature.

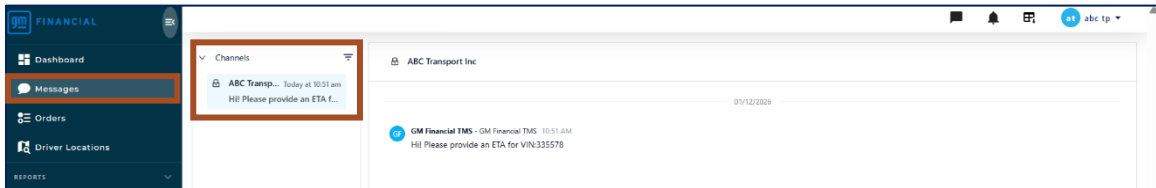
OVERVIEW

Hitch's Messaging Channels feature enables seamless communication between Hitch Admin users and their transport partners, ensuring secure, organized, and efficient collaboration.

KEY DETAILS

Channel Access

- Transporter admin users are added to specific channels by their Hitch Admin user.
- Transporter admin users only see channels they've been added to.

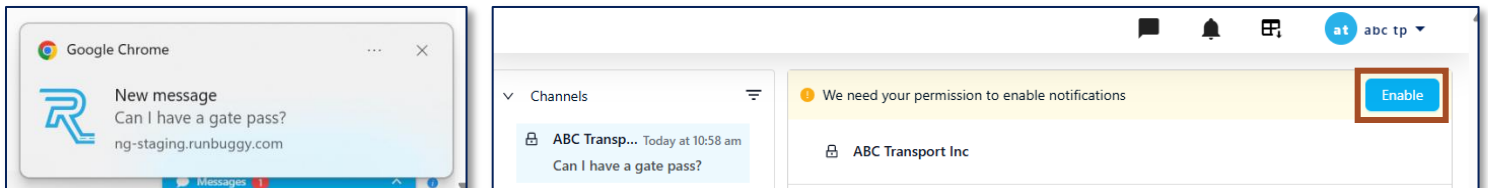


Usage

- Channels can be used to communicate directly with transport partners.
- Only Transporter admin users can view and respond.
- Channels are **desktop-only**; drivers and mobile app users do not have access.

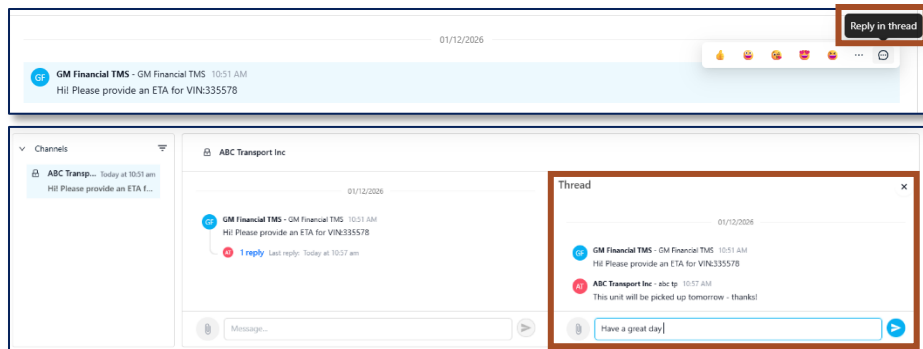
Notifications

- Available only when **Hitch is open**.
- **Notifications must be enabled** in channels for browser pop-up alerts.



Best Practices

- **Respond within threads** for organized conversations.
- Share new topics and updates directly in the channel.



SUPPORT

Please reach out to **Hitch Support** with any questions you have.