Customer Portal — News Feed: what, why & how.

Publish announcements and operational updates directly on the Customer Portal dashboard so all customer portal users stay informed in real time.

Updated April 30, 2026

Summary

What is the News Feed?

- A channel for publishing announcements and operational updates directly on the *Customer Portal* dashboard
- Visible to all portal users the moment they log in or refresh the page

Why use the News Feed?

- Reduces reliance on separate emails or phone calls to communicate updates
- Ensures all portal users see the same information at the same time
- Published items can be edited or removed at any time, keeping content current

How does it work?

- News items are created and managed in **Configuration > Documents > Customer portal documents > News feed**
- Once published, a news item appears immediately on the *Dashboard* tab of the portal
- Items can be updated or deleted at any time from the same settings tab

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Use cases

The News Feed is well suited to time-sensitive or broadly relevant operational updates, such as:

- **Service disruption notices** - alerting portal users to delays caused by adverse weather, road closures, or regional disruptions
- **Fuel purchase price updates** - sharing revised fuel rates that affect transportation costs
- **Network or route changes** - communicating changes to operating areas or delivery routes
- **Public holiday operating hours** - notifying users of reduced service windows or pickup cut-off times during public holidays
- **General operational updates** - any other information relevant to all active portal users

> 💬 Because the News Feed is visible to all portal users without exception, it is best suited to updates that apply broadly across the customer base. For communications intended for a single customer or company, direct email or messaging is more appropriate.

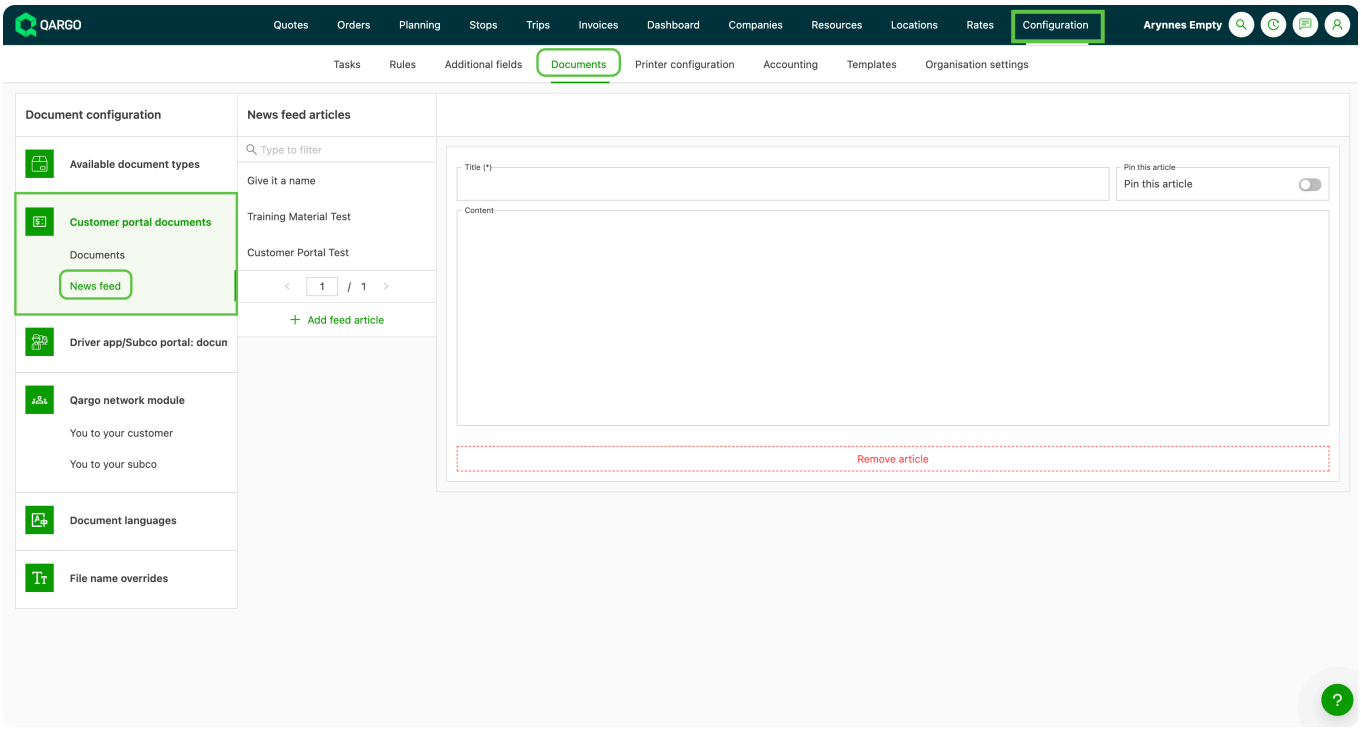
Terminology

Term	Definition
Customer Portal	The self-service web interface where a transportation company's customers can track shipments and view order information
News Feed	The section of the portal dashboard where published announcements from the transportation company are displayed
News item	A single announcement or update published to the News Feed, consisting of a title and rich-text content
Dashboard tab	The landing page of the Customer Portal, where the News Feed is displayed to portal users

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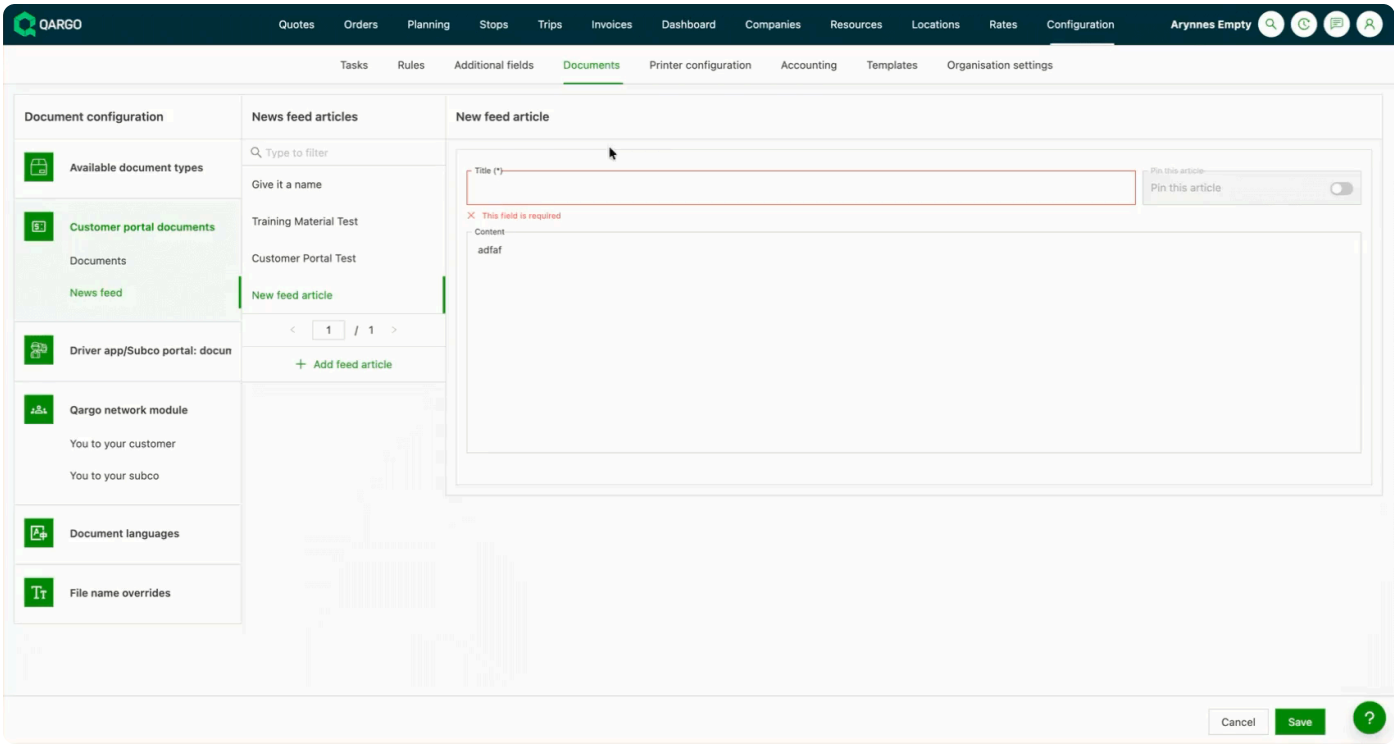
Publishing a news feed article

1. **Navigate** to **Configuration > Documents > Customer portal documents > News feed**

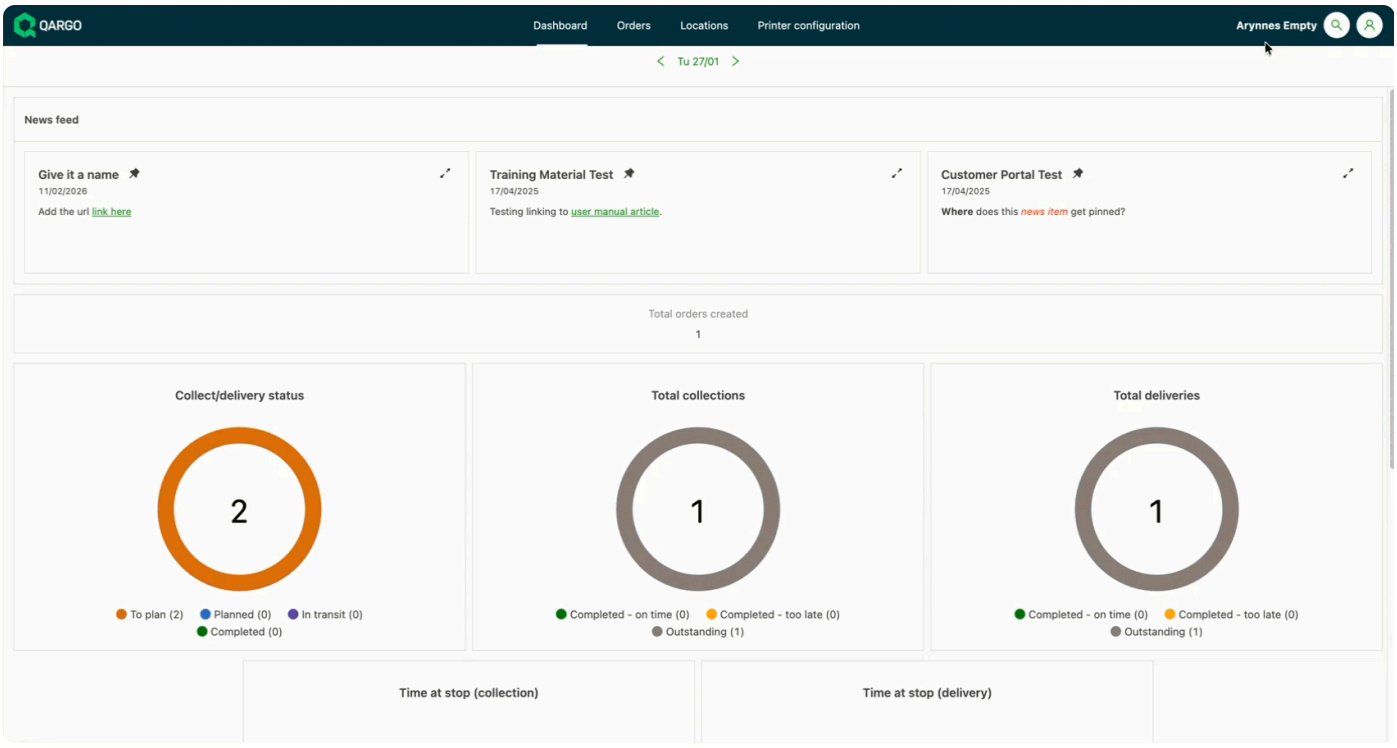


2. **Select** the **News feed** option
3. **Click + Add feed article**
4. **Enter** a title for the announcement in the **Title** field
5. **Add** the message in the **Content** field
    1. Text can be formatted, links can be added, and bullet points are supported
6. **Toggle (optional)** the **Pin the article** option. This will keep the article visible at the top of the dashboard.
    1. A maximum of 3 articles can be pinned at the same time.

7. **Click Save**



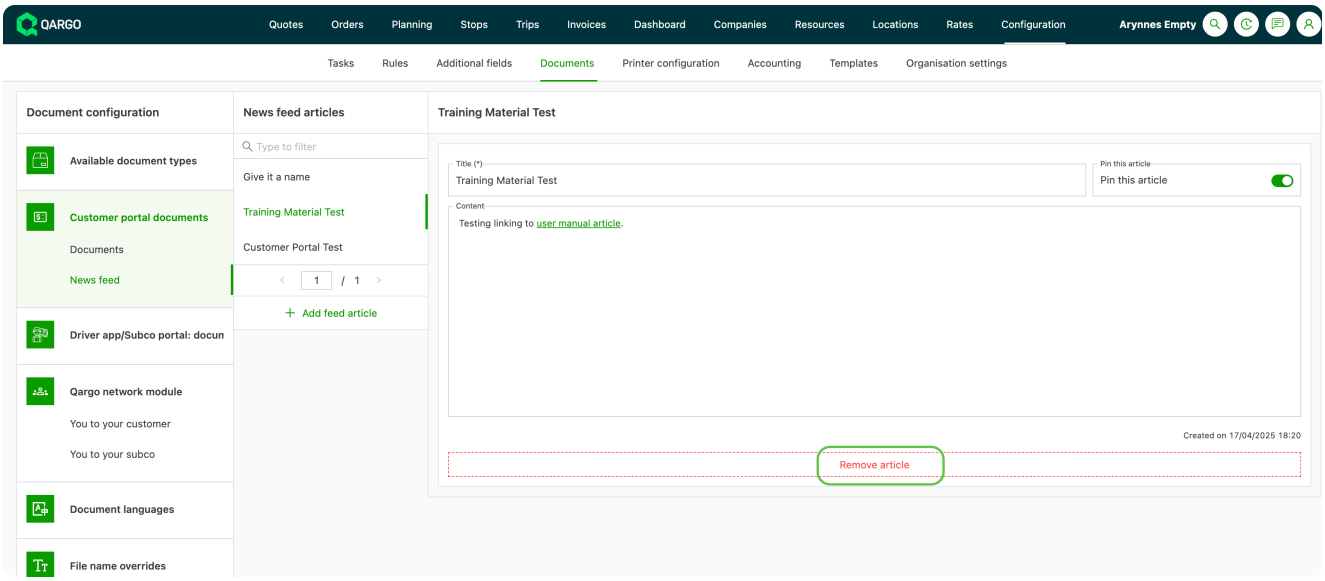
📚 The news item appears immediately on the *Dashboard* tab of the Customer Portal. Portal users will see it the next time they log in or refresh the page.



Editing and removing news feed articles

Published news items can be updated or removed at any time from the same **News feed** tab.

1. **Navigate** to **Configuration > Documents > Customer portal documents > News feed**
2. **Locate** the news item to be updated in the list
3. **Click** the article
    1. To edit, add to or modify the existing content and click **Save**
    2. To remove an article, click the **Remove article** option



4. **Save** changes

> 📚 Removing a news item takes it off the portal dashboard immediately; no further action is needed.

Limitations

Visible to all portal users There is no option to target a news item at specific customers or companies. All published items are visible to every user with access to the portal. For communications intended for a single customer, direct email or messaging should be used instead.

No scheduled publishing News items are published immediately when **Publish** is clicked. There is no option to schedule a news item for a future date or time.

No per-customer customization It is not possible to show different news content to different customer accounts or portal users.

Troubleshooting

Issue	Resolution
The **News feed** tab is not visible in settings	Confirm that the Customer Portal is enabled for the account. Contact the Qargo account manager if access is needed.
A published news item is not appearing on the portal	Ask the portal user to log out and log back in, or refresh the page. Items appear on the first page load after publishing.
Rich-text formatting is not rendering correctly	Check that the content was entered using the in-app editor rather than pasted from an external source with incompatible formatting.
A news item needs to be removed urgently	Delete the item from **Configuration > Documents > Customer portal documents > News feed**; removal takes effect immediately.