



Visibility Troubleshooting Guide



In order to provide your Customer with visibility on their loads, you will need to provide them with the specific **PersonID** for that shipment **exactly as it is listed** within the BigRoad portal.

*Please note: We are not using the Driver's name for any purpose. We need the **PersonID** due to a limitation of the BigRoad system.*

To locate your PersonID's, please follow the below steps:

1. Login to BigRoad at - <https://app.bigroad.com/sign-in>
2. Click the name of the driver operating the truck which you would like to share the location of

DRIVER	TRUCK	DUTY STATUS	LAST CONTACT	LAST POSITION	AVAILABILITY		
					DRIVE	SHIFT	CYCLE
Adrian	11	Driving	4:12pm		3:56	5:35	62:20
Aleksandar	256	Driving	less than a minute ago		5:43	5:43	60:12

3. You should see all of the information related to that driver. Please locate the **PersonID** in the **URL** of the webpage. This is the value you must provide to your Customer to enable automated tracking

The screenshot shows a web browser window with the URL `app.bigroad.com/person?personId 741783 logDay=18162`. The page title is "BigRoad Drivers" and it displays the profile for a driver named "Adrian".

Email Address:		Home Time Zone:	USA: Central Time
Phone Number:	None	Duty Cycle:	U.S. 70hr/8day
USDOT:	2496390	Duty Status:	Driving
Driver / Emp. Number:	111	Availability:	Drive Shift Cycle 3:54 5:33 62:18
Last Truck:	111	Shift Reset:	Tomorrow, 2:27 AM CDT, 2:27 AM CDT
Last Contact:	4:12pm	Cycle Reset:	Wed Sep 25, 2:27 AM CDT
Last Location:			

Heading SSW at 70 mph

Mon Sep 23, 2019 Central Daylight Time

Trip Sheet Daily Log Vehicle Inspection

If you need help, please contact BigRoad support at support@bigroad.com or by phone at +1 (888) 305-8777.