Visibility Troubleshooting Guide
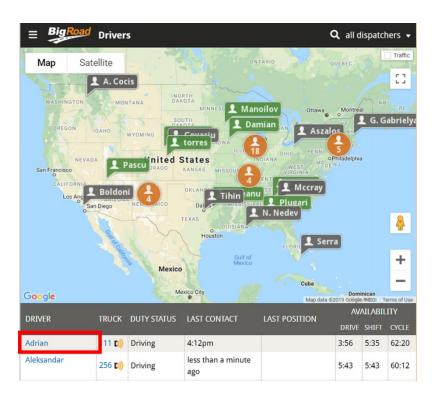
In order to provide your Customer with visibility on their loads, you will need to provide them with the specific **PersonID** for that shipment **<u>exactly as it is listed</u>** within the BigRoad portal.
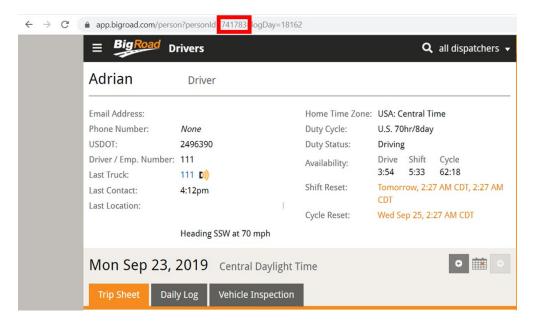
*Please note: We are not using the Driver's name for any purpose. We need the **PersonID** due to a limitation of the BigRoad system.*

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

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

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