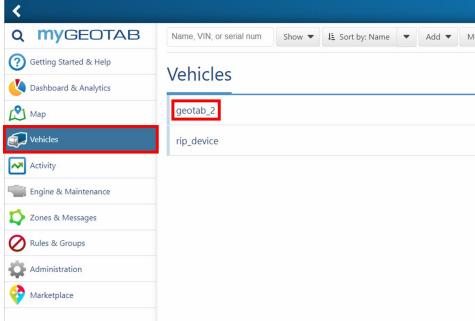# Visibility Troubleshooting Guide

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

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

1. Login to Geotab at - https://my.geotab.com/

2. On the left-hand menu, select "**Vehicles**"

3. You will now find all of your VehicleID's listed on this page ("geotab_2" is an example of a VehicleID in the below screenshot). Please provide this VehicleID **exactly as it is listed in your Geotab portal INCLUDING any leading or trailing spaces** to your Customer to ensure tracking during shipments can commence

If you need help, please contact Geotab support at support@geotab.com or by phone at +1 (416) 434-4309.