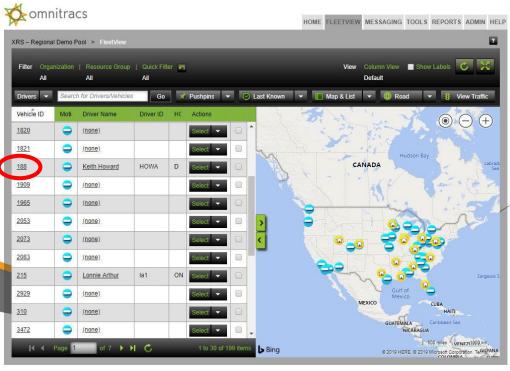# Visibility Troubleshooting Guide

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 Omnitracs portal. This will vary depending on what Omnitracs product you are using.
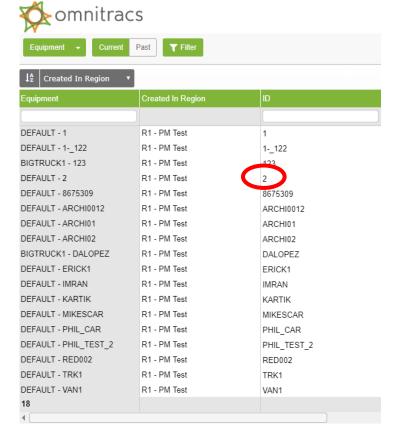
Fleetview

Within your Fleetview portal for Omnitracs, the VehicleID is located directly on the overview screen, per the below screenshot:
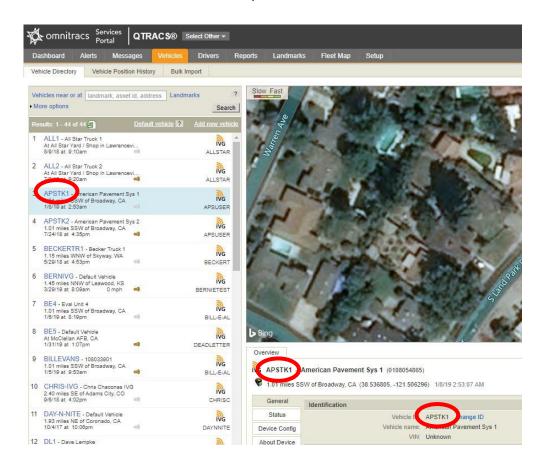
Roadnet

If using a the Roadnet system, you will need to retrieve your EquipmentID from the equipment section, per the below screenshot:

Enterprise Services – QTRACS

If you are using the enterprise hub QTRACS, you will need to retrieve the VehicleID from the Vehicles tab per the below screenshot:

If you need help, please contract Omnitracs support at +1 (866) 439-9282 or follow the direction available here:
https://www.omnitracs.com/omnitracs-customer-support