



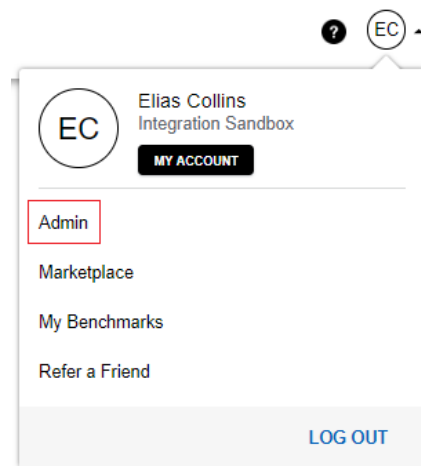
Visibility Troubleshooting Guide



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

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

1. Login to Verizon at - <https://www.verizonconnect.com/login/>
2. In the upper right corner of the screen, click on your 'User Account' and click **"Admin"**



3. Within the Admin menu, click on **"Vehicle List"** located under the "Vehicles" section

Admin

Vehicles

- [Vehicle List](#) View a list of your vehicles and access their information from here
- [Edit VIN/MPG vehicle details](#) Bulk edit vehicle information

Drivers

- [Create a New Driver](#) Create a new driver and fill in their details
- [Driver list](#) View a list of your drivers

Users and Roles

- [Create User](#) Create new user within your account
- [Invite Multiple Users](#) Send an email invite to multiple employees
- [User List](#) View a list of users within your account
- [Manage Roles and Permissions](#) Manage roles and permissions for each user that corresponds with job responsibilities

[Upload company logo](#)

- When the list is finished populating, please locate the truck which is caring the shipment for a particular customer. This is the number that you must provide to your customer for them to receive visibility updates

Admin > Vehicle List

Vehicle List

Search and edit your vehicles from the list below

Would you like to search for a vehicle?


SHOWING 1 - 39 of 39 VEHICLES

Vehicle #	Vehicle Name	Registration #	Current driver	Primary Group	Year and Make
	Int 149			Entire Fleet	
148	Int 148			Entire Fleet	
147	Int 147			Entire Fleet	
146	Int 146			Entire Fleet	
145	Int 145			Entire Fleet	
144	Int 144			Entire Fleet	
143	Int 143			Entire Fleet	
142	Int 142			Entire Fleet	
141	Int 141			Entire Fleet	

If you would like to update or change these numbers, please click on the Pencil Icon to edit the Truck#:

Edit Vehicle Jump to Vehicle: Int 149

Details | Assignment... | Vehicle Info...



Upload

Group Access:
Member of 2 Groups

Vehicle Name: Int 149

Vehicle Number: Int 149

Registration #

Current odometer: 41386.58 mi [Change](#)

Current driver: [Assign](#)

[Assignment Options](#)

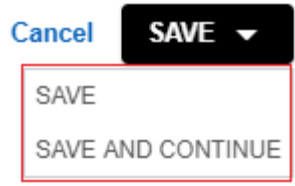
Hide from vehicle selections

Notes

Current hours of use: 4829h 25m [Change](#)

[Cancel](#) [SAVE](#)

- In the “Edit Vehicle” window, populate the “Vehicle Number” field with a recognizable value for your fleet.
 - Note:** Please avoid adding spaces or special characters to this field, as you will need to tell your customer this value exactly for tracking to work
 - e.g. if you named a truck “Truck_#1”, your Customer would be unable to gain visibility if they entered in “Truck#1”, “Truck 1”, etc.
- Click “Save” to capture the changes and close the window, or “Save & Continue” to capture the changes and move onto the next vehicle



If you need help, please your Verizon Connect representative.