



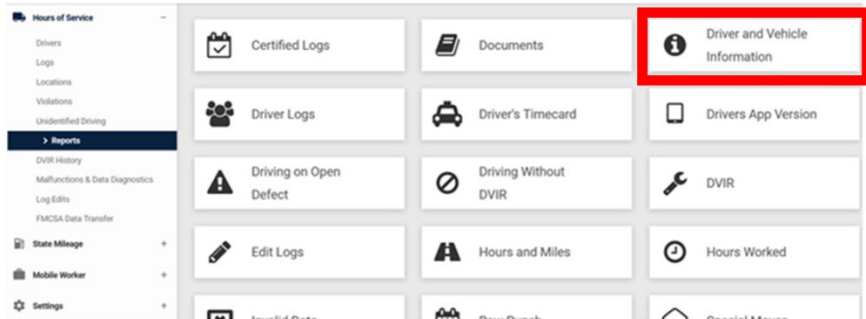
Visibility Troubleshooting Guide



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 VisTracks portal.

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

1. Login to VisTracks at - <https://hos.vistracks.com/portal/login.html>
2. Under the **Hours of Service** menu on the left, click "Reports" and "Driver and Vehicle Information"



3. Select "Information By Vehicle" and then **Generate Report**

Driver and Vehicle information Report

Information Type: **Information By Vehicle**

Date Range: 08/01/2019 - 08/06/2019

Document Type: PDF Excel CSV

GENERATE REPORT CLOSE

4. Locate the "Information ID" for the specific load and provide to your Customer

Period From: 8/1/2019 to 8/6/2019 Report generated: 8/6/2019 12:23 PM, GMT-04:00

Account	Identifier	Name	Create Date	Information ID
Protege Group	-1FMZU73EX2UC11175	Shweta Test	7/22/19 10:37 AM	1720354
Protege Group	-4TANL42NZWZ026385	dddd	7/3/19 3:41 PM	1712230
Protege Group	-4TANL42NZWZ026385	sfssfs	7/3/19 3:40 PM	1712229

If you need help, please contact VisTracks support at +1 (630) 596-5420.