



# Visibility Troubleshooting Guide




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

To locate your Vehicle Name, please follow the below steps:

1. Login to Master ELD at - <https://app.mastereld.com/>
2. On the left-hand menu, select “**All Units**”
3. You will see all of your vehicles listed on this screen. Please hover over the specific vehicle and obtain the “**Truck No**” as shown in the screenshot below:

The screenshot displays the MasterELD application interface. On the left, a green sidebar menu has the 'All Units' option highlighted with a red box. The main area shows a map of the United States with several vehicle locations marked. A tooltip for a vehicle is visible, showing the following information:

<input checked="" type="checkbox"/>	Faust Goethe	001
<input type="checkbox"/>	Phone No.: 235-566-7788	
<input type="checkbox"/>	<b>Truck No.: 001</b>	666
<input type="checkbox"/>	Trailer No.: 213	
<input type="checkbox"/>	Driver ID: 84321	FV

A long-exposure photograph of a highway at night, showing light trails from cars. The trails are primarily white and yellow, with some red trails on the right side. The background is dark with some distant lights and a horizon line.

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If you need help, please contact Master ELD support at [jorge@mastersafetyinc.com](mailto:jorge@mastersafetyinc.com) or by phone at +1 (630) 422-7497.