



# Visibility Troubleshooting Guide



samsara

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

1. Log into your Samsara account at <https://cloud.samsara.com/signin>
2. Click on “**Assets**” to get an overview of all assets on your Samsara account

The screenshot shows the Samsara Fleet Assets page. The table below is a representation of the data shown in the image.

NAME	GATEWAY	LOCATION	LAST TRIP	STATUS
4047			4 hours ago	Tether
4143			7 days ago	Tether
4154			19 hours ago	Tether
4155			an hour ago	Tether
4168			3 days ago	Tether
4312			23 minutes ago	Tether
4347			5 days ago	Tether
4042			On trip	Tether
4065			On trip	Tether

3. The VehicleID under the **Name** column is the value you must provide to your Customer for automated shipment visibility

If you have any questions, please reach out to Samsara at [support@samsara.com](mailto:support@samsara.com) or by phone at +1 (415) 329-6900