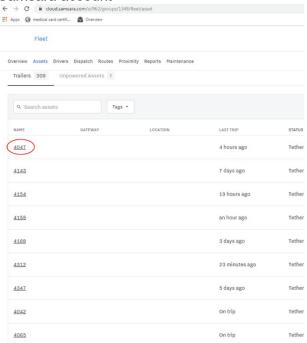# Visibility Troubleshooting Guide

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

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 or by phone at +1 (415) 329-6900