How to track Big Road integrated carriers

Big Road requires a **person ID** instead of a truck number to successfully initiate tracking.

Please follow the steps below on how to obtain a person ID and use it to successfully track Big Road integrated carriers.

1 Carrier obtains the driver's person ID for the load

To find the person ID in your Big Road account, please ensure you are logging in directly through the Big Road portal via the URL provided below. The person ID will not be displayed if you are logged in through the Fleet Complete portal.
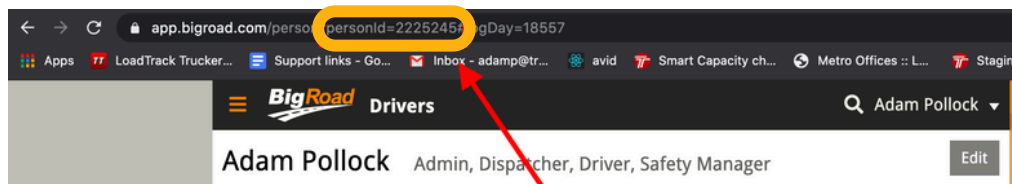
https://app.bigroad.com/sign-in

Once logged in, please access a driver details page via the steps below:

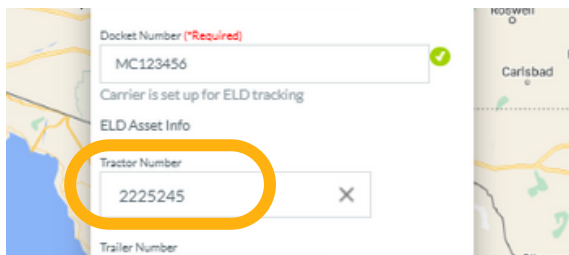Click Menu ➜ click Drivers ➜ click on the driver for your active load.

The person ID is in the URL on this page, and is a 6-7 digit number. In the below screenshot, the person ID is highlighted in the URL. In this specific example, the person ID you will provide for tracking is 2225245.

X *not correct*   personId=2225245#
X *not correct*   2225245#
✓ *correct*   2225245

2 Add the person ID in the truck number field

Replace the existing truck number either in your TMS or in the Load Track portal with the person ID as provided to you by the carrier. Tracking will initiate within 10 - 15 minutes. If the person ID is invalid, you'll receive an error that the asset ID is invalid.

Trucker Tools Tip

Download a list of your drivers and their person IDs to quickly reference when providing the value for load tracking.