



How to Conduct a Full Query: Employers

What is a full query?

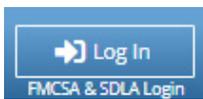
A query is an electronic check of a driver's record in the Clearinghouse, as required of employers of CDL drivers per § [382.701](#). A full query determines if a current or prospective employee is prohibited from performing safety-sensitive functions, such as operating a commercial motor vehicle (CMV), due to an unresolved drug and alcohol program violation. Once a driver completes the [return-to-duty \(RTD\) process](#) by obtaining a negative RTD test result, the driver is no longer prohibited from performing safety-sensitive functions. The violation will remain unresolved until the driver successfully completes the follow-up testing plan prescribed by the substance abuse professional (SAP). Obtaining a driver's electronic consent is required before conducting each full query; general consent is required for [conducting limited queries](#). All pre-employment queries must be full queries. [Learn more about full and limited queries.](#)

An employer may designate a consortium/third-party administrator (C/TPA) in the Clearinghouse to conduct queries on their behalf. See the [How to Conduct a Full Query: C/TPAs Job Aid](#).

Conducting Full Queries

Follow the instructions below for a step-by-step guide on how to conduct a full query.

1



Log In and Access the Dashboard

Visit <https://clearinghouse.fmcsa.dot.gov>. Click **Log In** and access the Clearinghouse using your login.gov username and password. Under **My Dashboard**, go to **Queries** and click **Conduct a Query**.





2

Enter and Verify Driver Information

Enter the information of the driver you need to query and click **Verify Driver Information**.

You will need to provide the following driver information:

- Driver first and last name
- Driver date of birth
- Driver commercial driver's license (CDL) or commercial learner's permit (CLP) number, and the State and country of issuance

Driver Information | Query Type | Conduct Query

Driver Information

A query checks to see if a driver has information about resolved or unresolved drug and alcohol program violations in his or her Clearinghouse record. Which driver's record do you want to query?

First Name:

Last Name:

Date of Birth: month , day , year

CDL/CLP Number:

Country of Issuance:

State of Issuance:

Verify Driver Information Cancel

[I want to submit a bulk upload](#)

Once a driver's CDL information is verified, you will not be able to edit it. If you entered the driver's information in error, click **Cancel** and begin again with a new query. When the driver's information is correct, click **Next**.

Driver Information | Query Type | Conduct Query

This driver information has been verified and cannot be changed. If you entered this in error, click "Cancel" and begin a new query.

Driver Information

A query checks to see if a driver has information about resolved or unresolved drug and alcohol program violations in his or her Clearinghouse record. Which driver's record do you want to query?

First Name:

Last Name:

Date of Birth:

CDL/CLP Number:

Country of Issuance:

State of Issuance:

Next Cancel

[I want to submit a bulk upload](#)

✗ VERIFYING ERRORS

If there is an issue verifying the driver CDL information, please check that you have entered all the information correctly and re-submit. If the CDL number has special characters (such as spaces or hyphens), try entering the number with or without those characters, as requirements vary by State.

You will have two attempts to enter the driver's information correctly. If the driver CDL information cannot be verified, the query cannot be completed, as violation information is associated with a CDL number in the Clearinghouse.

If you have confirmed the driver's information is correct and the Clearinghouse cannot verify it, the driver will need to log in to the Clearinghouse for further instructions.

BULK UPLOAD

If you need to query multiple drivers at once, you can click **I want to submit a bulk upload**. You will be redirected to the Bulk Query Upload page.

Follow the instructions on the screen to download, complete, and upload the file containing the information of the drivers whose Clearinghouse records you need to query. This file must be either a tab-delimited file, XLS file, or XLSX file, and must use the format outlined in the Bulk Queries File Setup instructions. [Download the instructions and example files.](#)



3

Initiate the Full Query

Select **Full Query**. Indicate whether or not the query is for a pre-employment screening. Per § [382.701\(c\)](#), if there are any changes to the queried driver’s record within 30 days of a pre-employment query, you will be notified that updated information is available and prompted to request the driver’s specific consent again. This is only the case for full queries conducted as part of pre-employment screenings. Once you have made this selection, click **Next**.

Query Type

WHICH TYPE OF QUERY DO YOU NEED TO CONDUCT?

LIMITED QUERY Results will determine if an individual driver’s Clearinghouse record has any information about resolved or unresolved drug and alcohol program violations. General consent from the driver is required (obtained outside the Clearinghouse).

FULL QUERY Results will include detailed information about any drug and alcohol program violations in a driver’s Clearinghouse record, including the driver’s eligibility to perform safety-sensitive functions such as operating a CMV. Electronic consent is required.

Is this full query being conducted as part of a pre-employment screening? ⓘ

Yes No

Previous **Next** Cancel

Before a full query can be conducted, the driver’s consent must be obtained electronically through the Clearinghouse. Click **Send Consent Request**. One query will be deducted from your query balance, and the query status will appear as “pending driver consent.” If the driver declines his or her consent, or if the consent request is canceled, your Query Balance will be credited.

Request Driver Consent

Before FMCSA can release to you detailed information from the driver’s Clearinghouse record, you must obtain the driver’s electronic consent in the Clearinghouse.

To obtain the driver’s electronic consent, click “Send Consent Request” below.

One query will be deducted from your Query Balance once the consent request has been sent. If the driver refuses his or her consent, your Query Balance will be credited.

Previous **Send Consent Request** Cancel



You will receive confirmation that the request has been sent.

Consent Requested



The consent request has been sent.
You will receive a notification email once the driver has responded to the consent request.
You can check the status of the consent request on your [Queries](#) page.

Note: The driver must be registered in the Clearinghouse to respond to this consent request.

If this driver is not registered in the Clearinghouse, he or she will receive a letter via United States Postal Service (allow 1-2 weeks for delivery) advising him or her to register in the Clearinghouse to respond to this consent request

Drivers who are not registered with a verified CDL in the Clearinghouse, or who have selected “U.S. Mail” as their preferred contact method, will be sent a letter about the consent request. This letter can take 2-3 weeks to arrive. To avoid delays in the hiring process, employers can encourage queried drivers to register for the Clearinghouse, if needed, and log in to respond to the consent request.

4

View Full Query Results

Once a driver has provided his or her consent, the query will be conducted. You can log in to the Clearinghouse to view the full details in the driver’s Clearinghouse record.

Under **My Dashboard**, go to **Queries** and click **Query History**.



The screenshot shows the 'My Dashboard' navigation menu. The 'Queries' menu item is highlighted with a red box, and a red arrow points to the 'Query History' sub-item. Other menu items include 'Violations', 'RTD Process', 'Reports', and 'Manage'.

Your Query History Page contains records of queries that have been conducted by you, your Clearinghouse Assistants, or any C/TPAs who have conducted queries on your behalf. For more information on viewing your Query History, see the [Query History for Employers Job Aid](#).



How to Cancel a Query

A full query request can be canceled if the driver has not yet provided his or her consent. Under **My Dashboard**, go to **Query History** and view your **Queries Conducted** page.

Locate the pending query and click **Cancel Query**.

My Dashboard | Violations | Queries | Return-to-Duty | Reports | Manage

Queries Conducted

Displaying 1-2 of 2 | Page: 1 | Download Query History | Conduct Query

Query Type

- Pre-employment (1)
- Annual (1)
- Full (1)

Query Status

- Open (1)
- Pending driver consent (1)
- Closed (1)
- Completed (1)

Query Result

- Driver Not Prohibited (1)

Conducted By

- Sample Employer

Timeframe

- Last 30 days (1)
- Last Year (2)
- All Time (2)

Sample Driver1 (ID: 000-000-0000000) | Record ID: 0000-0000-0000

Employer Conducting Query: 000000

Query Status: Pending driver consent (12/1/2020 16:25:42)

Conducted By: Sample Employer | **Query Type:** Full | **Query Submitted:** Manually

Driver Information	Consent Information	Query History
Name: Sample Driver1	Requested: 12/1/2020 16:25:42	Created: 12/1/2020 16:25:42
Date of Birth: 000000	Recorded:	
CDL/CLP: 000000	Status: Pending	

[View Query Details](#) [Cancel Query](#)

Sample Driver2 (ID: 000-000-0000000) | Record ID: 0000-0000-0000

Employer Conducting Query: 000000

Query Result: Driver Not Prohibited

Query Status: Completed (11/22/2020 14:44:00)

Conducted By: Sample Employer | **Query Type:** Pre-employment | **Query Submitted:** Manually

Driver Information	Consent Information	Query History
Name: Sample Driver2	Requested: 11/22/2020 14:36:06	Created: 11/22/2020 14:36:06
Date of Birth: 000000	Recorded: 11/22/2020 14:44:00	Completed: 11/22/2020 14:44:00
CDL/CLP: 000000	Status: Provided	

[View Query Details](#)

You will see a message prompting you to confirm your query cancellation request. Click **Cancel Query**.

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Cancel Query

Are you sure you want to cancel this query?

- The driver will not be able to provide his or her consent.
- The driver will be prohibited from performing safety-sensitive functions for you.
- If the driver's consent is still pending, your query balance will be credited.

[Cancel Query](#) [Don't Cancel Query](#)

Once the query has been successfully canceled, you will see a confirmation message and your query balance will be credited. Click **OK** to close the message.

DRUG & ALCOHOL CLEARINGHOUSE

Cancel Query

Success

The query has been canceled and your account has been credited the pending query.

Because the query was not completed the driver is now prohibited from performing safety sensitive functions.

[OK](#)