

Enforcement Quick Reference Guide

The questions and answers below are intended to assist FMCSA field staff in responding to industry questions related to the Drug and Alcohol Clearinghouse (Clearinghouse) system update on June 12, 2020.

How to Add CDL Information to a User Profile

CDL information must be successfully verified against information in the Commercial Driver's License Information System (CDLIS) to be added to a user's Clearinghouse profile.

To add and verify their CDL Information in the Clearinghouse, users will:

- Log in to the Clearinghouse.
- Go to My Dashboard > My Profile.
- Click **Add CDL#** at the top of the page and follow the system instructions.

Once verified, the CDL information will be listed at the bottom of the user's My Driver Profile page. The button at the top of the screen will also change to Update CDL#, a user can use this if his or her CDL information changes or if it has been entered erroneously.

Verification Tips

If the user has trouble verifying their CDL information, have the user confirm that he or she has entered their CDL information correctly. If the CDL number has special characters (such as spaces or dashes), have him or her try entering the CDL number with or without these characters, as requirements vary by State. If the CDL number begins with a zero, or multiple zeroes, be sure the user enters these.

Which role should owner-operators select when registering in the Clearinghouse?

Owner-operators who operate under their own USDOT Number should register in the Clearinghouse as employers; this will allow them to access the functionality needed to fulfill their employer requirements, including designating a consortium/third-party administrator (C/TPA). Owner-operators who operate under another motor carrier's USDOT Number can register as drivers.

What if an owner-operator is registered as a driver in the Clearinghouse?

If an owner-operator needs access to these employer functions, the user should [contact FMCSA](#) and request to have the employer role added to his or her Clearinghouse account. If the owner-operator operates under another motor carrier's USDOT Number, the driver role is sufficient.

What if a driver cannot receive and respond to employer consent requests in the Clearinghouse?

The driver needs to follow the instructions above to add his or her CDL information.

What if a driver cannot view a violation that has been reported against him or her in the Clearinghouse?

Violations are tied to a driver's CDL information. The driver needs to follow the instructions above to add his or her CDL information in the Clearinghouse to view violations tied to that CDL.

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What if a user registers as an employer but is also a CDL driver? Can they access the driver features?

Users registered as employers have the option to add their CDL information to their Clearinghouse account (see instructions above). This will create a “driver role,” allowing the user to respond to employer consent requests and view his or her violation history. Users with multiple roles can switch roles using the “Current Role” drop-down list at the top of their screen (see screenshot below).

Employers must only enter their own personal CDL information in the My Profile page, they **must not** enter a CDL belonging to anyone else, including their employees. If an employer mistakenly entered someone else’s CDL, they can select **Update CDL#** at the top of the My Employer Profile page and click **Remove CDL**.

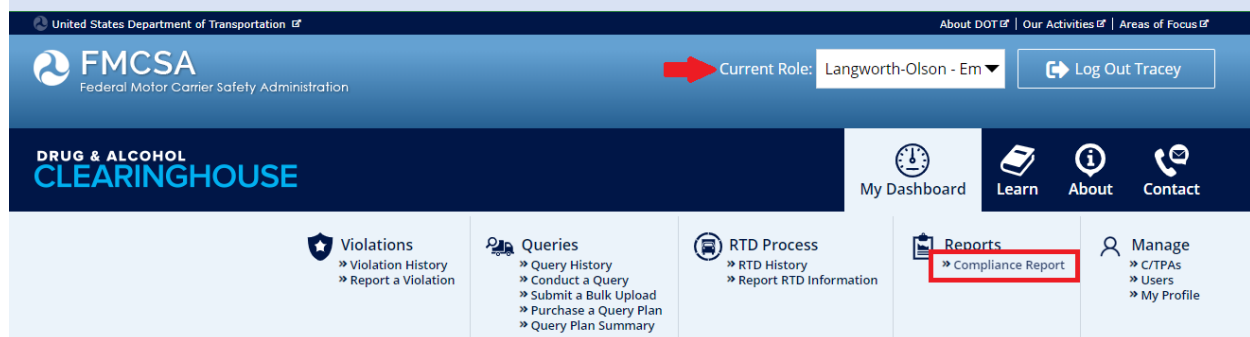
How to Access the Clearinghouse Compliance Report

The Clearinghouse has a feature that allows registered employers to easily produce a report they can provide to enforcement personnel summarizing their Clearinghouse activity.

To download their Clearinghouse compliance report, the employer will:

- Log in to the Clearinghouse.
- If they have more than one user role, they will need to select the employer for which they need the report from the “Current Role” drop down list at the top of their screen.
- Go to My Dashboard > Compliance Report.
- This will take them to an activity summary page. Click the **Download** button at the top of the page to download the compliance report.

Enforcement personnel with access to the Clearinghouse also have the ability to download this report. From the Enforcement Dashboard, search for the employer. On that employer’s activity summary page, click the “Download” button.



Can a substance abuse professional (SAP) correct RTD information they enter in the Clearinghouse?

Yes. Instructions are included in the new [How to Report RTD Information \(SAP\)](#) job aid.