



## Query History: C/TPA

### Viewing Your Query History

Your Query History Page contains records of queries that have been conducted by you or your Clearinghouse Assistants on behalf of the employers you work with. You will not be able to access the results of queries that were conducted by the employer, or by another C/TPA on the employer's behalf.

### Locating Your Query History

To view your query history, under **My Dashboard**, go to **Queries** and click **Query History**.

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This is your C/TPA Dashboard, an overview of action items you need to take in the Clearinghouse. Visit the Clearinghouse Learning Center to learn more about how C/TPAs are required to use the Clearinghouse.

**QUERY OVERVIEW** | Time frame: Last 7 days

PRE-EMPLOYMENT QUERIES			ANNUAL QUERIES		
0 View	0 View	0 View	0 View	0 View	0 View
Drivers Prohibited View	Updated Results View	Pending Driver Consent View	Drivers Prohibited View	Full Queries Required View	Pending Driver Consent View

Conduct a Query



This will bring you to your query history page.

### Search

Use the “Find Driver” search bar at the top of the screen to look for a specific driver’s query result(s).

### Filter

You can also use the filters on the left-hand side of the screen to help focus your search. If you conduct queries on behalf of more than one employer, select the employer whose Query History you wish to view by using the “Conducted on Behalf Of” filter.

*Note: To download your Query History, click the **Download Query History** button. This will create an Excel file of all currently filtered queries.*

The screenshot displays the 'Queries Conducted' page. At the top, there is a 'Find Driver' search bar. Below it, a navigation menu includes 'My Dashboard', 'Violations', 'Queries', 'Return-to-Duty', and 'Manage'. The main content area shows a list of queries with columns for 'Query Type', 'Query Status', 'Query Result', 'Conducted On Behalf Of', 'Conducted By', 'Query Source', and 'Timeframe'. A 'Download Query History' button is visible in the top right of the query list. A sidebar on the left contains various filters for each of these categories. The 'Timeframe' filter has 'All Time (9)' selected. Three query entries are shown, each with a 'View Query Details' button. The third query entry has a red-bordered warning box that reads: 'Driver consent has been pending for more than 24 hours. The driver must be removed from safety-sensitive functions until a full query returns a result of Driver Not Prohibited.'

*Note: The query results reflect the driver’s status at the time the query was conducted. If you need up-to-date information on a driver’s eligibility status, you will need to conduct a new query.*



### Query Results

The query history page includes a summary of information about each query. This information will vary depending on the type of query that was conducted. The query type is shown in both the summary and detail view. See below for more details.

### Limited Query

The summary will include all information available from a limited query—see the example below. You can also view this information on a standalone page by clicking **View Query Details**.

**Summary View:**  
Employer Conducting Query: [Redacted]  
Query Result: Driver Not Prohibited  
Query Status: Completed (1/16/2020 10:10:21)  
Conducted By: [Redacted] | Query Type: Limited | Query Submitted: Manually  
Driver Information: Name: [Redacted], Date of Birth: [Redacted], CDL/CLP #: [Redacted]  
Consent Information: General consent provided outside of the Clearinghouse  
Query History: Created: 1/16/2020 10:10:21, Limited Completed: 1/16/2020 10:10:21  
**View Query Details**

**Query Detail View:**  
Query Overview  
Employer Conducting Query: [Redacted]  
Query Result: [Redacted]  
Query Status: Completed (1/16/2020 10:10:21)  
Conducted By: [Redacted] | Query Type: Limited | Query Submitted: Manually  
Driver Information: Name: [Redacted], Date of Birth: [Redacted], CDL/CLP #: [Redacted]  
Consent Information: General consent provided outside of the Clearinghouse  
Query History: Created: 1/16/2020 10:10:21

### Limited-to-Full Query

If a limited query returns a result of “Record(s) found; full query needed,” the Clearinghouse will give you the option to request the driver’s consent for a full query. This full query result will appear in the same summary as the limited query that preceded it—see the example below.

**Summary View:**  
Employer Conducting Query: [Redacted]  
Query Result: Driver Not Prohibited  
Query Status: Completed (1/16/2020 23:08:06)  
Conducted By: [Redacted] | Query Type: Limited → Full | Query Submitted: Manually  
Driver Information: Name: [Redacted], Date of Birth: [Redacted], CDL/CLP #: [Redacted]  
Consent Information: Requested: 1/16/2020 23:00:03, Recorded: 1/16/2020 23:08:06, Status: Provided  
Query History: Created: 1/16/2020 22:58:59, Limited Completed: 1/16/2020 22:58:59, Full Completed: 1/16/2020 22:58:59  
**View Query Details**

**Query Detail View:**  
Query Overview  
Employer Conducting Query: [Redacted]  
Query Result: Driver Not Prohibited  
Query Status: Completed (1/16/2020 23:08:06)  
Conducted By: [Redacted] | Query Type: Limited → Full | Query Submitted: Manually  
Driver Information: Name: [Redacted], Date of Birth: [Redacted], CDL/CLP #: [Redacted]  
Consent Information: Requested: 1/16/2020 23:00:03, Recorded: 1/16/2020 23:08:06, Status: Provided  
Query History: Created: 1/16/2020 22:58:59

### Query Submitted Field

The “Query Submitted” field identifies how the query was submitted to the Clearinghouse. “Manually” indicates an individual query that was conducted on a single driver. “Via bulk upload” indicates the query was part of an uploaded .TSV file. [Learn more about bulk uploads.](#)



### Query Results (Continued)

For full queries, select information, including the driver's eligibility status, will be available in the violation summary. To access additional details, including violation information or return-to-duty (RTD) status information, click **View Query Details**.

### Full Query: Driver Not Prohibited

The example below shows a summary and detail view of a pre-employment query in which the driver has no violations in his or her Clearinghouse record.

Record ID: [REDACTED]

Employer Conducting Query: [REDACTED]

**Query Result: Driver Not Prohibited**

Query Status: Completed (1/16/2020 16:39:32)

Conducted By: [REDACTED] Query Type: Pre-employment | Query Submitted: Manually

Driver Information	Consent Information	Query History
Name: [REDACTED]	Requested: 1/16/2020 16:20:37	Created: 1/16/2020 16:20:37
Date of Birth: [REDACTED]	Recorded: 1/16/2020 16:39:31	Completed: 1/16/2020 16:39:31
CDL/CLP #: [REDACTED]	Status: Provided	

[View Query Details](#)

#### Query Detail

##### Query Overview

Employer Conducting Query: [REDACTED]

**Query Result: Driver Not Prohibited**

Query Status: Completed (1/16/2020 16:39:32)

Conducted By: [REDACTED] Query Type: Pre-employment | Query Submitted: Manually

Driver Information	Consent Information	Query History
Name: [REDACTED]	Requested: 1/16/2020 16:20:37	Created: 1/16/2020 16:20:37
Date of Birth: [REDACTED]	Recorded: 1/16/2020 16:39:31	Completed: 1/16/2020 16:39:31
CDL/CLP #: [REDACTED]	Status: Provided	

### Full Query: Driver Prohibited

The example below shows a summary and detail view of a full query in which the driver has violations in his or her Clearinghouse record.

Record ID: [REDACTED]

Employer Conducting Query: [REDACTED]

**Query Result: Driver Prohibited**

Query Status: Completed (1/16/2020 12:05:29)

Conducted By: [REDACTED] Query Type: Full | Query Submitted: Manually

Driver Information	Consent Information	Query History
Name: [REDACTED]	Requested: 1/16/2020 11:52:05	Created: 1/16/2020 11:52:05
Date of Birth: [REDACTED]	Recorded: 1/16/2020 12:05:29	Completed: 1/16/2020 12:05:29
CDL/CLP #: [REDACTED]	Status: Provided	

[View Query Details](#)

#### Query Detail

##### Query Overview

Employer Conducting Query: [REDACTED]

**Query Result: Driver Prohibited**

Query Status: Completed (1/16/2020 12:05:29)

Conducted By: [REDACTED] Query Type: Full | Query Submitted: Manually

Driver Information	Consent Information	Query History
Name: [REDACTED]	Requested: 1/16/2020 11:52:05	Created: 1/16/2020 11:52:05
Date of Birth: [REDACTED]	Recorded: 1/16/2020 12:05:29	Completed: 1/16/2020 12:05:29
CDL/CLP #: [REDACTED]	Status: Provided	

##### Open Violations

Employer Information
[REDACTED]

Driver Information
DOB: [REDACTED] CDL/CLP#: [REDACTED]
Country: [REDACTED] State: [REDACTED]

Violation Information
Record ID: [REDACTED]
Type of Violation: Alcohol test refusal
Reason for Test: Post-accident
Type of Test Refusal: Failed to appear for any test

Test Results Entered By
[REDACTED]

Notice to Appear
Driver Notified: 1/9/2020 7:29:00 PM
Testing Site Location: [REDACTED]
Date and Time to Appear: 1/9/2020 7:29:00 PM



### Color Borders

Violation summaries may have a color along the left side. These colors indicate that further action is required.

**YELLOW** A yellow border indicates an action to be completed by the queried driver.

**RED** A red border indicates an action to be completed by the employer or designated C/TPA conducting the query.

### Pre-employment: Consent Requested

This pre-employment query border is yellow because it is still pending the driver's consent.

The driver will not be able to perform safety-sensitive functions for the employer until the driver provides his or her consent and the query is completed with a result of "Driver Not Prohibited."

Record ID: [REDACTED]

**Employer Conducting Query:** [REDACTED]

**Query Status:** Pending driver consent (1/16/2020 11:39:42)

**Conducted By:** [REDACTED] **Query Type:** Pre-employment | **Query Submitted:** Manually

Driver Information	Consent Information	Query History
<b>Name:</b> [REDACTED]	<b>Requested:</b> 1/16/2020 11:39:42	<b>Created:</b> 1/16/2020 11:39:42
<b>Date of Birth:</b> [REDACTED]	<b>Recorded:</b>	
<b>CDL/CLP ID:</b> [REDACTED]	<b>Status:</b> Pending	

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

### Limited-to-Full Query: Consent Request Not Sent

If a limited query determines that the driver has violation information in his or her Clearinghouse record, a full query must be conducted within 24 hours. The employer or designated C/TPA will need to send a consent request before conducting the full query. If the query consent request has not been sent, the query border will turn red. This is because the employer must take an action (i.e., send the consent request).

Record ID: [REDACTED]

**Employer Conducting Query:** [REDACTED]

**Query Result:** Records Found

**Query Status:** Specific consent required (1/16/2020 13:37:00)

**Conducted By:** [REDACTED] **Query Type:** Limited | **Query Submitted:** Manually

Information related to drug and alcohol program violations has been found in the Clearinghouse record of the driver you queried. To determine if this driver is prohibited from performing safety-sensitive functions, you will need to conduct a full query.

You must obtain the driver's electronic consent before you can conduct the full query and access the driver's detailed information.

If the full query is not conducted within 24 hours, the driver must be removed from safety-sensitive functions.

[Send Consent Request](#) [Close Query](#)

Driver Information	Consent Information	Query History
<b>Name:</b> [REDACTED]	General consent provided outside of the Clearinghouse	<b>Created:</b> 1/16/2020 13:37:00
<b>Date of Birth:</b> [REDACTED]		<b>Limited Completed:</b> 1/16/2020 13:37:00
<b>CDL/CLP ID:</b> [REDACTED]		

[View Query Details](#)

### Limited-to-Full Query: Consent Requested

Once the consent request is sent to the driver, the query border will turn yellow. This yellow border indicates that the driver needs to provide his or her consent.

Record ID: [REDACTED]

**Employer Conducting Query:** [REDACTED]

**Query Result:** Records Found

**Query Status:** Pending driver consent (1/16/2020 13:34:59)

**Conducted By:** [REDACTED] **Query Type:** Limited → Full | **Query Submitted:** Manually

Driver Information	Consent Information	Query History
<b>Name:</b> [REDACTED]	<b>Requested:</b> 1/16/2020 13:34:59	<b>Created:</b> 1/16/2020 13:34:44
<b>Date of Birth:</b> [REDACTED]	<b>Recorded:</b>	<b>Completed:</b> 1/16/2020 13:34:44
<b>CDL/CLP ID:</b> [REDACTED]	<b>Status:</b> Pending	

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



### Limited-to-Full Query: 24 Hours Elapsed

If the full query is not conducted within 24 hours, the query border will turn red. This is because the employer must take an action (i.e., removing the driver from safety-sensitive functions until a full query is completed with a result of “Driver Not Prohibited”).

### Any Query: Driver Prohibited

In this example, the query determined that the driver is prohibited from performing safety-sensitive functions. This has a red border, as the employer must take an action (i.e., removing the driver from safety-sensitive functions). The driver will remain prohibited until he or she completes the return-to-duty (RTD) process.