

Federal Motor Carrier Safety Administration

DRUG & ALCOHOL CLEARINGHOUSE



Register for an FMCSA Portal Account: Company Official

About the FMCSA Portal

What is the FMCSA Portal?

The [FMCSA Portal](#) is a web system that provides access to several FMCSA systems via a User ID and password. Employees of motor carriers who are registered in the Portal use their accounts to access these web systems, including the Drug and Alcohol Clearinghouse (Clearinghouse). For more information, view the interactive [Clearinghouse Portal Guide](#).

Do I need to register for an FMCSA Portal account?

Each Clearinghouse user whose company has a USDOT Number should have their own personal FMCSA Portal account. Not all entities registered in the Clearinghouse will have a USDOT Number. For more information, visit the [Do I Need a USDOT Number](#) page on the FMCSA website. If you do not already have a Portal account but will access the Clearinghouse on your company's behalf, follow the instructions below to register for an account prior to registering for the Clearinghouse.

Note that Portal accounts are user-specific and all users should have their own unique User ID and password. A company should not allow multiple users to log in using the same Portal account.

What type of FMCSA Portal Account do I need?

FMCSA Portal accounts are available for different types of users based on their company role. View the information below for an overview of each account type. For each USDOT Number entered in the Portal, there must be one Portal user that is identified as the Company Official.

COMPANY OFFICIAL	COMPANY USER
<ul style="list-style-type: none">• A specific type of company user• Responsible for registering a company in the FMCSA Portal, typically the company owner• Has full access to company information• Manages and approves account requests* from other company employees looking to access company data <p>*FOR MORE INFORMATION: View the Manage Requests instructions on the Portal website.</p>	<ul style="list-style-type: none">• A company employee or associate of a company• Granted access to specific company data by the Company Official• Not responsible for managing other users' Portal accounts• Must wait to register until the Portal Company Official has registered the company in the Portal• Portal account requests must be approved by the Portal Company Official

If you are the Company Official for your organization, view the information below for step-by-step instructions to register for a Portal account as a Company Official.

If you do not intend to serve as the Portal Company Official for a USDOT Number, you will register as a Company User. View the [Portal Registration: Company User Job Aid](#) for instructions.

How to Request an FMCSA Portal Account

1

Start the Registration Process

Go to <https://portal.fmcsa.dot.gov> and select "To register for an account, please click [here](#)."

here.' and 'To access portal training, please click [here](#).' A red box highlights the registration link, and a red line connects it to the instruction in the previous block."/>

Select Account Type

Select **Company User** and **submit the CAPTCHA information**. The verification information may vary depending on the type of device you are using. Click **Next** to continue.

2

2a Look Up USDOT Number

Enter your USDOT Number and click **Lookup** to verify whether the USDOT Number is registered. You will have the option to add any additional number(s) once you have completed the Portal registration process.

Account Request

Step 1 2 3 4 5

Select Portal Roles

USDOT # List

Enter the USDOT# you want access to. Click the "Lookup" button to see if your USDOT# is registered in our system.

* USDOT #: **Lookup**

Available Roles

Requested Roles

*** Reason for Request**

Role Selection Description

Remove USDOT# **Add USDOT to List**

portal.fmcsa.dot.gov says

Currently there is not a Company Official registered in the FMCSA Portal for the entered USDOT # [redacted]. A Company Official is an individual who represents a company with a USDOT# registered with FMCSA, and is responsible for administering access to the company's sensitive information in the FMCSA Portal or other FMCSA Systems for the specific USDOT#. Please contact the person expected to be the Company Official for the USDOT # for which you are applying for access and ask them to register with the FMCSA Portal. Once the Company Official has registered in the FMCSA Portal, you may resubmit your account request. If you are requesting access to the



OK

Confirm Company Official Role

If this is the first Portal account associated with this USDOT Number, you will see a message indicating that no Company Official has yet registered for the entered USDOT Number. Click **OK** to close the pop-up message and continue with the registration process.

What if there is already a Company Official?

If there is already a registered Company Official for the entered USDOT Number, his or her name will be displayed on the screen. If there is an issue with the listed Company Official for your USDOT Number, contact the FMCSA Portal Registration Call Center for assistance at (800) 724-2811.

2

2b Enter PIN

To request access to the Portal as the Company Official, enter your FMCSA-issued PIN associated with the USDOT Number and click **Validate PIN**.

Your PIN was provided to your company with your USDOT registration. If you do not know your PIN, check with your company's Safety Manager. Your company can also [request the PIN online](#), if needed.

2c Add Portal Company Official Role

To register as the Company Official for a USDOT Number, you will need to add the Portal Company Official role.

- 1 Select **Portal Company Official** from the Available Roles list.
- 2 Click **Add Role**. This will move the role into the Requested Roles box.
- 3 Enter the tasks you will complete in the Portal under **Reason for Request**, such as "Manage Portal account and approve employee requests."

When you are ready, click **Next**.

Account Request

Step 1 2 3 4 5

Select Portal Roles

USDOT # List

Enter the USDOT# you want access to. Click the "Lookup" button to see if your USDOT# is registered in our system.

2b USDOT #: Lookup

*Pin #: Validate Pin

2c

Available Roles

1 Portal Company Official

2 Add Role >

< Remove Role

Requested Roles

Portal Company Official

* Reason for Request

3 Manage Portal account and approve employee requests

Remove USDOT# Add USDOT to List

<< Back Next >> Cancel

If you are unable to add the Portal Company Official role to your account, contact the FMCSA Portal Registration Call Center at (800) 724-2811 for assistance.

3

Enter Personal Information and Create Login

Enter your personal information, and establish a User ID and password. Set up your security identification questions and answers, and click **Next**.

Note that your password will expire every 90 days. You will be notified by the FMCSA Portal when your password needs to be updated.

Account Request

Step 1 2 3 4 5

*Indicates Required Information

Please Note: Special characters {}|!'" " cannot be used in personal information

Please enter the information below.

Personal Information

*First Name:

Middle Name:

*Last Name:

*Email:

*Verify Email:

*User ID:

(User id should be in email format)

*Password:

(must include all of the 4 rules: combination of numbers, letters, special characters, and mixed case)

*Verify Password:

Security Identification

*Question 1:

Please choose a question

*Answer 1:

*Question 2:

Please choose a question

*Answer 2:

*Question 3:

Please choose a question

*Answer 3:

<< Back

Next >>

Cancel

4

Enter Work Information

Enter your work information, and click **Next**.

Account Request

Step 1 2 3 4 5

*Indicates Required Information

Please enter the information below.

Work Information

*Address Line 1:

Address Line 2:

Address Line 3:

Address Line 4:

*City:

*State/Prov:

Select a value

*Postal Code:

*Country:

UNITED STATES

*Phone #:

1-

Ext.#

Fax #:

1-

*Company Legal Name

*Job Title:

*Preferred Contact Method:

Select a value

<< Back

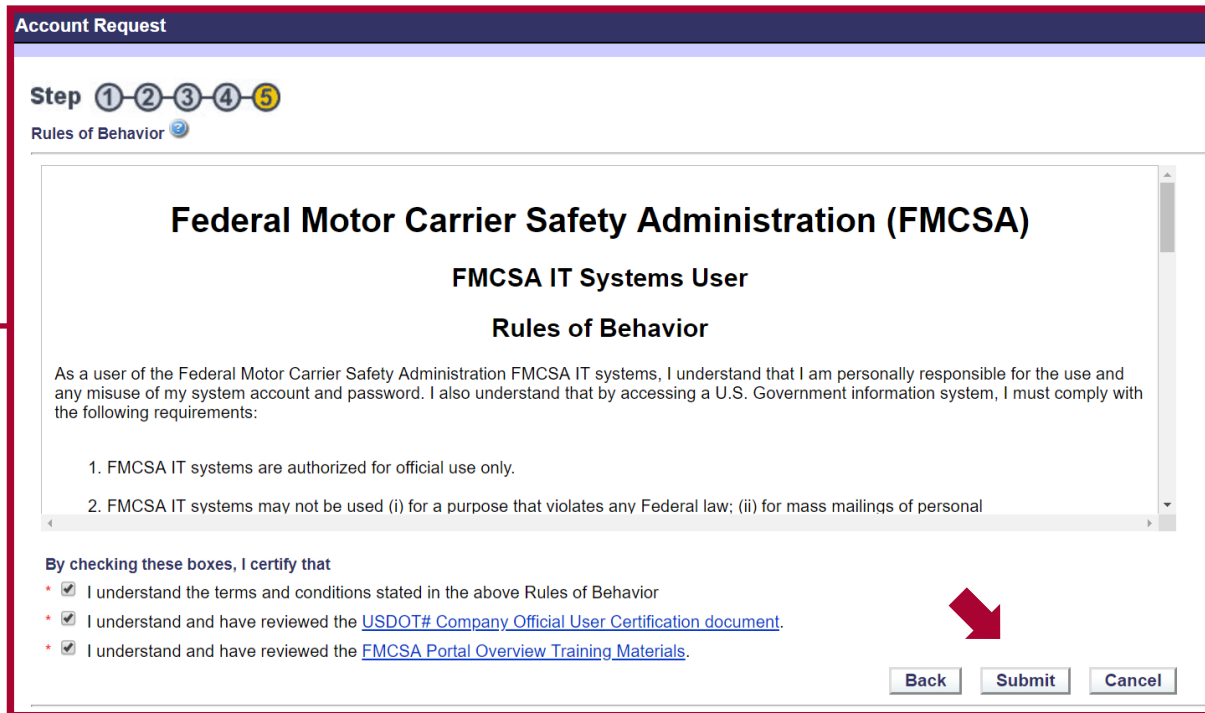
Next >>

Cancel

5

Submit Portal Account Request

Read the Rules of Behavior, check the three boxes at the bottom of the page to certify your understanding of the rules, and click **Submit**.



Your Portal account has been created. Add your Clearinghouse user role.

As the Company Official, you will have immediate access to your Portal account. You will now need to add the appropriate Clearinghouse user role for each USDOT Number associated with your account.



In order to connect your Portal account to your Clearinghouse account, you must assign yourself the appropriate Clearinghouse user role within the FMCSA Portal.

Your Portal Clearinghouse user role determines what permissions you will have in the Clearinghouse. View the [Requesting a Clearinghouse User Role Job Aid](#) for instructions to complete this process. Once you add your user role(s), you can [register for a Clearinghouse account](#).