

Federal Motor Carrier Safety Administration

DRUG & ALCOHOL CLEARINGHOUSE



FOR C/TPAs

How to Conduct a Full Query: C/TPAs

What is a full query?

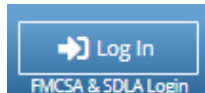
A query is an electronic check of a driver's record in the Clearinghouse, as required of employers of CDL drivers per § [382.701](#). A full query determines if a current or prospective employee is prohibited from performing safety-sensitive functions, such as operating a commercial motor vehicle (CMV), due to an unresolved drug and alcohol program violation—that is, a violation for which the driver has not completed the return-to-duty (RTD) process. Obtaining a driver's electronic consent is required before conducting each full query; general consent is required for [conducting limited queries](#).

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

Conducting Full Queries

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

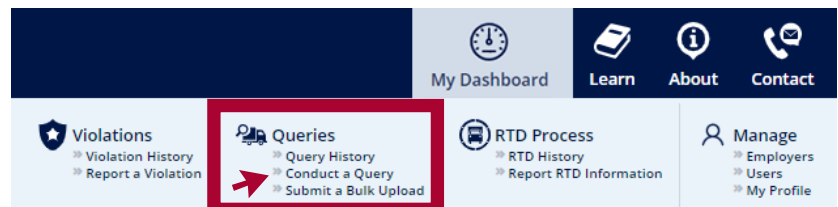
1



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**.

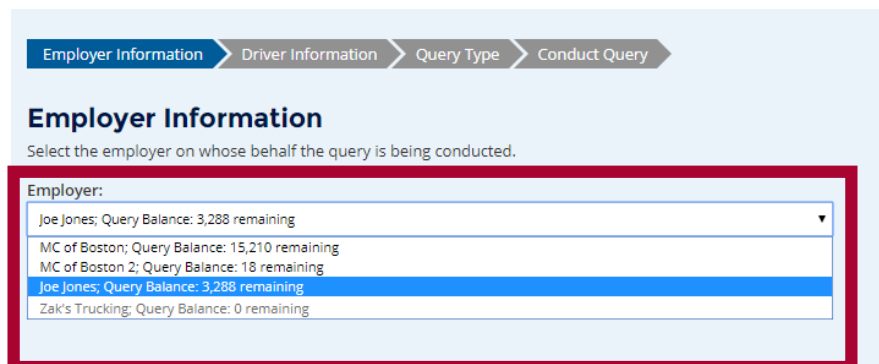


2

Select the Employer

Before you conduct a query you will need to select the employer on whose behalf you are conducting this query. This employer will be able to access the query information after it has been conducted.

The employer's query balance will appear alongside their name in the drop-down list. Note that you will not be able to select an employer who has a query balance of zero. The employer will need to purchase a query plan before you can conduct queries on their behalf.





3

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

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**.



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. 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 [Bulk Upload Template File](#).

Note that the bulk query upload option requires some familiarity with formatting tab-delimited files. If you have never worked with this file type before, consider conducting each query individually.



4

Initiate the Full Query

Select **Full Query**. Indicate if 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. 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.

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

Click **Send Consent Request**. One query will be deducted from the employer's query balance. If the driver declines his or her consent, or if the consent request is canceled, the employer's query balance will be credited.



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 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 or C/TPAs can encourage queried drivers to register for the Clearinghouse, if needed, and log in to respond to the consent request.

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**

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CLEARINGHOUSE

My Dashboard
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Violations

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Query History

Your **Query History** page contains records on all queries that have been conducted by you or your Clearinghouse Assistants.

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**.

Employer Conducting Query: Joe Jones
Query Result: Driver Not Prohibited
Query Status: Completed (12/10/2019 9:23:39 AM)
Conducted By: Sample-CTPA@example.com | **Query Type:** Pre-employment | **Query Submitted:** Manually

Driver Information	Consent Information	Query History
Name: [Redacted]	Requested: 12/10/2019 9:20:14	Created: 12/10/2019 9:20:14
Date of Birth: [Redacted]	Recorded: 12/10/2019 9:23:38	Completed: 12/10/2019 9:23:38
CDL/CLP: [Redacted]	Status: Provided	

View Query Details



Color Borders

Violation summaries may have a color along the left side. These colors indicate important information about a driver's eligibility status. The violation summary may contain additional details about any next steps needed.

To access additional details, including violation information or return-to-duty (RTD) status information, click **View Query Details**.

Employer Conducting Query: Joe Jones
Query Status: Pending driver consent (12/11/2019 14:06:21)
Conducted By: JoeJones@gmail.com |
Query Type: Pre-employment |
Query Submitted: Via Bulk Upload

Driver Information	Consent Information	Query History
Name: [Redacted]	Requested: 12/9/2019 15:14:47	Created: 12/9/2019 15:14:47
Date of Birth: [Redacted]	Recorded: [Redacted]	
CDL/CLP ⓘ: [Redacted]	Status: Pending	

View Query Details **Cancel Query**



YELLOW

The driver may be or may soon become prohibited from performing safety-sensitive functions.

Employer Conducting Query: Joe Jones
Query Result: Driver Prohibited
Query Status: Completed (12/11/2019 23:36:55)
Conducted By: JoeJones@gmail.com |
Query Type: Limited → Full | **Query Submitted:** Manually

Driver Information	Consent Information	Query History
Name: [Redacted]	Requested: 12/11/2019 23:27:37	Created: 12/11/2019 23:27:37
Date of Birth: [Redacted]	Recorded: 12/11/2019 23:36:55	Limited Completed: 12/11/2019 23:27:37
CDL/CLP ⓘ: [Redacted]	Status: Provided	Full Completed: 12/11/2019 23:27:37

View Query Details



RED

The driver is prohibited from performing safety-sensitive functions.

Note that 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 Details

Below are examples of full query details for two scenarios, one in which the driver has no violation information in the Clearinghouse (at left) and one in which the driver has open violations (at right).

Query Overview

Employer Conducting Query: Joe Jones

Query Result: Driver Not Prohibited

Query Status: Completed (12/16/2019 9:38:41)

Conducted By: DrugConsortiumLTD@gmail.com

Query Type: Limited | **Query Submitted:** Manually

Driver Information

Name:

Date of Birth:

CDL/CLP #:

Consent Information

General consent
provided outside
of the
Clearinghouse

Query History

Created:
12/16/2019
9:38:41

Query Overview

Employer Conducting Query: [Redacted]

Query Result: Driver Prohibited

Query Status: Completed (12/11/2019 23:36:55)

Conducted By: DrugConsortiumLTD@gmail.com

Query Type: Limited → Full

Query Submitted: Manually

Driver Information

Name:

Date of Birth:

CDL/CLP #:

Consent Information

Requested: 12/11/2019 23:27:39

Recorded: 12/11/2019 23:36:55

Status: Provided

Query History

Created: 12/11/2019 23:27:37

Open Violations

Employer Information

Driver Information

DOB:

CDL/CLP#:

Country:

State:

Violation Information

Test ID: TEST.HMU56.SFE

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

Drug Consortium LTD (11/9/2019 7:29:30 PM)

Notice to Appear

Driver Notified: 11/9/2019 7:29:30 PM

Testing Site Location: 123 Main St, Cambridge, MA 02446, US

Date and Time to Appear: 11/10/2019 8:00:00 AM

