

Federal Motor Carrier Safety Administration

DRUG & ALCOHOL CLEARINGHOUSE



Register for an FMCSA Portal Account: Company User

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 intend to serve as the Portal Company Official for a USDOT Number, view the [Portal Registration: Company Official Job Aid](#) for instructions.

If you are not the Company Official for your organization, view the information below for step-by-step instructions to register for a Portal account as a Company User.

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](#)."

Login to Access the FMCSA Portal

User ID:

Password:

Login

[Forgot your Password?](#) [Forgot your User ID?](#) [Unlock your Account?](#)

To register for a portal account, please click [here](#).

To access portal training, please click [here](#).

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.

Account Request

Step 1 2 3 4 5

FMCSA Portal Accounts are available for different types of users. Please select if you would like an account as a "Company User" or "Enforcement User" based on the information listed below.

Company User

☒ Company Employee or an Associate of a Company

Enforcement User

☐ Federal, State, and Third Party Enforcement Employees

☐ I'm not a robot

[reCAPTCHA Privacy - Terms](#)

Next >> **Cancel**

2

2a Look Up USDOT Number

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

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

What if there is no Company Official?

If this is the first Portal account associated with your USDOT Number, you will see a pop-up message indicating that no Company Official has yet registered for the entered USDOT Number.

If you are not the Company Official, you should contact the person authorized to be the Company Official for this USDOT Number and ask him or her to register with the FMCSA Portal. Once the Company Official has registered in the Portal, you may resubmit your account request and continue the Portal registration process.

Confirm 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

Add Clearinghouse User Role

Choose the appropriate Clearinghouse user role to add to your account. You can also request any additional available roles for the selected USDOT Number.

A

Select either **DACH Motor Carrier** or **DACH Motor Carrier Admin** from the Available Roles list.

B

Click **Add Role**. This will move the selected role into the Requested Roles box. Your role request will appear as "Pending" until it is approved by your organization's Company Official.

C

Enter the tasks you will complete in the Clearinghouse under **Reason for Request**, such as "Query Drug and Alcohol Clearinghouse."



Repeat this process for any additional roles you want to add to your USDOT Number. When you are finished, click **Next**.

Not sure which Clearinghouse user role you should request?

Select the role with the permissions you will need.

DACH Motor Carrier

- Clearinghouse Assistant
- Able to report violations, purchase/conduct queries, and report return-to-duty (RTD) information

DACH Motor Carrier Admin

- Clearinghouse Administrator
- All permissions of DACH Motor Carrier, plus designate a consortium/third party administrator (C/TPA) and indicate whether or not motor carrier is an owner-operator

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

Company Legal Name: FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION

Company Official Name:

The Company Official associated with the USDOT# for which you are requesting access is identified to the left. The Company Official will be required to approve your access request before your account can become active. Please contact the registered identified Company Official for this USDOT # if you have a dispute over who should have the Company Official role in the FMCSA Portal. If you are unable to resolve who should have the Company Official role for this USDOT #, you may [Submit a Challenge](#).

Available Roles

Portal View Sensitive Company Information

DataQs Secure Access

A&I Carrier

NCCDB Secure Access

DACH Motor Carrier Admin

DACH Motor Carrier

A

Add Role >

< Remove Role

Requested Roles

B

* Reason for Request

C

Role Selection Description

Remove USDOT#

Add USDOT to List

<< Back

Next >>

Cancel

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

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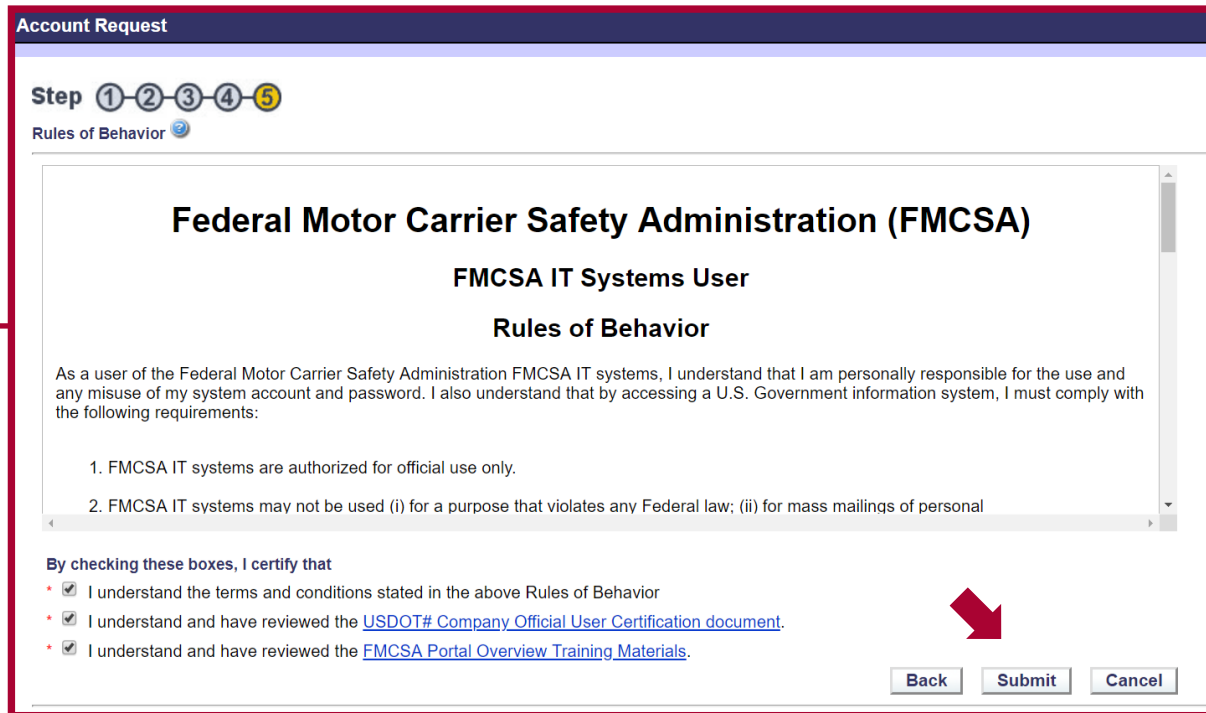
Next >>

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**.



Account Request

Step 1 2 3 4 5

Rules of Behavior

Federal Motor Carrier Safety Administration (FMCSA)

FMCSA IT Systems User

Rules of Behavior

As a user of the Federal Motor Carrier Safety Administration FMCSA IT systems, I understand that I am personally responsible for the use and any misuse of my system account and password. I also understand that by accessing a U.S. Government information system, I must comply with the following requirements:

1. FMCSA IT systems are authorized for official use only.
2. FMCSA IT systems may not be used (i) for a purpose that violates any Federal law; (ii) for mass mailings of personal

By checking these boxes, I certify that

- ☒ I understand the terms and conditions stated in the above Rules of Behavior
- ☒ I understand and have reviewed the [USDOT# Company Official User Certification document](#).
- ☒ I understand and have reviewed the [FMCSA Portal Overview Training Materials](#).

Back **Submit** **Cancel**

Your Portal account has been requested and is awaiting approval.

The Portal Company Official for your organization will be notified of your request and must approve your USDOT Number and requested Clearinghouse user role in the Portal. This will update the status of your Clearinghouse user role request from “Pending” to “Approved.” Once your request has been approved, you will have access to specific company data and can [register for a Clearinghouse account](#). View the [Registration: Employers with Portal Accounts Job Aid](#) for instructions. If you are already registered in the Clearinghouse, you can link your existing Clearinghouse account to your Portal account by logging in, navigating to your profile, and selecting “Add USDOT#.”

Note: If you are unable to receive approval from the listed Portal Company Official for your organization, contact the FMCSA Portal Registration Call Center at (800) 724-2811 for assistance.