

1. To verify if you currently have a Portal account, please follow these steps:

- Go to <https://portal.fmcsa.dot.gov/login>
- Click on the link "To register for a portal account, please click here."
- Choose "Company User" on the next page and click "Next."
- Enter the USDOT number in the field and click "Lookup."
 - If the page response is a large box that starts with “Currently there is not a Company Official...,” there is not a Portal account associated with this USDOT number. Click "OK" in the box, enter the current USDOT PIN associated with the USDOT number, and proceed to set up the account.
 - If the page response does not present the large box as described above, the name of the company and the name of the Company Official (CO) will appear. This means that there is a Portal account associated with the USDOT number

2. To set up your Portal account if you don't have one, [click here](#). Select “Company User,” and proceed to respond to the questions/fill out the information in each screen.

3. To check the status of a Portal account:

- Visit <https://portal.fmcsa.dot.gov/login>
- Click on either “Forgot your User ID” or “Forgot your Password”.
 - If User ID (UID) is chosen, you will need the email address associated with the portal account.
 - If “Forgot Password” is chosen, you will need the UID for the account.
- Enter the appropriate information based on the selection. There will be the possibility of three responses regardless of the option chosen:
 - If you get a request for three security questions, this means that the email address or UID entered is recognized and valid and that the account is active.
 - If you get a red-letter response, this means that the email address or UID is not recognized as being associated with a Portal account. Please enter a different email address or UID that could be associated with the account. Please note that, in regards to the email address, it is the address that was utilized when the account was created or the most recent address if the email address within the account has been changed.
 - If you get a black-letter response advising you to contact the FMCSA, this means that the account is recognized based on information entered (UID or email address), but the account is locked. Please request the FMCSA to unlock the account.

4. **To reset the password on an existing account:** If you forget the answers to your security questions, you can input your user ID and have a link sent to you to reset your password. From the [Portal login page](#):

- If you click “Forgot your password?” It takes you to a page where you enter your user ID (or)
- If you enter your password incorrectly 3 times it will lock. Click “Forgot my password.”

- Enter your Portal User ID

Account ID Request

In order to process your request we need to confirm your identity. Please enter your User ID and click "Submit User ID". Once we confirm your User ID is registered in our system you will be prompted to answer three previously choosen security questions, or option to reset password by email.

User ID:

- If you can't answer the security questions, click "Reset password by email."

Secret Questions

Question 1:

Answer 1:

Question 2:

Answer 2:

Question 3:

Answer 3:

Don't remember your security questions and answers? Please click [Reset Password by Email](#) for additional help to your registered email address.

- You will receive an email with a link to reset your password.
- Password requirements:
 - Minimum of 12 characters
 - Must contain UPPER and lower case letters
 - Must contain at least 2 digits
 - Must contain a special character (such as !, \$, #, %)
- You cannot reuse a password used in the last 24 months