



Accessing Your Safety Performance History

A Guide to Requesting a PIN and Portal Account



U.S. Department of Transportation
Federal Motor Carrier Safety Administration



Accessing Your Safety Performance History

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Instructions for Requesting a PIN

- Go to FMCSA's web site at: www.fmcsa.dot.gov
- Once there, click on the "Request a PIN" link under the Registration and Licensing Section in the center of the page.

The screenshot displays the FMCSA website interface. At the top, the U.S. Department of Transportation Federal Motor Carrier Safety Administration logo is visible, along with navigation links for HOME, RULES & REGULATIONS, REGISTRATION & LICENSING, SAFETY & SECURITY, FACTS & RESEARCH, and ABOUT FMCSA. A search bar is located in the top right corner.

The main content area is divided into several sections:

- NEWS & ALERTS:** Features a video player for "Watch Video of the Motorcoach Hours-of-Service Listening Session" and a list of news items, including "Hours of Service Logbook Examples (12/21/12)", "U & D Service Declared an Imminent Hazard and Ordered to Immediately Cease All Operations (2/7/12)", "Final Rule Harmonizing Schedule I Drug Requirements (12/7/12)", "Double Happiness Bus Company Ordered to Immediately Cease All Operations; FMCSA Obtains Temporary Restraining Order to Shut Down Company (11/26/12)", and "Notice to Drivers and Carriers: Medical Certification".
- RULES & REGULATIONS:** Includes a search bar for regulations and a list of recent regulations, such as "New Hours-of-Service Final Rule (December 2011)".
- REGISTRATION & LICENSING:** Contains a section titled "Get your USDOT Number, Operating Authority, FM Safety Permit and Cargo Tank Number" with a red circle highlighting the "Request PIN (USDOT/Docket Number)" link. Other options include "Register Online", "Step-by-Step Help with the Registration Process", and "Download Forms".
- QUICK LINKS:** Lists various services under "CONSUMER PROTECTION" (e.g., Bus & Passenger Carrier Safety, Search for Companies in Your Area & View Safety Data) and "OTHER FMCSA WEB SITES" (e.g., MEXICO PILOT PROGRAM, TRUCK, BUS, DRIVER).

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Instructions for Requesting a PIN (cont'd)

- After you click on the “Request a PIN” link, you will be taken to the following screen. Click “Yes” to advance to the verification process.

U.S. Department of Transportation
Federal Motor Carrier Safety Administration
FMCSA Registration

REQUEST A U.S. DOT NUMBER OR DOCKET NUMBER PIN

PLEASE NOTE: The FMCSA has implemented a more stringent credit card and transaction verification procedure. All credit card transactions now require verification of the credit card number, expiration date, security code, billing address and telephone number.

To update your Docket Number (Operating Authority) information electronically, you will need a Personal Identification Number (PIN). A separate Personal Identification Number (PIN) is required to update your USDOT Number information electronically.

Click here to request your Docket Number PIN and/or USDOT Number PIN. Allow 4 to 7 business days to receive your PIN by mail.

Verification of signature
Applicants who file electronically must submit a valid credit card number as their electronic signature. Please note that **NO CHARGE** will be made to the credit card.

Click "Yes" if you are not an existing Mexican motor carrier or Broker Only company and one of the following applies to you:

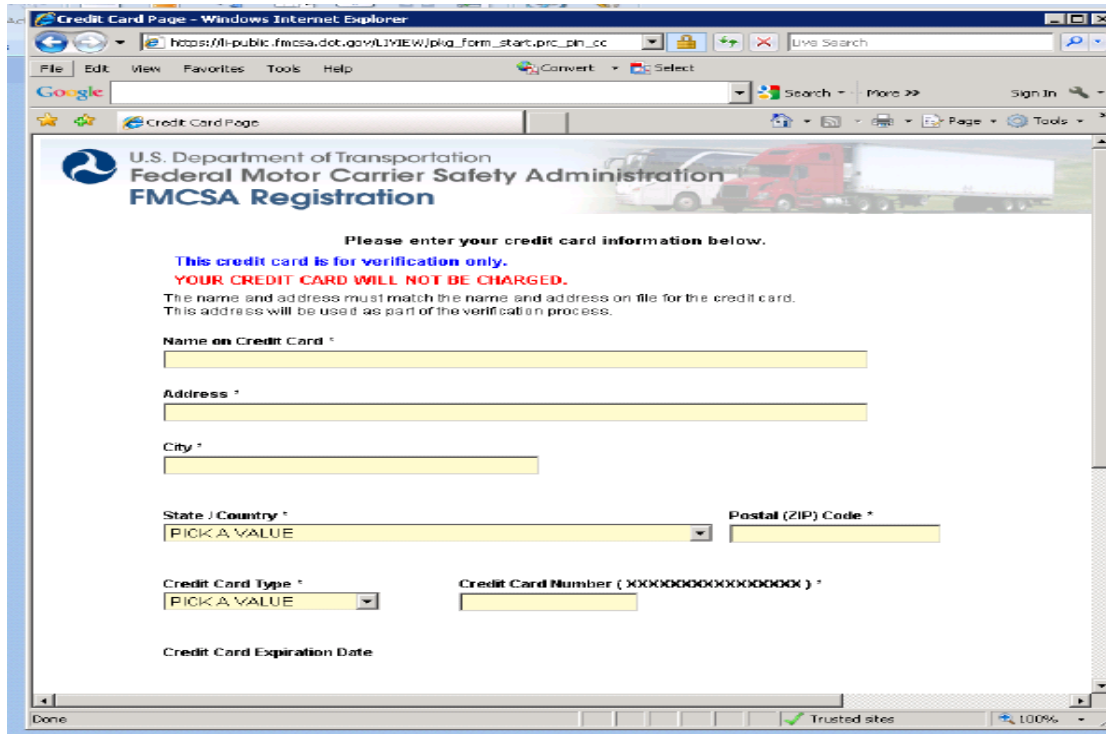
- You need a U.S. DOT Number or Docket Number Personal Identification Number (PIN)
- Your U.S. DOT Number or Docket Number PIN has been compromised
- You forgot your U.S. DOT Number or Docket Number PIN

FMCSA Registration Home

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Instructions for Requesting a PIN (cont'd)

- On this screen, you will be asked to provide credit card information. The information you provide is for verification purposes only. Your credit card will not be charged.



The screenshot shows a web browser window titled "Credit Card Page - Windows Internet Explorer". The address bar shows the URL: https://hl-public.fmcsa.dot.gov/LIVEVIEW/pla_form_start.prc_pin_cc. The page content includes the FMCSA logo and the text "U.S. Department of Transportation Federal Motor Carrier Safety Administration FMCSA Registration". Below this, there is a heading "Please enter your credit card information below." followed by a note: "This credit card is for verification only. YOUR CREDIT CARD WILL NOT BE CHARGED." and a warning: "The name and address must match the name and address on file for the credit card. This address will be used as part of the verification process." The form fields are: "Name on Credit Card *", "Address *", "City *", "State | Country *" (with a dropdown menu showing "PICK A VALUE"), "Postal (ZIP) Code *", "Credit Card Type *" (with a dropdown menu showing "PICK A VALUE"), "Credit Card Number (XXXXXXXXXXXXXXXXXX) *", and "Credit Card Expiration Date".

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Instructions for Requesting a PIN (cont'd)

- After your credit card has been verified, you will be prompted to enter your USDOT #, the company official's name, and title. After entering the information, click "Submit". IEPs are not required to complete the Docket # section.

The screenshot shows a web browser window displaying the FMCSA Registration website. The page title is "US DOT Number / Docket Number PIN Request". The form is titled "US DOT Number / Docket Number Request". The form is divided into two sections: "US DOT Number" and "Docket #". The "US DOT Number" section is highlighted with a red box, and the "Docket #" section is crossed out with a red X. The "US DOT Number" section includes a warning: "Mexican and Broker Only Companies cannot request a PIN Letter". The form fields include "US DOT NUMBER *", "Name of Company Official Authorized to Request PIN *", "Title of Company Official Authorized to Request PIN *", "Mail me my existing US DOT Number PIN *", "Mail me a new US DOT Number PIN *", and "Change Matching Dockets". The "Docket #" section includes "Docket # (PREFIX/NUMBER) =", "Name of Company Official Authorized to Request PIN *", "Title of Company Official Authorized to Request PIN *", "Mail me my existing Docket Number PIN *", and "Mail me a new Docket Number PIN *". The page footer includes the date "February 23, 2012" and the FMCSA logo.



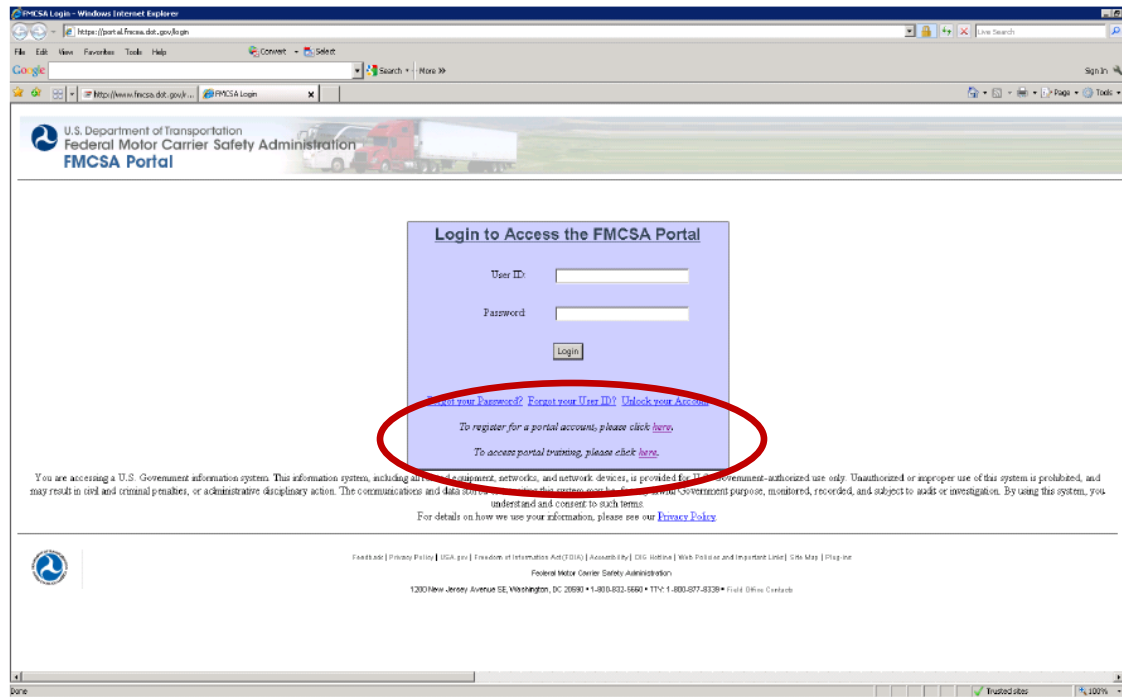
Instructions for Requesting a PIN (cont'd)

- After you submit your request, a confirmation page will appear. This confirms that your request has been received and is being processed.
- You can expect to receive your PIN in the mail in 4-7 days.
- The PIN will be mailed to the name and address that is currently in our system.
- Do not be alarmed, the PIN letter will be motor carrier specific. The letter is still valid.
- For your protection, the FMCSA will not provide a PIN via e-mail, fax, or phone.
- FMCSA will never ask you for your PIN.

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Instructions for Requesting a Portal Account

- After you receive your PIN in the mail, use it to request a Portal Account.
- Go to <https://portal.fmcsa.dot.gov>.





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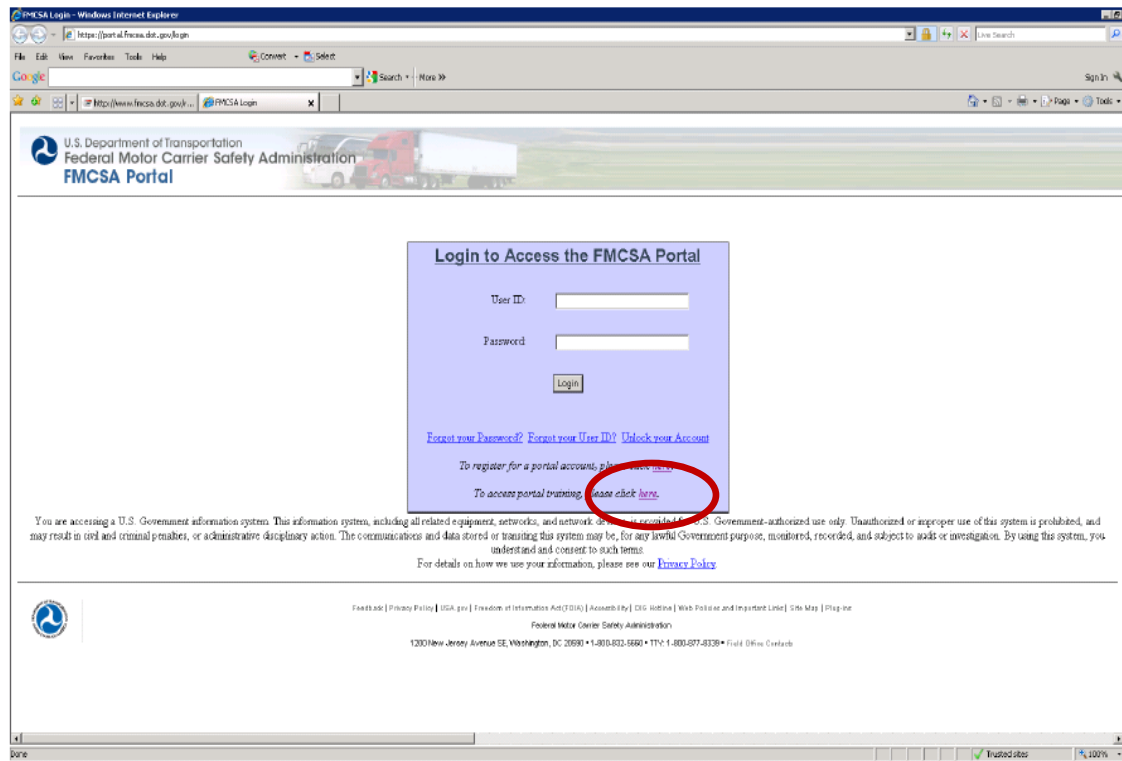
Instructions for Requesting a Portal Account (cont'd)

- Before requesting a portal account, FMCSA recommends that IEPs take Portal Training.
- The Portal Training includes instructions in the following areas:
 - C1 – Introduction to the FMCSA Portal
 - C2 – Company User Account Requests
 - C3 – Company Existing User Management
 - C4 – Home Page Overview and Navigation
 - C5 – Viewing and Editing Your Profile
 - C6 – Viewing Company Information
 - C7 – Viewing Company Activity
 - C8 – Safety Profile Report Requests

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Instructions for Requesting a Portal Account (cont'd)

- To access the training, at the FMCSA Portal login home page, click on the link to access the portal training.



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Instructions for Requesting a Portal Account (cont'd)

- Once there, IEPs should click on the “Take Company User Online Training” to access the training modules available.

The screenshot shows a web browser window with the address bar displaying <https://portal.fmcsa.dot.gov/training/index.htm>. The page content includes:

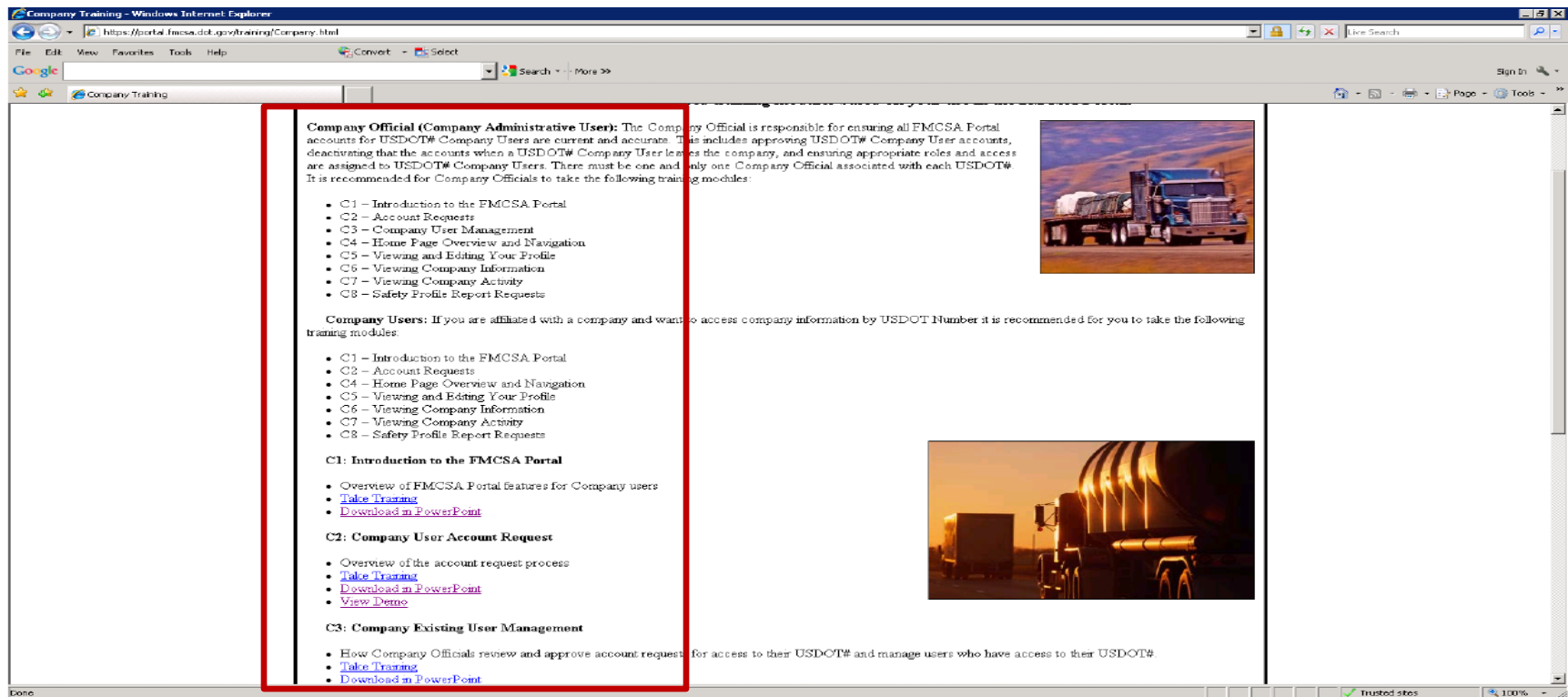
- Resources**
 - [Check out what's new for Company Users](#)
 - [Take the FMCSA Portal Online Training Evaluation](#)
 - [FMCSA Portal System Configuration Requirements](#)
- FMCSA Portal User and Role Descriptions**
 - Enforcement Users**
 - Federal Staff
 - State Partners
 - Third Party contractors for FMCSA
 - Other non-MCSAP offices that have authorized access to FMCSA systems
 - [Review Enforcement User Role Descriptions](#)
 - [Take Enforcement User Online Training](#)
 - Company Users**
 - Support personnel who have been granted access to view Company information, such as lawyers and insurance brokers
 - [Review Company User Role Descriptions](#)
 - [Take Company User Online Training](#)

At the bottom of the page, there is a link: [Return to FMCSA Portal](#).

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Instructions for Requesting a Portal Account (cont'd)

- IEPs can either view the portal training online or download a copy of the training to their computer.



Company Official (Company Administrative User): The Company Official is responsible for ensuring all FMCSA Portal accounts for USDOT# Company Users are current and accurate. This includes approving USDOT# Company User accounts, deactivating that the accounts when a USDOT# Company User leaves the company, and ensuring appropriate roles and access are assigned to USDOT# Company Users. There must be one and only one Company Official associated with each USDOT#. It is recommended for Company Officials to take the following training modules:

- C1 – Introduction to the FMCSA Portal
- C2 – Account Requests
- C3 – Company User Management
- C4 – Home Page Overview and Navigation
- C5 – Viewing and Editing Your Profile
- C6 – Viewing Company Information
- C7 – Viewing Company Activity
- C8 – Safety Profile Report Requests

Company Users: If you are affiliated with a company and want to access company information by USDOT Number it is recommended for you to take the following training modules:

- C1 – Introduction to the FMCSA Portal
- C2 – Account Requests
- C4 – Home Page Overview and Navigation
- C5 – Viewing and Editing Your Profile
- C6 – Viewing Company Information
- C7 – Viewing Company Activity
- C8 – Safety Profile Report Requests

C1: Introduction to the FMCSA Portal

- Overview of FMCSA Portal Features for Company users
- [Take Training](#)
- [Download in PowerPoint](#)

C2: Company User Account Request

- Overview of the account request process
- [Take Training](#)
- [Download in PowerPoint](#)
- [View Demo](#)

C3: Company Existing User Management

- How Company Officials review and approve account requests for access to their USDOT# and manage users who have access to their USDOT#
- [Take Training](#)
- [Download in PowerPoint](#)



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Using the Portal to View Inspection Data

- After you have requested your PIN, signed up for a Portal Account, and taken the Portal Training, IEPs will be able to view and monitor their inspection data in the Portal.
- The Portal contains a wealth of information on an IEP's company operations.
- IEPs will be able to review data on violations, inspection dates, inspection locations, drivers, motor carriers, out-of-service rates, and other important information.
- With this information, IEPs will be able to make informed decisions about improving the inspection, repair, and maintenance practices of their company.

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Should you have any questions or concerns, please feel free to contact:

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 - 202-689-5230 (BlackBerry)

