



## FMCSA Portal: Frequently Asked Questions for Companies

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### 1. What is COMPASS?

The COMPASS program is an FMCSA-wide initiative that is leveraging new technology to transform the way FMCSA does business. The ultimate goal is to implement a customer-centric information technology (IT) solution that optimizes FMCSA's business processes and improves the Agency's ability to save lives.

Key objectives include:

- Creating a single source for crucial safety data via single sign-on access
- Improving data quality to ensure better, more informed decision-making
- Providing actionable information as well as data

COMPASS is now leveraging industry best practices such as a service-oriented architecture and leading technologies to develop a solution that can adapt easily to a changing environment.

## 2. What is the FMCSA Portal, and what does it mean for companies?

For companies, the FMCSA Portal (<https://portal.fmcsa.dot.gov>) provides single sign-on access to L&I, DataQs, Analysis and Information (A&I) Online, and the National Consumer Complaint Database (NCCDB) via a single password and user ID. Company users can also access public functionality in L&I, SAFER, Commercial Vehicle Information Systems and Networks (CVISN), and the National Hazardous Material Route Registry (NHMRR) as well as the “Protect Your Move” and “Share the Road Safely” Web sites.

The FMCSA Portal delivers benefits to companies, the Field, and our partners. Companies will discover that accessing crucial safety data via the FMCSA Portal is simple, seamless, and efficient.

- *Direct access via the Web* – Anyone who can access the Web can access the FMCSA Portal.
- *Carrier access to their own information* – Carriers now have a single location to view their data. Carriers can also generate their own safety profiles from within the Portal at no cost and designate third-party entities as having online access to their safety and operational data.
- *Accounts management* – Users can request FMCSA Portal accounts and modify requests directly from the FMCSA Portal. Users can also request a forgotten User ID, unlock a locked account, and receive automatic notifications when their passwords are getting ready to expire.

Note: the term “companies” includes carriers, owner-operators, shippers, brokers, and freight forwarders, regardless of whether or not they are legally incorporated as companies.

## 3. Is Portal registration required?

Companies are not currently required to register for a FMCSA Portal account. Users who want FMCSA Portal access are encouraged to complete training prior to registering. Account requests are approved or denied by an authorized Company Official.

## 4. What is a Company Official, and how can I obtain Company Official privileges?

The holder of the company’s USDOT Number designates a Company Official who manages access for all accounts held by company staff and designees (e.g., insurers, brokers, process agents, legal representatives, etc.). To be designated as a Company Official, you must register for the FMCSA Portal by using your company’s Personal Identification Number (PIN) that was issued by FMCSA.

## 5. Can a Company Official appoint an Alternate?

Company Officials can appoint a permanent or a temporary Alternate to share account administration privileges. The Portal’s account management functionality allows users to do this online.

## 6. Can I continue using L&I, DataQs, A&I, and the NCCDB without using the FMCSA Portal?

You can continue using L&I, DataQs, A&I, and the NCCDB through existing interfaces for a short period of time. After that time, however, you will be required to register for a Portal account.

## 7. Can I download data from the FMCSA Portal?

You can download information that you are authorized to view. For example, some companies may want to download their crash data for further analysis.

## 8. What should I do if I lose my password or user ID?

User accounts are locked after three failed attempts to log on. After approximately one hour, the system will allow you to reattempt a login or you can use your security questions to reset your password. Users can request a forgotten User ID and unlock a locked account themselves. You can also contact FMCSA Technical Support (1-800-832-5660 or 703-280-4001) for help with your Portal account.

## 9. Do passwords and accounts expire?

Passwords expire every 90 days. Users are automatically notified when their passwords are about to expire. Although user accounts do not automatically expire, they are automatically locked after 90 days of non-use. Unlocking an account requires providing an answer to a previously-answered security question.

## 10. Which Web browsers work with the FMCSA Portal?

You can use Microsoft Internet Explorer (versions 6 and 7), and Mozilla Firefox (versions 1.5 and 2) to access the FMCSA Portal.

## 11. What kinds of training and support are available?

Online help is available via the FMCSA Portal login page (<https://portal.fmcsa.dot.gov>). FMCSA Technical Support personnel (1-800-832-5660 or 703-280-4001) are also available to answer your questions.

## 12. How can I provide feedback?

Your feedback is extremely important to us. Please send your comments, suggestions, and questions to the COMPASS team at [compass@dot.gov](mailto:compass@dot.gov).