

# COMPASS Portal Access

## Frequently Asked Questions *for Companies*

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**COMPASS is an FMCSA-wide initiative that is focused on leveraging new technology to transform the way FMCSA does business.**

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### **1. What is the FMCSA Portal, and what will it offer?**

The FMCSA Portal is the new gateway developed by the COMPASS program as the vehicle for delivering the Agency’s online services.

The FMCSA Portal will debut with the Portal Access release, which will provide:

- Companies with secure and enhanced access to their own safety data with individual accounts for users and the ability to authorize additional users for access to company safety data.
- Functionality for assigning Compliance Reviews and Safety Audits for FMCSA's Federal Program Managers and other members of the enforcement community who make these assignments.
- Members of the enforcement community with seamless access to MCMIS (the Motor Carrier Management Information System), EMIS (Enforcement Management Information System), L&I (Licensing and Insurance), and DataQs through a single user ID and password.

Note: All users of MCMIS, EMIS, L&I, and DataQs will need to re-register to retain their access to these systems through the FMCSA Portal.

## **2. How will registration for the FMCSA Portal and re-registration for MCMIS, EMIS, L&I, and DataQs work?**

Users seeking access to company data must register for an account through the FMCSA Portal. Account requests are reviewed and approved or denied by the authorized Company Official within each company.

## **3. How does FMCSA define a “company”?**

The term “company” includes FMCSA-regulated customers such as carriers, owner-operators, shippers, brokers, and freight forwarders, regardless of whether or not they are legally incorporated as “companies.”

## **4. If my business isn't a “company,” can I still use the FMCSA Portal?**

Yes. Just follow the registration steps for companies in the FMCSA Portal.

## **5. What will Portal Access change for companies?**

The FMCSA Portal will provide a broad range of safety information about a given company through a single system interface, rather than requiring users to access multiple systems to obtain the data.

Available information includes inspection and crash data, review and enforcement case data, records of letters sent by FMCSA, and company safety profiles. The FMCSA Portal will also allow companies to designate authorized users to administer online access to their company safety data by approving individual accounts for users.

#### **6. Will there be changes made to existing FMCSA systems?**

No. The systems and their underlying data remain unchanged for the Portal Access release.

#### **7. What do I do if I lose my password or user ID?**

The FMCSA Portal will allow users to change their passwords at any time by clicking the “Reset your password” link on the FMCSA Portal log-in page and following the directions provided. Users may also reset lost or forgotten passwords by responding correctly to a series of pre-set security questions.

If you have lost your user ID, please contact your Company Official or FMCSA Technical Support at 1(800) 832-5660.

#### **8. Do passwords and accounts expire?**

Passwords expire every 90 days, and users will be notified by the FMCSA Portal when their passwords need to be changed. While user accounts do not automatically expire, they will become locked after 90 days of non-use. Locked accounts will require an answer to a pre-set security question to be unlocked.

In addition, an annual account validation survey will be conducted and may lead to the removal of inactive accounts.

#### **9. Can I use an e-Authentication credential?**

If you have an existing e-Authentication credential from Employee Express or Operational Research Consultants, Inc., you may opt to use your credential instead of a new user ID and password. Follow the on-screen information for more details.

Credentials from additional public and private providers may be allowed for use in future releases. For general information about e-Authentication, please visit

<http://www.cio.gov/eauthentication/>.

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

The FMCSA Portal will work with Microsoft Internet Explorer 6 and 7 (Windows), and Mozilla Firefox 1.5 and 2 (Windows and Macintosh).

## 11. What kind of training, help, and support is available for users of the FMCSA Portal?

Company users will have access to online, self-paced training modules that will be available through the “Training” link on the FMCSA Portal log-in page, and on the online Account Request Form. The modules cover a variety of different features and sample scenarios.

In addition to the training materials, extensive online help service will also be provided through a “Help” tab on each page of the FMCSA Portal. Help topics will be searchable through an online table of contents, and telephone help will continue to be provided through FMCSA Technical Support at 1(800) 832-5660.

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

There is some data that can be downloaded from the FMCSA Portal if a user has the necessary access rights (for example, a holder of a USDOT Number has access rights to data connected with that number, and those with assignment responsibilities can download data relating to assignments.)

Downloaded data cannot be modified and uploaded, but can be manipulated privately in an Excel spreadsheet or by other means.

## 13. What is a “Company Official,” and how can I obtain “Company Official” privileges for my organization or USDOT Number?

A “Company Official” is designated by the holder of the company’s USDOT Number and acts as an administrator, managing access for all accounts held by company staff and designees such as insurers, brokers, process agents, and legal representatives. To become designated as a Company Official, register for the FMCSA Portal by using your company’s Personal Identification Number (PIN) issued as part of its overall registration with FMCSA.

**14. Can a Company Official transfer his/her role or appoint a proxy?**

Company Officials may either appoint a permanent proxy to share account administration privileges, designate a temporary proxy in case of absence, or resign their role, all through the online account management area of the FMCSA Portal.

**15. How can I dispute whether the listed “Company Official” is in fact the appropriate individual?**

If you wish to be designated as your organization’s Company Official and someone else is currently holding that role, you have the option of obtaining your company’s PIN and submitting a challenge through FMCSA’s Chief Accounts Officer.

If your PIN is lost or missing, you can request it through the following link:

[http://mcmis.volpe.dot.gov/mcs150t/Pkg\\_PUBLIC\\_MCS150.prc\\_public\\_dot\\_pin\\_request](http://mcmis.volpe.dot.gov/mcs150t/Pkg_PUBLIC_MCS150.prc_public_dot_pin_request)

Once you complete the PIN registration process, a notification letter with your PIN will be generated and mailed to the address that was submitted on your most recent Form MCS-150. You should receive this letter within two weeks. Once you have obtained the PIN, you may then submit a challenge through FMCSA’s Chief Accounts Officer.

**16. How can I provide feedback about the FMCSA Portal?**

Users can provide feedback through several means: a customer satisfaction survey that will be made available to users every 90 days, a feedback box where users can contribute unprompted feedback, or through the [COMPASS@dot.gov](mailto:COMPASS@dot.gov) mailbox. FMCSA IT staff will regularly monitor the contents of the feedback box, the mailbox, and the survey results.