FMCSA-ELD-ELD Accounts-FAQs(2018-04-09)-CORR1

**ELD Accounts FAQs**

**Question:**What electronic logging device (ELD) user accounts must be set up by a motor carrier? **Guidance:** ELD user accounts must be set up by a motor carrier for:

1. Commercial motor vehicle (CMV) drivers who are employed by the motor carrier and who are required to use the ELD, and
2. Support personnel who have been authorized by the motor carrier to create, remove, and manage user accounts; configure allowed ELD parameters; and access, review, and manage drivers’ ELD records on behalf of the motor carrier.

**Question:**Can a motor carrier create electronic logging device (ELD) accounts on individual ELDs or its support system? **Guidance:**Yes. ELD user accounts can be created on individual ELDs or the ELD support system.

**Question:**What information is required to create electronic logging device (ELD) user accounts for drivers? **Guidance:** Each driver account must be created by entering the driver’s license number and the State of jurisdiction that issued the driver’s license. The driver’s license information is only required to set up the driver’s user account and verify his or her identity; it is not used as part of the daily process for entering duty status information.

**Question:**How many electronic logging device (ELD) accounts can be established by a motor carrier for one of its ELD drivers? **Guidance:**A motor carrier must assign only one ELD driver account for each of its drivers required to use an ELD. An ELD must not allow the creation of more than one driver account associated with a driver’s license for a given motor carrier. The motor carrier is also responsible for establishing requirements for unique user identifications and passwords.

**Question:**Can a driver’s electronic logging device (ELD) single user account be authorized for administrative functions, in addition to its driver-related functions? **Guidance:** No. Each driver should have one account that allows him or her to log in and perform driver-related functions. All other administrative functions should be based on the discretion of each company or its provider. This means a driver who is also the owner of the company would have a single account authorizing entries as a driver, and a separate account for administrative functions. Accounts can be created on the ELD or the ELD support system.

***NOTE: The following guidance reflects minor correction(s) (e.g., for grammar, typographical errors, or consistency) made on March 10, 2022.***

**Question:**Driver accounts must include the commercial driver’s license (CDL) number and State of issuance. If a driver relocates to another state and obtains a new CDL, can the ELD allow for editing the driver profile to change the license number and state or must a new driver account be created? If so, how would the two link together to allow for recording the prior seven days?  
  
**Guidance:** As stated in 49 CFR [395.22(b)(2)(i)](https://www.ecfr.gov/current/title-49/subtitle-B/chapter-III/subchapter-B/part-395/subpart-B/section-395.22#p-395.22(b)(2)(i)),a motor carrier must manage ELD accounts. Therefore, the driver’s license information must be updated in the ELD. If the data files from an individual’s old and new driver license files cannot be merged, the driver must either manually enter the previous duty status information or provide a printout from the older hours of service to provide an accurate accounting of the duty status for the current and previous 7 days for authorized safety officials.

**Question:**Can a motor carrier set up a driver account as an “exempt driver” and have another account for the same driver as a regular driver account?

**Guidance:** No. Section 4.1.2(c) of [49 CFR part 395, subpart B, Appendix A](https://www.ecfr.gov/current/title-49/subtitle-B/chapter-III/subchapter-B/part-395#Appendix-A-to-Subpart-B-of-Part-395) prohibits multiple driver accounts for one driver. The motor carrier must proactively change the driver’s status to and from exempt and non-exempt.

Contact Info: FMCSA ELD Information, 1-800-832-5660 or [ELD@dot.gov](mailto:ELD@dot.gov).

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*Note: This guidance document does not have the force and effect of law and is not meant to bind the public in any way.  It is intended only to provide information and clarity regarding existing requirements under the law or agency policies.*

**Regulatory Topic: ELD Guidance**

Effective Date: Monday, April 9, 2018

Issued Date: Monday, April 9, 2018