National Registry of Certified Medical Examiners FAQs

General Questions

1. **If I am a MEAA, am I able to log into the National Registry website?**

   Yes, but you must first create a login.gov account and migrate your MEAA account with your login.gov account. An email with instructions was sent out to all MEAAs. You may access the email and login.gov FAQs by going to https://www.fmcsa.dot.gov/national-registry-self-help. Please note that you will need to have the MEAA ID number you were assigned when you registered with the National Registry.

2. **Where can I find my National Registry number?**

   Your National Registry number was provided to you by email from FMCSA when you first registered to become certified. It is also located on your National Registry Certificate. This is the same number you would are required to place on all of the driver examination forms and is 10 digits long. In addition, if you are certified, you should be listed on the National Registry public search tool which provides your National Registry number. To access this information, go to the search tool at https://www.fmcsa.dot.gov/national-registry-certified-medical-examiners-search. If you are still unable to locate your National Registry number, please contact technical support by completing the Technical Support Request Form located at https://www.fmcsa.dot.gov/national-registry-technical-support-request-form and email it to FMCtechsup@dot.gov. Prior to completing and submitting the Technical Support Request Form, please gather the following information that will need to be included on the form: First name, last name, email address, and phone number.

3. **What has happened to the driver medical examination forms that I've faxed to FMCSA?**

   Results of driver examinations performed during the outage should not have been faxed to FMCSA. MEs were instructed to hold examination results and enter them once the system was operational without any penalties. MEs are now able to log into their National Registry accounts and upload exams. Third Party Organizations are currently being reconnected to National Registry so that they can upload exam results in bulk. Therefore, we encourage MEs to contact their assigned Third Party Organization(s) to determine if they have been reconnected. The functionality for MEAAs to upload results of exams will be available in the coming weeks.

4. **How do I take a screenshot?**

   Step 1: Have the information you wish to take a screenshot of visible on the computer screen.

   Step 2: Hit the "Print Screen" key (this is normally located on the top, right side of the keyboard). This will take a snapshot of the computer screen.

   Step 3: Open Microsoft Word, Paint, email, or any document that will accept a "paste" option.

   Step 4: With the mouse, left click inside of the document and then right click to bring up the option menu and click "Paste" or press Ctrl v.

   Step 5: This will paste the picture of the screenshot into the document or directly into the body of the email.

Step 6: The document can now be saved/closed and attached to an email. If the screenshot was pasted directly into the body of an email then no further steps are required.

ME Login.gov Questions

1. **What information do I need to have available prior to attempting to migrate my National Registry account with my login.gov account?**

   You will need the following information to successfully migrate your National Registry account:
   a. The personal (not business/employer) email address that is on file in the National Registry (communications about setting up your login.gov account will be sent to this email address).
   b. Your National Registry number (see FAQ above if you are not sure where to find it).
   c. Your professional license information. If your professional license has changed since December 1, 2017, we may not have that information on file. Use the professional license information you had prior to December 1, 2017.
   d. The telephone number that can be used to send a text verification code.

2. **What do I do after I create my login.gov account?**

   After you have successfully migrated your National Registry account to your login.gov account, you are able to enter the National Registry system.

3. **I no longer have access to the email address that I used to register with the National Registry and I have not created my login.gov account yet, what do I need to do**?

   The functionality to change your email address in your National Registry account is not currently available. Before migrating your account, you can request the email change by completing a Technical Support Request Form at https://www.fmcsa.dot.gov/national-registry-technical-support-request-form and emailing it to FMCtechsup@dot.gov. Once the email change request has been completed, you will be able to follow the instructions at https://www.fmcsa.dot.gov/regulations/medical/national-registry-certified-medical-examiners-national-registry-system-login to migrate your National Registry account. Prior to completing and submitting the Technical Support Request Form, please gather the following information that will need to be included on the form: First name, last name, National Registry number, phone number, email address used when registering, and email address to be used.

4. **If I'm experiencing problems with login.gov, what should I do, who do I contact?**

   FMCSA has developed a Technical Support Request Form to gather information specific to your National Registry issue(s) requiring technical assistance that is located at https://www.fmcsa.dot.gov/national-registry-technical-support-request-form. Once you have completed the Technical Support Request Form, you should email it to FMCtechsup@dot.gov. Prior to completing and submitting the Technical Support Request Form, please gather the following information that will need to be included on the form: First name, last name, National Registry number, email address, and phone number. Based on information submitted, technical support will investigate and respond if they need more information or to notify you that your issue has been resolved.

ME Certification Questions

1. **If I have not yet been certified as a ME (but have registered), am I able to log into the National Registry website?**

   No. You will not be able to log in until you have received your certificate from FMCSA indicating you are certified and able to conduct exams.

2. **I have taken and passed the ME certification test, how long will it take to become certified**?

Based on the National Registry outage since December 2017, FMCSA is currently processing a backlog of MEs waiting to be certified. As soon as your registration and license information has been validated, you will receive a certificate, via the email address you used when registering, from FMCSA indicating that you are certified and able to perform exams.

3. **If it has been a substantial amount of time since I passed the certification test and I have not received my certificate from FMCSA, what steps should I take?**

You should complete the Technical Support Request Form located at https://www.fmcsa.dot.gov/national-registry-technical-support-request-form indicating that you are requesting a certification status and email it to FMCtechsup@dot.gov. Prior to completing and submitting the Technical Support Request Form, please gather the following information that will need to be included on the form: First name, last name, National Registry number, email address, and phone number.

4. **I took the training, registered, and passed the test, can I begin conducting exams?**

No. You are not authorized to conduct exams of interstate CMV drivers until you receive notification from FMCSA indicating certification and listing on the National Registry.

MEAA Login.gov Questions

1. **What information do I need to have available prior to attempting to migrate my National Registry account with my login.gov account?**

You will need the following information to successfully migrate your National Registry account:
a. The personal (not business/employer) email address that is on file in the National Registry (communications about setting up your login.gov account will be sent to this email address).
b. Your MEAA ID number.
c. The telephone number that can be used to send a text verification code.

3. **What do I do after I create my login.gov account?**

After you have successfully migrated your National Registry account to your login.gov account, you are able to enter the National Registry system.

4. **I no longer have access to the email address that I used to register with the National Registry and I have not created my login.gov account yet, what do I need to do**?

The functionality to change your email address in your National Registry account is not currently available. Before migrating your account, you can request the email change by completing a Technical Support Request Form at https://www.fmcsa.dot.gov/national-registry-technical-support-request-form and emailing it to FMCtechsup@dot.gov. Once the email change request has been completed, you will be able to follow the instructions at https://www.fmcsa.dot.gov/regulations/medical/national-registry-certified-medical-examiners-national-registry-system-login to migrate your National Registry account. Prior to completing and submitting the Technical Support Request Form, please gather the following information that will need to be included on the form: First name, last name, MEAA ID number, phone number, email address used when registering, and email address to be used.

5. **If I'm experiencing problems with login.gov, what should I do, who do I contact?**

FMCSA has developed a Technical Support Request Form to gather information specific to your National Registry

issue(s) requiring technical assistance that is located at https://www.fmcsa.dot.gov/national-registry-technical-support-request-form. Once you have completed the Technical Support Request Form, you should email it to FMCtechsup@dot.gov. Prior to completing and submitting the Technical Support Request Form, please gather the following information that will need to be included on the form: First name, last name, MEAA ID number, email address, and phone number. Based on information submitted, technical support will investigate and respond if they need more information or to notify you that your issue has been resolved.

National Registry Profile and Exam Results Submission Questions

1. **How do I update my National Registry profile (e.g., email address, business address, business phone, license information, etc.) once I've migrated my account?**

   The functionality to update your profile is not currently available. To make any updates, a change request would need to be processed. To do so, you can complete a Technical Support Request Form located at https://www.fmcsa.dot.gov/national-registry-technical-support-request-form and email it to FMCtechsup@dot.gov. Prior to completing and submitting the Technical Support Request Form, please gather the following information that will need to be included on the form: First name, last name, National Registry or MEAA ID number, email address, phone number, description of information that needs to be changed (e.g., email address, phone number, updated license number and expiration date, etc.), and what it needs to be changed to. Technical support will notify you when the change request has been completed.

2. **What do I do if I no longer have access to the email address I used to create my National Registry account?**

   The functionality to update your profile is not currently available. To make any updates, a change request would need to be processed. To do so, you can complete a Technical Support Request Form located at https://www.fmcsa.dot.gov/national-registry-technical-support-request-form and email it to FMCtechsup@dot.gov. Prior to completing and submitting the Technical Support Request Form, please gather the following information that will need to be included on the form: First name, last name, National Registry or MEAA ID number, phone number, email address used to create National Registry account, and email address you would like to use. Technical support will notify you when the change request has been completed.

3. **What do I do if I no longer have access to the business phone number that is listed on my National Registry profile that is displayed to the public?**

   The functionality to update your profile is not currently available. To make any updates, a change request would need to be processed. To do so, you can complete a Technical Support Request Form located at https://www.fmcsa.dot.gov/national-registry-technical-support-request-form and email it to FMCtechsup@dot.gov. Prior to completing and submitting the Technical Support Request Form, please gather the following information that will need to be included on the form: First name, last name, National Registry or MEAA ID number, email address, business phone number you want changed, and business phone number you want it changed to. Technical support will notify you when the change request has been completed.

4. **I am no longer with the same employer and have a new business address. How do I change this information in my National Registry account?**

   The functionality to update your profile is not currently available. To make any updates, a change request would need to be processed. To do so, you can complete a Technical Support Request Form located at https://www.fmcsa.dot.gov/national-registry-technical-support-request-form and email it to FMCtechsup@dot.gov. Prior to completing and submitting the Technical Support Request Form, please gather the following information that will need to be included on the form: First name, last name, National Registry or MEAA ID number, email address, phone number, business address you want changed, and business address you want it changed to. Technical support will notify you when the change request has been completed.

5. **If a Medical Examiner or MEAA is attempting to upload results of exams through their National Registry account but is having issues, what should they do?**

   FMCSA has developed a Technical Support Request Form to gather information specific to each National Registry issue requiring technical assistance that is located at https://www.fmcsa.dot.gov/national-registry-technical-support-request-form. Once you have completed the Technical Support Request Form, you should email it to FMCtechsup@dot.gov. Prior to completing and submitting the Technical Support Request Form, please gather the following information that will need to be included on the form: First name, last name, National Registry or MEAA ID number, email address, and phone number. Based on the information submitted, technical support will investigate and respond if they need more information or to notify you that your issue has been resolved.