

How to Create a Login.gov Account for use with SCORE

Secure Two Factor Authentication Login for the SCORE

I Authentication process overview and requirements

For added security, you will be required to set up an account with login.gov in order to log into SCORE using two factor authentication. You must enter a passcode sent to you via a text message or phone call. A landline phone or a mobile phone is required to complete the authentication process.

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2 Login Process

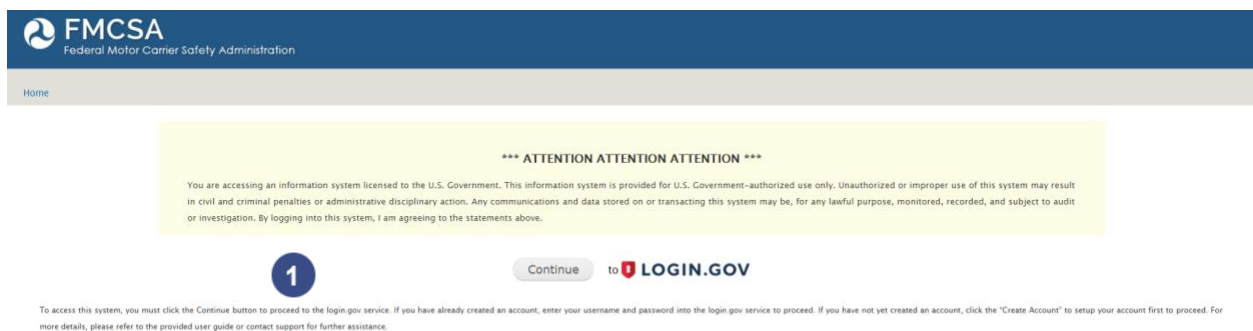
2.1 Process steps

This section specifies the detailed steps necessary to create an account with Login.Gov in order to set up your two-factor authentication that you will need to log into SCORE.

To get started, enter the following URL into your browser

<https://score.fmcsa.dot.gov/user>

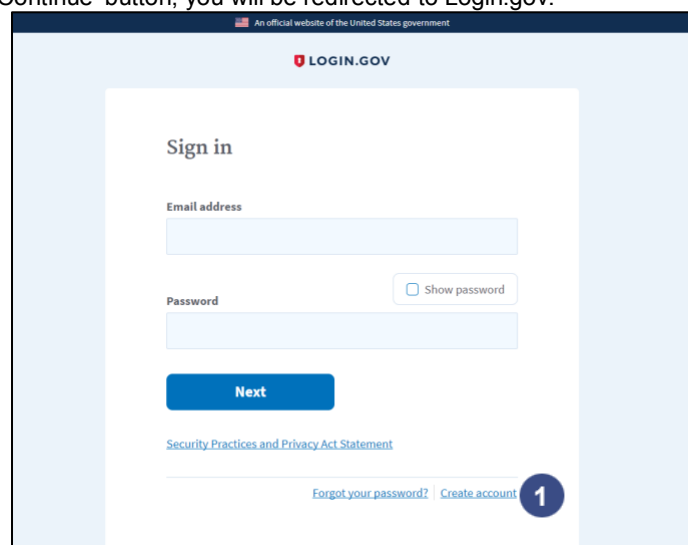
2.1.1 Login Page



The screenshot shows the FMCSA (Federal Motor Carrier Safety Administration) website. At the top is the FMCSA logo and name. Below it is a navigation bar with a 'Home' link. A large yellow warning box in the center contains the text: '*** ATTENTION ATTENTION ATTENTION ***' followed by a disclaimer about the system being licensed to the U.S. Government. Below the warning box is a blue circle with the number '1' and a 'Continue' button. To the right of the button is the text 'to LOGIN.GOV'. At the bottom, there is a small paragraph of text: 'To access this system, you must click the Continue button to proceed to the login.gov service. If you have already created an account, enter your username and password into the login.gov service to proceed. If you have not yet created an account, click the "Create Account" to setup your account first to proceed. For more details, please refer to the provided user guide or contact support for further assistance.'

1 Continue

When you click the 'Continue' button, you will be redirected to Login.gov.

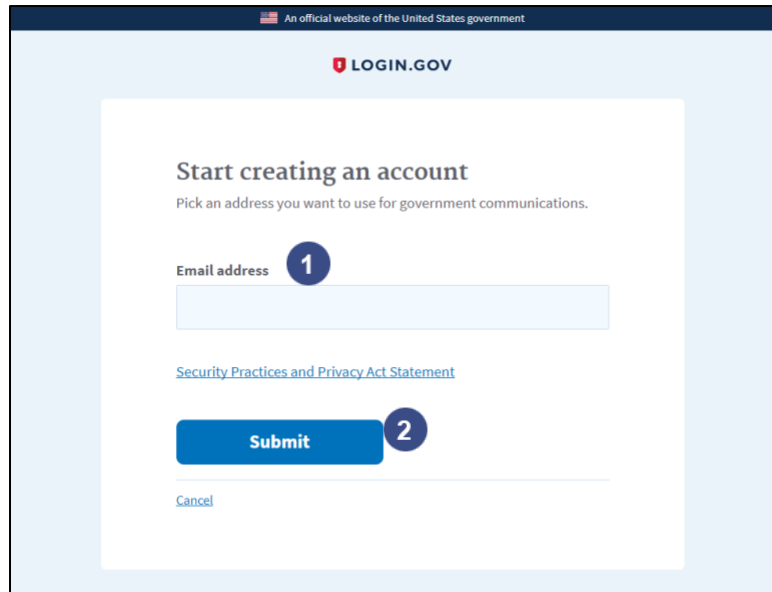


The screenshot shows the Login.Gov website. At the top is the Login.Gov logo and the text 'An official website of the United States government'. Below the logo is a 'Sign in' section with two input fields: 'Email address' and 'Password'. There is a 'Show password' checkbox next to the password field. Below the input fields is a blue 'Next' button. At the bottom of the sign-in section are two links: 'Security Practices and Privacy Act Statement' and 'Forgot your password?'. To the right of the 'Forgot your password?' link is a blue circle with the number '1' and a 'Create account' link.

1 Create Account

You will be directed to the following login page as show above. Select the 'Create Account' link to begin the creation of your account

2.1.2 Start Creating an Account



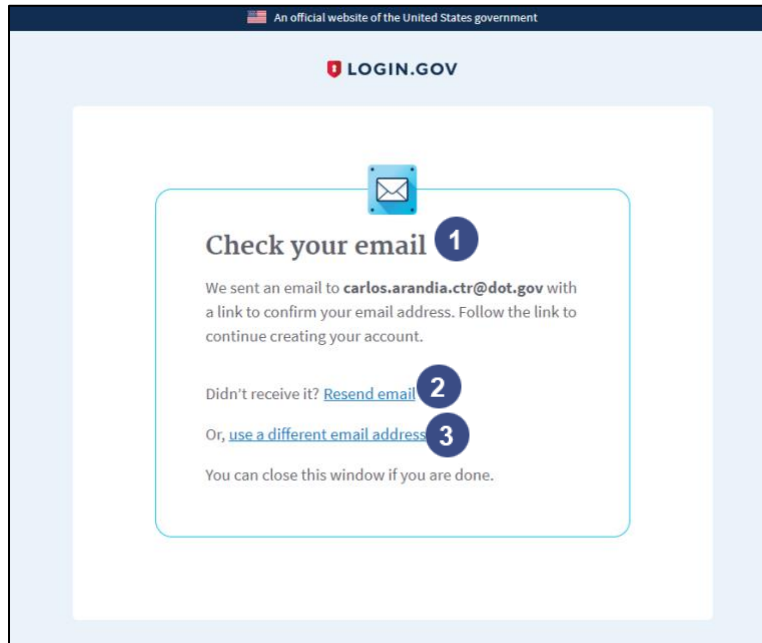
1 Email Address

Enter a valid email address that you will use to login

2 Submit

Once you have entered your email address, select 'Submit'

2.1.3 Confirm Email Address



1 Check Your Email

After selecting 'Submit' from the previous step, the system will send a confirmation email to the email address you provided. Please check your email inbox and confirm that you have received the system email

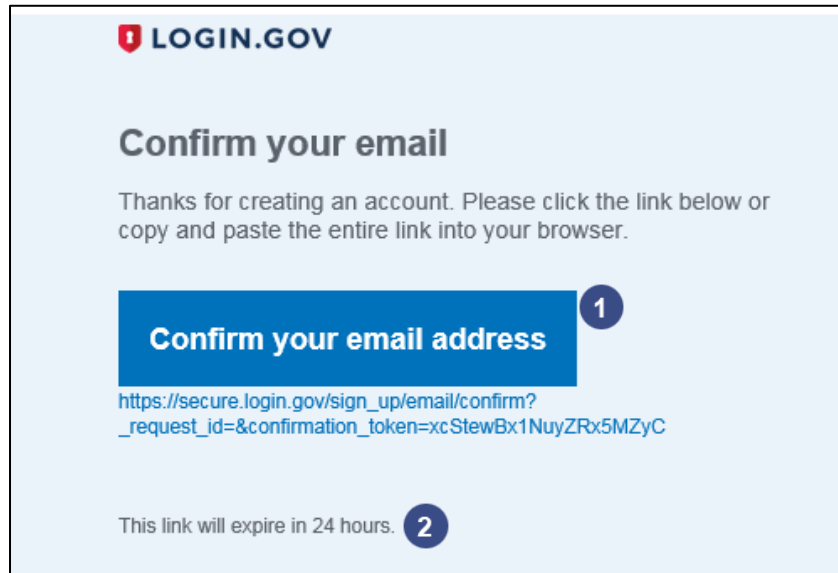
2 Resend Email

If you do not receive the system email, then select the 'Resend email' link

3 Use a Different Email Address

If you would like to use a different email address than the one you have provided, please select the 'Use a different email address' link

2.1.4 Confirm Email Address Contd.



1 Check Your Email

Once you open the system email from your inbox, select the 'Confirm your email address' button that is within the email.

2 Email Link Time Limit

Note that the link will expire in 24 hours from the time it is received

2.1.5 Create a Password

An official website of the United States government

✓ You have confirmed your email address

Create a strong password

It must be at least 8 characters long and not be a commonly used password. That's it!

1 Password

2 ☐ Show password

.....

Password strength: Good

3 Continue

Password safety tips +

[Cancel account creation](#)

1 Create a Password

After selecting the 'Confirm your email address' button, you will be taken to a page to create your password. Enter a password that is at least 8 characters in length

2 Show Password Checkbox

Selecting the 'Show password' checkbox will display the password

3 Continue

Select 'Continue' once you have entered a valid password

2.1.6 Add a Phone Number for Authentication

Add a phone number

Every time you log in, we will send you a one-time security code via text message or phone call. This helps safeguard your account.

International code

United States of America ▼ 1

Phone number *Mobile phone or landline. If you enter a landline, please select "Phone call" below.*

2

How would you like to receive your security code? 3

☒ Text message (SMS) ☐ Phone call

You can change your choice the next time you sign in

Send security code 4

[Cancel account creation](#)

- 1 International Code**
Select the appropriate international code for the phone number you will enter
- 2 Enter Phone Number**
Enter a phone number that you will use for 2 factor authentications
- 3 SMS/Phone Call**
Select to receive either an SMS text message or a phone call to receive your code (NOTE: If you have entered a landline phone number, you must select the 'Phone Call' option)
- 4 Send Security Code**
Selecting the 'Send security code' button will send a code either via SMS text message or phone call, based on the selection you chose, to the phone number you have entered

2.1.7 Text Message Authentication

***Tip:** If you have selected the 'Phone Call' option, please skip to step 2.1.8*

Get another text message. Message rates may apply.' This is followed by another paragraph: 'If you can't get text messages right now, you can [get a security code via phone call](#).' Below that is a link: 'Entered the wrong phone number? [Use another phone number](#)'. At the bottom is a link: '< [Cancel account creation](#)'."/>

An official website of the United States government

Enter your security code

One-time security code

1 Submit 2

3 We sent it in a text message to +1 (703) 843-5133. Need another code? [Get another text message](#). Message rates may apply.

If you can't get text messages right now, you can [get a security code via phone call](#).

Entered the wrong phone number? [Use another phone number](#)

< [Cancel account creation](#)

1 Enter Code

If you have selected the SMS text message method, then you will receive a text message with the one-time security code. Enter the security code in the 'One-time security code' field. (NOTE: The code received from the SMS text message will expire in 5 minutes from receiving it)

2 Submit

Once you have entered the code, select the 'Submit' button to proceed

3 Additional Options

There are several additional options located below the security code field

- If you would like to have the code resent, then select the 'Get another text message' link
- If you would like the one-time security code to be delivered via a phone call instead, then select the 'get a security code via phone call' link
- If you would like to change the phone number that the one-time security code will be sent to, then select the 'Use another phone number' link

2.1.8 Phone Call Authentication

Tip: If you have successfully entered your security code via the 'SMS Text Message' option, please skip to step 2.1.9

An official website of the United States government

LOGIN.GOV

Enter your security code

1 One-time security code

2 Submit

3 We just called you at +1 (555) 555 5555. Want us to call you again?
[Get another phone call](#)

If you can't take a phone call right now, you can [get a security code via text message](#).

Entered the wrong phone number? [Use another phone number](#)

[Cancel account creation](#)

1 Enter Code

If you have selected the 'Phone Call' method, then you will receive a phone call with the one-time security code. Enter the security code in the 'One-time security code' field. (NOTE: The code received from the phone call will expire in 5 minutes from receiving it)

2 Submit

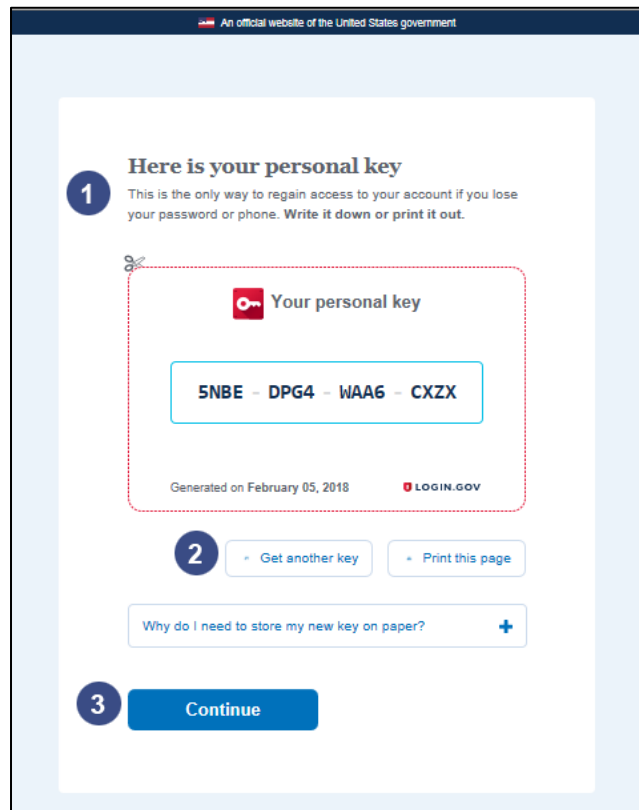
Once you have entered the code, select the 'Submit' button to proceed

3 Additional Options

There are several additional options located below the security code field

- If you would like to have the code resent, then select the 'Get another phone call' link
- If you would like the one-time security code to be delivered via a text message instead, then select the 'get a security code via text message' link
- If you would like to change the phone number that the one-time security code will be sent to, then select the 'Use another phone number' link

2.1.9 Issuance of Personal Key



1 Enter Code

After entering your one-time security code, you will be prompted to copy your personal key. Please save this key as you will need to enter the key in the next step. This personal key is used in the event that you lose access to the number you have entered to receive your one-time security code

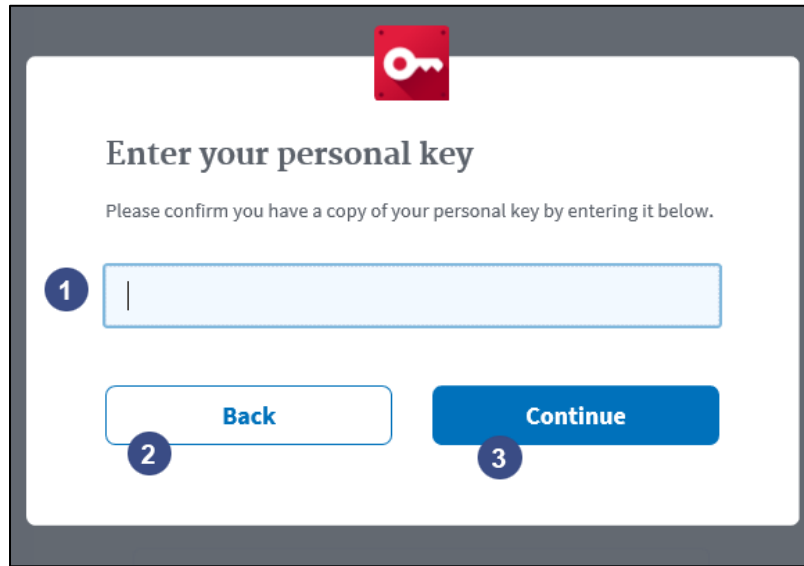
2 Get Another Key


If you would like to generate another key, please select the 'Get another key' link

3 Continue

Once you have stored your personal key, select 'Continue' to proceed to the next step

2.1.10 Enter Personal Key





Enter your personal key

Please confirm you have a copy of your personal key by entering it below.

1

2 [Back](#) 3 [Continue](#)

1 Enter Code

Enter your personal key that was given in the previous step into the field

2 Back

If you would like to go back to view your personal key, select the 'Back' button

3 Continue

Once you have entered your personal key, select 'Continue' to proceed to the next step

2.1.11 Account Creation Complete

Account Creation Complete

You have successfully created a login.gov account. You will be directed back to SCORE as a logged in user under the account you have just created

3 Help

To successfully log into SCORE, you must:

- Have an active SCORE account
- Register for Login.gov

For Login.gov help, use the Login.gov help center: <https://www.login.gov/help/>