



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?

The FMCSA Portal, the first phase of functionality developed as part COMPASS, provides single sign-on access to L&I and DataQs via a single password and user ID. Over time, the Portal will provide seamless access to all FMCSA safety existing systems.

The initial release of the FMCSA Portal delivers immediate 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. The first release of the Portal also provides:

- *Direct access via the Web* – Anyone who can access the Web can access the Portal.
- *Carrier access to their own information* – Carriers now have a single location to view their data. With the data extracted directly from the authoritative sources MCMIS, EMIS and L&I, carriers have access to more current data than what was previously available through A&I or SAFER. 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 Portal accounts and modify requests directly from the Portal.

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 Portal account. Users who want Portal access are encouraged to complete training prior to registering. Detailed information about registration is available during training and via the help features in the FMCSA Portal. 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 a proxy?

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

6. Can I continue using L&I and DataQs without using the FMCSA Portal?

You can continue using L&I and DataQs through existing interfaces for a short period of time. After that time, however, you will be required to register for a Portal account. We will notify users about the registration deadline as soon as that date is available.

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. You can also call FMCSA Technical Support (1-800-832-5600 or 703-280-4001) to have your account unlocked.

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 training for carriers is available once enrollment begins. Once you begin using the Portal, online help is available via the Portal login page at portal.fmcsa.dot.gov. FMCSA Technical Support personnel (1-800-832-5600 or 703-280-4001) will also be 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.