



Pre-Employment Screening Program

Federal Motor Carrier Safety Administration

Account Holder **User Manual**

Version 4.2 | 2023

ACCOUNT HOLDER USER MANUAL

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Pre-Employment Screening Program – Customer Service Group

Contact and Assistance Information: The preferred method of contact is by e-mail: Customer Support Email: PSPhelp@egov.com
Customer Support Phone: (877) 642-9499 Customer Support Phone Hours: Monday-Thursday, 8 a.m. - 6 p.m. and Friday 8 a.m. - 5 p.m. Eastern

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INTRODUCTION

- ▶ Welcome to the Pre-Employment Screening Program (PSP).
 - ▶ This manual offers an overview of the PSP application for account holders.
- ▶ Overview
 - ▶ Account holder login
 - ▶ PSP dashboard
 - ▶ Purchasing PSP records
 - ▶ Account users and functions
 - ▶ Written disclosure and authorization audit
- ▶ Getting Started
 - ▶ To use the PSP online service, internet access is required. Use your choice of internet browsers: Microsoft Edge, Mozilla Firefox, Safari, or Google Chrome.
 - ▶ Before accessing the PSP application, account holders must enroll. Enrollment instructions can be found at <https://www.psp.fmcsa.dot.gov/psp/signup/welcome>. Once enrolled, all authorized users on your company's account will receive a PSP Welcome email with instructions for creating the PSP Login.gov account required to access PSP.

CREATE A PSP LOGIN.GOV ACCOUNT

- ▶ To create your PSP Login.gov account, click on the LOGIN button found on the PSP home page: <http://www.psp.fmcsa.dot.gov>.



- ▶ You will be re-directed to the Login.gov page.

- ▶ Click on the "Create Account" link to set up your account.
 - ▶ Enter your email address.
 - ▶ *Note: This email must match the email address you or your company provided as part of the PSP enrollment agreement. It can also be found in your Welcome email.*
 - ▶ Select your email language.
 - ▶ Accept the Login.gov "Rules of Use" and click Submit.

LOG IN.GOV Pre-Employment Screening Program
Federal Motor Carrier Safety Administration

Please provide a valid email address to create your account. Note: This email address must match the email address that you provided when enrolling in PSP.

Pre-Employment Screening Application is using Login.gov to allow you to sign in to your account safely and securely.

Sign in Create an account

Create an account for new users

Enter your email address

Select your email language preference
Login.gov allows you to receive your email communication in English, Spanish or French.

English (default)
 Español
 Français

I read and accept the Login.gov [Rules of Use](#)

Submit

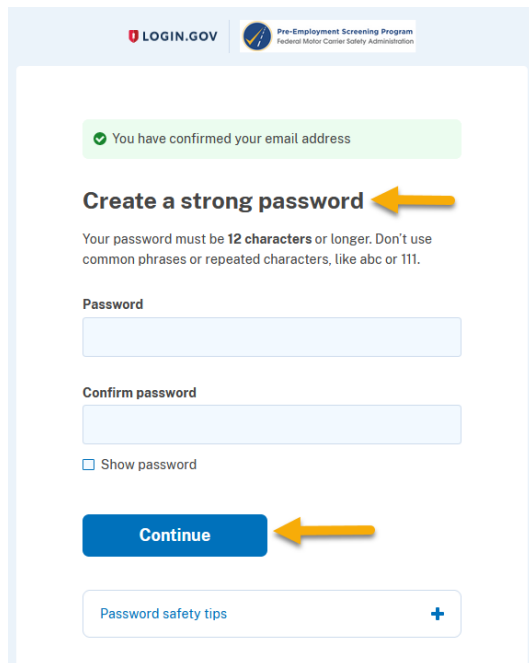
- ▶ You will receive a “Confirm your email” notification from Login.gov.
 - ▶ Click on the link “Confirm email address” button in the email.

Confirm your email

Thanks for submitting your email address. Please click the link below or copy and paste the entire link into your browser. This link will expire in 24 hours.



- ▶ You will be taken to the Login.gov “Create a strong password” page.
- ▶ Follow the instructions to create a strong password and click “Continue”.



- ▶ You will be taken to the “Authentication method setup” page.
 - ▶ You must select at least one authentication method.
 - ▶ We suggest you select “text or voice message” then click on “Continue”.

LOGIN.GOV Pre-Employment Screening Program
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Authentication method setup

Add another layer of security by selecting a multi-factor authentication method. We recommend you select at least (2) two different options in case you lose one of your methods.

- Authentication application**
Download or use an authentication app of your choice to generate secure codes.
- Text or voice message**
Receive a secure code by (SMS) text or phone call.
- Backup codes**
A list of 10 codes you can print or save to your device. When you use the last code, we will generate a new list. Keep in mind backup codes are easy to lose.
- Security key**
A physical device, often shaped like a USB drive, that you plug in to your device.
- Government employee ID**
PIV/CAC cards for government and military employees. Desktop only.

Continue

- ▶ You will be taken to the “Get your one-time code” page.
 - ▶ Enter your mobile phone number.
 - ▶ Select either text or phone call and click on the “Send Code” button.

LOGIN.GOV Pre-Employment Screening Program
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Get your one-time code

We'll send you a one-time code each time you sign in.

Phone number

How you'll get your code

Text message (SMS) Phone call

You can change this anytime. If you use a landline number, select "Phone call."

Send code

Message and data rates may apply. Do not use web-based (VOIP) phone services or premium rate (toll) phone numbers.

[Mobile terms of service](#)

[◀ Choose another option](#)

- ▶ A one-time code will be sent to you via text or phone call as selected.
- ✓ Once you have retrieved the code, enter it on this page and click “submit”.

The screenshot shows a web page for the LOGIN.GOV Pre-Employment Screening Program. At the top, there are logos for LOGIN.GOV and the Pre-Employment Screening Program, Federal Motor Carrier Safety Administration. The main heading is "Enter your one-time code". Below this, a message states: "We sent a text (SMS) with a one-time code to +1 [redacted]. This code will expire in 10 minutes." A text input field is labeled "One-time code" with an example "Example: 123456". Below the input field is a checkbox labeled "Remember this browser". A blue "Submit" button is positioned below the checkbox. A "Send another code" button with a refresh icon is located below the "Submit" button. A red horizontal line separates this section from a "Having trouble? Here's what you can do:" section. This section contains three links: "Use another phone number", "I didn't receive my one-time code", and "Learn more about authentication options", each with a right-pointing chevron. At the bottom of the section is a link "Choose another option" with a left-pointing chevron.

- ▶ You will be prompted to “add another method.”
- ✓ You can add another authentication method at any time, select “Skip for now”.

✓ A phone was added to your account.



You've added your first authentication method! Add a second method as a backup.

Adding another authentication method prevents you from getting locked out of your account if you lose one of your methods.

Add another method

[Skip for now](#)



- ▶ You will be redirected to Login.gov “Pre-Employment Screening Application” page.
 - ▶ You will be reminded to add second authentication method.
 - ✓ Click on the “Agree and continue” button.



Continue to Pre-Employment Screening Application

We'll share your information with **Pre-Employment Screening Application** to connect your account.

✓ Email address

⚠ [Add a second authentication method](#). You will have to delete your account and start over if you lose your only authentication method.

Agree and continue

[Cancel](#)

- ▶ You will be taken to the PSP website “Terms & Conditions” page.

Enter your initials in the “requestor’s initials” box and click “I Agree”.

The screenshot shows the FMCSA website header with the logo and navigation links. The main content area is titled "Terms & Conditions" and features a prominent orange banner with the text "ATTENTION ATTENTION ATTENTION". Below this, there are several paragraphs of text regarding government information system access, privacy, and consent. At the bottom, there is a form field for "Requestors Initials (Required to proceed) *" containing the text "aa", and two buttons: "I AGREE" and "Do Not Agree to Terms".

- ▶ That’s it! You will be taken to your PSP Dashboard.

RESET YOUR PSP LOGIN.GOV PASSWORD

- ▶ If you are an existing PSP user and do not remember your password or if you need to change it, click on the LOGIN button found on the PSP home page located at <http://www.psp.fmcsa.dot.gov/>.

An official website of the United States government. [Here's how you know](#) ▾

United States Department of Transportation

FMCSA
Federal Motor Carrier Safety Administration

Search

Pre-Employment Screening Program Enroll Drivers Veterans FAQs Contact

PSP has the data that you need to hire safe drivers.

Companies using PSP to screen new hires lower their crash rate by 8% and driver out-of-service rates by 17%, on average, compared to those that do not use PSP. Enroll today!

Welcome Back

Multi-factor authentication is now required to access PSP.

Click on the LOGIN button below. You will be redirected to [Login.gov](#). From here, you can create an account, log in, or reset your password.




- [Forgot your password?](#)
- [Need help creating your Login.gov account?](#)

ENROLL Learn More **LOGIN**

▶ You will automatically be taken you to the PSP Login.gov sign-in page.

Scroll down to and click on the “Forgot your password?” link.

LOGIN.GOV Pre-Employment Screening Program
Federal Motor Carrier Safety Administration

Pre-Employment Screening Application is using Login.gov to allow you to sign in to your account safely and securely.

[Sign in](#) [Create an account](#)

Sign in for existing users

i Login.gov is a secure sign-in service leveraged by the Pre Employment Screening Program (PSP). From this page, you can select to create an account, log in using your existing credentials, or reset your password. Once your email address and password have been authenticated, you will be redirected to PSP website.

Email address

Password

Show password

[Sign in](#)

[Sign in with your government employee ID](#)

[Back to Pre-Employment Screening Application](#)

[Forgot your password?](#)

[Security Practices and Privacy Act Statement](#)

[Privacy Act Statement](#)

US General Services Administration [Language](#) [Help](#) [Contact](#) [Privacy & security](#)

- ▶ You will be taken to the “Forgot your password?” page.
- ▶ Enter your email address associated with your PSP account and click “Continue”.

LOGIN.GOV Pre-Employment Screening Program
Federal Motor Carrier Safety Administration

i If you have forgotten your password, follow the prompts below, starting with your email address. This email address must be the same email address you provided when enrolling in PSP.

Forgot your password?

Don't know your password? Reset it after confirming your email address.

Email address

Continue

[Cancel](#)

- ▶ You will be instructed to check your email.

Check your email

We sent an email to [redacted] with a link to reset your password. Follow the link to continue resetting your password.

Didn't receive an email? [Resend](#)

Or, [create a new account](#) using a different email address.

You can close this browser window once you have reset your password.

- ▶ Go to your email box and open the “Reset your email password” and click on the “Reset your password” button.

Reset your password

To finish resetting your password, please click the link below or copy and paste the entire link into your browser.

[Reset your password](#)

[https://idp.int.identitysandbox.gov/users/password/edit?
request_id=bfdd2b90-8e71-4f3b-8e2e-
e28b4d48d1c5](https://idp.int.identitysandbox.gov/users/password/edit?request_id=bfdd2b90-8e71-4f3b-8e2e-e28b4d48d1c5)

- ▶ You will be taken to the Login.gov “Change your password” page.
- ▶ Enter a new password and click on the “Change password” button.

LOGIN.GOV | Pre-Employment Screening Program
Federal Motor Carrier Safety Administration

Change your password

You need your 16-character personal key to reset your password if you verified your identity with this account. If you don't have it, you can still reset your password and then reverify your identity.

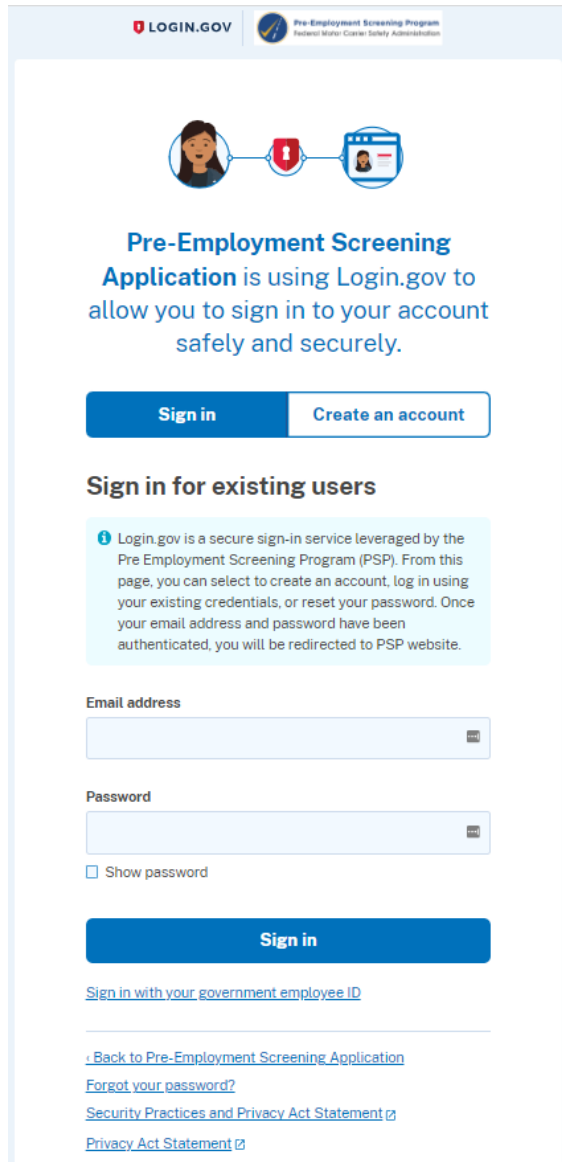
New password

Show password

Change password

Password safety tips +

- ▶ You will be returned to the PSP Login.gov sign-in page.
- ▶ Enter your email address and new password and click on the “Sign in” button.



The screenshot shows the Login.gov sign-in page for the Pre-Employment Screening Program (PSP). At the top, there are logos for LOGIN.GOV and the Pre-Employment Screening Program, Federal Motor Carrier Safety Administration. Below the logos is a graphic with three icons: a person, a shield with a red exclamation mark, and a computer monitor. The main heading reads "Pre-Employment Screening Application is using Login.gov to allow you to sign in to your account safely and securely." There are two buttons: "Sign in" and "Create an account". Below this is a section titled "Sign in for existing users" with an information icon and a text box explaining that Login.gov is a secure sign-in service. Underneath are input fields for "Email address" and "Password", with a "Show password" checkbox. A large blue "Sign in" button is at the bottom. At the very bottom, there are links for "Sign in with your government employee ID", "Back to Pre-Employment Screening Application", "Forgot your password?", "Security Practices and Privacy Act Statement", and "Privacy Act Statement".

- ▶ A one-time code will be sent to you via the authentication method you selected when you set up your PSP Login.gov account.
- ▶ Enter the one-time code and click “Submit”.

LOGIN.GOV Pre-Employment Screening Program
Federal Motor Carrier Safety Administration

Enter your one-time code

We sent a text (SMS) with a one-time code to (***) ***- [redacted]
This code will expire in 10 minutes.

One-time code
Example: 123456

Remember this browser

Submit

[Send another code](#)

Having trouble? Here's what you can do:

- [Choose another authentication method](#) >
- [I didn't receive my one-time code](#) >
- [Learn more about authentication options](#) >

[Cancel](#)

- ▶ You will be taken to the PSP Terms & Conditions page.
- ▶ Enter your initials in the Requestors initials box and click “I AGREE”

Terms & Conditions

ATTENTION ATTENTION ATTENTION

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.


This system contains information protected under the provisions of the Privacy Act of 1974 (Public Law 93-579). Any privacy information displayed on the screen or printed shall be protected from unauthorized disclosure. Individuals who violate privacy safeguards may be subject to disciplinary actions, a fine of up to \$5,000, or both.

By using this information system, you understand and consent to the following:

You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.

Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

Requestors Initials (Required to proceed) *

That's it! Your password has been updated and you will be taken to the PSP Dashboard.

TERMS AND CONDITIONS

- ▶ You must read and accept the PSP terms and conditions every time you log into PSP.
- ▶ Type your initials on the bottom left section of the page and click the “I AGREE” button to continue onto your Dashboard.
- ▶ If you click “Do Not Agree to Terms” you will be logged out of PSP and returned to a login page

Terms & Conditions

ATTENTION ATTENTION ATTENTION

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

This system contains information protected under the provisions of the Privacy Act of 1974 (Public Law 93-579). Any privacy information displayed on the screen or printed shall be protected from unauthorized disclosure. Individuals who violate privacy safeguards may be subject to disciplinary actions, a fine of up to \$5,000, or both.

By using this information system, you understand and consent to the following:

You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.

Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

Requestors Initials (Required to proceed) *



PSP DASHBOARD

Upon successful login and Terms & Conditions acceptance, the PSP Dashboard will display all active records for your account. Records can be accessed for five days (120 hours) from the time of purchase.

Dashboard

REQUEST DRIVER RECORDS

Your Records

PSP records are displayed below for **5 days (120 hours)** from the time of record request.

Each record may be saved or printed. The search field can help you find a specific record.



View

10

Request Date	Last Name	License #	State	Requested By	Actions
07/13/2023	JONES	1947712	WA	@mailinat...	Download
07/13/2023	SMITH	1234567	VA	@mailinat...	Download
07/13/2023	GODFREY	XXXXXXXXXXXX	PA	@mailinat...	Download

1 to 3 of 3 Page 1 of 1



- ▶ During the five-day window, view a record by clicking on the last name of the driver or clicking *Download*. Downloaded records will open as a PDF document.
- ▶ You may print or save your record any time during the five-day window.
- ▶ To sort your records, click on the column name in the header. The system defaults to sorting by the most recent “*Request Date*” at the top.
- ▶ To search through active records use the search box shown below.
- ▶ To search for a specific record, enter the information into the search field and press enter or click the *Search* icon. The results will update to show the corresponding record(s).



Dashboard


REQUEST DRIVER RECORDS




Your Records





PSP records are displayed below for **5 days (120 hours)** from the time of record request.

Each record may be saved or printed. The search field can help you find a specific record.

Search...  

View 10 

Request Date	Last Name	License #	State	Requested By	Actions
07/13/2023	JONES	1947712	WA	 @mailinat...	Download
07/13/2023	SMITH	1234567	VA	 @mailinat...	Download
07/13/2023	GODFREY	XXXXXXXXXXXX	PA	 @mailinat...	Download

1 to 3 of 3   Page 1 of 1  

REQUEST PSP RECORDS

- ▶ To request a prospective driver's PSP record, click on the Request Driver Records button.

Dashboard

REQUEST DRIVER RECORDS



Your Records

PSP records are displayed below for **5 days (120 hours)** from the time of record request.

Each record may be saved or printed. The search field can help you find a specific record.

Search...



View

10 ▾

Request Date	Last Name	License #	State	Requested By	Actions
07/13/2023	JONES	1947712	WA	[REDACTED]@mailinat...	Download
07/13/2023	SMITH	1234567	VA	[REDACTED]@mailinat...	Download
07/13/2023	GODFREY	XXXXXXXXXXXX	PA	[REDACTED]@mailinat...	Download

1 to 3 of 3 < < Page 1 of 1 > >

- ▶ Enter the driver's last name, first name, date of birth, license number and license State.
- ▶ You are required to attest that your company has received the driver's disclosure and authorization for the PSP inquiry.
- ▶ The *Internal Reference* field allows users to enter additional information for each transaction. Any text added here will show on your Billing Summary Report.
- ▶ For more information on the *Internal Reference* field, refer to page 42.
- ▶ Hover over the question mark above *License Number field* for tips on how to enter license numbers.

The screenshot displays the FMCSA Pre-Employment Screening Program (PSP) website interface. At the top, the header includes the FMCSA logo and navigation links for 'Enroll', 'Drivers', 'Veterans', 'FAQs', and 'Contact'. The main content area is titled 'Add Driver(s)' and contains a form for entering driver information. The form is divided into several sections: 'Driver 1 Information' with fields for 'Last Name' and 'First Name'; 'LICENSES FOR THIS DRIVER' with fields for 'Last Name', 'License Number', and 'State'; and an 'Internal Reference' field. A tooltip titled 'Tips for entering license numbers:' is overlaid on the 'License Number' field, providing instructions: 'If your license contains leading zeros, use the 'Add License' button to enter a second version of the license that includes leading zeros.', 'Enter the license number as it appears on the driver's license.', and 'Enter only letters and numbers.'. A 'SUBMIT REQUEST' button is located at the bottom right of the form. The page also features a search bar and a 'Live Help ONLINE' button in the top right corner.

MULTIPLE PSP RECORDS REQUESTS

An official website of the United States government. Here's how you know

United States Department of Transportation US English

FMCSA
Federal Motor Carrier Safety Administration

Pre-Employment Screening Program

Enroll Drivers Veterans FAQs Contact

Dashboard Audits Admin Billing Web Service My account Live Help ONLINE

Add Driver(s)

Add one or more drivers and associated licenses below.

Driver 1 Information

Last Name *	First Name *	Date of Birth *	Internal Reference ⓘ
Jones	Mary	07/01/2000	

LICENSES FOR THIS DRIVER

Last Name *	License Number *	State *	
Jones	1234567	VA	Delete
Jones	3216548	VA	Delete

[Add Another License](#)

I certify under penalty of perjury that the company I represent has disclosed to the operator-applicant that their PSP record will be requested and has received the operator-applicant's authorization for this inquiry. I understand this record will be available for viewing for five days (120 hours) from the time of purchase.

[Remove Driver](#)

Driver 2 Information

Last Name *	First Name *	Date of Birth *	Internal Reference ⓘ
		__/__/__	

LICENSES FOR THIS DRIVER

Last Name *	License Number *	State *

[Add Another License](#)

I certify under penalty of perjury that the company I represent has disclosed to the operator-applicant that their PSP record will be requested and has received the operator-applicant's authorization for this inquiry. I understand this record will be available for viewing for five days (120 hours) from the time of purchase.

[Remove Driver](#)

Added Driver(s)

Transaction details	
Driver(s)	2
Price per Record	\$10.00
Transaction Total	\$20.00

[SUBMIT REQUEST](#)

[Add Driver](#)

- ▶ To query PSP records for multiple drivers', click *+Add Driver on the bottom left side of the page*. Note: each driver is considered one transaction.
- ▶ The *Add Another License* button can be used to submit additional license information when a driver has multiple licenses or multiple last names (see next page for details on submitting a driver with multiple last names). There is no additional fee for a single driver containing multiple licenses.
- ▶ If a driver has additional license information, it must be entered to get a full history.
- ▶ The current transaction total and amount is present in the upper right side of the page.
- ▶ Review the information and click *Submit Request* to generate PSP records.

REQUEST: MULTIPLE PSP RECORDS

Add Driver(s)
Add one or more drivers and associated licenses below.

Driver 1 Information

Last Name * First Name * Date of Birth * Internal Reference ⓘ

Driver One 07/01/2000

LICENSES FOR THIS DRIVER

Last Name * License Number * ⓘ State *

Driver 1234567 DC

Add Another License

I certify under penalty of perjury that the company I represent has disclosed to the operator-applicant that their PSP record will be requested and has received the operator-applicant's authorization for this inquiry. I understand this record will be available for viewing for five days (120 hours) from the time of purchase.

Remove Driver

Driver 2 Information

Last Name * First Name * Date of Birth * Internal Reference ⓘ

Driver Two 06/01/1999

LICENSES FOR THIS DRIVER

Last Name * License Number * ⓘ State *

Driver 611999 WA

Add Another License

I certify under penalty of perjury that the company I represent has disclosed to the operator-applicant that their PSP record will be requested and has received the operator-applicant's authorization for this inquiry. I understand this record will be available for viewing for five days (120 hours) from the time of purchase.

Remove Driver

Driver 3 Information

Last Name * First Name * Date of Birth * Internal Reference ⓘ

Driver Three 03/03/2000

LICENSES FOR THIS DRIVER

Last Name * License Number * ⓘ State *

Driver 3333333 VA

Add Another License

I certify under penalty of perjury that the company I represent has disclosed to the operator-applicant that their PSP record will be requested and has received the operator-applicant's authorization for this inquiry. I understand this record will be available for viewing for five days (120 hours) from the time of purchase.

Remove Driver

Added Driver(s)

Transaction details

Driver(s) 11

Price per Record \$9.50

Transaction Total \$104.50

SUBMIT REQUEST

- ▶ Orders of 10 or more PSP records have a lower price per record.
- ▶ The current transaction's total will update automatically and is shown on the upper right corner of the page.
- ▶ Below are the rates based on the number of simultaneous transactions:

Discount Record Request Rate	
1-10 reports requested	\$10.00 per record request
11-20 reports requested simultaneously	\$9.50 per record request
21-40 reports requested simultaneously	\$9.25 per record request
41-100 reports requested simultaneously	\$9.00 per record request
More than 100 reports requested simultaneously	\$8.75 per record request

REQUEST: MULTIPLE LAST NAMES

Add Driver(s)

Add one or more drivers and associated licenses below.

Driver 1 Information

Last Name *	First Name *	Date of Birth *	Internal Reference ⓘ
Smith	John	01/01/1919	

LICENSES FOR THIS DRIVER

Last Name *	License Number * ⓘ	State *	
Smith	ABC123	TN	Delete
SmithJones	ABC123	TN	Delete
Jones	ABC123	TN	Delete
JonesSmith	ABC123	TN	Delete

Add Another License

I certify under penalty of perjury that the company I represent has disclosed to the operator-applicant that their PSP record will be requested and has received the operator-applicant's authorization for this inquiry. I understand this record will be available for viewing for five days (120 hours) from the time of purchase.

Add Driver

Added Driver(s)

Transaction details	
Driver(s)	1
Price per Record	\$10.00
Transaction Total	\$10.00

SUBMIT REQUEST

- ▶ To query a driver who has multiple last names, click *Add Another License*, and enter every combination of the driver's last name. There is no additional fee for multiple licenses on a single driver.
- ▶ Example: John Smith-Jones, the last name would be entered as Smith, SmithJones, Jones and JonesSmith for a total of four licenses. The license information for each would remain the same.
- ▶ The transaction total and amount are located on the upper right side of the page.
- ▶ Review the information, select the certify checkbox, then click *Submit Request* to generate the PSP record.

RESULTS

- ▶ Once a request for a record has been submitted the screen will note the transaction is processing by displaying the following symbol.



- ▶ To view the processed record, either click on the driver's last name, or click *Download*.



Dashboard



REQUEST DRIVER RECORDS

Your Records

PSP records are displayed below for **5 days (120 hours)** from the time of record request.

Each record may be saved or printed. The search field can help you find a specific record.

Search...  View 10 

Request Date	Last Name	License #	State	Requested By	Actions
07/13/2023	SMITH 	ABC123	TN	rockyroad@mailinat...	Download 

- ▶ To order more PSP records, click *Request Driver Records*.

PSP RECORD

- ▶ PSP record data comes from the Motor Carrier Management Information System (MCMIS) database. The data is refreshed once a month. To receive notification of each MCMIS data load, follow @PSP_help on Twitter or you can click on the PSP Updates button found above the PSP website footer, to subscribe to updates.
 - ▶ PSP records can be viewed or downloaded for five days (120 hours) from the time of purchase.
- ▶ A PSP record search includes **four data** elements: driver's last name, driver's date of birth, driver's license number, and driver's license State. All four elements must be an exact match to produce a record. Please enter your PSP record search information carefully and review for accuracy.
- ▶ DataQs
 - ▶ If you or the driver would like to challenge data found in a PSP record, please visit the FMCSA DataQs web site at <https://dataqs.fmcsa.dot.gov>.

SAMPLE PSP REPORT

▶ This section of the report displays the driver information requested.

▶ This area includes details about each crash that has occurred over the last 5 years.

▶ This section reflects the date/time the PSP request was made and displays the data received from the last MCMIS snapshot.

▶ MCMIS snapshot: The data reflected on this report is provided by FMCSA.

PSP Detailed Report

Federal Motor Carrier Safety Administration

Sample Report

Driver Information												
Last Name	First Name	License #	State									
SMITH	JOHN	111111111	VA									
SMITH	JOHN	222222222	NY									

Crash Activity (5 year history from MCMIS snapshot date)												
Crash Summary (Crashes listed represent a driver's involvement in FMCSA-reportable crashes, without any determination as to responsibility.)												
# of Crashes:	5	# of crashes with Fatalities:	1	# of Crashes with Injuries:	3	# of Towaways:	3					
		# of Fatalities:	1	# of Injuries:	4	# of Hazmat Releases:	0					
Crash Details (Crashes listed represent a driver's involvement in FMCSA-reportable crashes, without any determination as to responsibility.)												
	Date	DOT #	Carrier Name	Driver Name	Drive Lic	State	Driver DOB	Rpt St	Rpt Number	Location	# Fatalities	# Injuries
1	10/24/2014	168714	XYZ TRUCKS, INC.	SMITH, JOHN	222222222	NY	08/08/1988	VA	VA000087984	I66 EB .5M E RT 29	0	1
2	04/03/2015	168714	XYZ TRUCKS, INC.	SMITH, JOHN	111111111	VA	08/08/1988	CA	CA783478572	I 405 NB	1	2
3	12/05/2015	475002	SMITH LOGISTICS	SMITH, JOHN	111111111	VA	08/08/1988	MT	MT4839273282	US 2 SB	0	0
4	01/14/2016	345678	MIKE'S TRUCKS	SMITH, JOHN	111111111	VA	08/08/1988	NY	NY4374729121	I 87 NB	0	1
5	08/28/2016	333444	BOB'S HAULING	SMITH, JOHN	111111111	VA	08/08/1988	NJ	NJ7859473837	I 95 SB	0	0

Inspection Activity (3 year history from MCMIS snapshot date)														
Inspection Summary														
Driver Summary				Vehicle Summary				Hazmat Summary						
Driver Inspections:				4	Vehicle Inspections:				4	Hazmat Inspections:				0
Driver Out-of-service Inspections:				2	Vehicle Out-of-service Inspections:				1	Hazmat Out-of-service Inspections:				0
Driver Out-of-service Rate:				50%	Vehicle Out-of-service Rate:				25%	Hazmat Out-of-service Rate:				0%

Report executed at: 5/4/2018 2:42:16 PM
MCMIS snapshot date: 4/27/18

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SAMPLE PSP REPORT (Inspection Details)

▶ This section reflects inspection information occurring over last 3 years.

▶ Violations are noted as “co-driver” if applicable.

▶ Co-Driver violations indicate any violation charged to the driver for whom the report was generated.

▶ Hazmat inspections are indicated with “Y” in this column

Inspection Activity (3 year history from MCMIS snapshot date)														
Inspection Summary														
Driver Summary				Vehicle Summary				Hazmat Summary						
Driver Inspections:				4	Vehicle Inspections:				4	Hazmat Inspections:				0
Driver Out-of-service Inspections:				2	Vehicle Out-of-service Inspections:				1	Hazmat Out-of-service Inspections:				0
Driver Out-of-service Rate:				50%	Vehicle Out-of-service Rate:				25%	Hazmat-Out-of-service Rate:				0%
Inspection Details														
Carrier Info				Driver Info				Inspection Info						
Date	DOT #	Carrier Name	Driver Name	Drive Lic	State	Driver DOB	Rpt St	Rpt Number	Hazmat Insp	Insp Level	# of Viol			
1	01/18/2017	475002	SMITH LOGISTICS	SMITH, JOHN	111111111	VA	08/08/1988	LA	3457484373	N	1	3		
Vehicle Violation: 393.47(e)				CLAMP/ROTO TYPE BRAKE(S) OUT-OF-ADJUSTMENT				NON-OOS						
Vehicle Violation: 393.95(f)				NO/INSUFFICIENT WARNING DEVICES				NON-OOS						
2	07/24/2017	345678	MIKE'S TRUCKS	SMITH, JOHN	111111111	VA	08/08/1988	VA	3611000450	N	1	1		
Vehicle Violation: 393.42(a)				INOPERATIVE OR MISSING BRAKE				OOS - this violation does NOT apply to SMITH, JOHN						
3	08/22/2017	345678	MIKE'S TRUCKS	SMITH, JOHN	111111111	VA	08/08/1988	CA	4839378483	N	1	1		
4	09/04/2017	333444	BOB'S HAULING	SMITH, JOHN	111111111	VA	08/08/1988	WA	9383848400	N	1	3		
Driver Violation: 392.5(a)(2)				DRIVING UNDER THE INFLUENCE				OOS						
State Citation#: TX568552				State Citation Result: Convicted of different charge										
Driver Violation: 395.3(a)(3)(i)				DRIVING BEYOND 11 HOUR RULE				OOS						

SAMPLE PSP REPORT (Adjudicated Citations)

- ▶ This FMCSA's Adjudicated Citations policy went into effect on 08/23/2014.

- ▶ If the driver has been convicted of a different or reduced charge following adjudication, the PSP report will display the original violation and note that the driver was convicted of a different charge.

Inspection Details													
Carrier Info				Driver Info				Inspection Info					
	Date	DOT #	Carrier Name	Driver Name	Drive Lic	State	Driver DOB	Rpt St	Rpt Number	Hazmat Insp	Insp Level	# of Viol	
1	01/18/2017	475002	SMITH LOGISTICS	SMITH, JOHN	X1487849	VA	10/11/1944	LA	3457484373	N	1	3	
Vehicle Violation: 393.47(e) CLAMP/ROTO TYPE BRAKE(S) OUT-OF-ADJUSTMENT NON-OOS Vehicle Violation: 393.95(f) NO/INSUFFICIENT WARNING DEVICES NON-OOS													
2	07/24/2017	345678	MIKE'S TRUCKS	SMITH, JOHN (co-driver)	X1487849	VA	10/11/1944	VA	3811000450	N	1	1	
Vehicle Violation: 393.42(a) INOPERATIVE OR MISSING BRAKE OOS – This violation does NOT apply to SMITH, JOHN.													
3	08/22/2017	345678	MIKE'S TRUCKS	SMITH, JOHN	X1487849	VA	10/11/1944	CA	4839378483	N	1	1	
4	09/04/2017	333444	BOB'S HAULING	SMITH, JOHN	X1487849	VA	10/11/1944	WA	9383848400	N	1	3	
Driver Violation: 392.5(a)(2) DRIVING UNDER THE INFLUENCE OOS State Citation#: TX568552 State Citation Result: Convicted of different charge Driver Violation: 395.3(a)(3)(i) DRIVING BEYOND 11 HOUR RULE OOS													
Violation Summary													
Violation #	Description											# of Violations	# of Out-of-service Violations
393.47(e)	CLAMP/ROTO TYPE BRAKE(S) OUT-OF-ADJUSTMENT											1	0
393.95(f)	NO/INSUFFICIENT WARNING DEVICES											1	0
393.42(a)	INADEQUATE BRAKE SYSTEM ON A CMV											1	1
395.3(a)(3)(i)	DRIVING BEYOND 11 HOUR RULE											1	1
392.5(a)(2)	DRIVING UNDER THE INFLUENCE State citation result: Convicted of different charge											1	0

The summary counts and rates only include violations that were attributable to SMITH, JOHN or were not the result of a crash.

SAMPLE PSP REPORT (Violation Summary)

▶ The violation summary only counts violation charged to the driver for whom the report was generated.

▶ A footnote explaining how the violations are summarized appears below the summary.

Violation Summary			
Violation #	Description	# of Violations	# of Out-of-service Violations
393.47(e)	CLAMP/ROTO TYPE BRAKE(S) OUT-OF-ADJUSTMENT	1	0
393.95(f)	NO/INSUFFICIENT WARNING DEVICES	1	0
393.42(a)	INADEQUATE BRAKE SYSTEM ON A CMV	1	1
395.3(a)(3)(i)	DRIVING BEYOND 11 HOUR RULE	1	1
392.5(a)(2)	DRIVING UNDER THE INFLUENCE <small>State citation result: Convicted of different charge</small>	1	0

The summary counts and rates only include violations that were attributable to SMITH, JOHN or were not the result of a crash.

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Report executed at: 3/2/2018 2:42:16 PM
 MCMIS snapshot date: 2/23/2018
 For an explanation of FMCSA-reportable crashes see <https://www.psp.fmcsa.dot.gov/psp/FAQ.aspx>.

PSP RECORD SAMPLE - NO RESULTS FOUND

- ▶ To generate a PSP record, an exact match must exist for the following four data elements: driver's last name, date of birth, license number and license State.

▶ If an exact match is not found in the PSP database for the above data elements, you will receive a record with a red stamp, stating: "No crash or inspection results found."

PSP Detailed Report

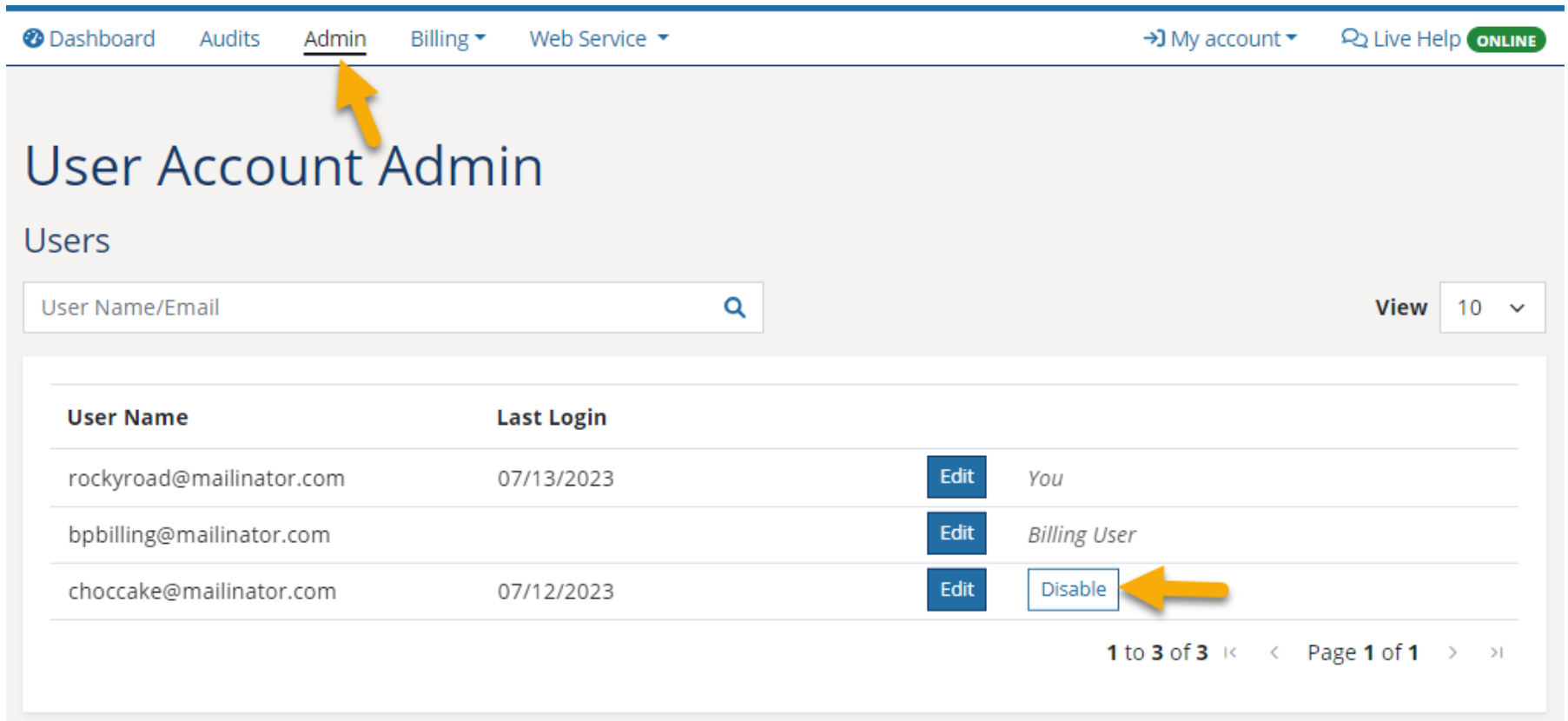
Federal Motor Carrier Safety Administration

No crash or inspection results found.

Driver Information													
Last Name	First Name	License #	State										
NOMAN	MARY	N781224	IA										
Crash Activity													
Crash Summary (Crashes listed represent a driver's involvement in FMCSA-reportable crashes, without any determination as to responsibility.)													
# of Crashes:	0	# of Crashes with Fatalities:	0	# of Crashes with Injuries:	0	# of Towaways:	0						
		# of Fatalities:	0	# of Injuries:	0	# of Hazmat Releases:	0						
Crash Details (Crashes listed represent a driver's involvement in FMCSA-reportable crashes, without any determination as to responsibility.)													
Date	DOT #	Carrier Name	Driver Name	Driver Lic	State	Driver DOB	Rpt St	Report Number	Location	# Fatalities	# Injuries		
Inspection Activity													
Inspection Summary													
Driver Summary			Vehicle Summary				Hazmat Summary						
Driver Inspections:	0		Vehicle Inspections:	0			Hazmat Inspections						0
Driver Out-of-service Inspections:	0		Vehicle Out-of-service Inspections:	0			Hazmat Out-of-service Inspections:						0
Driver Out-of-service Rate:	0%		Vehicle Out-of-service Rate:	0%			Hazmat Out-of-service Rate:						0%
Inspection Details													
Carrier Info			Driver Info				Inspection Info						
Date	DOT #	Carrier Name	Driver Name	Driver Lic	State	Driver DOB	Rpt St	Report Number	Hazmat Insp	Insp Level	# of Viol		
Violation Summary													
Violation #	Description							# of Violations	# of Out-of-service Violations				

USER ACCOUNT (ADMINS ONLY)

- ▶ The company authorized contact has an *Admin* link. This link allows the admin to edit or disable account users.
- ▶ To remove account access for a user, click *Disable*.



The screenshot shows the 'User Account Admin' interface. At the top, there is a navigation bar with links for 'Dashboard', 'Audits', 'Admin', 'Billing', and 'Web Service'. The 'Admin' link is highlighted with a yellow arrow. On the right side of the navigation bar, there are links for 'My account' and 'Live Help ONLINE'. Below the navigation bar, the main heading is 'User Account Admin' and the sub-heading is 'Users'. There is a search box labeled 'User Name/Email' and a 'View' dropdown set to '10'. Below this is a table with three columns: 'User Name', 'Last Login', and 'Actions'. The table contains three rows of user data. The 'Disable' button for the third user is highlighted with a yellow arrow.

User Name	Last Login	Actions
rockyroad@mailinator.com	07/13/2023	Edit You
bpbilling@mailinator.com		Edit Billing User
choccake@mailinator.com	07/12/2023	Edit Disable

1 to 3 of 3 | Page 1 of 1

USER ACCOUNT (ADMINS ONLY) – CHANGE FORMS

- ▶ Admins can access various PDF change request forms from the Admin Screen.
 - ▶ To add/remove account access for a user, select *Modify Users*.
 - ▶ To update billing information, select *Modify Billing*.
 - ▶ To update account information such as the address, select *Modify Account*.
 - ▶ Forms may be submitted via email or fax as indicated on the form.

The screenshot displays the 'User Account Admin' interface. At the top, there is a search bar for 'User Name/Email' and a 'View' dropdown set to '10'. Below this is a table with columns for 'User Name' and 'Last Login'. The table lists three users: 'rockyroad@mailinator.com' (last login 07/13/2023), 'bpbilling@mailinator.com', and 'choccake@mailinator.com' (last login 07/12/2023). Each user row has an 'Edit' button and a role indicator ('You', 'Billing User', and 'Disable' respectively). At the bottom right of the table, it shows '1 to 3 of 3' and 'Page 1 of 1'. Below the table, there is a 'Change Request Forms' section with three buttons: 'Modify Users (PDF)', 'Modify Billing (PDF)', and 'Modify Account (PDF)'. A yellow arrow points to the 'Modify Users (PDF)' button. To the right of this section is a 'Useful tips' box with three bullet points and a link to 'Click to download a free PDF viewer'.

User Name	Last Login		
rockyroad@mailinator.com	07/13/2023	Edit	You
bpbilling@mailinator.com		Edit	Billing User
choccake@mailinator.com	07/12/2023	Edit	Disable

1 to 3 of 3 < > Page 1 of 1 > >

Change Request Forms ←

- Modify Users (PDF)
- Modify Billing (PDF)
- Modify Account (PDF)

Useful tips

- When a user is locked out of PSP, click the *Unlock User* button to give them access again.
- Click the *Disable* button to remove PSP access.
- Use the *Modify Users* button to add or remove users.

[Click to download a free PDF viewer](#)

AUDIT DASHBOARD

- ▶ Account holders may be selected for a driver disclosure and authorization audit. If selected, the authorized company contact will receive an email notifying them of the audit.
- ▶ The first user who logs in to PSP after audit selection will see the screen below. The user can then acknowledge the audit by entering their initials and clicking the *Acknowledge Now* button. Once the audit has been acknowledged, other users will not see this screen.

Audit Notification Acknowledgment

Print

I acknowledge that my company has been selected for a mandatory Pre-Employment Screening Program applicant disclosure and authorization form audit and that my company must provide evidence of the requested disclosure and authorization forms by the time specified in the initial notification email.

Initials (required to proceed) *



This field is required.

ACKNOWLEDGE NOW

Do Not Acknowledge



AUDIT DASHBOARD

- ▶ The user that accepts the audit will then be directed to the Audit Dashboard, see screen below. This screen lists the PSP record requests that have been selected for audit.
- ▶ After reviewing the audit information, click Dashboard on the toolbar to proceed to the PSP Dashboard.

Audit Dashboard

Form Requirements

The forms submitted must clearly indicate the driver's name, driver's signature (electronic or hand-written), FMCSA-required authorization language, and be dated on or prior to the date of the PSP driver record request.

Use the form below to submit your disclosure and authorization form(s). You will be given the following options:

- Upload the form(s) directly in your web browser
- Fax the form(s) to 703-841-6370

The driver's name, signature, and date must be included on the forms. Please remove or black out any other personally identifiable information, like date of birth, social security number, license number, etc.

Transactions under Audit

The following list of records require disclosure and authorization forms. Upload one or more supporting documents for each record.

Request Date	Last Name	First Name	License Number	State	Requested By	Status
02/19/2016 08:25 AM	GODFR EY	SUSAN	XXXXXXXX XXXX	PA	testuser1672@g mail.com	Open

Submit Document(s)

No files uploaded yet.

Have questions?
The PSP customer service team is available Monday through Thursday from 8 AM to 6 PM ET, and on Friday from 8 AM to 5 PM ET. Chat with us using the "LIVE HELP" button in the top-right corner of this page, email us at PSPHelp@egov.com, or call us toll-free at 1-877-642-9499.
[Contact](#)

Resources

- [PSP Monthly Account Holder Enrollment Agreement](#)
- [Disclosure and Authorization Form](#)

- ▶ The status of the audit can be found in the last column.

- ▶ To successfully satisfy the audit, the user must submit the driver disclosure and authorization form(s) for the transaction(s) listed. Forms may be uploaded to PSP, emailed (PSPAudit@egov.com) or faxed to 703-841-6370.

The screenshot shows the 'Audit Dashboard' with the following sections:

- Form Requirements:**
 - The forms submitted must clearly indicate the driver's name, driver's signature (electronic or hand-written), FMCSA-required authorization language, and be dated on or prior to the date of the PSP driver record request.
 - Use the form below to submit your disclosure and authorization form(s).** You will be given the following options:
 - Upload the form(s) directly in your web browser
 - Fax the form(s) to 703-841-6370
 - Important Note (highlighted in yellow):** The driver's name, signature, and date must be included on the forms. Please remove or black out any other personally identifiable information, like date of birth, social security number, license number, etc.
- Transactions under Audit:**
 - The following list of records require disclosure and authorization forms. Upload one or more supporting documents for each record.
 - | Request Date | Last Name | First Name | License Number | State | Requested By | Status |
|---------------------|-----------|------------|----------------|-------|------------------------|--------|
| 02/19/2016 08:25 AM | GODFREY | SUSAN | XXXXXXXXXX | PA | testuser1672@gmail.com | Open |
 - Submit Document(s)** button is present below the table.
 - Text below the button: "No files uploaded yet."
- Have questions?**
 - The PSP customer service team is available Monday through Thursday from 8 AM to 6 PM ET, and on Friday from 8 AM to 5 PM ET. Chat with us using the "LIVE HELP" button in the top-right corner of this page, email us at PSPHelp@egov.com, or call us toll-free at 1-877-642-9499.
 - [Contact](#) button.
- Resources:**
 - [PSP Monthly Account Holder Enrollment Agreement](#)
 - [Disclosure and Authorization Form](#)

- ▶ All forms must include the [FMCSA-required disclosure and authorization text](#), driver's signature (electronic or handwritten) and date (dated on or before the PSP record request date).
- ▶ For more information about the audit please review the [FMCSA's instructions for audit compliance](#).

INTERNAL REFERENCE FIELD

- ▶ Information added to the *Internal Reference* field when making a request will show on your monthly Billing Summary Report (Last name – Internal Reference).
 - ▶ This feature can be used to assist companies with record keeping and reconciliation.
- ▶ The Billing Summary Report can be accessed in the PSP Billing System, <https://cmbs-admin-dot.cdc.nicusa.com/dot>.
 - ▶ For your convenience, here is a link to the billing manual: <https://www.psp.fmcsa.dot.gov/psp/Documents/BillingGuide.pdf>.

Report produced for NIC. Run Date: 11/21/2013 10:50:21 AM

Account Summary		2009	
Test Truck Co.			
25501 West Valley Parkway			
Arlington	KS	66601	
		Current Balance:	As Of 082013
		\$110.00	\$155.00

Date	Transaction	Login	Client Memo	Transaction Memo	Quantity	Cost
2013/08/05 05:52:53 pm	DOT Driver Record Search	mc.prod01@gmail.com		SMITH - Application #123	1	\$10.00
2013/08/08 04:52:49 pm	DOT Driver Record Search	mc.prod01@gmail.com		SMITH - Application#124	1	\$10.00
2013/08/09 04:58:47 pm	DOT Driver Record Search	mc.prod01@gmail.com		CLARK - Virginia Location	1	\$10.00
2013/08/16 09:53:12 am	DOT Driver Record Search	mc.prod01@gmail.com		LANE - Lane-Smith	1	\$10.00

CONTACT PSP CUSTOMER SERVICE

- ▶ Chat support:

- ▶ Chat with Customer Service by clicking the *Live Help* icon when the status reads online.



- ▶ Email support:

- ▶ If you are not yet enrolled and have questions you may email us at PSPenrollment@egov.com.
- ▶ For audit questions, email PSPAudit@egov.com.
- ▶ For billing questions, email PSPbilling@egov.com.
- ▶ For general PSP questions or support, email PSPhelp@egov.com.
- ▶ PSP Customer Service can be reached at 1-877-642-9499.