



Avoid Common MOTUS Setup Errors

Key Resources for Carriers, Fleet Owners and Transportation Service Providers

- ! FMCSA's transition to MOTUS requires action. Use the resources below to avoid common setup and verifications issues.

START HERE: First Login & Account Setup

Before claiming your USDOT number, make sure your Login.gov account is set up correctly.

⚠ Important: Your Login.gov email **must match** the email tied to your old FMCSA Portal Company Official account.

- ✓ Log into the old FMCSA Portal first
- ✓ Confirm the Company Official email on file
- ✓ Update it if necessary
- ✓ Use that exact same email for Login.gov

First Log in Guide:

[First Login Setup & Verification](#)

FOR MOTOR CARRIERS: Claim Your USDOT Number

Owner operator or fleet owners must claim their existing USDOT number in MOTUS.

Claim Your USDOT Number Guide:

[How to Claim your USDOT Number](#)

TSP's DO NOT CLAIM DOT Number

Transportation Service Providers must create a Supporting Company Account instead.

This is one of the most common setup mistakes.

Supporting Company Guide:

[Supporting Company Motus Registration Job Aid](#)

KEEP YOUR INFORMATION CURRENT

FMCSA requires carriers to update registration records within **30 days** of operational changes, including:

- Fleet changes
- Drivers
- Equipment
- Address
- Authority

Keeping your records current helps avoid:

- Broker load delays
- Underwriting concerns
- Renewal issues
- DOT penalties
- Authority disruptions