Federal Motor Carrier Safety Administration

DRUG & ALCOHOL CLEARINGHOUSE

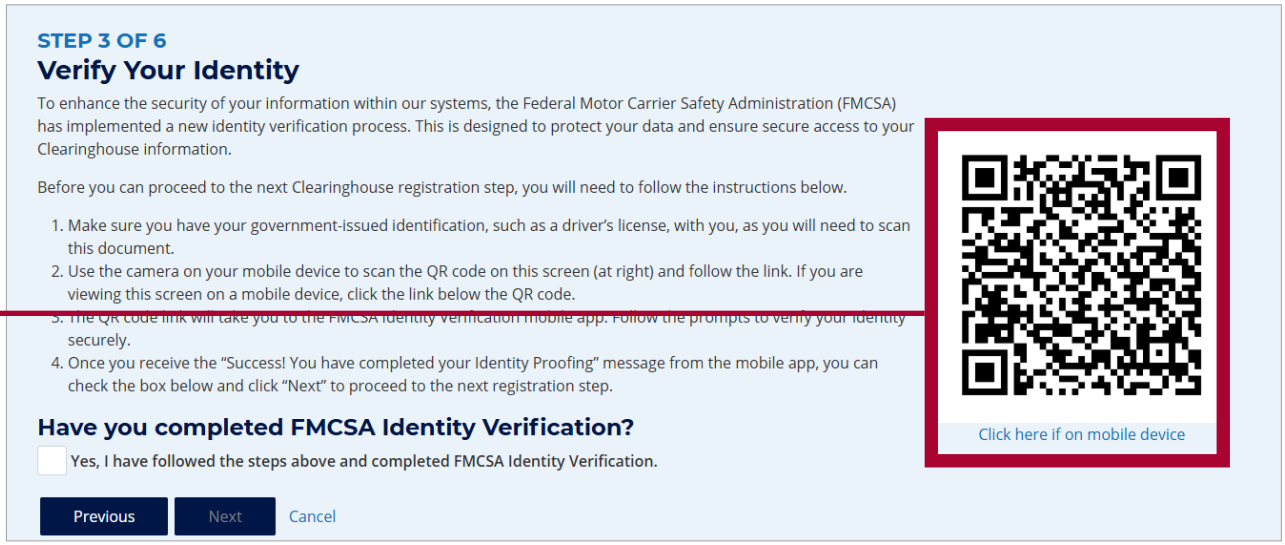
IDENTITY VERIFICATION

To enhance the security of your information within our systems, the Federal Motor Carrier Safety Administration (FMCSA) has implemented an identity verification process. This is designed to protect your data and ensure secure access to your Clearinghouse information.

NOTE: Before you begin, have your government-issued driver's license or passport ready to scan. Temporary documents are accepted; expired documents are not.

Follow the steps below to verify your identity.

1 When you see the **Verify Your Identity** screen below, use the camera on your mobile device to **scan the QR code** on this screen and follow the link. Or, if you are viewing this screen on a mobile device, click the link below the QR code.



A QR code is a unique digital barcode linked to your Clearinghouse registration. Note that after 20 minutes of inactivity in the Clearinghouse you will need to log in again, restart Clearinghouse registration (if not yet complete), and generate a new QR code.

Version 1.0 | April 2026

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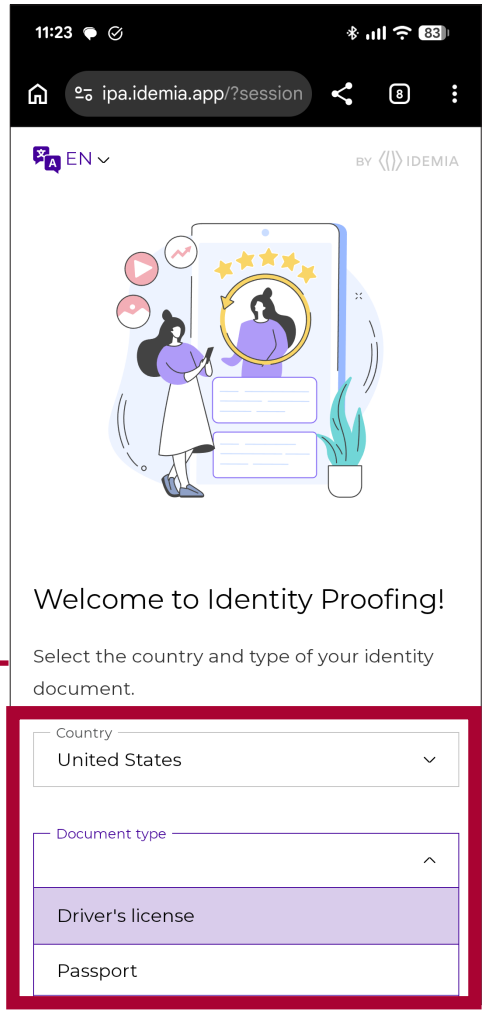
2 The QR code link will launch the FMCSA Identity Verification web application. Click the **Start** button.

3 Select the country that issued your identity document and type of document. Click **Continue**.



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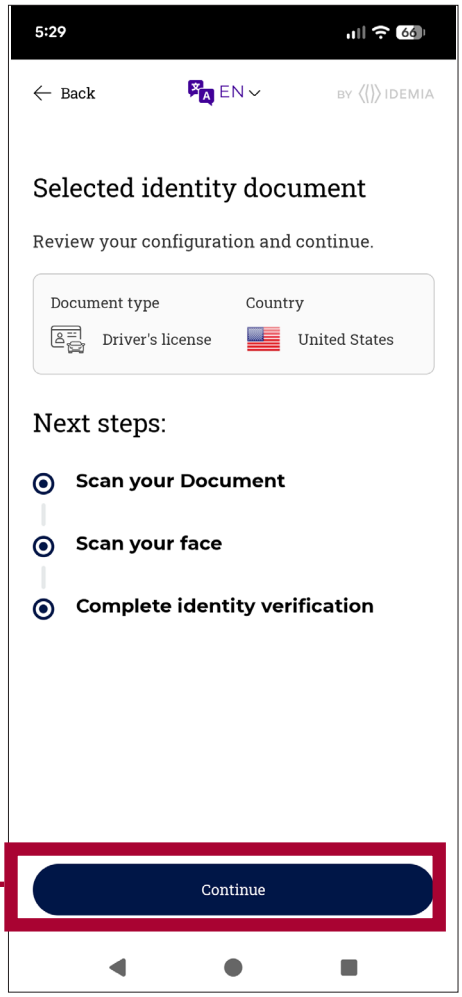
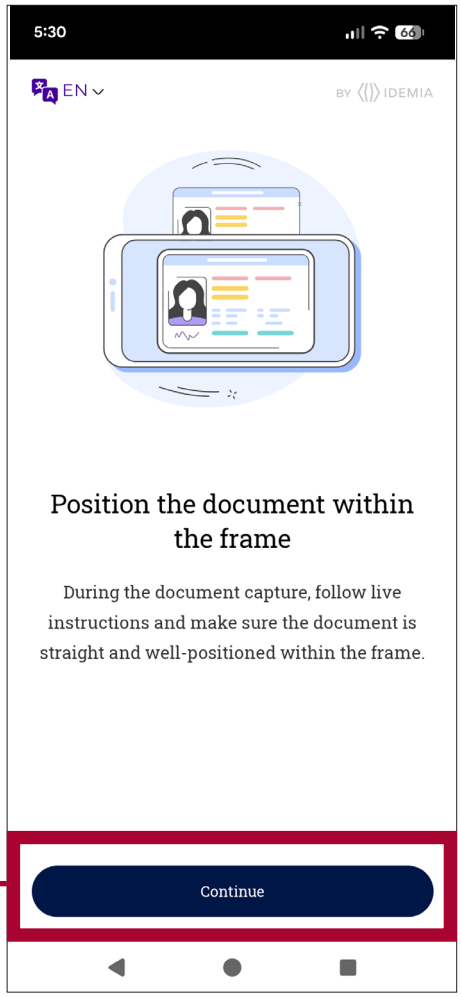
4 The next screen gives an overview of the document scanning process. Read this overview and click **Continue.**



5 The next screen provides instructions on how to scan your document. Read these instructions and click **Continue**.



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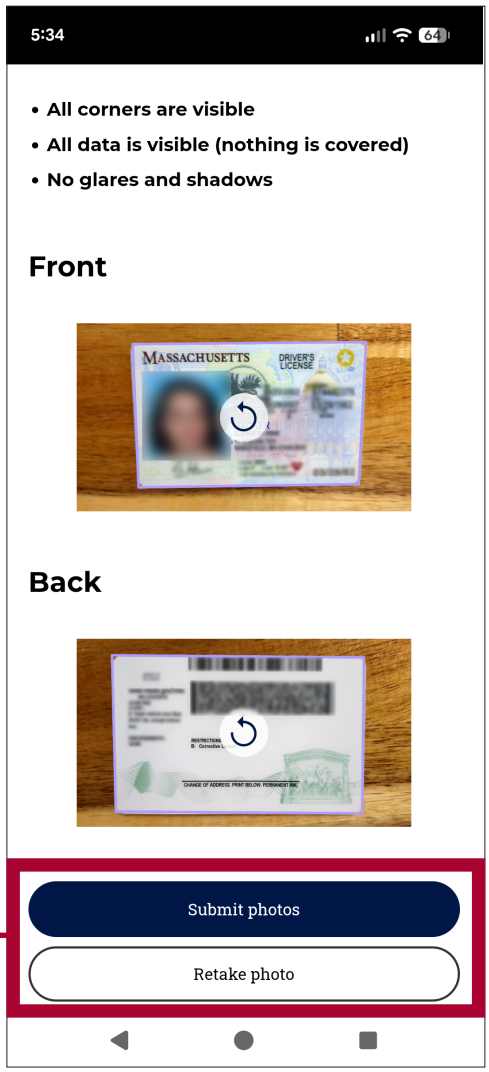
6 Hold your mobile device's camera over your ID and follow the on-screen prompts. The photo will be taken automatically—no need to press the shutter. If prompted, flip your document to scan the back.

Scanning tips:

- Place the ID on a dark, flat surface
- Make sure the space is well-lit, but don't shine a light directly on the ID to avoid glare.

7 The application will then show you the photos it took of your identification card. Review both images to make sure they look clear. If not, click **Retake photo** to try again. Otherwise, click **Submit photos** to proceed.



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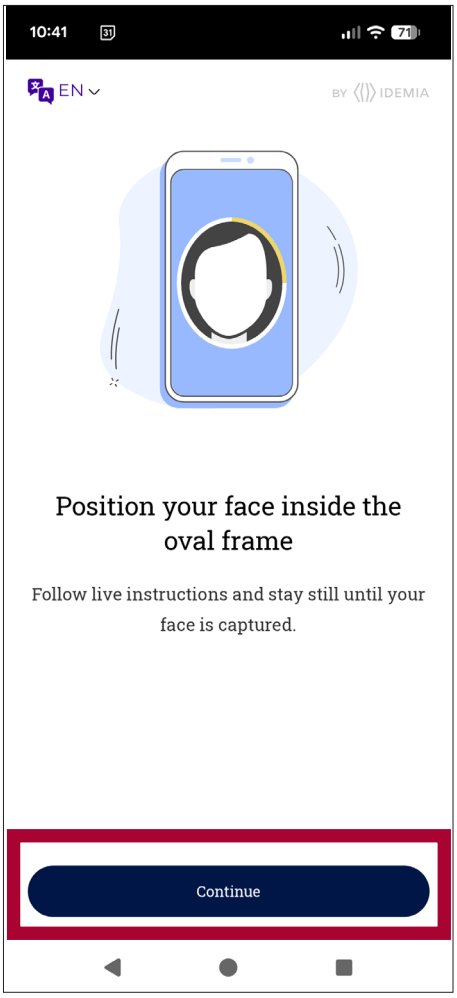
8 The next screen provides instructions on how to scan your face using your mobile device. Read the instructions and click **Continue**.



9 Hold the device so that your face is in the oval frame. Follow the prompts to improve image quality. When you are in the correct position, the instructions will tell you to hold still so that the camera can automatically take the photo.

Selfie tips:

- Remove any hats, sunglasses, or face coverings. You may keep eyeglasses on.
- Be aware that significant changes in facial hair, etc. may affect the photo match.

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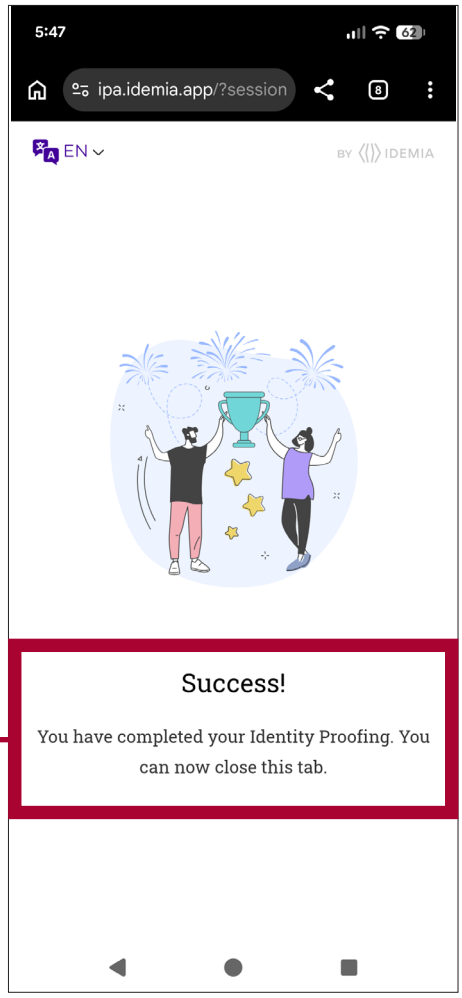
If the application was able to verify your identity, you will see the "Success!" message below. You may now put down your mobile device and return to the Clearinghouse registration screen.



Note: If you are using the same mobile device to complete your identity verification and Clearinghouse registration, you will need to close the identity verification tab and locate the open Clearinghouse registration tab. **Do not start a new Clearinghouse registration**, as this will require you to complete identity verification again.

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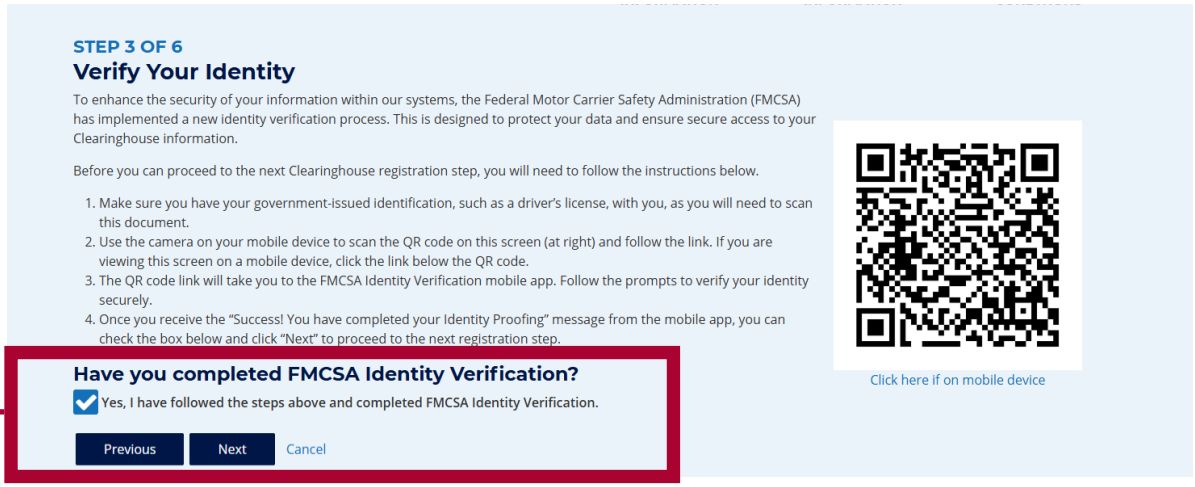
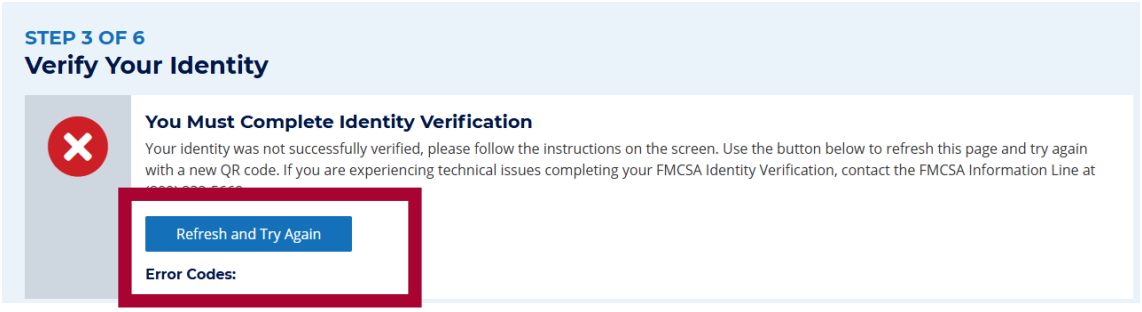
11 On the Verify Your Identity page, **check the box** next to "Yes, I have followed the steps above and completed FMCSA Identity Verification." Then click **Next**.



You have completed the identity verification step.

If you are completing this as part of your Clearinghouse registration, the Clearinghouse will automatically take you to the next step in your registration process. For registration instructions for all Clearinghouse user roles, visit the Clearinghouse Learning Center.

TROUBLESHOOTING

If your identity verification is not successful, an error message will appear at the top of the page prompting you to try again. If you experience technical issues, **contact the FMCSA Information Line at (800) 832-5660**. If an error code is displayed, note the number—call center staff will need it to identify your issue.