MoDOT Carrier Express

UserID and Password Assistance

If you have forgotten your MoDOT Carrier Express password,

visit <u>www.modot.org/mce</u> and click on "If you have forgotten your password". Enter the information requested, then check your email for a temporary password.

| Dur mission is to provide a world-class transportation system that is safe, innovative, reliable and dedicated to a prosperous Missouri. | |
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| Sign in to begin using MoDOT Carrier Express. | Welcome to MoDOT Carrier Express |
| User ID: rickad2 | Click here to obtain a Customer ID and password. |
| Password: Log in | NEW CUSTOMERS: Please complete a Customer Information Form, found at modot.org/MCResources and email it to contactMCS@modot.mo.gov to get started. |
| | MCS accepts eChecks, debit and credit card payments. Convenience fees apply. Visit www.modot.org/mcs for details. |
| If you have forgotten your password, Click Here IFTA and IRP Self Issued Trip Permits Click Here | MoDOT takes seriously its responsibility to keep motor carriers' information private. We can discuss accounts only with those on record as official contacts, appointed by the companies we serve. |
| Welcome to MoDOT Carrier Express and our new credentialing system. Find user guides to help you get started on the IFTA and IRP pages at <u>modot.org/MCS>.</u> | MoDOT Motor Carrier Services 830 MoDOT Drive, PO Box 270 Jefferson City, MO 65102-0270 1-866-831-6277 e-mail: contactMCS@modot.mo.gov |

If you have forgotten your userID,

At the login screen, click "If you have forgotten your password." When the next screen appears, click the word "here" in "Please click here if you do not know your user Id." Next, enter the email used to open the account and follow the screen prompts.



If you receive an error message or encounter an issue when resetting a password or userID,

- send an email to <u>ContactMCS@modot.mo.gov</u>
- In the subject line, write "Password Assistance for (company name)".
- In the email, write your full name and job title, the company name, your telephone and USDOT numbers and the contact information for the person who is authorized to make decisions regarding your account if the authorized person is not you.
- Explain your password/userID issue.

If your business has multiple employees or locations and you need an additional userID, log in normally at <u>www.modot.org/mce</u> and follow the <u>Add a UserID to your MCE</u> <u>Account</u> directions.