

# MoDOT Carrier Express

## UserID and Password Assistance

### If you have forgotten your MoDOT Carrier Express password,

visit [www.modot.org/mce](http://www.modot.org/mce) and click on "If you have forgotten your password".

Enter the information requested, then check your email for a temporary password.

### 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 [ContactMCS@modot.mo.gov](mailto:ContactMCS@modot.mo.gov)
- 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 [www.modot.org/mce](http://www.modot.org/mce) and follow the [Add a UserID to your MCE Account](#) directions.