
Motor Carrier Registration User Guide – Sign Up for New Account

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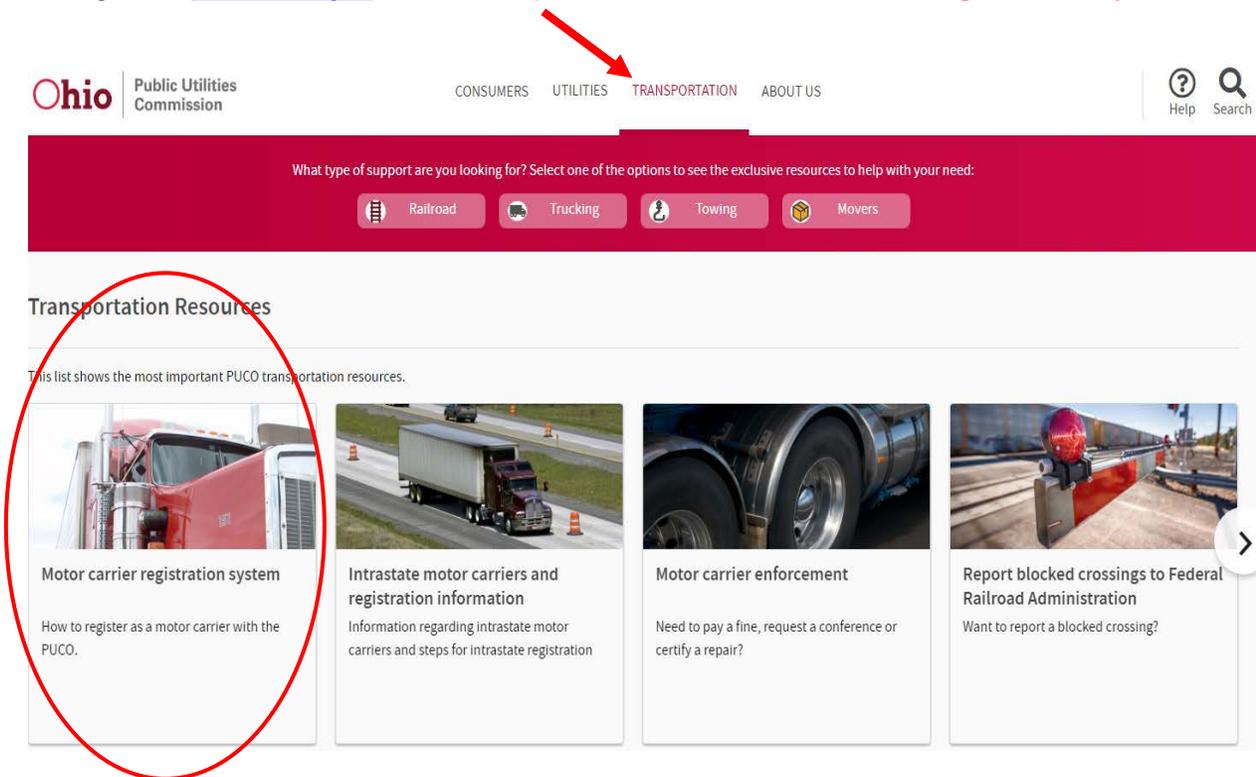
Motor Carrier Registration functions

The Motor Carrier Registration system, a part of the **PUCO Community**, is where the transportation registration users can do the following:

1. Motor carriers or third-party agents submit new, renewal or amended intrastate registration applications
2. Insurance companies and managing general agents add, edit and cancel insurance information and insurance companies establish or remove relationships with managing general agents
3. Transportation network companies or third-party agents file new, renewal or amended TNC registration applications

New account sign-up form

1. Navigate to puco.ohio.gov, click **Transportation**, then **Motor carrier registration system**.



2. The Motor carrier registration system webpage displays. Click **Create new motor carrier registration account**.

Access the motor carrier registration system

Motor carriers can now file new, renewal or amendment intrastate registration applications. Insurance providers and managing general agents can manage insurance records on behalf of carriers.

[If you already have a PUCO motor carrier account](#)

[Create new motor carrier registration account](#)

3. The motor carrier user selection screen displays. Select the type of user that best describes you.

The screenshot shows the Ohio Public Utilities Commission website. The header includes the Ohio logo and the text "Public Utilities Commission". Below the header is a navigation bar with links for "HOME", "RETURN TO PUCO HOME PAGE", and "MOTOR CARRIER REGISTRATION". The main content area contains a prompt: "Please select the type of user that best describes you. If you need assistance, please see the [motor carrier registration webpage](#) for more information." There are four radio button options, each with a description: "Motor carrier" (A motor carrier that is required to complete intrastate registration with the PUCO), "Insurance provider" (An insurance provider that adds or updates insurance policy information to a carrier's registration), "Managing general agent" (An insurance agent that has authority from one or more insurance companies to add or update insurance information on behalf of the associated insurance company), and "Third party agent/broker" (A user that submits applications and/or pays invoices on behalf of one or more motor carriers). The footer contains contact information for the Public Utilities Commission of Ohio and a link to the Privacy Statement.



Only direct employees of motor carriers or insurance providers (insurance companies) can complete the new user sign-up form. Because of the unique relationships and records that must be set up in the back-end system, managing general agents, third party agents/brokers and transportation network companies must call Motor Carrier Registration at (800) 686-8277 or email MCRegistration@puco.ohio.gov to request a new account.

4. Search for your company. Motor carriers will search by USDOT Number and insurance companies will search by NAIC number. The steps and screens are the same for both types of companies.

Enter the **USDOT Number** or **NAIC number** for your company. Click **Search**.

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USDOT Number search

To sign up for a PUCO motor carrier registration account, your company must have a valid USDOT Number issued by the Federal Motor Carrier Safety Administration (FMCSA).

- If your company has a USDOT number, enter it below and click "Search". Please note: USDOT Numbers in the PUCO motor carrier registration system are always eight (8) digits in length (e.g. 00123456 not 123456).
- If you do not have a USDOT Number, please apply for one at <https://www.fmcsa.dot.gov/registration/do-i-need-usdot-number>.

USDOT Number:

Back Search

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Above: Motor carriers search for their company using USDOT number.

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NAIC number search

To sign up for PUCO motor carrier registration account as an insurance provider, your company must have a valid NAIC number issued by the National Association of Insurance Commissioners.

- If your company has an NAIC number, enter it below and click "Search". Please note that NAIC numbers in the PUCO Motor Carrier Registration system are always five (5) digits in length (e.g. 00123, not 123)
- If you do not have an NAIC number, please apply for one at <https://content.naic.org/>.

NAIC Number:

Back Search

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Above: Insurance providers search for their company using NAIC number.

5. If your company information is on file, the legal name, doing business as name, billing address and physical address displays. If this is your company, click **Yes, this is my company**.

If this is not your company, click **No, this is not my company** and contact Motor Carrier Registration.

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Motor carrier confirmation

We found a company matching USDOT Number 00991199.

Click "Yes, this is my company" to add information for contacts directly employed by your company.

If this is not your company, click "No, this is not my company".

Legal name	Carrier A1
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Billing address	Physical Address
123 Main St Columbus, Ohio 43215 United States	123 Main St Columbus, Ohio 43215 United States

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Company found

6. Follow the instructions on the screen to add a new contact to this company. Complete the required fields, answer the math question, click **Confirm**, then click **Submit**.



Be sure to use your individual email address, not a shared or generic email. If you receive an error message stating the email address you entered is already in use, please contact Motor Carrier Registration at (800) 686-8277 or enter a new email address.

The contact should be an employee of the company. Third party agents and managing general agents must contact Motor Carrier Registration to add their company and/or new users.

Ohio.gov | State Agencies | Online Services

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New contact sign up

Step 1: Enter information for contacts directly employed by your company.

- The email address must be an individual's email address and not a generic or shared business email account. Because this email address will become the contact's PUCO Motor Carrier Registration username, please be sure it is entered correctly.
- Third party administrators such as consultants, permit agents, and attorneys must sign up their own companies to access the PUCO Motor Carrier Registration system. You may notify us at any time to allow a third party administrator to work on your behalf and access your PUCO Motor Carrier Registration account.
- If you receive an error message stating the email address you entered is already in use, please contact Motor Carrier Registration at (800) 686-8272 or enter a new email address.

Step 2: For verification, enter the answer to the math question and click "Confirm". Then click "Submit".

- Upon approval of your request, you will receive an email with a link to set a secure password.

Note: To request a change to the motor carrier name or address, please contact PUCO Motor Carrier Registration at (800) 686-8272 or MCRegistration@puc.ohio.gov.

Motor Carrier Information

*Legal Name: Carrier A1 *USDOT Number: 00991199

DBA Name: [Empty]

Billing address
123 Main St
Columbus, Ohio 43215
United States

Physical Address
123 Main St
Columbus, Ohio 43215
United States

Contact Information

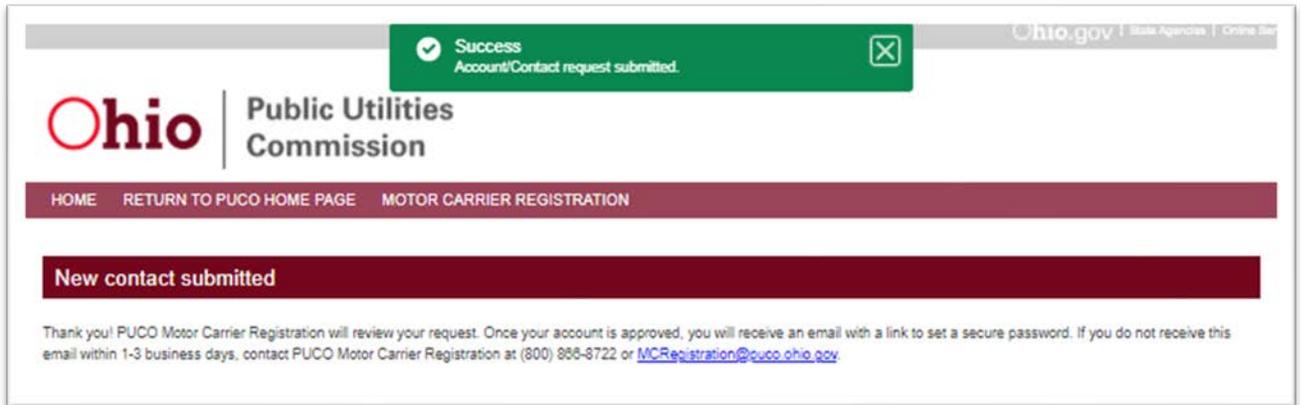
The email you provide will be your system username.

*First Name: [Empty] *Last Name: [Empty] *Email: [Empty] *Phone ###-###-####: [Empty]

The answer to 5 plus 2 is: [Empty] **Confirm** **Submit**

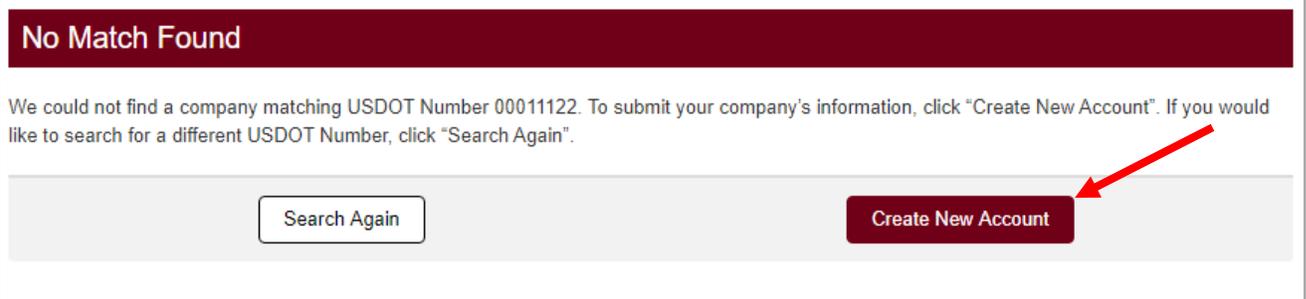
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- Once the information is submitted, PUCO Motor Carrier Registration will review the request and you will receive an email within one to three business days with a link to set your secure password. The email will come from noreply@puc.state.oh.us. Please check your junk, spam or clutter folders. If you still do not see the email within 1-3 business days, please contact Motor Carrier Registration at (800) 686-8277 or MCRegistration@puco.ohio.gov.



Company not found

- If there are no results for the USDOT Number or NAIC number, the No Match Found window displays. Click **Search Again** to try the USDOT Number or NAIC number again. Click **Create New Account** to provide your company information.



9. Follow the instructions on the screen to add your company's information. Complete the required fields, answer the math question, click **Confirm**, then click **Submit**.



Be sure to use your individual email address, not a shared or generic email. If you receive an error message stating the email address you entered is already in use, please contact Motor Carrier Registration at (800) 686-8277 or enter a new email address.

The contact should be an employee of the company. Third party agents and managing general agents must contact Motor Carrier Registration to add their company and/or new users.

New account sign up

Step 1: Please complete the motor carrier information. Required fields are marked with an * asterisk.

- If your business is classified as a sole proprietor, you must enter the business owner's personal name in the legal name field. Other legal entities (e.g. LLC's, corporations, partnerships, etc.) must enter their legal and dba name exactly as filed with the Ohio Secretary of State.

Step 2: Enter information for contacts directly employed by your company.

- The email address must be an individual's email address and not a generic or shared business email account. Because this email address will become the contact's PUCO Motor Carrier Registration username, please be sure it is entered correctly.
- Third party administrators such as consultants, permit agents, and attorneys must sign up their own companies to access the PUCO Motor Carrier Registration system. You may notify us at anytime to allow a third-party administrator to work on your behalf and access your PUCO Motor Carrier Registration account.
- If you receive an error message stating the email you entered is already in use, please contact Motor Carrier Registration at (800) 866-8722 or enter a new email.

Step 3: For verification, enter the answer to the math question and click "Confirm". Then click "Submit".

- Upon approval of your request, you will receive an email with a link to set a secure password.

Motor Carrier Information

*Legal Name	*USDOT Number
<input type="text"/>	<input type="text" value="22132132"/>
DBA Name	
<input type="text"/>	

Billing address	Physical address	<input type="checkbox"/> Use Billing Address
Street	Street	City
<input type="text"/>	<input type="text"/>	<input type="text"/>
City	City	
<input type="text"/>	<input type="text"/>	
Country	Country	State
--Please Select a Country--	--Please Select a Country--	--Please Select a Country First--
Postal Code	Postal Code	
<input type="text"/>	<input type="text"/>	

Contact Information

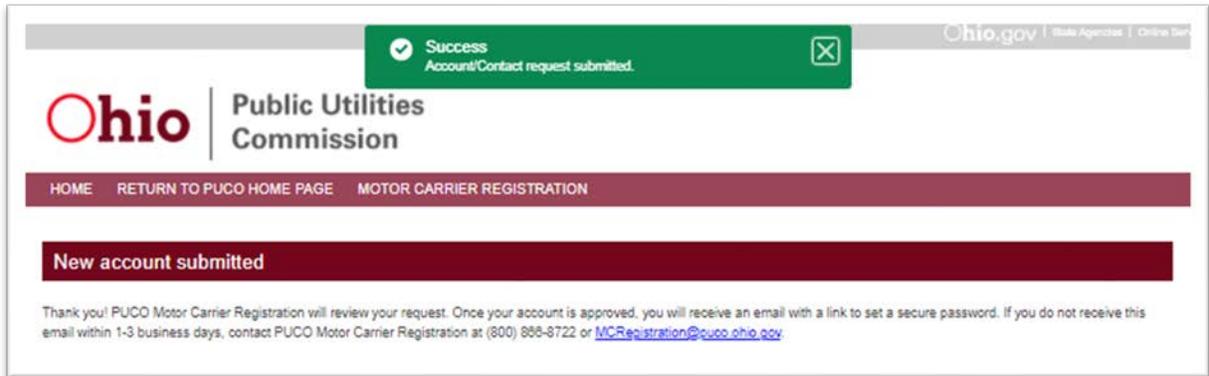
The email you provide will be your system username.

*First Name	*Last Name	*Email	*Phone ###-###-####
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

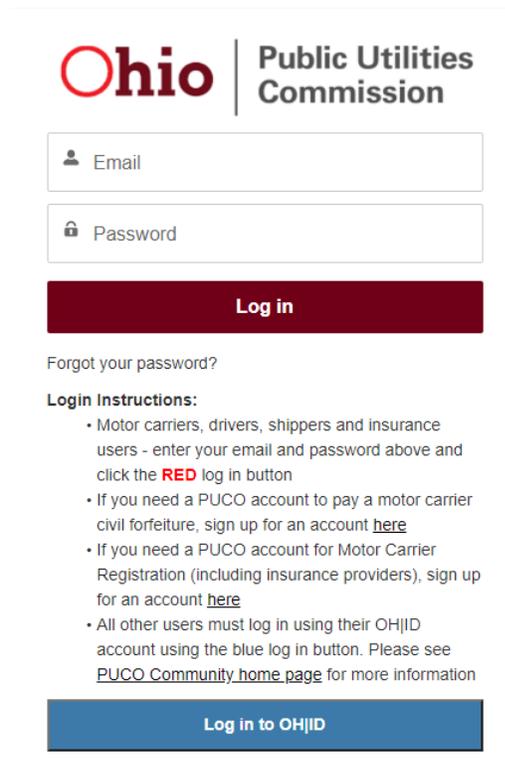
The answer to 0 plus 5 is:

<input type="text"/>	<input type="button" value="Confirm"/>	<input type="button" value="Submit"/>
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10. Once the information is submitted, PUCO Motor Carrier Registration will review the company information and contact you if there are any questions. You will receive an email within one to three business days with a link to set your secure password. The email will come from noreply@puc.state.oh.us. Please check your junk, spam or clutter folders. If you still do not see the email within 1-3 business days, please contact Motor Carrier Registration at (800) 686-8277 or MCRRegistration@puco.ohio.gov.



11. After you set your password, you are ready to [log in](#) to the Motor Carrier Registration system.



Getting Help / Contacting PUCO

For additional information and help resources, please visit the [Motor carrier registration](#) page on puco.ohio.gov.

To update or add insurance company information, add a managing general agency company or user, or for further assistance, please contact Motor Carrier Registration.

PUCO Motor Carrier Registration: **(800) 686-8277** MCRegistration@puco.ohio.gov