

NTC's Learning Management System (LMS)

Login.gov Troubleshooting

Login.gov is a secure sign in service used by many government agencies, including FMCSA. This document is designed to provide troubleshooting guidance for the most common login.gov user issues.

Forgot Password

If you forgot your login.gov password:

1. Go to <https://secure.login.gov>.
2. Select the "Forgot your password?" link near the bottom of the page.
3. On the next screen, enter your email address, then click "Continue."
4. Check your email for a message from Login.gov.
5. Click the "Reset your password" button in the email message. This will take you back to the Login.gov website.
6. Enter your new password. Then click the "Change password" button.
 - i. Passwords must be at least 12 characters.

Lost Authentication Methods

If you are locked out of your account and have lost access to your authentication methods:

Follow the below steps to delete your account if you do NOT have access to your authentication methods. Login.gov requires a two-step process and 24-hour waiting period if you need to delete your account. After your account has been deleted, you can then create a new account.

1. Go to <https://secure.login.gov>.
2. Sign in with your email and password.
3. On the authentication page, click on "Choose another authentication method" at the bottom.
4. On the next screen, scroll to the bottom and click on the "deleting your account" link.
5. Read through the information carefully, then click on "Yes, continue to deletion."
6. You will receive two emails.
 - i. The first email confirms Login.gov received your request. Your account is not deleted yet. Additional action is required.
 - ii. The second email is sent to you 24 hours later. Follow the instructions in that email to complete the deletion process.

FMCSA and the LMS Support Team do not have access to Login.gov accounts. For additional assistance with Login.gov, please refer to the Login.gov Help Center:

<https://www.login.gov/help/> or contact support@login.gov

