



**WisDOT Division of Transportation  
System Development**  
Bureau of Highway Maintenance

Oversize/Overweight Permits  
PO Box 7980  
Madison, WI 53707  
[osow@dot.wi.gov](mailto:osow@dot.wi.gov)  
(608) 266-7320

## **I Cannot Access My Existing OSOW Permit Account**

Send an email with the subject line "I cannot access my carrier account" to the OSOW Permit Unit at: [osow@dot.wi.gov](mailto:osow@dot.wi.gov).  
Please include all the following information:

1. Company name
2. Complete Address
3. USDOT #
4. Company Email
5. Phone #
6. First and Last name of person requesting access
7. Email for person requesting access
8. Desired USER ID for login purposes

### **Guidelines for Usernames:**

- Usernames are not case sensitive
- May be a combination of letters, digits, and special characters
- Must be minimum of 3 characters long
- Must begin with a letter
- Only allowable special characters are - . @ \_
- Cannot start with GUEST with 6 consecutive digits

**We will send you an activation link once we have added your information to your account.**

### **Reasons for Troubleshooting:**

1. If a Permit Service has ordered your permits in the past and you are requesting to be able to order your own permits
2. You attempted to create a new account and got a message that a similar account already exists
3. You want to renew a permit ordered by the mail last year
4. If you had an active account in the old system but did not receive an account activation notice

We recommend that you add [osow@dot.wi.gov](mailto:osow@dot.wi.gov) to your safe senders list.

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