

Frequently Asked Questions – MSHA Helpdesk

How to Change MSHA EGov and Login.gov Registration Information

To be able to submit MSHA forms online an email address must be registered with MSHA EGov and Login.gov. Link to change [MSHA EGov Registration Information](#) : Name, Address, phone number (this is submitter information and is posted on submitted forms. The MSHA EGov email address cannot be changed online. To change email addresses associated with MSHA EGov, email the [MSHA Helpdesk](#) and provide current registered email address and the new one. The helpdesk will reply when completed.

To change Login.gov account information such as email address, name, and authentication method or phone number, navigate to [manage Login.gov accounts](#). For login.gov trouble shooting contact [Login.gov Helpdesk](#)

NOTE: the MSHA EGov and Login.gov email address must be the same. These accounts are individual accounts and are not assigned to a particular MSHA Mine or Contractor ID. The ID comes into play when filling out form.

Who Processes MSHA Forms Submissions

MSHA Forms 7000-1 (Injury) and 7000-2 (Employment) reports are processed by MSHA's Office of Injury and Employment Information (OIEI). Questions concerning 7000-1 or 7000-2 submittals email [OIEI](#) or call 303.231.5453. MSHA Form 2000-7 (Legal Identification Report) is accepted by assigned [MSHA District Office](#) and approved by [MSHA's Assessments Office](#). All other submittals are processed by assigned [MSHA District Office](#).

NOTE: The MSHA Helpdesk does not process forms, you may contact the [MSHA Helpdesk](#) or call 1.877.778.6055 for status updates. Please provide submittal EDocument number and MSHA ID number.

How to Access Form Submitted by Another EGov Account

Email the [MSHA Helpdesk](#) and provide your registered email address and requested form submitters registered email address. Once received the MSHA Helpdesk will process request and notify all concerned.

How to Update Mine ID Information

Submit [MSHA Form 2000-7 \(Legal Identification Report\)](#) to update mine name, address, ownership, operator, person in charge of health and safety, contact information and or commodity. See instructions [how to fill out 2000-7](#). Note: once a 2000-7 is submitted to MSHA for a mine online, that mine will not be able to submit MSHA Forms online until the 2000-7 has been accepted by the assigned district and approved by [MSHA's Assessments Office](#). This process can take a month. If you need to make a correction to submittal please contact assigned [MSHA District or Filed Office](#).

ID Not Recognized Error

Double check to make sure ID is correct. Mine ID consists of 7 numbers e.g. 01-23456. MSHA Contractor IDs are 3 – 5 digits long and are alpha numeric e.g. A1234. On the form ensure you are selecting the correct option, Mine or Contractor, for the appropriate ID number. If a new mine has not yet submitted MSHA Form

2000-7 (Legal Identification Report) or a current mine submits a 2000-7 and it has not yet been processed by MSHA, customers will receive an ID not recognized error.

NOTE: If you are attempting to submit a quarterly report and you get the errors, see the .pdf version found on [MSHA's Forms and Online Filing page](#) If you receive error opening .pdf see FAQ - Receive an Error when Downloading Form +

If the mine is trying to Report a Commencement\Closure of Operations contact assigned [MSHA District or Filed Office](#) or call 1.800.746.1553.

How to Change Mine Status

To update mine status [Report a Commencement\Closure of Operations online](#) or by contact your assigned [MSHA District or Filed Office](#) or by calling 1.800.746.1553

NOTE: The mine will not be able to report online if there is a 2000-7 (Legal Identification Report) being processed by MSHA.

How to Report Accident & Hazardous Condition

Mine operators are required by law to report all mining accidents immediately – within 15 minutes of when the operator knew or should have known about the accident. A [7000-1 \(Mine Accident, Injury and Illness Report\)](#) will also need to be submitted.

To report an accident or a hazardous condition, call 1-800-746-1553 option 9 or use [Hazardous Condition Complaint system](#) to report online.

How to Update Contractor ID Information

To update MSHA Contractor ID information, notify your assigned [MSHA District or Filed Office](#) or email the [MSHA Helpdesk](#) with requested changes. Ensure to provide contractor ID number and we will forward request to appropriate office for processing.

How to Deactivate Contractor ID

If the company is no longer working on mine property and will not be in the foreseeable future, mail the [MSHA Helpdesk](#), provide contractor ID, brief justification, and good contact information. Note: After deactivation, if company decides to resume working on mine property, email the [MSHA Helpdesk](#) to request reactivation.

How to Make Corrections to a Submitted 7000-1 (Mine Accident, Injury and Illness Report)

To amend a submitted 7000-1, follow the steps listed below:

1. [Obtain a copy of the original submittal.](#)
2. On the copy write AMEND on the top.
3. Make the changes on the copy.
4. Scan and email it to [MSHA's Office of Injury and Employment Operations \(OIEI\)](#) or FAX to 888-231-5515 or mail it to:

PEIR-Office of Injury and Employment Information

P.O. BOX 25367

Denver, CO 80225-0367

After a week or two, you can view updated submittal using the “[Look up previously filed forms](#)” link found on [MSHA forms and online filing](#) page.

How to Make Corrections to a Submitted 7000-2 (Quarterly Mine Employment and Coal Production Report)

To amend a recent submitted 7000-2 that has not yet been accepted and processed by MSHA you can resubmit with correct information online. If you receive the error “You already have a 7000-2 filed with MSHA for the quarter” follow the steps listed below:

1. [Obtain a copy of the original submittal](#).
2. On the copy write AMEND on the top.
3. Make the changes on the copy.
4. Scan and email it to [MSHA’s Office of Injury and Employment Operations \(OIEI\)](#) or FAX to 888-231-5515 or mail it to:


PEIR-Office of Injury and Employment Information

P.O. BOX 25367

Denver, CO 80225-0367

After a week or two, you can view updated submittal using the “[Look up previously filed forms](#)” link found on [MSHA forms and online filing](#) page.

Receive an Error when Downloading Form

Some of MSHA forms will not open within the web browser. To download forms that produce a “Please Wait...” or Adobe error, right mouse click the PDF Download Icon  “save link as” and save file to your computer filing system e.g. Desktop or desired location. Open Adobe and navigate to saved location to open.

7000-2 Subunit Code is Grayed Online Form +

Email [MSHA’s Office of Injury and Employment \(OIEI\)](#) or call 303.231.5453 and request subunit code be available for the mine\contractor ID.

7000-2 (Quarterly Report) Online Filing Error – Mine is Marked Abandoned the Entire Quarter +

If the mine is marked abandoned the entire calendar quarter, a 7000-2 is not required. If the status is incorrect, [Report a Commencement of Operations](#). If a report was submitted but has not yet been processed, contact [MSHA District or Filed Office](#) to request status and estimated time of completing. In the

interim a 7000-2.pdf can be filled out and emailed to [MSHA's Office of Injury and Employment Information \(OIEI\)](#) for processing.

Received “Unexpected Error” After Signing in or When Submitting MSHA Form Online

Typically trying again will resolve the issue, if error persists, please ensure you are using supported web browser (Microsoft EDGE or Google Chrome). FireFox and Safari are unsupported browsers for MSHA online filing. Also, a bad network connection can cause unexpected errors. Email the [MSHA Helpdesk](#) or call 1.877.778.6055 if you require further assistance.

Have Training or Certification Questions

Email [MSHA's Qualification & Certification unit](#) or call 1-800-579-2647

Help Creating an MSHA Training Plan

Navigate to [MSHA Training](#) page, for additional assistance contact closest [Education Field & Small Mine Service](#) NOTE: Training plans are approved by [MSHA District or Filed Office](#)

Do Not Have Access to Training Plan - Electronic Training Plan Advisor (eTPA)

Need assistance with using, editing, or accessing to eTPA, Email [MSHA's Qualification & Certification unit](#) or call 1-800-579-2647. Ensure to provide mine\contractor ID number and MSHA EGov registered email address that requires access.

How to Obtain a Copy of Completed 5000-23 (Certificate of Training)

MSHA does not receive or maintain completed 5000-23s. To request a copy, contact mine operator or company that provided training.

How to Order 5000-23 (Certificate of Training) Booklets

Email [MSHA's Distribution Center](#) or call 304-256-3339

MSHA Compliance Assistance for Mine Operators and Independent Contactors

Navigate to [MSHA's Compliance Assistance](#) page and view [Small Mine Guide](#) this includes subjects Improving Small Mine Health and Safety Programs, MSHA Required Records, Training Plan Development, Accident and Illness Prevention Methods, Part 50 (7000-1 Injury and 7000-2 Employment Information) Record Keeping Practices, Emergency Preparedness and Response, and Educational Field and Small Mine Service. Also see [MSHA's Standards and Regulations](#), and search 30 CFR (Code of Federal Regulations) electronic edition [eCFR](#). Don't forget to contact your assigned [MSHA District\Field Office](#) for compliance clarification or additional compliance assistance.

How Do I Subscribe to MSHA's Email List

This subscription includes Fatality Alerts to subscribe, navigate to [U.S Department of Email Subscription Service](#). With this link you can create a new, modify, or delete subscription.

Penalty Assessment Check was Returned to Sender, How to Make Payment

As of September 2025, MSHA is no longer accepting paper checks. To make a payment to MSHA please navigate to www.Pay.gov, select Pay a Fine, Violation, or Penalty. Select agency - Labor (DOL): Mine Safety and Health Administration (MSHA)

Federal Mine Safety and Health Review Commission (FMSHRC)

The Mine Safety and Health Administration (MSHA) Helpdesk does not manage FMSHRC, they are a separate federal government agency. For FMSHRC support, please navigate to their [contact](#) page.