DoC-NOAA-NWS Login Assistance

• First-time users:

• Your **temporary initial password** is sent to you by email, when your Learning Center account has been established. This occurs when your office completes your information in:
  1. NOAA **Staff Directory** (NSD)
  2. NOAA **email system** (LDAP) and
  3. USDA-NFC **Personnel Payroll System** (Federal employees only)

• Your **Username** is **your complete email address** ending in .gov
• If **login fails**, your password may have expired.

• **Reset Expired Passwords**

  To reactivate your password:
  o Enter your Username in the box. (e.g., **Jean.Doh@noaa.gov**)
  o Click on **Forgot Password** link.
  o Answer the 4 password recovery challenge questions
    1. Username: (your complete email address)
       **(NOTE: For your privacy, convenience, and memory ease, you may use the same word for next three questions)**
    2. What is your mother’s maiden name?
    3. What is your favorite pet’s name
    4. What is your favorite movie?

• Upon successful login, you may be prompted to install a new DoC Security password, which must have:
  ▪ **At least eight** (8) non-blank characters
  ▪ At least **one alphabet** letter
  ▪ At least **one number**
  ▪ At least **one special character** ($, *, &+, etc., but not @)
  ▪ No more than **6 consecutive** characters (e.g. AAAAAA) without repeating.
  ▪ No Vendor/manufacturer default passwords
  ▪ No Names (e.g. user name, family name, program, system)
  ▪ No Words in dictionaries spelled backwards or forwards
  ▪ No Addresses or birthdays
  ▪ Every 90 days, you will be prompted to change your password
• Before searching for courses, NOAA staff need to enter the NOAA Learning Center, and NWS staff need to enter the NWS Center

• For repeat Customers:
  • For Password Resets, see previous section.

  (NOTE: Once you log in to the Learning Center, you can change your responses to the recovery questions:
  
  ▪ Scroll down to the bottom left corner, click on the USER LINKS (very small text)
  ▪ The Control Center opens, providing access to change your password, password recovery answers, and view your calendar and transcript

• For other UserID, Password, or technical assistance
  (email inquiries with pertinent details is preferred)

  • For NOAA: 7:30am - 4:00pm Eastern Time,
    1. Maria.C.Krug@noaa.gov Ph. 301-665-3766 or
    2. Stanton.K.Lum@noaa.gov Ph. 301-713-6312

  • For NWS:  lms.nws@noaa.gov,
    If urgent, contact Don Rinderknecht by phone at 405-325-2805; available hours approximately 8:00 am - 5:00 pm Central Time, Monday - Friday.

  • For DC Metro Area Instructor-Led Training: ask.training@noaa.gov, Ivy Washington 301-713-6368

• Other Technical Issues:
  o Learn.com System requirements.
  o SkillSoft Online System requirements
  o Other Issues: Adam.D.Santo@noaa.gov, 7:30am - 4:00pm Eastern Time Ph. 301-713-6311