NOAA Login Assistance

• First-time users:

  • How to login to your NOAA or NWS Learning Center:

    • Login with your complete email address as your username
    • Your temporary initial password will be sent to you by email.
    • You will be prompted to install a new DoC Security password, with:
      § 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)
    • Every 90 days, you will need to change your password

• Reset Expired Passwords

  • If you have never logged in, your password may have expired
  • To reactivate your password:
    o Enter your User ID in the box. (e.g., Jon.Doe@noaa.gov)
    o Click on Forgot Password link.
    o Answer the 4 password recovery challenge questions
      1. What is your User ID? (e.g., Jean.Doh@noaa.gov)

      (IMPORTANT: For your privacy, convenience, and memory assistance, you may prefer to 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?
For repeat Customers:

- For Password Resets, see previous section

- 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,  
  1. Jerry.Griffin@noaa.gov or  
  2. Donald.M.Rinderknecht@noaa.gov  
  7:30am - 4:00pm Central Time,  
  Ph. 405-325-2805

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

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