Homeport Course Completion Uploads

It has come to the attention of the National Maritime Center (NMC) that training provider course completion data uploaded using the Homeport application may not be processing properly. The cause is under investigation. While we await resolution, mariners and training providers are encouraged to do the following:

- Training providers should provide all graduating students with a course completion certificate.

- Training providers using the data upload feature are encouraged to contact the NMC Customer Service Center 48 to 72 hours after uploading data and request a spot check of the data submitted. Providers will need to supply the mariner reference numbers and last names of one or two graduates per class, and the call center agent will check the computer record to see if the data has populated.

- Mariners are encouraged to provide copies of their training certificates with their applications.

- Mariners who receive a request for documentation of course completion from the NMC should either fax their course completion certificate to the NMC using the number on the letter or, if they do not have a certificate, contact their training provider for assistance in obtaining documentation.

We apologize for any inconvenience this may cause mariners and training providers, and we will make every effort to remedy the situation as quickly as possible. The NMC will provide further updates as they become available.

If you have any questions or concerns, visit the NMC website or contact the NMC Customer Service Center by e-mailing IASKNMC@uscg.mil, by using the NMC online chat system, or by calling 1-888-IASKNMC (427-5662).

Sincerely,

/K. R. Martin/

Kirsten R. Martin
Captain, U.S. Coast Guard
Commanding Officer