

## National Maritime Center Web-based Tools No Longer Available

On **April 12, 2025**, the U.S. Coast Guard's online public access portal, Homeport, was taken offline permanently. Listed below are the primary mariner credentialing services affected by this change and the alternate methods for service currently available:

- **Merchant Mariner Application Status**: To check on the status of an application for a merchant mariner credential or medical certificate, contact the National Maritime Center (NMC) at 1-888-427-5662, [IASKNMC@uscg.mil](mailto:IASKNMC@uscg.mil), or via [Live Chat](#). NMC customer service agents are available M-F, 8:00 a.m.-5:30 p.m. eastern time zone. The NMC experiences its busiest times around midday. To avoid longer wait times, we recommend calling early in the morning when phone lines are less busy or using our Live Chat service, which will connect you with our support team during normal hours. If e-mailing for application status, include '**Status**' in the subject line of your e-mail along with the mariner name(s) and mariner reference number(s) in the body of the e-mail. Note, processing times at the NMC will vary based on e-mail volume.
- **Merchant Mariner Credential Verification**: To verify the authenticity of a merchant mariner credential, e-mail [IASKNMC@uscg.mil](mailto:IASKNMC@uscg.mil). To aid in providing a faster response, include '**Credential Verification**' in the subject line of your e-mail along with mariner name(s) and mariner reference number(s) in the body of the e-mail. Note, processing times at the NMC will vary based on e-mail volume.
- **Mariner Training and Assessment Data (MTAD)**: Course curricula and course certificate modification requests should be sent to [NMCCourses@uscg.mil](mailto:NMCCourses@uscg.mil). Note, to prevent delays in mariner applications, course and program completions should be documented through the issuance of completion certificates. Completion certificate format and content should match that approved by the NMC during the approval process. For questions related to Mariner Training and Assessment, contact the NMC at 206-815-6893.

We will provide updates to the status of these services as they are established. Thank you for your patience.

Sincerely,

/B. W. Clare/

Bradley W. Clare  
Captain, U.S. Coast Guard  
Commanding Officer