Frequently Asked Questions: Navita™

1. What is Navita™?

Navita™ is the Coast Guard's new digital system for mariner credentialing. It modernizes how mariners, maritime training providers, and credentialing stakeholders interact with the Coast Guard by replacing paper-based processes with a more efficient, secure, and user-friendly digital platform.

2. What is the Merchant Mariner Credentialing Program?

The Mariner Credentialing Program issues merchant mariner credentials and medical certificates to qualified mariners, and approves commercial maritime training providers and required credentialing courses and programs. The Mariner Credentialing Program also conducts oversight of approved training providers such as the state and federal Maritime Academies. The Coast Guard is the lead federal agency responsible for credentialing U.S. mariners, protecting our nation's Marine Transportation System, and regulating maritime shipping.

3. Why are mariners and the Marine Transportation System (MTS) important to the nation's economy and security?

Credentialed mariners are essential to the operation of the MTS, our economic prosperity, and our national security. There are approximately 200,000 U.S. merchant mariners operating all types of vessels on America's system of ports and waterways. They are part of the $5.4 trillion in economic activity and 30.8 million jobs created by our maritime system.

4. Why is the Coast Guard making this change?

The current credentialing process involves significant paperwork, manual processing, and back-and-forth communication, which is time-consuming for both mariners and Coast Guard personnel. Navita™ improves efficiency, reduces errors, and provides a more user-friendly service to mariners.

5. What will change for mariners?

Mariners will be able to submit applications and supporting documents electronically through a guided process, making it easier to provide complete and accurate information.

6. Will this reduce processing times?

Navita™ is designed to reduce delays by minimizing incomplete applications and streamlining the overall process.

7. When will Navita™ be available?

Navita™ is being rolled out in phases, with the initial release expected in September 2026. Additional capabilities will be added over time.

8. Is the Coast Guard replacing its workforce?

No. Navita™ is designed to support the workforce by reducing manual tasks and improving efficiency, not replace personnel.

9. Will requirements for mariners change?

No. Credentialing standards and requirements remain the same. Navita™ improves how applications are processed, not the standards themselves.

10. Will mariners still be able to get help if they need it?

Yes. Mariners will continue to have access to support through the Coast Guard, including the National Maritime Center (NMC) and regional examination centers.

11. How will the Coast Guard communicate updates?

Updates will be shared through official Coast Guard channels, including the NMC website and direct engagement with maritime stakeholders.

12. Will public mariners be able to provide feedback on Navita™?

Yes, the Coast Guard will hold public "hands-on events" before the first release to get direct feedback from mariners and credentialing stakeholders.

13. Can mariners still use third-party services to help with their credential applications?

Navita™ is designed to be easy and intuitive for mariners to use on their own; however, mariners can still choose to use a third-party service to assist with their applications.

14. Why do mariners have to enter information that the Coast Guard already has?

Navita™ is a new, secure digital platform that requires users to establish an account and verify their identity. While some information may already exist in Coast Guard systems, the initial setup process helps ensure records are accurate, secure, and associated with the correct mariner. Once your account is established, that information can be reused for future transactions, helping reduce paperwork and improve the overall credentialing experience.

15. Will mariners need a Login.gov account to use Navita™?

Navita™ uses Login.gov to provide a secure sign-in experience and protect user information. Mariners will be guided through the account creation and identity verification process before accessing Navita™ services.

16. Why are mariners being asked to create a new account?

Navita™ is a new credentialing platform that allows mariners to securely submit, track, and manage credentialing transactions online. Creating an account ensures your information is properly linked to your credentialing record and helps support a more efficient user experience moving forward.