

Frequently Asked Questions: Regional Examination Center/ Monitoring Unit Services During the COVID-19 Pandemic

1. Are Regional Examination Centers (RECs)/Monitoring Units (MUs) open to the public, and what credentialing services are currently available at those offices?

We are in the process of reopening the RECs and MUs for limited services with the intention of opening each office by the end of September, 2020.

During the initial phase of reopening, in-person services will be limited to mariner examinations. Those examinations will be conducted by appointment only and all other credentialing services, including application submission, will continue to be performed remotely.

Please note that only mariners with scheduled examination appointments will be permitted entry into the REC/MU facilities. All counter service appointments and hand delivery of applications have been suspended. Applications for merchant mariner credentials (MMCs) and/or medical certificates may still be mailed, e-mailed, or faxed to any REC/MU.

2. How can I locate the office nearest to me, and how do I contact them?

To determine which REC/MU is closest to you, visit the [REC webpage](#) on the NMC website. Review the REC/MU map, and select the location nearest to you to view address, contact information, and facility access information for that location.

3. How do I make an examination appointment?

Once each [REC/MU location](#) reopens, its webpage will provide specific details for how to request examination appointments at that location. Applicants seeking to schedule an examination appointment must do so a minimum of 2 business days in advance.

4. I have an appointment. What if I do not feel well on the day of my examination?

If you are not feeling well, contact the REC/MU by phone before traveling to the office. If you are experiencing COVID-19 symptoms (fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea), you will not be permitted to enter the REC/MU and will need to reschedule your appointment.

5. When I arrive at the REC/MU will I be asked COVID questions for screening purposes?

You will be asked the following questions:

- Are you are experiencing any of the symptoms associated with COVID-19? Symptoms include:
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - Recent loss of taste or smell
 - Sore throat
 - Congestion
 - Nausea or vomiting
 - Diarrhea
- Within the last 14 days, have you had close contact with or cared for someone who has been diagnosed with COVID-19 or suspected to have COVID-19?
- Have you had a positive COVID-19 test for the virus in the past 10 days?
- Within the past 14 days, has a public health or medical professional told you to self-monitor, self-isolate, or self-quarantine because of concerns about COVID-19 infection?
- Have you traveled outside the state in within the past 14 days? If so, have you received negative COVID-19 test results? (This only applies if the state where the REC/MU resides has established travel restrictions.)

6. When I visit the REC/MU will they take my temperature?

Yes, with a temporal thermometer. Individuals with a temperature of 100.4 (°F) or greater will not be admitted into the REC/MU and will need to reschedule their examination appointment.

7. Do I have to wear a mask when I arrive at the REC/MU?

Mariners are required to wear a face covering at all times while in the REC/MU. Those who refuse to wear a face covering, or who remove face coverings during exams, will be dismissed and could be subject to examination module failure. Persons with documented health issues which prevent them from wearing face coverings must notify the REC/MU when scheduling an appointment.

8. How early should I arrive at the REC for an examination?

For registration purposes, arrive 15 minutes prior to your examination appointment. If you arrive late for the start of an examination period, you will not have the full 3 ½-hour examination period to complete a module.

9. When taking an examination, what can I take into the examination room with me?

Mariners are required to bring their own #2 pencils. If applicable, a non-programmable calculator and any necessary plotting equipment are allowed. No other personal belongings will be in allowed in the facility.

10. Do I need an appointment to visit my local REC/MU or can I just walk-in?

Currently the NMC is only offering examination services by appointment. All counter service appointments and hand delivery of applications remain closed at the present time. Check individual [REC/MU webpages](#) for details.

11. Can I go to an REC/MU in order to submit my application?

No, all counter service appointments and hand delivery of applications have been suspended. Applications for merchant mariner credentials (MMCs) and/or medical certificates may still be mailed, e-mailed, or faxed to any REC/MU. Visit the individual [REC/MU webpages](#) for address, e-mail, and fax number information.

12. How can I pay for my examination and when is the payment due?

All exams fees must be satisfied prior to arriving at the REC for your exam. [Pay.gov](https://www.pay.gov) is the preferred method of payment. A receipt or other proof of payment will be required in order to take an examination and should be e-mailed to the REC prior to your arrival.

13. How do I receive my open book renewal examination?

As of May 1, 2020, open book renewal examinations are no longer sent from individual RECs/MUs, with the process now consolidated at the NMC. First, you must receive an Approval to Test (ATT) letter detailing the renewal modules required.

Once the ATT letter is received, send an e-mail requesting an open book renewal examination to NMCRenewalExams@uscg.mil or contact the NMC Customer Service Center via the NMC online chat system, by e-mailing IASKNMC@uscg.mil, or by calling 1-888-IASKNMC (427-5662).

14. Where can I find more information regarding examinations?

Please review the [Examinations FAQ page](#), located on the Examinations page of the NMC website.

15. Where can I find information regarding COVID-19?

Additional COVID-19 information may be found on the Centers for Disease Control and Prevention (CDC) [Coronavirus \(COVID-19\) page](#).