

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?

All RECs and MUs are open to the public. Please note that **only** mariners with scheduled appointments for examinations or counter service will be permitted entry into the REC/MU facilities. Applications for merchant mariner credentials (MMCs) and/or medical certificates may still be mailed, e-mailed, or faxed to any REC/MU; electronic submittal by email still remains the most efficient and quickest way to submit an application.

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. Applicant seeking to schedule appointment should do so as far in advance as possible, but may obtain an appointment for any opening available at the REC/MU.

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?

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 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 or counter appointments, 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 1/2-hour examination period to complete a module.

9. How early should I arrive at the REC for counter service?

Mariners will not be permitted to enter the REC space until the time of their appointment. Please do not arrive too early, the REC waiting room spaces remain closed. To ensure proper cleaning and disinfecting is completed between each visitor, you must arrive on time. If you are late for your appointment, you will need to reschedule.

10. 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 allowed in the facility.

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

Currently the NMC is only offering services by appointment. Check individual [REC/MU webpages](#) for details.

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

Yes, with a counter service appointment. 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; electronic submittal by email still remains the most efficient and quickest way to submit an application.

13. 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](#) 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.

14. 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).

15. Where can I find more information regarding examinations?

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

16. 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](#).