

Frequently Asked Questions: Regional Examination Center/Monitoring Unit Services

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. However, it is highly encouraged that mariners schedule an appointment for counter service.

ONLY mariners with a scheduled appointment will be permitted to test.

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 e-mail remains the most efficient and quickest way to submit an application.

2. Do I need to submit a medical certificate application to an REC?

No. When submitting ONLY a medical certificate application (CG-719K or CG-719K/E) along with any supplemental medical information, you can e-mail directly to: MEDAIP@uscg.mil. Please include your name on the subject line and ensure the application and all accompanying documentation are in PDF format. See also **Frequently Asked Questions: Medical Certificates**, at: [Frequently Asked Question Categories \(FAQs\) \(uscg.mil\)](#).

3. 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 National Maritime Center (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.

4. How do I make an examination appointment?

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.

To schedule an appointment:

- Call the NMC Contact Center at: 1-888-I-ASK-NMC (427-5662)
- Contact REC directly: [Regional Exam Centers \(RECs\) \(uscg.mil\)](#).

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

The NMC follows a high standard of safety and infection control. While mariners are no longer required to wear face masks, individuals may choose to continue to wear a mask for any reason. The RECs will also adhere to more stringent face mask requirements per state and/or local guidance.

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

For registration purposes, arrive 30 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. Visit [Regional Exam Centers \(RECs\) \(uscg.mil\)](https://uscg.mil) for REC examination room hours.

7. 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.

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

Mariners are permitted to bring the following in the examination room:

- #2 pencil
- Star Finder – 2102-D including instructions for use
- Plotting Tools – dividers, triangles, nautical slide rule
- One non-programable calculator – Specialty navigation calculators are NOT permitted. Electronic communications devices of any type are NOT permitted to be used during an examination for their calculator function.

No other personal belongings will be in allowed in the facility. A small locker will be provided to secure personal belongings.

9. 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 [Regional Exam Centers \(RECs\) \(uscg.mil\)](https://uscg.mil) for details.

10. Can I go to an REC/MU to submit my application?

Yes, with a counter service appointment. Applications for MMCs and/or medical certificates may still be mailed, e-mailed, or faxed to any REC/MU.

Visit the individual [Regional Exam Centers \(RECs\) \(uscg.mil\)](https://www.uscg.mil) for address, e-mail, and fax number information; electronic submittal by e-mail remains the most efficient and quickest way to submit an application.

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

All examination fees must be satisfied prior to arriving at the REC for your examination. [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 or brought in at the time of your appointment.

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

As of May 1, 2020, open book renewal examinations are no longer sent from the REC or MU. Now, open book renewal examinations are issued from the NMC.

Once your approval to test letter is received, you will be instructed to pay your examination fee on [Pay.gov](https://www.pay.gov) and then send an e-mail directly 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).

For more information, refer to **Frequently Asked Questions: Examinations**, at: [Frequently Asked Question Categories \(FAQs\) \(uscg.mil\)](https://www.uscg.mil).

13. Where can I find more information regarding examinations?

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

14. 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](#).