

NOAA Policy & Procedures For Lost/Stolen Credentials (CAC/PIV-I)

NOAA Policy

NOAA CACs are individually assigned and are authorized for use by the CAC/PIV-I holder for privileged facility and network access. The following procedures are provided to NOAA credential holders, supervisors and Contracting Officer Representatives (CORs) for awareness regarding the process and requirement for reporting a credential that is lost or stolen and to prevent unauthorized use.

Employee Actions

Step 1: Self Report Incident to NOAA SOC

Immediately notify the Security Operations Center (SOC) via phone or email at SOC.IA@noaa.gov or [301-713-9111](tel:301-713-9111) to report the incident, obtain an incident report number and prevent unauthorized use. The SOC will immediately notify the respective Badging and Security Field Servicing Offices to revoke the CAC and terminate access.

Step 2: Complete the NOAA Lost/Stolen Declaration and Submit to Supervisor or COR

Complete and sign the declaration document to include the circumstances of the credential loss and your work contact information. You must include the incident number provided and all required fields. Only include your emergency contact information should it be necessary to contact you at your non-NOAA email or phone number. Submit the completed and signed form to your supervisor. If you are a contractor, submit the form to your COR. A copy of the police report is required and must be submitted to your supervisor (or COR if you are a contractor) in addition to your declaration memo, when the credential is stolen.

Supervisor (or COR) Actions

Step 1: Complete the Lost/Stolen Credential Replacement Memo

Following receipt of the completed and signed [NOAA Lost Declaration Memo](#) from the employee/contractor with the lost/stolen credential, supervisors (or CORs) must complete and the [Lost/Stolen Request for Credential Replacement Memo](#), which is required for CAC replacement.

https://connection.commerce.gov/sites/default/files/media/files/2020/loststolencacform_erso.pdf
<https://www.wrc.noaa.gov/wrso/forms/LostStolenCACmemo.pdf>

Step 2: Submit the Completed Lost/Stolen Declaration and Request for Credential Replacement Memos to the Servicing Security Office

Submit the completed and signed [NOAA Lost Declaration Memo](#) from the employee/contractor with the lost/stolen CAC and the [Lost/Stolen Request for Credential Replacement Memo](#) to erso.physec@noaa.gov for Eastern Region or wrso.physec@noaa.gov for Western Region Security Office. A copy of the police report provided by the employee/contractor must also be included in the submission to ERSO/WRSO, when the credential is stolen.

Questions

Questions concerning this policy should be directed to cacandhspd12.help@noaa.gov.

Yubi Key Alternate Access to Networks

All credential holders are advised to review in advance the NOAA Yubi Key guidance provided by OCIO for awareness of how to log in without their credential, in the event it is lost or stolen. NOAA Yubi key link for additional info is below. Contact your local IT Help Desk for additional assistance.

<https://docs.google.com/document/d/1JVYR6t8RQ6aNm7ojmrGPczolgfhUzh9YJNwtjIDrwTg/edit?tab=t.o>