

NOAA Staff Directory (NSD) Frequently Asked Questions (FAQs) Which Impact CLC Accounts

All Commerce Learning Center (CLC) accounts are created and updated from records in the NOAA Staff Directory (NSD). For a new employee, contractor or associate, they must have a NSD record created for them in order to obtain a CLC account. If an individual who already has a NSD record transfers to another office within NOAA, his/her NSD record needs to be updated to reflect their new office and Federal Manager.

1. What is the web URL for the NOAA Staff Directory?

Go to: <https://nsd.rdc.noaa.gov>

2. Who can add a new record to the NOAA Staff Directory?

Federal Managers, Contracting Officer's Technical Representatives (COTRs) or designated Staff Members (NOAA Federal Employees) can add a new record.

3. Who can update an existing record in the NOAA Staff Directory?

A Federal Manager or COTR can update a record for their staff members. (Note: It is only the Federal Manager actually identified in the NSD for the staff member who has permissions to perform the update).

A staff member may also update their own NSD record.

4. Once a person's NSD record is created, how long does it take for their CLC account to be created?

Their CLC account should be available within a couple of days. CLC data feeds are processed every Tuesday and Friday night. The person will receive a CLC welcome message with their login credentials once their CLC is created.

5. I am a NOAA contractor or associate and I can't access the CLC. Who do I need to contact?

If you require access to the CLC, you need to contact your Federal Manager. If your Federal Manager approves access, they will need to login into the NOAA Staff Directory (NSD) and set your CLC data flag to "Yes". Instructions for supervisors on how to do this are included here. (add a link to "here" to the CLC Access for Contractors Settings Instructions.pdf)

6. My organization information (NFC Org Code, NOAA Org Name, etc.,) are not correct in my NSD record. How do I get it updated in the NSD?

Organization information in the NOAA Staff Directory is based off the National Finance Center (NFC) data. If a staff member has recently transferred into a new office, it may take up to two (2) pay periods before their NFC records are updated. Once the NFC records are updated, then the NOAA Staff Directory will be updated accordingly. If it has been longer than 2 pay periods, then contact your Human Resource (HR) representative and have them update the information in the NFC.

7. I recently changed my last name. How do I get it updated in the NSD?

You need to contact your Human Resource (HR) representative to assist you with the submission of the name change to the NFC. Once it is updated in NFC, it will be updated accordingly in the NOAA Staff Directory.

*****Very Important*****

If your NOAA email address changes, then you need to contact the NOAA Staff Directory Help Desk (NOAA.Staff.Directory@noaa.gov) and ask them to update your email address in your NSD record. **Please do not edit or update your email address in your NSD record as this can result in having a duplicate CLC account created.**

8. Our former supervisor (Federal Manager) retired from our office. After she retired, her direct reports Federal Manager (identified in the NSD) defaulted to her supervisor. The new supervisor has been selected and is now at the office. Does each staff member need to update their Federal Manager in the NSD?

No, the NSD Help Desk can globally update the Federal Manager for each staff member. The new supervisor first needs to update their NSD record with their new office information and Federal Manager. Once the supervisor's NSD updates have been submitted, the supervisor can contact the NSD Help Desk (NOAA.Staff.Directory@noaa.gov) and request that all of his/her direct reports be updated to reflect them as the Federal Manager.

9. When a staff member (NOAA Federal Employee, Associate or Contractor) retires or resigns from NOAA, what is the procedure or process for removing the individual from the NSD? (Note: This process will cause the individual's CLC account to be inactive and they will no longer have access to the CLC.)

a. The federal manager listed for the staff member can remove the individual from the NSD. The federal manager can login into the NSD, search for the staff member to be removed, click on the "Request More Information" button. Then click on the "Remove Member" button to submit a request to have the individual record removed.

b. The other method whereby a federal employee is removed from the NSD is when their NFC record is updated. Once the employee has received their last paycheck, then NFC removes their record from the NFC database. Then NFC sends a flag to the NOAA Staff Directory to remove the individual from the NSD. This process can take up to two pay periods after the federal employee has retired or resigns.

In the case of contractors or associates, NSD support ask that once the federal manager knows the individual has left the organization that the federal manager removes them from the NSD.