



C.SUITE USER ACCESS REQUEST FORM REQUIREMENTS & PROCEDURES

Purpose: To outline the process for **requesting, restoring, and deactivating** user access to, and **changing roles** within the C.Suite (C.Request/C.Award) applications.

Requirements:

- ✓ All C.Suite users must be listed with their current duty station in the NOAA Staff Directory prior to being granted access to the systems. Information can be provided via e-mail at noaa.staff.directory@noaa.gov. This is the responsibility of the user's office.
- ✓ All C.Suite users must be familiar with [NOAA's Information Technology System Rules of Behavior](#) and complete the IT Security Awareness Course.
- ✓ All C.Suite users must complete a **C.Suite User Access Request Form**. The form can be obtained from the [CBS Forms](#) page, or by contacting the Client Services Help Desk at **301-444-3400, Option 3**, or via e-mail at clientservices@noaa.gov.
- ✓ **No Contractors will have access to C.Request**
- ✓ C.Request Requisitioners acknowledge they are certifying bona fide need.
- ✓ C.Request Funds Certifying Officials certify that funds are available and suitable.

Procedures:

1. You, the user, must complete the C.Suite User Access Request Form and sign it. Your signature certifies that you have completed the mandatory IT Security Awareness Course. The following fields are mandatory for all users and, if incomplete or inaccurate, will delay your request:

- Date of Request
- New Account (Check Yes or No)
- Deactivated User (Check Yes or No)
- If Deactivated User, User Code (Provide the Deactivated User Code if applicable)
- Requester's Name
- Employee Type (Select from dropdown)
- Email Address
- Title
- Office Phone
- Office Fax
- Role (Select from dropdown)
- Line Office (Select from dropdown)
- Are You a Supervisor? (Check Yes if you supervise other C.Suite users, and attach a list of those you supervise)
- Are You a COTR?
- Do You Certify Funds?
- Are You A Field Delegate? (If Yes is checked, select the appropriate Field Delegate Line Office from the dropdown list)
- Requester's Signature and Date

There may be additional mandatory fields, depending on the role you are requesting:

- For AGO Staff, the AGO Office field is mandatory and should be selected from the dropdown.
- For Contracting Officers and Warranted Field Delegates, the Warrant Level field is mandatory and should be selected from the dropdown. In addition, a copy of the warrant must be submitted with the request. Failure to submit a copy of the warrant will result in delay or rejection of your request.

- Requisitioners and Fund Certifying Official must sign to acknowledge they understand the assigned role.
- Multiple C.Request Roles are available in certain cases. Please request each role via a separate form.

The APPROVAL SECTION is also mandatory. The approval signatures required for each role are listed below.

C.Request Requisitioner – Must include the name, phone number, signature, and date of the requestor’s immediate supervisor.

C.Request Funds Certifying Official – Must include the name, phone number, signature, and date of the requestor’s Line Office Chief Financial Officer (CFO). The NOAA CFO needs to sign for Staff Offices.

C.Request Approver – Must include the name, phone number, signature, and date of the requestor’s immediate supervisor.

C.Award Contracting Officer – Must include the name, phone number, signature, and date of the requestor’s immediate supervisor **AND** one of the following:

- **AGO Staff** - The HCO/Deputy Director/Branch Chief’s Name, signature and date are required.
- **Field Delegates** – The Field Delegate Coordinator’s signature and date are required.

C.Award Contracting Specialist – Must include the name, phone number, signature, and date of the requestor’s immediate supervisor **AND** the HCO/Deputy Director/Branch Chief’s Name and Signature under the AGO STAFF ONLY section.

C.Award Line Office Representative – Granted at the discretion of AGO. Must include the name, phone number, signature, and date of the requestor’s immediate supervisor.

C.Award Policy & Oversight Staff – Must include the Branch Chief’s Name and Signature under the AGO STAFF ONLY section.

C.Award users may not be Requisitioners but in specific approved situations.

2. Forward the form to the Client Services Help Desk via **fax to 301-444-3401**, or **scan and email to clientservices@noaa.gov**.
3. The Client Services Help Desk will review and record your request, creating an action ticket. The appropriate team will be notified and will either approve or disapprove the request (new users, restored users, and role changes). Access privileges must be removed as soon as the need expires or within 24 hours of separation from NOAA. (See NOAA’s Rules of Behavior at [NOAA Office of the CIO/HPCC - IT Security Office - Policies, Regulations and Laws](#))
4. The Client Services Help Desk will establish/change the role.
5. The Client Services Help Desk will notify you, the user, via e-mail to contact the Client Services Help Desk at 301-444-3400, Option 1, to obtain your user name and password at your convenience. The Client Services Help Desk will then close the ticket.

NOTE: C.Suite access requires VPN login when working off-site from a non-DOC location.