

# FAQ - Getting Access to Conservation Client Gateway Natural Resources Conservation Service

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[www.nrcs.usda.gov/clientgateway](http://www.nrcs.usda.gov/clientgateway)

## **What do I need to access the Client Gateway?**

Visit [www.nrcs.usda.gov/clientgateway](http://www.nrcs.usda.gov/clientgateway) for all links in this fact sheet.

### **Two basic records are needed for individuals to access Client Gateway.**

1. An individual Service Center Information Management System (SCIMS) record with a primary email address that is linked to your Level 2 eAuth account.
2. A USDA Level 2 eAuthentication (eAuth) account that is linked to your SCIMS record.

## **What is a Service Center Information Management System (SCIMS) Record?**

SCIMS is a repository of customer information used by the three Service Center Agencies (SCA) – Farm Service Agency (FSA), Natural Resources Conservation Service (NRCS), and Rural Development (RD). The SCIMS record is created at the Service Center Office by a USDA Service Center employee when a client wants to participate in conservation programs, or receive conservation assistance from USDA.

## **How do I locate my nearest USDA Service Center?**

Alaska NRCS offices are listed on the back of this fact sheet or browse to the Service Center Office Locator from any NRCS website under Contact Us. This site will provide the phone number and address of a USDA Service Center and other Agency offices serving your area.

## **Where do I get a Service Center Information Management Systems (SCIMS) record?**

If you are unsure whether you have a SCIMS record, contact your local Service Center Office. Please browse to the Service Center Office Locator to find the address, phone number and primary contact person for your nearest USDA Service Center.

## **Why do I need a primary email address in my SCIMS record?**

Email notifications from the Client Gateway will be sent to the primary email address in your SCIMS record. You can request a change to your email and other information using the “Update Profile” option from the Client Gateway. In addition, a primary phone number is also recommended.



### Contact NRCS in Alaska

#### Northern Hub, Fairbanks

(907) 479-3159

Delta Junction

(907) 895-4241

#### Southern Hub, Kenai

(907) 283-8732

Homer

(907) 235-8177

Juneau

(907) 586-7220

#### Central Hub, Wasilla

(907) 373-6492

#### State Office, Palmer

(907) 761-7760

[www.ak.nrcs.usda.gov](http://www.ak.nrcs.usda.gov)

### What is a USDA Level 2 eAuthentication (eAuth) Account?

USDA eAuthentication (eAuth) is the system used by USDA agencies to enable customers to obtain an account (User ID and password) that provides access to USDA web applications and services via the Internet. A Level 2 eAuth account requires the added security measure of validating your identity, before you can use it to conduct official business transactions via the Internet with USDA. This includes things such as submitting forms electronically, requesting assistance, and checking the status of your USDA accounts. The Level 2 account provides you the convenience of transacting official business with USDA online at any time and from any computer.

### Where do I obtain a Level 2 USDA eAuthentication Account?

Go to the USDA eAuthentication Create Level 2 eAuthentication Account page from [www.nrcs.usda.gov/clientgateway](http://www.nrcs.usda.gov/clientgateway) and follow the instructions to register for a Level 2 eAuth account, which includes creating a user ID and password. You will receive a confirmation email with an activation link that you must respond to within 7 days or start the process over again. After clicking the activation link, you will be able to go through the process to validate your identity, online using the NRCS Application Access Assistant (AAA), or by a Local Registration Authority (LRA) in person at a Service Center Office.

### I am a USDA employee and also an agricultural producer. Can I use my employee eAuth account to submit requests for assistance?

No, you cannot use the eAuth account you use as an employee to conduct personal business with USDA. Employees who are also agricultural producers will have to register for a new eAuthentication account in order to use Client Gateway for their personal business.

### I am a Technical Service Provider (TSP). Can I use my current eAuth account to access Client Gateway for personal use?

No, you cannot use the same eAuth account with Client Gateway that you use to work with USDA to conduct personal business with USDA. A TSP who is also an agricultural producer, will have to register for a new eAuthentication account in order to use Client Gateway for their personal business.

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