

Commerce Learning Center

Support Contacts

December 2012

Please use email addresses whenever possible. Inboxes will be monitored during local business hours.

Only the Point of Contact for your Bureau can assist you Scroll down to contact your servicing Bureau Administrator.

For agencies that have a LIVE SUPPORT link, please use this option for password assistance.

Live Support service is a 24 hr live chat only.

Agency	Primary Point of Contact	Secondary Point of Contact
Bureau of Economic Analysis	Cecileah Shansky 202-606-9987 CLCsupport@bea.gov	Laniera Jones 202-606-2283 CLCsupport@bea.gov
Bureau of Industry and Security (BIS)	<u>Live Support - Immediate Password Assistance</u>	Cheryl Woodard 202-482-7870 CWoodard@bis.doc.gov Debra Lucas 202-482-7494 DLucas@bis.doc.gov
Bureau of the Census	Workforce Development Branch 301-763-2348	hrd.lms@census.gov
Economic Development Agency	Tanika Hawkins 202-482-2066 THawkins@eda.doc.gov	Cynthia Torraco 312-353-8143 x149 CTorraco@eda.doc.gov
Economic Statistics Administration	Terrence Arth 202-482-3823 tarth@doc.gov	
International Trade Administration	<u>Live Support - Immediate Password Assistance</u>	202-482- 8011 CLCSupport@trade.gov
Minority Business Development Agency	Lester Purnell 202-482-3102 LPurnell@mbda.gov	Robert Lopez 202-482-8086 RLopez@mbda.gov

Agency	Primary Point of Contact	Secondary Point of Contact
National Institute of Standards and Technology	Information Technology Assistance Center 301-975-5375	learning@nist.gov
National Oceanic and Atmospheric Administration	<u>Live Support - Immediate Password Assistance</u>	CLC.NOAAHelp@noaa.gov
National Technical Information Service / Technology Administration	Vicki Buttram 703-605-6133 VButtram@ntis.gov	
National Telecommunications and Information Administration	<u>Live Support - Immediate Password Assistance</u>	Lorna Brodsky 202-482-2790 LBrodsky@ntia.doc.gov
NOAA National Weather Service - Please send email prior to calling.	<u>Live Support - Immediate Password Assistance</u>	Don Rinderknecht 405-325-2805 lms.nws@noaa.gov Jerry Griffin lms.nws@noaa.gov
Office of Inspector General	<u>Live Support - Immediate Password Assistance</u>	Rochelle Cobb 202-482-3701 rcobb@oig.doc.gov
Office of the Secretary	<u>Live Support - Immediate Password Assistance</u>	Bradford Lockett 202-482-6342 CLCsupport@doc.gov
US Patent and Trademark Office	Thomas Downing 571-272-3683 commercelearningcenter@uspto.gov	Tom Monroe – IT Security Training 571-272-5352 ITSecurityTraining@uspto.gov