



GOES DCS User Engagement, Help and Support

National Environmental Satellite,
Data, and Information Service

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Discussion Topics

- ❖ User Engagement
- ❖ Help and Support
- ❖ DADDS Account Levels
- ❖ System Use Agreements

User Engagement

- ❖ GOES.DCS@noaa.gov and Letecia.Reeves@noaa.gov
 - User Notifications, Automated System Use Agreement Renewals, PDT Update Week, CS1 to CS2 Engagement, DADDS Account Management (password resets), etc.

- ❖ Habtam.Ayalew@noaa.gov
 - Timing and Wrong Channel error messages
 - Proactively check your group code for erroneous messages by filtering on your group's messages that are not 'G' good.
 - T-Timing Error; W-Wrong Channel; U-Unexpected Message...

 - The training document overviewing Abnormal Response Message ([ARM Codes](#)) is available on the DADDS4.0 under DCS Training.

Help and Support

- ❖ GOES.DCS@noaa.gov (Group email account is forwarded to Customer Service Team)
 - General Inquiries
 - System Use Agreements
 - DADDS Issues/DADDS account changes

- ❖ WDCS@noaa.gov (757-824-7450)
 - Technical Issues
 - System Outages; Missing Data Investigations
 - PIN Retrieval

- ❖ WCDASIT@noaa.gov
 - For DADDS Website Abnormalities (server outage)

- ❖ Letecia.Reeves@noaa.gov (240-528-8891)
 - Channel Assignment Requests
 - DCP Reassignments (Switch Channel, increase/decrease window, transmission frequency, etc.)



DADDS Account Levels

	View All DCPs	View All DCP Messages	Edit PDT for DCPs within Group Code	POC for Group/Requests Additional Platform IDs
Standard User (default)	X	X		
Master User (must request)	X	X	X	
Group Manager (only 1 per group - must request)	X	X	X	X
Field Test (SUA not required)		X		

NOTE: This will change with the implementation of DADDS 4.0



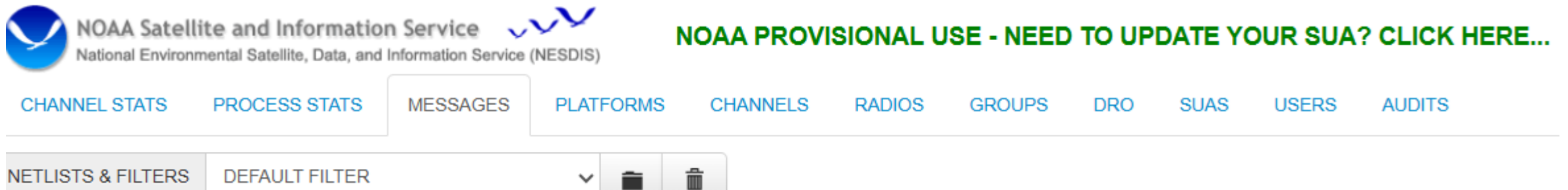
DADDS Passwords

- ❖ DADDS forces a password reset every 60 days
 - Enter current password and new password twice.
 - Please log into DADDS periodically to keep your account active.
 - Inactive accounts are subject to removal after 1 year of inactivity.
- ❖ Don't remember password?
 - Select "Forgotten Password? Click here" and enter email address.
 - Enter answers to security questions (**default: last name+4 digit PIN**).
 - DADDS emails a partial password to login and create a new password.
 - Add PIN to the end of partial password twice.
- ❖ 4 digit PIN
 - PINs were set during initial DADDS registration.
 - If only 3 numbers were used, add a leading zero (123 = 0123).



System Use Agreements

- ❖ SUAs are visible only to the submitter (requester)
- ❖ Can be accessed at any time for updates (e.g. pocs or program description)
 - Please keep SUAs up to date with any changes.
 - Be aware of emailed renewal requests sent every 5 years and take prompt action.
 - Green link shown below will appear red when it is time to renew.



The screenshot shows the NOAA Satellite and Information Service (NESDIS) web interface. At the top left is the NOAA logo and the text "NOAA Satellite and Information Service National Environmental Satellite, Data, and Information Service (NESDIS)". To the right, a green banner reads "NOAA PROVISIONAL USE - NEED TO UPDATE YOUR SUA? CLICK HERE...". Below this is a navigation menu with tabs: CHANNEL STATS, PROCESS STATS, MESSAGES (highlighted), PLATFORMS, CHANNELS, RADIOS, GROUPS, DRO, SUAS, USERS, and AUDITS. At the bottom left, there is a "NETLISTS & FILTERS" section with a "DEFAULT FILTER" dropdown menu and two trash icons.



Thank you for your attention.

Any Questions???

