CFATS Helpdesk Form

1. Paperwork Reduction Act Statement

In accordance with the Paperwork Reduction Act, no one is required to respond to a collection of information unless it displays a valid Office of Management and Budget (OMB) Control Number. The valid OMB Control Number for this information collection is 1670-0007. The time required to complete this information collection is estimated to average 0.17 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

2. Privacy Notice

Authority: 6 U.S.C. §§ 621-29 (Protecting and Securing Chemical Facilities from Terrorist Attacks Act of 2014) and the Chemical Facility Anti-Terrorism Standards, 6 C.F.R. Part 27 authorize the collection of this information.

Purpose: The purpose of this collection is to respond to your questions and provide technical support for the Chemical Facility Anti-Terrorism Standards (CFATS) Program.

Routine Use: The Personally Identifiable Information (PII) you provide will be used by and disclosed to DHS personnel, contractors and other agents, including but not limited to other Federal, state, and local officials; and to answer your questions, provide technical support, or refer inquiries to another appropriate Federal agency or official.

Disclosure: Providing PII is voluntary; however failure to provide any of the information requested may prevent the Chemical Facility Anti-Terrorism Standards (CFATS) Helpdesk from providing assistance or answering your questions.

3. CFATS Helpdesk Form

In order to expedite the handling of your request, please provide the following information. We are required to collect the information requested prior to providing an answer to questions that are received at the helpdesk for tracking purposes only.

If you are a covered facility, please provide your facility ID. If you have completed the registration process but do not know your coverage status, please include the registration form ID number that may be found in the registration email or on the printed form located below the barcode.

The information collected is secured as required by the Department of Homeland Security and cannot be accessed by any outside sources.

Account Information

Account Owner		Phone	
Account Name		Fax	
Parent Account		Website	
Registration Number		Related Terminated Information	
Registration Facility ID		UM Comments	
Registration Status		Facility ID	
Registration Timestamp		Facility Status	
Notes			

Additional Information

Industry	
Physical Street	
Physical City	
Physical State/Province	
Physical Zip/Postal Code	
Physical Country	

Save   Save & New   Cancel

Case Information

Status	
Escalation Tier	--None--
Tier Level Closed	
Case Reason	
1 FAQ #	
2 FAQ #	
3 FAQ #	
4 FAQ #	
User Category	
Case Counter	

Facility Information

Supervisor Corrections

Error Code 2	
Error Code	
Error Code 3	
Error Code 4	
DHS Request	☐

Facility Name	
Facility Address	
Facility Address 2	
Facility City	
Facility State	
Facility Zip	

Submit to public solutions ☐

Solution Title

Solution Details

Save Cancel

Case Information

Case Owner	
Contact Name	
Account Name	
1 FAQ #	
2 FAQ #	
3 FAQ #	
4 FAQ #	

Additional Information

Status		Type	
Escalation Tier		Case Reason	
Tier Level Closed	--None--	Case Counter	
Case Origin			
Priority			

Description Information

Subject	
Subject Reasoning	--None-- [i]
Potential Incorrect Facility	☐
DHS Request	☐
CVI Shared	☐
Description	

Internal Comments	

Accuracy

Supervisor Corrections	▶ ◀

Optional

☐ Assign using active assignment rules

Save   Save & Close   Save & New   Cancel

Contact Information

Contact Owner	
Salutation	
First Name	
Last Name	
Account Name	
contact counter	
External ID	
User Status	

Phone	
ext	
Fax	
Mobile	
Other Phone	
Email	
Bounced Email Notification	☐
Non Registered User Category	

Address Information

Physical Street	
Physical City	
Physical State/Province	
Physical Zip/Postal Code	
Physical Country	

Additional Information

Organization type	

Description Information

CSAT Role

Available
Preparer
Submitter

Save   Save & New   Cancel