



### What is the Conservation Client Gateway?

Conservation Client Gateway is a secure web application that provides individual landowners and land users the option to request conservation technical and financial assistance from NRCS. Through the Conservation Client Gateway, you will be able to:

- Request conservation assistance;
- Apply for financial assistance;
- Digitally sign documents, such as financial assistance conservation program applications and contracts;
- Track payments;
- And much more.

### Why use Conservation Client Gateway?

Conservation Client Gateway will provide you the option track payments, view your conservation plan, sign documents, or submit requests for assistance anytime, anywhere. This flexibility means fewer trips to the field office for administrative tasks and more time with your local conservation planner to focus on addressing your natural resources issues and opportunities.

### Who can use Conservation Client Gateway?

Currently, Conservation Client Gateway is limited to individual producers; it is not yet available for business entities such as LLCs and other corporations. We will be adding access for businesses in a future release, and you can sign up to be notified on the Conservation Client Gateway website.

### How do I access the Client Gateway?

You need a Service Center Information Management Systems (SCIMS) Record that includes your email address. You will also need to sign up for a USDA eAuthentication account.

### What is a USDA eAuthentication account?

USDA eAuthentication (eAuth) is a secure, online account that lets producers access USDA Web applications and services online, such as submitting forms electronically, completing surveys online, and checking the status of your USDA accounts.

### What is a Service Center Information Management Systems (SCIMS) record?

The SCIMS record is created at the Service Center by the Farm Service Agency (FSA) when a producer wants to participate in conservation programs or receive conservation assistance. If you are unsure whether you have a SCIMS record, or don't know if your currently email account is included in your record, contact your local Service Center Office. You can find the closest office at <http://offices.usda.gov>.

### Getting Started:

#### Step 1: Confirm your SCIMS Record

Contact your local Service Center Office to confirm you have an individual SCIMS record with a primary email address.

#### Step 2: Create a USDA eAuth Account

Register online and create a User ID and password by visiting the [Conservation Client Gateway homepage](#) and navigating to "Get Started". After you have signed up for your eAuth, you will receive an email to activate your account. Click on the "Activate My Account" link provided in the email within 7 days.

#### Step 3: Validate your Identity and Link your SCIMS Record

Before you can use Conservation Client Gateway, you'll need to verify your identity and connect your eAuth account and SCIMS information. This extra step ensures that no one can pretend to be you on Conservation Client Gateway:

**Option 1** – Make an appointment to visit a Local Registration Authority (LRA) in person at a Service Center Office. You will need to call ahead and make an appointment and take your official government photo ID. The LRA will confirm your identity and promote your account. Ask the LRA to link your eAuth account to your SCIMS record.

Once your account is promoted and linked you can login to Conservation Client Gateway

to view your information by visiting the [Conservation Client Gateway homepage](#) and clicking on "Log into Client Gateway"

**Option 2** – If you don't want to come in to the office, you can validate your identity online the first time you try to login by clicking on "Log in to Client Gateway" on the [Conservation Client Gateway homepage](#). After you login using your eAuth username and password, you will be asked to:

1. Enter your social security number.
2. Answer 4 multiple choice question to prove your identity. You have 2 chances to answer correctly online.

After you have validated your identity, USDA eAuthentication will send an email to confirm the account promotion.

Once your account is validated you can login to Conservation Client Gateway again and start using the system to view your information or make requests.

### Where can I go for Help?

If you encounter any issues during the online validation process, you can call the Conservation Client Gateway Call Center at 970-372-4200. Staff is available to validate your identity via phone, M-F, 8am - 8pm ET. If you are unsuccessful at validating your identity with the Call Center, you will need to make an appointment with an LRA for in-person identity validation.



### Using Conservation Client Gateway

Navigating within Conservation Client Gateway is easy. The information is organized in five tabs at the top of the screen. Each tab provides menu options, where you can choose to make requests for assistance, or view your conservation-related information.

Website instructions are always available by clicking on the “?” question mark icons provided on the pages. A link to the Client Gateway Help Desk Technical Service Portal is conveniently provided on the footer of each screen.

### Using the Requests Assistance Tab

Through the Request Assistance tab you can request a new conservation plan or other technical assistance, apply for financial assistance through Farm Bill conservation programs, and even sign applications and contracts online. You can also submit questions or comments to your local Service Center Office. Links are provided to several common technical reference web sites such as the Web Soil Survey.

### Using the Manage Plans and Practices Tab

Through the Manage Plans and Practices tab, you can view your conservation plan and practice schedules. You can also report practice completion or request practice installations. The detailed information for your plan and practice summary are provided, along with documents associated with the plan to view.

### Using the Agreements Tab

Through the Agreements tab, you can view and manage your financial assistance applications and contracts. You can view your request for contract modifications and practice certifications.

### Using the Manage Payments Tab

Through the Manage payments tab you can view the payments due to you for completed, certified practices. You can also request payments by signing the NRCS-CPA-1245, Request for Payment form.

### Using the Account Tab

Through the Account tab, you can view the information in your Service Center Information Management Systems (SCIMS) record and request changes to your information. You can also view all documents associated to your individual conservation plans, agreements and contracts from this tab. A series of map layers of your property and the geographic locations you have identified is provided. In addition, you can view all your requests for assistance you submitted through the Conservation Client Gateway.

### How to I report problems or get help with the Conservation Client Gateway?

There are multiple options to request help with Conservation Client Gateway:

1. You can use the Client Gateway Technical Support Portal on the website to submit your own requests for assistance and ask questions. You can also monitor your help tickets and track their status. You can search and view Frequently Asked Questions, or use the live chat option, available M-F, 9am – 7pm ET.
2. You can request help, or report a problem by emailing the Conservation Client Gateway Help Desk at [nrcsprod@midatl.service-now.com](mailto:nrcsprod@midatl.service-now.com). A ticket will be submitted for you.
3. You can call the Help Desk at 970-372-4200 to request help or report a problem 7 days a week, 24 hours a day.



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# Introducing the Conservation CLIENT GATEWAY

CONSERVATION  
ASSISTANCE JUST  
A CLICK AWAY

