



# MyNavy Portal

## Frequently Asked Questions



June 2021

### What is MyNavy Portal?

MyNavy Portal (MNP) is a web portal that integrates many of the Navy's human resources (HR) information technology (IT) systems, knowledge, and applications into a simplified user experience. When fully developed, MNP will be a single point of entry for Sailors to manage their careers, using accurate data from a single, reliable source within an intuitive, self-service environment. To access the portal, go to [my.navy.mil](http://my.navy.mil).

The portal is a key component of MyNavy Career Center (MNCC), an HR shared services delivery model that ensures the web-based, self-service capabilities of MNP are matched with 24/7 customer service support and access to subject matter experts who handle unique and complex situations.

MNP is organized around 11 Career & Life Events (CLEs), such as Advancement & Promotion, Career Planning, Pay & Benefits, Performance, and Sailor & Family Support. Within each of these sections, users can view information enabling them to Learn, Plan and Act upon career related tasks.

The Navy launched MNP in February 2017. Since then, there have been many upgrades to increase capabilities and expand usability. Eventually, Sailors' personnel, training and education records will be accessible via MNP.

### What's new?

Recent updates to MNP include features that give Sailors more tools to manage their careers, along with other enhancements to improve the portal's overall performance.

- **Really Simple Syndication (RSS)** – An RSS feed feature has been added to the MNP public COVID-19 NAVADMIN page that allows users to subscribe to the RSS feed in Outlook or through an RSS reader app on their phone and receive a notification whenever a new COVID-19 related NAVADMIN is released.
- **New “How To” Training Videos Now Available** – A new series of instructional training videos are now available on the public MNP page in the “About MNP” section on the main menu. There are four new videos for Sailors and Command Career Counselors (CCCs) regarding submitting, reviewing, and cancelling an ePAR/1306. More videos are planned for release over the next few months.

To learn more about MNP, please visit to the **Help & Info** section from the **Main Menu**. Additional resources are available on the [MyNavy HR website](#) at **MyNavy HR > Career Development > Career Toolbox > My Navy Portal**. MNP videos are available on the Sea Warrior MyNavy HR IT Solutions Program [YouTube channel](#).

### **How do MNP and MNCC fit together?**

MNP continues to offer Sailors more information and resources to help them manage their careers and complete required tasks on a self-service basis. If Sailors have questions or need information not available from MNP, they can access MNCC customer service representatives via phone or email, even submit a request for help from within MNP.

MNCC representatives respond to Sailor inquiries, provide centralized support, and promptly elevate unique or complex issues to the appropriate subject matter expert with the required in-depth knowledge.

Retirees, dependents, and Command Pay and Personnel Administrators (CPPAs) can use the MNCC Contact Center, too. Service requests start with a phone call, an email, or through MNP. All of these methods connect to the same contact center for resolution and tracking.

### **How will MNP improve my experience as a Sailor?**

When fully developed, MNP will be the central online location for Sailors' career information.

MNP is creating efficiencies for Navy HR services that are time-consuming, labor-intensive and often involve legacy IT systems that are not easy to use.

MNCC Contact Center is open 24/7 – with access online within MNP, by phone, email, or chat – to address career information questions.

Sailors will receive more efficient, reliable resolution of pay and personnel issues as a result of MNP self-service functions and MNCC contact center support.

### **How do I access MNP?**

The portal URL is [my.navy.mil](http://my.navy.mil). Users can use a Common Access Card (CAC) and a CAC-enabled computer to log in, or they can opt for CAC-free access from their mobile devices. Users have access to more of the portal's features when they authenticate their identities with a CAC.

### **Is MNP accessible from afloat environments?**

Yes. However, challenges routinely exist for platforms with limited, low or intermittent bandwidth. Efforts are underway to improve MNP system performance in these environments.

Users with older browsers and/or limited connectivity may encounter challenges accessing MNP, but a low bandwidth version is available at [my.navy.mil/index-lb.html](http://my.navy.mil/index-lb.html).

Sailors can toggle between low and high bandwidth modes by selecting the Arrows button when hovering over the Options buttons on each page.

### **Can MNP be accessed on a mobile device?**

Yes, MNP can be accessed via a mobile device via two options. One option uses a mobile CAC reader to log in and the other, CAC-free access, uses multifactor authentication processes similar to those used in the commercial world. To learn how to set up CAC-free access to MNP, visit the [CAC-Free Access FAQs](#)

### **What features are available in MNP?**

Users can access forms, FAQs, checklists and information related to CLEs. They can also access the **Quick Links** page, which offers links to other important Navy career-related systems and portals, such as BUPERS Online, Electronic Training Jacket, Fleet Management and Planning System, MyNavy Assignment, Navy eLearning, Navy Standard Integrated Personnel System, and NMCI Outlook Web Access.

Each MNP page features an **Options** button that allows users to switch between high and low bandwidth modes, access support resources, or leave page feedback.

### **Can Sailors access other HR IT systems from MNP?**

Yes. MNP includes a **Quick Links section** to frequently-used systems, such as:

- Electronic Training Jacket (ETJ)
- Joint Services Transcript (JST)
- MyNavy Assignment (MNA)
- Navy Credentialing Opportunities Online (COOL)
- Navy eLearning (NeL)
- Navy Standard Integrated Personnel System (NSIPS) Electronic Service Record (ESR)
- Navy Personnel and Pay System (NP2)
- Pay/Personnel/Travel Standard Operating Procedures

### **Why is it necessary to log into other sites in the Quick Links section after the initial login to MNP?**

MNP is still in a beta phase. Until it achieves full functionality, Sailors need to use their CACs for other systems that require a secure log-on.

### **How do I find information on MNP?**

MNP is categorized by Career & Life Events (CLEs) with content that helps Sailors manage their Navy careers. There are currently 11 CLEs (see below) and within each of these categories, users can view a range of information, such as FAQs, relevant timelines, support resources, and other documents.

#### **CLE categories**

- Join the Navy (coming soon)
- New to the Navy
- Advancement & Promotion
- Assignment, Leave, Travel
- Career Planning
- Deployment & Mobilization
- Pay & Benefits
- Performance
- Retirement & Separation
- Sailor & Family Support
- Training, Education, Qualifications

## What are some of the key MNP capabilities?

Sailors have access to a growing number of capabilities on MNP. In addition to those highlighted elsewhere in this document, significant tools include:

- **Electronic Personnel Action Request (ePAR/1306)** – Sailors can create, update, or request a cancellation of an ePAR/1306. Command Career Counselors (CCCs) can review, sign, and recall a Sailor's ePAR/1306 and then submit to a Commanding Officer (CO), or to the MNCC. The CO can review, send back for rework, cancel, or submit the ePAR/1306 to the MNCC.
- **COVID-19** – MNP now contains COVID-related NAVADMINs, a downloadable COVID-19 Travel Waiver Request form, and the COVID-19 Fact Sheet with the latest guidance on International Travel and Return COVID Testing. MNP users also may subscribe to a Really Simple Syndication (RSS) feed on the public COVID-19 NAVADMIN page and receive a notification in Outlook, or through an RSS reader app on their phone, whenever a new COVID-19 related NAVADMIN is released.
- **Announcements & Results (postings)** – This is new and expanding capability designed to protect the personally identifiable information (PII) of Sailors selected for advancement, promotion, commission programs, education and fellowship opportunities, and other special programs. Today, users can view announcements and results for the E4-E6 Navy-wide Advancement Exam.
- **Enlisted Advancement Dashboard** – E4 to E6 candidates get a detailed, personal view of their eligibility status for advancement, with instructions and documentation to prepare for the advancement process. Active Duty Enlisted Sailors can view and export results of Navy-Wide Advancement and for Meritorious Advancement Program (MAP) Advancement.
- **MyRecord** – Sailors can view and verify a subset of their personal data and, if necessary, submit a data correction request to MyNavy Career Center (MNCC) Contact Center customer service representatives. MyRecord Web continues to offer more data for Sailors to view, like security clearance information and CareerWaypoints (CWAY) application status.
- **Physical Readiness** – Sailors can download a Physical Activity Risk Factor Questionnaire (PARFQ) and use the Physical Fitness Assessment (PFA) calculator.
- **Retirement Application Form/Data for Payment of Retired Personnel (DD2656)** – Phase 1 allows Sailors the ability to generate an electronic package and provide supporting documents.
- **Officer Promotion Dashboard** – The Advancement & Promotion CLE continues to build out tools with its initial dashboard for officers. This is a centralized spot on the portal to connect to BUPERS Online (BOL) to submit a letter to the board or an official photograph; view Official Military Personnel File (OMPF) data plus lineal/precedence number; access checklists with required tasks for pre- and post-promotion processes, including a set of actions for those selected for promotion and another set for those who are not.

- **Common Access Card (CAC)-Free Access** – Sailors can use their personal mobile phones and tablets to access several features without the need for a mobile CAC reader. Work is underway to extend access to other systems, like Navy Standard Integrated Personnel System and BUPERS Online, which require the use of a CAC for now. Take advantage of CAC-free access for: eLeave, electronic Personnel Action Requests (ePARs), general inquiry, MyRecord data, help ticket submissions to MyNavy Career Center, and Physical Readiness Information Management Systems (PRIMS). For help: **Android** and **iOS** user guides are available on [MyNavy Portal](#) and [FAQs](#).

#### **When will MNP reach its full capability?**

Full operational capability is a few years ahead. However, MNP offers many self-service tools for Sailors to use. When MNP achieves full implementation, it will be an integrated HR portal for Sailors to self-manage their MyNavy HR requirements.

#### **Can MNP send me an alert when a new NAVADMIN or ALNAV is released?**

The MNP team has received numerous requests from Sailors for this type of functionality and is working towards that goal. In an effort to meet this request, the MNP team is testing a Really Simple Syndication (RSS) feed on the public COVID-19 NAVADMIN page. Sailors are now be able to subscribe to the RSS feed in Outlook, or through an RSS reader app on their phone, and receive a notification whenever a new COVID-19 related NAVADMIN is released. A future update to MNP will expand this functionality to cover all NAVADMINs and ALNAVs.

#### **How can I provide feedback about MNP?**

MNP was designed by Sailors, for Sailors, and your feedback is important! Please email the MNP team any suggestions you may have to improve the MNP experience, request new features, report broken links, or identify missing information. Feedback is reviewed regularly and considered during planning for future enhancements. Email feedback to: [mnppwebmaster.fct@navy.mil](mailto:mnppwebmaster.fct@navy.mil)

#### **How do I get help with MNP?**

For technical issues with the portal, email: [MNP\\_HELPDESK@NAVY.MIL](mailto:MNP_HELPDESK@NAVY.MIL)

#### **How do I get help from MNCC?**

Customer Service Representatives are available 24/7 by phone (833-330-MNCC/6622) and email ([askmncc@navy.mil](mailto:askmncc@navy.mil)). Via MNP, help is available by chat and by submitting an MNCC Request/Inquiry:

- **Chat** – Click **Chat** icon embedded within the **Options** button on each page.
- **MNCC Request/Inquiry** – Select **Support Resources** from the **Help & Info** item on the **Main Menu**. At the bottom of the page, there's an **MNCC Request/Inquiry** button under **Ask for Help** to use for submitting general questions.

my.navy.mil

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