

eNavFit Tips, Tricks, and Best Practices

(Last Updated 18 October 2023)

This list is your go-to source for tips, tricks, and best practices while using eNavFit. Feedback on YOUR best practices is always welcome! Submit your ideas to our team via MNCC email ticket to askmncc@navy.mil – to ensure it reaches our team, please make the subject “eNavFit Technical: Best Practice Recommendation”. Thank you!

*Before attempting the below steps, ENSURE NO ONE in your command is accessing the summary group via **Microsoft Edge** or **Internet Explorer**. Those browsers are incompatible on NMCI and will corrupt the summary group. **Chrome**, **Firefox**, or **Safari** are compatible browsers.*

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1. [What is the best way to complete an EVAL/FITREP using eNavFit in the online mode of operation?](#)

Best Practices for Individual Members

Members providing inputs or signing their reports will work out of either the "Start Appraisal" or "Manage Appraisal" sections of eNavFit, depending on the guidance provided at the local level.

It is essential that members do not access eNavFit until clear direction is provided by the Reporting Senior or their Trusted Agents. Members who access eNavFit and start creating appraisals can create duplicate reports that cause issues throughout the summary groups.

Once receiving guidance from Reporting Seniors or Trusted Agents (command admin), individual members are advised to do the following:

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- a. **Access eNavFit ONLY in Google Chrome, Mozilla Firefox, or Apple Safari.** Using eNavFit in MS Edge or Internet Explorer will cause summary group issues. Don't be that person!
- b. Click on either "Start Appraisal" (the command has not created a shell for you) or "Manage Appraisal" (the command has created a shell for you).

If writing your own appraisal with "Start Appraisal", follow guidance provided from command admin. Do not proceed if command admin has not provided information.

- a. Under "Start," select "For yourself"
- b. Under "Reporting Senior," Enter your reporting senior's DODID or email address. Your reporting senior's information should populate. DO NOT click the "acknowledge" button.
- c. Under "Summary Group," select the correct summary group per instructions from unit admin.
- d. Under "Your Information," ensure EVERYTHING matches the directions you are given from your unit admin (trusted agent or reporting senior).
If writing Block 28 (command achievement) **do not** press "enter."
- e. Under "Reviewers," select the correct reviewer template or input your reviewers per instructions from command admin.
- f. Click the blue "Submit" button to create your appraisal and provide your input. Contact your command admin (trusted agent or reporting senior) with questions.

If your command has started a shell for you to provide inputs OR you need to sign the appraisal, click "Manage Appraisal" and follow guidance provided from command admin. Do not proceed if admin has not provided information.

- a. Under "Manage Appraisal," select "Edit" next to your Eval or Fitrep. This option is available when the status is "Active"
- b. Members may check key information for errors as well as provide inputs under the various sections (member, report, command/duties, performance traits, comments, and reviewers). Members should contact their unit admin (trusted agent) with any questions or concerns.
- c. You will also go to "Manage Appraisal" when the appraisal is ready for your signature.

Best Practices for Reviewers

Reviewers in the standard chop chain of Evals and Fitreps will work under the "Manage Appraisal" section of eNavFit. Unless a reviewer or LPO is a trusted agent, they should not create appraisals for their subordinates without prior coordination with command admin (trusted agent or reporting senior). **Once receiving guidance from unit admin**, reviewers are advised to do the following:

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- a. **Access eNavFit ONLY in Google Chrome, Mozilla Firefox, or Apple Safari.** Using eNavFit in MS Edge or Internet Explorer will cause summary group issues. Don't be that person!
- b. Click on "Manage Appraisal" to review each Eval or Fitrep assigned to you. The summary group status will be "ROUTE."
- c. NOTE – If you are expecting appraisals in your queue, but they are not present, it may not be your turn to review. The reviews are done in order, so reviewers earlier in the chop chain must complete their review and select "next reviewer" before it is visible to the next reviewer. You should contact your trusted agent or reporting senior with questions.
- d. You will also go to "Manage Appraisal" when the appraisal is ready for your signature during the "SIGN" phase.

Best Practices for Reporting Seniors and Trusted Agents

Whether one or 100 reports, all require a Summary Group. Though there are several ways to create and submit a report online, the best practice is outlined below:

- a. While in eNavFit, select "Start Summary Group"
 - b. If you are the reporting senior, select "For yourself as Reporting Senior"; if you are a Trusted Agent, select "For someone else as Reporting Senior"
- *NOTE TO TRUSTED AGENTS*** - DO NOT acknowledge the role of the RS. If you have, see #12 below.
- c. On the next tab, either verify your information as the Reporting Senior (RS), or search for your RS via the DOD ID (preferred) or email.
 - d. "Summary Group" tab - name the Summary Group (SG) (name, grade, period of report, date, etc.) and populate the SG info. Ensure to name it in a manner that makes it easy to find later.
 - e. "Reviewer Templates" tab – build it now or add it later under "Manage SG". Remember, E7 and above reports do not have Raters/Senior Raters. If a reviewer template is desired, leave the "type" blank. Also, "Concurrent RS" is for concurrent reports only, and must be added LAST in the reviewer template.
 - f. "Members" – add all members of the summary group here. THIS WILL CREATE A SHELL REPORT FOR THE MEMBER TO ACCESS. As long as the SG is in an "Active" status, the member can view and edit their report via "Manage Appraisal" > "My Appraisal".

NOTE TO TRUSTED AGENTS - Ensure members do not create their own reports under "Start Appraisal" if they've been added to a summary group – this will cause an error. **Summary Group must always be created first.**

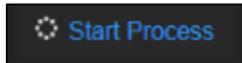
- g. "Review" – ensure everything looks correct in the SG; hit the blue "Submit" button

2. I know I acknowledged my role as a reporting senior (RS) and assigned a trusted agent (TA) – WHY CAN'T I BE FOUND?

For RS acknowledgement, a key step is getting missed – clicking on the blue “Submit” button after acknowledgement. Without doing that, the system does not update with the new RS information.



Similarly, after sharing your queue with your TA, you must select “Start Process”.



NOTE TO TRUSTED AGENTS - to validate if your reporting senior has in fact acknowledged their role, go to “Start Appraisal” > “For someone else as reporting senior”; search by DODID, and if they do not populate, they have not properly acknowledged their role. To verify you are a trusted agent, click “Preferences” cog wheel, “Queues”; you can then see who’s queues you have access to (as well as remove yourself when needed). If you believe all steps have been performed correctly, make sure you are using a compatible browser. MS Edge/IE is incompatible on NMCI.

3. I got an “orphan report” error – what do I do?

This error occurs when there are two of the same reports, likely from one created when the member was added to the SG, then the member started one on their own. **It is also possible for members to delete their appraisal from the “Manage Appraisal” section of eNavFit when in an “Active” or “Unmerged” status by opening the report, selecting “Delete,” and selecting “OK” on the pop-up window.**

- a. Change the affected Summary Group status back to "Active"
- b. Download the Appraisal Manager (select the “Download” button that appears when you open a Summary group [Manage Summary Group > Active > Open]), the file name should be “eNavFit-FE Manager-XXX”, save to preferred location.
- c. Once the Appraisal Manager is saved, return to the opened summary group, and change the status to “Delete”. Select “Ok” to the pop-up, then select save. After saving, close the SG Task browser window
- d. Select the “Start Summary Group” tab
- e. Select “Upload Offline Form”
- f. Select “Browse”, locate the downloaded Summary Group, upload here
- g. Once the file appears with the file size on screen, select submit.

****NOTE**** If you receive an email saying the upload failed, please ignore and continue to the next step.

- h. Select the “Manage Summary Group” tab

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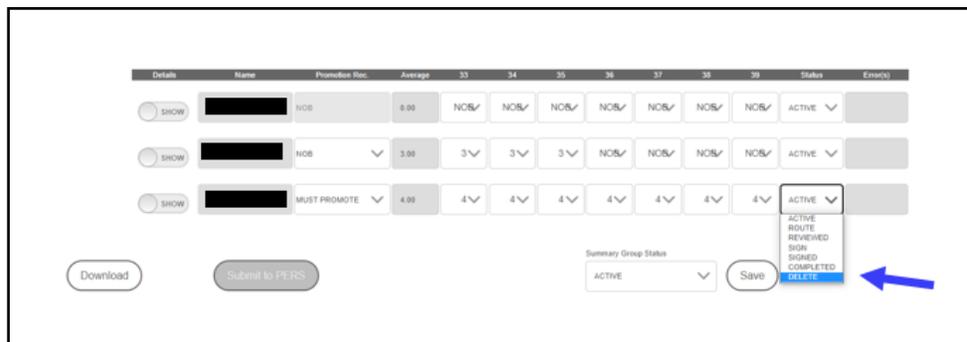
- i. Locate and “Open” the uploaded Summary Group (should be named the same as the original)
 - j. Change the Summary Group status to “Sign” (the system should move the summary group to a sign status if the above steps successfully cleared the orphan error)
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4. How to Delete an Appraisal from a Summary Group (SG)

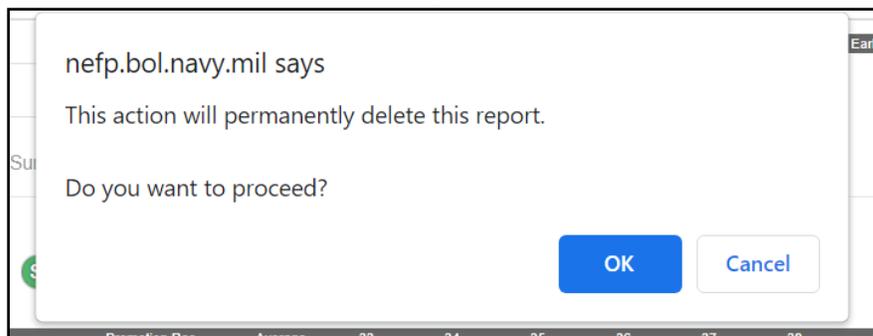
There are two options to delete appraisals from summary groups (online and offline). **It is also possible to delete an appraisal from the “Manage Appraisal” section of eNavFit when the summary group is in an “Active” or “Unmerged” status by opening the report, selecting “Delete,” and selecting “OK” on the pop-up window.**

1. Delete Online

- a. Open the Summary Group with the report that needs to be removed
- b. Ensure the Summary Group status to “Active”
- c. Select the “Reports” Tab
- d. Select the “Delete” option from the *Status* dropdown for the member whose report needs to be deleted.

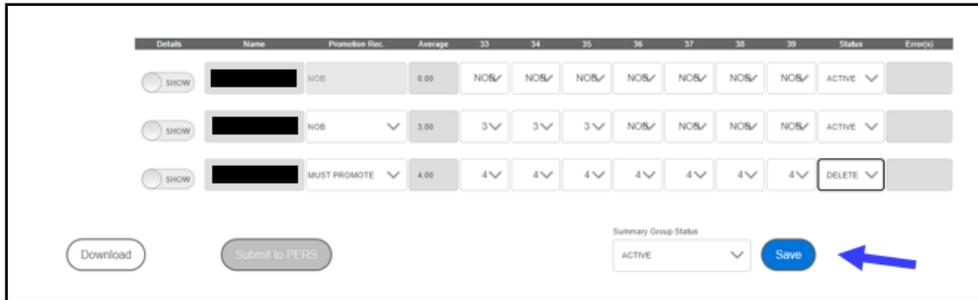


- e. Select “OK” in the pop-up window



- f. Select “Save” to save the changes and refresh the SG Task browser window

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- g. Upon refresh, the report will be deleted from the summary group

2. Delete Offline

- Select "Manage SG" tab
- Select "Active" then "Open" the applicable SG
- Select the "Download" button that first appears, download the SG via the appraisal manager; save to preferred location
- Open the downloaded .PDF appraisal manager. The file name should be
 - "eNavFit-FE Manager-XXX (XXX = SG name)"
- On page 5 on the .PDF, select the Folder icon under the "View/Edit" column
- Select the "Delete" option from the "Status" dropdown on the far right in the same row the member that needs to be removed.
- In the pop-up select "Yes", the member is removed from the PDF
- Select the save icon in the .PDF to save your changes.
- Repeat steps 6-8 for any additional members that need to be removed.
- Delete the online SG, by changing summary group status to delete and select save (ensure you have saved the offline SG first)
- Close the browser labeled "SG Task"
- Select Start Summary Group
- Select Upload (3rd option)
- Select Browse/Upload
- Locate the file you saved in step 8 and select "open"
- Once the file name is showing on the eNavFit upload screen, select the blue submit button in the bottom right-hand corner
- Once the system refreshes, open the summary group (Manage Summary Group>Active>Open) ****NOTE**** the summary group will have the same name as before, but different SG ID (does not affect anything)
- Verify the members have been removed
- Proceed using eNavFit to finish the routing/signing/submitting process

****NOTE**** If you are still unable to delete the summary group, please create a ticket with the EOC to have your summary group deleted on the backend by emailing bupers07_it_eoc.fct@navy.mil. Please include the SG ID#, Reporting Senior's info and end date of the summary group/report. You will also need to provide a detailed explanation as to why you are wanting this deleted and that you have reached out to the eNavFit team to assist. Ex: Did you submit a different way or is this a duplicate, etc.

5. “Designator Not Matching Summary Group Designator” error when member is attempting to start appraisal

The trusted agent or reporting senior will need to add the member to the summary group by completing the following steps:

- a. Open the Summary Group that the member needs to be added to
 - b. Ensure the SG status is “Active”
 - c. Select the Reports Tab
 - d. Select the “Show/Add” Toggle
 - e. Search for the Member by DODID or email address associated with their BOL account
 - f. Select “Add”
 - g. Select “Save”
-

6. Why can't I sign my report?

Though not all-inclusive, below are some of the common reasons why a member cannot sign a report:

- a. The SG status has not been shifted to “Sign.” The only two instances when either the Reporting Senior or Trusted Agent must manually change the status of the SG are from “Active” to “Route” and from “Reviewed” to “Sign”. All other status changes occur automatically when all actions are complete within a status.
 - b. Not all other signatories have signed the appraisal. Order of signature is the reporting senior, senior rater, rater, member, then concurrent reporting senior, as applicable.
 - c. You may be accessing eNavFit in an incompatible browser, such as MS Edge/IE.
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7. I am a Reporting Senior and keep getting an error "Reporting Senior not authorized for the pay grade"

Non-Standard reporting senior paygrades (E9-O4) may have titular authority per policy as reporting senior. Members in these paygrades should use CO, XO, OIC, or DEPT HEAD in the Title Field when acknowledging their user role as a reporting senior. If you have entered this information or are in the paygrade O5 or above, ensure you are using an HTML-5 compliant internet browser such as Google Chrome or Mozilla Firefox. Internet Explorer and Microsoft Edge (Compatibility Mode) will also result in this error message.

8. Why does my summary group say “Submitting” and not “Submitted”?

There are several reasons that a Summary Group may be in a “Submitting” status. The program that pulls all of the data from Summary Groups and populates dozens of Pay and Personnel systems, pulls batches from the “Submitting” status. Once that program completes data migration, it pulls another batch, and so on. If the program encounters any errors, it sends the Summary Group to Quality Control, which is manually done by personnel in PERS-32 and takes time to process. Also, anytime BOL downtime (planned or unplanned) will affect processing time. If your Summary Group is stuck in a “Submitting” status for more than 96-hours, attempt to submit the SG again. If the status does not change to “Submitted” after 24 hours, contact MNCC.

9. What should I do if my submitted reports were rejected?

All rejected reports from eNavFit are manually processed and cannot be re-submitted through eNavFit. However, the downloadable forms can be used and digitally signed, then mailed or sent to the PERS-32 rejects email. Depending on the rejection code, you may be able to resubmit what was submitted in eNavFit, however, to acquire the rejection code please contact PERS-32 at MNCC.

10. What should I do if I receive a “Reporting Senior Not Found” error?

When searching for a reporting senior and they have NOT acknowledged their role as the reporting senior, the error “Reporting senior not found” will be displayed after searching via the DOD ID or email address. To verify the reporting senior has successfully acknowledged their role, search via the DOD ID under the “Start Appraisal” tab (anyone can search for a reporting senior in this tab, whereas you must be a trusted agent to use the “Start Summary Group” tab). If still not found, the reporting senior will need to acknowledge their role – ensure they select the blue “Submit” button after verifying their information and acknowledging.

NOTE: You may be accessing eNavFit in an incompatible browser, such as MS Edge/IE if this error persists.

11. How should I address reports that cannot be signed by senior raters, raters, or members?

If any of the signatories cannot sign a report, aside from the Reporting Senior (mandatory), the RS or TA can apply “Alternate Signatures” (toggle next to each signature) under “Manage Summary Group” and select a reason from the drop-down menu. **Ensure not to leave the reason blank**, as this is required by policy and may be missed during validation. **Note:** alternate signatures can only be applied when the

summary group is in a Sign status, and they must be assigned before the reporting senior signs. Also, per BUPERSINST 1610.10F 14-2, if a rater is listed they must sign and you cannot use an alternate signature for them.

12. As a trusted agent, I created a summary group, but my reporting senior cannot see it?

This is usually caused when a TA acknowledges the role of the RS. The interface reads the TA with the RS information, but the SG is associated with the TAs DOD ID. This cannot be changed online. The TA must follow these steps:

****IMPORTANT**** *If the DOD ID requires correction, prior to uploading the summary group back into eNavFit, ensure you do not have another summary group with the same end date (to date) or they will merge and you will need to refer to #22 to assist.*

1. How to Correct Acknowledge Role Tab:

- Select "Manage Summary Group" tab
- Select the "Acknowledge Role" tab
- Change the RS information from the RS to your info.
- Select "Acknowledge Role" and select "ok" in the pop-up
- Select the "Submit" button (bottom right hand corner) to save these changes

2. How to Verify and/or Update Reporting Senior on existing Summary Group

- Select "Active" tab then "Open" the affected SG
- "Download" the affected SG via the appraisal manager and save to your computer
- Open the downloaded .PDF appraisal manager named "eNavFit-FE Manager-XXX" in Adobe Reader and click "enable all features"
- Change the status of the summary group to "reviewed"



View/Edit	Name	Status	Members	Reviewer Template
	E4 2022 regular	Reviewed	14/14	Default

- Scroll up to page 3 on the .PDF, click on the RS DODID (asterisks will change to numbers); if DODID is correct no further action required, file should be deleted. If DODID is incorrect, continue with steps f-j
- Change number to the reporting senior's DODID, save
- Change the status of the summary group back to "sign" or previous status, save



View/Edit	Name	Status	Members	Reviewer Template
	E4 2022 regular	Sign	14/14	Default

- Delete the online SG (change status to delete), select save

- i. Upload offline SG via .PDF (Start SG > Upload)
 - j. Have RS check to see if they can now see the SG via “Manage SG” > “Active”
-

13. I cannot find a member of my summary group in eNavFit/ member has an inactive BOL account – what do I do?

To manually add members to a summary group, it must be done offline:

- a. “Open” the applicable SG via “Manage SG”; ensure status is “Active”
 - b. Click the “Download” button, save the SG .PDF locally (title should be “eNavFit-FE Manager-XXX” – do not change the name)
 - c. Open the Appraisal Manager (.PDF you just downloaded). Ensure all reports are present
 - d. Return to eNavFit, change the SG status to “Delete”, save
 - e. Return to the Appraisal Manager, click the black folder icon next to the SG name
 - f. Select the “Add Report” icon
 - g. Populate the DOD ID, Name, Email, UIC, Grade/Rate, and Designator if Officer (leave blank if Enlisted), select “Ok”
 - h. Repeat steps f. – h. for additional members not found in eNavFit
 - i. Save and close the Appraisal Manager
 - j. Return to eNavFit, select “Start Summary Group”
 - k. Select “Upload an offline form”
 - l. Click the “Browse and Upload” button
 - m. Locate and select the downloaded Appraisal Manager, wait to ensure full upload, select “Submit”
 - n. Select “Manage Summary Group”, open uploaded SG, verify newly added members are present
 - o. Add SG information to added reports (Reports > Show > Open)
-

14. How do I mail the summary group to NPC?

There are several reasons that a summary group may need to be, or desired to be, mailed to NPC, vice submitted online. Below are the steps required:

- a. Open the Summary Group via either the “Active” or “Submitted” tab
- b. Change the Summary Group Status to "Route" (note this will clear all signatures)
- c. Download all reports within the Summary Group (select the download button on the member tab (not the summary group download button), or open and download them from the "Appraisal Task")
- d. Open downloaded report
- e. Change the member's DODID to SSN (double-click the asterisks)
- f. Change the Reporting Senior's DODID to SSN (double-click asterisks)

****NOTE**** The SSNs will appear when the report is printed.

- g. Complete a Summary Letter (downloaded from https://www.mynavyhr.navy.mil/Portals/55/Reference/Forms/NAVPERS/NAVPER S_1610-1_Rev11-11.pdf?ver=JDhOoijo0IXlvKyalBk0fw%3d%3d or eNavFit via “Start Summary Group”). Ensure to populate the last name, last four SSN, and trait average for each member of the summary group.
 - h. Populate the Summary Group Average auto-calculated on the completed Summary Letter on Block 45 of all reports
 - i. Place report[s] in “sign” mode. This will validate the form. Correct any validation errors displayed, as applicable.
 - j. Print the report
 - k. Route report for wet signatures (black/blue ink). Note reasoning for any alternative signatures (i.e., Certified Copy Provided, None Available, etc.).
 - l. Mail signed Summary Letter and Reports to PERS-32
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15. Why does Block 41/43 (Remarks) look different on the downloaded Summary Group (Appraisal Manager) than online?

Though the online interface remarks and the remarks on the downloaded appraisal will match, the downloaded Summary Group remarks, called the Appraisal Manager, does not allow the correct number of characters. This is a known issue being addressed. Because the appraisal manager is currently only for intermittent operations, and must be returned to eNavFit for continued processing, ensure the remarks section is correct on each report of the summary group.

16. I need to Add Members to an Existing Summary Group. What should I do?

To Add members to an existing summary group, follow these steps:

- a. Open the existing Summary Group (Manage Summary Group>Active>Open)
 - b. Select the “Reports” tab
 - c. Select the Show/Add toggle
 - d. Enter the DODID of the member in the search block
 - e. Select the magnify glass to search for the member
 - f. Select “Add” once the system returns the member’s information
 - g. Select “Save”
-

17. How do I combine ACT & TAR Members in the same Enlisted Summary Group?

- a. Create a Summary Group, selecting ACT as the Duty Code Status
- b. Add all members, including TAR members
- c. Once the summary group is created, open the summary group (Manage Summary Group>Active>Open)

- d. Select the “Reports” tab to view a list of all members in the Summary Group
- e. Select the show/hide toggle next to the member that should have TAR as their Duty Status
- f. On the member tab (show/hide opens to this tab), if needed change the member’s duty code to TAR
- g. Select save to update the member’s report
- h. Repeat steps e-g for all other TAR members

18. How to Correct the NaN-NaN-NaN Error in Mid-Term Counseling Date Block

Before attempting the below steps, ENSURE NO ONE in your command is accessing the summary group via *Microsoft Edge* or *Internet Explorer*. Those browsers are incompatible on NMCI and will corrupt the summary group. *Chrome, Firefox, or Safari* are compatible browsers that All-Hands must use.

****IMPORTANT**** Prior to uploading the summary group back into eNavFit, ensure you do not have another summary group with the same end date (to date) or they will merge and you will need to refer to #22 to assist

1. Allows change to a single Appraisal without clearing signatures:

- a. Download the Appraisal Manager (select the “Download” button that appears when you open a Summary group [Manage Summary Group > Active > Open]), the file name should be “eNavFit-FE Manager-XXX...”, save to preferred location on computer
- b. Once the Appraisal Manager is saved at your specified location, open that file in Adobe Reader, select “enable all features”, click the view/edit folder to the left of the Summary Group name

View/Edit	Name	Status	Members	Reviewer Template
	E4 2022 regular	Completed	0/14	Default



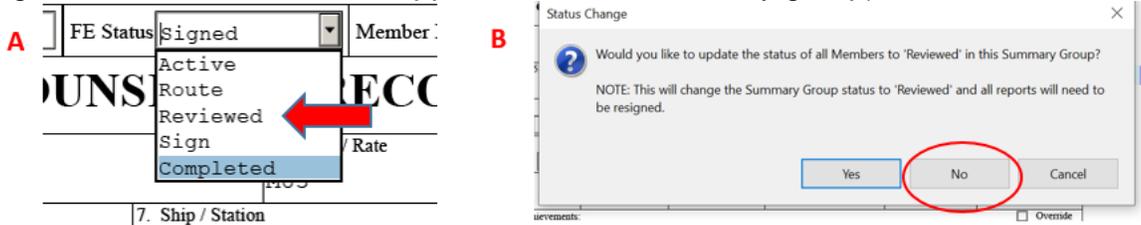
- c. Click view/edit on that specific report having that ERROR

View/Edit	Reviewers	Name	Trait Average	Promotion Recommendation
	8	[REDACTED]	3.29	Must Promote
	8	[REDACTED]	3.00	Must Promote
	8	[REDACTED]	3.43	Must Promote



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- d. On the TOP page of that specific report change the "FE Status" to Reviewed (*see image A*). You will then get a pop-up message stating: "Would you like to update the status of all Members to "Reviewed" in this Summary Group? PLEASE select **NO** (*see image B*). Selecting NO keeps the integrity of ALL signatures on the rest of the Appraisals in that summary group)



- e. Make the appropriate edits to that Appraisal and hit the **SAVE** button. Once you save your edits, go ahead and change the "FE Status" back to "SIGN" (*see image A & B above for reference*) and then hit **SAVE** again
- f. Go back to the eNavFit and Select the "Start Summary Group" tab
- g. Select "Upload Offline Form"
- h. Select "Browse", locate the downloaded Summary Group, upload here.
- i. Once the file appears with the file size on screen, select submit. ****NOTE**** You may receive an email saying the upload received/failed. Please ignore and continue to the next step
- j. Select the "Manage Summary Group" tab
- k. Locate and "Open" the uploaded Summary Group (should be named the same as the original) ****NOTE**** If you ONLY changed the status of the specific report (with error), the rest of the original Signature should still be on the rest of the Reports when it transcribe to eNavFit online. Verify and make sure the error in the Midterm has been corrected
- l. In some circumstances, the entire Summary Group Status may even change COMPLETE and when that happens, click **SAVE**, wait for the page to reload, then click "Submit to PERS"

NOTE: By selecting the "Submit to PERS" button you will get an email notification that the summary group was submitted. Please ensure that this has occurred by refreshing the Manage Summary Group tab. If your summary group remains in the active tab, repeat step "l". You are wanting to make sure your summary group has moved to the submitted tab

2. Clears Signatures from ALL Reports for change:

- Change the affected Summary Group status back to "Active"
- Download the Appraisal Manager (select the "Download" button that appears when you open a Summary group [Manage Summary Group > Active > Open]), the file name should be "eNavFit-FE Manager-XXX...", save to preferred location
- Once the Appraisal Manager is saved, return to the opened summary group, and change the status to "Delete". Select "Ok" to the pop-up, then select save. After saving, close the SG Task browser window
- Select the "Start Summary Group" tab
- Select "Upload Offline Form"

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- f. Select “Browse”, locate the downloaded Summary Group, upload here
- g. Once the file appears with the file size on screen, select submit

****NOTE**** You may receive an email saying the upload failed, but this is another issue we are researching. Please ignore and continue to the next step

- h. Select the “Manage Summary Group” tab
- i. Locate and “Open” the uploaded Summary Group (should be named the same as the original)
- j. Verify the Mid-Term Counseling date is correct
- k. Change the Summary Group status to “Sign” (the system should move the summary group to a sign status if all reports pass ALL validation checks, if there are validation errors, fix those to be able to move into a sign status). Continue the signature process as usual
- l. Once all signatures are acquired, open the summary group, click **SAVE** when all validations have passed and the summary group is in a “completed” status. Then select “submit to PERS”

NOTE: By selecting the “Submit to PERS” button you will get an email notification that the summary group was submitted. Please ensure that this has occurred by refreshing the Manage Summary Group tab. If your summary group remains in the active tab, repeat step “l”. You are wanting to make sure your summary group has moved to the submitted tab

19. I am a trusted agent and keep getting an error "someone else has made changes to this summary group, your changes cannot be saved".

Ensure to communicate with your reporting senior and trusted agents when editing a summary group. Whoever access the summary group first will override changes made by others. Communication is key.

20. What is the best way to conduct my debriefs?

Though there are many ways to execute debriefs, make sure to conduct the debrief with members BEFORE applying any signatures. Note that members can see their own reports when the summary group is in an Active and Sign status (hidden from the member when in Route, Reviewed), and if any changes are needed, the summary group must be shifted back to a previous status, which will clear all signatures. So, again, best to debrief before applying any signatures.

Also, it is important to note that members, reviewers, and reporting seniors can only see appraisals in the “Sign” status when it is their turn to sign. Reporting Seniors are the first to sign; members are the last.

21. How do I use the “unmerge” feature in eNavFit summary groups?

The latest version of eNavFit includes an “unmerge” button that can be used in the event an appraisal is created and added to the wrong summary group. However, unless a new summary group is created for the appraisal, it will become an orphan report. We recommend the following best practices when using the “unmerge” feature:

- a. Before modifying an appraisal to the unmerge status, create a summary group for the report you want to unmerge (User Guide section 4.2.1 contains summary group criteria information). We find that making an NOB summary group for the merge process helps the unmerge/remerge success rate.
- b. Ensure all criteria on the appraisal being unmerged matches the correct summary group information before setting the unmerge status, including the NOB flag. NOTE – All criteria must match, including Block 28.
- c. Move the selected appraisal to the unmerge status and save the summary group.
- d. The appraisal should merge into the new summary group following refresh. Once the merge occurs, you can edit the SG details such as removing the NOB flag.

If the appraisal does not merge into the new summary group, verify that the appraisal criteria and SG criteria match. Any variations will cause the process to fail. Mismatched characters in Block 28 are often a hindrance to the unmerge/remerge process.

22. How can I stop my E-7/E-8 groups and E-1/E-2/E-3 groups from merging when I upload the summary groups?

A known bug in eNavFit involves appraisals of different paygrades with the same report end date merging when uploading the appraisal manager via the intermittent mode of operations. In the event that trusted agents or reporting seniors must upload summary groups with the same report end date (for example, correcting the NAN-NAN-NAN error), the following steps must happen:

- a. Upload one of the summary groups (for example, E-7)
- b. Set the group to a status other than “Active” status (for example, set the E-7 group to “Route”)
- c. Once the status update of one of the summary groups with the same report end date is changed, upload the next summary group (for example, once the E-7 group is in “Route,” you can now upload the E-8 group. The statuses must be different in each summary group to prevent merging)
- d. Repeat as needed for all summary groups with the same report end date.

23. I am missing signatures in my Summary Group. What should I do?

This error is caused due to server latency issues and with continued improvement within eNavFit will not continue. There are two options to follow to resolve:

1. **Date is not showing on signature tab, but rendered report (view report) is showing signature**

- a. Go to report (Manage Summary Group>Active>Open)
- b. Select the “Reports” tab to view a list of all members in the Summary Group
- c. Select the show/hide toggle next to the member(s) that has the missing date in the signature block
- d. Download the report under the member tab. Make sure to select the download button under the billet sub category.
- e. Save the report locally on your device.
- f. Upload back into eNavFit (Start Appraisal >Upload an offline form)
- g. Select Browse/Upload
- h. Locate the file you saved and select “open”
- i. Once the file name is showing on the eNavFit upload screen, select the blue submit button in the bottom right-hand corner
- j. Once the system refreshes, open the summary group (Manage Summary Group>Active>Open)
- k. Verify the signatures have saved
- l. Proceed using eNavFit to finish the submitting process

-or-

2. **Additional signature clearing issues on certain reports**

- a. Download the report with the cleared signatures (Manage Summary Group>Active>Open)
- b. Select the “Reports” tab to view a list of all members in the Summary Group
- c. Select the show/hide toggle next to the member that has the cleared signature
- d. Click the download button on the report to take it offline
- e. Collect the missing signatures on the Smart .PDF, save to your computer
- f. Make sure both the form and the online Summary Group are in Sign Mode
- g. Upload back into eNavFit (Start Appraisal >Upload an offline form)
- h. Select Browse/Upload
- i. Locate the file you saved and select “open”
- j. Once the file name is showing on the eNavFit upload screen, select the blue submit button in the bottom right-hand corner
- k. Once the system refreshes, open the summary group (Manage Summary Group>Active>Open)
- l. Verify the signatures have saved
- m. Proceed using eNavFit to finish the submitting process

24. I Submitted a Summary Group, received the submission notification email, but my Summary Group is still on the “Active” tab. What should I do?

This is a known issue that is currently being researched by the development team. Reporting Seniors/Trusted Agents may have to follow the below steps multiple times to get a summary group submitted:

- a. Open the summary group (Manage Summary Group>Active>Open)
- b. Select the “Save” button and wait for the system to fully refresh
- c. Select “Submit to PERS” button
- d. After the system saves and refreshes the SG Task browser, close the browser
- e. Refresh the Manage Summary Group tab by selecting “Manage Summary Group” and select “Ok” in the pop-up
- f. Verify the summary group you opened in step a. is no longer displayed on the “active” tab. If the summary group is not displayed, proceed to step g. If the summary group is still displayed on the “Active” tab, repeat steps a-f
- g. Select the “Submitted” tab and verify the summary group from step a. is displayed

25. The Regular Reporting Senior for Concurrent Reports (BLK 47[Officer and Chief] or BLK 52 [Enlisted]) does not have access to sign the Concurrent Appraisal. What Should I do?

For Concurrent Reports, the Trusted Agent or Reporting Senior must assign the Regular Reporting Senior for Concurrent Reports (BLK 47 or BLK 52) on the Reviewer Tab of the appraisal by using the “Type” dropdown and selecting “Concurrent RS”. In addition to assigning the “Concurrent RS”, the “Concurrent Report” toggle must be toggled on in the Type of Report Section on the Report Tab of the appraisal. A Trusted Agent or Reporting Senior will know they have successfully completed the above steps if the Regular Reporting Senior for Concurrent Block is displayed on the “signatures” tab on the appraisal.

26. My appraisal was completed in eNavFit, but I cannot find it in my record.

1. The first thing to check is your continuity report (E-5 and above) on BOL. To find this, log into BOL and on the application menu, click CCA/FITREP/EVAL Reports, then select “Performance Evaluation Continuity Report”. Locate the report in question and check to see what the current status is of that report.

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a. If it reflects on this report, PERS-32 has this for action. Please see #42 on the PERS-32 MyNavyHR FAQs page to get a better understanding of statuses:

<https://www.mynavyhr.navy.mil/Career-Management/Performance-Evaluation/FAQ/>

b. If it does not reflect on this report, please see #2.

2. My E-5 of above report is not reflecting on my continuity report in BOL. Please reach out to your Reporting Senior or the Trusted Agent for your Reporting Senior to verify the current status of the report on eNavFit. To do this, they must go to Manage Summary Group tab and check to see if this summary group is still reflecting in the Active tab or if it is in the Submitted tab with the status “submitted”:

a. If it is still in the Active tab, please see #24 on the Tips, Tricks and Best Practices document to submit to PERS.

b. If it is reflecting as “submitted” under the submitted tab, please make sure each member goes to Manage Appraisal > My Appraisals and downloads a copy for their records (Best Practice). Also, download a copy of each report to save on a share file for the Reporting Senior (Best Practice). If the member is expecting a promotion board, please make sure they send with a Letter to the Board.

c. If the summary group is not listed on the “Active” or “Submitted” tab, please see #27 on the Tips, Tricks and Best Practices document.

NOTE: Each Reporting Senior should be actively checking their continuity report on BOL to verify that the reports they signed are being accepted at PERS-32. E-4 and below reports will not display on the continuity report and to troubleshoot where these reports are, please follow #2 on this step.

27. The Reporting Senior or Trusted Agent received an email that the summary group was submitted to PERS, but the summary group no longer reflects on the Active tab or Submitted tab under Manage Summary Group.

Unfortunately, this issue is being caused by a technical issue within the application that the eNavFit team does not have the ability to address. It is our recommendation that you reach out to the BOL Helpdesk for assistance. You can reach them by phone at 1-800-951-NAVY (6289) or by email at BUPERS07_IT_EOC.FCT@NAVY.MIL. To ensure the Helpdesk opens and assigns your ticket to the correct office for resolution, ensure you ask the helpdesk agent that the ticket be assigned to the Adobe Experience Manager (AEM) Database Administrator. Please provide the following information to the BOL Helpdesk:

- SGID (from the email notification subject line)
- Reporting Senior Name
- Reporting Senior DODID
- Member Name (one member within the summary group)
- Member DODID

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- Number of Reports in the summary group

NOTE: If the BOL Helpdesk opens a ticket and sends it to the eNavFit team, this will delay resolution.

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This document will be updated as necessary. For the latest support materials and information regarding eNavFit, please visit:

<https://www.mynavyhr.navy.mil/Career-Management/Performance-Evaluation/eNAVFIT/>