

**PHYSICAL READINESS PROGRAM
FREQUENTLY ASKED QUESTIONS (FAQs)
(Updated: 4 Mar 2026)**

SECTION 1. Policy Related Questions

SECTION 2. PRIMS Related Questions

SECTION 1: POLICY RELATED QUESTIONS

Q: What is required when submitting a Letter of Correction (LOC) with the Bike as cardio?

ANS: All supporting documentation should be submitted with the LOC including the **TYPE** of Bike. If a LOC is submitted without the type of Bike listed on the PRT scoresheet, the request cannot be processed and will be returned.

REF: PRP Guide-1

Q: What is required when submitting a Letter of Correction (LOC) with the Bike as cardio?

ANS: All supporting documentation should be submitted with the LOC including the TYPE of Bike. If LOC is submitted without the type of Bike listed on the PRT scoresheet, request cannot be processed and will be returned.

REF: PRP Guide-1

Q: Is a PARFQ required to be completed if the Sailor will not be participating in the PRT?

ANS: No. The PARFQ is not required to be completed if the Sailor is anticipated to be in a PRT or CFT non-participation status (DEP/OP, Validation, Pregnancy, etc.).

REF: PRP Guide-6

Q: Can a command's PFA dates for both Cycle-1 and Cycle-2 be released in a single, consolidated 10-week notice?

ANS: Yes. The CO/OIC has authority over the schedule, conduct, safety, and medical waivers for the PFA.

REF: PRP Guide-1

Q: With the release of NAVADMIN 264/25 directing a one-time PFA reset, what happens to a Sailor who failed their CY25 PFA but was otherwise eligible for advancement, is the Sailor eligible for advancement? Must they pass a mock PFA or an official PFA to regain eligibility?

ANS: The Sailor remains ineligible for advancement. Per updated policy, to regain eligibility for advancement, the Sailor must pass an official PFA or a Special PFA with CO approval.

Mock PFAs are no longer authorized for advancement eligibility.

REF: NAVADMIN 264/25; Guide-1

Q: If a member is not yet attending Skill-bridge, or not yet on terminal leave, are they required to participate in the BCA and PFA?

ANS: OPNAVINST 6110.1L mandates mandatory participation for everyone to participate in the BCA and PFA unless excused for reasons provided. All Sailors are required to participate in an official PFA/CFA cycle unless excused for medical reasons, in a pregnancy or post-pregnancy/postpartum status, prohibited by operational requirements, on terminal leave, or attending DoD Skill-Bridge.

REF: PRP Guide 1

Q: How can I update a PFA/CFA record once a member transfers or the cycle has closed?

ANS: Letter of Correction (LOC) submission by the CFL is required method of PFA data update after the cycle entry deadline has closed, after a Sailor transfers, or PRIMS edit limits have been reached.

REF: PRP Guide 1

Q: Do CFLs have to re-certify to administer the new PFA/CFA or will they be grandfathered?

ANS: CFLs are required to maintain their CFL qualification within every 5 years. Therefore, current certified CFLs are good and must adhere to all new PRP policies.

REF: PRP Guide-3

Q: If a PARFQ is NOT input into a Sailor's record electronically, but the BCA and PRT are input into PRIMS; does this technically make the PRT invalid even though there is a paper PARFQ on file?

ANS: No. The CFL is responsible for entering PARFQ data into PRIMS if a Sailor completed a paper copy.

REF: PRP Guide-7, CFL PRIMS Training Course

Q: With CO approval, do CFLs have the option to allow a member to complete a manual PARFQ?

ANS: Yes. However, the CFL is required to enter the member's PARFQ responses in PRIMS for that cycle prior to entering the BCA and PRT data.

REF: PRP Guide-7; CFL PRIMS Training Course

Q: Do CFLs and ACFLs have edit capabilities within PRIMS?

ANS: Once edit limits have been reached, any additional corrections to the official PFA record are to be submitted to MyNavy Career Center (MNCC) via LOC, signed by the CO.

REF: PRP Guide-7

Q: If a CO/OIC has opted to DEP/OP the command PRT, can a PRT still be conducted on Sailors who failed their BCA in order to receive the High-Performance BCA Exemption?

ANS: No. Sailors cannot have a PRT conducted if the command elected to DEP/OP the PRT.

REF: PRP Guide-1

Q: Are weekly BCAs mandatory for FEP participants?

ANS: Yes. Weekly weigh-ins are required. However, a BCA will only be conducted during the monthly unofficial PFA.

REF: PRP Guide-9

Q: Can Sailors on FEP be disenrolled if they meet the criteria for the High-Performance BCA Exemption?

ANS: No. Members are required to remain enrolled in FEP until passing an official PFA (BCA and PRT) with PRT scores of a Good-Low or above (Non-Combat Arms Personnel) or Good-High or above (Combat Arms Personnel) in all modalities they are medically cleared for.

REF: NAVADMIN 264/25, PRP Guide-1 and Guide-9

Q: How do I satisfy the DoD-approved dietary supplement safety training requirement described in PRP Guide-3?

ANS: To receive dietary supplement training, contact Operation Supplement Safety at OPSStraining@usuhs.edu for scheduling. As a reminder, personnel who have not received this training are not authorized to provide guidance related to dietary supplements. Additional information and updates can be found at <https://www.opss.org/train-trainer>.

REF: DODI 6130.06, <https://www.opss.org/train-trainer>

Q: How does an officer who failed a PFA which resulted in a delayed promotion get an adjudication on the promotion after passing an official PFA or Special PFA?

ANS: Contact PERS-833 at NPC_promotiondelays.fct@navy.mil and forward the signed passing documentation for PERS-833 to route a promotion package to the Secretary of the Navy or their designee.**REF: PRP Guide-1**

Q: What happens when a designated in writing CFL/ACFL fails to maintain qualification requirements?

ANS: CFL/ACFLs are required to maintain qualification requirements while assigned as CFL/ACFL. Failure to do so, could result in administrative actions (CO discretion).

REF: PRP Guide-3

Q: Can a BCA Spot-check be conducted during an official Command PFA cycle?

ANS: No. BCA Spot-checks will not be conducted during the official command PFA cycle.

REF: PRP Guide-3

Q: What warm-up should be used for the PRT?

ANS: The Standardized PRT warm-up is to be facilitated by the CFL/ACFLs prior to administering the official PRT. It can be found in Guide-5, Appendix A, or under CFL resources on the PRP webpage.

REF: PRP Guide-5

Q: Do Sailors need to have a current PHA to conduct the BCA and PRT or will they be granted a 90-day extension as per the DODI 6200.06?

ANS: Sailors must have a current PHA, and, if required, complete any due or overdue DRHA to include the Post-Deployment Health Assessment (PDHA - DD2796) or Post-Deployment Health Re-assessment (PDHRA – DD2900) to participate in the PRT portion of the PFA.

REF: PRP Guide-6

Q: Can push-ups be conducted on knuckles?

ANS: No. The Sailor will begin in leaning-rest position on the deck so that body forms a straight line through the head, shoulders, back, buttocks, and legs. Weight is supported only with the toes and palms of the hands. Feet shall not be in contact with the bulkhead or other vertical support surface.

REF: PRP Guide-5

Q: With NAVADMIN 031/24 authorizing Sailors to wear leggings/tights under their PTU shorts, can a Sailor wear leggings/tights during their BCA measurement?

ANS: No. Control-top panty hose, spandex tights (i.e., leggings/tights), and other shaping garments are prohibited during BCA.

REF: NAVADMIN 031/24, PRP Guide-4;

Q: Are pregnant Sailors required to provide proof of pregnancy to the CFL for non-participation in the official PFA?

ANS: No. A Sailor intending to carry the pregnancy to term is encouraged to inform their commander upon confirmation of pregnancy, validated through a military health system (MHS) HCP, or civilian HCP where the Sailor is receiving care. To comply with Health Insurance Portability and Accountability Act of 1996 (HIPAA), the CFL is prohibited from keeping a copy.

REF: PRP Guide-8

Q: When is a Sailor who is post-pregnancy/postpartum required to participate in the PFA cycle?

ANS: Once the 12-month post-pregnancy/postpartum PFA deferment period ends, Sailors are required to participate in the current official PFA cycle, provided they are medically cleared to participate.

REF: NAVADMIN 264/25, PRP Guide-8

Q: How does a Sailor regain eligibility for advancement/retention?

ANS: Sailors shall be ineligible for promotion, advancement, and frocking if they have failed the most recent PFA/CFA (starting with CY26 Cycle-1). A Sailor may regain eligibility by passing the next official PFA/CFA or, with CO/OIC approval, completing and passing a Special PFA.

REF: PRP Guide-1, BUPERINST 1610.10H

Q: How do I determine which PFA codes to use on Fitness Reports and Evaluations?

ANS: The official PFA codes for FITREP/EVALs are properly identified in the Navy Performance Evaluation System.

REF: BUPERSINST 1610.10H CH-1

Q: When should Deployed/Operations (DEP/OP) be used?

ANS: Based on deployment and operational commitments (DEP/OP), CO/OIC may elect to excuse a PFA cycle for the entire command. "DEP/OP" is a unit status and shall not be used for individual Sailors PFA status.

- BCA Waiver: The CO/OIC must request approval from the ISIC to "DEP/OP" BCA for the command.
- PRT Waiver: The CO/OIC can excuse two consecutive PRT cycles. Approval from the Echelon III VIA THE ISIC is required to "DEP/OP" the entire command from three consecutive PRT cycles.

REF: PRP Guide-1

Q: Can I transfer with one or more PFA failures?

ANS: Any special programs/billets that have specific PFA requirements are annotated within its governing instruction. For further guidance, Sailors should contact their rating detailer with NPC (PERS-4).

REF: PRP Guide-1

Q: If a Sailor fails the BCA, are they required to participate in the PRT?

ANS: Sailors who fail the BCA must participate in the PRT and require medical clearance prior to PRT participation.

REF: PRP Guide-4

Q: Do FEP members need to complete and pass both the BCA and PRT during an official PFA in order to be disenrolled from FEP?

ANS: Yes. Members are required to remain enrolled in FEP until passing an official PFA (BCA and PRT) with PRT scores of a Good-Low or above (Non-Combat Arms) or Good-High or above (Combat Arms) in all modalities they are medically cleared for.

REF: PRP Guide-1 and Guide-9

Q: Are Enlisted members with one PFA failure eligible to re-enlist?

ANS: Yes, after passing an official PFA or Special PFA (CO/OIC-approved) and with CO/OIC recommendation for retention.

REF: OPNAVINST 6110.1L, PRP Guide-1

Q: Can a detachable fan be used on the Rower and/or Bike while conducting the PRT?

ANS: No. No additional equipment is authorized on approved alternate cardio machines.

Q: How do I process a check-out that has not completed a PFA prior to leaving the command?

ANS: CFLs are prohibited from conducting an official BCA on a Sailor who is transferring and will not be able to complete the entire PFA/CFA (both the BCA and the PRT/CFT) before departing. The only exception is if the Sailor is transferring to several temporary duty assignments and the combined timeline of the assignments will exceed the Navy PFA/CFA cycle. In this case, CFLs are authorized to conduct the official BCA and submit an LOC signed by the CO/OIC to the PRP Office requesting the Sailor be “excused” from the PRT/CFT portion of the PFA/CFA.

REF: PRP Guide-3

Q: What nutrition resources and/or expertise is available to support Sailors at my command with their physical readiness?

ANS: PRP Guide-10 and MyNavyHR webpage contains many credible nutrition resources as well as the [Navy Registered Dietitian Nutritionist \(RDN\) Locator](#).

REF: PRP Guide-10

SECTION 2: PRIMS RELATED QUESTIONS

Q: The previous command did not place a Sailor's PFA record in a "TRANS" UIC status in PRIMS. How do I get the Sailor's PFA record in a "TRANS" UIC status to be gained?

ANS: It is the responsibility of the CFL/ACFL to place members in a transfer status. The previous CFL shall be contacted to arrange transfer of the affected PFA record. Requests for PRP Office to place a member in the "TRANS" UIC status must include documented proof of failed contact (e.g., email attempts) to the previous CFL. Being underway or deployed is not sufficient reasoning for PRP Office to act on behalf of a command.

REF: PRP Guide-7

Q: What should I do to remove an ACFL's PRIMS access who longer require access?

ANS: CFL shall submit a memo requesting ACFL role removal, including the reason, to askmncc@us.navy.mil when that access is no longer required.

REF: PRP Guide-7

Q: Considering the CY26 Navy PRP updates, are there any required PRIMS actions that the CFL/ACFL must take for members enrolled in the FEP prior to January 1, 2026?

ANS: Yes. Members enrolled in the FEP prior to January 1, 2026 must be disenrolled and re-enrolled to ensure FEP records are properly maintained and accurate.

REF: PRP Guide-7

Q: I can't find my course completion certificate. What can I do?

ANS: Submit a copy of your electronic training jacket (ETJ) indicating 8CFL NEC. Submission of the ETJ is good for five years from date of NEC award.

REF: PRP Guide-7

Q: I am a drilling reservist and was denied the CFL role. What can I do?

ANS: COMNAVRESROCOM policy allows only the NRC CO/OIC to designate and maintain the CFL role. SELRES may apply for the ACFL role via the NRC CFL. All ACFL PRIMS access requests must be submitted by the CFL.

REF: CNRFC PRCO at CNRFC_FORCE_HEALTH_N9@US.NAVY.MIL

Q: If I request numerous UICs on my CFL PRIMS access letter (i.e., exceeding 50); do I have to list ALL the CFLs with access to those UICs on the letter?

ANS: Yes. Only ONE CFL can have PRIMS access to a UIC. Therefore, one CFL must be removed to give another CFL access to those UICs.

REF: PRP Guide-7

Q: When requesting CFL access, do I need to submit a designation letter?

ANS: No. The required documentation for CFL PRIMS is consist of the following: CFL PRIMS Access Letter, CFL Certificate or CNIC confirmation email and CFL SAAR, which are then submitted to MNCC at .

REF: PRP Guide-7

Q: Why did I lose my PRIMS access when I've had it for months without issue?

ANS: PRIMS is developed to automatically delete/remove the PRIMS role (e.g. CFL/ACFL) of a Sailor who's PFA record is placed into a transfer status. Common issues include:

- CFL/ACFL provides training using a live record and places a CFL/ACFL into transfer status. Alternately, utilize the applicable PRIMS Training Course at <https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Physical-Readiness/PRIMS-Training/>.
- Incoming CFL/ACFL receives PRIMS access prior to arriving at their new command and is subsequently placed into transfer status by the previous command.

REF: PRP Guide-7

Q: When my CFL is on leave, can PRP place me into a transfer status?

ANS: CFL/ACFLs are responsible to gain and transfer a Sailor's PFA Record to and/or from the command.

REF: PRP Guide-7

Q: I submitted my PRIMS access request prior to transferring to my new command and was subsequently placed into transfer status. How do I get my PRIMS access back?

ANS: New access documents must be submitted to askmncc@us.navy.mil.

REF: PRP Guide-7

Q: If I need to add more UIC(s), do I submit ONLY the NEW UIC(s) required, or do I have to list the previous UIC(s) as well?

ANS: Both. The primary UIC and any ADDITIONAL UICs must be documented on the CFL PRIMS access letter and SAAR (in block 13) to be assigned.

REF: PRP Guide-7

Q: What should I do if my SAAR gets returned due to not opening?

ANS: Submit the SAAR via DODSAFE <https://safe.apps.mil@navy.mil> and email to askmncc@us.navy.mil along with the required items below:

- DODSAFE LINK (to pick-up documents)
- CLAIM ID
- RECIPIENT CODE
- CLAIM PASSCODE

****PLEASE DO NOT SELECT A SPECIAL ENCRYPTION CODE!**

Note: Set pick-up expiration for a minimum of 7 days to allow adequate time for processing.

Q: Should CFLs and ACFLs be designated on the same designation letter?

ANS: No. CFLs and ACFLs have different roles, so the letter formatting requirements are different. Therefore, they must be submitted separately.

REF: PRP Guide-7

Q: Is there an example of the ACFL designation letter:

ANS: No. Refer to your Admin department for a standard designation letter.

Q: Can I run a report to find PFA summary data for my command?

ANS: Yes. PFA Reports are now located in one central location for PRIMS users. As the PRP Office develops and post reports, the users will be able to export/download, print, and save to a location created by CFL/ACFLs.

REF: PRP Guide-7, CFL PRIMS Training Course

Q: After being placed in a transfer status, why can't I (CFL/ACFL) see my command contacts when I am REGAINED to my UIC?

ANS: The system is designed to strip/remove access when placed in a transfer status; even if REGAINED. Submit all new required documents to askmncc@us.navy.mil.

REF: PRP Guide-7

Q: I'm a new CFL/ACFL. What do I need to submit to gain access to PRIMS?

ANS: For step-by-step guidance on completing DD Form 2875, refer to the CFL or ACFL PRIMS training courses available on the PRP webpage.

REF: PRP Guide-7

Q: Once my CO/OIC signs my designation letter and my SAAR is complete, where should I submit my documentation for PRIMS access?

ANS: askmncc@us.navy.mil

REF: PRP Guide-7

Q: Why is my LOC with Data Load Widget submission being returned so often?

ANS: The data load widget can only be submitted as a CSV file and has a specific format that must be used so that all the information can be uploaded correctly. Please refer to the "Data Load Widget Directions" file on the PRP webpage for step-by-step instructions on how to fill out the file. Failure to do so will result in the file being returned for re-work.

REF: PRP Guide-7, PRP Webpage

Q: My CSV file uploads, but I am not receiving any notification or feedback on the document I uploaded?

ANS: Before uploading a CSV file, check your profile/user account and ensure your email address is correct in Salesforce. Follow the instructions below to check what email address is listed:

- Locate the **Eagle symbol** on the top right side of the salesforce page when in PRIMS, when you hover over the Eagle, it says "**View Profile**", click select
- Then select "**settings**". This will take you to the "**personal information**" page.

- There you will see a line item listed as “**Email**” - this is where you need to ensure your entire email is correct. Make any edits as necessary.
- Go to the bottom of the personal information page and select “**Save**”. If you fail to save your work, it will be lost.
- Return to the Home page and menu to start the CSV upload process.
- If you still do not get the results of your upload in and email notification, please check your junk folder.
- Still no results found? Please utilize Tier-0 self-service in MNP or Tier-1 MNCC/HRSC trouble desk and request they submit a MNHR_eCRM_Tier2_HELPDESK trouble desk ticket to address the issue.
- **REF: PRP Guide-7**

Q: If I was the CFL and now I’m designated as an ACFL, what do I need to do to change my PRIMS access?

ANS: All new documents for the new role must be submitted as a “**MODIFICATION**” to askmncc@us.navy.mil for processing. The SAAR should be marked as “Modification” vice “Initial” and “Yes” in block 13 (already have a Salesforce account).

REF: PRP Guide-7

Q: I have a Sailor who made a mistake on their PARFQ. How can that be corrected?

ANS:

- If an edit to the PARFQ does not require the Sailor to present to the Medical Department to complete medical screening, CFL can edit the Sailors PARFQ.
- For an edit to the PARFQ where there is the potential intent of Sailor avoiding medical screening, CFL is to direct Sailor to seek proper medical screening to reduce the risk of injury.
- CFL accepts an inherent risk when editing a PARFQ on behalf of a Sailor.
- CFL has only one opportunity to make an edit to a Sailor’s PARFQ.

REF: PRP Guide-7, CFL PRIMS Training Course

Q: What do I need to do if my record was “accidentally” placed in a transfer status and my permissions were stripped?

ANS: You must resubmit all **NEW** CFL or ACFL documents to askmncc@us.navy.mil.

REF: PRP Guide-7, CFL/ACFL PRIMS Training Courses

Q: What is Physical Readiness Information Management System (PRIMS)?

ANS: PRIMS is the authoritative database for all physical readiness data on Active Component (AC) and Reserve Component (RC) Navy Service Members.

REF: PRP Guide-7

Q: Who can gain access to PRIMS?

ANS: The only authorized users within PRIMS are: Command Fitness Leaders (CFLs), designated Assistant Command Fitness Leaders (ACFL 1 or ACFL 2), Special Users, and Read-

Only (e.g. Physical Readiness Control Officer (PRCO), Echelon, Command Triad, Command Administrative/Personnel Officer, and Command Career Counselor).

REF: PRP Guide-7

Q: Why won't all Assistant Command Fitness Leaders have access to PRIMS?

ANS: The number of ACFLs having PRIMS access is adjusted per command size due to a limited number of licenses available.

REF: PRP Guide-7

Q: What documentation is required to gain access to PRIMS?

ANS: To gain access to PRIMS, the following documents must be provided via email to the PRP Office at: askmncc@us.navy.mil

- CFLs: CFL Certification Course Certificate, CFL PRIMS Access Letter and SAAR (DD2875) Form
- All other authorized users: Command Designation Letter and SAAR (DD2875) Form

REF: PRP Guide-7

Q: What is required on the SAAR (DD2875) Form?

ANS: Step by step directions for filling out the SAAR form can be found under the "PRIMS TRAINING" tab to the left-hand side of the PRP webpage. Click the link to the appropriate PRIMS Training Course according to your role.

REF: PRP Guide-7; CFL PRIMS Training Course

Q: Where can I find my PFA summary data?

ANS: PFA Summary data can be obtained via the member's MyNavy Portal account as follows:

- Log into the MyNavy Portal
- Click on the "Career & Life Events" drop down tab and select "Performance"
- When Performance comes up, click on the "View my PRIMS Dashboard"

REF: NAVADMIN 251/22

Q: I completed my PFA at my last command, but the data was not updated before I detached. How do I get my PFA data updated?

ANS: The command at which the PFA was conducted (not the new command) is responsible for record update via the Letter of Correction (LOC) process/submission.

REF: PRP Guide-1

Q: How do I correct discrepancies in my PFA data?

ANS: In order to correct a Sailor's PRIMS PFA record, an LOC must be drafted by the CFL, signed by the CO/OIC, and forwarded to askmncc@us.navy.mil along with supporting documentation.

REF: PRP Guide-1

Q: How do I update my command information?

ANS: PRP is working with developers to provide future functionality that allows for a CFL to manually edit their command information as needed. To update command information in the

meantime, you must submit a request for assistance to HYPERLINK "mailto:askmncc@us.navy.mil". Your request must include::

- Correct names, emails, and phone numbers for the CO, XO, CMC, and CFL.
- A specific list of every UIC you are responsible for. Please list each one individually.

Once submitted, MNCC will forward these cases to the MNHR eCRM IT Tier 2 team for action and update.

Q: How do I transfer or gain a member?

ANS: PRIMS training is available in a Learning Management System (LMS) training environment and provided step-by-step instructions regarding the transfer or gain of a member's PFA record. Refer to the PRIMS Training tab located on the left-hand side of the MyNavy HR PRP webpage.

REF: PRP Guide 7, CFL/ACFL PRIMS Training Courses

Q: Where can I find info/instructions on how to upload a CSV file?

ANS: The CSV file (aka: Data Load Widget) info can be found within the PRIMS Library tab (PRIMS Document Library) under "FILES" tab on the home screen. In addition, the PRP webpage under "PRIMS TRAINING" tab to the left-hand side of the screen. The PRIMS Training Courses provide "how-to" instructions.

REF: PRP Guide-7, CFL/ACFL PRIMS Training Course

Q: Where should the CFL/ACFL look to find a member's last assigned CFL/ACFL?

ANS:

- Log into the PRIMS Home Page
- Go to the bottom left under "Command Authorizations"
- Type in the assigned UIC
- Click "UIC"
- Click "EXPAND" – below will list the CFL/ACFLs name to contact.

REF: CFL/ACFL PRIMS Training Course

Q: Is the DON User Agreement Standard Mandatory Notice and Consent Provision required for PRIMS access?

ANS: No. Only the CFL/ACFL documents are required for PRIMS access.

REF: PRP Guide-7

Q: What is a modification SAAR Form?

ANS: A modification SAAR Form is required when requesting a change to a previously submitted SAAR Form. These changes include: PRIMS role (ACFL to CFL in the same command); adding additional UICs, etc. Step by step directions for filling out the SAAR form can be found within the CFL/ACFL PRIMS Training Courses located on the PRP webpage under the PRIMS TRAINING tab on the left-hand side of the screen

REF: PRP Guide-7

Q: As a new PRIMS user (i.e., CFL/ACFL, Special User), is there any PRIMS training available prior to, and after, gaining access?

ANS: Yes. PRIMS training courses for CFL, ACFL, and Read-Only roles are located on the PRP webpage under the “PRIMS TRAINING” tab on the left-hand side of the screen.

REF: PRP Guide-7

Q: Why can't I sign the member's PARFQ after inputting it in the system?

ANS: Usually due to inputting/editing data, saving it, and trying to go back in to edit. CFL has ONE opportunity to enter a new PARFQ and/or edit a member's submitted via MNP PARFQ. Once the CFL is locked out of edits to the PARFQ, an LOC is required with pertinent documentation.

REF: CFL PRIMS Training Course

Q: Why am I receiving the error “insufficient access rights on cross-reference” when trying to gain a member?

ANS: Usually this error happens when (1) the member has not been gained to your UIC, (2) the ACFL/CFL has lost access to that UIC due to inactivity. This error may also happen when trying to save a BCA, PARFQ or Medical Waiver.

Q: Why do I get an “incomplete” when I enter a member's Medical Waiver?

ANS: “Incomplete” error usually occurs when the CFL/ACFL puts in scores (BCA/PRT) before inputting the Medical Waiver. CFL/ACFL must enter the Medical Waiver, BCA, and PRT in that order to avoid getting the “incomplete”.

Q: What do I need to do to have my CFL/ACFL account “REACTIVATED”?

ANS: Send an email to mncc@navy.mil with the PRIMS users DODID and a screenshot of error message. MNCC will forward the request to the MNHR_eCRM_Tier2_HELPDESK queue. with the PRIMS users DODID and a screenshot of error message. MNCC will forward the request to the MNHR_eCRM_Tier2_HELPDESK queue.

**Error messages can range from:

- Certificate verification failed
- Insufficient Privileges
- NO-ACCESS: Unable to find a user
- REACTIVATION (did not log in over 30 days)

REF: PRP Guide-7

Q: Why do I get an error message when trying to enter PFA data on the Sailors in my command?

ANS: The most common error is insufficient access which means your permission sets as CFL/ACFL are not associated with your assigned UICs, or you are attempting to update a record in TRANS that has not yet been gained. To correct this, you need to first ensure the members PFA record is gained to your UIC. If the issue persist, then contact mncc@navy.mil for resolution.

REF: PRP Guide-7