

**PHYSICAL READINESS PROGRAM
FREQUENTLY ASKED QUESTIONS (FAQs)**
(Updated: 6 AUG 2025)

SECTION 1. Policy Related Questions

SECTION 2. PRIMS Related Questions

SECTION 3. General Questions

SECTION 1: POLICY RELATED QUESTIONS

Q. If an 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 BCA and Age-Adjusted Standard (AAS) Exceptional PRT Performance Exemption?

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

Q. Are weekly BCAs mandatory for FEP participants?

ANS. Weekly weigh-ins are required, but a BCA will only be conducted only during the monthly mock PFA.

Ref: PRP Guide-9

Q. Can Sailors on FEP be disenrolled if they meet the criteria for the BCA and AAS PRT Exemption on a mock PFA?

ANS: *Sailors who are enrolled in the FEP and meet the criteria of this exemption on a mock PFA may be dis-enrolled at the discretion of the CO/OIC.*

Ref: NAVADMIN 242/24, PRP Guide-1

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. Is BCA Step-2 required when determining if a member meets CFL/ACFL requirements?

ANS. No. Since CFL/ACFLs must be 1% less than the Age-adjusted Standard (AAS), you must do Step-3 of the BCA. Therefore, there is no need to do Step-2 when determining CFL/ACFL BCA requirements.

Ref: PRP Guide-3 and Guide-4

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

Q. Is a Page-13 or Letter of Notification (LON) required for Sailors who meet the BCA and AAS PRT Exemption introduced in NAVADMIN 242/24?

ANS: No. Meeting the criteria to qualify for this exemption does not result in a FEP enrollment. Therefore, no Page-13 or LON is required. Nutrition education must be tracked by the CFL in PRIMs.

Ref: NAVADMIN 242/24, PRP Guide-9

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: Per Guide 3, *“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 should always be used prior to conducting the 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: Per Guide 6, *“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. Per Guide 5, *“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. Per Guide 4, *“control-top panty hose, spandex tights (i.e., leggings/tights), and other shaping garments are prohibited during BCA.”*

Ref: PRP Guide-4; NAVADMIN 031/24

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

ANS: Per Guide 8, *“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 (HIPPA), The CFL is prohibited from keeping a copy.”*

Ref: PRP Guide-8

Q. Are postpartum Sailors required to perform a Wellness PFA before their official PFA?

ANS: No. After delivery, Sailors should participate in a progressive and appropriate exercise program, as soon as medically authorized, to return to Navy physical fitness standards.

Ref: PRP Guide-8

Q. How does the long single cycle affect postpartum participation?

ANS: Per Guide 8, *“At the conclusion of their 12-month postpartum period, Sailors are required to participate in the next official PFA cycle. If the postpartum period expires during the official PFA cycle, the postpartum Sailor is NOT required to participate in the PFA cycle until the following official PFA cycle. However, Sailors whose postpartum period expires during the PFA cycle and would like to participate in the official PFA are authorized, if medically cleared by their HCP.”*

Ref: PRP Guide-8

Q. Will PFA scores from the CY24 cycle be utilized for validation in the CY25 PFA cycle?

ANS: Per OPNAVINST 6110.1K, *“Sailors are exempt from participating in the PRT in the following PFA cycle ONLY when the Navy conducts TWO cycles per calendar year.”*

Ref: OPNAVINST 6110.1K

Q. Why is the PFA cycle ten months long vice six months long?

ANS: Per NAVADMIN 258/23, *“The Navy remains absolutely committed to the physical readiness of our force. Sustaining one PFA per year is designed to reduce administrative requirements and empower commanding officers to build healthier people, leaders and teams. The cycle will be conducted from 1 February to 30 November 2024.”*

Ref: NAVADMIN 258/23

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

ANS: Sailors who have failed one or more PFAs must pass a command FEP mock or official PFA to regain eligibility for advancement/retention.

Ref: PRP Guide-1; BUPERSINST 1610.10F

Q. How do you determine which PFA code is used on Fitness Reports and Evaluations?

ANS: Per BUPERSINST 1610.10E, *“enter the one-letter code for the result of each official PFA conducted in the reporting period. Document all official PFAs in block 20 using the following format: PPP. This indicates the individual passed three official PFAs during the reporting period. Do not enter spaces or slashes between the characters. **Note:** Format for block 20 must be from oldest to most recent PFA performed during the reporting period. Format for block 20 must be from oldest to most recent PFA performed during the reporting period.”*

Ref: BUPERSINST 1610.10E

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

ANS: Per Guide 1, *“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 1 or more PFA failures?

ANS: Per Guide 1, *“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 (Step 1-3) 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 a mock or official PFA in order to be taken off of FEP?

ANS: Per Guide 9, *“FEP Participation and Disenrollment. Members are required to remain enrolled in FEP until passing one mock or official PFA with PRT scores at or above Satisfactory-Medium and be within AAS. If a member fails the BCA and/or PRT and is subsequently medically waived from an event, they will remain on FEP until they successfully pass a mock or official PFA for the events which they are medically cleared for.”*

Ref: PRP Guide-9

Q. Are Enlisted members with 1 PFA failure eligible to re-enlist?

ANS: Yes, after passing a command mock PFA conducted during FEP or official PFA and with CO recommendation for retention.

Ref: OPNAVINST 6110.1K

SECTION 2: PRIMS RELATED QUESTIONS

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:

1. 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/>.
2. Incoming CFL/ACFL receives PRIMS access prior to arriving at their new command and is subsequently placed into transfer status by the previous command.

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

ANS: Per PRP Guide-7, the CFL is responsible to gain and transfer a Sailor's PFA Record to and/or from the command.

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: Per PRP Guide-7, new access documents must be submitted to askmncc.fct@navy.mil.

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: Per PRP Guide 7, the Letter and SAAR must contain primary UIC and any ADDITIONAL UICs in Block 13 to be assigned. *Therefore, ALL UIC(s) required must be listed on SAAR/Letter.

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.fct@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. Can I send my PRIMS access documents via DoD Safe?

ANS: Yes. We encourage members to send their documents via DoD Safe. Please consider some important reminders when doing so:

- Set a pick-up expiration for a minimum of 7 days to allow adequate time for processing.
- Please **DO NOT** select encrypted and add a unique passphrase. The initial passcode is good enough.

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. Refer to Guide-7 for additional information.

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.

Q. Why can't I (CFL/ACFL) see my command contacts when I am REGAINED to my UIC; after being placed in a transfer status?

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.fct@navy.mil.

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 PRIMS training available on the PRP website and/or Guide-7.

Ref: CFL PRIMS Training Course; Guide-7

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

ANS: askmncc.fct@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 web page 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 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 PRIMS2, 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 the 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.

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.fct@navy.mil for processing. The SAAR should be marked as “Modification” vice “Initial” and “Yes” in blk 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: 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.fct@navy.mil. Refer to Guide-7 for what documents you need to submit.

Ref: PRP Guide-7

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: Per Guide-7, “*The only authorized users within PRIMS are: Command Fitness Leaders (CFLs), designated Assistant Command Fitness Leaders (ACFL 1 or ACFL 2), Special Users.*”

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.fct@navy.mil

- **CFLs:** CFL Certification Course Certificate, CFL PRIMS Access Letter and SAAR (DD2875) Form
- **ACFLs** 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 on the PRP webpage: [Physical Readiness \(navy.mil\)](http://PhysicalReadiness.navy.mil) under PRIMS TRAINING tab on the left. Click the link to CFL PRIMS Training Course.

Ref: PRP Guide-7

Q. Where can I find my PFA summary data?

ANS: PFA Summary data can be obtained via the member's MyNavyPortal 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. How can I fill out my PARFQ in PRIMS?

ANS: Sailors will complete their PARFQs electronically via MyNavy Portal, on the MyRecord link. Only PRIMS authorized users (e.g. CFL) can input a PARFQ that is blank or make one correction to a PARFQ (that was submitted through MNP) in PRIMS, if approved by the Commanding Officer.

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 PRT Cycle info updated?

ANS: Per Guide 1, *"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: Per Guide 1, *"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.fct@navy.mil along with supporting documentation."*

Ref: PRP Guide-1

SECTION 3: GENERAL QUESTIONS

Q. How do I update my command information?

ANS: Please refer to the CFL PRIMS Training Course located on the PRP webpage: [Physical Readiness \(navy.mil\)](https://www.navy.mil/Portals/55/Support/Culture%20Resilience/Physical/Noom%20Fact%20Sheet_Final-5%20February%20002.pdf?ver=0jO7SbzmIXqk7q_9v4kLtw%3d%3d), under “**PRIMS TRAINING**”. The online CFL Training Course has “how to” instructions available. Please remember that updating the command info is the responsibility of the CFL and ACFLs do not have permission to update it.

Q. What is the Navy Noom Weight-Loss Program?

ANS: As of 1 February 2025, Active Component Sailors only who were not within Body Composition Assessment standards (Step-3) during the CY2024 Physical Fitness Assessment are able to voluntarily participate in Noom at no cost (FREE to the eligible Sailors). Noom is an award-winning commercial weight-loss program that integrates psychology, technology, and coaching to help individuals build healthier eating habits and achieve sustainable weight loss.

For additional information on this program, please refer to the associated Fact Sheet at https://www.mynavyhr.navy.mil/Portals/55/Support/Culture%20Resilience/Physical/Noom%20Fact%20Sheet_Final-5%20February%20002.pdf?ver=0jO7SbzmIXqk7q_9v4kLtw%3d%3d.

Ref: Noom - Fact Sheet, PRP Guide-10

Q. How do I transfer or gain a member?

ANS: Per Guide 7, *“When a Sailor checks out of a command, PFA data must be complete and accurate before transferring the member’s PFA record. A Sailor’s record should not be transferred out of the command UIC if the PFA is considered “incomplete” (i.e., Sailor is missing a portion of PFA data that is required to close out the PFA, e.g., BCA data/Partial PRT data).”*

“Once the PFA record is verified as “complete”, the CFL/ACFL will place the Sailor’s PFA record in a “TRANS” UIC in PRIMS at time of PCS.”

“When a Sailor checks into a command, CFL/ACFLs must verify in PRIMS the Sailor’s PFA record is available to gain in PRIMS. CFL and ACFLs will be able to search all Navy contact records. Only those PFA records that are in the assigned UIC of “TRANS” will be available to gain. The contact record information will indicate what assigned UIC the members PFA record is in. The CFL of a member whose PFA record is not in the “TRANS” UIC can now be contacted to arrange the PFA record transfer by looking up the assigned UICs command information via the Command Authorizations tile. When the PFA record is properly placed in the “TRANS” UIC by the previous command, the gaining CFL will be able to gain the Sailor to the current assigned command UIC.”

Note: *The gaining CFL is responsible for contacting the previous CFL to expedite placing a departing Sailor into a “TRANS” UIC.”*

Ref: PRP Guide 7

Q. Why did I lose access to PRIMS?

ANS: All users must sign into PRIMS accounts at a minimum every 30 days to avoid account deactivation. If a PRIMS account is deactivated, the UIC territories are removed. CFL/ACFLs will be required to contact MyNavy Call Center (askmncc@navy.mil) to open an eCRM Tier-2 ticket to verify whether the account can be reissued or if a new SAAR Form must be submitted.

Ref: PRP Guide-7

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: [Physical Readiness \(navy.mil\)](https://physicalreadiness.navy.mil), under “PRIMS TRAINING”. The online CFL Training Course has available info and “how to” instructions.

Ref: PRP Guide-7

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.

****Until the developers add/build the contact info; CFL/ACFLs just utilize the Global.**

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

ANS: No. Only the CFL/ACFL documents stated in Guide-7 are required for PRIMS access.

Q. Are DocuSign documents accepted?

ANS: No. Per NAVWAR Cyber DocuSign documents are NOT accepted currently.

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

ANS: The MyNavyHR [Navy Nutrition](#) webpage contains many credible nutrition resources as well as the [Navy Registered Dietitian Nutritionist \(RDN\) Locator](#).

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. Why does the PRP Office return my SAAR Form?

ANS: To ensure the SAAR Form is forwarded to eCRM for account creation, it must be correctly filled out otherwise PRP will return the form for correction. Common errors are: Block 14 not checked, IA training not completed in the current FY, putting data in blocks that should be left blank, digital signatures not obtained.

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 at: [Physical Readiness \(navy.mil\)](https://www.navy.mil/PhysicalReadiness) under PRIMS TRAINING > CFL PRIMS Training course.

****SAAR Form must be annotated as a “Modification” vice “Initial.”**

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 ensure the members PFA record is gained to your UIC or contact askmncc.fct@navy.mil for a resolution.

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: CFL/ACFL training course can be located on the Physical Readiness webpage at: [Physical Readiness \(navy.mil\)](https://www.navy.mil/PhysicalReadiness) under the PRIMS TRAINING tab.

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.

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

ANS:

- If current command is in their Command Cycle, and there is ample time to test member before member leaves, conduct the PFA in full prior to leaving and document member before transfer of PFA record.
- If current command is not in the Command Cycle, and there is not time to complete the PFA on the member, and member will not have ample time to complete a full PFA upon arrival at the ultimate PCS duty station - Capture the member's official BCA in PRIMS 2 and document the PRT participation as PCS.
- If current command is NOT in their command cycle, and member has time to complete the PFA at final PCS location, Transfer the PFA record so that the gaining CFL can gain and administer the PFA for the member upon arrival.

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

ANS: Send an email to askmncc.fct@navy.mil with the PRIMS users DODID and a screenshot of error message. MNCC will forward these requests 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)