



## AskMNCC Customer Service Inbox Upgrade

POC: MyNavy Career Center

AskMNCC@us.navy.mil | (833) 330-6622

### BLUF

MyNavy Career Center's (MNCC) customer service inbox address is changing from AskMNCC@navy.mil to AskMNCC@us.navy.mil, and MNCC's selection board inbox address is changing from CSCSELBOARD@navy.mil to HRSCSELBOARD@us.navy.mil.

### Who needs to know?

- Sailors
- Reservists
- Veterans
- Retirees
- Families

### Key Points

- **As of March 1, 2026**, the old inboxes (@navy.mil) will no longer be monitored.
- **Customers will receive an automatic reply** from the old inboxes directing them to use the new ones, and customers must then send their inquiry to the new inbox.
- **There is no impact** on MNCC's 24/7 HR customer service. Customers can still reach MNCC by phone, email, and MyNavy Portal chat anytime.
- **Customers must update** personal reminders, lists, documents, or records containing the customer service inboxes to reflect the new addresses.

### Sample POD/POW Notes

**AskMNCC Email Inbox Upgrade:** MyNavy Career Center's (MNCC) customer service inbox address is now [AskMNCC@us.navy.mil](mailto:AskMNCC@us.navy.mil) (formerly @navy.mil). Update your notes to reflect the new inbox address and use it moving forward. **You can still call MNCC at (833) 330-MNCC (6622) or chat with an agent via MyNavy Portal anytime, 24/7.**

**Selection Board Email Inbox Upgrade:** MyNavy Career Center's (MNCC) selection board inbox address is now [HRSCSELBOARD@us.navy.mil](mailto:HRSCSELBOARD@us.navy.mil) (formerly CSCSELBOARD@navy.mil). Update your notes to reflect the new inbox address and use it moving forward. Electronic Submission of Selection Board Documents (ESSBD) is the preferred method for submitting board correspondence. **You can still call MNCC at (833) 330-MNCC (6622) or chat with an agent via MyNavy Portal anytime, 24/7.**

### Questions and Answers

**Q: What will happen if I email the old address after March 1?**

**A:** The old inbox (AskMNCC@navy.mil) will no longer be monitored. Customers will receive an automatic reply directing them to email the new inbox. Customers must then send their inquiry to the new inbox.

**Q: Why is the change happening?**

**A:** Upgrading to @us.navy.mil will alleviate encryption issues coming from Flankspeed email addresses and improve our ability to serve customers.