



# MyNavy Portal

## Frequently Asked Questions



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### What is MyNavy Portal?

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

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

MNP is organized by Career & Life Events (CLEs), such as Advancement & Promotion, Career Planning, Pay & Benefits, Performance, and Sailor & Family Support. There are currently 10 CLEs with another one in development to support future Sailors seeking to join the Navy. Within these sections, users can view Frequently Asked Questions (FAQs) and complete career-related tasks. They can also access additional information and links to other Navy systems.

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

### What's new?

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

- **Officer Promotion Dashboard** – The Advancement & Promotion CLE continues to build out tools with its initial dashboard for officers. This is a centralized spot on the portal to:
  - Connect to BUPERS Online (BOL) to submit a letter to the board or an official photograph.
  - View Official Military Personnel File (OMPF) data plus lineal/precedence number.
  - Access checklists with required tasks for pre- and post-promotion processes, including a set of actions for those selected for promotion and another set for those who are not.
  - Get links to additional resources.
- **MNP Chat with MyNavy Career Center (MNCC)** – Users may connect with MNCC customer service representatives by using a chat feature. The gold **Additional Options** icon located on the lower right screen includes a green **Chat** icon that, when selected, brings up a box with prepopulated name and email. The chat service is a way for Sailors to get help with HR-related questions that don't require personal information, such as date of birth or Social Security Number.

## What's New? (continued)

- **Common Access Card (CAC)-free access** is a significant milestone for MyNavy Portal (MNP) because Sailors can use their personal mobile phones and tablets to access several features without the need for a mobile CAC reader. Work is underway to extend access to other systems, like Navy Standard Integrated Personnel System and BUPERS Online, which require the use of a CAC for now.

Take advantage of CAC-free access for: eLeave, electronic Personnel Action Requests (ePAR), general inquiry, MyRecord data, help ticket submissions to MyNavy Career Center, and Physical Readiness Information Management Systems (PRIMS).

For help: **Android** and **iOS** user guides are available on [MyNavy Portal](#) and [FAQs](#).

To learn more about MNP, use the blue button on the MNP home page or go to the **Help & Info** section from the **Main Menu**. Additional resources are available on Navy Personnel Command website **Navy Personnel Command > Career Info > Career Toolbox > My Navy Portal**. MNP videos are available on the PMW 240 Sea Warrior Program [YouTube channel](#).

### How do MNP and MNCC fit together?

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

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

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

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

When fully developed, MNP will provide a “front door” to most of the Navy and Department of Defense systems Sailors access to manage their careers. Ultimately, the portal will be the central online location for Sailors’ career information.

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

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

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

### How do I access MNP?

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

### Is MNP accessible from afloat environments?

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

Afloat units with older browsers and limited connectivity may encounter challenges accessing MNP. A low bandwidth version is accessible from the MNP public website at [my.navy.mil](http://my.navy.mil).

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

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

MNP can be accessed via a mobile device. There are two options. One method uses a mobile Common Access Card (CAC) reader to log in and the other, CAC-free access, uses multifactor authentication processes similar to those used in the commercial world.

### What features are available in MNP?

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

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

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

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

- Electronic Training Jacket (ETJ)
- Joint Services Transcript
- MyNavy Assignment (previously Career Management System-Interactive Detailing)
- Navy Credentialing Opportunities Online (COOL)
- Navy eLearning (NeL)
- Navy Standard Integrated Personnel System (NSIPS) Electronic Service Record
- Pay/Personnel/Travel Standard Operating Procedures
- U.S. Navy Awards

Functions represented by these systems and others will be integrated into the portal.

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

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

## How do I find information on MNP?

MNP is categorized by Career & Life Events (CLE) with content that helps Sailors manage their Navy careers. There are currently 10 CLEs (see below) with another one in development to support prospective Sailors seeking to join the Navy. Within these categories, users can view a range of information, such as FAQs and relevant timelines, links and documents.

### CLE categories

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

### What are some of the key capabilities?

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

- **eLeave** – CONUS-based Sailors can manage Ordinary Leave requests from within MNP. Users may submit requests to their Commands for a decision, as well as check out, check in, request a leave extension, cancel a request, and view estimated leave balance and the status of their requests.
- **Electronic Personnel Action Request (ePAR/1306)** – Sailors can create, update, or request a cancellation of an ePAR/1306.
- **Enlisted Advancement Dashboard** –E4 to E6 candidates get a detailed, personal view of their eligibility status for advancement, with instructions and documentation to prepare for the advancement process.
- **Exchange of Duty (SWAPS)** – Allows Sailors to view jobs in the same geographic area they may want to exchange with a fellow Sailor. SWAPS will walk Sailors through the process of determining eligibility, searching open jobs, finding a SWAPS partner and requesting a SWAPS through their detailer.
- **MyRecord Web** –Sailors can view and verify their data and, if necessary, initiate a correction request from MyNavy Career Center (MNCC) Contact Center customer service representatives. MyRecord Web continues to offer more data for Sailors to view, like security clearance information and Career Waypoints (CWAY) application status.
- **Physical Readiness** – This offers a graphic display of Physical Readiness Information Management System data. It allows Sailors to view and submit a Physical Activity Risk Factor Questionnaire, track Physical Fitness Assessment results and history, and see Physical Readiness Test scores.
- **Retirement and Separation Timelines** – Sailors can choose a date for retirement or separation, and MNP will build a timeline to guide them through tasks, actions, and milestones that must be completed.
- **Retirement Application Form/Data for Payment of Retired Personnel (DD2656)** – Phase 1 allows Sailors the ability to generate an electronic package and provide supporting documents.

### What was included in the first release of MNP?

The beta release of MNP, launched in February 2017, provided Sailors access to their Physical Readiness Information Management System data and Official Military Personnel File (OMPF). Since then, the following have been incorporated into MNP:

- Navy Knowledge Online (NKO) content
- Navy Advancement Center
- Navy Schools and Learning Centers
- Personnel Qualification Standards
- General Military Training (GMT)

### What does it mean for MNP to be in a break/fix phase?

Beginning in April 2020, MNP will enter a sustainment period for several months. During this time, no new capabilities will be available; however, if some part isn't working properly, it will be fixed.

### When will MNP reach its full capability?

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

### How can I provide feedback about MNP?

MNP is designed for Sailors. Integral to the process is ongoing input from users to improve the MNP experience, report broken links, or identify missing information. Feedback is reviewed regularly and considered during planning for future enhancements.

To leave feedback, look for the yellow **Options** button on the lower right side of each page. Users can select **Leave Page Feedback** to open up a form to submit page-specific comments. There is also a **Feedback** section in the **Main Menu** at the top of every page.

### How do I get help with MNP?

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

### How do I get help from MNCC?

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

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

my.navy.mil