MyNavy Portal

What is MyNavy Portal?
MyNavy Portal (MNP) is a web portal that integrates many of the Navy’s human resource (HR) information technology (IT) systems, knowledge and applications into a consolidated, 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.

The portal is a key enabler of MyNavy Career Center (MNCC), an HR service 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), complete career-related tasks and 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 upgrades to increase capabilities and expand usability. Eventually, Sailors’ personnel, training and education records and data will be accessible via MNP.

Why is MNP called a portal and not a website?
MNP is designated a portal because it consolidates a growing number of capabilities and content from Navy HR IT systems, presenting that information in a secure, reliable, self-service platform. When fully developed, MNP will be one of the key ways Sailors complete their manpower, personnel, training and education business.

MNP differs from a website because a portal limits access to only authenticated and authorized users, whereas websites tend to be available to anyone with an internet connection.

What’s new with MNP?
Advancement Dashboard is the newest feature available on MNP and is part of the content for Advancement & Promotion CLE. The dashboard gives E4 to E6 candidates a detailed, personal view of their eligibility status for advancement, with instructions and documentation to prepare for the advancement process. Specifically, Sailors have the ability to:

- View eligibility status based on MyRecord and Enlisted Advancement Worksheet
- Auto-populate Advancement Exam checklists and timeline for action items
- Learn where to get study materials, FAQs and other information about Enlisted Advancement
- Submit MyRecord inquiries through service request feature on MNP
- Review and understand Enlisted Advancement eligibility

Future updates will include enhancements for E7 to E9 candidates.
Additional features made available in the MNP **February 2019 Release** are:

- **MyRecord Web** – Enhancements include access to the Official Military Personnel File site via a link from within MNP and the ability to view C-WAY and security clearance data.

- **Proxy Scheduling** – Staff, supervisors, and administrators have the ability to schedule requests for language testing or educational counseling on behalf of Sailors. This is a feature of the Training, Education & Qualifications CLE.

To learn more about these new features, please see the MNP **March 2019 Release Quick Tour** using the blue button on the MNP home page or by going 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 is being developed to provide Sailors with information and resources that empower them to manage their careers and complete required tasks in a self-service environment.

If Sailors have questions or need information not available from MNP, they can access MNCC customer service representatives via phone or email, including from within MNP.

Customer service representatives respond to Sailor inquiries, provide centralized operational support and promptly elevate issues to the appropriate subject matter experts in unique or complex situations that require 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 user experience?**

When fully developed, MNP will provide a “front door” to most of the Navy and Department of Defense systems that Sailors access in order 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.

In the end, more efficient, reliable resolution of pay and personnel issues is the 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). A Common Access Card (CAC) and a CAC-enabled computer are needed to log in. During the login process, users can choose either high bandwidth or low bandwidth mode.

**Which Internet browser is best for using MNP?**

MNP was developed for Internet Explorer (IE) versions 10 and higher. MNP also works on other browsers (e.g., Chrome and Firefox).
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. Sailors can toggle between low and high bandwidth modes by selecting the Arrows button when hovering over the yellow Options buttons on each page.

Can MNP be accessed on a mobile device?
MNP can be accessed via a mobile device, but only if the user has a mobile Common Access Card (CAC) reader to enable login to the portal. These restrictions are due to Navy policy requiring CAC/PKI tokens for access to Personally Identifiable Information. In the future, the requirement to use a CAC may be removed and secure access to MNP provided by multi-factor authentication processes similar to those used in the commercial world. An example of this is the MyNavy Portal-MyRecord Mobile (Beta) App that allows users to access a subset of their Electronic Training Jacket data. The app is available to download by visiting the Navy App Locker, the Apple App store or Google Play store based on your phone’s operating system.

What features are available in MNP?
Users can access forms, FAQs, checklists and information related to CLEs, as well as the Quick Links page to access other important Navy career-related systems and portals, such as: BUPERS Online, Career Management System - Interactive Detailing, Electronic Training Jacket, Fleet Management and Planning System, Navy eLearning, Navy Standard Integrated Personnel System and NMCI Outlook Web Access.
Each MNP page features a yellow 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 many other frequently-used systems, such as:
- Career Management System-Interactive Detailing (CMS-ID)
- Electronic Training Jacket (ETJ)
- Joint Services Transcript
- Navy eLearning (NeL)
- Navy Credentialing Opportunities Online (COOL)
- 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 in to other sites featured in the Quick Links section after the initial log in 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 MNP capabilities?
Since the beta launch in February 2017, Sailors have access to a growing number of capabilities. Some of the significant ones include:

- **eLeave** – CONUS-based Sailors can manage Ordinary Leave requests from within MNP. This tool enables users to 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.

- **MyPCS (Permanent Change of Station) Checklist** – This tool facilitates a tailored PCS experience for Sailors that meets their specific needs. By answering a comprehensive set of questions, they identify all of the ways in which their unique situations may impact upcoming moves. Once the checklist is created, they may download a PDF version or email it to serve as a ready reference.

- **MyRecord Web** – Initial capabilities allow Sailors to view and verify their data and, if necessary, initiate a correction request from MyNavy Career Center (MNCC) Contact Center agents. MyRecord Web is the first implementation of the military service record that will eventually consolidate all manpower, personnel, training and education information into a single display.

- **Electronic Personnel Action Request (ePAR)/1306** – Sailors can create, update or request a cancellation of an ePAR/1306.

- **MNCC Request/Inquiry** – Sailors can submit a request for help with general questions about personnel, pay and training via MNP (my.navy.mil), by email (askmncc@navy.mil) or phone (833-330-MNCC/6622).

- **Career & Life Events Content** – Each CLE in MNP contains FAQs, links, information, resources and sources of support.

- **Physical Readiness** – This offers a graphical display of Physical Readiness Information Management System (PRIMS) data, ability to view and submit a Physical Activity Risk Factor Questionnaire, ability to 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.

- **Exchange of Duty (SWAPS)** – Allows Sailors to view jobs in the same geographical 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.
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 (PRIMS) 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)

How are improvements made?
MNP continues to mature and evolve as new capabilities are developed, tested and released, based on Sailor feedback and Manpower, Personnel, Training & Education Transformation priorities. This input to design and requirements ensures MNP meets the needs of Sailors.

Updates to MNP occur regularly, with new content and capabilities rolled out about every three months. To find out what is new, access the MNP Quick Tour that highlights capabilities included in each major release. View the current Quick Tour using the blue button on the MNP home page or by going to the Help & Info section from the Main Menu.

When will MNP reach its full capability?
Full operational capability will take a few years. However, with MNP’s ever-increasing functionality, Sailors can do more and more all in one place. When MNP achieves full implementation, it will be an integrated HR portal that is a single point of entry for Sailors to self-manage their manpower, personnel, training and education information.

How can I provide feedback about MNP?
MNP is designed by Sailors, for Sailors. Integral to the process is ongoing input from users about how to improve the MNP experience, report broken links or identify missing information. Feedback is reviewed regularly and taken into consideration when planning 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.

How do I get help from MNCC?
Customer Service Representatives are available 24/7 by phone (833-330-MNCC/6622), email (askmncc@navy.mil) and by submitting a MNCC Request/Inquiry within MNP:

- Click Sources of Support icon, embedded within the yellow Options button on each page.
- 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.