MyNavy Career Center

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June 19 – 21, 2018
MyNavy Career Center

What is MNCC?
- MyNavy Portal – how you will ask questions and get things done
- Customer Service Support – how your work actually gets done
- A tool to simplify the way you, your command, and your Command Pay and Personnel Administrator (CPPA) take care of pay, personnel and record information

Where will we find it?
- Mobile app
- Website
- Telephone
- Chat
- Email

When will we see it?
- In phases, starting this fall with “Beta 1”
Why MNCC?

- Allows greater self-service
- Provides easier access to your record
- Provides Sailor HR services 24/7 worldwide
- Easily and efficiently performs HR services
- Quickly resolves questions or issues
- Provides a one-stop shop
- Improves your experience in the Navy

Lets You Focus on Warfighting
Your Experience

“What does MNCC Beta 1 mean for me?”

At MNCC Beta 1 in September 2018, you can receive HR support by...

Talking to your Command-appointed CPPA
As your first line of engagement, always keep your Command-appointed CPPA aware of all HR issues

Sailors (Active and Reserve)

Going Online: MyNavy Portal (MNP)
- View and initiate an update to your My Record data
- Submit an electronic Personnel Action Request (ePAR/1306)
- Search links, knowledge articles, FAQs, and an acronym dictionary to learn how to complete HR processes, organized by Career and Life Events

Phone or Email: 24/7 Contact Center
Contact MNCC at any hour, day or night, with an HR question and track the status of your request with a case number
What You Can Do

“After MNCC Beta 1, I can visit MyNavy Portal to...”

**Submit a Personnel Action Request**
- Create, submit, update, view, and/or cancel your electronic Personnel Action Request online (using the ePAR/1306 web form)
- Automatically route your request to your Command Career Counselor for review

**Update my personal human resources (HR) data**
- View and verify your personal HR data on My Record 1.0, using your Common Access Card
- Identify needed corrections and submit a data update request on MNP and attach documentation
- Automatically route your request for processing

**Submit a Separation or Retention request**
- View tailored Retirement and Separation timelines, checklists, calculators, and FAQs

**Access the NSIPS R&S Module to:**
- Automatically route requests to the correct Command approver
- Determine the status of your request

**Research an HR process**
- Search links, knowledge articles, Frequently Asked Questions and an acronym dictionary to help answer your HR questions

**NEW! 24/7 Contact Center HR support and case number tracking**

If you have HR questions, call or email the MNCC 24/7 Contact Center
Issue Resolution

Sailor reviews MyRecord in MNP & discovers an issue

Sailor contacts the 24x7 MNCC Contact Center by phone or email

MNCC agent documents the issue, uses knowledge base to advise Sailor if documentation is required to resolve the issue, provides a case #, and coordinates resolution w/ NPC

Sailor receives email updates, provides supporting documents, and receives confirmation when resolved

Quick and Correct Resolution
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