Quick Start Guide
How to View Your My Record 1.0 Data and Submit an Inquiry for Updates on MyNavy Portal

My Record 1.0 is the first implementation of a new military service record that will consolidate all manpower, personnel, training, and education data into a single display on MyNavy Portal, supporting your Navy career and life events. It is imperative that you verify your personnel data is accurate and complete. Follow the below steps to review your data and submit an inquiry on MyNavy Portal to request updates if you discover any errors.

View Your My Record 1.0 Data


2. Click on the “My Record” tab at the top of the page and select “My Record 1.0” from the dropdown

3. A list will appear on the left side of the screen presenting options linking to different types of data (e.g., Personal Overview and Training, Education, Qualifications); click on any of the tabs for data you wish to review
   • For example, to view your Training, Education, and Qualifications, you can click on the “Training, Education, Qualifications” tab

4. Review your information for accuracy and completeness
   • If your information is correct: Click the “Dismiss” button at the bottom of the page to return to the previous screen
   • If your information is incorrect: Follow the steps below to submit an inquiry to update your data

Submit an Inquiry to Update Your Data

5. Where incorrect information exists, scroll to the bottom of the data page and click on “Submit Inquiry”
   • The “Submit Inquiry” button is located in the same location at the bottom of every data page
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6. A pop-up window will appear; **click** on the “Highlight” box and then **click** on the data that needs to be corrected, **dragging** the box to expand it as needed
   - You can do the same with the “Black Out” box to black out any personal data you do not want visible to the person reviewing your inquiry
   - “Highlight” and “Blackout” are not options when using MNP on low-bandwidth mode

7. **Click** “Next” at the bottom right corner when finished; this will take a screenshot of the page you edited in the previous step to be submitted with your inquiry

8. A new pop-up window will appear with the screenshot; **enter** your full name and email address in the space provided

9. **Click** “Select Inquiry Type” and **select** “Correcting Document in Record” from the dropdown

10. **Type** a detailed description of the information you need corrected in the “Description” field

11. **Click** “Choose File” to attach any additional documentation to support your inquiry, if necessary, and follow the prompts to attach a file

12. **Click** “Submit” when you are ready

**What happens next?**

Your My Record 1.0 inquiry will be sent for intake and processing to the **MyNavy Career Center (MNCC)**. MNCC will then open a service request on your behalf and work to get your information updated in the authoritative system. You will receive automated **email updates** when the service request is opened and throughout the resolution process.

**Tip: Use the Records Review User Aid**

On MNP, open the “My Record” tab and click “Records Review” in the left-hand navigation menu. This User Aid provides a step-by-step inventory of OMPF and ESR. It is important to verify your personnel data tied to your career milestones such as advancement/promotion, retention, reenlistment, and assignment.

**Questions?** Contact the MyNavy Career Center (MNCC) any time, day or night

Online: [https://my.navy.mil/](https://my.navy.mil)  
Tel: 1-833-330-MNCC (1-833-330-6622)  
Email: askmncc@navy.mil

**Feedback for MyNavy Portal?** Scroll over the yellow button at the bottom right of any page and click on the feedback icon

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