MyNavy Portal

What is MyNavy Portal?
MyNavy Portal (MNP) is a web portal that integrates many of the Navy’s human resource (HR) 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.

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 around Career & Life Events (CLEs), such as: Advancement & Promotion, Career Planning, Performance, Pay & Benefits, 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 and relevant timelines, 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 the means for Sailors to complete all manpower, personnel, training and education business.

MNP also 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?
New self-service capabilities available with the November 2018 release:

**My PCS (Permanent Change of Station) Checklist** – This new function facilitates a tailored 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. My PCS Checklist is organized into three primary categories: (1) shipping household goods, (2) moving with family and (3) entitlements and financial management.

How do MNP and MNCC fit together?
MNP is being developed to provide Sailors with information and resources that empowers them to manage their careers and complete required tasks in a self-service environment.

Should Sailors have questions or need information not provided by MNP, they can access MNCC contact center agents via phone or email, including from within MNP.

Contact center agents 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.
What does this mean to me?
When fully developed, MNP will provide a “front door” to most of the Navy and DoD 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 human resources services that are time-consuming, labor intensive and often involve legacy IT systems that are not user friendly.

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 is found at https://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.

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?
Contact center agents are available 24/7 by phone (833-330-MNCC/833-330-6622), email (askmncc@navy.mil) and MNP.

From 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.

What features are available in MNP?
When users log in to MNP, they have the option to choose either high bandwidth or low bandwidth modes. High bandwidth is the full visual version, whereas low bandwidth removes all photos, graphics and formatting. The low bandwidth version loads faster and facilitates quicker completion of career tasks.

Once logged in, 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.

Why is it necessary to log in again to other sites featured in the Quick Links section after the initial log in to MNP?
MNP is still in its beta state. Until it achieves full functionality, Sailors need to use their CACs for other systems that require a secure log on.

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:
My Record Web 1.0 – 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. My Record Web 1.0 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 (https://my.navy.mil), by email (askmncc@navy.mil) or phone (833-330-MNCC/833-330-6622).

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

Physical Readiness – Graphical display of Physical Readiness Information Management System data, ability to view and submit a Physical Activity Risk Factor Quest, 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.

How is MNP updated?
MNP continues to mature and evolve as new capabilities are developed, tested and released – based on Sailor feedback and MPT&E Transformation priorities. This continual input to requirements and design ensures MNP meets the needs of Sailors.

Updates to MNP occur on a quarterly basis, 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.

How can I provide feedback about MNP?
MNP is built 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.

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https://my.navy.mil

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