



MNCC

MyNAVY CAREER CENTER

MyNavy Career Center (MNCC) was created to deliver efficient, reliable, and responsive customer service to the Fleet that is truly 24/7, year-round, and worldwide. MNCC represents an evolution in Navy human resources (pay, personnel and career needs) and provides you a tiered system to handle your queries and transaction requests while at the same time reducing the issue resolution time -- all of which allows you to focus on your job, your career, and your family.

In the MNCC tiered HR services delivery system, Tier Zero is self-service through MyNavy Portal. This is where you will be able to take care of personnel issues and find answers to your questions by yourself. For issues that are more complicated, you may need assistance from the 200+ customer service agents working in the MNCC Tier One Contact Center. Agents here are available 24/7 to answer a wide variety of general inquiries and give you basic pay status updates. Contact Center agents are often able to help resolve your issue during your first contact with them; however, some issues are very complicated. At that point, the agent will open a case so that your issue can be sent to the Tier Two issue-specific Subject Matter Expert to resolve in the most efficient and timely manner possible.

MNCC SERVICES		
Self- Service	MNCC Contact Center	Subject Matter Experts
www.my.navy.mil	<i>* Chat, Phone, or E-mail *</i>	Service requests from Sailors escalated as needed to the experts
<p><u>This is your first step!</u></p> <p>You will be able to access multiple websites from this one hub using the internet via your phone or computer. Some areas require login with a CAC card.</p> <p>You will be able to find answers to many of your questions here. Additionally, you will be able to initiate requests to handle any issues you may have, and complete many tasks directly on this website.</p> <p>Some of the areas that you can access are: Selection Board package submission, Personnel issues, Leave, PCS, Transitions, Assignments, Advancement, or Education.</p> <p>For additional help, reach out to your command CPPA</p>	<p><u>For Pay-Related Issues, Contact Your CPPA First</u></p> <p>It is important to remember that though the contact center agent can assist you with your issue, they do not replace the critical in-person command support you should have from your Command Pay and Personnel Administrators (CPPAs), who remain your primary points of contact for HR support.</p> <p>At this level, agents are often able to answer your questions or help you resolve non-pay-related issues on your first call.</p> <p>Since pay-related issues can be extremely complicated, this is one area where you <u>must</u> go to your CPPA as your first step before calling MNCC.</p> <p>MNCC has set up a special Pro-to-Pro cell that CPPAs may utilize to help solve your pay-related problems in the fastest way possible.</p>	<p><u>MNCC Customer Support Agents On Behalf of Sailors</u></p> <p>When issues are too complicated for the MNCC Contact Center Support Agents or the specialized CPPA Pro-to-Pro cell to answer, they consult the Subject Matter Experts (SMEs) to resolve your issue efficiently and quickly.</p> <p>The SMEs come from across the entire Navy enterprise and represent a vast store of knowledge and expertise.</p> <p>The experts range from detailers to pay and personnel experts at Personnel Support Detachments (PSDs) and Transaction Service Centers (TSCs) and everyone in between.</p>

How to Contact MNCC Customer Support Agents for Help		
MNCC Chat	Phone	E-Mail
<p>Access the MNCC Chat 24/7 via the internet on your phone or computer.</p> <p>http://my.navy.mil</p> <p>Click on the green MNCC Chat bubble on the bottom right hand side of the page.</p> <p>You must call the Contact Center if any transaction requires Personally Identifiable Information such as a SSN.</p> <p>If accessing MNCC Chat from an NMCI machine, you will need to use Microsoft Edge or Firefox browsers.</p>	<p>Contact the MNCC Customer Support Agents by phone 24/7</p> <p><u>Calling within the U.S.</u></p> <ul style="list-style-type: none"> - Toll Free: 1-833-330-MNCC (6622) - Local/TN: 1-901-874-MNCC (6622) - TDD for the Hearing Impaired: 1-866-297-1971 - DSN: 882-6622 (<i>you may need to dial 94 for DSN access from your installation phone</i>) <p><u>Calling from outside the U.S.</u></p> <ul style="list-style-type: none"> - Toll Free: 001-833-330-MNCC (6622) - Local/TN: 001-901-874-MNCC (6622) - TDD for the Hearing Impaired: 001-866-297-1971 - DSN: 312-882-6622 (<i>check the DSN access number you need to dial from your installation phone in order call the above phone number</i>) 	<p>Askmncc@navy.mil</p> <p>You can send an email to MNCC anytime. The agents in the Contact Center work 24/7 so someone will always be available to answer your questions, concerns, or help you resolve an issue.</p> <p>The agents will resolve your issue or escalate it to the appropriate subject matter expert if needed.</p> <p>If agents need additional information to properly process your request, they will contact you for more information.</p>