

OMB Control Number: 0704-0585 EXP: XX-XX-XXXX

Privacy Act Statement and Security

Authority

10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness; 10 U.S.C. 1144, Employment Assistance, Job Training Assistance, and Other Transitional Services: Department Of Labor; 10 U.S.C. 1784, Employment opportunities for military spouses; 10 U.S.C. 1784a, Education and training opportunities for military spouses to expand employment and portable career opportunities; and DoD Instruction 1342.22, Military Family Readiness.

Principal Purpose(s)

To assist military spouses pursue licenses, certificates, certifications or associate's degrees (excluding associate's degrees in general studies, liberal arts, and interdisciplinary studies that do not have a concentration) necessary for gainful employment; to provide a record of educational endeavors and progress of military spouses participating in education services; and to manage the tuition assistance scholarship, track enrollments and funding and to facilitate communication with participants via email.

Routine Use(s)

To civilian educational institutions, where the participant is enrolled, for the purpose of ensuring correct enrollment and billing information. To the Department of Education, Consumer Financial Protection Bureau and the Department of Justice, as appropriate, for the purpose of complying with E.O. 13607. The applicable system of records notice, DPR 46 DoD, Spouse Education and Career Opportunities (SECO) Program, and the complete list of routine uses, are located at: https://dpcld.defense.gov/Portals/49/Documents/Privacy/SORNs/OSDJS/DPR-46-DoD.pdf.

Disclosure

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Career Moy Advancement Account

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Version: 3.17.2

Stay Connected



MyCAA Scholarship

Military Spouse Career Advancement Account

My Career Advancement Account Scholarship

Spouse Portal Views

March 2016

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Getting Started

Welcome! The MyCAA Scholarship system is comprised of two online portals – one for spouses and the other for program administration (MAP). This manual is specific to the spouse portal and covers the processes completed during the lifecycle of a MyCAA Scholarship spouse. For information related to the MAP portal please consult the MAP User Manual.

• The spouse portal is accessible online at https://aiportal.acc.af.mil/mycaa

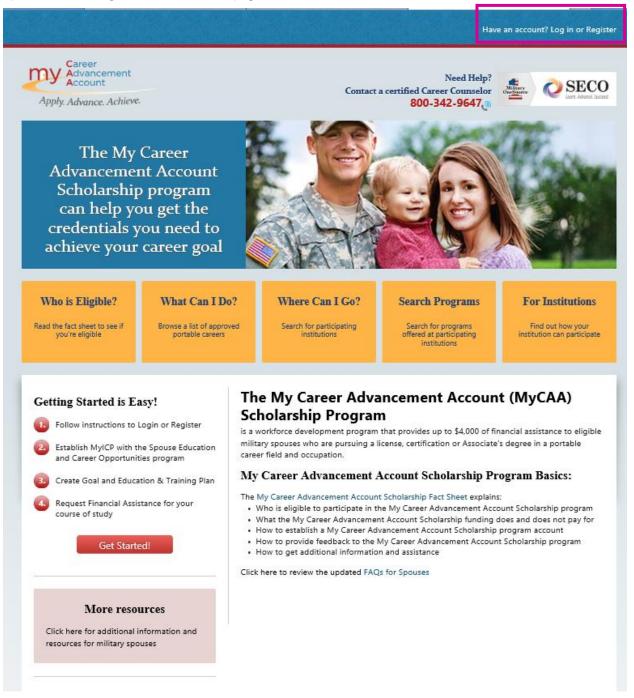
This manual separates several spouse processes into two categories:

- Returning Spouses created account prior to 10/25/2010.
- New Spouses created account on or after 10/25/2010.

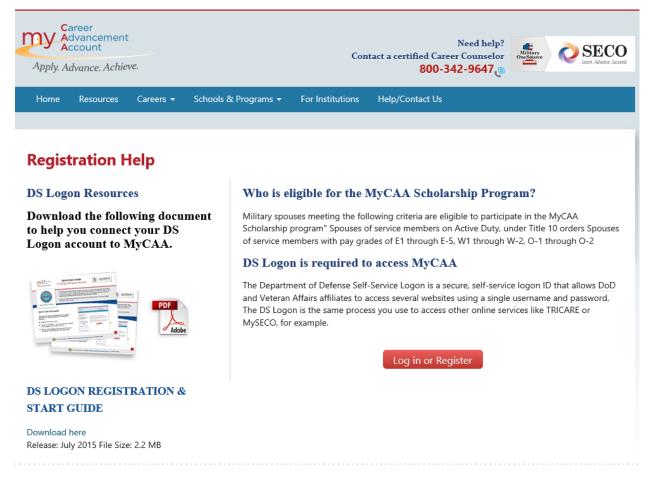
Spouse Registration

New Spouse Registration

1. Spouse Selects Register from the homepage.



2. Spouse will come to the DS Logon Registration Help Page



3. Spouse will click the Log in or Register button. The next page will be the Notice of Consent Page. After reading the notice spouse should click OK.

Career Advancement Account		Cor	Need help? tact a certified Career Counselor			
Apply. Advance. Achieve.			800-342-9647 رھ			
Home Resources Careers •	Schools & Programs 👻	For Institutions	Help/Contact Us			
lotice and Consent	Statement					
You are accessing a U.S. Government (US IS), you consent to the following conditio		provided for USG-autho	rized use only. By using this IS (which inclu	ides any device attached to this		
 The USG routinely intercepts and mo operations and defense, personnel n 			but not limited to, penetration testing, CO ence (CI) investigations.	MSEC monitoring, network		
 At any time, the USG may inspect an 	I seize data stored on this IS.					
 Communications using, or data store authorized purpose. 	d on, this IS are not private, are su	ubject to routine monito	ring, interception, and search, and may be	disclosed or used for any USG		
• This IS includes security measures (e	g., authentication and access cont	rols) to protect USG inte	erestsnot for your personal benefit or pr	ivacy.		
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By clicking OK you agree to the terms of	he User Agreement					
		OK				

4. Spouse comes to the DS Logon Page where they will either login with their DS Logon account or Register for a DS Logon account.

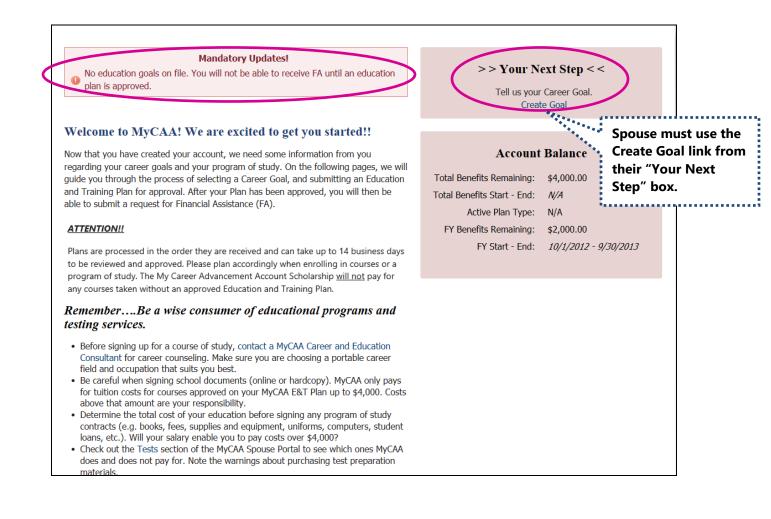
Apply. Advance. Achieve.		Deserve O SI	ECO dvance. Succeed
		🥐 Help Cer	nter) (
	DS LOGON ? Department of Defense Self-Service		
	DS Logon Username		
	DS Logon Password		
	Forgot DS Logon Username? Forgot DS Logon Password?		
	Login		
	Need a DS LOGON?	Register	?
Have a DS	Activate	?	
Need to u	Upgrade	?	
Need to manage yo	our logon profile settings?	Manage	?

Note: The MYCAA Scholarship program has implemented DS logon to be used when accessing the spouse portal. If a spouse does not already have a DS Logon Account, they will follow the prompts to register for a DS Logon Account. Once spouse registers for a DS Logon account they will follow prompts to create their MYCAA Account.

Career Goal

Creating a Goal

1. Spouse is notified that no education goal is on file (Mandatory Updates) and is prompted to create a goal (Your Next Step).



2. Spouse selects the Career Field and Occupation they wish to pursue.

Home	Goals & Plans	Financial Assistance -	Messages	Resources	Careers 🝷	Schools & Programs 🔸			
Create	Goal								
		Let's get starte	d! The firs	t step is to s	elect your	Career Goal.			
	ct an approved Ca for the program.	reer Field and Occupation	using the list b	elow. These are	e the portable o	careers that have been approved by the DoD and			
	Career Fie	eld: Please select a Ca	reer Field 🗸	•					
	Occupati	on: Please select an C	Occupation 🗸	•					
			Creat	e Goal Can	cel				
	Don't see your desired Occupation listed? Please contact a SECO Consultant for assistance.								

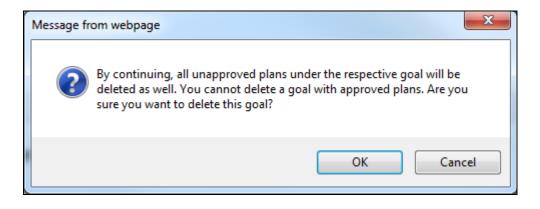
3. A confirmation message provides Goal information and explains that goals cannot be changed once associated to an approved plan.

Message fr	om webpage
2	Are you sure? Create Goal for: FIELD: Education OCCUPATION: K-12 Teacher NOTE: Career Goal cannot be changed once it has been established and plan is approved.
	OK Cancel

4. Goals with no approved E&TP can be updated or deleted.

Home	Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers -	Schools & Programs 👻	
~ •							
Goals	and Plans						
Plans							
Coal· I	Education - K	(12 Teacher					
Juai.	Suucation - Is	-12 ГСАСИСІ					
		associated to this goal. You will need to contact a SECO				ucation & Training Plan has been approved	I. Once
your plan	is upproved, you	Will field to contact a seco		5.			
			Update G	Goal Delete	Goal		
Plan Progr	am Name	# of App	olied Courses	Plan Progress	Estimated Compl	etion Date	Status
No records	to display.						
				New Plan			
				New Plan			

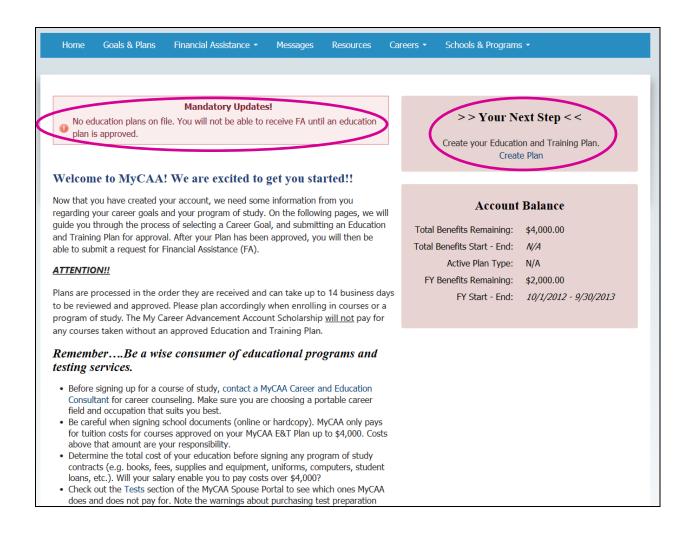
5. Message received when a spouse elects to delete a goal that is not associated with an approved E&TP.



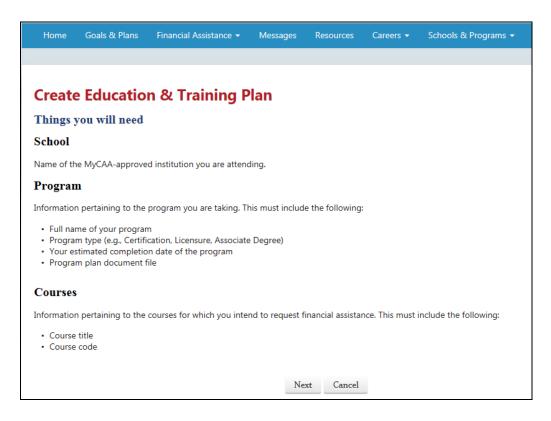
Education & Training Plans

Creating an Education and Training Plan (New Spouse)

1. Spouse is alerted to their E&TP status (Mandatory Updates) and prompted to create an Education and Training Plan (Your Next Step).



2. Spouse views instructional page that lists out the required information for creating a plan



3. Spouse enters E&TP information. Uploaded file types are restricted to .doc, .docx, .xls, .xlsx, .mht and .pdf.

Home	Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers 👻	Schools & Progra	ams 👻
Create	e Educatio	n & Training P	lan				
Plan De	tails						
		Career Goal, your next step ving information about you		education and	l Training Plan.	To create your Edu	cation and Training Plan, you will
* Approved	l School or Instituti nar						
* Full na	ame of your progra	am:					
	* Program Ty	pe: Select Program	~		Upload	ed file	
* Estima	ted Completion Da	ate:		_	size car		
	School Student	ID:		(Optional)	exceed	4 MB	
* Program	n Plan Document F			wse			
		File size cannot e	exceed 4096KB	(4MB).			
* Required							
			Back	Next Ca	ncel		

4. A fiscal year (FY) waiver checkbox appears if "certification" or "licensure" is selected as the Program Type. Spouses requesting a fiscal year waiver must mark the box indicating their plan cost exceeds \$2000.

Home	Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers -	Schools & Programs 🝷
Create	e Education	n & Training Pl	an			
		Career Goal, your next ste ollowing information abou			d Training Plar	n. To create your Education and Training Plan, you
* Approved	d School or Institut nar	tion Select School me:				
* Full na	ame of your progra	am:				
	* Program Ty	pe: Certification	v	\triangleright		
* Estima	ited Completion Da	ate:				
	School Student	ID:		(Optional)		
* Program	n Plan Document F	ile:	Browse	e		
		0				
		File size cannot exe	ceed 4096KB (4	MB).		
Ple	ease check box if to	otal 🗆				
	m cost exceeds \$20					
and Fise	al Year (FY) waive requir					
			Create	e Plan Can	cel	
* Require	d					

5. Spouse is prompted to enter the "Plan Courses" for which financial assistance will be requested

Home	Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers 🕶	Schools & Progra	ams 👻	
Create Plan Co		n & Training P	lan					
A minir	num of one course	e must be added to submit	the education	plan.				
				Add Course	ン			
Course Cod No courses t		Course	Title		Cours	e Level		
				C.	ncel			⊥
	Create Education & Training Plan School Course Catalog Can't find your course? Check another course subject or click the button below to enter your course information manually. Add Course Information Manually							
	Course Subject Filter:							
			Course Titl	e Keyword Se	arch:			
	i				Search	Cancel		
	Course Cod	le					Title	
	No records t	o display.						

Note: Spouses may be required to select from the list of courses that are loaded by the school into the course catalog.

6. Courses will be shown for spouse verification after courses are loaded

Create Education & Training Plan

Plan Courses

A minimum of one course must be added to submit the education plan.							
	Add Course						
Course Code	Course Title	Course Level					
HIST1301	US History I	Undergraduate	8				
GOVT2301	American Government I	Undergraduate	8				
	Back Next Can	cel					

7. Spouses are required to review all plan information before creating plan

Create Education & Training Plan

Plan Summary

School/Institution: CENTRAL TEXAS COLLEGE Program Name: Graphic Designer Program Type: Certification Estimated Completion Date: 12/31/2016 Student School ID: 123456 Program Plan File Name: TEST.docx Fiscal Year (FY) Waiver Requested: Yes

Course Code	Course Title		Course Level	
HIST1301	US History I		Undergraduate	
GOVT2301	American Government I		Undergraduate	
	Back	Create Plan	Cancel	

8. While the E&TP is in a **Pending** status the spouse is permitted to update/delete their goal and plan. Spouses can have only **one plan** pending in the queue at a time.

oals and Plans		
als and Plans		
als and Plans		
lans		
Goal: Information Technology - Web D	Designer/Graphic Designer	
57	5 1 5	
No Active / Approved plan associated to this goal. You	a can make changes to this goal until your Education & Training Plan h	nas
been approved. Once your plan is approved, you v	will need to contact a SECO Career Counselor to change your Goal.	
Update	te Goal Delete Goal	
		Status
Plan Program Name Plan Program	ress Estimated Completion Date	blacab

9. When the E&TP is in a deferred status the spouse is required to take a specified action and resubmit their plan.

Goals and Plans

Goal: Information T	echnology - Wel	b Designer/Graphic D	Designer
	e your plan is approved, y		goal until your Education & Training Plan has Career Counselor to change your Goal.
You have a deferred plan or your account Messages	ı file. You may need to pro	ovide additional information. De	tails regarding this deferral can be found in
Plan Program Name	Plan Progress	Estimated Completion Date	Status
Graphic Designer	Inactive	12/31/2016	Additional Information Needed
pouse Plan formation Technolog * Program Name:		/Graphic Designer	
formation Technolog * Program Name:	Graphic Designer		
formation Technolog * Program Name: Plan Status:	Graphic Designer		
formation Technolog * Program Name: Plan Status: Plan Progress:	Graphic Designer		
formation Technolog * Program Name: Plan Status: Plan Progress: * Estimated Completion Date:	Graphic Designer ADDITIONAL INFOR Inactive 12/31/2016		
formation Technolog * Program Name: Plan Status: Plan Progress: * Estimated Completion Date: Plan Type:	Graphic Designer ADDITIONAL INFORU Inactive 12/31/2016 Certificate	MATION REQUIRED	
formation Technolog * Program Name: Plan Status: Plan Progress: * Estimated Completion Date:	Graphic Designer ADDITIONAL INFOR Inactive 12/31/2016	MATION REQUIRED	
formation Technolog * Program Name: Plan Status: Plan Progress: * Estimated Completion Date: Plan Type: Institution:	Graphic Designer ADDITIONAL INFORU Inactive 12/31/2016 Certificate CENTRAL TEXAS COLLEG	MATION REQUIRED	
formation Technolog * Program Name: Plan Status: Plan Progress: * Estimated Completion Date: Plan Type: Institution: School Student ID: Last course(s) for program	Graphic Designer ADDITIONAL INFORM Inactive 12/31/2016 Entricate CENTRAL TEXAS COLLEG 123456	MATION REQUIRED	lose
formation Technolog * Program Name: Plan Status: Plan Progress: * Estimated Completion Date: Plan Type: Institution: School Student ID: Last course(s) for program	Graphic Designer ADDITIONAL INFORM Inactive 12/31/2016 Ecertificate CENTRAL TEXAS COLLEG 123456 No	MATION REQUIRED	llose
formation Technolog * Program Name: Plan Status: Plan Progress: * Estimated Completion Date: Plan Type: Institution: School Student ID: Last course(s) for program completion:	Graphic Designer ADDITIONAL INFORM Inactive 12/31/2016 Ecertificate CENTRAL TEXAS COLLEG 123456 No	MATION REQUIRED	llose
formation Technolog * Program Name: Plan Status: Plan Progress: * Estimated Completion Date: Plan Type: Institution: School Student ID: Last course(s) for program completion: Required	Graphic Designer ADDITIONAL INFORM Inactive 12/31/2016 Ecertificate CENTRAL TEXAS COLLEG 123456 No	MATION REQUIRED	lose
formation Technolog * Program Name: Plan Status: Plan Progress: * Estimated Completion Date: Plan Type: Institution: School Student ID: Last course(s) for program completion: Required	Graphic Designer ADDITIONAL INFORM Inactive 12/31/2016 Ecertificate CENTRAL TEXAS COLLEG 123456 No	MATION REQUIRED	lose

10. The home screen's **Your Next Step** box reflects the plan status.

(Home	Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers 🔻	Schools & Programs 👻
		ad messages in inbo ages are viewed.	Mandatory Updates bx. You will not be able to a View Message Inbox.		itil the		>> Your Next Step < < r plan for Graphic Designer at CENTRAL TEXAS LEGE has been DEFERRED. Additional information
	Welcon	ie to MyCAA!	We are excited to g	get you sta	rted!!		been requested. Please check your Message box details.

11. Spouse can view their plan status.

ome Goals & Plans	Financial Assistance 👻	Message	es Resources	Careers 🔻	Schools & Programs 👻	
oals and Plans						
^{Ians} Goal: Informatio	n Technology - V	Veb Des	igner/Graph	ic Designe	er	
Goal: Information	our goal, please contact a			istance.	er	Sta

12. Clicking on the Plan Program Name (from the Goals and Plan page) provides additional information to the spouse. Clicking on the File Name opens the program plan document.

Spouse Plan

TEST.docx

Information Technology - Web Designer/Graphic Designer If you need to change your goal, please contact a SECO Career Counselor for assistance. * Program Name: Graphic Designer Plan Status: APPROVED on 06/05/2015 by Administrator, MyCAA Plan Progress: Active * Estimated Completion Date: 12/31/2016 Certificate Plan Type: Institution: CENTRAL TEXAS COLLEGE School Student ID: 123456 Last course(s) for program No completion: Fiscal Year Waiver: \checkmark Update Close * Required Plan File(s) Category Date Size

06/05/2015

Plans

11384 Bytes

13. After an E&T Plan is approved, the spouse is eligible for Financial Assistance. The approved E&TP status is reflected on the spouse's home page (Your Next Step) and an Apply for FA link is made available.

Home G	oals & Plans	Financial Assistance 🝷	Messages	Resources	Careers	•	Schools & Progran	ns 🔻
Now that you h egarding your luide you throu nd Training Pla o submit a req ATTENTION!! Plans are proce to be reviewed program of stu	lave created yo career goals a ugh the proces an for approva uest for Finance essed in the or and approved udy. The My Ca	! We are excited to go ur account, we need some ind your program of study. ss of selecting a Career Goa al. After your Plan has been cial Assistance (FA).	information fr On the followii II, and submitti approved, you can take up to vhen enrolling t Scholarship <u>v</u>	om you ng pages, we w ng an Educatio will then be at 14 business da in courses or a	n ble	Desi APPF Finar finar on a and date in w	Education and Traini gner at CENTRAL TE ROVED. You are now ncial Assistance (FA). ncial assistance (FA) fo course-by-course ba no less than 15 days s. All requests will b	XAS COLLEGE has been
 Before sign Consultant field and oc Be careful v for tuition oc 	and testin ing up for a co for career cou coupation that when signing s costs for cours	vise consumer of e ng services. Durse of study, contact a My inseling. Make sure you are suits you best. ischool documents (online o es approved on your MyCA our responsibility.	yCAA Career ar choosing a po r hardcopy). M	nd Education rtable career yCAA only pay:	5	Fotal	Account Benefits Remaining: Benefits Start - End: Active Plan Type: Benefits Remaining:	\$4,000.00 N/A Certification \$4,000.00

- Determine the total cost of your education before signing any program of study contracts (e.g. books, fees, supplies and equipment, uniforms, computers, student loans, etc.). Will your salary enable you to pay costs over \$4,000?
- · Check out the Tests section of the MyCAA Spouse Portal to see which ones MyCAA does and does not pay for. Note the warnings about purchasing test preparation



Creating an Education and Training Plan (Returning Spouse)

All returning spouses will fall into one of the following **E&TP categories**:

- Spouse has previously approved plan on file that is eligible under the new guidelines.
- Spouse did not previously have any approved plans on file.
- Spouse previously had a plan designated as "other" or had an approved plan on file that no longer fits the eligibility criteria (bachelors, masters, etc).

****Previously approved plan that meets eligibility guidelines** – Spouse is provided the option to resubmit a previously approved plan for approval or create a new plan.

Goals and Plans								
Now that you've told us your Career Goal, your next step is to create an Education and Training Plan.								
Guidelines allow participants to pursue only ONE program of study at a time. All previously approved plans are required to be recertified by a SECO Consultant.								
	•	e previously approved plan(s) on file. Please						
If you are no longer interested in purusing a previously approved plan, you may submit a new plan using the link below. PREVIOUSLY APPROVED PLANS								
PREVIOUS	LY APPROVED PLAN	S						
PREVIOUS	Portable Career	S School	Created	Approved Date				
		-	Created 1/22/2009	Approved Date 1/22/2009				
Plan	Portable Career Child Care Worker	School						

****No previously approved plan on file** – The E&TP creation process is the same as for a new spouse.

Please refer to the Creating an Education and Training Plan (New Spouse) section of this manual.

**Previously approved plan was "other" or degree type that no longer meets the program guidelines.

Spouse will be notified that our records indicate they had one or more previously approved plan(s) on file, but the plan is no longer eligible. Plans designated as "other" are no longer eligible for the MyCAA Scholarship program.

Escalations and Education & Training Plans

If a spouse has a pending escalation the spouse will be prevented from editing an Education & Training Plan, as well as prevented from creating a new Education and Training Plan if the spouse has an associated escalation that is not in a "Closed" status.

Mandatory Update

Spouses will see a Mandatory Update that shows on their homepage (when logged in) when a spouse has a pending escalation associated to their account. This alerts the spouse to contact a certified Career Counselor in reference to their escalation and advises them until the issue is resolved they will not be able to apply for Financial Assistance or submit an Education & Training Plan for approval.

Mandatory Updates!

Your account has been flagged as requiring attention. Please check your messages or contact a certified Career Counselor (800-342-9647) for an update on your account. You will not be able to apply for Financial Assistance or submit an education and training plan for approval until this is resolved.

Create a New Education & Training Plan with an Escalation

When the spouse goes to the Goals & Plans section of their My Career Advancement Account they will see and be unable to create a new plan until the escalation(s) are closed. The "New Plan" button is greyed out/disabled for the spouse to create a New Plan and when the spouse hovers over the "New Plan" button they see an alert stating their account has been flagged.

	uiring attention. Please check your messages or contact a certified Career be able to apply for Financial Assistance or submit an education and train	-
ans		
ioal: Animal Services - \	/eterinarian	
If you need to change your goal, ple	ase contact a SECO Career Counselor for assistance.	
If you need to change your goal, plo Plan Program Name	Plan Progress Estimated Completion Date	Status
		Status Approved

Editing an Education & Training Plan with an Escalation

When the spouse goes to the Goals & Plans section of their My Career Advancement Account and they click on their "Active Plan", the spouse will see the alert that their account has been flagged for attention. It will advise them that they will not be able to edit the plan until it is resolved. The "Update" button is also greyed out/disabled as well.

Spouse Plan

Your account	has been flagged as requiring atte	ention. You will not be able to edit this	s plan until this is resolved.
Animal Services - Veter	inarian		
If you need to change your g	goal, please contact a SECO Career	r Counselor for assistance.	
* Program Name:	Power Line Installer		
Plan Status:	APPROVED on 03/01/2016	by Armor, Shining	
Plan Progress:	Active		
* Estimated Completion Date:	4/30/2016		
Plan Type:	License		
Institution:	AMERICAN MILITARY UNIVERSIT	TY	
School Student ID:			
Last course(s) for program completion:	No		
Fiscal Year Waiver:		Jpdate Close	
* Required			
Plan File(s)			
File Name	Category	Date	Size
2 MB.pdf	Plans	03/01/2016	2080531 Bytes

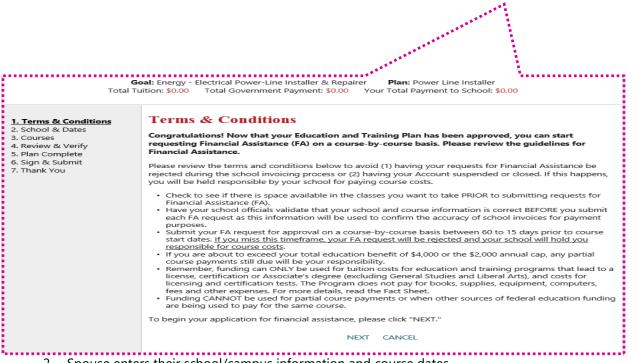
[Attach Plan File]

Financial Assistance

Applying for FA

1. The FA Application begins with Terms & Conditions information.

Home Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers	 Schools & Programs -
(Apply for FA				
Welcome to MyCAA Now that you have created yy regarding your career goals a guide you through the proce and Training Plan for approve to submit a request for Finan ATTENTION!! Plans are processed in the or to be reviewed and approved	our account, we need some nd your program of study. ss of selecting a Career Goa II. After your Plan has been cial Assistance (FA). der they are received and c	ll D n A le Fi o a d s ir	>> Your Next Step < < our Education and Training Plan for Graphic besigner at CENTRAL TEXAS COLLEGE has been PPROVED. You are now ready to apply for inancial Assistance (FA). You must now request nancial assistance (FA) for each course in your plan n a course-by-course basis no more than 60 days nd no less than 15 days prior to your course start ates. All requests will be processed in the order n which they are received and cannot be taken ut of order.		
program of study. The My Ca any courses taken without an RememberBe a v	reer Advancement Account approved Education and T	t Scholarship <u>w</u> raining Plan.	<u>vill not</u> pay for		Account Balance
 field and occupation that Be careful when signing s for tuition costs for cours above that amount are y Determine the total cost contracts (e.g. books, fee loans, etc.). Will your sala Check out the Tests secti 	burse of study, contact a M nseling. Make sure you are suits you best. chool documents (online o es approved on your MyCA our responsibility. of your education before si s, supplies and equipment, ry enable you to pay costs	choosing a po r hardcopy). M A E&T Plan up gning any prog uniforms, com over \$4,000? ortal to see wh	rtable career yCAA only pays to \$4,000. Cost gram of study puters, student ich ones MyCAA	To	tal Benefits Remaining: \$4,000.00 tal Benefits Start - End: N/A Active Plan Type: Certification FY Benefits Remaining: \$4,000.00 FY Start - End: N/A
 If you need help, use you 	is is the fastest way to get i	nformation and	d assistance.		



2	<u> </u>				/	· ·				1.1
2.	Spouse	enters	their	school	/campus	inform	lation	and	course	dates.

* Required	123450 🥹		is incorrect the spouse is instructed to change it via their F&TP
Attending Campus:	SELECT CAMPUS	M	If the School Student ID
Attending School:	CENTRAL TEXAS COLLEGE		
request for Financial Assistance sho If you wish to apply for courses wit and submitted on a separate Finan	build have the same start/end h different dates, they shoul cial Assistance request.	d dates. d be grouped together with sa	me date courses
School & Dates	d provided on a course-by-	course basis. All courses includ	ed on the same
	School & Dates Financial Assistance is approved an request for Financial Assistance sho If you wish to apply for courses wit and submitted on a separate Finan Term dates should start at least 15 Attending School: Attending Campus: School Student ID:	School & Dates Financial Assistance is approved and provided on a course-by- request for Financial Assistance should have the same start/end If you wish to apply for courses with different dates, they should and submitted on a separate Financial Assistance request. Term dates should start at least 15 days from the created date Attending School: CENTRAL TEXAS COLLEGE Change School] Attending Campus: SELECT CAMPUS School Student ID: 123456 @	School & Dates Financial Assistance is approved and provided on a course-by-course basis. All courses include request for Financial Assistance should have the same start/end dates. If you wish to apply for courses with different dates, they should be grouped together with sat and submitted on a separate Financial Assistance request. Term dates should start at least 15 days from the created date of the FA request and no later Attending School: CENTRAL TEXAS COLLEGE Change School Attending Campus: SELECT CAMPUS School Student ID: 123456 @

OR if a spouse applies for FA from a school that requires them to select from pre-loaded term dates they will see this instead.

 Goal: Legal - Legal Assistant or Paralegal
 Plan: Paralegal studies

 Total Tuition: \$0.00
 Total Government Payment: \$0.00
 Your Total Payment to School: \$0.00

1. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify 5. Plan Complete	School & Dates CENTRAL TEXAS COLLEGE requires you to select from a list pre-loaded term dates. If your term dates are not listed below or the course information is not accurate please contact MyCAA or your school.	System alerts spouse their school
6. Sign & Submit 7. Thank You	Financial Assistance is approved and provided on a course-by-course basis. All courses included on the same request for Financial Assistance should have the same start/end dates. If you wish to apply for courses with different dates, they should be grouped together with same date courses and submitted on a separate Financial Assistance request. Term dates should start at least 15 days from the created date of the FA request and no later than 60 days. Attending School: CENTRAL TEXAS COLLEGE [Change School]	requires pre- loaded term dates and if they are not accurate they should contact
	Attending Campus: CENTRAL TEXAS COLLEGE School Student ID: 1235 *Select Term: 9/22/2015 - 12/15/2015 - Fall 2015 * Required BACK NEXT CANCEL	

Note: For the spouse to have pre-loaded term dates their school must have that option selected or turned on in the AI Portal. If the school does not have that option selected the spouse will not have pre-loaded term dates.

3. If spouse elects to change their school they must complete a school search.

	Information Technology - Web Designer/Graphic Designer Plan: Graphic Designer ition: \$0.00 Total Government Payment: \$0.00 Your Total Payment to School: \$0.00
1. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify 5. Plan Complete 6. Sign & Submit 7. Thank You	School & Dates Financial Assistance is approved and provided on a course-by-course basis. All courses included on the same request for Financial Assistance should have the same start/end dates. If you wish to apply for courses with different dates, they should be grouped together with same date courses and submitted on a separate Financial Assistance request. Term dates should start at least 15 days from the created date of the FA request and no later than 60 days. Warning By changing the school you may not be allowed to select from the pre-approved courses on your education plan.
	School Name: State: ALL Search Cancel Warning for spouse that changing school won't allow them to apply pre- approved Plan Courses to request

4. When changing their school on the FA application the spouse is provided an opportunity to enter a School Student ID that is different from the E&TP's School Student ID. Spouses electing to change schools during the FA process must certify the course will transfer to the school listed on their active Education and Training Plan.

	Information Technology - Web Designer/Graphic Designer Plan: Graphic Designer iition: \$0.00 Total Government Payment: \$0.00 Your Total Payment to School: \$0.00
 Terms & Conditions 2. School & Dates Courses Review & Verify Plan Complete Sign & Submit Thank You 	School & Dates Financial Assistance is approved and provided on a course-by-course basis. All courses included on the same request for Financial Assistance should have the same start/end dates. If you wish to apply for courses with different dates, they should be grouped together with same date courses and submitted on a separate Financial Assistance request. The state of the sta
	Term dates should start at least 15 days from the created date of the FA request and no later than 60 days.
	Attending School: AMERICAN MILITARY UNIVERSITY [Change School]
	Attending Campus: SELECT CAMPUS
	School Student ID:
	* Term Start Date:
	* Term End Date:
	□ I certify course transferability to my plan school.
	* Required
	BACK NEXT CANCEL

5. Spouse adds courses to the FA document by clicking the ^(O) icon; spouse is then prompted to enter the course cost.

	Information Technology - We uition: \$0.00 Total Governm			r Plan: Graphic De Total Payment to Schoo		
1. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify 5. Plan Complete	FA Courses Add a maximum of up to 6 You have \$4,000.00 availabl			nce request.		
6. Sign & Submit 7. Thank You	Course Code / Title No Courses Added	Term Start	Total Cost	Government Cost	Your Cost	
	Plan Courses					
	Course Code	Title			e Level	\frown
	HIST1301	US History I			graduate	
	GOVT2301	American Gove	ernment I	Under	graduate	
	Information Technology - We iition: \$0.00 Total Governm			r Plan: Graphic De Total Payment to Schoo		
 Terms & Conditions School & Dates A Review & Verify Plan Complete Sign & Submit Thank You 	FA Courses Add a maximum of up to 6 You have \$4,000.00 available * Course C	courses per Fi e for this 2019 Code: HIS Title: US Level: Un fees):	inancial Assistar 5 Fiscal Year. 5T1301 History I dergraduate			

If spouse changes the school on FA, the spouse can enter course information manually (if the school has not enforced use of their course catalog)

	Information Technology - Web Desig ition: \$0.00 Total Government Pay	ner/Graphic Designer Plan: Graphic Designer ment: \$0.00 Your Total Payment to School: \$0.00	
1. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify 5. Plan Complete 6. Sign & Submit 7. Thank You	FA Courses Add a maximum of up to 6 courses You have \$4,000.00 available for this * Course Code: * Title:		
	* Course Level:	Undergraduate 🗸	
	* Cost (Do not include fees):	Add Course Cancel	

OR

Spouse can select from a course list (if loaded into AI Portal by school).

1. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify 5. Plan Complete 6. Sign & Submit	You have \$4,000.00 availa	6 courses per Financial Assistance request. ble for this 2015 Fiscal Year.	Spouse is notified if courses must be selected from the
7. Thank You	not listed below or the	NIVERSITY requires you to select a course from their catalog. If y course information is not accurate please contact MyCAA or you ourse can delay or cause your application to be disapproved.	
		Course Subject Filter:	
	Cours	e Title Keyword Search:	
		Search Cancel	
	Course Code	Title	
	ACCT220	Principles of Accounting I	
	ACCT221	Principles of Accounting II	
	ACCT301	Accounting for Nonaccounting Managers	
	ACCT301	Accounting for Nonaccounting Managers	
	ACCT310	Intermediate Accounting I	
	ACCT311	Intermediate Accounting II	
	ACCT321	Cost Accounting	
	ACCT323	Taxation of Individuals	
	ACCT326	Accounting Information Systems	
	ACCT328	Accounting Software	
	K (1 2 3 4 5 6	7 8 9 10 🕨 🕨 Page size: 10 💌	262 items in 27 pages

6. Courses added to the FA are displayed. A maximum of six courses are allowed per FA document.

. Terms & Conditions . School & Dates	FA Courses						
. Courses	Add a maximum of up to	6 courses per Fina	ncial Assistanc	ce request.			
. Review & Verify . Plan Complete	You have \$3,985.00 available for this 2015 Fiscal Year.						
. Sign & Submit	Course Code / Title	Term Start	Total Cost	Government Cost	Your Cost		
Thank Vou				645.00	** **	0	
Thank You	HIST1301 - US History I	6/30/2015	\$15.00	\$15.00	\$0.00		8
Thank You	Plan Courses		\$15.00			<i>S</i>	•
Thank You		6/30/2015 Title American Governi		Course		<i>S</i>	C

7. Spouse reviews and verifies personal, school and term date information.

1. Terms & Conditions 2. School & Dates	Review & Verify								
3. Courses	Personal Information								
4. Review & Verify 5. Plan Complete	Student Name:	Mark, West							
6. Sign & Submit 7. Thank You	Email Address:	mwest@mycaa.com							
	Phone:	567-512-695	52 🐚						
	Sponsor Service:	Army							
	Sponsor Pay Grade:	E-3		\checkmark					
	Sponsor DOS:	5/31/2017							
	School and Term Dates	S							
	School:	CENTRAL TE	XAS COLLEGE						
	Term Start Date:	6/30/2015							
	Term End Date:	8/31/2015							
	Courses								
	Course Code / Title	Term Start	Total Cost	Government Cost	Your Cost				
	HIST1301 - US History I	6/30/2015	\$15.00	\$15.00	\$0.00				
	Please verify your information prior	r to clicking No BACK	ext.	ICEL					

8. Spouse is asked if course(s) listed on the FA application are the final courses prior to plan completion.

	Information Technology - Web Designer/Graphic Designer Plan: Graphic Designer tion: \$15.00 Total Government Payment: \$15.00 Your Total Payment to School: \$0.00
1. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify 5. Plan Complete 6. Sign & Submit 7. Thank You	Plan Complete Will this course(s) complete your current Education and Training Plan? IMPORTANT! If you will be completing your plan with the course(s) on this FA, please ensure your school or institution reports your program completion to MyCAA. Select Select

9. Spouse agrees to program conditions, digitally signs and submits the FA Application.

Please note: To sign the FA spouse just needs to click the "Sign" button & their name will populate.

	Information Technology - Web Designer/Graphic Designer Plan: Graphic Designer tion: \$15.00 Total Government Payment: \$15.00 Your Total Payment to School: \$0.00
1. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify 5. Plan Complete	Sign & Submit Instructions
<u>6. Sign & Submit</u> 7. Thank You	You must agree to all certifications and conditions in order to submit this application for approval. Conditions & Certifications
	 I understand the program will pay my tuition up to \$4,000 for a program of study, licensure and/or credential as outlined on the Fact Sheet. I agree to pay any amount above \$4,000 and any costs not covered by this scholarship. I confirm I have provided correct school and course information in my Education and Training Plan and FA request and I understand that this information will be used to validate school invoices for payment purposes. I confirm that I am not using other sources of federal education funding to pay for courses listed on this FA request. I agree no changes will be made to the course(s) listed above or to the dollar amounts without the approval of my school AND a SECO Career Counselor. I confirm that I have not requested to have this course paid in the past. A course cannot be retaken unless the course has been 100 percent refunded. I understand accounts are subject to availability of funding and funding for my entire Education and Training Plan is not guaranteed.
	 I authorize my school to provide my grades or evidence of course completion within 60 days of course completion. I understand that my Account will be suspended or closed if these requirements are not met.

Penalty Statement

There are severe criminal and civil penalties for knowingly submitting a false, fictitious, or fraudulent application.

Sign As:

Sign

Click "NEXT" to submit your application after you have read and accepted the Conditions and Certifications.



10. Spouse views enrollments in **Pending status** (identified by placing cursor over the icon to the left of the record) and has the option to edit or cancel the FA document.

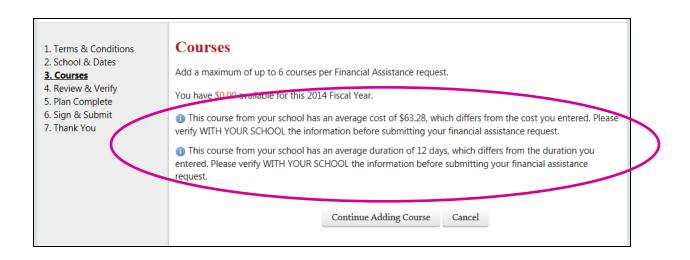
Home	Goals & Plans Financial Assistar	nce - Messages	Resou	irces Careers	- Scho	ols & Programs	5 🔻		
Mv Fr	nrollments								
	il olimento								
	Course Code - Title	Term Dates	Grade	Government Cost	Your Cost	School Refund			

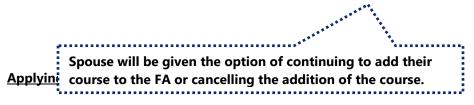
11. If FA documents are issued or edited by a MAP user the spouse is required to digitally sign the updated FA document.

	Home	Goals & Plans Financial Assistan	ice - Messages	Resou	irces Careers	- Scho	ols & Programs	-		
Un-Signed										
FA icon is displayed to		nrollments								
		Course Code - Title	Term Dates	Grade	Government Cost	Your Cost	School Refund			
		HIST1301 - US History I CENTRAL TEXAS COLLEGE Document #2574 - Created: 06/08/2015	Start: 06/30/2015 End: 08/31/2015		\$5.00	\$0.00		Edit	Cancel	Sign Print

FA Warning Feature

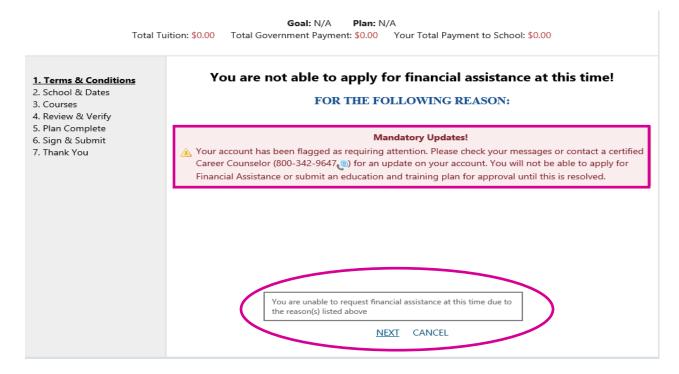
When a spouse is adding a course to their FA request, the portal will run a check of the previous 10 FAs requested by other spouses for that same course at that same school; this allows the portal to establish a "trend." If the spouse's course cost or duration varies higher or lower than 10% of the established trend then the spouse will get a warning message:





When the spouse attempts to apply for FA, they will see a Mandatory Update and they will also notice that the "Next" button has been disabled so they cannot continue to apply for FA. If the spouse hovers over the "Next" button, they will see the tool tip which states they cannot request financial assistance at this time.

1. Spouse will select from the Financial Assistance drop down menu & select "Apply for FA"



2. The spouse will be unable to apply for FA until the escalation has been resolved.

Editing FA

Prior to the course start date, spouses are permitted to delete individual courses, delete an entire FA document, or edit the last course(s) for plan completion question when the FA is in a Pending status.*

After the course start date has passed a spouse is no longer permitted to edit the FA, delete individual courses or cancel the FA document, regardless of the approval status.

1. After clicking through the Terms & Conditions and School & Dates pages; the spouse will be presented with the option to remove courses by clicking the ^{SO}

	Information Technology - tion: \$15.00 Total Gove	Web Designer/Grap rnment Payment: \$1	-		-					
1. Terms & Conditions 2. School & Dates <u>3. Courses</u> 4. Review & Verify 5. Plan Complete	FA Courses Add a maximum of up to 6 courses per Financial Assistance request. You have \$3,985.00 available for this 2015 Fiscal Year.									
6. Sign & Submit 7. Thank You	Course Code / Title	Term Start	Total Cost	Government Co	st Your Cost					
7. Hank fou	HIST1301 - US History I	6/30/2015	\$15.00	\$15.00	\$0.00					
	Plan Courses	Title			Course Level					
	GOVT2301	American Govern	ment l	l	Undergraduate	•				
		В	ACK NEXT	CANCEL						

2. After the spouse reviews the changes to the FA, the option to edit the last course for plan completion question is presented

 Goal:
 Information Technology - Web Designer/Graphic Designer
 Plan:
 Graphic Designer

 Total Tuition:
 \$15.00
 Total Government Payment:
 \$15.00
 Your Total Payment to School:
 \$0.00

NOTE: Spouses must agree to the Conditions and Certifications, as well as input their credentials before the edits are completed.

Editing FA (for Legacy Plans)

If a spouse is editing an FA from a plan that was submitted prior to 7/27/14, then the editing of that FA will follow the below steps.

Prior to the course start date, spouses are permitted to delete individual courses, delete an entire FA document, or edit the course cost, start/end dates, and last course(s) question when the FA is in a Pending status.*

If the course start date has not passed and the FA is in an Approved status spouses are limited to deleting individual courses or canceling the entire FA.

After the course start date has passed a spouse is no longer permitted to edit the FA, delete individual courses or cancel the FA document, regardless of the approval status.

*Spouses cannot edit the course code or course title if their school enforces use of the course catalog.

1. The Edit FA process begins with the Edit Terms & Conditions.

Iy E	nrollments									
	Course Code - Title	Term Dates	Grade	Government Cost	Your Cost	School Refund				
0	EDUC1301 - Intro to the Teaching Profession ABC University Document #1973 - Created: 06/25/2013	Start: 07/18/2013 End: 07/31/2013		\$150.00	\$0.00	_(Edit	Gancel	Sign	Pri
0										

Total Tuitio	n: \$150.00 Total Government Payment: \$150.00 Your Total Payment to School: \$0.00
L. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify 5. Plan Complete 5. Sign & Submit 7. Thank You	Terms & Conditions You are allowed to edit the following course information. All program FA rules will be verified. Course Code Course Title Course Cost Start/End dates To edit your application for financial assistance, please click "NEXT."
	NEXT CANCEL

Total Tuitio	Goal: Education - K-12 Teacher Plan: Teacher n: \$150.00 Total Government Payment: \$150.00 Your Total Payment to School: \$0.00
 Terms & Conditions <u>2. School & Dates</u> Courses Review & Verify Plan Complete Sign & Submit Thank You 	School & Dates Financial Assistance is approved and provided on a course-by-course basis. All courses included on the same request for Financial Assistance should have the same start/end dates. If you wish to apply for courses with different dates, they should be grouped together with same date courses and submitted on a separate Financial Assistance request. Term dates should start at least 15 days from today and no later than 60 days.
	Attending Campus: Test

3. Course code, Course Title, Level, and Cost can be edited (unless the school enforces use of their course catalog). If school requires use of the course catalog spouses can only edit cost.

Total Tuitio	2 Teacher Plan: Teacher ment: \$150.00 Your Total Payment to School: \$0.00	
1. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify 5. Plan Complete	Courses Add a maximum of up to 6 courses You have \$3,850.00 available for th	
6. Sign & Submit 7. Thank You	* Course Code:	EDUC1301
7. Hank You	* Title:	Intro to the Teaching Profession
	* Course Level:	Undergraduate
	* Cost (Do not include fees):	150
	* Required	Update Course Cancel

NOTE: Edits to costs will recalculate Spouse, Government, and Total costs <u>on the edited FA only</u>. Spouse, Government and Total cost balances on other FA documents will <u>not</u> be recalculated.

4. Spouse is provided the option to add additional courses to the FA document.

Total Tuition	Goal: Education - K-12 Teach n: \$150.00 Total Government Payment:		: Teacher our Total Pa	yment to School:	\$0.00						
1. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify	Courses Add a maximum of up to 6 courses per Financial Assistance request. You have \$3,850.00 available for this 2013 Fiscal Year.										
5. Plan Complete 6. Sign & Submit	Course Code / Title	Term Start	Total Cost	Government Cost	Your Cost						
7. Thank You	EDUC1301 - Intro to the Teaching Profession	7/18/2013	\$150.00	\$150.00	\$0.00	Q	8				
		Add Co	CANCEL	-							

5. Spouse verifies their personal information and the updated course information.

Total Tuitio	Goal: Education - K-12 Teache n: \$150.00 Total Government Payment: \$			o School: \$0.00	
1. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify 5. Plan Complete 6. Sign & Submit 7. Thank You	Review & Verify Personal Information Student Name: Jane, Doe Sponsor Service: Army School and Term Dates School: ABC University Term Start Date: 7/18/2013 Term End I Courses	Email Address: spencer.mann660 Sponsor Pay Gr E-5 E-5			22-2222 sor DOS:
	Course Code / Title	Term Start	Total Cost	Government Cost	Your Cost
	EDUC1301 - Intro to the Teaching Profession	7/18/2013	\$150.00	\$150.00	\$0.00
		YOUR INFORMATION PRIM NACE NEXT CA	or to clicking NCEL	Next.	

6. Spouse is required to answer if course(s) listed on the FA application are the final course(s) for plan completion.

1. Terms & Conditions 2. School & Dates 3. Courses 4. Review & Verify 5. Plan Complete 6. Sign & Submit 7. Thank You	Plan Complete Will this course(s) complete your current Education and Training Plan? IMPORTANT! If you will be completing your plan with the course(s) on this FA, please ensure your school or institution reports your program completion to MyCAA. Select
	BACK NEXT CANCEL

7. Spouse agrees to program conditions, digitally signs and submits the edited FA document.

1. Terms & Conditions 2. School & Dates	Sign & Submit
3. Courses 4. Review & Verify 5. Plan Complete	Instructions
6. Sign & Submit 7. Thank You	You must agree to all certifications and conditions in order to submit this application for approval.
	Conditions & Certifications
	☐ I understand the program will pay my tuition up to \$4,000 for a program of study, licensure and/or credential as outlined on the Fact Sheet.
	I agree to pay any amount above \$4,000 and any costs not covered by this scholarship.
	 I confirm I have provided correct school and course information in my Education and Training Plan and FA request and I understand that this information will be used to validate school invoices for payment purposes. I confirm that I am not using other sources of federal education funding to pay for courses listed on this
	FA request. □ I agree no changes will be made to the course(s) listed above or to the dollar amounts without the
	approval of my school AND a SECO Consultant.
	🗖 T seafine that T have not seconded to have this second acid in the seat A second and the setal on

Penalty Statement

There are severe criminal and civil penalties for knowingly submitting a false, fictitious, or fraudulent application.

Sign As:		Sign
Click "N	EXT" to submit your application after you ha	ve read and accepted the Conditions and Certifications.



Cancel FA

Spouses can cancel FA documents prior to the course start date regardless of its status (Pending, Deferred or Approved). Canceling an FA permanently deletes the FA document.

Home	Goals & Plans Financial As	ssistance 👻	Messages	Resource	s Careers -	Schools	& Programs 👻		
M T-									
VIV E.	irollments								
WIY EI	rollments Course Code - Title	1	Term Dates	Grade	Government Cost	Your Cost	School Refund		

Viewing Enrollments

Spouses have the ability to view all their enrollments, only enrollments with missing grades or enrollments with missing signatures.

The icon indicates the FA document has not been approved and the icon identifies an approved FA document.

Tr. T	nrollments							
/IY Ľ	aronments							
-								
-	Course Code - Title	Term Dates	Grade (Government Cost	Your Cost	School Refund		

Editing FA with an Escalation on the Spouse account

When a spouse tries to edit their FA document they will be alerted that they cannot complete this action due to the escalation on their account.

1. Spouse goes to Financial Assistance drop down menu and selects "My Enrollments" and then "All Enrollments"

						Help/Co	ontact Us	Flutter Shy - 46
Career Advancement Account Apply. Advance. Achieve.	_		Cc	ontact a	certifi	Need Help ied Career Counselo 800-342-9647	Military OneSource	Learn. Advance :
Home Goals & Plans	Financial Assistance 👻	Messages	Resources	Caree	ers 🔻	Schools & Program	IS 🔻	
	Apply for FA							
	My Enrollments 🕨	All Enrollme	ents					
Your account has been flagged as requiring attenti Enrollments with Miss				irades	ades >> Your Next Step <<			
 update on your account submit an education an Did you know Now that your financial as us with some feedback on 	ertified Career Counselor (t. You will not be able to ap d training plan for approval sistance request has been ap your experience with your s lirectly connected to the My	until this is re oproved, you o chool or instit	an provide ution. By	ignature	and Rem fina and	r Financial Assistance of ROVED! Please go to ' print your approved F nember to submit fut ncial assistance (FA) no less than 15 days t dates. Best wishes fo	My Enrolln A Enrollme ture reque no more t prior to y	nents' to view ents. sts for chan 60 days your course
	am "Rate your School" featu cessfully submit your feedba					Account	Balanc	e
					Total	Benefits Remaining:	\$3,890.00)
Welcome to the My (program! We are exc			Scholarshi	p	Total	Benefits Start - End:	2/20/201	6 - 2/20/2019
	0 1					Active Plan Type:	Licensure	2
Now that you have created y regarding your career goals a guide you through the proce and Training Plan for approv	and your program of study. (ss of selecting a Career Goal	On the followi I, and submitt	ng pages, we w ing an Educatio	n	FY	Benefits Remaining: FY Start - End:	\$1,890.00 10/1/201) 15 - 9/30/2016

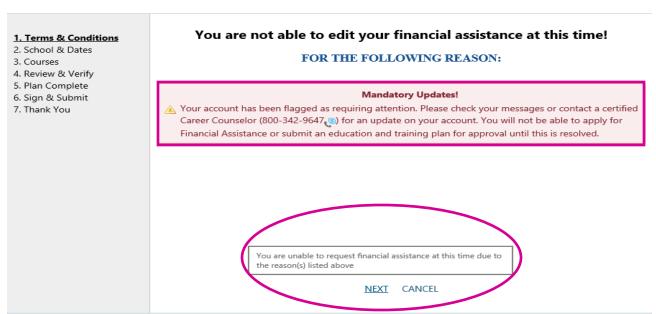
2. Spouse selects "Edit" to edit their FA.

to submit a request for Financial Assistance (FA).

My Enrollments

Course Code - Title	Term Dates	Grade	Government Cost	Your Cost	School Refund				
ARTS256 - ARTS 256 PHOTOGRAPHY II AMERICAN MILITARY UNIVERSITY Document #1112 - Created: 03/07/2016	Start: 04/01/2016 End: 05/01/2016		\$100.00	\$0.00	(Edit	Cancel	Sign	Print
test100 - Test AUBURN UNIVERSITY Document #1095 - Created: 02/10/2016	Start: 02/20/2016 End: 03/20/2016		\$10.00	\$0.00		Edit	Cancel	Sign	Print

3. Spouse will see the "Mandatory Update" with the following text "Your account has been flagged as requiring attention. Please check your messages or contact a certified Career Counselor (800-342-9647) for an update on your account. You will not be able to apply for Financial Assistance or submit an education and training plan for approval until this is resolved." The "Next" button will also be disabled and if the spouse hovers over the "Next" button they will see a tool tip that explains the spouse is not able to apply for FA at this time.



 Goal: N/A
 Plan: N/A

 Total Tuition: \$0.00
 Total Government Payment: \$0.00
 Your Total Payment to School: \$0.00

Conversational Messaging System

Messages

Spouses are provided a messages box to conduct correspondence with MAP users. The spouse's messages box displays a split screen view with messages listed on the left side and a reading pane on the right. Spouses have the option to display messages in full-screen view.

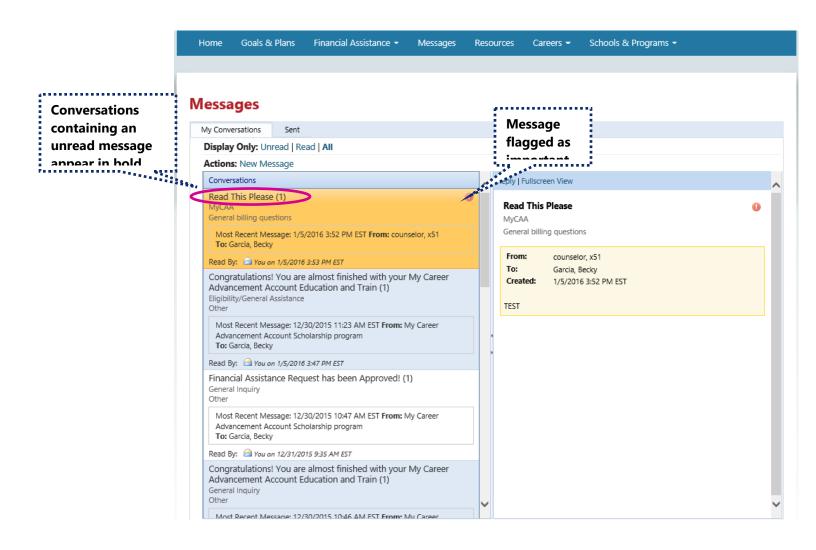
essages				
Ay Conversations Sent				
Display Only: Unread Read Al	I			
Actions: New Message				
Conversations		ROVI	Fullscreen View	>
Congratulations! You are almost Advancement Account Education Eligibility/General Assistance Other Most Recent Message: 12/30/2019	on and Train (1)	Con Adv Eligit	ancement Ac pility/General As	You are almost finished with your My Career count Education and Train sistance
Advancement Account Scholarship To: Garcia, Becky		Fro		reer Advancement Account Scholarship program
Read By: 🙆 You on 1/5/2016 3:47 PM	I EST	To:		, Becky
Financial Assistance Request ha General Inquiry Other	is been Approved! (1)			/2015 11:23 AM EST
Most Recent Message: 12/30/2019 Advancement Account Scholarship To: Garcia, Becky			EIVE A RESPON	
Read By: 🖂 You on 12/31/2015 9:35	AM EST			i are almost finished with your MyCAA Education and y OneSource is here to assist you as you move onto
Congratulations! You are almos Advancement Account Educatio General Inquiry Other		reer your	new portable ca ort with employ	reer. If you would like information, resources and ment readiness and career services, please send a call Military OneSource at 1-800-342-9647
Most Recent Message: 12/30/2015 Advancement Account Scholarship To: Garcia, Becky		f		
	AM EST			

The spouse's messages box contains two tabs: My Conversations and Sent.

• **My Conversations**: Includes a list of all conversations, including unresolved and resolved. Clicking on a conversation allows the spouse to view the entire conversation thread in the rightside reading pane.

The **Conversations** pane, appearing on the left, provides the spouse with information regarding the most recent message. Spouses can determine *the most recent message's* author and recipient in addition to the date and time that it was sent. Furthermore, spouses can quickly determine

whether they have read the most recent message in the conversation by viewing the **Read by** status.



Spouses are able to limit their display to only Unread, Read or All conversations

lome G	oals & Plans	Financial Assistance 👻	Messages	Resources	Careers -	Schools & Programs 👻	
essage	s						
Vy Conversati	ons Sent						
Display On	ly: Unread R	ead All					
Actions: Ne	w message						
Conversatio	ns			~			
Read This MyCAA General billi	Please (1) ng questions		Q				
Most Rece To: Garcia		5/2016 3:52 PM EST From: cour	iselor, x51				
Read By: 🧧	You on 1/5/2010	6 3:53 PM EST		-			
Advancem		e almost finished with your Education and Train (1)	My Career				
	nent Account Sch	/30/2015 11:23 AM EST From: N holarship program	My Career				
Read By: 🦻	You on 1/5/2010	6 3:55 PM EST					
Financial A General Inqu Other		uest has been Approved! (1)				
	ent Account Sch	/30/2015 10:47 AM EST From: M holarship program	My Career				
Read By: 🧧	You on 12/31/20	015 9:35 AM EST					
	ent Account B	e almost finished with your Education and Train (1)	My Career				
Most Rece	ent Message: 12	/30/2015 10:46 AM EST From: N	Jv Career				

• **Sent:** The Sent tab includes each individual message sent by the spouse. Entire conversation threads cannot be viewed from the sent tab.

Home	Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers 👻	Schools & Programs 👻
Messa	des					
My Conv	-					
-	s: New Message					
Messag	ges		Sent Date			

Creating New Messages

Spouses are able to create and send messages to the MAP General Messages Box. Pasting is not permitted.

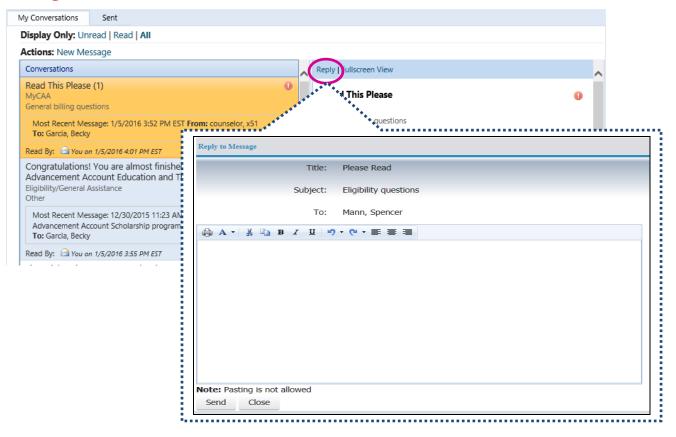
essages	Create Message			
My Conversations Sent Display Only: Unread Read All		Title:		
Actions: New Message	S		Subject	
Read This Please (1) MyCAA General billing questions	🖨 A 🗸 🖁 B 🕹	<u>U</u> 9 • 0 • ■		
Most Recent Message: 1/5/2016 3:52 To: Garcia, Becky				
Read By: You on 1/5/2016 3:53 PM ES Congratulations! You are almost f Advancement Account Education Eligibility/General Assistance Other				
Most Recent Message: 12/30/2015 1 Advancement Account Scholarship p To: Garcia, Becky				
Read By: 🖂 You on 1/5/2016 3:55 PM ES				
Financial Assistance Request has l General Inquiry Other	Note: Pasting is not allow Send Close	wed		
Most Recent Message: 12/30/2015 10:4 Advancement Account Scholarship prog To: Garcia, Becky				
Read By: 🧀 You on 12/31/2015 9:35 AM ES	τ			

Replying to Messages

1. Spouses have the option to reply to unresolved messages sent by MAP Users.

Home Goals & Plans Financial Assistance – Messages Resources Careers – Schools & Programs –	Home	Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers 👻	Schools & Programs 👻
---	------	---------------	------------------------	----------	-----------	-----------	----------------------

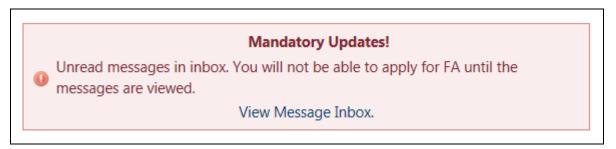
Messages



2. Spouses are not permitted to reply to resolved messages. Attempting to reply to a resolved message will result in the spouse being instructed to create a new message.

Home	Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers 👻	Schools & Programs 👻	
essa	ges						
My Conve	ersations Sent						
Display	Only: Unread Re	ead All					
Actions	New Message						
Convers	sations			Reply	Fullscreen View		
MyCAA General Most	l billing questions Recent Message: 1/5	;/2016 4:03 PM EST From: coun	selor, x51		This Please	ns	C
	arcia, Becky y: 🗀 You on 1/5/2016	5 4:04 PM EST			*****		23
Congra Advan	atulations! You are	e almost finished with your ducation and Train (1)	My Messa		ssage has beer	n closed and you can no longer reply	
Advar	Recent Message: 12/ ncement Account Sch iarcia, Becky	30/2015 11:23 AM EST From: N nolarship program	/ly C.	💓 Please ci	reate a new me	essage.	
Read By	y: 🖂 You on 1/5/2016	5 3:55 PM EST				OK Cano	cel
Financ General Other		uest has been Approved! (1)	1631			

Any unread messages sent to the spouse's box will be considered a **FA Stopper** and the spouse will see this message in their Mandatory Updates:



My Profile

1. Spouses are permitted to view and update limited sections of their personal information.

My Profile

	Update
General Record Informa	tion
Profile Id:	268729
First Name:	Mark
Middle Initial:	
Last Name:	West
DOB:	5/15/1985
Gender:	Male
* Years as Military Spouse:	1-4
Sponsor's Information	
First Name:	Margery
Last Name:	West
DOS:	5/31/2017
Branch of Service:	Army
Service Component:	Active
Pay Grade:	E-3
Time in Service:	4 years
Contact Information	
* Email Address:	mwest@mycaa.com
* Preferred Phone:	567-512-6952
	Non-US
Alternate Phone:	
	□ Non-US
Mailing Address	
* Street Line 1:	
Street Line 2:	
* City:	
* State:	ALL

2. The contact and Mailing information can be updated.

My Profile

	Update
General Record Information	tion
Profile Id:	268729
First Name:	Mark
Middle Initial:	
Last Name:	West
DOB:	5/15/1985
Gender:	Male
* Years as Military Spouse:	1-4
Sponsor's Information	
First Name:	Margery
Last Name:	West
DOS:	5/31/2017
Branch of Service:	Army
Service Component:	Active
Pay Grade:	E-3
Time in Service:	4 years
Contact Information	
* Email Address:	mwest@mycaa.com
* Preferred Phone:	567-512-6952
	Non-US
Alternate Phone:	
	□ Non-US
Mailing Address	
* Street Line 1:	
Street Line 2:	
* City:	
* State:	ALL

My Education

Spouses have the ability to view the highest level of education they reported during account registration. Additionally, spouses are able to view program completions submitted by their school(s) and MAP users. Spouses are not permitted to edit the Education section.

						Help/Contact Us	Kathleen Moore - 1031
MV A	areer dvancement ccount			G	ontact a certifi	Need Help? ed Career Counselor	My Profile My Education
Apply. A Home	dvance. Achieve. Goals & Plans	Financial Assistance 🗸	Messages	Resources		Schools & Programs -	My Employment My Digital Files Logout
Educa	tion						

The education information shown below was provided by you and/or your institution. If you feel this information is incorrect, please contact a certified Career Counselor at 800-342-9647.

Education Level	Program Title	School Name	Date Obtained
High School Diploma/GED 🕕	High School Diploma/GED	N/A	05/2013
Less Than High School 🕕	Less Than High School	N/A	05/2013

Iducation level that you provided during account creation.

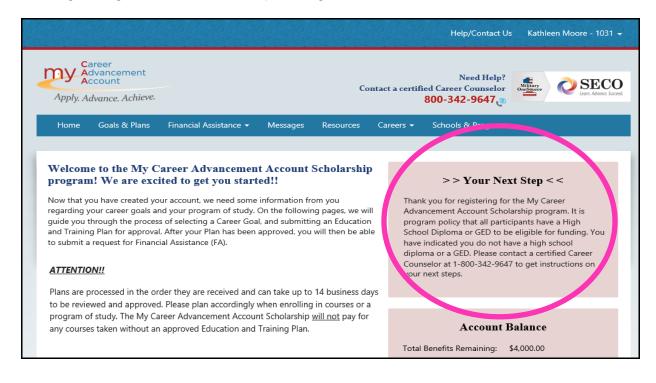
When the education level has been successfully added by a MAP User the following message will appear in the Spouse's inbox:

Messages

Display Only: Unread Read All	
Actions: New Message	
Conversations	Reply Fullscreen View
test22 (1) Career Exploration Tools and resources Most Recent Message: 1/25/2016 9:35 AM EST From: Moore, Kathleen To: General Inbox	Education Level Added! General Inquiry Other
Read By: 🔿 You on 1/25/2016 9:35 AM EST	From: My Career Advancement Account Scholarship program
test (1) Career Exploration Career counseling	To: Moore, Kathleen Created: 1/19/2016 11:44 AM EST
Most Recent Message: 1/25/2016 9:30 AM EST From: Moore, Kathleen To: General Inbox	*** ATTENTION: DO NOT REPLY TO THIS MESSAGE. YOU WILL NOT RECEIVE A RESPONSE. ***
Read By: 🖂 You on 1/25/2016 9:35 AM EST	
Education Level Added! (1) General Inquiry Other Most Recent Message: 1/19/2016 11:44 AM EST From: My Career Advancement Account Scholarship program To: Moore, Kathleen	CONGRATULATIONS! Now that your record shows your highest education level to be at least High School Diploma/GED, you will be able to move forward with the next steps of the program. Please review your instructions on your account Homepage to see what your next step is!"

Less than High School or GED

When a spouse indicates that they have less than a High School Diploma or GED they will see the following message in their "Your Next Step" message box:

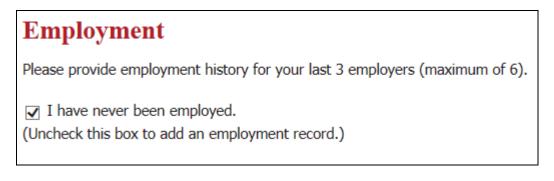


My Employment

Spouses have the ability to update their employment history information.

						Help/Contact	Us	Becky Garcia - 29334
ny 🛔	areer dvancement ccount dvance. Achieve.	_		Ca	ontact a certif	Need help? fied Career Counselor 800-342-9647	2	My Profile My Education My Employment My Digital Files
Home	Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers 👻	Schools & Programs	5 -	Logout
	Syment vide employment hi	istory for your last 3 emplo Start Date	oyers (maximur	n of 6).		End Date		

If spouse checked **I have never been employed** during account creation they have the opportunity to add employment information at a later date.



My Digital Files

1. Spouses have the ability to upload electronic files. File types are limited to .doc, .docx, .xls, .xlsx, .mht and .pdf.

Advar Accou	ncement unt			Co	ntact a certifi	Need help ied Career Counselo 800-342-9647	My Em	ofile ucation nployment gital Files
Home Go	oals & Plans	Financial Assistance 👻	Messages	Resources	Careers 👻	Schools & Program		
File Name		Categ	lory		Date		Size	
File Name o records to disp	olay.	Categ		Add File	Date		Size	
o records to disp		UPLOA		* File Name	•••			
o records to disp Upl size	loaded fi e cannot	le			••• : Resu		Size	
o records to disp Upl size	loaded fi	UPLOA le B	D FILE	* File Name Category File ceed 4096KB	••• : : :			

2. The uploaded file appears in the spouse's Digital File Folder.

Home	Goals & Plans	Financial Assistance -	Messages	Resources	Careers -	Schools & Programs 👻	
D • • • 1							
		114					
	l File Folde						
File Name		Category	Da	ate		Size	
				ate 5/26/2013		Size 15495 Bytes	0

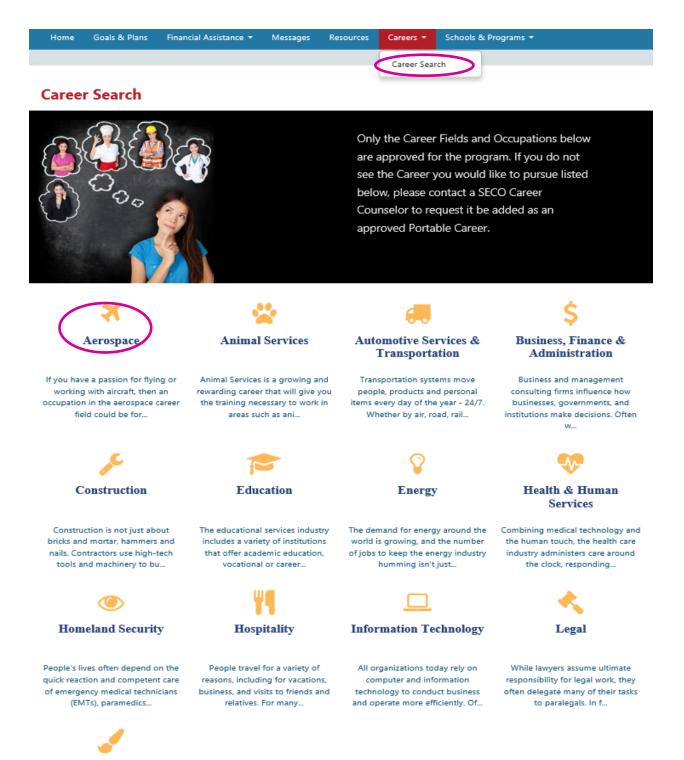
Resources

The Resources page provides spouses with valuable information and links.

Home	Goals & Plans	Financial Assistance 🗸	Messages	Resources	Careers -	Schools & Programs +
Resou	rces					
		ers and links provided below er to check your MyCAA Acc				gram information and updates. For current MyCAA formation and updates.
General	Information	L				
MyCAA Edu	ucation and Trainir	ng Plan Guidelines				
MuCAA For	t Chaot					
MyCAA Fac	L Sheet					
MyCAA Info	ormation and Assis	stance:				
		pouse Career and Educatior - See NEW online Spouse C				
For Spo	uses					
MyCAA Spo	ouse FAQs					
MyCAA Spo	ouse Terms and Co	onditions Agreement				
Military Spo	ouse Alternative E	ducation Funding Resources	5			
For Sch	ools					
Please visit	our Schools Reso	urces Page				
Tests						
		and preparatory courses of s here for more information a				essional, state, regional or national occupational
Links						
American A	Association of Com	munity Colleges Site				
CareerOne	Stop					
MilitaryHO	MEFRONT					
MilitaryINS	TALLATIONS					
Military On	eSource					

Career Search

1. Spouses can select a MyCAA approved career fields and occupations.



- Skilled Trades
- 2. When a spouse selects the approved Career Field and Occupation a list will be provided of the programs that are associated to that occupation and the participating institutions that offer those

programs.

Home	Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers 🔫	Schools & Programs 👻
Aerosp	oace					
			Back	to Career Searc	h	
ndustry inv	volves a wide array		n researching, c	designing, man	ufacturing, or c	eld could be for you. The aerospace operating aircraft and aircraft systems.
orograms, a	associated to that	ved occupations associated occupation, offered by MyC out these exciting careers, p	CAA-participan	t schools.		pation from the list below to view the page by clicking HERE.
Occupat	tion					# of Certificates and License
Aircraft	Electrical Engine	eer				0
Aircraft	Flight Engineer					0
Aircraft	Mechanic					0
Aircraft	Mechanical Eng	jineer				0
Aircraft	Service Technic	ian				0
Enginee	ering Technician					0

3. When the spouse selects an Occupation it will provide them a drop down menu which will show them the name of schools, school ratings, and estimated costs of the certificates and licenses offered at the institutions for those occupations.

Home	Goals & Plans	Financial Assistance 👻	Messages	Resources	Careers 👻	Schools & Programs 👻	
Aeros	nace						
110105	pace		Back	to Career Searc	ь		
			Dack	to career searc			
industry in	volves a wide array		n researching, o	designing, man	ufacturing, or o	eld could be for you. The ae perating aircraft and aircraft	
programs,	associated to that	ved occupations associated occupation, offered by MyG out these exciting careers, p	CAA-participan	t schools.		pation from the list below to	o view the
Occupa	tion					# of Certific	ates and Licenses
Aircraft	Electrical Engin	eer					0
Aircraft	t Flight Engineer						0
10/8 8							
UNIVER	-	ND UNIVERSITY COLLEGE	>			Avg. Rating: ☆☆☆☆☆☆	Est. Cost: \$23.45
Aircraft	t Mechanic						0
Aircraft	t Mechanical Eng	gineer					0
Aircraft	Service Technic	ian					0
Engine	ering Technician	I.					0
Pilot or	Copilot						0

4. The spouse can select the name of the institution and it will take the spouse to the School Profile page. This page will list the address, website, school rating, student body, and campuses. They will also be able to select and view clickable tabs for Programs, Course Catalogs, and Contacts for the institution.

UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE

Back

3501 University Boulevard East Adelphi, MD 20783-8078

QAddress:

http://www.umuc.edu/portablecareer/

★ School Rating (Overall):

Student Body:

9 students have used financial assistance through the MyCAA Scholarship Program for this school.

Website:

Campus:	State:	Rating:
UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE - MAIN CAMPUS	MD	$\diamond \diamond \diamond \diamond \diamond$
UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE - EUROPE CAMPUS	AE	$ \ \ \ \ \ \ \ \ \ \ \ \ \ $
UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE - ASIA CAMPUS	AP	$ \ \ \ \ \ \ \ \ \ \ \ \ \ $
UNIVERSITY OF MARYLAND - DAN CAMPUS	AL	$ \ \ \ \ \ \ \ \ \ \ \ \ \ $
DAN TEST	DC	$ \ \ \ \ \ \ \ \ \ \ \ \ \ $
WQREQWR	AL	$\bigstar \Leftrightarrow \Leftrightarrow \Leftrightarrow \bigstar$
Ruff's school for troubled youths	OH	$ \ \ \ \ \ \ \ \ \ \ \ \ \ $

Programs Course Catalog Contacts

Program	Est. Cost	Program Type	
10/8 3		Associate of Arts	
10/8 6		Associate of Science	
10/8 7	\$56.00	License, Certification or Technical	
10/8 8	\$23.45	License, Certification or Technical	
330 dan not auabc		Associate of Arts	
aaa		Associate of Arts	
Accounting		Associate of Arts	
asdf		Associate of Arts	
Asian Studies 1		Bachelor of Arts	

School Search

1. Spouses can search for information on schools participating in the MyCAA Scholarship program. Spouses have the option to search by school name, campus name, state, tax status, accreditation, and teaching method.

Home Resources Careers 🕶	Schools & Programs 🔻	For Institutions	Help/Contact Us
	School Search		
Search Schools	Program Search		

You can search a listing of participating, approved schools using a keyword search. To view a listing of ALL schools and campuses, please enter "%" in the school name field. For a more accurate search avoid typing in words such as "The," "University" or "College."

School Name:		Campus Name:		
State:	Tax Status:	Accreditation:	Teaching Method:	
		Search Cle	ear	

The appearance of hyperlinks does not constitute endorsement by the Department of Defense. School and program information is the responsibility of the providing agency or institution. The Department of Defense does not exercise any editorial control over the accuracy or content of the information you may find at these locations. Such links provided are consistent with the stated purpose of this Department of Defense website.

2. Spouse has the option to select from a search result list.

School	Overall Rating
AMERICAN CAREER COLLEGE AMERICAN CAREER COLLEGE- MAIN CAMPUS - CA	***
AMERICAN UNIVERSITY AMERICAN UNIVERSITY- MAIN CAMPUS - DC	$\dot{\mathbf{x}} \div \dot{\mathbf{x}} \div \dot{\mathbf{x}}$
AMERICAN INTERCONTINENTAL UNIVERSITY - ONLINE AMERICAN INTERCONTINENTAL UNIVERSITY - ONLINE- MAIN CAMPUS - IL	$\diamondsuit \diamond \diamond \diamond \diamond$
AMERICAN INTERNATIONAL COLLEGE AMERICAN INTERNATIONAL COLLEGE- MAIN CAMPUS - MA	
THE AMERICAN COLLEGE THE AMERICAN COLLEGE- MAIN CAMPUS - PA	***
AMERICAN UNIVERSITY OF PUERTO RICO AMERICAN UNIVERSITY OF PUERTO RICO - MAIN CAMPUS - PR	$\diamond \diamond \diamond \diamond \diamond$
NATIONAL AMERICAN UNIVERSITY NATIONAL AMERICAN UNIVERSITY - MAIN CAMPUS - SD	
AMERICAN COMMERCIAL COLLEGE - LUBBOCK AMERICAN COMMERCIAL COLLEGE - LUBBOCK- MAIN CAMPUS - TX	$\dot{} \dot{} \dot$
AMERICAN MILITARY UNIVERSITY AWENRENH INTERNUMBERGITI - MAIN CAMPUS - WV AMU - Test - AL Kurt Campus - DE AMERICAN MILITARY UNIVERSITY NORTH - MA Kurt Campus - VA DAN CAMPUS - DE KD Campus - SC AMU 4/27 CAMPUS - AL ABC TEST CAMPUS - AL ABC TEST CAMPUS - AL rewgreqw - AL rewgreqw - AL rewgreqw - AL RewqC - FL	★★★ ★ ★ ★ ☆ ☆

3. On the School profile page, school and campus information is presented including links to the school website. Other additional information that is provide includes the school rating, student body information, programs, course catalog, and contacts for the participating institution.

AMERICAN MILITARY UNIVERSITY

Back

★ School Rating (Overall):

111 West Congress Street

Address:

http://www.apus.edu/

Website:

Charles Town, WV 25414-1621

🖀 Student Body:

30 students have used financial assistance through the MyCAA Scholarship Program for this school.

Accreditation Type:	Tax Status:	Teaching Method:
Regional	Private For Profit	Online Only

Campus:	State:	Rating:
AMERICAN MILITARY UNIVERSITY- MAIN CAMPUS	WV	****
AMU - Test	AL	*****
NORTHERN VIRGINIA CAMPUS	VA	***
Kurt Campus	DE	* * * * *
AMERICAN MILITARY UNIVERSITY NORTH	MA	****
Kurt Campus	VA	* * * * *
DAN CAMPUS	DE	****
KD Campus1	SC	* * * * *
AMU 4/27 CAMPUS	AL	****
ABC TEST CAMPUS		****
rewqreqw	AL	* * * * *
rewqreqw	AL	****
rewgregw	AL	* * * * *
rewqreqw	AL	****
rewgregw	AL	* * * * *
rewgregw	AL	* * * * *
REWQ	FL	****
DAN CAMPUS 527	AL	****
rewqreqw	AL	***

Programs Course Catalog Contacts

Program	Est. Cost Program Type	
A MyCAA Program	License, Certification or Technical	
Associate of Science Technical Technology	Associate of Science	
Early Childhood Development	\$1,245.50 License, Certification or Technical	
General Studies	Associate of Arts	
Information Security Systems Analysis	Associate of Science	

NOTE: Ratings, Program, and Contact information can be shown through the tabs at the bottom of the page (program and contacts data only available if information is reported in the AI Portal by the institution).

Program Search

1. Spouses have the option to search for programs by school, keyword, and type.

Home	Resources	Careers 🔫	Schools & Programs 🔻	For Institutions	Help/Contact Us	
			School Search			
Coord		Duogua	Frogram Search	>		
Searci	n School	l Progra				
	-					or by selecting a specific school. To
"Program".	0 1 0	rams, piease en	ter "%" in the program ha	me field. For a more a	accurate search avoid typing i	n generic words such as "The" or
			School:	[Find School] [Clear S	shool	
				[Find School] [Clear :	schoolj	
		Deg	gree Program Keyword:			
			Degree Type:			
			Degree Type.	ALL		
			(Search		
The appea	rance of hyperlir	nks does not con	stitute endorsement by the D	epartment of Defense.	School and program information	is the responsibility of the providing

The appearance of hyperlinks does not constitute endorsement by the Department of Defense. School and program information is the responsibility of the providin agency or institution. The Department of Defense does not exercise any editorial control over the accuracy or content of the information you may find at these locations. Such links provided are consistent with the stated purpose of this Department of Defense website.

2. Spouse selects program from the search result.

Home	Goals & Plans	Financial Assistance • M	lessages	Resources	Careers •	Schools & Prog		
Searcl	h School Pr	ograms						
	ing of ALL program	ograms offered by participating s, please enter ``%" in the pro						
		Sch	ool:	[Find School]				
		Degree Program Keywo		6				
		Degree Ty	/pe:	ALL.	~			
				Search				
Program /	School					Progr	ram Type	
test ABC Unive	ersity					Assoc	ciate of Arts	
	of Arts in Business Ad	ministration (AABA) with a concentra	ation in Bus	iness Administratio	on	Assoc	ciate of Arts	
CONTRACTOR -								

School Rating System

Spouses are given the option to rate their school based off of a 5-star system.

Rate School

- 1. Spouses can rate their school by searching for the school through the "School Search" function
- 2. After finding their school and clicking the link to the School's Profile, the spouse will be able to input their rating at the bottom of the page by clicking "Rate Campus."

Ratings Programs	
Excellent	(0) You have not rated this campus. Do so by clicking the "Rate Campus" button below
Very Good	(0) Rate Campus
Good	(0) Kate Campus
Average	(0)
Poor	(0)
0 (View All)
0 (View All)
0 (View All)
	0
0 (View All All Ratings)
	·

3. Spouses will then be able to add their rating and provide comments.

Submit My Rating	
* Rating:	* * * * *
* Comment:	
Allow this campus to contact me:	
	Submit Cancel
* Required Field	
Spouses can	
indicate whether campuses can	
contact them or not	
in roadrac to rating	

4. After submitting their rating, spouses will be able to view their submission from the school profile page.

Ratings Programs	
Very Good (Good) (Good) (Average) (My Rating My Rating My Rating My Rating My Rating Io/31/2013 10:27 AM This school is great! Edit Rating
All Ratings	
	Spouses have the option of editing

NOTE: Spouses are only able to rate the schools for which they've applied for FA:

xcellent		(1)	You cannot rate a school that you have not attended and do not have a plan for.
/ery Good		(2)	
Good		(0)	
verage		(0)	
oor		(1)	
4	(View All)		
ll Ratin	as		

Help Page

The Help page includes helpful resource information and a Contact Us section.

	Help/Contact Us Becky Garcia - 293342 +				
Career Advancement Account Apply: Advance. Achieve	Need help? Contact a certified Career Counselor 800-342-9647				
Home Goals & Plans	Financial Assistance 👻 Messages Resources Careers 👻 Schools & Programs 👻				
Help					
Counseling Services	Counselors at Military OneSource Spouse Career Center (MyCAA) are available Monday through Friday from seven am until ten pm (7am-10pm) eastern time and Saturday from ten am until five pm (10am-5pm) eastern time at 1-800-342-9647 Contact a Military OneSource (MOS) Career and Education Consultant to receive assistance with: Career Interest & Other Self-Assessments Career Exploration & Decision Making Selection of Programs of Study and Schools Additional Sources of Financial Assistance MyCAA Education and Training Plans School & Employment Readiness Resume Writing, Interviewing and Job Searching Networking, Spouse Employment Partners, and morel				
MyCAA Message Box	Use your MyCAA Account Message Box as the fastest way to receive information, updates and assistance from MOS Career and Education Consultants.				
Website Assistance	Having trouble using the MyCAA Spouse Portal? Contact the MyCAA HELP DESK for technical assistance by sending an email to MYCAAHELP@militaryonesource.com.				
Resource Page	Access Key MyCAA Resources that contain the most up to date MyCAA policy and program information. Includes NEW Guidelines for Spouses who established MyCAA Accounts after the February 2010 program pause.				
Feedback	Tell MyCAA what is working and what improvements are needed. Ideas, recommendations and concerns are always welcomed!				
Contact Us					
	Career Experience & Employment Outcomes with us. Your successes will inspire other spouses to pursue their career goals the success of the MyCAA program.				
MEDIA INQUIRIES					
Contact Department of Defe	nse Public Affairs (703) 697-5131				
FEEDBACK					
If you want to send us your o MyCAAFeedback@militaryor	comments, ideas and recommendations about the MyCAA Program or website, please use nesource.com.				
SCHOOL REPRESEN	TATIVES				
School representatives shoul	Id visit the School Resource page for further assistance.				