

MyCAA FAQs for Operational Pause

I have a MyCAA Account, can I still get counseling?

Yes.

All MyCAA participants and active duty military spouses may still receive educational counseling and career guidance from a Military One Source Spouse Education and Career Consultant. Military One Source consultants can provide education and training, career exploration, assessment, employment readiness and career search assistance.

I do not have a MyCAA Account, can I create a MyCAA account?

No.

During this pause in operations, military spouses who do not currently have an account will not be allow to create a MyCAA account. Please continue to check back with the MyCAA website for information. However, All MyCAA participants and active duty military spouses may still receive educational counseling and career guidance from a Military One Source Spouse Education and Career Consultant.

Can I get my Career and Training Plan approved?

No.

Military spouses who have a MyCAA account but have not yet had their Career and Training Plans approved, will not be able to get them approved during this pause in operations. In addition, spouses with a MyCAA account will not be able to create a new Career and Training Plan. Please continue to check back with the MyCAA website for information.

Can I create a Financial Assistance (FA) request?

No.

During this pause in operations, spouses will not be allowed to request Financial Assistance (FA) for MyCAA funding. This will affect future class(es) which may already be on approved Career and Training Plans but where no FA has been yet applied for. Please continue to check back with the MyCAA website for information.

I have an FA approved but it is wrong, can I change it?

If an approved FA requires minor changes, spouses may be able to get FA edited only if it is within 7 days of the start date of class. Spouses must contact a Career and Education Consultant at 1-800-342-9647.

I think my school may have dropped my approved FA because information was wrong and asked me to resubmit, how can I get a new FA?

If your FA has been dropped by your school because of minor errors, in these rare cases, you may be able to get your FA re-created and approved. Spouses must contact a Career and Education Consultant at 1-800-342-9647.

The announcement says that you are reviewing the software applications, financial assistance documents and overall program. Does that mean I won't be eligible for MyCAA in the future?

At this time, we do not have any information regarding this review. More information on the review is forthcoming. Please continue to check back with the MyCAA website for information.

Does this affect the Academic Institution (AI) portal?

No.

If a spouse has an approved FA then the school will be able to invoice for that FA.

Will MyCAA pay for outstanding invoices?

Yes.

If an FA was approved, the school may invoice and payment will be issued. Invoices will continue to be paid in the order in which they are received. Payment will be made within 20 business days (30 calendar days) from date of submission.

Will MyCAA accept new school?

Applications submitted after 16 February 2010 will be vetted within 90-120 days. These new schools will be unable to accept MYCAA funds. Please continue to check back with the MyCAA website for information.