



# MyJobCorps 3.3 Release

Micro Training

January 27<sup>th</sup>, 2025

# Micro Training Purpose

## What is a New Feature Micro Training?

- Brief, 30-minute session to explain new features and updates in a system release
- A system release happens when an updated version of the software application is available to users
- Each release includes updates, enhancements, and often new features that benefit MyJobCorps users

### Objectives

- 1 Understand what features and enhancements are included in the MyJobCorps 3.3 Release
- 2 Learn how to utilize new and updated MyJobCorps features to support case processing
- 3 Know what resources and support are available to address questions about the enhancements

# MyJobCorps 3.3 Release Overview and Agenda

## Portal Updates

- Improved Applicant Experience

## Gateway Updates

- Location-Based Filtering Options
- New Applicant Information Number (AIN)
- Identify Applicants with Multiple/Duplicate Applications
- New Background Check Request Banner for Multiple/Duplicate Applications
- Improved Document Management
- Access to Arrival Data

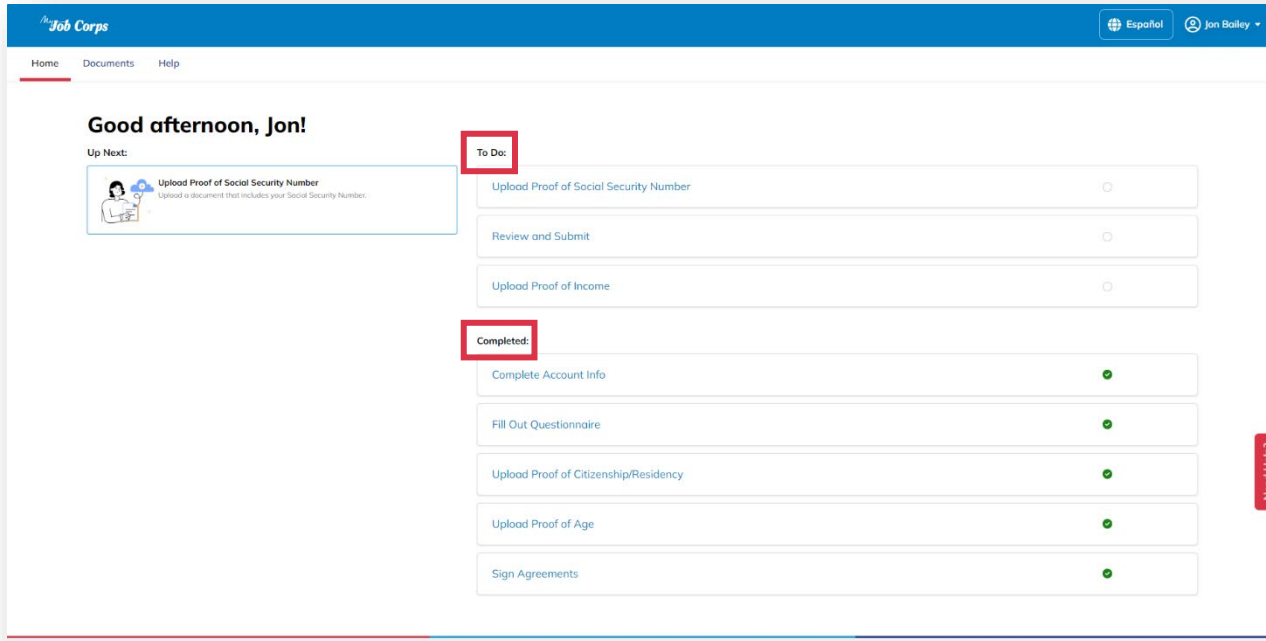
## MyJobCorps Resources

## Q&A

# Portal Updates

## Improved Applicant Experience

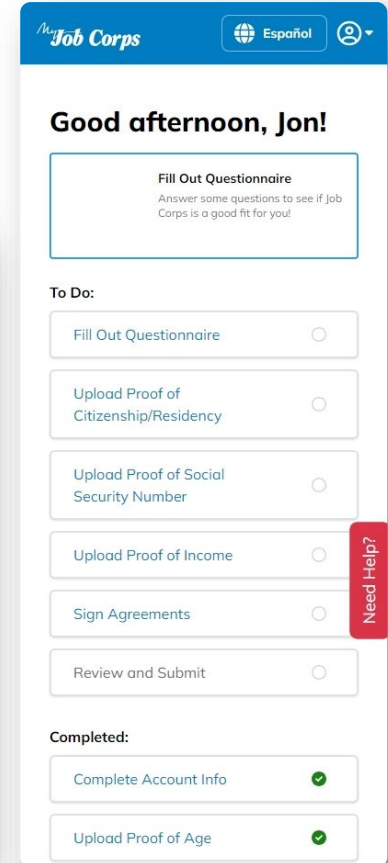
MyJobCorps Portal has been updated to list all the steps Applicants will take and automatically moves completed tasks to the Completed section.



The screenshot shows the desktop version of the MyJobCorps portal. At the top, there is a blue header with the MyJobCorps logo, a language selector set to 'Español', and a user profile for 'Jon Bailey'. Below the header is a navigation bar with 'Home', 'Documents', and 'Help'. The main content area is titled 'Good afternoon, Jon!' and features an 'Up Next' section with a task card for 'Upload Proof of Social Security Number'. To the right, there are two columns of task cards: 'To Do' and 'Completed'. The 'To Do' column includes 'Upload Proof of Social Security Number', 'Review and Submit', and 'Upload Proof of Income'. The 'Completed' column includes 'Complete Account Info', 'Fill Out Questionnaire', 'Upload Proof of Citizenship/Residency', 'Upload Proof of Age', and 'Sign Agreements'. A red box highlights the 'To Do' header, and another red box highlights the 'Completed' header. A vertical red button labeled 'Need Help?' is positioned on the right side of the task lists.

Task	Status
Upload Proof of Social Security Number	To Do
Review and Submit	To Do
Upload Proof of Income	To Do
Complete Account Info	Completed
Fill Out Questionnaire	Completed
Upload Proof of Citizenship/Residency	Completed
Upload Proof of Age	Completed
Sign Agreements	Completed

Screenshot of MyJobCorps Portal Home view



The screenshot shows the mobile version of the MyJobCorps portal. The header is blue with the MyJobCorps logo, a language selector set to 'Español', and a user profile for 'Jon Bailey'. The main content area is titled 'Good afternoon, Jon!' and features a 'Fill Out Questionnaire' card. Below this, there is a 'To Do' section with a list of tasks: 'Fill Out Questionnaire', 'Upload Proof of Citizenship/Residency', 'Upload Proof of Social Security Number', 'Upload Proof of Income', 'Sign Agreements', and 'Review and Submit'. A vertical red button labeled 'Need Help?' is positioned on the right side of the task list. Below the 'To Do' section is a 'Completed' section with a list of tasks: 'Complete Account Info' and 'Upload Proof of Age'.

Task	Status
Fill Out Questionnaire	To Do
Upload Proof of Citizenship/Residency	To Do
Upload Proof of Social Security Number	To Do
Upload Proof of Income	To Do
Sign Agreements	To Do
Review and Submit	To Do
Complete Account Info	Completed
Upload Proof of Age	Completed

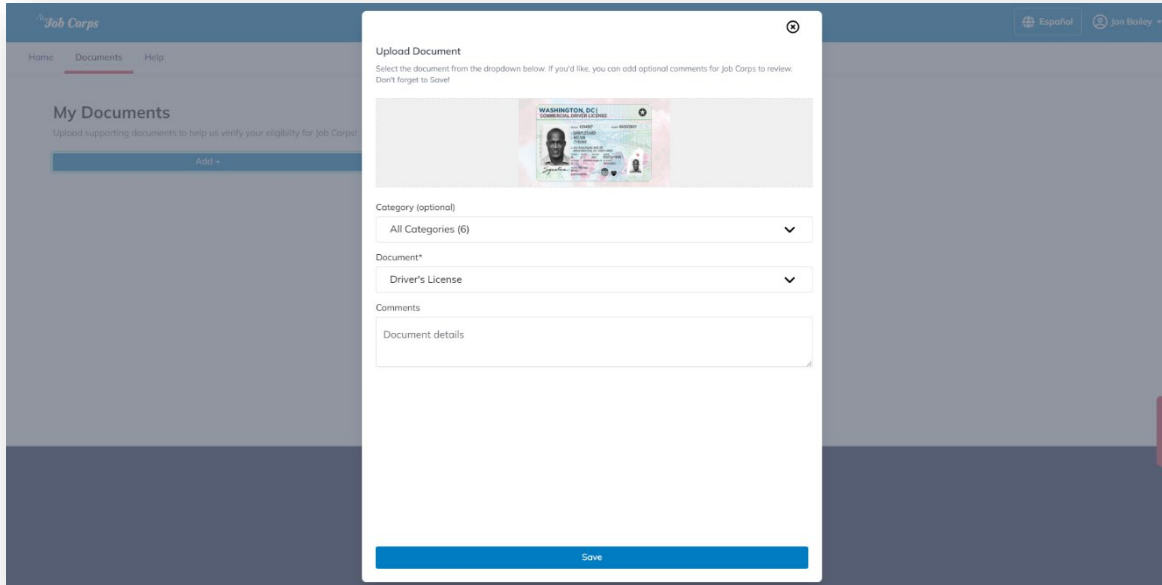
Mobile view of MyJobCorps Portal Home view

# Portal Updates

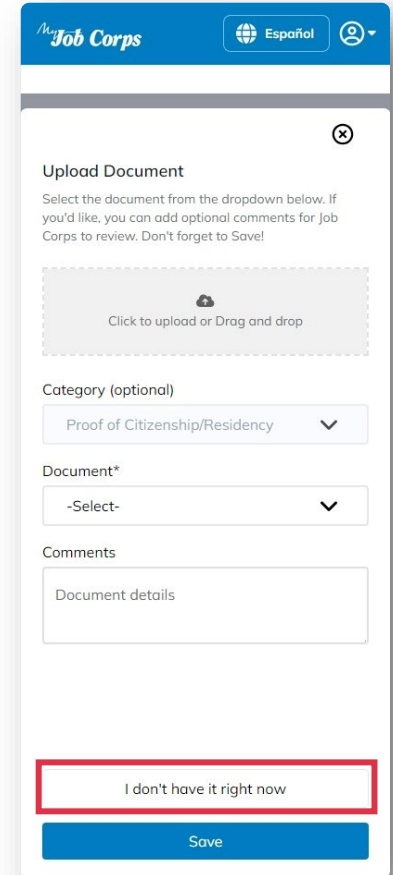
## Uploading Supporting Documents

Applicants are **prompted** to upload their supporting documents for proof of residency, age, income, and SSN, **increasing the likelihood of uploading their documents before submitting their application.**

When uploading documents, applicants will see an option to select **specific document categories** (e.g., proof of citizenship, age, income) so applicants know exactly what documents are needed for that category.



Screenshot of MyJobCorps Portal Upload Document screen



Mobile view of Portal Upload Document screen

# Portal Updates

## Signing Digital Agreements

Applicants will see a new **click-to-sign** feature when reviewing digital agreements.

This simplifies the applicant experience by **eliminating the need to type a name multiple times**, reducing the risk for manual errors, and ensuring forms are signed correctly with the **applicant's legal name**.

**Agreements**

- Authorization for Release of Criminal History Record
- Job Corps Applicant and Parent / Guardian Consent Record
- Job Corps Zero Tolerance Student Conduct System
- Applicant Commitment Statement
- Acknowledgement of Expectations
- Authorization for Use and Disclosure of Your Health Information
- Equal Opportunity Notice
- Job Corps Privacy Act

- I (we) understand that, if applicant is required to be registered with the Selective Services System, I (we) authorize Selective Services to register applicant/student at the age of 18. I (we) further understand that if the applicant/student is already registered, the automatic registration process will not register the applicant/student again.
- I (we) authorize all routine and customary physical examinations, dental work, surgical and other treatment as required by the Job Corps regulations, as well as the collection of information such as education and medical records.
- I (we) authorize release of medical information to Job Corps Staff with a need for that information and to the local/state health department when required by law.
- I (we) have been provided with a personal copy of Job Corps Privacy Act statement. I (we) have read the statement and understand the contents.
- I (we) have been provided information about Job Corps, life on a Job Corps center, career training offerings, and job outlook information. I (we) have been told what Job Corps expects of me (my child/ward) as a student. All of my (our) questions have been answered.
- I (we) understand my (our) responsibility to keep Job Corps leaders informed of any address changes.
- I (we) authorize Job Corps to gather information about my employment after participating in Job Corps training.
- I (we) authorize Job Corps to contact me (us) via phone calls, emails and/or text messages to gather information about my Job Corps application, program participation and post enrollment experiences.

**Applicant Signature:** Jonathan Bailey      **Date:** January 16, 2025

I understand that by selecting Agree and Continue below, I am signing this form electronically. I agree that my electronic signature is the legal equivalent of my handwritten signature.

**Agree and Continue**

Screenshot of Portal Agreements screen

**HOME**      **AGREEMENT SECTIONS (+)**

**\*INFORMATION RELEASE AUTHORIZATION:**\* I understand that disclosure of the personal information below is voluntary; and that failure to provide the required information may result in DOL and DCSA's inability to complete a background check and may prevent DOL from making a determination regarding my eligibility for Job Corps.

**Date:** January 16, 2025

**Applicant Signature:** Jonathan Bailey

I understand that by selecting Agree and Continue below, I am signing this form electronically. I agree that my electronic signature is the legal equivalent of my handwritten signature.

**Agree and Continue**

Mobile view of Portal Agreements screen

# Gateway Updates

## Location-Based Filtering Options

OA Managers can now **view** and **filter by zip codes** aligned to their Admissions provider.

This update allows OA Managers to:

- Easily view and filter specific zip codes when they are assigning cases to Admissions Representatives (ARs).
- Create and save filters for zip codes aligned to specific ARs for ongoing assignments.

The screenshot displays the 'Unassigned Prospects' table in the Gateway Home view. The table has 15 columns: Application Tracking Number, Applicant Name, Urgency, Case Creation Date, Days in process, Created Account, Submitted Application, City/Town, State, ZIP Code, Region, Admissions Provider, Needs Translation, and Preferred Language. The 'ZIP Code' column is highlighted with a red box. The table contains 11 rows of data. Below the table, there is a section for 'My Assigned Prospects' with similar search and filter options.

Application Tracking Number	Applicant Name	Urgency	Case Creation Date	Days in process	Created Account	Submitted Application	City/Town	State	ZIP Code	Region	Admissions Provider	Needs Translation	Preferred Language
100010828	Jonathan Bailey	Standard	1/16/2025 12:43 PM EST	Less than 1 day	✓	✗	Washington	District of Columbia	20002	Philadelphia	Potomac	No	
100010219	Lebron Brady	Standard	9/27/2024 4:02 PM EDT	111 days	✗	✗	Washington	District of Columbia	20019	Philadelphia	Potomac	No	
100010164	Michael Bower	Standard	9/20/2024 8:51 AM EDT	118 days	✓	✗	Washington	District of Columbia	20019	Philadelphia	Potomac	No	
100010052	Dolly Parton	Standard	9/19/2024 10:59 AM EDT	128 days	✓	✓	Washington	District of Columbia	20002	Philadelphia	Potomac	No	
100009928	Jacob Smiths	Standard	8/23/2024 1:12 PM EDT	146 days	✓	✗	Washington	District of Columbia	20019	Philadelphia	Potomac	No	
100009660	Michael Anderson	Standard	7/15/2024 6:01 PM EDT	185 days	✗	✗	Washington	District of Columbia	20001	Philadelphia	Potomac	No	
100009641	Rachael Lewis	Standard	7/15/2024 11:52 AM EDT	185 days	✗	✗	Washington	District of Columbia	20002	Philadelphia	Potomac	No	
100009633	Sarah Holly	Standard	7/15/2024 10:51 AM EDT	185 days	✓	✓	Washington	District of Columbia	20002	Philadelphia	Potomac	No	
100009623	Jeff Hardy	Standard	7/12/2024 11:47 AM EDT	188 days	✗	✗	Washington	District of Columbia	20019	Philadelphia	Potomac	No	
100009567	John Cena	Standard	7/8/2024 3:43 PM EDT	192 days	✓	✗	Washington	District of Columbia	20019	Philadelphia	Potomac	No	

Screenshot of Gateway Home view

# New Applicant Identification Number (AIN)

The **Applicant Identification Number** is a unique ID assigned to every applicant and can be used to track a background check's status with JACS.

Unlike the Application Tracking Number (ATN), which tracks the specific case, the AIN is assigned based on the applicant's Social Security Number (SSN).

**Tip:** You can search cases by the AIN from the **All Cases** view and use this ID when working with the JACS team on background check inquiries.

Application Tracking Number	Applicant Name	Applicant Identification Number	Urgency	Case Status	Workflow Milestone	Case Creation Date	Days in-process	Created Account	Submitted Application	Application Verified	City/Town	State	Region	Admissions Provider	Assigned To	Initial Contact Date	Confirmed Interest Date	Routed for QA Review Date	Center Status
100010503	Michael Anderson	201000225	Standard	Duplicate	Interest Expressed	11/12/2024 1:33 PM EST	64 days	⊗	⊗	⊗	Arlington	Virginia	Philadelphia	Potomac	Unassigned	N/A	N/A	N/A	
100010500	Michael Bower	201000220	Standard	Duplicate	Interest Expressed	11/12/2024 10:55 AM EST	64 days	⊗	⊗	⊗	Arlington	Virginia	Philadelphia	Potomac	AR Mitchell Mymma	N/A	N/A	N/A	
100010219	Lebron Brady	100010219	Standard	Open	Interest Expressed	9/27/2024 4:02 PM EDT	110 days	⊗	⊗	⊗	Washington	District of Columbia	Philadelphia	Potomac	Unassigned	N/A	N/A	N/A	
100010218	Lebron Brady	100010218	Standard	Closed	Denied	9/27/2024 4:02 PM EDT	110 days	⊗	⊗	⊗	Washington	District of Columbia	Philadelphia	Potomac	Christopher Braumberg	10/9/2024	10/9/2024 1:37 PM EDT	10/9/2024 1:37 PM EDT	

Screenshot of Gateway All Cases view

# Identify Applicants with Multiple/Duplicate Applications

When the Readmissions Check is performed, the **result provides information to help you identify if the applicant's SSN is associated with current or historical cases.**

**Helpful information included in readmissions checks:** ATN, Name, DoB, SSN, Case Status, Case Milestone, Admissions Provider, Admissions Staff, Background Check Request Date, and Background Check Status

**If the readmissions check reveals that the applicant has a current case in progress:**

1. Review if the existing case is a match and being actively processed by the listed AR. Connect with the AR and/or OAM to determine next steps.
2. If the applicant is a **match**, select **Confirm**.
  - **Notify the applicant** that they already have an active application and continue to work with the listed AR.
  - **Close out the case** by marking it as a **duplicate**.
3. If the applicant is **not a match**, select **Cancel**.
  - Re-confirm the applicant's SSN (edit the application, if needed) and rerun Check History.

The screenshot displays the 'Validate Application History' interface. A yellow banner at the top indicates 'Existing Applicant Found' with a warning icon and the message: 'An existing application was found matching this applicants information'. Below this, two columns of applicant information are shown, enclosed in a red box. The left column is for a 'NEW APPLICANT' and the right column is for an 'EXISTING APPLICANT - 100010828'. Both columns list identical details: ATN (100010915 vs 100010828), Name (Jon Bailey), Date of Birth (1/22/2004), SSN (XXX-XX-2222), Case Status (Open), Case Milestone (Application Submitted), Admissions Provider (Potomac), and Assigned To (Emily Fitzpatrick vs Scott Johnson). Below the comparison, there are instructions: 'Select Confirm to associate this applicant to the existing applicant. All application history for this applicant will be tracked using the existing Applicant ID.' and 'Select Cancel if the new and existing applicant information do not appear to be from the same individual. Check the applicant's SSN for accuracy and re-run the Validate Applicant History action.' At the bottom right, there are 'CANCEL' and 'CONFIRM' buttons.

NEW APPLICANT	EXISTING APPLICANT - 100010828
ATN: 100010915	ATN: 100010828
Name: Jon Bailey	Name: Jonathan Bailey
Date Of Birth: 1/22/2004	Date Of Birth: 1/22/2004
SSN: XXX-XX-2222	SSN: XXX-XX-2222
Case Status: Open	Case Status: Open
Case Milestone: Application Submitted	Case Milestone: Application Verified
Admissions Provider: Potomac	Admissions Provider: Potomac
Assigned To: Emily Fitzpatrick	Assigned To: Scott Johnson
Background Check Request Date: --	Background Check Request Date: --
Background Check Status: --	Background Check Status: --

Screenshot of Validate Application History from Readmissions Check

## Gateway Updates

# New Background Check Request Banner for Multiple/Duplicate Applications

Gateway will flag if a background check has been requested previously for an active applicant, preventing ARs to request a second background check within the 120-day window.

### Benefits of the improvements to BC's:

- Prohibits background checks to be requested for the same active applicant.
- Reduces rejections from JACS.

### If you receive the “Background Check Request Not Available” banner:

1. Re-Run the Readmissions Check to identify which AR has the case and then connect with the AR and/or OAM to determine next steps.
2. If the other AR is proceeding with the case, mark your case as a duplicate to close it out.

Alina Hernandez, #100010082

Summary Application **Readmissions** Eligibility Training & Center Selection Documents Communications Log Case History

**Background Check Request Not Available**

This case cannot proceed because another application with the same Social Security Number has a background check request that is either in-progress or was completed in the last 120 calendar days. Only one background check is allowed within this time frame. The Eligibility Criteria 4 screen will remain unavailable until resolved.

**Pending Readmit Waiver Review** [PERFORM READMIT WAIVER REVIEW](#)

### Readmissions Check

Waiver Details	
<b>Request Date</b>	<b>Requester Notes</b>
9/23/2024	Alina has been separated from Job Corps for more than a year. She was unable to complete training due to personal and family circumstances, needing a leave of absence.
<b>OA Manager Concur Waiver Request?</b>	<b>OA Manager Notes</b>
...	...
<b>Waiver Result</b>	<b>Decision Notes</b>
...	...

**System Recommendation to Proceed:**

The applicant has too many previous enrollments and is not permitted to proceed with the admissions process

The applicant has too many previous paid days enrolled in a Job Corps Program (Greater than 2 years) to proceed with re-admission - may be subject to a waiver for advanced training completion or disability

The applicant has completed 45.2 month(s) of training with Job Corps.

**Previous Enrollment** [CHECK HISTORY](#)

Enrollment Id	1870120
Enrollee Name	Nova Hill
Student Id	1786961
Previously Enrolled?	Yes
Number of Total Paid Days	1356

**Confirm Result**

Pending Readmit Waiver Review

**Requesting a Readmit Waiver**

Please consult with your OA manager before submitting your request to the Regional Director. While you await a decision, you may proceed with assessing eligibility criteria 1-3.

[REQUEST WAIVER REVIEW](#) [SAVE](#)

Screenshot of Background Check Indicator

**IMPORTANT:** You will **not** be able to override this system indicator. The Eligibility 4 screen will be locked until either the original case has received the background check result or the SSN on the case has been updated or edited (if a mistake was made when entering).

# Gateway Updates

# Improved Document Management with Document Center

The **Document Center** serves as comprehensive list of all the **documents** and **agreements** required.

## Benefits of the new Document Center:

1. Organizes all documents into clear **categories by eligibility criteria**
2. Allows you to **view, rotate, verify, accept or reject**, and **add comments**.
3. Displays the following helpful statuses:

### Agreements Statuses:

- Applicant Signature Required
- Parent Signature Required (if minor)
- Accepted
- Submitted to E-Folder

### Document Statuses:

- Verification Required
- Accepted/Rejected
- Submitted to E-Folder

Document	Status	Modified By	Date/Time Uploaded	Comments
Job Corps Applicant and Parent or Guardian Consent Record (ETA Form 652)	Accepted	Bailey, Jon	1/27/2025 10:38 AM EST	
Acknowledgment of Expectations (ETA Form 653)	Accepted	Bailey, Jon	1/27/2025 10:36 AM EST	
Authorization for Use and Disclosure of Your Health Information (Form 652)	Accepted	Bailey, Jon	1/27/2025 10:38 AM EST	
Authorization for Release of Criminal History Record	Accepted	Bailey, Jon	1/27/2025 10:38 AM EST	
Applicant Commitment Statement (ETA Form 651)	Accepted	Bailey, Jon	1/27/2025 10:36 AM EST	
Job Corps Applicant Information (ETA Form 652)	Accepted	Bailey, Jon	1/27/2025 10:38 AM EST	
Privacy Act	Accepted	Bailey, Jon	1/27/2025 10:38 AM EST	
Equal Opportunity Notice	Accepted	Bailey, Jon	1/27/2025 10:38 AM EST	
Zero Tolerance for Violence Certification (ETA Form 653)	Accepted	Bailey, Jon	1/27/2025 10:38 AM EST	

Document	Status	Uploaded By	Date/Time Uploaded	Comments
Permanent Resident Card (Green Card)	Verification Required	Bailey, Jon	1/27/2025 10:30 AM EST	

Document	Status	Uploaded By	Date/Time Uploaded	Comments
Driver's License	Accepted	Bailey, Jon	1/27/2025 10:33 AM EST	
Permanent Resident Card (Green Card)	Verification Required	Bailey, Jon	1/27/2025 10:30 AM EST	

Screenshot of Document Center

**Jonathan Bailey, #100010828**

Criterion 1  
**Residency Status**

**Preliminary Eligibility** MEETS

U.S. Citizen  
Lawfully admitted Permanent Resident (PR)/Green Card  
Authorized by the DHS to work in the U.S.  
Native born  
Apply in Canada  
(Deferred Action for Childhood Arrivals (DACA) rejected)  
None of the Above

**Observations of Readiness**

Applicant responses to Observations of Readiness questions should not be recorded with in the Major Gateway Database unless they constitute a significant concern that may render the applicant ineligible - such responses must be entered within the Communications Log with type of Observations of Readiness

1. Why do you want to enroll in Job Corps at this time?
2. Who referred you to Job Corps? How did you find out about it?
3. Do you have any questions about the Job Corps program at the time?
4. What have you been doing since you left school?
5. Where do you see yourself in a year, in three years, in five years?
6. How do you feel about taking direction from others - like teachers, administrators, and other adults that hold authority?

Document	Status	Uploaded By	Date/Time Uploaded	Comments
U.S. Passport	Verification Required	Bailey, Jonathan	1/24/2025 3:13 PM EST	
Birth Certificate	Accepted	Fitzpatrick, Emily	1/24/2025 3:15 PM EST	
Social Security Card	Verification Required	Bailey, Jonathan	1/24/2025 3:22 PM EST	

Screenshot of Gateway Eligibility Criterion 1 11

# Gateway Access to Arrival Data

The **Arrival Report** is now available in MyJobCorps, offering real-time updates for Admissions staff to easily **track students** who have **arrived on center**.

**Arrival Report**

Arrival Date Start\* 01/09/2024 | Arrival Date End\* 01/27/2025 | Admissions Provider: -Select- | Assigned To: -Select- | Center: -Select- | Urgency: -Select- | EXCEL EXPORT

SEARCH RESET

**Arrival Report Data**

Student ID	Application Tracking Number	Student Name	Urgency	Sex	Age	Admissions Provider	Assigned To	Center	Arrival Date	Days since Arrival
24805	100010666	Gonzo, Tina	Expedited	Male	16	Los Angeles	Bridges, Christina	Gary Job Corps Center	1/6/2025	21
24773	100010638	Bryant, Theodore	Standard	Male	20	Los Angeles	Bridges, Christina	San Diego Job Corps Center	1/7/2025	20
24772	100010637	Zhang, Lee	Standard	Male	19	Los Angeles	Walton, Hubert	Los Angeles Job Corps Center	1/1/2025	26
24750	100010617	Todd, Elsa	Expedited	Male	20	Los Angeles	Germanis, John	Los Angeles Job Corps Center	1/23/2025	4
24808	100010558	Dailey, Philip	Expedited	Female	20	Los Angeles	Walters, Bryant	Edison Job Corps Center	1/8/2025	19
24810	100010443	Lee, Phoebe	Expedited	Female	22	Los Angeles	Bridges, Christina	Tongue Point Job Corps Center	1/9/2025	18
25008	100010410	Fitzgerald, Peter	Expedited	Male	18	Los Angeles	Williams, Gregory	Clearfield Job Corps Center	1/2/2025	25
25065	100010379	White, Jaiden	Standard	Male	19	Los Angeles	Shilling, Vince	Turner Job Corps Center	1/10/2025	17
24771	100010356	Lawson, Meika	Expedited	Male	18	Los Angeles	Williams, Gregory	Guthrie Job Corps Center	1/11/2025	16
24742	100010310	Garcia, Ferdinand...	Expedited	Female	18	Los Angeles	Braunberg, Christopher	Clearfield Job Corps Center	1/12/2025	15

< 1 - 10 of 16 >

**Summary Counts**

Male	Female	Minor	Non-Minor	Expedited	Total
13	3	1	15	10	16

Screenshot of Gateway Arrival Report screen

# MyJobCorps Support and Resources

## Resources

Check out the [Gateway Help Center](#) to support your learning and use of MyJobCorps.

- Review the [3.3 Release article](#) to access: micro-training slides, release demo, and overview of what to expect and links to related user guides
- Review the 3.3 Release Notes
- Check the [Known Issues](#) article

## Office Hours

Register to join one of the February [Office Hours](#) sessions for **Case Processing and Technical Support:**

- Tuesday February 4<sup>th</sup> at 1:00PM EST
- Tuesday February 18<sup>th</sup> at 1:00PM EST

# Questions?

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