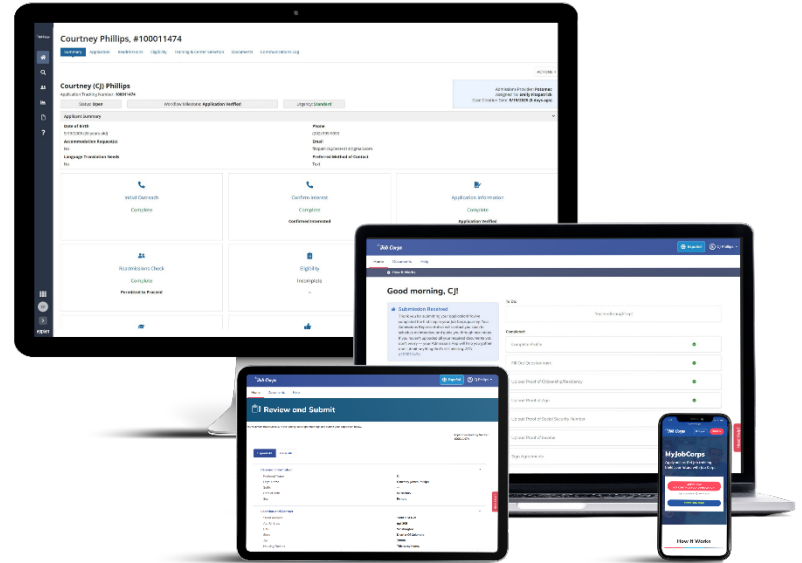


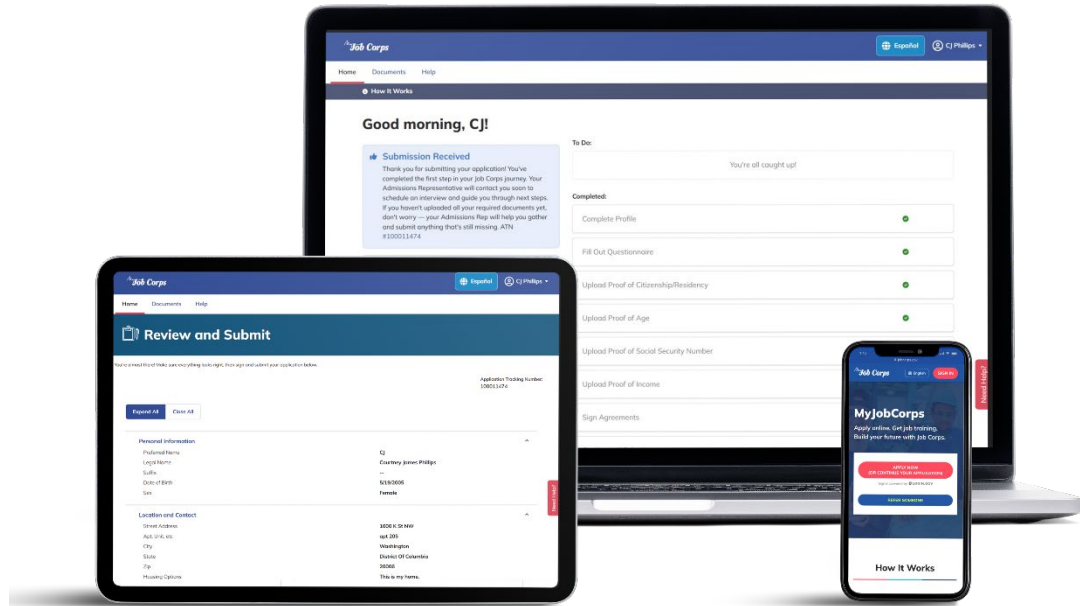
MyJobCorps 3.6 Release Overview

- **Portal Updates**
- **Gateway Updates**
- **Support & Resources**
- **Q&A**



On Friday, June 27th, the improved applicant experience and case processing updates will be available in MyJobCorps.

Portal Updates



Portal Updates

Improved Application Process



What's New?

- **Redesigned Landing Page:** Clear options to Apply Now or Refer Someone.
- **Streamlined Application Process:** Applicant must now create a MyJobCorps Portal account to get started, and Expressing Interest happens as part of the process.
- **Preferred Email:** Applicants can now provide a preferred email address that is different from their Login.gov account.
- **New Agreements:** Applicant can now sign two new agreements.
- **Automated Status Alerts:** Applicant now see real-time status updates on their Portal dashboard.

What This Means for You:

- ✓ Fewer duplicates and a cleaner, more accurate caseload
- ✓ Less time spent tracking down missing signatures
- ✓ Fewer status check-ins and basic applicant questions
- ✓ Easier, direct communication with applicants — even when a supporter submitted the application
- ✓ More time to focus on applicants who are ready to enroll
- ✓ Applicants arrive better informed, with clearer expectations about the process

Portal Updates

Redesigned Portal Webpage

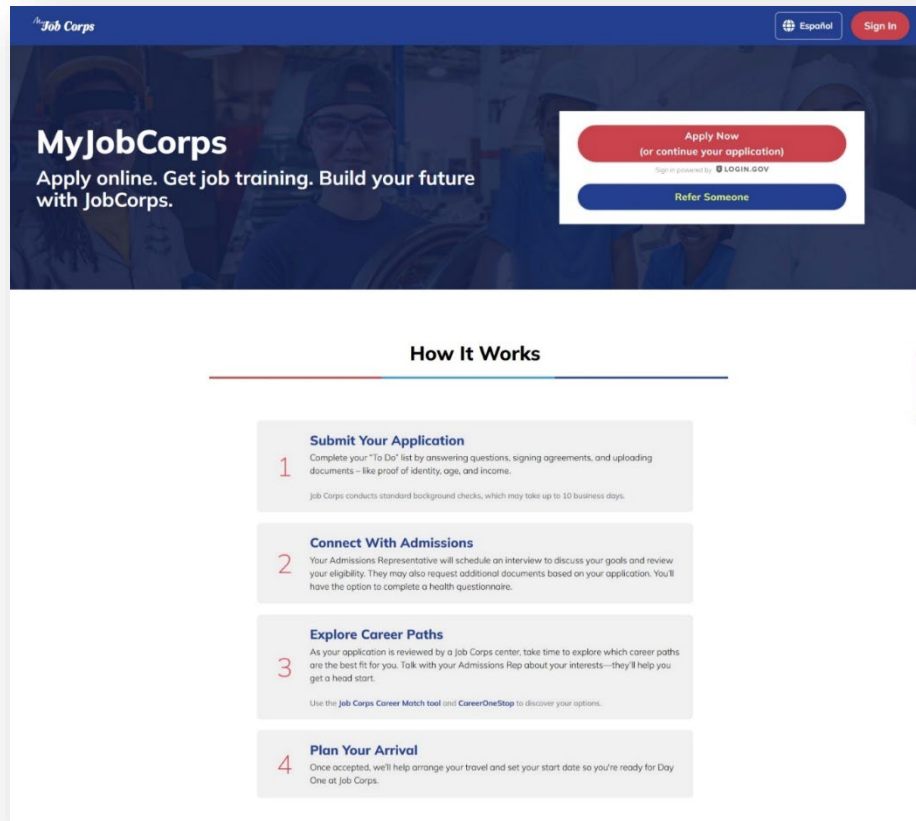
The updated landing page makes it easier for applicants and supporters to get started and understand the admissions process.

How it works

- Apply Now is for individuals who want to apply to Job Corps for themselves
- Refer Someone is for parents, guardians, or others submitting a referral on behalf of someone else.
- Top FAQs added based on common Help Desk questions
- Refreshed Getting Started video to guide applicants
- New How It Works section explaining the admissions process upfront

Benefits

- Easier navigation for applicants and supporters
- Fewer common questions and Help Desk contacts
- Clearer understanding of the admissions process



Screenshot of new MyJobCorps Portal landing page

Portal Updates

Streamlined Application Process

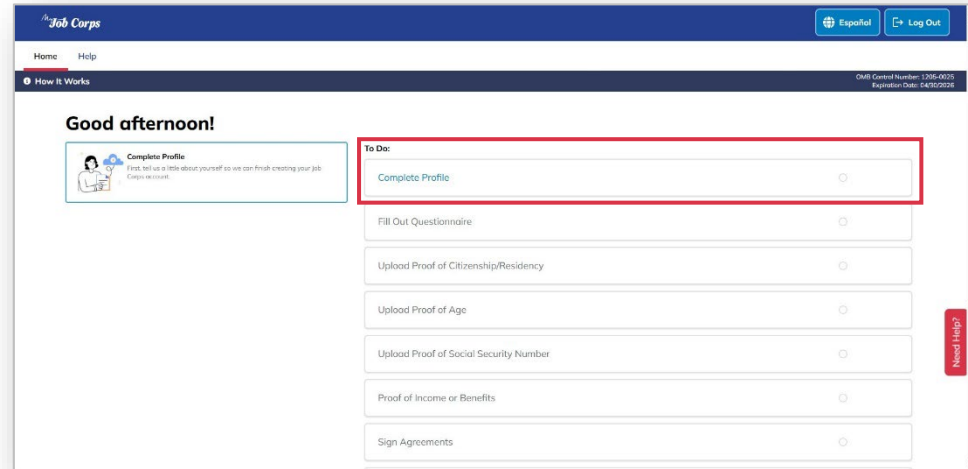
Expressing interest is now part of the application, through the Profile section in Portal.

How it works

- Applicants must create a MyJobCorps Portal account through Login.gov to start their application.
- They are directed to first Complete Profile in Portal before continuing to the rest of the application.
- When applicants enter the basic information about themselves and complete their Profile, a case is then created in Gateway

Benefits

- A smoother, more typical admissions experience similar to other programs or schools
- Caseloads focused on viable applicants who genuinely want to enroll
- Fewer duplicate records in Gateway



Screenshot of MyJobCorps Portal Home screen

Portal Updates

Preferred Email Address

Applicants can now provide a separate **Preferred Email Address** that is different from the one used to create their **Login.gov** account.

How it works

- The Login.gov account email is still required to login.
- The Preferred Email Address defaults to be the same as the applicant's Login.gov email.
- Applicants can enter a Preferred Email different from their Login.gov email.
- The Preferred Email is sent to JCDC upon center assignment.
- Automated notifications are sent to their preferred email.

Benefits

- Prevents applicants from being dependent on someone else's email address.
- Ensures Admissions contacts the actual applicant.
- Provides admissions ability to update the applicant's email address within the Gateway.

The screenshot displays the 'My Profile' page with a sidebar on the left containing navigation links: 'Personal Information' (checked), 'Location and Contact' (checked), 'Career Interests' (checked), and 'Referral Source' (checked). The main content area is titled 'Contact' and includes the following fields and options:

- Login.gov Username:** A text input field containing 'ba.newbyjctest@gmail.com'.
- Preferred Email:** A text input field containing 'ba.newbyjctest@gmail.com'.
- Information Note:** A blue callout box with a question mark icon stating: 'If the email addresses you entered for your username and your preferred contact email are different, please make sure this was intentional - keep in mind, all communications from admissions staff will go to your preferred email.'
- Phone:** A text input field with a placeholder '(000) 000-0000'.
- Alternative Phone Number (optional):** An empty text input field.
- Preferred Contact Method:** Radio buttons for 'Phone', 'Email' (selected), and 'Text*'.

A red 'Need Help?' button is visible on the right edge of the profile card.

Screenshot of MyJobCorps Portal Profile screen

Portal Updates

Two New Agreements

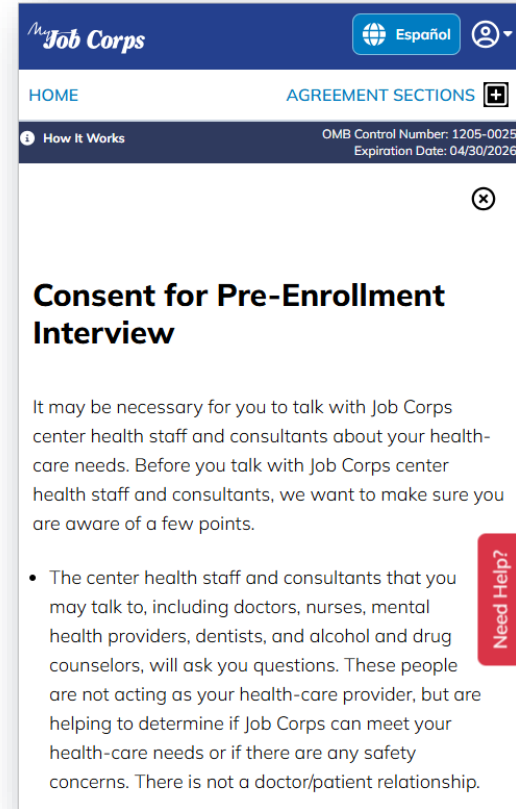
Applicants can sign the Consent for Pre-Enrollment Interview and the Right to Use Photographic Likeness or Moving Images Release agreements in MyJobCorps Portal.

How it works

- Applicants now sign two additional required agreements directly in Portal
- Once signed, they are available for Admissions staff to review in Gateway after application submission
- If the applicant is a minor, a parent/guardian must still sign these agreements outside of the system

Benefits

- Reduces time Admissions staff spend sending agreements outside the system
- Creates a smoother, self-guided experience for applicants in Portal



Screenshot of Portal Mobile view of an Agreement

Portal Updates

Automated Status Alerts

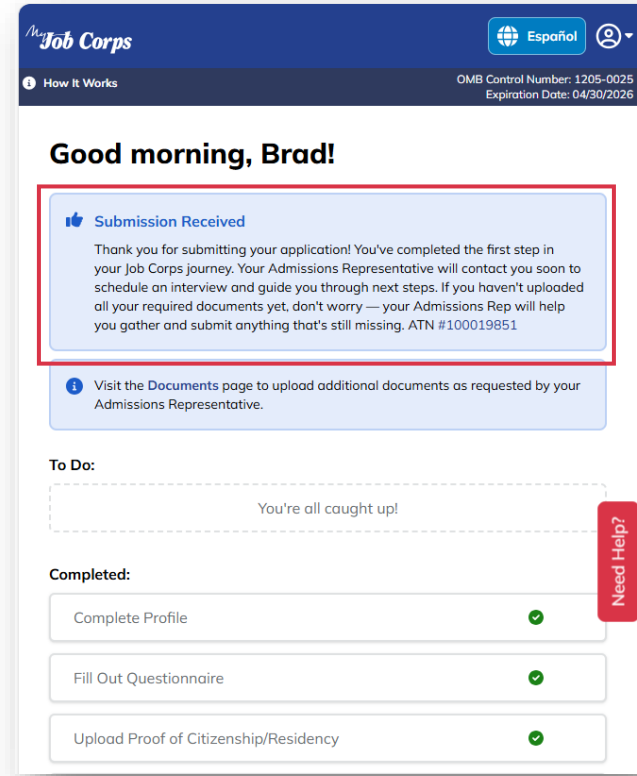
Applicants now see **real-time status updates** on their Portal Home screen to show where they are in the admissions process and what steps come next.

How it works

- Applicants receive an email notification when their application status changes
- The Portal home screen displays an alert showing their current application status and next steps
- Applicants receive alerts upon:
 - Application submission in Portal (Submission Received)
 - Application verification in Gateway (Connect with Admissions)
 - Pending Arrival application status in CIS (Application Accepted)
 - Application Withdrawal in Gateway (Application Withdrawn)
 - Uploading the Denial Letter in Gateway (Application Denied)
- Full details available in Help Desk FAQ

Benefits

- Provides applicants with real-time updates on their application
- Reduces the time Admissions staff spend providing manual status updates



Screenshot of Portal Mobile view of a Submitted Application

Portal Updates

How Portal Updates Impact Case Processing in Gateway

The new, streamlined application process affects when and how cases appear in Gateway. Case creation now happens after an applicant completes their Profile in MyJobCorps Portal, ensuring your caseload includes applicants who have actively started the process.

Case Creation

- A Gateway case is created with a milestone of **Application Started** after an applicant completes the **Profile** section in Portal.
- When applicants are **referred**, the case will display **Interest Expressed** as the workflow milestone.

Case Assignment

- New cases appear in the OA Manager's **Unassigned Prospects** tab for assignment to an Admissions Representative (AR). This process remains the same.

Application Submission

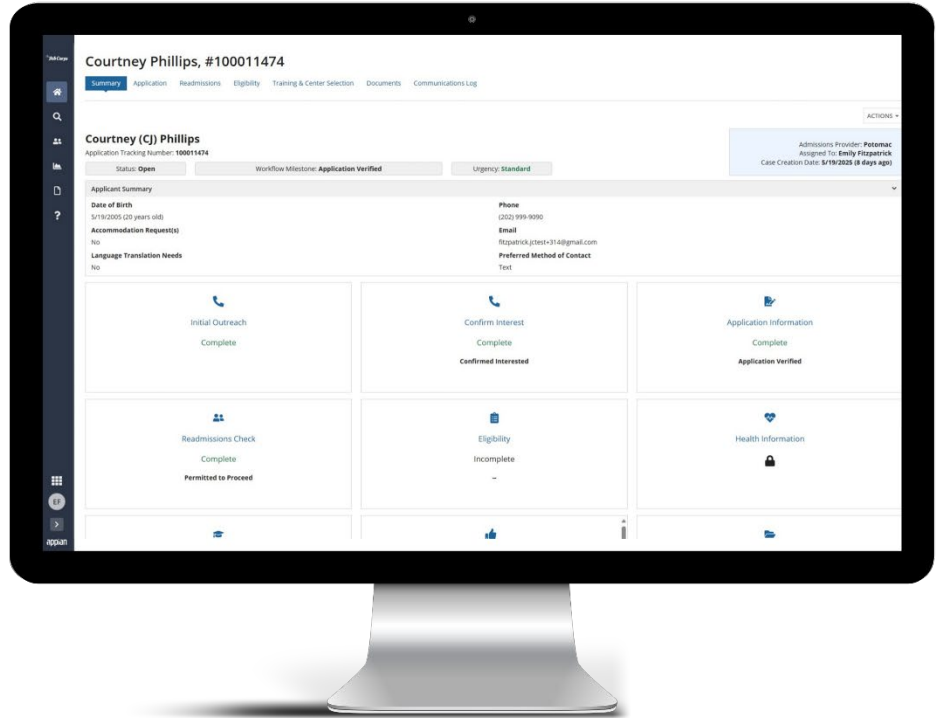
- The AR supports the applicant and is copied on the confirmation email once the application is submitted.
- The milestone updates to **Submitted Application**, and a green checkmark displays in the Submitted Applications column.

The screenshot shows the Gateway Search View interface. At the top, there is a search bar with the text "Search for any case that is available to your role and provider/center alignment." Below the search bar, there are filters for "DATE RANGE" (06/23/2024 - 06/23/2025), "WORKFLOW MILESTONE" (Any), and "CASE STATUS" (Any). There are also filters for "ADMISSIONS PROVIDER" (Any), "SUBMITTED APPLICATION" (Any), "APPLICATION VERIFIED" (Any), and "CENTER STATUS" (Any). The main table has columns for "Application Tracking Number", "Applicant Name", "Age", "Urgency", "Case Status", "Workflow Milestone", "Case Creation Date", "Submitted Application", "Application Verified", "City/Town", and "State". The "Submitted Application" column is highlighted with a red box, and the "Workflow Milestone" column is also highlighted with a red box. The table contains 8 rows of data.

Application Tracking Number	Applicant Name	Age	Urgency	Case Status	Workflow Milestone	Case Creation Date	Submitted Application	Application Verified	City/Town	State
100009631	Lella Gerrity	21	Standard	Withdrawn	Application Started	7/12/2024 4:20 PM EDT	✗	✗	Arlington	Virginia
100009633	Sarah Holly	20	Standard	Open	Application Submitted	7/15/2024 10:51 AM EDT	✓	✗	Washington	District of Columbia
100009635	James White	22	Standard	Open	Application Started	7/15/2024 11:04 AM EDT	✓	✓	Washington	District of Columbia
100009637	Liam Eastwood	19	Expedited	Open	Application Verified	7/15/2024 11:16 AM EDT	✓	✓	Washington	District of Columbia
100009641	Rachael Lewis	24	Standard	Open	Interest Expressed	7/15/2024 11:52 AM EDT	✗	✗	Washington	District of Columbia
100009644	Jacob Smith	21	Priority	Open	Application Verified	7/15/2024 12:11 PM EDT	✓	✓	Washington	District of Columbia
100009646	Janice Smith	21	Standard	Withdrawn	Interest Expressed	7/15/2024 12:27 PM EDT	✗	✗	Washington	District of Columbia

Screenshot of Gateway Search View

Gateway Updates



Gateway Updates

New Features & Enhancements



What's New?

- **New Task Feature for Constituent Issues:** New Task feature supports handling and reporting of Constituent Issues received from applicants.
- **New Reports:** Leverage three additional reports, organizing data based on OA provider.

What This Means for You:

- ✓ Greater management and transparency into the handling and resolving of Constituent Issues.
- ✓ Increased applicant and provider-level data available in a single platform.

Gateway Updates

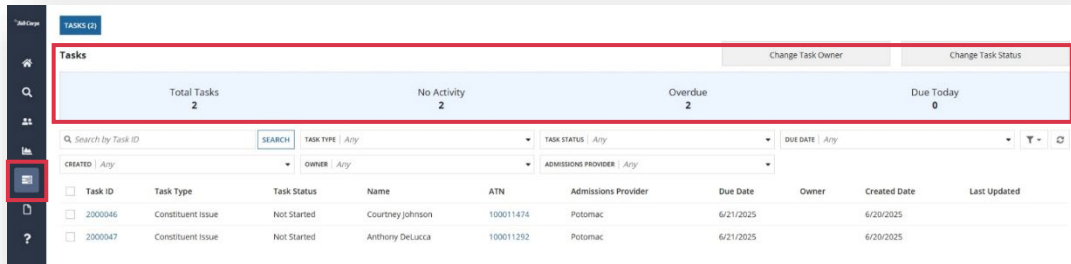
New Tasks Feature for Constituent Issues

There is a new **Tasks** feature in Gateway that allows for greater transparency on assigned actions and resolutions performed by Admissions Providers. **Job Corps federal staff can access and monitor Tasks for the Admissions Providers they oversee.**

How it works

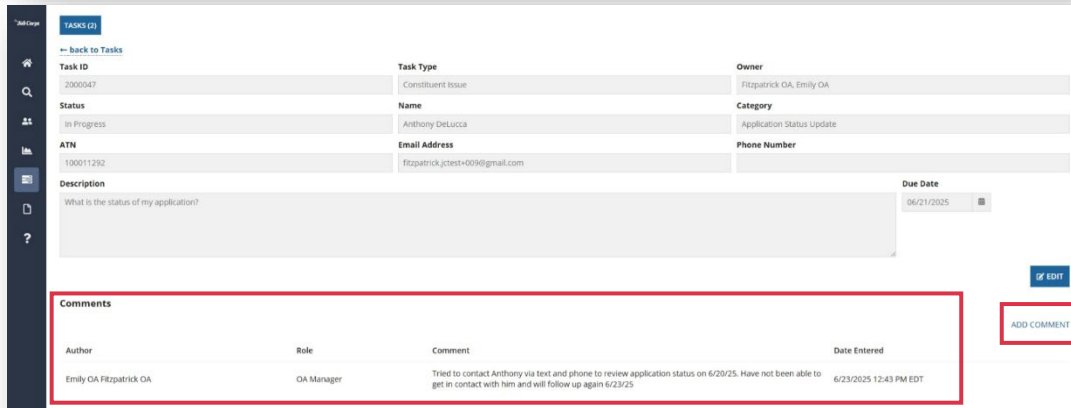
When the MyJobCorps Help Desk receives a Constituent Issue from the [Applicant Help Center](#), they create a Task for the respective Admissions Provider.

1. New Tasks are added to the aligned OA Manager's queue for assignment and resolution.
2. **OA Managers** will view and assign the Task (even to themselves if desired)
3. The assigned **Task Owner (OA Manager or AR)** will review, address, and mark the Task as Complete when it is resolved.
4. All users, including Regional GAs and CORs, can comment on Tasks and flag concerns.
5. OA Managers and Task Owners can track progress on Tasks using the Tasks Dashboard. Constituent Issues are due within 1 business day.



CREATED	OWNER	TASK ID	Task Type	Task Status	Name	ATN	Admissions Provider	Due Date	Owner	Created Date	Last Updated
<input type="checkbox"/>	2000046		Constituent Issue	Not Started	Courney Johnson	100011474	Potomac	6/21/2025		6/20/2025	
<input type="checkbox"/>	2000047		Constituent Issue	Not Started	Anthony DeLuca	100011292	Potomac	6/21/2025		6/20/2025	

Screenshot of Gateway Tasks



Task ID	Task Type	Owner	
2000047	Constituent Issue	Fitzpatrick GA, Emily OA	
Status	Name	Category	
In Progress	Anthony DeLuca	Application Status Update	
ATN	Email Address	Phone Number	
100011292	fitzpatrick_jcchest+009@gmail.com		
Description	Due Date		
What is the status of my application?	06/21/2025		
Comments			
Author	Role	Comment	Date Entered
Emily OA Fitzpatrick GA	OA Manager	Tried to contact Anthony via text and phone to review application status on 6/20/25. Have not been able to get in contact with him and will follow up again 6/23/25	6/23/2025 12:43 PM EDT

Screenshot of Gateway Constituent Issue Details.

- Use the **Task view** to track all tasks that are in not started or in progress.
- Run the **Constituent Issues Report** to view completed tasks.

Gateway Updates New Reports

Three new reports are now available under the Reporting tab to help Admissions staff track applicant activity, assignments, and decisions more effectively.

How it works

Access all three reports from the Reporting tab in Gateway.

- **Constituent Issues Report:** Tracks all Constituent Issues submitted by applicants to the Help Center, showing total counts, status, and category filtered by your provider and date range.
- **Arrival Detail Report:** Displays students who have arrived on center, broken down by sex and assigned Admissions Representative, helping track center assignments by AR.
- **Completed Waivers and Denials Report:** Shows readmit waivers and center recommendations for denial with final decisions from the Regional Office, allowing staff to monitor completed adjudications.

← back to Reporting Home

Constituent Issues Report

Admissions Provider: Assigned To: Issue Start Date *: Issue End Date *: Status:

By Category			By Status		
Outreach Request	1	Program Information Request	0	Not Started	1
Application Status Update	1	Other	0	In Progress	1
Application Assistance	0	Total	2	Completed	0

Constituent Issues Report Data

Task ID	Admissions Provider	Assigned To	Application Tracking Number	Applicant Name	Category	Status	Created Date
2000042	Pittsburgh	-	100011685	Sandval, Pablo	Outreach Request	Not Started	4/20/2025
2000024	Pittsburgh	Fitzpatrick, Kevin	100011621	Doe, John	Application Status Update	Completed	6/12/2025
2000025	Pittsburgh	Williams, Brad	100011621	Doe, Jane	Application Status Update	Not Started	6/12/2025

← back to Reporting Home

Arrival Detail Report

Arrival Date Start *: Arrival Date End *: Admissions Provider: Admission Representative: Center:

Arrival Detail Report Data

Assigned To	Male	Female	Total	Admissions Provider	Center
No items available					

Summary Counts

Male	Female	Total

← back to Reporting Home

Completed Waivers and Denials Report

Request Type: Result: Admissions Provider: Center:

Application Tracking Number	Applicant Name	Request Type	Result	Application Date	Admissions Provider	Center	Assigned To	Date of Result
100011676	Minor, PV0617TEST4 Rose	Recommendation for Denial	Rejected	-	Los Angeles	Los Angeles Job Corps Center	Vandhanapu, AR Pavan	6/18/2025
100011654	Test, CBJun13Three25 C	Recommendation for Denial	Accepted	-	Los Angeles	Los Angeles Job Corps Center	Braunberg, Christopher	-
100011624	test-464, ABemail-464	Recommendation for Denial	Accepted	-	Los Angeles	Pittsburgh Job Corps Center	Bongale, Archana	-
100011378	Patel, PV12566TEST2 NMN	Recommendation for Denial	Accepted	-	Los Angeles	Los Angeles Job Corps Center	Vandhanapu, AR Pavan	5/8/2025
100011378	Patel, PV12566TEST2 NMN	Recommendation for Denial	Accepted	-	Los Angeles	Los Angeles Job Corps Center	Vandhanapu, AR Pavan	6/13/2025
100011344	Tej, Charan	Recommendation for Denial	Rejected	-	Los Angeles	Tongue Point Job Corps Center	Vandhanapu, AR Pavan	4/30/2025

Support and Resources

Resources

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

- Review the [3.6 Release article](#) to access: micro-training slides, release demo, overview of the release, and links to related user guides
- Review the 3.6 Release Notes
- Check the [Known Issues](#) article

Office Hours

Register to join an upcoming **Case Processing and Technical Support** [Office Hours](#) session:

- Tuesday, July 15th at 1:00PM EST

Improved Application Process – Updated Applicant Video

Getting
Started with
MyJobCorps

