

MyJobCorps 3.8 Release Overview

→ New Features and Enhancements

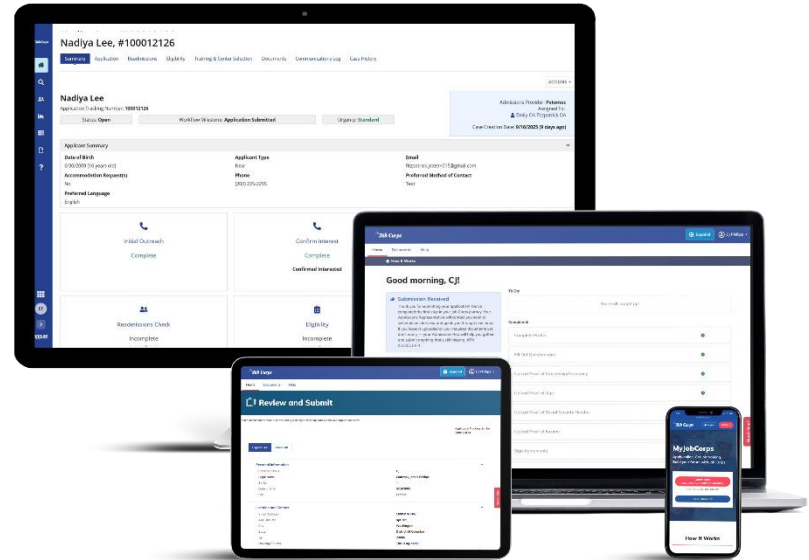
- Maintain Applicant Contact Info
- Updated OA Provider Alignment for Reopened Applications
- Collect Additional Education Data
- Option to Disclose a Disability
- Improved Case Reassignment
- Reduced Clutter in Search view
- Search and View all Cases within OA Provider
- Updated Arrival Detail Report

→ Support & Resources

→ System Demo

→ Q&A

3.8 system updates available on **December 12, 2025**



Maintain Profile Contact Information

Applicants can now return to their Profile in Portal to make updates to their information without resubmitting their application. When their information is saved Portal, Gateway will update automatically, in real-time.

How it works

- When an applicant submits their application, they will be notified that they can return to Portal at any time to update their Profile if needed.
 - Applicants can make updates to the following fields:
 - Preferred language
 - Address
 - Preferred email
 - Phone number
 - Preferred contact method
- Changes to their information is updated in Gateway.

Benefits

- Applicants no longer need to contact their AR to manually make these changes, previously resulting in notification delays.

IMPORTANT: Applicants **cannot** update fields that impact their eligibility, such as their legal name, DOB, or sex. If a change is legitimately needed, AR's can make the change in Gateway.

Contact

Login.gov Username
fitzpatrick.jctest+014@gmail.com

Preferred Email
fitzpatrick.jctest+014@gmail.com

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
(270) 888-8080

Alternative Phone Number (optional)

Preferred Contact Method
 Phone Email Text*

Best Time to Contact. Select all that apply
 Morning 9am to 12pm
 Afternoon 12pm to 4pm
 Evening 4pm to 8pm

How did you hear about Job Corps?
Advertisement on social media

Save and Return Home

Update OA Provider Alignment for Reopened Applications

Previously withdrawn or inactive cases that have been reopened will route to the OA Provider responsible for the recruitment zone, if the zip code was updated.

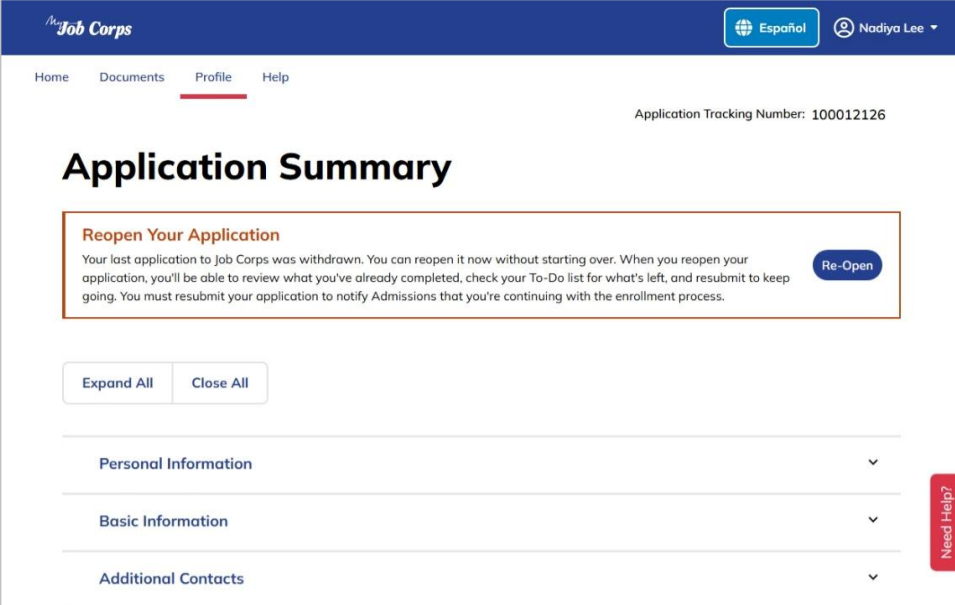
How it works:

- **If the applicant changes their address in Portal and it aligns to a zip code for a different OA provider**, the case will be routed to the new OA provider and will appear in the Unassigned queue for OA Managers.
- **If the applicant's zip code is aligned to the same OA Provider**, the case will remain with the same OA Provider and will appear in the Unassigned queue for OA Managers.
- An indicator appears next to the applicant's name showing it was reopened in Portal, and Case History will show what actions were previously taken on the case.

Benefit

- Appropriately aligned reopened cases to OA providers responsible for the updated zip code.

Note: Changes in address **do not** automatically reassign the case to another OA Provider if the case is being processed. Reassignments only occur for re-opened cases performed by the applicant.



The screenshot displays the 'MyJob Corps' application tracking interface. At the top, there is a navigation bar with 'Español' and 'Nadiya Lee' options. Below this, the 'Profile' tab is selected. The main heading is 'Application Summary' with the tracking number '100012126'. A prominent notification box titled 'Reopen Your Application' contains text explaining that a withdrawn application can be reopened and resubmitted. A 'Re-Open' button is visible in the notification. Below the notification are 'Expand All' and 'Close All' buttons. A table with three rows is shown: 'Personal Information', 'Basic Information', and 'Additional Contacts', each with a dropdown arrow. A vertical 'Need Help?' button is on the right side.

Reminder: Application information for a Withdrawn case is saved for 90 days. After 90 days, the case status updates to 'Closed' and applicants would need to restart their application.

Collect Additional Education Data

MyJobCorps Portal will collect additional education data from applicants who are currently enrolled in high school.

How it works

- Applicants may complete additional questions in Portal, based on their responses, to determine the applicant's highest level of education and program needs.
- Admissions staff can view the identified **Highest Education Level** in the Application tab, under Education.

Benefits

- Clearer insight to determine applicant enrollment in Job Corps Academics
- MyJobCorps will meet compliance with WIOA performance reporting requirements.
- Additional details set Job Corps up for the future – no action required by Admissions staff.

The screenshot displays the MyJobCorps portal interface. The top navigation bar includes 'Home', 'Documents', 'Profile', and 'Help'. The user is logged in as 'Nadiyah Lee'. The main content area is titled 'Education' and contains the following questions and input fields:

- Are you currently attending high school?** (Yes/No buttons)
- What is the name of the high school you are currently attending?** (Text input: McKinley Tech High School)
- Country** (Dropdown: United States of America)
- State/Territories** (Dropdown: District Of Columbia)
- City** (Text input: Washington)
- What is the highest grade you have completed?** (Dropdown: 9th grade)
- Do you plan to continue attending your current high school while enrolled at Job Corps for career technical training?** (Text input)

Below the form is a summary view of the 'Education' section:

Field	Value
Select your current education status:	Still attending High School
Will you need educational support learning English?	No
Name of Last School Attended	McKinley Tech High School
Country	United States
City	Washington
State/Territories	District of Columbia
Highest Grade Completed	10
Where did you attend school?	Within the U.S. or U.S. Territories
Provide any details you would like to share (Optional)	-
High School Diploma Type	None
Highest Education Level	No education level completed
CTT One-way program participation	Yes

On the right side of the summary view, there is a 'Verify Application' section with the following status:

- All items must be completed before you can verify the application.
- Interest has been confirmed
- All required fields in the application are complete
- All agreements are signed
- SSN has been verified
- I confirm that I have reviewed the application and that all information is complete and accurate.

A 'VERIFY' button is located at the bottom of the verification section.

Option to Disclose a Disability

MyJobCorps Portal will now provide applicants **24 years and 9 months**, or older, the option to disclose a disability.

How it works

- Admissions staff can view if the applicant disclosed a disability in the in the **Application** tab, under Profile.
- If a disability was disclosed, Gateway will automatically indicate a disability in **Criterion 2** and **Criterion 3** in the Eligibility tab.

Benefits

- Provide applicants the opportunity to provide additional information regarding their personal health circumstances at the start of their application.
- Provides information on the eligibility criteria for applicants who exceed age criteria, which helps them decide if they should apply.

Date of Birth (Month Day Year)

01/01/2001

- Job Corps is normally for applicants aged 16-24. In some cases, this age limit can be waived if you are a person with a disability. Sharing disability information is completely voluntary:
- You do not have to disclose a disability.
 - If you choose to share, your information will be kept confidential and only used to determine if the age waiver applies in accordance with the law.
 - If you choose not you share, you may not qualify for the age waiver and could be found ineligible based on age.

Do you have a form of disability? [Who counts as a person with a disability?](#)

- Yes
- No
- Prefer not to answer

Eligibility Criteria 1-3

1. Residency Status
2. Age
3. Low Income

Reese Smith, #100012260

Criterion 2

Age

Preliminary Eligibility

The applicant is 16-17 years old.

The applicant is 18-24 years old.

Applicant is over 24 and they have disclosed a disability

The applicant has disclosed a disability? Yes

Proof of Age

Confirm Criterion Result

Eligible

BACK EXIT CONTINUE

Eligibility Criteria 1-3

1. Residency Status
2. Age
3. Low Income

Reese Smith, #100012260

Criterion 3

Low Income

Preliminary Eligibility

The applicant is a victim of human trafficking.

The applicant receives public assistance

The applicant is experiencing or has experienced homelessness.

The applicant receives free or reduced-price lunch.

The applicant is/was a foster child.

The applicant has met the earned income requirement

The applicant has disclosed a disability? Yes

Confirm Criterion Result

Confirmed Eligible

BACK EXIT SAVE AND EXIT

Improved Case Reassignments

Admission Staff accounts that are closed will automatically unassign aligned **open** cases. These cases will appear in the OA Manager's Unassigned queue for reassignment.

How it works

1. When a Gateway user account is closed with cases still assigned to them, those cases will automatically return to an **Unassigned** Case Status.

Reminder: Only OA Managers can request account closures for Admission Representatives by contacting the MyJobCorps Help Desk.

2. All unassigned cases will return to the OA Manager's queue for reassignment. They will receive an automated email notification.
3. When a case is reassigned, applicants will receive an automated email with their new AR's contact information.

Benefits

- Eliminates the need for OA managers to reassign cases ahead of requesting account closures, improving the user experience for OA Managers.

The screenshot shows the MyJobCorps 'Unassigned' case queue. The 'UNASSIGNED' tab is highlighted in a red box. The interface includes a search bar, filters for urgency and state, and a table of cases. The table has columns for Application Tracking Number, Applicant Name, Urgency, Applicant Type, Submitted Application, City/Town, State, ZIP Code, and Days in Queue. Two cases are listed: one with tracking number 100012284 and another with 100012281.

Application Tracking Number	Applicant Name	Urgency	Applicant Type	Submitted Application	City/Town	State	ZIP Code	Days in Queue	
<input type="checkbox"/>	100012284	MMtestingEITBtst TestingImm135	Standard	New		Los Angeles	California	90001	Less than 1 day
<input type="checkbox"/>	100012281	Tim Onta	Standard	New		Los Angeles	California	90001	Less than 1 day

The screenshot shows an email notification from MyJobCorps. The subject is 'MyJobCorps: Admission Representative Account Deactivated'. The email body contains a green banner with 'INFO ONLY' text, followed by a message stating that an Admissions Representative Mai Thuy has been deactivated and that the user should log in to MyJobCorps Gateway to reassign cases. The email is from the MyJobCorps Team, ETA/Job Corps, U.S. Department of Labor, and includes a link to the MyJobCorps Gateway Help Center.

INFO ONLY: This email originated outside the Department of Labor but from a validated government source. Do not click (select) links or open attachments unless you recognize the sender and know the content is safe. Report suspicious emails through the "Report" button on your email toolbar.

An Admissions Representative Mai Thuy aligned to has been deactivated. Please log in to MyJobCorps Gateway to reassign the cases previously aligned to the account.

Note: This is a system-generated email. Please do not reply.

MyJobCorps Team
ETA/Job Corps
U.S. Department of Labor
Contact us by visiting the [MyJobCorps Gateway Help Center](#)

This email is generated automatically. Please do not reply to this message.

Reduced Clutter in the Search View

Gateway users will no longer see duplicate cases in the Search screen for cases automatically or manually marked as a duplicate.

How it works

- When users go to the **Search** view in Gateway, all cases will display while automatically excluding any case with the **Case Status** of **Duplicate**.
- To view duplicate cases, users can select 'Yes' from the **Show Duplicates** drop down.

Note: You will still see cases flagged as potential duplicates.

Benefit

- The Search view will no longer be cluttered with duplicates. This is especially helpful when OA staff searches names rather than ATN's.

The screenshot displays the 'My Job Corps' Search interface. On the left is a navigation menu with options: Home, Search (selected), Staff, Reporting, Tasks, Forms, and Help. The main content area is titled 'Search' and includes a search bar with the placeholder 'Search by ATN, AIN or Applicant Name' and a 'SEARCH' button. Below the search bar are several filter dropdowns: 'WORKFLOW MILESTONE | Any', 'ASSIGNED TO | Any', 'SUBMITTED APPLICATION | Any', 'DATE RANGE | Any - Any', 'CASE STATUS | Any', 'ADMISSIONS PROVIDER | Any', 'APPLICATION VERIFIED | Any', and 'CENTER STATUS | Any'. A red box highlights the 'SHOW DUPLICATES | Any' dropdown menu, which is open to show three options: 'Any' (highlighted in blue), 'No', and 'Yes'. In the top right corner, there is an 'ASSIGN' button and a pagination control showing 'Items per page 10 | 25 | 50 | 100'. At the bottom of the search area, a table header is visible with columns: Agency, Case Status, Workflow Milestone, Case Creation Date (with a downward arrow), Submitted Application, and Application Verified.

Search and View All Cases Within OA Provider

Admissions Representatives will be able to search and view all cases aligned to their OA Provider, instead of only being able to search for cases assigned to them.

How it works

- Admission staff can view all cases aligned to their OA provider using the **Search** view.
- Use the search bar to find a case by entering the applicant's name, ATN, or AIN- regardless of case assignment or status.
- Filter cases to show cases assigned to specific staff member, such as yourself or a coworker at your OA Provider.

Benefits

- Ability to research a case, such as handling a Task assigned to you, or identifying if a case is already being processed by someone else in their office.

Application Tracking Number	Applicant Name	Age	Urgency	Case Status	Workflow Milestone	Case Creation Date	Submitted Application	Application Verified	City/Town	State	Admissions Provider	Assigned To	Initial Contact Date	Confirmed Interest Date	Routed for QA Review Date	Center Status
100012271	Ricardo Rodriguez	24	Standard	Open	Application Started	11/19/2025 11:50 AM EST	⊘	⊘	Washington	District of Columbia	Potomac	Unassigned	N/A	N/A	N/A	
100012355	Ricardo Rodriguez	19	Expedited	Open	Application verified	11/19/2025 11:11 AM EST	⊙	⊙	Washington	District of Columbia	Potomac	Michelle Munna	11/19/2025	11/19/2025 1:08 PM EDT	N/A	
100012049	Ricardo Rodriguez	25	Standard	Open	Application Started	10/28/2025 12:03 PM EDT	⊘	⊘	Washington	District of Columbia	Potomac	Michelle Munna	N/A	N/A	N/A	
100012260	Reese Smith	25	Standard	Open	Center Assigned	10/28/2025 10:59 AM EDT	⊙	⊙	Washington	District of Columbia	Potomac	Emily Fitzpatrick	10/28/2025	10/28/2025 11:10 AM EDT	10/28/2025 12:04 PM EDT	Pending Center Review
100012254	Ricardo Rodriguez	24	Expedited	Open	Application Submitted	10/28/2025 10:46 AM EDT	⊙	⊘	Washington	District of Columbia	Potomac	Unassigned	N/A	N/A	N/A	
100012253	Reese Smith	19	Standard	Open	Interest Expressed	10/28/2025 10:40 AM EDT	⊘	⊘	Washington	District of Columbia	Potomac	Unassigned	N/A	N/A	N/A	
100012126	Nadja Lee	16	Standard	Withdrawn	Application Submitted	9/16/2025 12:25 PM EDT	⊙	⊘	Washington	District of Columbia	Potomac	Emily Fitzpatrick	9/16/2025	9/16/2025 11:07 AM EDT	N/A	
100012123	Maria Crews	19	Expedited	Open	Application Verified	9/16/2025 11:10 AM EDT	⊙	⊙	Washington	District of Columbia	Potomac	Emily Fitzpatrick	9/29/2025	9/29/2025 1:28 PM EDT	N/A	
100012116	Maria Crews	19	Standard	Closed	Denied	9/16/2025 10:37 AM EDT	⊙	⊙	Washington	District of Columbia	Potomac	Emily Fitzpatrick	9/16/2025	9/16/2025 10:47 AM EDT	9/16/2025 11:01 AM EDT	
100012109	Kristen Bishop	17	Standard	Inactive	Application Started	9/15/2025 2:46 PM EDT	⊘	⊘	Washington	District of Columbia	Potomac	Unassigned	N/A	N/A	N/A	

Support and Resources

Resources

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

- Review the [3.8 Release article](#) to access: an overview of the release, the recorded training, the training slides, and links to related user guides
- Review the 3.8 Release Notes
- Check the [Known Issues](#) article

Office Hours

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

- Tuesday, December 18th at 1:00PM EST