

*My* **Job Corps**

Self-Paced Training Guide for

Admissions Staff

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01

# Understanding MyJobCorps

Welcome

About MyJobCorps

System Overview

User Roles

# 01 Understanding MyJobCorps

## Welcome

This guide provides Job Corps staff with self-paced learning on how to use MyJobCorps. MyJobCorps is an admissions system for applicants to apply to Job Corps online and for Admissions staff to process applications. In this self-paced guide, you will learn about logging in and getting familiar with MyJobCorps Gateway, assigning and managing cases, processing cases, performing case actions, reporting, and engaging with and supporting applicants using the Portal.

The MyJobCorps Team is committed to helping you – this guide is a first step. Ready to start? Let's dive in.

## Additional Resources

The [Gateway Help Center](#) provides additional support and resources for Admissions staff, while the [Applicant Help Center](#) provides additional support for applicants.



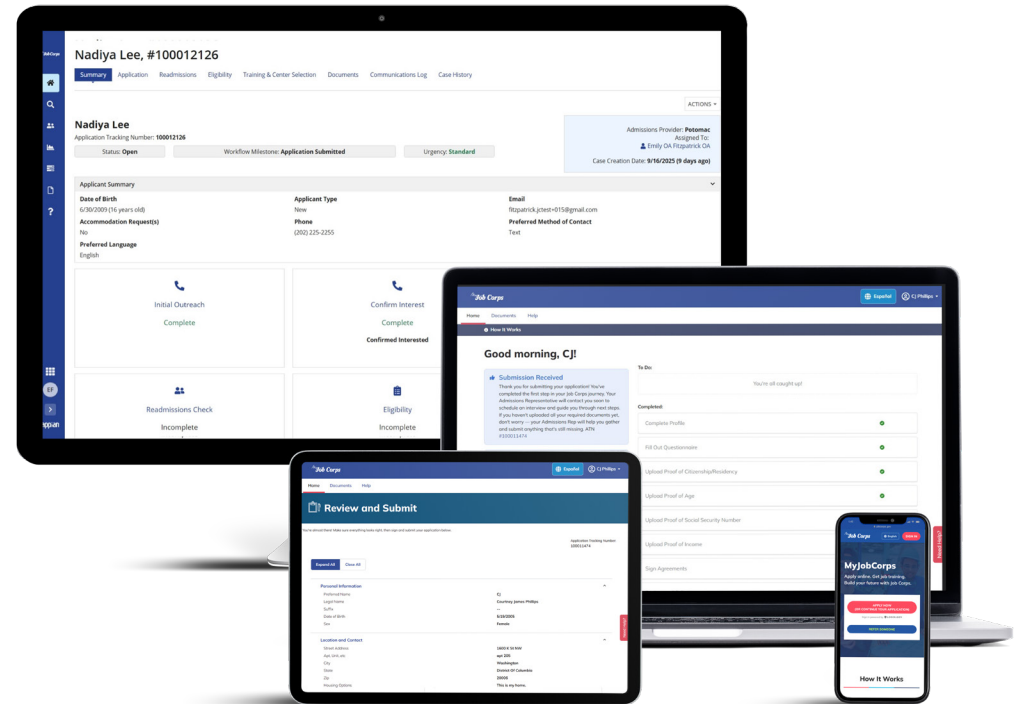
## About MyJobCorps

### System Overview

MyJobCorps is an integrated admissions systems that enables future students to apply to Job Corps online and enables Admissions staff to manage applications in real-time. MyJobCorps enables applicants to apply to Job Corps online and provides Admissions staff with an improved system for application processing. MyJobCorps facilitates effective communication between applicants and Admissions staff, adheres to policy requirements, and provides automated and streamlined admissions processing.

MyJobCorps is comprised of two system components:

- 1. MyJobCorps Portal:** Portal is where future students apply to Job Corps online from any device or web browser. When they create their account, or get referred, they're assigned to an Admissions Provider based on the zip code. The secure application allows young people to: Start and submit their application, upload documents, sign important forms, and track their application status. Applicants can log in anytime to finish their application or check for updates.
- 2. MyJobCorps Gateway:** Gateway is the case management tool for Admissions staff, used to review applicant information, complete eligibility screenings, and manage the application workflow. It is integrated with the MyJobCorps Portal, so updates to an applicant's status are reflected in their Portal dashboard. Gateway also allows you to run reports and helps ensure admissions activities follow Job Corps policy.

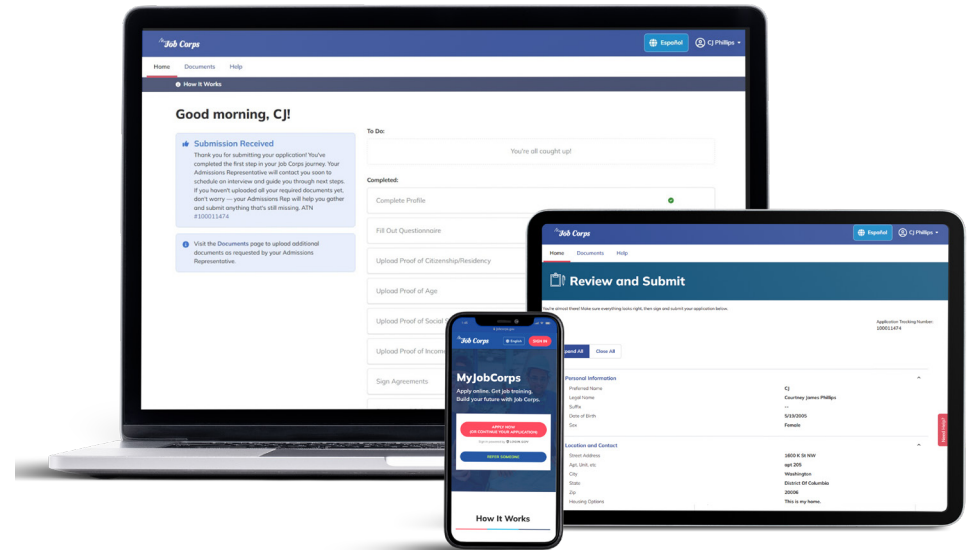


## About MyJobCorps

### User Roles

**MyJobCorps Portal** is available to individuals applying for the Job Corps program. The users of Portal are categorized as follows:

- **Prospects:** A person who creates a Portal account and/or begins their application, showing interest in Job Corps. Prospects can also be referred by someone via the “Refer Someone” button on [Enroll.JobCorps.gov](http://Enroll.JobCorps.gov).
- **Applicants:** A person who has submitted their application and an Admissions Representative has confirmed their genuine interest in pursuing Job Corps.



## About MyJobCorps

**MyJobCorps Gateway** consists of the following user roles for Job Corps staff:

### Admissions staff:

- **Outreach and Admissions (OA) Managers:** A Job Corps Center OA Manager is responsible for overseeing daily admissions processes and managing Admissions staff. OA Managers use the MyJobCorps Gateway to review and assign Prospect and Applicant cases, conduct Quality Assurance reviews, and assist Admissions staff with application processing, as needed.
- **Admissions Representatives (AR):** A Job Corps Admissions staff member or counselor who engages directly with applicants to confirm their interest in Job Corps. ARs use the MyJobCorps Gateway to review cases assigned to them, process applications, and make an eligibility determination.

### Center staff:

- **Health and Wellness Reviewer (HWR):** The HWR completes applicant file review (AFR) of the provided health information, provides a recommendation, and determines if there is a need for further health review by a Qualified Health Professional (QHP) and regional health review.
- **Records Manager (CRM):** As center staff, CRMs use MyJobCorps Gateway to manage enrollment after health review by planning arrival, coordinating with applicants, and completing student creation in Gateway and CIS.

### National and Regional staff:

- **Regional Director (RD):** The Regional Director serves as the final decisionmaker for readmit waivers and recommendations for denial in MyJobCorps Gateway. The RD also

communicates outcomes to centers and completes the overall case resolution.

- **Division Chief:** The Division Chief is responsible for tasks similar to the Regional Director, such as reviewing readmit waivers and center recommendations for denial in MyJobCorps Gateway.
- **Contracting Officer Representative (COR):** As a federal user, CORs use MyJobCorps Gateway to view applications, readmit waivers, recommendations for denial, and customer service requests.
- **Regional Disability Coordinator (RDC):** The Regional Disability Coordinator reviews applicant files to ensure they meet legal and policy requirements and serves as the initial entry point for cases moving into the Regional Review process.
- **Regional Health Specialist (RHS):** The Regional Health Specialist conducts detailed health assessments for each case and uploads the resulting recommendations and supporting documents to Gateway. They RHS collaborates closely with the RDC.

## 02

# Logging In and Getting Familiar

Log In to MyJobCorps Gateway

Navigate MyJobCorps Gateway

Navigate the Home View

Navigate the Search View

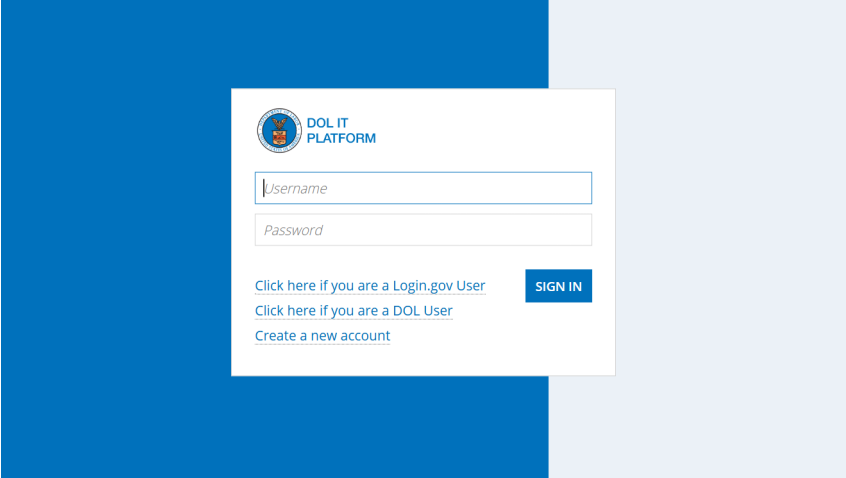
Utilize Applicant Indicators

Navigate a Case

## 02 Logging in and Getting Familiar

### Log in to MyJobCorps Gateway

MyJobCorps Gateway is an online case management tool that can be accessed from any web browser or device. You must have an active jobcorps.org email address to access Gateway. You will log in to Gateway by selecting 'Click here if you are a DOL user' and entering your Job Corps credentials. You will be directed to a National Job Corps Web Authentication page and then directed straight to the Gateway homepage.



DOL IT PLATFORM

Username

Password

[Click here if you are a Login.gov User](#)

[Click here if you are a DOL User](#)

[Create a new account](#)

SIGN IN

#### Learn More:

- [Log into MyJobCorps Gateway](#)

## 02 Logging in and Getting Familiar

### Navigate MyJobCorps Gateway

The collapsible navigation menu on the left of the screen allows you to move between tabs depending on your role. Each tab provides the necessary tools and information to process admissions activities effectively.

1. **Home:** View open applicant cases organized in different tabs at the top of the page based on required action.
2. **Alerts:** View notifications that indicate important case information or required actions a user must take to move the case through the workflow in Gateway.
3. **Search:** View all cases aligned to the Admissions Provider regardless of the Case Status, Workflow Milestone, or assignment.
4. **Staff:** View all Admissions staff aligned to your Job Corps Center; Insights into their current caseload, role, and contact information.
5. **Reporting:** Access various reports based on your needs. Use filters to search for specific information and the data can be exported into Excel. [See Section 7 for more details]
6. **Tasks:** View open Tasks, provide updates, and track progress on work items requiring action.
7. **Forms:** Access blank copies of Job Corps forms that can be downloaded to your computer and used as needed.
8. **Help:** Access a link that directs you to the MyJobCorps Gateway Help Center for comprehensive support, including user guides, training materials, and FAQs.
9. Select your initials from the bottom of the left navigation menu of the screen to update your settings, such as your time zone.
10. Select the arrow to expand or collapse the left navigation menu.

#### Learn More:

- [Navigate MyJobCorps Gateway](#)

## Navigate MyJobCorps Gateway

Job Corps

UNASSIGNED PROSPECTS **APPLICANTS** REVIEW REQUESTS RETURNED BY CENTER PENDING ARRIVALS

### My Applicants

Select an applicant to review and process their application. Items per page 10 | 25 | 50 | 100

Q Search by ATN, AIN, Applicant Name, Phone Number  URGENCY | Any WORKFLOW MILESTONE | Any

ADMISSIONS PROVIDER | Any SUBMITTED APPLICATION | Any SUBMITTED HEALTH QUESTIONNAIRE | Any

Application Tracking Number	Applicant Name	Age	Urgency	Applicant Type	Workflow Milestone	Submitted Application	Submitted Health Questionnaire	Admissions Provider	Preferred Contact Method	Phone Number	Email	Days in Queue
100012529	Anthony Delucca	21	Standard	New	Application Verified	✓	✗	Potomac	Phone	(202) 888 2222	fitzpatrick.jctest+009@gmail.com	19 days
100012513	Nicolas Klaus ▲	25	Standard	New	Application Verified	✓	✗	Potomac	Email	(202) 555 5000	fitzpatrick.jctest+019@gmail.com	46 days
100012126	Nadiya	16	Standard	New	Application Verified	✓	✗	Potomac	Phone	(202) 555 5000	fitzpatrick.jctest+015@gmail.com	19 days

### Navigate the Home View

Home displays an organized view of open cases that require an action or decision. The view is dependent on your role and can be filtered or sorted.

### Admissions Representative Home View:

You will see four tabs organized at the top of the page by prospect and applicant cases assigned to you and where they are at in the application process.

- Prospects
- Applicants
- Returned by Center
- Pending Arrivals

### OA Manager Home View:

You will see six tabs organized by required action or assignment.

- Unassigned
- Prospects
- Applicants
- Review Requests
- Returned by Center
- Pending Arrivals

**Note:** Data exports based on how the Search view is filtered. See Section 7 for details on creating custom reports using Search.

### Learn More:

- [Navigate MyJobCorps Gateway](#)

## Navigate MyJobCorps Gateway

**Search**

Search for any case that is available to your role and provider/center alignment.

ASSIGN

Items per page 10 | 25 | 50 | 100

Search by ATN, AIN, App.

DATE RANGE | Any - Any | WORKFLOW MILESTONE | Any | CASE STATUS | Any | ASSIGNED TO | Any

ADMISSIONS PROVIDER | Any | SUBMITTED APPLICATION | Any | SUBMITTED HEALTH QUES... | Any | SHOW DUPLICATES | No | CENTER STATUS | Any

<input type="checkbox"/>	Application Tracking Number	Applicant Name	Age	Urgency	Case Status	Workflow Milestone	Case Creation Date	Submitted Application	Submitted Health Questionnaire	City/Town	State	Admissions Provider	Assigned To	Initial Contact Date	Confirm Interest Date
<input type="checkbox"/>	100012637	Ricardo Rodriguez	25	Standard	Open	Application Started	1/26/2026 10:39 AM EST			Washington	District of Columbia	Potomac	Unassigned	N/A	
<input type="checkbox"/>	100012529	Anthony Delucca	21	Standard	Open	Application Verified	12/17/2025 12:09 PM EST			Washington	District of Columbia	Potomac	Emily Fitzpatrick	1/7/2026	1/7/2026 4:50 PM EST

12/11/2025 | District | 12/11/2026

### Navigate the Search View

The Search view displays all cases aligned to the Admissions Provider regardless of the Case Status or Workflow Milestone.

- Search** by the applicant's name or Application Tracking Number, which tracks a specific case aligned to an applicant.
- Filter** using the dropdowns.
- Sort** information by selecting the table headings.
- Use the **Manage Filters** dropdown to save frequently used filters.
- Export** data from the Search view.

**Note:** Data exports based on how the Search view is filtered. See Section 7 for creating reports using Search.

### Utilize Applicant Indicators

Home and Search views display indicators to assist in supporting applicants and case processing: [Refer to Support Applicant Submissions for more details.]

- Submitted Application: The Green Check or Red X icons indicate if the application has been submitted and is ready for your review in Gateway.
- Health Questionnaire: The Green Check or Red X icons indicate if the applicant completed the Health Questionnaire (Form 653) in Portal.

**Note:** Documents are not required for an applicant to submit their application. Answering questions in the Health Questionnaire is not required based on policy.

### Learn More:

- [Navigate MyJobCorps Gateway](#)

### Navigate MyJobCorps Gateway

**Case Status** identifies if a case is actively being processed. These statuses include:

- **Open:** The case is available to be processed.
- **Closed:** The applicant was either denied or has completed center assignment and enrollment at a center.
- **Duplicate:** The case has been identified as a duplicate and is not being processed.
- **Withdrawn/Inactive:** The application has been withdrawn and is not being processed.

The **Workflow Milestone** indicates where the case is in the admissions process. These milestones include:

- **Interest Expressed:** When young person has been referred to Job Corps using enroll.jobcorps.gov. If the applicant's email was provided by the referrer, they will receive an automated email with instructions to begin their application.
- **Application Started:** The applicant has registered an account through Login.gov and has begun their application within MyJobCorps Portal.
- **Application Submitted:** The applicant has completed their application within MyJobCorps Portal and submitted for review by their assigned Admissions Representative (AR).
- **Eligibility Determined:** The assigned Admissions staff has determined eligibility of the applicant for the Job Corps program.
- **QA Review Requested:** The AR has submitted the application and eligibility determination to their OA Manager for QA review.
- **QA Review Completed:** The OA Manager has completed their QA review.
- **Center Assigned:** The case has been routed to the selected Job Corps center for applicant file review (AFR).

- **Returned for Revision:** The case was returned by the OA Manager during QA Review, or by Center during Applicant File Review. The assigned Admissions staff should complete required updates.
- **Enrolled:** The applicant has been successfully enrolled at their Job Corps Center and the case has been closed.
- **Denied:** The applicant has been denied enrollment in the Job Corps program and the case has been closed.

#### Learn More:

- [Navigate MyJobCorps Gateway](#)

### Navigate MyJobCorps Gateway

Tiana Tang, #100012696

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

EDIT HEALTH QUESTIONNAIRE

General Health

Do you have health insurance?	No
How would you describe your general health?	Good

Verify Health Questionnaire

All items must be completed before you can verify the health questionnaire.

All fields in the questionnaire are complete. ✓

#### Navigate a Case

Select an applicant's Application Tracking Number (ATN) to open the case in a new tab. This is where you will track progress, view relevant case details, record communication and outreach, upload and access documents, and determine eligibility for Job Corps.

- 1. Summary:** high-level case information, including applicant Contact Information and dynamic clickable tiles displaying the status of key steps. Tiles will unlock when an action is available to complete.
- 2. Application:** details provided by the applicant in MyJob-Corps Portal, including Education, Home Life, Agreements, and more.
- 3. Readmissions:** validate if the applicant has previously been enrolled or separated from Job Corps and can request a readmit waiver.
- 4. Eligibility:** where you assess eligibility criteria and request a background check.
- 5. Health:** verify eligible applicant health information for Form 653 online.
- 6. Training & Center Selection:** select the applicant's preferred trade and select the center.
- 7. Documents:** displays documents uploaded by the applicant in Portal and/or AR in Gateway for review and approval.

- 8. Communications Log:** track outreach, correspondence, documentation of observations of readiness, and case notes.
- 9. Case History:** a chronological record of all activities, actions, and events associated with a case, helping staff identify changes throughout the admissions process.
- 10. QA Review:** allows ARs to request Quality Assurance for a case and OA Managers to either confirm the preliminary eligibility determination and route the applicant to center or send the case back to AR for corrections.
- 11. Applicant History:** links to any previously submitted applications by an applicant who used their existing Portal account to reapply.
- 12. Wellness:** where the HWR completes Applicant File Review of provided health information.
- 13. Enrollment:** where the CRM records applicant arrival information.
- 14. Actions menu:** Dynamic menu that allows Admissions staff to take various actions to process the case in Gateway, from any tab.

#### Learn More:

- [Navigate a Case](#)

## 03

# Assigning and Managing Cases

Assign and Reassign a Case

Assess Duplicate Cases

Transfer a Case

## 03 Assigning and Managing Cases

### Assign and Reassign a Case

As OA Managers, you are responsible for assigning and reassigning cases in Gateway to Admissions Representatives at your Job Corps Center.

**Note:** Only the OA Manager user role can assign and reassign cases in MyJobCorps Gateway.

Once a prospect creates a Portal account, or referral is submitted for a young person, a case record will appear in your Unassigned table. You will assign these cases to your Admissions staff. Once assigned, the case will move from your Home view to the assigned Admissions Representative's Prospects table to begin case processing.

To monitor progress of assigned cases, you can review them on the Search view at any time, or run relevant reports from the Reporting tab.

You can also reassign a case from the Search view, or the case record's Action menu, to either a new Admissions Representative or to yourself as the OA Manager. When the case is reassigned, the new Admissions staff member can refer to Case History to view all actions completed on the case.

Your Admissions Representatives			
Admissions Representative	Caseload	City/Town	State
Emily AR Fitzpatrick AR	0		
Test McFester	0		

OA Managers			
OA Managers	Caseload	City/Town	State
Kate OA Kashden OA	0		
Lelia Vaughn	0		
Scott Andrews	1		
Alan Rizkalla	0		
Emily OA Fitzpatrick OA	24		

#### Learn More:

- [Assign and Reassign a Case \(for OA Managers\)](#)

## 03 Assigning and Managing Cases

### Assess Duplicate Cases

Duplicate cases may occur if a prospect creates multiple Portal accounts using different emails, or if they were referred to Job Corps while also submitting their application independently. There are multiple ways Gateway will identify a duplicate case including displaying a Duplicate indicator on the Home and Search views or identifying a potential duplicate during the Readmissions Check. In a duplicate case scenario, the OA Manager should address the duplicate, when possible, before assigning the case.

To address a duplicate, OA Managers must take the following actions:

1. Review and assess if the linked case is a Duplicate by reviewing the application. If the Summary tab displayed a banner with a potential duplicate, select View to compare the cases.
2. Decide if the case is a Duplicate case based on the supplied information and make the Duplicate Determination. You can mark the case as a duplicate from the Actions menu or the Resolve Potential Duplicates screen.

**Note:** If you need to unmark a duplicate case, select **Mark as Not Duplicate** from the Actions menu.

### Transfer a Case

OA Managers can transfer a case to another Admissions Provider by selecting Transfer Case from the Actions menu. If a case needs to be assigned to another Admissions Representative within the same center or provider, the OA Manager should use the reassign function.



#### Learn More:

- [Assess Duplicate Cases](#)
- [Transfer a Case](#)

# 04

## Engaging and Supporting Applicants

### **Applicant Outreach and Engagement**

Communicate with Applicants

Attempt Initial Contact and Confirm Interest

Record Applicant Outreach

Use the Communications Log

Log Observations of Readiness

Entering Case Notes

Customer Support Request

### **Navigating the Application Process**

Navigate MyJobCorps Portal

Assist with Application Submission

Support Minors with their Application

Learn About the Applicant Help Center

### Communicate with Applicants

It's critical for Admissions staff to maintain regular communication with applicants throughout their admissions journey with MyJobCorps. You can engage with an applicant in a variety of ways – via phone, email, text, or in-person. An applicant will indicate their preferred method of contact when completing their application. Below are ways to support an applicant as they apply to Job Corps.

#### Engage with a Prospect

Initially contacting the prospect is a timebound requirement by the PRH and an important step in gauging their interest in Job Corps.

- **Send a personalized introduction email** using the MyJobCorps email template to introduce yourself and direct them to the EIT.
- **Call your prospect** to introduce yourself and learn more about their interest in Job Corps.
- **Send a brief text message** with quick information to get started on the MyJobCorps application. Note their texting preference in their case.
- **Create a workspace for an in-person prospect** to complete the application. You can sit with them to answer immediate questions and confirm their interest on the spot.

#### Support an Applicant

Once interest is confirmed, continue to help an applicant with their application.

- **Text the applicant a reminder** to motivate them, check in on their progress, or schedule a call to answer eligibility questions.
- **Email helpful links** to the Portal and Applicant Help Center.
- **Call an applicant** to answer questions and confirm the information they entered in Portal or to troubleshoot steps in completing their application.
- **Support an in-person applicant by sitting with them** to complete their application or upload documents on their behalf while onsite. You can also watch the Getting Started with MyJobCorps Video together. You can use the Edit Application feature in Gateway if an applicant makes a mistake on their application.

#### Learn More:

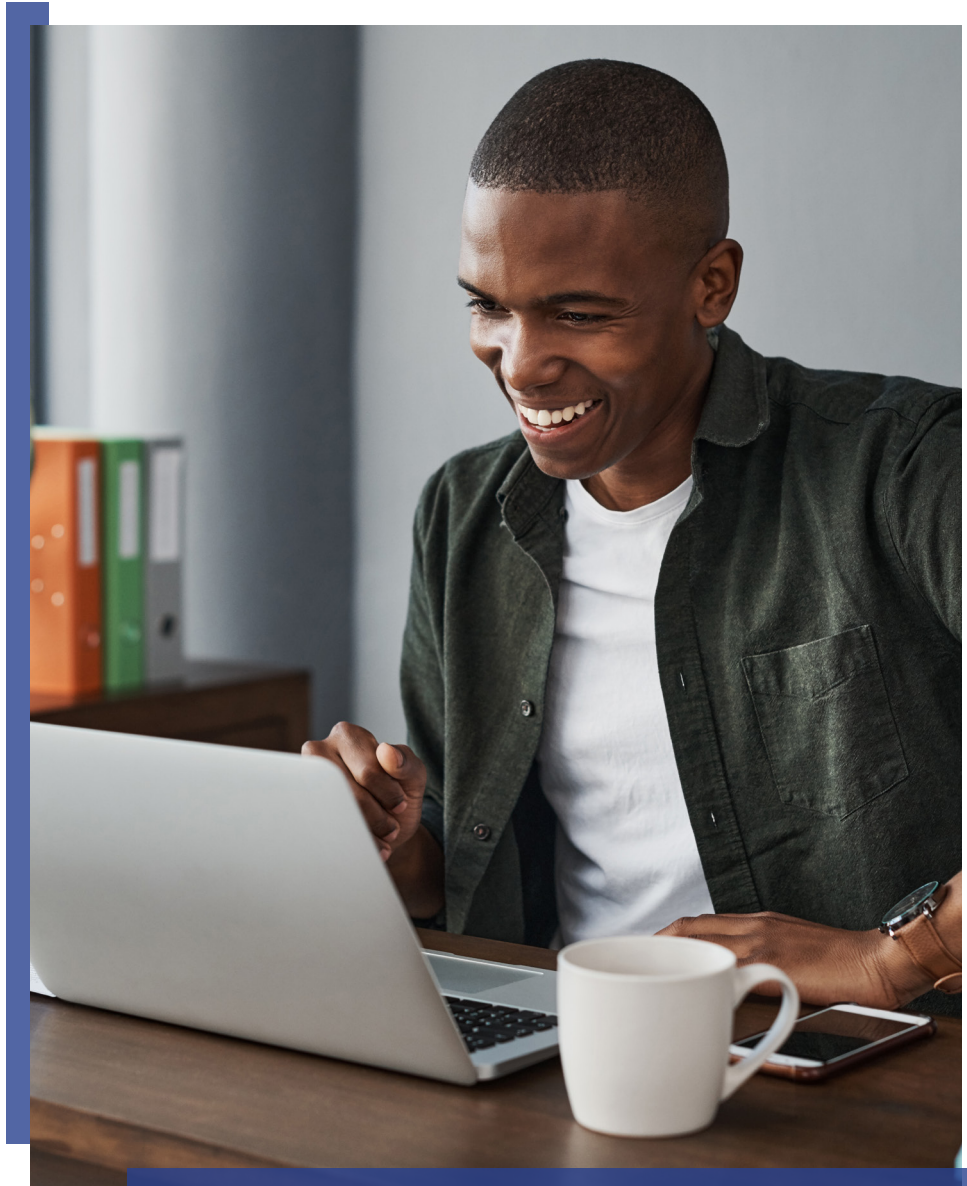
- [Assist with Application Submission](#)

### Attempt Initial Contact and Confirm Interest

As an Admissions Representative, you will use the Communications Log for two crucial yet distinct actions in reaching out to applicants: Initial Contact and Confirm Interest.

- **Initial Contact:** As Admissions staff, you must attempt initial contact with a prospect within 24 hours of their interest being submitted. This is the first outreach attempt in order to contact a prospect and is a crucial first step to introduce Job Corps and establish a connection. The PRH requires initial contact actions be documented in the Communications Log, especially in cases where an attempted phone call becomes disconnected, or email attempts go unanswered. By logging **Initial Contact** (or contact attempt) in the Communications Log, the timestamp captured in Gateway shows that you have met the 24-hour outreach requirement in the PRH. Refer to the contact information under the Summary tab to obtain a prospect's preferred method of contact.
- **Confirm Interest:** When you've successfully established initial contact with the prospect and confirmed their genuine interest in Job Corps, use the Confirm Prospect's Interest action in Gateway. When completed, the case converts to an applicant, moving from the Prospect table to the Applicants table on your Home view, and you may now proceed to the eligibility assessment.

You will have 30 days to confirm interest before the case status becomes inactive.



#### Learn More:

- [Attempt Initial Contact and Confirm Interest](#)

## Record Applicant Outreach

Gateway supports recording of Admissions staff communication and engagement with an applicant, as well as capturing important notes or critical documentation related to eligibility.

The screenshot shows a 'Create Entry' form with the following fields and options:

- Communication Category: [Dropdown menu]
- Date: 02/19/2025
- Time: 10:03 AM
- Entry Title: [Text field]
- Description: [Text area]
- Communication Method: [Dropdown menu]
- Upload a Document: [Section header]
- Upload File: [Button]
- Drop file here: [Text area]
- Select the Document Type: [Dropdown menu]
- Comments: [Text area]
- CANCEL [Button]
- SAVE NEW ENTRY [Button]

## Use the Communications Log

There are other uses for the Communications Log beyond Initial Contact and Confirming Interest. You can use the Communications Log to track any outreach and correspondence with the applicant, and log important case notes and information.

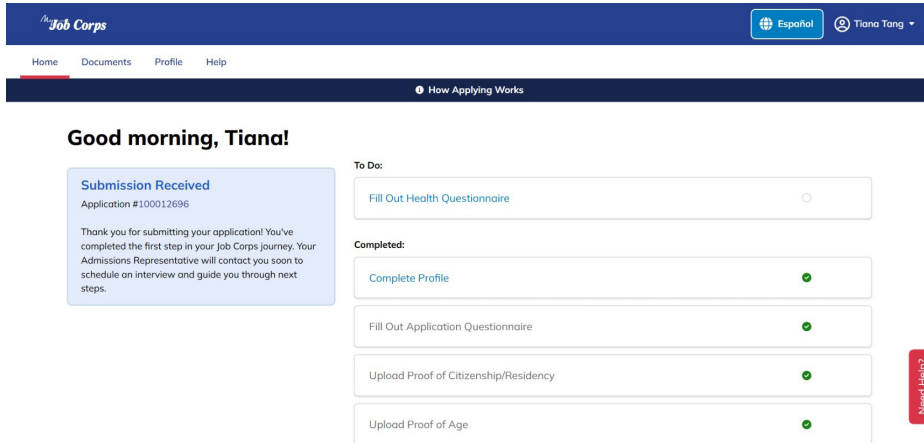
## Log Observations of Readiness

Observations of Readiness questions must be asked throughout the process when you engage with the applicant. Admissions Representatives are required to log any responses to these questions that raise a serious concern in the Communication Log.

### Learn More:

- [Use the Communications Log](#)
- [Log Observations of Readiness](#)

## Navigate MyJobCorps Portal



Becoming familiar with Portal will allow you to better assist applicants as they complete the admissions process.

1. **Home** displays the actions an applicant needs to take in a To Do list:

- **To Do** are the actions an applicant needs to take, including filling out the Application Questionnaire, uploading supporting documents, and signing Agreements.
- **Completed** are the actions an applicant has finished.

2. **Documents** is where applicants can upload or monitor the status of documents required for their application.

3. **Help** directs an applicant to the Applicant Help Center for more information and technical support.

4. **Account Information** displays basic information about the applicant from when they created their Portal account.

After completing the required actions from the To Do list, the applicant will be prompted to select **Review and Submit**.

## Completing the Application

- **Complete Profile:** Applicants will fill out personal information like their name, date of birth, contact details, and career interests. Once completed, the case will be available in Gateway.
- **Fill Out Application Questionnaire:** Applicants will provide details about their education, home life, employment history, personal circumstances, and more. The information requested in this questionnaire is required by Job Corps policy to determine applicant eligibility.
- **Sign Agreements:** Applicants will review and electronically sign forms required to process eligibility. If they are under 18, their parent/guardian will need to sign forms outside of MyJobCorps.
- **Upload Required Documents:** Applicants will be prompted to: upload proof of citizenship/residency, social security number, age, and income/benefits information.
- **Fill out Health Questionnaire:** After signing and submitting their application, all applicants will be able to complete the 653 in Portal.

## Learn More:

- [Navigate MyJobCorps Portal](#)

### Assist with Application Submission

Whether in-person, on the phone, or virtual, you may need to assist your applicants with submitting their application in Portal. This may include helping them answer questions, upload required documents, or sign required forms. Once your applicant submits their application, the information will display in Gateway for you to begin your assessment.

#### Support an applicant with their Job Corps Application:

**In-Person Applicants:** You can support these applicants at a Job Corps Center by providing a dedicated workspace and electronic equipment if needed. You can assist the applicant with completing the Portal application and answer any questions they have. You can begin their eligibility processing while they're with you, on-center, once they're assigned to you.

**Virtual Applicants:** Virtual applicants have created a Portal account, been assigned an Admissions Representative, confirmed their interest, and will complete the MyJobCorps application away from the Job Corps Center. You can share the Applicant Help Center link, answer their questions, and support them throughout the application process via phone, email, or other means.

**Utilize applicant indicators** displayed in Gateway to customize support:

- **Red X in Submitted Application column:** applicant may need support to get started on their application in Portal.
- **Green Check for Submitted Application:** applicant has completed the information required in Portal. Check for documents and begin eligibility process.
- **Red X for Health Questionnaire:** applicant may need support with questions or a reminder to take the action in Portal.
- **Green Check for Health Questionnaire:** applicant has reviewed and signed the 653 in Portal. If they are determined as Eligible, you will be able to verify this action in Gateway.

#### Learn More:

- [Assist with Application Submission](#)

### Assist with Application Submission

#### Support Minors with their Application

If you are working with a minor (under 18 years old), you may need to gather additional information and signed agreements from a parent, guardian, or other representative. When you are reviewing their application, you will see which agreements need signatures with the Parent Signature Required status from the Document Center and under the Agreements section of the Application tab. You will collect those additional signatures outside of the MyJobCorps Gateway system using Adobe Sign, then upload them to Gateway separately as a new document.

### MyJobCorps Applicant Help Center

The MyJobCorps Applicant Help Center is a website for applicants to get the support they need while using MyJobCorps. Whether applicants are looking for answers to frequently asked questions, troubleshooting tips, or need to contact the MyJobCorps support team, they can find it all in one place.

If an applicant reaches out to you for help, please direct them to this site so that they can get the most out of MyJobCorps during their admissions experience.



#### Learn More:

- [Support Minors with their Application](#)
- [Entering Application Information Manually in MyJobCorps](#)

### Manage Tasks

Tasks are trackable work items in MyJobCorps Gateway that help Admissions Providers stay organized and track work requiring action. OA Managers assign tasks, ARs resolve and mark them Complete, and federal staff can view, monitor, and comment on progress from the Tasks Dashboard on the Tasks tab.

**Add Comments to a Task:** All users aligned to an Admissions Provider (including federal staff) can view and comment on tasks.

**Update Task Status or Description:** Only assigned Admissions staff can edit task status and description. When a task is marked Completed, it is removed from the Task dashboard. You can refer to completed Tasks by running the relevant report.



#### Learn More:

- [Manage Tasks](#)

# 05

## Processing Cases

Verify an Application

Perform Readmissions Check

Request a Readmit Waiver

Review a Readmit Waiver Request

Navigate Eligibility

Assess Eligibility Criteria 1-3

Request Background Check (Criterion 4)

Assess Eligibility Criteria 5-10

Select Training Program and Center Preferences

Collect Health Information

Perform Quality Assurance (QA) Review

Notify an Applicant of their Eligibility Result

Assign Case to Center

Monitor a Case during Center File Review

Process Expedited Enrollment

# 05 Processing Cases

## Verify an Application

Verifying applicant information confirms that you have reviewed what the applicant provided in Portal and confirmed with the applicant that information is correct. This step helps cut down on errors and delays in case processing.

Review and validate the information provided under the applicant's Application tab, such as Social Security Number, dates and spelling. Check to ensure all required fields have been completed and are accurate and then select the blue **Verify** button on the right side of the Application tab screen.

**Note:** Verification of an application must be completed before you can request a background check.

Jon Bailey, #100010915

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

Account

Basic Information  
Additional Contacts  
Education  
Home Life  
Employment  
Personal Circumstance  
Agreements

Account

Legal First Name Jon  
Middle Name Tyler  
Legal Last Name Bailey  
Suffix -  
Preferred Name -  
Date Of Birth 1/22/2004 (21 years old)  
Submitter Type Applicant

Street Address (optional) -  
Apt. Unit, Suite, Etc. (optional) -  
City Washington  
State District of Columbia  
ZIP Code 20002  
Address Type This is my home

Email Address fj22p8r1ckjg2tct1004@gmail.com  
Phone Number 2708889000  
Alternative Phone -  
Preferred Method Email

Career Interests  Information Technology  
 Renewable Resources

Verify Application  
Before requesting a background check, please confirm that all application details are accurate. Once you've confirmed, select the Verify button below.

EDIT APPLICATION

### Learn More:

- [Verify an Application](#)

### Perform Readmissions Check

After you verify an application, it is time to begin the eligibility assessment, starting with the Readmissions Check. Even though the applicant can provide their previous enrollment information in Portal, you are required to validate it independently.

From the applicant's case, select the Readmissions tab and then select the Check History button. This action will return any previous enrollment data associated with the applicant's Social Security Number (SSN).

If an existing applicant was identified, you will need to review to confirm if the existing case is a match, then either select Confirm or Cancel. If the applicant was previously enrolled more than once, Gateway will return data from the most recent separation. If a banner displays Background Check Request Not Available, 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. If the other AR is proceeding with the case, mark your case as a duplicate to close it out.

In addition to displaying any existing previous enrollment data on the screen, Gateway provides a system-generated recommendation to determine if the applicant can proceed with enrollment. You will confirm the result based on this recommendation. Once you review and validate previous enrollment, you may move to the eligibility assessment of Criterion 1-10.

### Request a Readmit Waiver

Role: Admissions Representative (AR)

If the Readmissions check indicates a need for a Readmit Waiver, you can request it from the Readmissions tab. The request will be sent to your OA Manager for concurrence, before it's sent for Regional Review and determined by the Regional Director.

### Review a Readmit Waiver Request

Role: OA Manager

When an AR requests a Readmit Waiver, the case moves to your Review Request tab on the Home view, before it is routed to the Regional Director. Validate all required information, add detailed notes in the request to indicate completeness, and then perform the concurrence review within Gateway.

### Learn More:

- [Perform Readmissions Check](#)

## Navigate Eligibility

**Rena Smith, #100012501**

**Criterion 3**

**Low Income** INCOMPLETE

**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

Is the applicant a claimant or exhaustee of Unemployment Compensation (UC) \*

Neither Claimant nor Exhaustee

Claimant Referred by RESEA

Claimant Referred by WPRS

Claimant Not Referred by RESEA or WPRS

Exhaustee

Claimant is Exempt

Not Applicable

**Calculate earned income requirement**

Ensure the 6-month income number entered here properly accounts for disability disclosure and/or veteran income.

**Family Size \***

Please enter a numerical value for family size 0/2

**Qualifying 6-Month Earned Income: \***

999,999.99 0/255

Ensure income number entered here accounts for disability disclosure or military veteran status, if applicable.

**Confirm Criterion Result**

--- Select an Option ---

The **Eligibility** tab where you determine if an applicant meets the criteria required to enroll in Job Corps. The criteria will unlock as you progress through the eligibility assessment. When selecting an eligibility criterion, a pop up will open to display more information on the criterion.

1. Select from the **Eligibility Criteria** list to move through the criteria available to be assessed, as aligned with policy.
2. **Preliminary Eligibility** will display a system-generated result based on the applicant's responses in Portal and information entered in Gateway by Admissions staff.

3. Depending on the criterion being reviewed, additional information may be required such as fields, forms, and/or Observations of Readiness questions.
4. The table of documents is aligned to the eligibility criterion you are reviewing. You can select the document name to open and review.
5. **Confirm Criterion Result** is where you will confirm if an applicant meets the selected eligibility criterion. Selecting Save will advance you to the next criterion in the list.

### Learn More:

- [Navigate Eligibility](#)

# 05 Processing Cases

## Assess Eligibility Criteria 1-3

Criteria 1-3 confirms that an applicant meets initial eligibility requirements for Job Corps (i.e. age, income, residency.) You must confirm that the applicant meets Eligibility Criteria 1-3 before moving on to Criterion 4, Criminal Background Check.

Gateway conducts a preliminary eligibility assessment for each criterion. You must validate information with the applicant, including supporting documents, parent or guardian consent forms, and answer any additional question(s) associated with the criterion. A criteria may display as **Incomplete** until all additional information required to make the eligibility determination has been provided. The preliminary eligibility criterion result will update to **Meets** or **Does Not Meet** based on your responses.

- If the applicant is **Confirmed Eligible** for the criterion, you will be able to proceed with assessing eligibility.
- If the applicant is **Confirmed Ineligible** for any criterion, you will be directed to assign the case for Quality Assurance (QA) review.
- If you are processing an Expedited Enrollment case and supporting documentation is unavailable, select **Conditionally Eligible** from the Confirm Criterion Result dropdown and select the **Self-Attestation** button. [Refer to *Process Expedited Enrollment* for more information.]

If a criterion displays **Does Not Meet** as the preliminary eligibility, the result cannot be overridden. Admissions Representatives should validate this information before proceeding to QA Review.

If an applicant is over 24 but qualifies due to a Job Corps Exception, ensure you work with them to answer additional questions that may qualify them for Job Corps.

**Rena Smith, #100012501**

**Criterion 3**

**Low Income**

**Preliminary Eligibility** INCOMPLETE

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

Is the applicant a claimant or exhaustee of Unemployment Compensation (UC)?

- Neither Claimant nor Exhaustee
- Claimant Referred by RESEA
- Claimant Referred by WPRS
- Claimant Not Referred by RESEA or WPRS
- Exhaustee
- Claimant is Exempt
- Not Applicable

Calculate earned income requirement

Ensure the 6-month income number entered here properly accounts for disability disclosure and/or veteran income

**Family Size\***

Please enter a numerical value for family size

**Qualifying 6-Month Earned Income\***

000,000.00

Ensure income number entered here accounts for disability disclosure or military veteran status, if applicable

**Form(s)**

Form 1-03 Statement of Support

**Confirm Criterion Result**

Select an Option

BACK EXIT SAVE AND EXIT

### Learn More:

- [Assess Eligibility Criteria 1-3](#)

# 05 Processing Cases

## Request Background Check

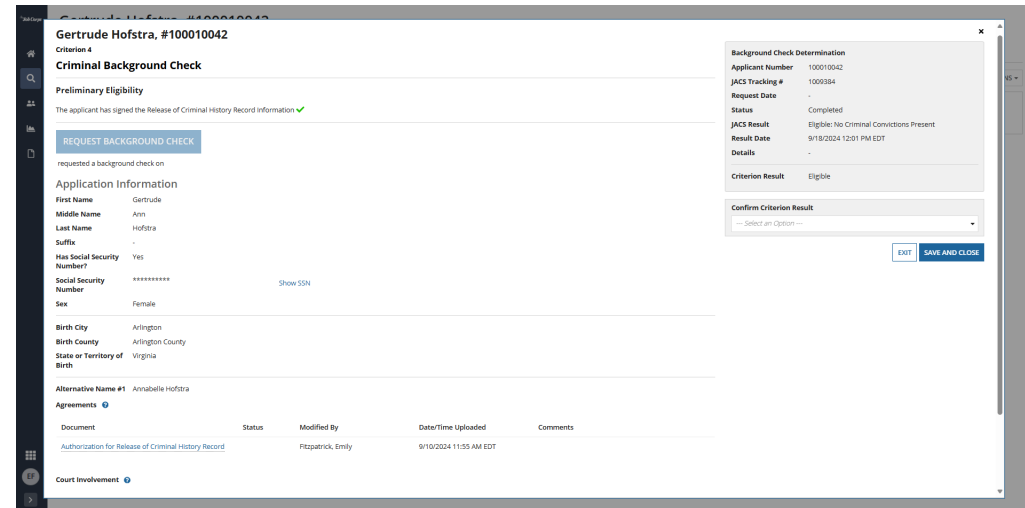
To move forward with Criterion 4, the applicant must have signed the Authorization for Release of Criminal History; You will need to have verified the application information, confirmed the readmissions result, and determined the applicant is eligible for Criteria 1-3.

**Note:** If the applicant is a minor, the Authorization for Release of Criminal History Record form must also be signed by a parent or guardian. [Refer to *Support Minors with Their Application* for more information.]

Once you request the background check, you can continue processing eligibility Criteria 5-10 while JACS conducts the background check. You can review the status of the background check request at any point by viewing the Criterion 4 screen or by running a report. You will receive a notification when the results from JACS are available in Gateway. Review the results and select the eligibility determination.

**All applicants, regardless of urgency status, must pass a background check.**

If MyJobCorps displays a background check result as inconclusive, admissions staff should work with applicants to determine what supporting documentation is needed to resolve the inconclusive result and then upload the required information in Gateway. Admissions staff should not make a determination on Eligibility Criterion 4 until issues are resolved.



### Learn More:

- [Request Background Checks \(Criterion 4\)](#)

## 05 Processing Cases

### Assess Eligibility Criteria 5-10

Criteria 5-10 confirm that the applicant is a good fit for the Job Corps community and necessary agreements have been completed. Criteria 5-10 focus on education and employment, selective service registration, Job Corps expectations, child-care arrangements, and authorization for use and disclosure of health information.

**Note:** You do not need to wait for background check results to move forward with Criteria 5-10.

Like Criterion 1-3, Gateway conducts a preliminary eligibility assessment for each criterion, but you must validate information with the applicant and answer any additional question(s) associated with the criterion. Some criteria may display **Incomplete** or **Not Applicable** based on the applicant's personal details. The preliminary eligibility criterion result will update to **Meets** or **Does Not Meet** based on your responses.

- If the applicant is **Confirmed Eligible** for the criterion, you will be able to proceed with assessing eligibility.
- If the applicant is **Confirmed Ineligible** for any criterion, you will be directed to assign the case for Quality Assurance (QA) review.
- If you are processing an Expedited Enrollment case and supporting documentation is unavailable, select **Conditionally Eligible** from the Confirm Criterion Result dropdown. [Refer to *Process Expedited Enrollment* for more information.]

Gertrude Hofstra, #100010042

Criterion 5  
**Barriers to Education and Employment**

**Preliminary Eligibility** MEETS

**Victim of Human Trafficking**  
The applicant has not completed High School (dependent);  
The applicant is experiencing or has experienced homelessness;  
The applicant is a runaway or is/was/will be part of the foster-care system;  
The applicant is a parent/guardian.

**The applicant requires additional education \***  
 Yes  
 No

**The applicant is basic skills deficient \***  
 No  
 Yes

Form(s)  
Form 1-02 Records Release Authorization

**Observations of Readiness**  
Applicant responses to Observations of Readiness questions should not be recorded with in the MyJobCorps Gateway unless they constitute a significant concern that may render the applicant ineligible. Such responses must be entered within the Communications Log with a type of Observations of Readiness.  
1. Why did you leave school?  
2. What subjects did you like?  
3. What didn't you like about school?  
4. Why do you want to come back to a school setting now?  
5. Tell me about what you would do to gain respect as a new student on center.

**Barriers to Education and Employment**

Document	Status	Uploaded By	Date/Time Uploaded	Comments
----------	--------	-------------	--------------------	----------

#### Learn More:

- [Assess Eligibility Criteria 5-10](#)

## 05 Processing Cases

### Select Training Program and Center Preference

As you're assessing eligibility, you can select the applicant's training program and center preferences. When viewing the Training and Center Selection tab, you'll see dropdowns to select Industry and Training Programs, then a table that will display centers that align to that selection, organized by distance. Select the preferred center and if the nearest center to the applicant is not selected, you must provide a reason. On the next screen, you will select the applicant's residential preference and record their two backup training program preferences.

### Collect and Verify Health Information

The Health tab and tile unlock for **eligible, or conditionally eligible, applicants only**. You will be able to view and verify completeness of an applicant's Health Questionnaire (Form ETA 653), as well as confirm if supporting documents such as signatures, chronic care forms, and immunization records, are required.

**Reminder: Disclosure of medical history is voluntary.** Applicants are not required to provide an answer to the questions but do need to sign the form. Fields marked "Prefer not to answer" are considered complete responses.



#### Learn More:

- [Select Training Program and Center Preferences](#)
- [Collect Health Information](#)

## 05 Processing Cases

### Perform Quality Assurance (QA) Review

MyJobCorps requires Quality Assurance (QA) Review for all cases. If an applicant is determined as **Eligible**, you will receive a prompt to conduct QA Review. If an applicant is **Not Eligible**, the QA Review tab will appear immediately at the top of the case after marking a criterion as Confirmed Not Eligible.

- **Admissions Representative:** You will initiate the QA Review by assigning the case to your OA Manager. Your OA Manager may return the case to you if revisions are required.
- **OA Manager:** You will receive an Alert to complete QA Review, and the case will display on your Home view under the Review Requests tab. Based on your review, you will confirm the determination and route the case to the selected center, or return the case back to an Admissions Representative for edits.

### Notify an Applicant of their Eligibility Result

#### If the Applicant is Eligible for Job Corps

As an Admissions Representative, you will notify the applicant of their preliminary eligibility for Job Corps in a manner that you see fit (e.g. via text, email), and that you will be assisting them with additional actions before they can be enrolled.

#### If the Applicant is Ineligible for Job Corps

Role: Admissions Representative

As the assigned Admissions Representative, you must first download and update the denial letter, communicate the reason for the denial to your applicant, then upload the letter to the Documents tab. Once those actions are complete, notify your OA Manager so they can proceed with closing the case.

Role: OA Manager

Once your AR notifies you that the applicant has been notified and the denial letter has been uploaded to the case, you can proceed with the final action of QA Review - selecting the Close Record button.

### Monitor a Case During Applicant File Review

While the case is pending review, you can monitor the case's progress from the applicant's case using the Wellness tab, the Enrollment tab, and the Summary tab. You can also use the Search view to filter by Center status or use the Reports available in Gateway. [Refer to *Accessing Reports* for more information.]

#### Learn More:

- [Perform Quality Assurance \(QA\) Review](#)

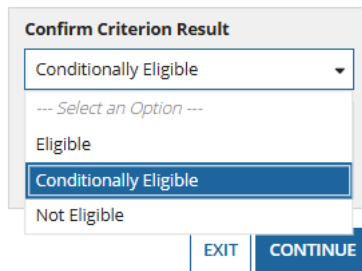
## 05 Processing Cases

### Process Expedited Enrollment

Cases are triggered as Expedited when an applicant submits their application with one or more of the following criteria:

- Homeless,
- Victims of Human Trafficking, or
- Natural/Man-made Disasters.

You can identify an expedited case from the Urgency column on your Home or All Cases tabs, as well as view the urgency status on a case's Summary tab. If you determine during an interview that the applicant meets the criteria for Expedited Enrollment, you can use the Edit Application feature in Gateway to update the Home Life and/or Personal Circumstances sections.



The screenshot shows a 'Confirm Criterion Result' dialog box. It features a dropdown menu with the following options: 'Conditionally Eligible' (which is currently selected and highlighted in blue), a separator line with the text '--- Select an Option ---', 'Eligible', another 'Conditionally Eligible' option, and 'Not Eligible'. Below the dropdown menu, there are two buttons: 'EXIT' and 'CONTINUE'.

As you assess eligibility Criteria 1-3, you can select **Conditionally Eligible** from the Confirm Criterion Result dropdown if supporting documentation is unavailable. **All applicants must pass a background check prior to their enrollment.** Continue assessing eligibility Criteria 5-10 while you wait for the background check results. If you cannot collect supporting documentation for any of these criteria, select **Conditionally Eligible**. Remember, Criterion 6 (Selective Service Registration) and 9 (Authorization for Use and Disclosure of Health Information) are satisfied by the signed agreements submitted with the application.

If an applicant is determined as **Conditionally Eligible**, enter a **Case Note** in the Communications Log that clearly defines the criteria that are missing supporting documents. This will inform the Center Records Manager, so they know to anticipate missing documents in E-Folder. This case note should be entered prior to submitting for QA Review.

Admissions staff should work with applicants to collect and review/approve any missing documentation for Criteria 1-10 within 90 days of the applicant's arrival date. You must reassess eligibility for any criterion marked as Conditionally Eligible then update their determination to Eligible or Not Eligible. If the Center Records Manager collects documents directly, they can upload them to Gateway or E-Folder, so it's important to maintain open communication to avoid duplicating efforts.

#### Learn More:

- [Process Expedited Enrollment](#)

06

## Performing Case Actions

Unlock an Application

Edit an Application

Withdraw an Application

Manage Documents

## 06 Performing Case Actions

### Unlock an Application

After an applicant submits their application in Portal, it is locked for editing. However, you can unlock an application in Gateway on behalf of an applicant, if needed. This feature is particularly useful when the applicant needs to make changes or add information to their already submitted application. Once the applicant makes the necessary modifications, they will need to resign and submit their application.

**Note:** An applicant is still be able to update personal details under their Profile, like their preferred contact method or phone number, as well as upload documents.

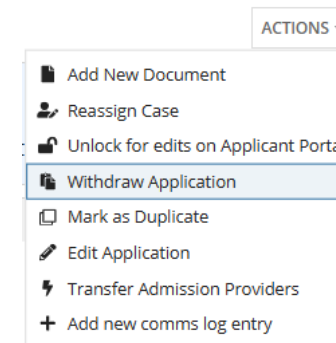
### Edit an Application

As the assigned Admissions staff, you can edit case data when processing a case in Gateway at any time during the admissions process. This feature can be used to make minor case edits or corrections for the applicant, or to collect data on behalf of the applicant, if needed.

### Withdraw an Application

If an applicant no longer wishes to apply to Job Corps, you can withdraw their application in Gateway. Upon withdrawal, the case status will update to Withdrawn and will be removed from your active cases on the Home view. The case will still be visible on All Cases view.

Withdraw Application should **not** be used for cases where: a prospect is not interested, an applicant needs to be transferred to a different center, or when an applicant is deemed ineligible for Job Corps. In such instances, you should take the appropriate alternative action. You can select **Revert Withdrawn Case** from the Actions menu to reopen the application if needed.



#### Learn More:

- [Unlock an Application](#)
- [Edit an Application](#)
- [Withdraw an Application](#)

## Manage Documents

During the admissions process, you will need to collect supporting documents, forms, and signatures from applicants. The Document Center, accessed through the Documents tab in Gateway, is where you will manage these records to ensure you have everything you need to complete your eligibility assessment. Documents are organized by eligibility criteria and display status to help with case review and verification. Status indicators include Accepted, Rejected, Submitted to E-Folder, Verification Required, Applicant Signature Required, and Parent Signature Required.

Low Income ⓘ

Document	Status	Uploaded By	Date/Time Uploaded	Comments
Tax Returns	Rejected	Bailey, Jon	1/27/2025 10:54 AM EST	TIN number on taxes
Tax Returns	Accepted	Fitzpatrick, Emily	1/27/2025 10:56 AM EST	
Income verification statement	Verification Required	Bailey, Jon	1/27/2025 10:57 AM EST	

### Supporting Documents

When an applicant signs required agreements and submits supporting documents through the Portal, they will be accessible in the Document Center within Gateway. If necessary, you also have the option to upload documents directly to Gateway on behalf of an applicant. Make sure to select what type of document you are uploading, and you can use the Document Category dropdown to refine the list of documents displayed. As part of your eligibility assessment, carefully review these documents to confirm both content and legibility. Upon approval, you can proceed to confirm eligibility for the relevant criterion in the Eligibility tab.

### Forms and Signatures

Applicants may be required to complete additional Job Corps forms and agreements not available in Portal. You can download blank forms from the Forms tab and collect the required signatures outside of MyJobCorps. Once completed and signed, upload the forms to the Documents tab in Gateway.

### Documents for Minors

If you are working with an applicant who is an unemancipated minor (under 18 years old), you will need to obtain parent/guardian signatures outside of MyJobCorps. This is important for Criterion 2 (Age), Criterion 4 (Criminal Background Check), and Criterion 10 (Authorization for Use and Disclosure of Health Information).

These pre-filled forms are available in the Agreements section of the Document Center or the Application tab under the Agreements section of the Application tab, marked with **AR Action Needed**. Once the applicant signs these forms, download them from Gateway and email them to the parent/guardian for their signature. Once signed by the parent/guardian, upload them to the Documents tab. Make sure to carefully select the Document Type and AR Action Needed will update to Completed.

### Learn More:

- [Manage Documents](#)

07

## Reporting

Access Reports

Customize Views using Search

# 07 Reporting

## Access Reports

Admissions staff can access reports in Gateway by selecting the Reporting tab. When viewing the Reporting tab, you'll see a grid view of reports available based on your role. Select the report you wish to run and adjust the filters to customize the data. Some reports include advanced search filters to further refine data and the opportunity to export to Excel.

Report	Description
<b>Prospect Report</b>	The Prospect Report allows you to view all Prospects for your admissions provider. This report highlights specific Prospect data, such as Application Tracking Number, Prospect Name, and Admissions Representative. The Report Summary, found at the bottom of the page, shows specific metrics such as total number of prospects, total number of Prospects that have been contacted, etc.
<b>Prospect Contact Summary Report</b>	The Prospect Contact Summary Report allows you to view the status of the number of Prospects contacted, not contacted, and the percentage of Prospects not contacted at your region and admissions provider.
<b>Background Check Requests Report</b>	The Background Check Requests Report allows you to view the total number of requests, results, outstanding background checks, and average processing time.
<b>Pending Arrival Report</b>	The Pending Arrival Report allows you to track the center status for assigned cases, number of days since assigning case to center, and anticipated arrival date.
<b>Application Summary Report</b>	The Application Summary Report provides a high-level count of applications in a date-range by sex, eligibility, and arrival at center.
<b>Arrival Report</b>	The Arrival Report tracks students that have arrived on center. It provides a summary breakdown of Arrived cases by age, sex, and case urgency.
<b>Arrival Detail Report</b>	The Arrival Detail report displays students who have arrived on center, broken down by sex and assigned Admissions Representative, helping track center assignments by AR.
<b>Constituent Issues Report</b>	The 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.
<b>Completed Waivers and Denials Report</b>	The 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.

### Learn More:

- [Access Reports](#)

### Access Reports

#### Customize Views using Search

You can create additional reports from the Search view in Gateway by using the search and filter functions to review case details or export cases into an Excel file.

Admissions staff can use the search and filter functions on the Search view to review cases by the case milestone, case status, center status, and the assigned Admissions Representative. Admissions staff can save and manage these filters by using the Manage Filters dropdown in the upper right. You will see saved filters at the top of the screen to easily toggle on and off or change the data filter. When selecting Export, only the filtered data will be downloaded.



#### Learn More:

- [Access Reports](#)