



## How to Avoid Common Pitfalls with MyCAA

- ✓ **Keep the lines of communication open.** If you have initiated contact regarding your MyCAA Account, be sure to check your account on a weekly basis for replies or system messages.
- ✓ **Submit your Education and Training Plan for approval at least two months prior to your desired class start.** The approval process can take up to 15 business days, and after that, you will need additional time to submit your financial assistance request.
- ✓ **Become familiar with the education and training plan and financial assistance process and track your progress.** If you are not approved, you will receive a system message letting you know why and the required steps to take in order to get approval.
- ✓ **Request your FA at least 15 days before the start of the first class and no earlier than 60 days in advance of the start date.**
- ✓ **Re-read the terms and conditions when you digitally sign your FA document.** Your document is accessible through your MyCAA Account.
- ✓ **Print or save a copy of all your FA documents, and then deliver or send a copy of the documents to your school.**



✓ **Remember, you have seven days after the start date listed on your FA to make any edits to your FA document.** If you are within that seven-day window and need to make edits, you can contact the SECO Career Center using the messaging function in your MyCAA Account. After editing your FA document, remember you have to re-sign the document digitally in the MyCAA Portal.

✓ **If you are considering dropping or withdrawing from your MyCAA funded education, please review your enrollment agreement before taking action.** It is important to know the timeframe for the withdrawal or drop/add period. You will also want to find out if your MyCAA Account will be reimbursed 100 percent or partially reimbursed depending upon the time you withdraw or drop from a class. If you still want to drop or withdraw, then contact your school to notify them of your decision.

✓ **Applying for FA for a certificate program?** Make sure the amount on the FA includes only your tuition and not fees or books. Remember to account for the difference between tuition cost and total program cost.

✓ **Double check your FA enrollment information before submission for errors such as incorrect course code, title, start/end dates and cost.** Incorrect information could slow the progress of the school receiving their money, which may cause delays in your registration for classes. Because of the




delay in payment to the school, you may be responsible for paying for registration out of your pocket.

✓ **Schedule an appointment with a SECO Career Counselor to develop an Individual Career Plan if you are new to MyCAA.** Call 800-342-9647 to speak to a SECO Career Counselor. Once you have completed this appointment, you can then move on to the next step, which is submitting your Education and Training Plan.

✓ **Acknowledge all account information updates.** These updates alert you if anything important is missing or required for your account such as missing/overdue grades or program benefit information. Look for updates once you have logged into your MyCAA Account. They are at the top of your account screen in a red box.


✓ **Confer with your school MyCAA representative.** They can assist with any concerns you may have about the program and are usually located in the registrar's office, financial aid office or veteran's affairs office.

- ✓ **Message SECO Advisors for help with your MyCAA Account.** Keep a record of who assists you and what follow-up actions are required.
- ✓ **Research community resources for assistance with non-tuition financial needs such as transportation, child care and funding to cover the cost of books, fees and supplies.** Your local chamber of commerce, work force investment board, American Job Centers, Cooperative Extension System Offices, <http://csrees.usda.gov/Extension/> and Military OneSource (800-342-9647) can provide additional information and resources.
- ✓ **If you are planning to move, research the area where you will be living to gain a better understanding of how you can apply your training and knowledge.** Your local American Job Center, <http://jobcenter.usa.gov/>, provides information on the local job markets, employment and training opportunities. Military OneSource SECO Career Counselors (800-342-9647) can also provide additional information and resources to help you prepare to make a successful move.
- ✓ **If you are interested in a school that is not MyCAA approved, request that a school representative go to <https://aiportal.acc.af.mil/mycaa/schoolresources> to complete a School Eligibility Application.** Be aware that it can take between 30 and 60 days for the application to be processed.



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to us at*

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*Find answers to your  
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[http://aiportal.acc.af.mil/mycaa.](http://aiportal.acc.af.mil/mycaa)



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MyCAA is part of the Department of Defense Spouse Education and Career Opportunities program that offers comprehensive counseling, information, tools and resources to support military spouse career exploration, education and training, employment readiness and career connections.