

# MyCAA Schools Frequently Asked Questions (FAQs)

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## A. GENERAL MYCAA PROGRAM INFORMATION

### 1. What is the Military Spouse Career Advancement Account (MyCAA) Program?

The **Military Spouse Career Advancement Accounts (MyCAA) Program** is a career development and employment assistance program sponsored by the Department of Defense (DoD). MyCAA helps military spouses pursue a license, certificate, certification or Associate's Degree (excluding General Studies and Liberal Arts) necessary for gainful employment in a high demand, high growth portable career field and occupation.

As part of the **Military Spouse's Career Lifecycle**, MyCAA offers the following:

**Training and Education Financial Assistance:** MyCAA provides a maximum education benefit of \$4,000 with an annual fiscal year cap of \$2,000 to assist eligible military spouses in acquiring a professional credential needed to meet their Portable Career goal. Annual cap waivers are available if there is an upfront tuition cost that exceeds \$2,000 (up to the maximum education benefit of \$4,000).

**Employment Readiness Counseling:** Counseling services are provided to all military spouses married to active duty service members of all ranks, regardless of their eligibility to receive MyCAA financial assistance and their desire to pursue higher levels of education. Counseling services help military spouses identify additional sources of federal, state and local financial assistance, expanded career choices and opportunities, and necessary support resources (e.g. child care, transportation, books, computers, equipment, supplies, etc.).

**Employment Assistance and Career Services:** Referrals are made to networks of military friendly employers for MyCAA spouse participants who have completed their programs of study using MyCAA funding and who are ready to seek gainful employment.

### 2. What does MyCAA pay for?

Tuition costs for education and training courses and examinations leading to Associate's degrees (excluding General Studies and Liberal Arts), licenses, certificates or certifications provided by an accredited college, university, or technical school in the United States or an approved testing organization that expands employment or portable career opportunities for military spouses.

### 3. What does MyCAA NOT pay for?

- Tuition for courses and examinations that are not included in the spouse's Education and Training Plan and those that have already started or been completed by the spouse
- Fees of any kind (except for Licensure and Credentials testing)
- Reimbursements of any kind
- Books, supplies, equipment, uniforms, computers and electronic devices of any kind
- Student activities, events and entertainment
- Pre-payment/deposits for future courses, unless costs are part of a block of study
- School or college level entrance examinations or comprehensive exams or related preparatory courses
- Courses, tests or fees normally paid by an employer as part of a job training program
- Non-academic credit or ungraded courses, including courses taken on an audit basis or as an internship, practicum, apprenticeship, or clinical supervision; also, orientation programs that are non-academic credit or ungraded
- Courses taken more than once unless MyCAA has been fully reimbursed
- Academic credit by examination tests (e.g. CLEP, etc.)

- General Studies and Liberal Arts Associate’s degrees
- Personal enrichment courses (excluding courses that are academic credit/graded electives in an approved MyCAA Spouse Education and Training Plan)
- Transportation, lodging, child care, and medical services
- Class extensions (except with an approved hardship waiver)
- Study Abroad Programs (excluding classes offered by participating MyCAA Schools on overseas U.S. military bases)

#### 4. What requirements does MyCAA have for schools?

In order to participate in the MyCAA program, school officials must:

- Sign a MyCAA Memorandum of Understanding (MOU) stating they will meet all requirements set forth in MyCAA program policies.
- Appoint one or more AI Portal “Users” who must follow guidance in the MyCAA School Users Terms & Conditions Agreement.

School officials can find these documents in the Schools Resources section of the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>).

#### 5. What requirements does MyCAA have for spouses?

The Spouse Terms & Conditions Agreement can be found on the Resources page in the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>).

#### 6. What are the MyCAA Spouse Portal and AI Portal URLs?

**MyCAA Spouse Portal:** <https://aiportal.acc.af.mil/mycaa>

MyCAA school participation information can be found on the “For Schools” Page in the MyCAA Spouse Portal.

**AI Portal:** <https://aiportal.acc.af.mil/aiportal>

Once approved and registered to participate in the MyCAA Program, school officials will use the AI Portal to process invoices and refunds, and post grades. User Guides are located in the Essential Documents section of the AI Portal.

#### 7. What is the MyCAA Tax Identification Number (TIN)?

The MyCAA tax ID number is 52-0813349. All organizations are required by the IRS to have a TIN, regardless of taxable status.

#### 8. Is MyCAA funding taxable?

No, MyCAA funding is considered a scholarship and is not subject to taxation.

#### 9. Can MyCAA funding be used in conjunction with other federal education benefits?

Schools are responsible for making decisions in concert with military spouses regarding which source of funding to use when multiple sources of federal education benefits are available to military spouses. To avoid invoicing errors, administrative delays and the need to make refunds to MyCAA (not the spouse), school officials should advise or refer military spouses to an expert at their school regarding which source of funding to use. This will allow spouses to request MyCAA financial assistance 60-15 days prior to course start dates if MyCAA funding is the best source of funding to use. Keep in mind that two sources of federal education benefits cannot be used to pay for the same tuition costs.

## B. SCHOOL ELIGIBILITY

### 1. Which schools are eligible to participate in MyCAA?

All schools and institutions participating in the MyCAA Program must be accredited by a regulatory body recognized by the U.S. Department of Education or the Department of Defense. Accreditations must be recognized national, regional, state or industry standards.

### 2. Which schools are already participating in MyCAA?

There are approximately 3,000 schools and campuses participating in the MyCAA Program. Use the Search Function on the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>) to view a list of participating schools.

### 3. How can schools “Come Onboard” with the MyCAA Program?

Visit the “For Schools” page in the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>) and follow these steps:

- Read the MyCAA School Information Flyer.
- Watch the MyCAA Program video.
- Meet with school officials to discuss the benefits of MyCAA participation.
- Contact your MyCAA School Liaison if you have questions or need additional information.
- Submit required data on the Schools Eligibility Application to begin the accreditation verification (vetting) process. This step can take 90-120 days.
- Once eligibility is confirmed, register for the MyCAA Orientation Program.
- Provide point of contact (POC) information on the MyCAA Contact Form.
- Register one or more “Users” in the AI Portal.

NOTE: It's important to remember:

- If the school is asked to participate in MyCAA by a spouse, the school is responsible for updating the spouse on the school's intentions, eligibility and registration status.
- Spouses cannot receive MyCAA Financial Assistance (FA) for courses offered by the school until the school has been determined eligible to participate in the MyCAA program and has registered “Users” in the AI Portal.

### 4. If schools have multiple campuses, does each campus have to be vetted?

Yes. Each school and campus provides unique local information, including school official points of contact and programs of study. The vetting process should proceed quickly if main campuses and additional campuses share the same accreditation sources and status.

### 5. Which school officials can make a MyCAA participation decision?

Assuming the school meets MyCAA eligibility and accreditation requirements, leaders at the school will make the final decision regarding MyCAA participation, including who will sign the DoD-School MyCAA Memorandum of Understanding (MOU) which includes a MyCAA School Users Terms & Conditions Agreement. The following school officials should discuss MyCAA program participation requirements outlined in these documents (see “For Schools” page on the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>):

- Student Accounts (or Bursar's) Office
- Financial Aid Office
- Military or Veterans Liaison Office
- Registrar's Office

## C. REGISTRATION AND ACCOUNTS

## 1. How do school officials register and edit School User Accounts in the AI Portal?

Contact AI Portal Support ([AIPortal@bamtech.net](mailto:AIPortal@bamtech.net)) to access User Guides and for assistance as needed.

## 2. How does an individual make a request to become an AI Portal User?

Find out if the school already has a User Account Controller (UAC).

If so, the potential new User and the UAC should work together following these steps:

- Each new User must complete initial registration in the AI Portal, choose a User name during registration, and request a temporary password.

**NOTE:** UACs need to look for new User registrations in the AI Portal that require action. They can do that by hovering over "School Admin" and selecting "Manage Users". Then click on the "New User Request" tab.

- Temporary passwords must be changed on initial login.

**NOTE:** The UAC must set the "User Site Admin Role" to "User" or the new User will not be able to login. As soon as the UAC clicks "Add User," an email is automatically sent to the new User with the temporary password.

If the school **DOES NOT** have a UAC, follow these steps:

- The new User should complete initial registration in the AI Portal.
- A temporary password will be sent by the AI Portal Administrator.
- The new User must read and respond to the temporary password e-mail by providing the school's billing address and needed permissions such as Finance, Invoicing and/or Grade Technician.

**NOTE:** If permission boxes under "My Profile" are not checked, the new User cannot post grades, create invoices and retrieve MyCAA Payment Authorization Letters.

- Each school with two or more Users is required to maintain at least one User with UAC permissions. For larger schools and schools with multiple campuses, there should be at least two, but no more than five UACs per school.

## 3. What is the role and responsibility of a school's User Account Controller (UAC)?

The User Account Controller (UAC) is the individual at the school who is appointed to oversee and manage all other Users at their school. The UAC is responsible for approving new User requests, assigning permissions, resetting passwords, and locking/unlocking User accounts for all school Users of the AI Portal.

## 4. How does an individual become a User Account Controller (UAC)?

School officials need to appoint at least one User to become a UAC. Once school officials have selected their UAC, they should send an email to [aiportal@bamtech.net](mailto:aiportal@bamtech.net) with the subject line "UAC Role Requested," including the UAC User name and school name. The designated UAC must already be registered as a User in the AI Portal. The UAC may be changed by school officials by contacting [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

## 5. How many User Account Controllers (UACs) does a school need?

Each school with two or more Users is required to maintain at least one User with UAC permissions. For larger schools and schools with multiple campuses, it is recommended that schools have more than one UAC. Please note, no more than five UACs are allowed per school.

## 6. What are the different permissions in the AI Portal?

Users can be assigned to more than one of the following permissions. For example, some schools combine Invoice and Finance Technician duties for the same User.

- **User Account Controller (UAC)** - Responsible for administration of a school's AI Portal Users. Approves new User requests, assigns permissions, and locks and unlocks User accounts.
- **Invoice Technician** -- Responsible for submitting and viewing invoice transaction status.
- **Finance Technician** -- Responsible for processing the credit card Payment Authorization Letter and uploading receipt information.
- **Program Technician** -- Responsible for adding, deleting, and maintaining the school's program information on the AI Portal.
- **Catalog Technician** - Responsible for submitting course listings either manually or through Online Services via XML document.
- **Grade Technician** -- Responsible for submitting missing grades through the AI Portal.

## 7. How do approved schools register multiple campuses?

If campuses do not have the same accreditation as their parent institution, they must contact the MyCAA School and Program Support Team (1-888-256-9920 or [MyCAASchools@militaryonesource.com](mailto:MyCAASchools@militaryonesource.com)) for further guidance and assistance in completing the application, registration and "On Boarding" processes.

Campuses with different accreditation must be vetted and approved separately before they can register and participate in MyCAA.

For those schools and campuses that have the same accreditation as their parent institution, and for those who are already approved and registered to participate in MyCAA, each campus must be assigned to a Pay Center. For assistance in linking your campus to a Pay Center, contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

## 8. How do I edit my school's account information?

To review or update school profile information in the AI Portal, including programs, catalogs, schedules, managing Pay Centers, and managing school Users, hover over the "School Admin" link to choose one of the options listed. Be sure to click "Update Profile" to save changes. If you need assistance with any of the School Admin features, please contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

## 9. What should school Users do if they lose or forget their AI Portal password?

Click the "Forgot Password?" link in the "Login" section of the AI Portal homepage and follow the guidance provided.

If necessary, ask the school's User Account Controller (UAC) to unlock the user account and reset the password. If your school does not have a UAC, contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

## 10. What should Users do if their AI Portal account gets locked?

The AI Portal automatically locks a User account when a password is entered incorrectly three times. Contact the School's User Account Controller (UAC) to have it unlocked. If the UAC is unavailable, or your school does not have a UAC, contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

## 11. Why would a school User not receive an AI Portal password?

There are several possible reasons:

- The school UAC has not processed the User account request.
- The User registered with an old or incorrect email address.
- The confirmation email was filtered into the User's "Junk Mail" or "Spam" folder.

NOTE: School officials registering for the AI Portal with an email address that does not contain a ".edu" domain will receive an email to confirm the status of the User as a school official. Email addresses that have a ".com" or ".net" extension are frequently a problem.

The school's IT help desk or UAC should be able to provide assistance. If their solutions do not work, please contact the AI Portal administrator at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

## D. INVOICING

Schools wishing to participate in the MyCAA program are required to use the AI Portal for all billing related processes and electronic posting of grades.

### 1. Is the AI Portal secure?

Yes. The AI Portal is operated and maintained on a United States Air Force server. The AI Portal meets all DoD Security and Privacy Act requirements.

### 2. What are the rules for invoicing MyCAA?

"The key administrative requirements including the following:

- Invoices must be submitted electronically through the AI Portal within 60 days of the course start date that is shown on the FA document.
- MyCAA DOES NOT accept paper, faxed or emailed invoices.
- Schools may invoice each enrollment **only** one time (unless an FA document is re-created).
- Schools can invoice MyCAA for a lower amount than is shown on an FA document as long as the invoice is for more than \$0 dollars, but they cannot bill for a higher amount. If changes are needed during the invoice process, school officials should contact the MyCAA Schools and Program Support Team (at 1-888-256-9920 or [MyCAASchools@militaryonesource.com](mailto:MyCAASchools@militaryonesource.com)) as soon as possible to discuss change options.

- Once a Payment Authorization Letter has been uploaded to the AI Portal by MyCAA, it MUST be processed by the school for the EXACT amount shown on this document.
- Any required downward adjustments to the amount shown on the Payment Authorization Letter must be resolved through a refund to the MyCAA credit card that was used to pay the invoice.
- MyCAA produces one Payment Authorization Letter for a specific authorized amount which must be processed in ONE transaction. If a receipt is required for each spouse, separate invoices must be submitted to MyCAA.
- Invoices may not exceed \$50,000. If schools need to bill for more than this amount, additional invoices (not to exceed \$50,000 each) must be submitted.
- Schools must scan and upload receipts to the AI Portal for each completed transaction.
- The MyCAA Schools and Program Support Team (1-888-256-9920 or [MyCAASchools@militaryonesource.com](mailto:MyCAASchools@militaryonesource.com)) is available to assist AI Portal “Users” with billing policy issues. Technical issues or questions about how to navigate the AI Portal must go to [aiportal@bamtech.net](mailto:aiportal@bamtech.net)

### 3. What are the steps in the MyCAA invoicing process?

There are five steps:

- Review all enrollments for accuracy.
- Create and submit an invoice online.
- Check the status of the invoice.
- Retrieve the Payment Authorization Letter and process for payment.
- Upload the credit card receipt and 6 digit authorization code.

### 4. How do schools set up a Pay Center?

For assistance in setting up a Pay Center, contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

### 5. How do schools know if they need more than one Pay Center?

Contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

### 6. How do schools add additional Pay Centers and assign them to campuses?

For assistance in setting up or managing Pay Centers, contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

### 7. What is involved in the invoicing process?

When a spouse creates and gets approval for a MyCAA Financial Assistance (FA) request, this request electronically notifies school officials that they are authorized to bill MyCAA for approved courses and costs within 60 days of course start dates.

The invoicing process begins in the school Finance Office using their administrative processes.

In order to electronically transmit their invoices to MyCAA, school officials are required to use the AI Portal. Detailed instructions on the AI Portal electronic invoicing process can be found in User Guides located in the “Essential Documents” section of the AI Portal (<https://aiportal.acc.af.mil/aiportal>).

### 8. Can a school combine multiple Financial Assistance (FA) documents on one invoice?

Yes. However, the invoice cannot exceed \$50,000. If separate receipts are needed for each spouse, the school needs to submit a separate invoice for each spouse.

## 9. How long is the invoicing process?

After an invoice is submitted to MyCAA via the AI Portal, it can take up to 40 business days to receive the MyCAA Payment Authorization Letter which allows schools to charge the MyCAA government purchase card (VISA).

## 10. Why is it important to verify Financial Assistance (FA) document information prior to course start dates?

It is important for schools and spouses to work together to ensure that information captured in the spouse's Education & Training Plan and on all FA documents is correct. This coordinated effort will prevent invoicing errors and administrative delays. It will also prevent the spouse from being held responsible for tuition costs.

While spouses are encouraged to bring hard copies of their FA documents to their school, these documents are also electronically posted to each school's AI Portal Account. This means that any change a spouse makes to the FA Document 60 to 15 days prior to course start dates can be viewed immediately online by school officials.

## 11. How do schools verify Financial Assistance (FA) documents?

Spouses can make changes on FA documents 60 to 15 days prior to course start dates at which point FA documents are locked for invoicing purposes.

Schools should review approved FA documents for accuracy prior to invoicing. **DO NOT** bill MyCAA with incorrect information.

FA Documents show the following information for each spouse:

- Page 1 is a formal memorandum confirming that each spouse is approved to receive MyCAA Financial Assistance.
- Page 2 is a list showing all course titles, codes, costs and start/end dates. **Confirm that this information is correct.** These are the only courses for which payment is authorized.

For assistance accessing FA documents, contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

## 12. What do schools do if they discover incorrect course codes, titles, start/end dates or costs on a Financial Assistance (FA) document?

Only the spouse or MyCAA staff can edit course titles, codes or start/end dates. Edited FA documents must be re-signed electronically by the spouse. Contact the spouse to discuss any FA document errors as soon as they are identified. **MyCAA Consultants will work with spouses to make changes.**

If MyCAA has not yet reviewed and processed the invoice, it will be easier to make changes.

If course cost on the FA document is **MORE** than the actual cost of the course, the AI Portal will allow school officials to change the invoiced amount to the lower cost using the status code "C" for changed. The amount billed must be greater than zero dollars.

If the course cost on the FA document is **LESS** than the actual cost of the course, contact the spouse to discuss the FA document error. If the invoice has already been reviewed and approved

by MyCAA, the school must recoup any cost differences from the spouse if the FA document course cost amount is lower than the actual cost of the course.

DO NOT bill MyCAA for FA documents with incorrect information.

NOTE: Drops (Code "D" in the invoice process) should NOT be used to request corrections to an FA document. A drop will delete the spouse's FA document completely and require a new FA to be created. Remember, FA documents must be submitted 60-15 days PRIOR to course start dates.

### 13. When can schools submit an invoice online?

Schools cannot invoice prior to course start dates.

In order to prevent the need for refunds to MyCAA (not spouses) that are related to Drop/Add course changes, schools are advised to wait until after the official school Drop/Add period to invoice MyCAA.

School officials must invoice no later than 60 days after course start dates that are shown on the FA document.

### 14. Why can't schools see a spouse's course on the "Add Enrollments" screen?

There are four reasons:

- Enrollments do not appear in the "Add Enrollments" screen until the course start date listed on the Financial Assistance (FA) document.
- The spouse's signature may be missing on the FA document. FA documents are not valid without the spouse's digital signature and cannot be invoiced.
- The spouse created the FA document for the wrong school.
- The spouse does not have an approved FA document.

School officials should contact the MyCAA School and Program Support Team at 1-888-256-9920 or [MyCAAschools@militaryonesource.com](mailto:MyCAAschools@militaryonesource.com) for assistance if needed.

### 15. How do schools submit an invoice online?

Step-by-step instructions are contained in User Guides in the AI Portal "Essential Documents" section (<https://aiportal.acc.af.mil/aiportal>). These guides also explain how to invoice a dropped course and the proper use of invoice status codes.

For additional assistance, contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net) .

### 16. What are the statuses of a submitted invoice?

- Invoices will show one of the following statuses:

Pending: MyCAA has not yet reviewed the school's submitted invoice.

Reviewed: MyCAA has reviewed the school's submitted invoice. The invoice has been forwarded for payment authorization and cannot be changed.

Processed: MyCAA has approved the school's submitted invoice and created a Payment Authorization Letter. Processed invoices cannot be edited or deleted.

Rejected: MyCAA has rejected the school's submitted invoice. Contact the MyCAA School and Program Support Staff to resolve the issue. NOTE: This status is also used for invoices submitted when all courses on the invoice are status code "D-Dropped."

## 17. Who can delete a submitted invoice?

A school can delete a submitted invoice only while it is still in "Pending" status.

Reviewed, processed, and rejected invoices cannot be deleted.

MyCAA CANNOT delete submitted invoices, but can reject unprocessed invoices. Schools may request that an unprocessed invoice be rejected by sending an email to [MyCAABilling@militaryonesource.com](mailto:MyCAABilling@militaryonesource.com).

For assistance or questions about deleting an invoice, contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

## 18. What is the purpose of a Payment Authorization Letter?

The Payment Authorization Letter is issued by MyCAA for the purpose of authorizing schools to charge the Department of Defense's credit card (VISA) to pay for courses listed on each FA document and the school invoice. It contains the following information:

- Page 1: A Department of Defense (DoD) memorandum with detailed payment instructions including the Government Purchase Card (GPC) Number (i.e. VISA) and the Card Security Code.
- Page 2: A list of the enrollments approved for payment.

NOTE: Once a Payment Authorization Letter has been uploaded to the AI Portal by MyCAA, it MUST be processed by the school for the EXACT amount shown on the authorization document.



## 19. How do schools process payments?

Step-by-step instructions to retrieve a payment are contained in User Guides in the AI Portal "Essential Documents" section (<https://aiportal.acc.af.mil/aiportal>).

For assistance locating Payment Authorization Letters, contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

For assistance with credit card questions, contact the MyCAA School and Program Support team at 1-888-256-9920 or [MyCAABilling@militaryonesource.com](mailto:MyCAABilling@militaryonesource.com).

## 20. How do schools know if an invoice has been successfully processed?

- Invoices will have one of the following icons:
  -  This green-check icon means that the invoice payment process is complete.
  -  This yield-sign icon means that the invoice payment process is incomplete.

Hover over the icon to find out exactly what information is missing (e.g., "Missing Authorization Code").

For additional assistance, contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

## 21. How do schools refund the MyCAA Government Purchase Card (GPC/VISA)?

If a refund is needed and initial payment was made to the school using MyCAA's GPC VISA card, then a refund must be issued back to the card that was charged (not to the spouse).

MyCAA does not accept any other type of refund (e.g. checks or school credit).

- Process the refund in the school's credit card processing system.
- Scan the original receipt AND the refund receipt into a single PDF file. Schools should retain both the original and refund receipts since both receipts are needed at time of invoice reconciliation.
- Login to the AI Portal and upload this file.
- Email a copy of the refund receipt to [MyCAABilling@militaryonesource.com](mailto:MyCAABilling@militaryonesource.com) .  
Use the words "Refund Receipt & Schools Name" in the subject line.  
In the body of the email, list the name of the spouse, course name and amount to be refunded per course.
- MyCAA will ensure that funds are credited back to the spouse's account and credited by course.

For assistance or questions about uploading refund receipts, contact AI Portal Support at [aiportal@bamtech.net](mailto:aiportal@bamtech.net).

## E. GRADES

### 1. May an educational agency or institution disclose personally identifiable information from education records to MyCAA under FERPA?

Yes. The Family Educational Rights and Privacy Act (FERPA) recognizes that electronically signed and dated written consent from an individual is acceptable for permitting the release of personal information according to Title 34, Volume 1, Part 99, Subpart D.

Further details can be found at the Department of Education website (<http://www.ed.gov/policy/gen/reg/ferpa/index.html>).

Title 34, Volume 1, Parts 1 to 299 [CITE: 34CFR99]  
PART 99

Subpart D—May an Educational Agency or Institution Disclose Personally Identifiable Information From Education Records?

Under what conditions is prior consent required to disclose information?

- (d) "Signed and dated written consent" under this part may include a record and signature in electronic form that—
- (1) Identifies and authenticates a particular person as the source of the electronic consent; and
  - (2) Indicates such person's approval of the information contained in the electronic consent.
- (Authority: 20 U.S.C. 1232g (b) (1) and (b) (2) (A))

### 2. Can schools release grades to the MyCAA program?

Yes. When spouses electronically sign the MyCAA Spouse Terms & Conditions Agreement, they give permission to the Department of Defense (MyCAA) and their school to share information which is necessary for MyCAA program administration and paying of school invoices. This includes the requirement for schools to provide course grades to MyCAA within 60 days of course end dates. Spouses will not be able to access additional Financial Assistance (FA) until this requirement is met.

Additionally, spouses electronically sign each FA document on a course-by-course basis. Page 2 of this document summarizes their agreement to key points in the MyCAA Spouse Terms and Conditions Agreement each time they request FA.

### 3. How do AI Portal Users submit grades?

Step-by-step guidance is provided in User Guides which are found in the “Essential Documents” section of the AI Portal (<https://aiportal.acc.af.mil/aiportal>).

#### 4. What grades are used in the AI Portal?

- A- Letter grade of A
- B- Letter grade of B
- C- Letter grade of C
- D- Letter grade of D
- F- Letter grade of F (Failure)

I- Incomplete: Used when the student has an extension to complete coursework beyond the class end date. Schools must submit a letter grade upon completion of the course.

N-Non-Passing/Non-Completion

P-Passing

O- Audit: “O” designates that there is zero credit attributed to this course and will not be graded. MyCAA will not pay for audited courses.

S- Satisfactory

U- Unsatisfactory

W- Withdrawal: Used when the spouse was enrolled in a course and withdrew after the school Drop/Add period. MyCAA may be due a full or partial refund based on the date of the spouse’s withdrawal. This is different from a dropped course.

#### 5. Who posts grades in the AI Portal?

School officials, not spouses, must post grades in the AI Portal within 60 days of course end dates. If grades are not submitted within this time frame, no further Financial Assistance (FA) will be provided to the spouse until grades are received.

#### 6. What happens if a spouse fails a course?

The spouse’s account will be suspended until the spouse talks to a MyCAA Career and Education Consultant to discuss the reason for the failure. Together, they will develop a plan for successfully completing future courses using MyCAA funding. It is the spouse’s responsibility to send a message to the MyCAA Career and Education Consultant requesting a Counseling and Planning session to discuss course failures.

If there is a second course failure, the spouse’s account will be permanently locked and no further MyCAA funding will be available.

MyCAA has a waiver process for “hardship cases.” MyCAA Career and Education Consultants can guide spouses through the waiver process.

MyCAA will not pay for the same course more than once unless MyCAA receives a full refund from the school for the cost of the course. Attempts to defraud MyCAA will cause serious consequences for both the spouse and the school.

## F. CONTACTS FOR USE BY SCHOOL OFFICIALS ONLY

The following dedicated contact information is *for use by school officials only*. Spouses are strictly prohibited from using this contact information because it causes significant administrative delays.

**1. For general MyCAA Program information and toll-free assistance:**

School and Institution officials can contact the MyCAA School and Program Support Staff at 1-888-256-9920 or send an email to [MyCAASchools@militaryonesource.com](mailto:MyCAASchools@militaryonesource.com).

**2. For questions about an existing invoice:**

Please send an email to MyCAA Billing specialists at [MyCAABilling@militaryonesource.com](mailto:MyCAABilling@militaryonesource.com).

**3. For questions from new schools (e.g. MyCAA Program participation, school eligibility, vetting and approval processes, etc.):**

Please send an email to the MyCAA School Verification Team at: [MyCAANewSchools@MilitaryOneSource.com](mailto:MyCAANewSchools@MilitaryOneSource.com).

**4. For Military Spouse Assistance:**

Spouses should use one of the following methods of communications:

- **MyCAA Account Message Box** -- the fastest way to request and receive information and assistance
- **1-800-342-9647** – to speak with a MyCAA Career and Education Consultant
- **Feedback** link ([MyCAAFeedback@militaryonesource.com](mailto:MyCAAFeedback@militaryonesource.com)) to share ideas and recommendations about the MyCAA Program and website

Help/Contact Us section of the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>) to provide information once the spouse completes his or her program of study using MyCAA funding and finds employment. This information is required as part of the Spouse Terms & Conditions Agreement signed when the spouse opened his or her MyCAA Account.