Frequently Asked Questions

(Press and hold the "Ctrl" key on your keyboard and use the mouse to click on the hyperlinks below.)

USER ROLES

Can a legal applicant have more than one person assigned to the Grantee Administrator Role?

Can an individual be assigned more than one role?

What are levels of access?

Who needs to be assigned a level of access?

Is there a quick reference sheet that I can use to look up my user role and what actions it can perform?

RECRUITMENT and ENROLLMENT

Can a person apply to an organization if the program has not posted a specific service opportunity yet?

Is there a way to send reminders to invitees to log on and complete part 1 of the enrollment?

Can a program inform a candidate who is registered in My AmeriCorps about a specific service opportunity listing if that candidate has not applied to that specific service opportunity listing?

How does a member get listed under "pending enrollments" basket?

Can the enrollment period for an Operating Site overlap with the enrollment period for another program year in the same 3 year grant cycle?

Can I enroll my 2009 members even though I still have some 2008 members serving?

I don't understand how to use the batch invitation via XML feature. How does this work?

I am unable to see any of the email notifications that are being sent by the system. What email notifications does the system send and what is the content of the emails?

What is the definition of required completion date?

What is the definition of member enrollment period?

MEMBER EXIT

What is the definition of an early exit?

What is the definition of Trust Eligible that I used on the exit form?

I would like to see what the electronic exit form looks like for members. I don't have a way to access these screens, though I would like to see what the member encounters.

I understand that the portal sends a survey to members. Is this survey mandatory? Do they need to take the survey before the member can be exited? What questions are contained in the survey? How do I go about seeing survey responses for my programs?

The My AmeriCorps portal requires a whole number on total hours served upon exit, rather than a fraction. Should the fractional number be rounded up or down?

How do we make the determination that a member has performed satisfactorily as requested on the exit form?

Are we still required to retain paper copies of the enrollment and exit form?

MEMBER MANAGEMENT

If a member certifies his/her enrollment form electronically in My AmeriCorps, do we need to keep a paper copy of the enrollment and/or exit form?

What happens if my member doesn't have internet access?

What is a member's NSPID?

Can a program complete the member's exit form on their behalf?

What if the program is unable to obtain a signed paper copy of the member exit form?

How is the member's end date determined?

Is the 30-day policy for enrollments and exits still in effect?

Does the system "enforce" the 30 day policy on exits and enrollments, meaning will the system prevent you from doing so?

How do I modify a member's SSN if it was entered incorrectly?

How do I release a member for cause mid-term?

Can My AmeriCorps tell if the member's part of the enrollment or exit form has been completed by the member him/her self or by a program staff user?

How do I document a member's exit for cause or compelling personal circumstance in My AmeriCorps?

When I look at our member list on eGrants, I can see if they're "in service", "exited", or "exited early"… but I can't tell if they exited early based on compelling personal circumstances or just because they exited early for some other reason. Is there a way to tell which members left for compelling personal circumstances?

PROGRAM MANAGEMENT

Why does My AmeriCorps show MSY amounts that differ from WBRS and the Notice of Grant Award from pre-2009 awards?

In My AmeriCorps, why can't I see my Education Award Program (EAP) sub-sites that I used in WBRS?

HARDWARE AND SOFTWARE INFORMATION

The portal seems to work best with IE versus other browsers. With other browsers, I notice that pages either don't load or I am unable to complete certain functions. On certain pages I read "Please note that Firefox is not a supported browser." What browsers does My AmeriCorps support?

MISCELLANEOUS

Are we still required to retain paper copies of eligibility documentation?

USER ROLES

Can a legal applicant have more than one person assigned to the Grantee Administrator Role?

Yes, you can. We advise that you have more than one person assigned this role so that the functions available to the Grantee Administrator role can be fulfilled in case of absence.

Can an individual be assigned more than one role?

Yes. For example you may want one person to have both the Grantee Recruiter role and the Grantee Member Management role so that that person can manage the recruitment and member functions.

What are levels of access?

Levels of access are Prime, Operating Site, and Service Location. They refer to authority levels as well as location. Assignment of access level does not have to align with staff position. For example, the person in your main office responsible for data entry can be assigned the Grantee Member Management role at the Service Location level to initiate forms.

Who needs to be assigned a level of access?

Only the Grantee Member Management user would need to be assigned a level of access.

Is there a quick reference sheet that I can use to look up my user role and what actions it can perform?

Yes, you can refer to the User Roles Map available on the Resource Center website in Excel spreadsheet format. However, please contact your Program Officer for guidance on business practices.

RECRUITMENT AND ENROLLMENT

Can a person apply to an organization if the program has not posted a specific service opportunity yet?

Applicants can only apply to service opportunity listings that have been approved by the CNCS Recruitment Administrator. However, you can invite the member through the invitation process even if the service opportunity listing has not been created/approved. Once the member receives the email, they will be able to log onto My AmeriCorps to complete Part 1 of the enrollment form. Then you will be able to complete your portion of the enrollment form and activate the member's term.

Is there a way to send reminders to invitees to log on and complete part 1 of the enrollment?

My AmeriCorps does not provide for sending invitation reminders. You can call the member or send them an email yourself to determine if there are any issues with the member logging onto My AmeriCorps to complete their portion of the enrollment form. They may no longer have an Internet connection or may be experiencing other problems. Understand that you have the option of completing the member's portion of the enrollment form on the member's behalf if you have a copy of the signed enrollment form. As a last resort, you can delete the invitation and submit a new application.

Can a program inform a candidate who is registered in My AmeriCorps about a specific service opportunity listing if that candidate has not applied to that specific service opportunity listing?

Yes, you can use the "potential applicant" search function to find potential candidates. Once you find a candidate, you can open their profile and send an email notifying about your specific service opportunity listing.

How does a member get listed under "pending enrollments" basket?

If a program needs to enroll a member who didn't apply via My AmeriCorps, you need to use "Invite Member" function from your My AmeriCorps portal page. When you click on that link, it will allow you to enter the specific information about the member. When you click on "save" it will send an invitation to the member providing a link for that individual to register (if they have not registered in My AmeriCorps) and to complete the member's portion of the enrollment form. When you send an invitation to an individual using the "Invite Member" function, that person will be listed under the "pending Invitations" tab

in the S&N Workbasket until you or the member complete the member's part of the enrollment form. If you need to complete the member's part of the enrollment form on behalf of the member (using a signed paper copy from the member), you could do so by clicking on the member's name from the "Pending Invitations." Once you or the member completes the member's part, the member will get listed under "Pending Enrollments" allowing you to enroll the member. Applicants who applied and were accepted via My AmeriCorps and who have completed the member portion of the member enrollment also show up in the pending enrollment workbasket.

Can the enrollment period for an Operating Site overlap with the enrollment period for another program year in the same 3 year grant cycle?

No. My AmeriCorps treats enrollment periods no differently than previous systems. The enrollment period cannot overlap with the previous year's enrollment period in the same three year grant.

Can I enroll my 2009 members even though I still have some 2008 members serving?

The system will allow you to enroll 2009 members as long as you are within the member enrollment period for the 2009 program year and you have available slots. Remember that the enrollment period is simply defined as the period in which a program may enroll members. It does not have anything to do with whether members from a previous program year have been exited. If a program's 2009-2010 enrollment period is 9/1/09 - 8/31/10, the system will allow a program to enroll 2009 members on 9/1/09 regardless of whether the 2008-2009 members have been exited yet. Please be sure to follow the policies of your State Commission or National Program because they may have requirements that are more narrow than CNCS requirements and may disallow actions that My AmeriCorps functionality permit.

I don't understand how to use the batch invitation via XML feature. How does this work?

You can invite members to complete Part 1 of the enrollment form (and register for access to the My AmeriCorps Portal, if necessary) for service. The process of inviting members is used for those applicants who didn't apply to one of your service opportunity listings through My AmeriCorps. The My AmeriCorps Portal provides two processes to invite members into service: Enter Invitation or Upload Invitation File.

Uploading an invitation file in My AmeriCorps processes multiple entries at a time. This is ideal for programs or sites with a large number of slots to fill. The invitation file must be created before using this feature. When creating your invitation file, make sure that the members listed in the file will serve in the same program for the same grant year and will be placed at the same service location (if using service locations).

The batch upload requires that you provide an XML file that adheres to the schema file (XSD) provided on the batch invitation page. Many users will find creating these files via MS Excel is the best option, though other methods of XML generation may be used.

A sample XML file is attached for your reference. Also attached is a sample XLS file. If you use the XLS file, you will need to delete the two sample rows and then enter member data in each row. When complete, click "File" and then "Save As" and choose "XML Data (.xml)" as the data type. This will save an XML-formatted file. If you input data that does not conform to the data definition or schema file, you will receive a message when you save. Look at the "details" of the message and correct your data and save as XML again. Once this data is correctly formatted you will be able to save and then upload this XML file via the batch invitation page.*

Download Sample XLS file here.
Download Sample XML file here.

I am unable to see any of the email notifications that are being sent by the system. What email notifications does the system send and what is the content of the emails?

Initial Registration

Subject:	My AmeriCorps Registration
Message:	***PLEASE DO NOT REPLY TO THIS MESSAGE*** Thank you for registering for the My AmeriCorps portal. We have completed your registration and you may now access the system. Please click on the access link below to create a username and password for your personalized My AmeriCorps account. https://my.americorps.gov/mp/recruit/validateRegistration.do?id=xxxx Once you have created a username and password, you must log into your account within 72 hours to complete the registration process. Please do not reply to this message. If you have any questions or need further assistance please click on "Contact My AmeriCorps" on the My AmeriCorps website or call 1-800-942-2677.

Member Invitation and XML Invitation Email (Not Registered)

Subject:	My AmeriCorps Enrollment
Message:	Dear [Member Name]: Thank you for applying to serve in the AmeriCorps [Program Name] program. Use the

	following link to complete your registration and enrollment: https://myamericorps.gov/[Program Code] Please do not reply to this message. If you have any questions or need further assistance, please click on "Contact My AmeriCorps" on the My AmeriCorps website or you can call the My AmeriCorps hotline at 1-800-942-2677 Monday through Friday from 7am – 8pm Eastern Time.

Member Invitation and XML Invitation Email (Registered)

Subject:	My AmeriCorps Enrollment
Message:	Dear [Member Name]: Thank you for applying to serve in the AmeriCorps [Program Name] program. Use the following link to log onto My AmeriCorps to complete your enrollment: https://myamericorps.gov/[Program Code] Please do not reply to this message. If you have any questions or need further assistance, please click on "Contact My AmeriCorps" on the My AmeriCorps website or you can call the My AmeriCorps hotline at 1-800-942-2677 Monday through Friday from 7am – 8pm Eastern Time.

End of Service Approaching Email (Member)

Subject:	Reminder: AmeriCorps End of Service Approaching
Message:	Dear [Member Name]: This is a reminder that the end of your AmeriCorps service is approaching. As you approach the end of your AmeriCorps service, please take the time to complete a few key tasks. First, to receive the benefits of your service, log onto your My AmeriCorps account, complete the required documents and update your contact information. In addition, this is the time to begin thinking about your Post Service Opportunities. Post Service Opportunities provide a great way for you to stay connected with other AmeriCorps members and alumni opportunities. To select your Post Service Opportunities, log on to the My AmeriCorps Portal (https://my.americorps.gov) and click on “Exiting My Term of Service”.

	Finally, as you approach the end of your AmeriCorps service, we would like to take this opportunity to tell you that we appreciate your service during your time with AmeriCorps. Please do not reply to this message. If you have any questions or need further assistance, please click on "Contact My AmeriCorps" on the My AmeriCorps website or you can call the My AmeriCorps hotline at 1-800-942-2677 Monday through Friday from 7am – 8pm Eastern Time.

XML File Upload Error Report

Subject:	XML File Upload Report
Message:	Dear [User First Name] [User Last Name], We are unable to process all of the entries of the XML File you uploaded through the My AmeriCorps Portal. The following invitations could not be processed: [LIST OF MEMBERS THAT COULD NOT BE PROCESSED] [Member Last Name], [Member First Name] Use this link below to view the standard structure of the XML file. http://[LOCATION OF WHERE THE XML INSTRUCTIONS WILL BE FOUND] Please do not reply to this message. If you have any questions or need further assistance please call 1-888-677-7849 Monday through Friday from 8am – 6pm Eastern Time.

S&N Transfer-In (Member)

Subject:	Your Transfer has been Processed
Message:	Dear [member name], This e-mail is to notify you that your transfer from [old project name] to [new project name] has been processed in the system. You may review your updated assignment details by logging into the My AmeriCorps website at [portal URL]. Please do not reply to this message. If you have any questions or need further assistance, please click on "Contact My AmeriCorps" on the My AmeriCorps website or you can call the My AmeriCorps hotline at 1-800-942-2677 Monday through Friday from 7am – 8pm Eastern Time.

S&N Transfe-In (Former Grantee)

Subject:	Member Transfer has been Processed
Message:	Dear [Grantee Name], This email is to notify that [member name]'s transfer to [program name] has been approved. Please do not reply to this message. If you have any questions or need further assistance please call 1-888-677-7849 Monday through Friday from 8am – 6pm Eastern Time.

What is the definition of required completion date?

The required completion date is the maximum amount of time members may take to complete their terms—one year from their start date in most cases or two years from their start date for two-year part-time members. The required completion date is not equivalent to the term end date specified in the member contract. For example, for a corps serving over a nine-month school year only, the members could all complete their terms prior to the required completion date.

What is the definition of member enrollment period?

Member enrollment period is the entire period of time in which you may enroll members during your project period.

Member Exit

What is the definition of an early exit?

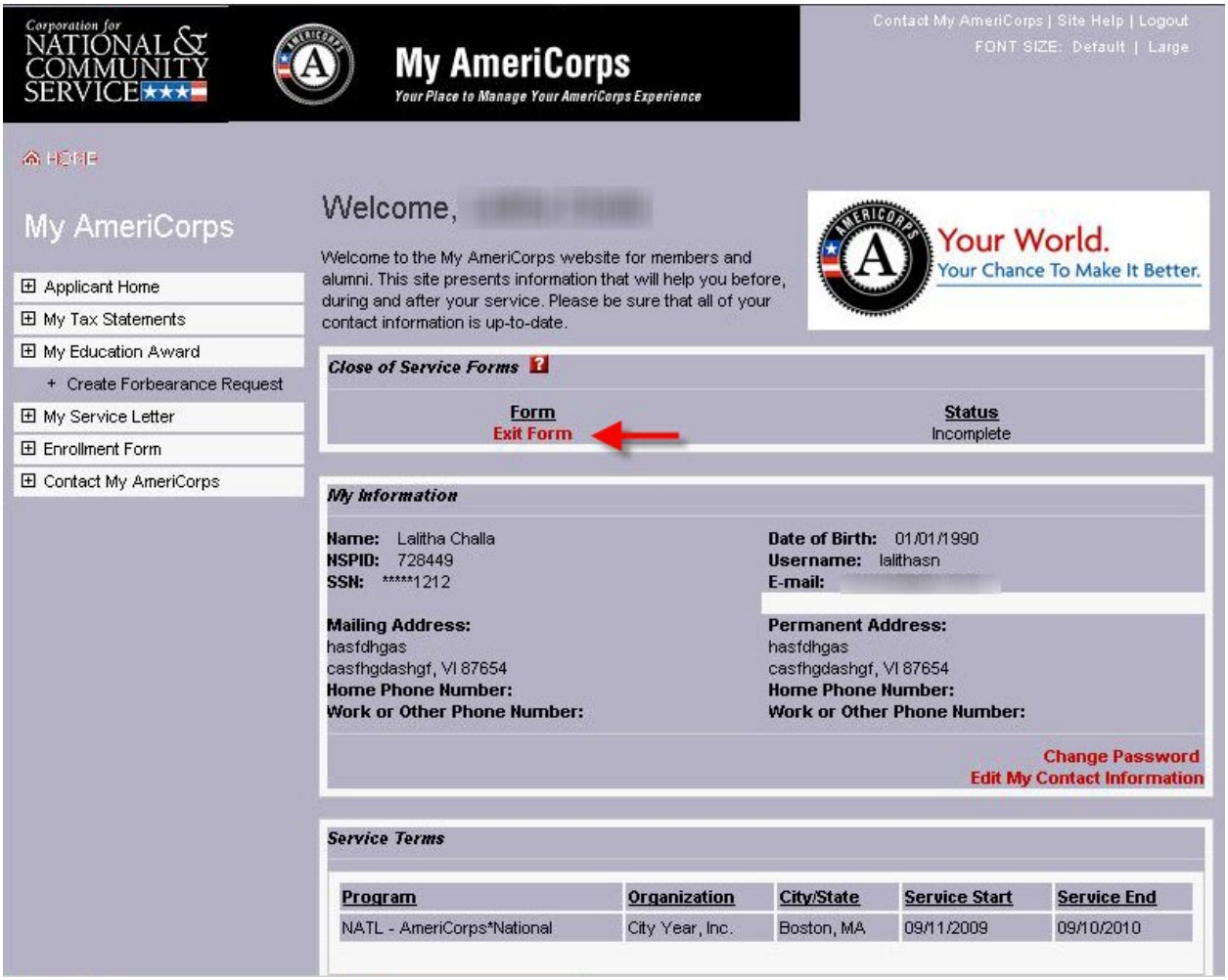
An early exit is one in which the member is exited more than 30 days prior to the required completion date. Members that exit early can be exited with full award, partial award, or without award depending on whether they served the minimum hours, fulfilled program requirements, experienced a compelling personal circumstance, etc. Early exit is not synonymous with an exit for cause/without award.

What is the definition of Trust Eligible that I used on the exit form?

A member is Trust Eligible if they are eligible to earn an education award when the member enrolls.

I would like to see what the electronic exit form looks like for members. I don't have a way to access these screens, though I would like to see what the member encounters.

The portal automatically notifies members via email when they are approaching the end of their service or when a program unlocks the exit form. In addition to the email notification, the exit link will appear on the member's homepage. The member's homepage showing the exit link is presented below. The member's exit form is also presented. The member must complete the form, accept the certification of service terms and submit the form. The exit form is similar to the exit process if performed by the program.



Corporation for NATIONAL & COMMUNITY SERVICE

Exit Form

This form will end the term of an AmeriCorps member in the National Trust and report on the eligibility of the member for an education award. It will also provide the Corporation with evaluation exit data. **Click here for help.**

Name: Bob Beta
NSP ID: 728406

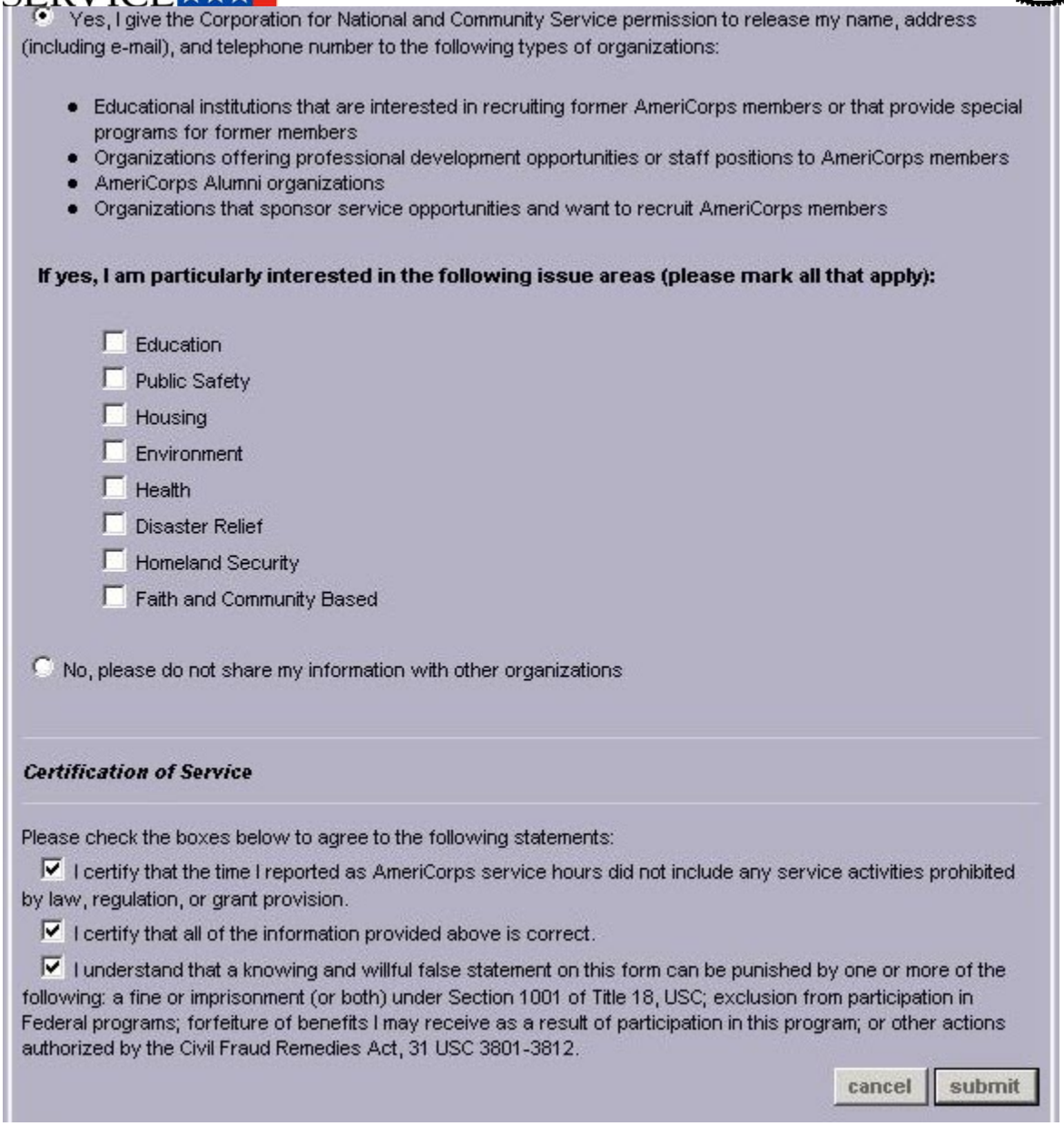
Mailing Address

Please verify that your contact information below is correct. Enter any updates as necessary.

*** Street Address 1:**	1200 SunFlower Court
Street Address 2:	
*** City:**	Orlando
*** State:**	FLORIDA
*** Zip code:**	32792 -

Post Service Opportunities

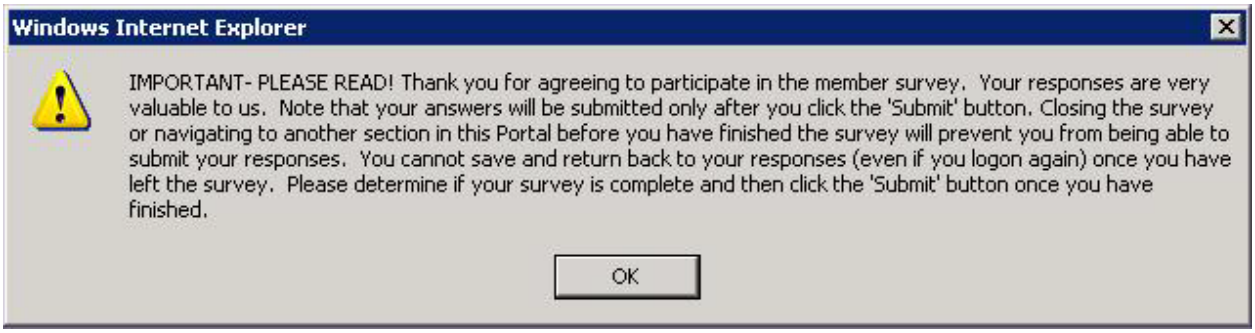
The Corporation for National and Community Service would like to encourage you to stay involved in service and help you connect with educational, professional, and alumni opportunities. If you are interested in staying connected with the following organizations, please let us know.

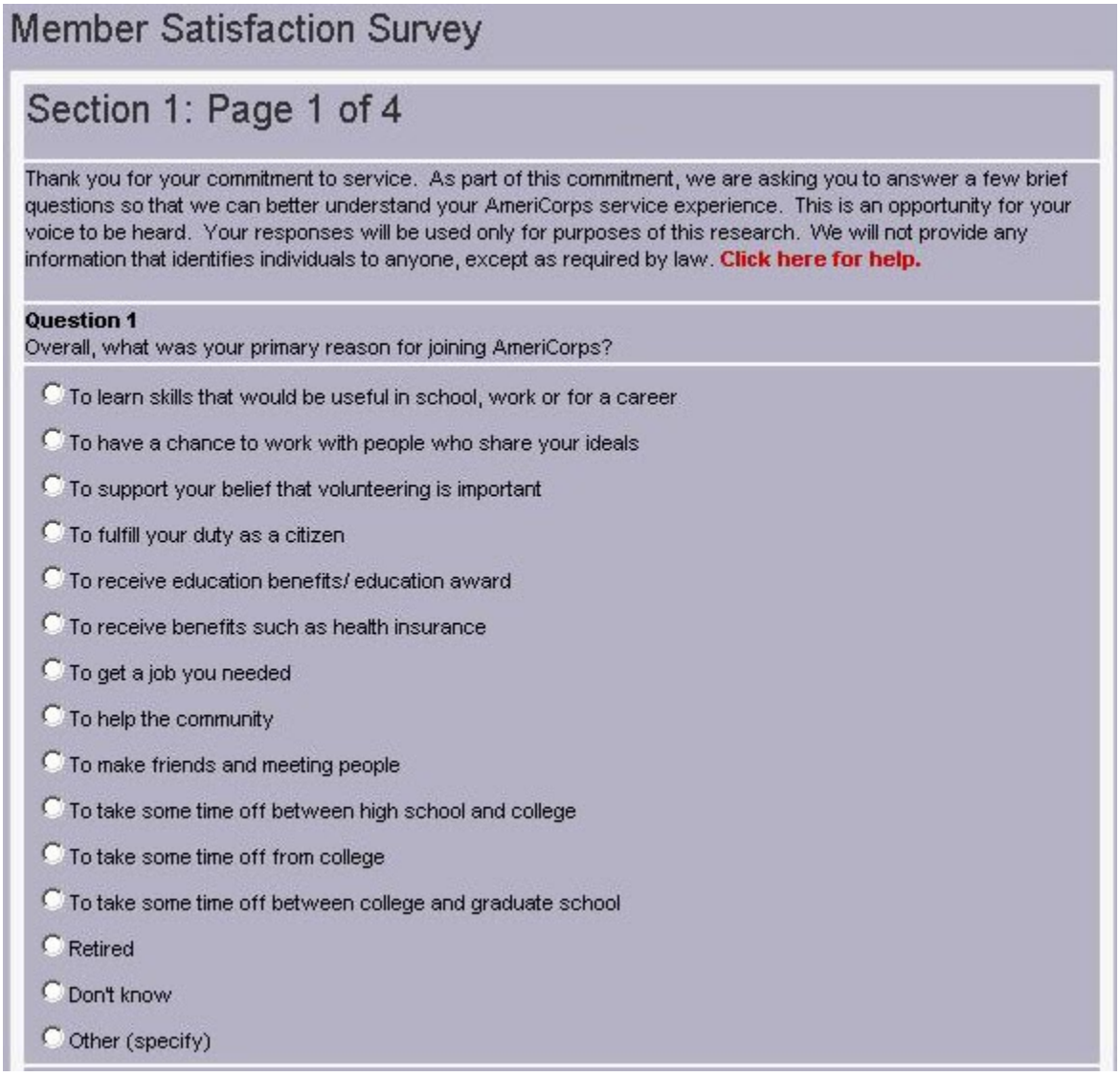


I understand that the portal sends a survey to members. Is this survey mandatory? Do they need to take the survey before the member can be exited? What questions are contained in the survey? How do I go about seeing survey responses for my programs?

The member satisfaction survey is not mandatory and members can exit without completing the survey. The portal automatically notifies members via email as they are approaching their end of service. Once the member completes the exit form, they are taken to the survey. Members have only one chance to take the survey. They can't

return to the survey and finish it at a later time. Currently, survey results are not made available to programs.





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Question 2
To what extent was your goal met?

- ○ Large extent
- ○ Moderate extent
- ○ Small extent
- ○ Not at all
- ○ Don't know

Question 3a

☐ Check here if you have no post-secondary education.

What is the name of the last post-secondary institution (that is, college, university, or vocational school) you attended prior to serving in AmeriCorps?

Question 3b
In what city was that institution?

Question 3c
In what state was that institution?

home next

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Member Satisfaction Survey

Section 1: Page 2 of 4

Let us now turn to your experience with the process for joining AmeriCorps and identifying an organization through which to serve.

Question 4
Overall, how would you rate the online recruitment system?

- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Don't know
- ○ N/A- Did not use the online recruitment system

Question 5
How would you rate the application and selection process for AmeriCorps?

- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Don't know

back next

Corporation for NATIONAL & COMMUNITY SERVICE

Member Satisfaction Survey

Section 1: Page 3 of 4

We now are interested in hearing about your experiences with benefits, such as your living allowance, reimbursements, and/or health benefits.

Question 6a
Overall, how would you rate the experience you have had obtaining or trying to obtain your living allowance benefit, travel and other reimbursements and/or health benefits provided to you as a AmeriCorps member?

- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Don't know

Question 6b
If you rated any of your experiences in obtaining or trying to obtain benefits as fair or poor, which of those experiences did you rate as fair or poor? Check all that apply.

- ☐ Living Allowance
- ☐ Reimbursements
- ☐ Health Benefits

back next

Corporation for NATIONAL & COMMUNITY SERVICE

Member Satisfaction Survey

Section 1: Page 4 of 4

Next are some questions about your AmeriCorps service experience.

Question 7
Overall, how would you rate the adequacy of the on site training and orientation that you received from your program? (This is training you received during service to carry out your service assignments or work plan.)

- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Don't know
- ○ Did not attend one

Question 8
Overall, how would you rate the supervision provided by your program?

- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Don't know

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Question 9
Overall, how would you rate the quality of the support you received from your program?

- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Don't know

Question 10a
Overall, how would you rate your experience with AmeriCorps?

- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Don't know

Question 10b
And why did you give it that rating? (4000 maximum characters)

back next

Corporation for NATIONAL & COMMUNITY SERVICE

Member Satisfaction Survey

Section 2: Page 1 of 1

In addition to the race, gender and other demographic information we already have generally about our members, the following demographic questions will be used for reporting purposes and will help us ensure we are reaching out to a diversity of prospective members. Again, please be assured that your responses will be used only for purposes of this research. We will not provide any information that identifies individuals to anyone, except as required by law.

Question 1a
Are you of Latino or Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- ○ Yes
- ○ No
- ○ Don't know

Question 1b
What is your race? You may select more than one race.

- ☐ White
- ☐ African American/Black
- ☐ Asian
- ☐ American Indian or Alaska Native
- ☐ Native Hawaiian or other Pacific Islander
- ☐ Other

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Question 2
In the five years before you joined AmeriCorps, did you or anyone else in your household receive some form of public assistance, such as welfare (TANF), food stamps or WIC?

- ○ Yes
- ○ No
- ○ Don't know

Question 3
In the five years before you joined AmeriCorps, did you or anyone else in your household live in public housing or subsidized housing?

- ○ Yes
- ○ No
- ○ Don't know

Question 4
In the five years before you joined AmeriCorps, did you or anyone else in your household receive other housing assistance, such as Section 8 or housing vouchers?

- ○ Yes
- ○ No
- ○ Don't know

Question 5
In the five years before you joined AmeriCorps, did you or anyone else in your household participate in the free or reduced-price lunch program in school?

- ○ Yes
- ○ No

Certification of Service
Please check the boxes below to agree to the following statements:

- ☐ I certify that the time I reported as AmeriCorps service hours did not include any service activities prohibited by law, regulation, or grant provision. I certify that all of the information provided above is correct.
- ☐ I certify that all of the information provided above is correct.
- ☐ I understand that a knowing and willful false statement on this form can be punished by a fine or imprisonment or both under Section 1001 of Title 18, U.S.C.

back submit

The My AmeriCorps portal requires a whole number on total hours served upon exit, rather than a fraction. Should the fractional number be rounded up or down?

Use standard rounding rules to round a fractional number of hours either up or down, depending on the number. But please keep in mind that timesheets must demonstrate that each member has served the minimum number of hours to receive the education award. In other words, do not allow a member to exit with a fraction below the minimum even if you would round up to the minimum in the exit field for total hours.

How do we make the determination that a member has performed satisfactorily as requested on the exit form?

Base your assessment of satisfactory service on your own performance evaluation standards.

MEMBER MANAGEMENT

If a member certifies his/her enrollment form electronically in My AmeriCorps, do we need to keep a paper copy of the enrollment and/or exit form?

No. The electronic submission by the member is the legal documentation.

What happens if my member doesn't have internet access?

If you have the appropriate user role and/or access level, then you would be able to complete forms (initiate the invitation, complete the enrollment form, exit form, etc.) on behalf of your member as long as you have their signed paper copies.

What is a member's NSPID?

This is the member's National Service Participation ID number. It is generated when an applicant applies for an account in My AmeriCorps or when the program enrolls the member if they did not apply via My AmeriCorps. Members can use their account to apply to service listings online. They can create an account through the my.americorps.gov website.

Can a program complete the member's exit form on their behalf?

Yes, a program can complete the member's exit form; however, the program must first obtain a signed paper copy of the exit form to keep in the member's fil. When a program completes the exit on the member's behalf, the certifications would also be completed by the program. (All certifications must be completed in order to complete the exit.) My AmeriCorps will know that the program user completed the action and not the member because of the user account tied to the completed task.

What if the program is unable to obtain a signed paper copy of the member exit form?

If the member never completes the certification of the exit form, either in My AmeriCorps or on paper, then the program must make a note to the member's file to indicate that

they were unable to get the member exit form from the member and to document their repeated attempts to get the member to complete the exit.

How is the member's end date determined?

The system automatically assigns it. It is one year from the member's start date for all terms of service except 2-year HT terms, in which case the date is two years from the start date. My AmeriCorps assigns the maximum allowable term duration, but the programs may require that the member finish in less than the maximum. The contract would specify the date by which the member should complete.

Is the 30-day policy for enrollments and exits still in effect?

Yes, that policy is still in effect. For enrollments, the program completion of the enrollment in My AmeriCorps must be 30 days or less from the first day of member service. For exits, the program certification of the exit in My AmeriCorps must be 30 days or less from the last day of member service.

Does the system "enforce" the 30 day policy on exits and enrollments, meaning will the system prevent you from doing so?

A program will be able to exit or enroll the member in My AmeriCorps after the 30 days have passed without any technical problem. This is a compliance issue captured via program monitoring and reporting.

How do I modify a member's SSN if it was entered incorrectly?

There is no easy way for you to make this change. You must contact your trust officer.

How do I release a member for cause mid-term?

If a member needs to be exited more than 30 days before the expected completion date, the exit form would need to be unlocked. This is achieved by clicking on the member's name after doing a member search, then clicking on the "view" link to see the member's term of service, then clicking "unlock exit form". Then the member would show up in the pending exits workbasket. After receiving an email notification, the member would complete his/her part of the exit form (Part I), or the program could complete the exit form on the member's behalf if the member signed the paper exit form. The program would then complete the program's part of the exit form (Part II).

If the member cannot be reached to sign the paper exit form or complete the exit via My AmeriCorps, the program would document in the member's file the program's repeated attempts to reach the member to get him/her to complete the exit. The program would complete the both parts of the exit form via My AmeriCorps. Contact your program officer if you have questions.

Can My AmeriCorps tell if the member's part of the enrollment or exit form has been completed by the member him/her self or by a program staff user?

The system can distinguish member-certified enrollments and exits from the enrollments and exits that program staff users certify on behalf of members. My AmeriCorps is an auditable system, meaning that it captures information on what tasks were completed by which user account and when. Remember, if the program user completes an enrollment or exit on behalf of a member, the paper form signed by the member must be in the member's file.

How do I document a member's exit for cause or compelling personal circumstance in My AmeriCorps?

In My AmeriCorps program staff will indicate whether a member 1) is eligible for entire education award, 2) is eligible for a partial education award, or 3) is not eligible for an education award. There are no fields in My AmeriCorps for programs to elaborate on or justify the exit.. The documentation in the member file (timesheets, performance reviews, documentation of compelling personal circumstances, etc.) should support the program-certified exit in My AmeriCorps.

When I look at our member list on eGrants, I can see if they're "in service", "exited", or "exited early"… but I can't tell if they exited early based on compelling personal circumstances or just because they exited early for some other reason. Is there a way to tell which members left for compelling personal circumstances?

No. The system does not have a field for programs to enter the reason for the exit. Programs should document that information in the member's file residing outside of the system. Although the system does not report out members who complete with a partial award, a program user could deduce the information by pulling up a member roster report, scrolling to the "earned an award" column and flagging members who served fewer than the expected/minimum for the term of service they were enrolled into.

PROGRAM MANAGEMENT

Why does My AmeriCorps show MSY amounts that differ from WBRS and the Notice of Grant Award from pre-2009 awards?

My AmeriCorps, like eGrants, calculates MSY amounts using the new MSY factors that took effect November 11, 2008. Programs that use less than half time slots will notice that My AmeriCorps and eGrants updated the MSY calculation for all AmeriCorps State and National grant records in eGrants, including all past applications created and awarded for program years 2003 – 2009.

In My AmeriCorps, why can't I see my Education Award Program (EAP) sub-sites that I used in WBRS?

EAP sub-sites in WBRS were not connected to eGrants or the National Service Trust database, eSPAN, so the information was not transferred into My AmeriCorps. EAPs that would like to organize their members and program users by sub-site will need to enter sub-site information into My AmeriCorps. This is an opportunity for programs to update sub-site information and to reorganize sites more efficiently. Sub-sites can be entered into My AmeriCorps as either operating sites or as service locations under one or more operating site(s). Functionality to add operating sites and service locations is available now for the 2009-2010 program year. After the information has been added to My AmeriCorps, it will be available for future use so entering the information is something that needs to be done once.

HARDWARE AND SOFTWARE INFORMATION

The portal seems to work best with IE versus other browsers. With other browsers, I notice that pages either don't load or I am unable to complete certain functions. On certain pages I read "Please note that Firefox is not a supported browser." What browsers does My AmeriCorps support?

CNCS highly recommends that you use Internet Explorer with JavaScript enabled as the browser for connecting to eGrants or My AmeriCorps. Internet Explorer is the browser of choice for this system.

MISCELLANEOUS

Are we still required to retain paper copies of eligibility documentation?

Yes, you are still required to retain eligibility documentation even though the screen in the portal implies otherwise. This screen describes the rule for VISTA rather than AmeriCorps State and National. This error will be corrected in a future release.

Are we still required to retain paper copies of the enrollment and exit form?

If both the member and the program certify an enrollment or exit form in the portal, you are not required to retain paper copies of the enrollment and exit form. The My AmeriCorps portal serves as the system of record for enrollment and exit forms certified by member and program. If the program certifies on behalf of the member, you should retain a paper copy of the paper form signed by the member.