Career Waypoints (C-WAY)

General Information

INSTRUCTIONS AND CURRENT NAVADMINS:

CAREER WAYPOINTS
MILPERSMAN 1440-060
NAVADMIN 150/13, 149/13, 21/13, 352/10, 128/10, 161/09, 017/09,
    033/08, 277/05, 192/05, 131/03, 050/03

LATERAL & FORCED CONVERSIONS
MILPERSMAN 1440-010

COMPONENT CHANGES
MILPERSMAN 1306-1502, 1306-1504, 1326-021

PROFESSIONAL APPRENTICESHIP CAREER TRACT (PACT)
MILPERSMAN 1306-611

CAREER WAYPOINTS MODULES & TO WHOM EACH APPLIES:

1. C-WAY-Reenlistment (REEN)- Applies to all rated Active Component (AC) and Full Time Support (FTS) Sailors E3-E6 with 14 years or less of service between their Active Duty Service Dates (ADSD) and their expiration of active obligated service (EAOS) as extended (SEAOS) who require reenlistment or short term extension (STE) as applicable. AC and FTS Sailors utilize this module to request lateral conversion and component changes between AC and FTS and from AC/FTS to RC;
2. C-WAY-Conversion (CONV) - Applies to Reserve Component Sailors who desire lateral conversion;
3. C-WAY-Transition (TRANS) - Applies to SELRES Sailors desiring to change from Reserve Component to Active Component (RC2AC) or to Full Time Support Contract (RC2FTS);
4. C-WAY-Professional Apprenticeship Career Track (PACT) Designation - Applies to unrated AC and FTS Sailors desiring to become rated;
5. C-WAY-Reclassification (RECLASS) - Applies to AC and FTS Sailors attriting from Recruit Training Command (RTC) and class "A" school training who are reclassified.
6. C-WAY-Job Opportunities In the Navy (JOIN) – Applies to all Sailors, matching Sailors interests with their aptitudes. To take the Survey, go to
https://join.sscno.nmci.navy.mil/

CAREER WAYPOINTS-REENLISTMENT (C-WAY-REEN)
C-WAY-REEN applies to all reenlistment eligible Active Component and Full Time Support Sailors E3-E6 with 14 years and less of contract time from Active Duty Service Date (ADSD) to Expiration of Active Obligated Service as Extended (SEAOS) requiring authorization to either reenlist or execute a Short Term Extension (STE) when required.

CAREER WAYPOINTS-REENLISTMENT APPLICATION TYPES AND TIMELINES

Projected Rotation Date (PRD)
Sailors who fall under C-WAY-REEN with less than 24 months of contract time between PRD and SEAOS will apply for a C-WAY-REEN PRD quota 12, 11, and 10

months prior to PRD. If the Sailor does not receive a quota, then he/she should contact applicable detailer for options.

SEAOS

Sailors who fall under C-WAY-REEN will apply for a C-WAY-REEN SEAOS quota 13-3 months prior to SEAOS.

13-10 months prior to SEAOS options: In-Rate; In-rate, Willing to
    Convert; Convert Only; or SELRES;
9-6 months prior to SEAOS options: Convert Only or SELRES
5-3 months prior to SEAOS options: SELRES

LATERAL CONVERSION AND COMPONENT CHANGE TIMELINES

Sailors are only authorized to apply for lateral conversion and/or component changes when they are in their PRD or SEAOS C-WAY-REEN windows. For exceptions, refer to C-WAY Help Desk.

QUESTIONS AND ANSWERS PERTAINING TO C-WAY-REEN

Q1. Why do SEAOS applications for in-rate and PRD applications end at 10 months prior to SEAOS?
A1. C-WAY-REEN has been aligned to match the Career Management System Interactive Detailer (CMS-ID) orders negotiation window.
The CMS-ID orders negotiation window is 9, 8, and 7 months prior to PRD. At 6 months or less prior to PRD, Sailors are considered to be in a "Needs of the Navy" window for orders negotiation. Detailers and Sailors need a clear signal of what authorization the negotiating Sailors has or has not received (to remain in-rate, laterally convert, or component change) prior to orders negotiation.

Q2. If a Sailor has more than 24 months between PRD and SEAOS, but desires orders that require a larger OBLISERVE than the Sailor's current contract, what does the CCC do to get a C-WAY-REEN quota?
A2. If the Sailor has been SELECTED by the detailer for a DOD tour, White House Communications, or any other special program type orders, submit the Sailor for a "Special Circumstance – Other" application. In the "Explain Other" block, specifically annotate what type of orders for which the Sailor has been selected and what the OBLISERVE requirement is.

Q3. If a Sailor is denied for all three PRD looks, what are his/her options?
A3. The Sailor should discuss his/her options with the detailer. The detailer has the following options:
    1. Allow the Sailor to remain in place by moving the Sailor's PRD out to match his/her SEAOS;
    2. Require the Sailor to execute a Short Term Extension (STE) in accordance with (IAW) MILPERSMAN 1160-040 and NAVADMIN 352/10, which states that in order to execute an extension without C-WAY-REEN approval (local CO/OIC approval), the follow rules apply:
       a. Sailor is not within 12 months of SEAOS;
       b. The STE will not take the Sailor beyond 14 years of service;
       c. No more than 2 STEs can be executed per enlistment (5YO & 6YO program extensions are exempt from this);
       d. Combined, the STEs cannot be more than 23 months;
       e. Sailor cannot be in an overmanned rating;
       f. Sailor must be retention eligible and fully qualified for his/her rating.

      g. Extension Reasons:
        (a)   Extend to match PRD;
        (b)   Obtain maternity care benefits;
        (c)   3. Obtain OBLISERV;
        (d)   4. To acquire OBLISERV as authorized in directives, NAVADMINs, etc. (e.g., to HYT or FLTRES/RET date)-Sailor cannot extend more than 29 days past HYT without approval from PERS-8, otherwise PERS-8 approval is unnecessary.
     3. Transfer the Sailor with a shorter OBLISERVE (12 mos vice 24 mos);
     4. Transfer the Sailor with an approved retainability waiver.

Q4. How do I get my C-WAY-REEN results?
A4. Contact your Command Career Counselor (CCC).

Q5. How does a CCC get a Sailor's C-WAY-REEN letter?
A5. Refer to pages 56-57 of the C-WAY User Guide at http://www.public.navy.mil/BUPERS-NPC/CAREER/CAREERCOUNSELING/Pages/C-WAY.aspx.

Q6. How do I know if I am in an undermanned or overmanned rating?
A6. Refer to the Skill Set list posted monthly on the C-WAY page of the NPC Website: http://www.public.navy.mil/BUPERS-NPC/CAREER/CAREERCOUNSELING/Pages/C-WAY.aspx

Q7. If I am approved for a conversion in C-WAY and I change my mind, may I reenlist in my current rating using the conversion quota?
A7. No, approved C-WAY-REEN quotas only authorize reenlistment in the rating approved in the C-WAY-REEN authorization letter. If a Sailor is approved for an In-Rate quota, he/she may only reenlist In-Rate; conversely, if a Sailor is approved for conversion, he/she may only reenlist in the approved conversion rating, unless the Sailor is approved for a component change and a lateral conversion requiring class "A" school (Contact C-WAY Help Desk with questions).

Q8. If I was denied for all of my in-rate looks and I have conversion opportunity, do I have to convert?
A8. Converting is voluntary; however, failure to request conversion will result in the Sailor separating at SEAOS. Additionally MILPERSMAN 1920-030 states that the definition of a voluntary separation is a Servicemember who declines training to qualify for a new skill or rating as a precondition of reenlistment; therefore, a Sailor who has the opportunity to convert and declines that opportunity will not be eligible for Involuntary Separation Pay (ISP).

Q9. May I reenlist more than 12 months prior to my SEAOS?
A9. NAVADMIN 150/13 authorizes Sailors to reenlist more than 12 months prior to SEAOS without PERS-811 approval. However, Sailors who are E3-E6 with 14 years or less of contract time are required to have a C-WAY-REEN approval in order to reenlist.

Q10. If C-WAY-REEN creates an application, but my Sailor is not eligible to reenlist, what do I do?
Q10. The CCC shall mark the application as "Not Eligible" and complete the reason the Sailor is not eligible (e.g. Not Recommended-Evaluations, Not Recommended-PFA, Discipline-Admin SEP, Loss of Security Clearance, or Other).

Q11. If a Sailor's application is marked as "Intends to Separate" and the Sailor subsequently changes his/her mind and desires to remain on active duty, what do I do to reset the application?
A11. The CCC will contact the cognizant Enlisted Community Manager (ECM). If community manning will allow, the ECM may reset the Sailor for his/her remaining C-WAY-REEN looks.

Q12. If a Sailor's application is marked as "Intends to Separate" and the Sailor subsequently changes his/her mind and desires SELRES affiliation, what do I do to reset the application?
A12. The CCC should contact the C-WAY Help Desk to reset the application for SELRES Only.

Q13. I spoke to my detailer who states that I don't have a C-WAY-REEN quota. What do I do?
A13. Contact your CCC. If the CCC has questions, he/she will contact the C-WAY Help Desk.

Q14. I submitted a Sailor's application that was eligible for an automatic approval. It was denied, and now I can't resubmit it. What am I doing wrong?
A14. Sailors are only "looked" at one time each processing month. Once an application has been denied, it cannot be reset for the same processing month. The application will automatically generate for the next processing month IF the Sailor is still in his/her C-WAY-REEN window.

Q15. One of my Sailors' applications was denied, but he's in an Open Skill Set. I thought Open Skill Set applications were always approved. Why was my Sailor denied?
A15. In order for an application to be approved, it has to be valid. The following are examples of what could render an application invalid:
  1. Missing evaluations;
  2. Sailor is not in a valid C-WAY-REEN window;
  3. Special circumstance application type chosen is not accurate (i.e. "Decommissioning" is the Special Circumstance application type chosen, but the Sailor's current command is not actually decommissioning.);
  4. Sailor is not actually eligible for reenlistment (i.e. Significant Problems eval in the last two evals, 3 PFA failures in 4 years, etc.);
  5. Sailor is not eligible for his/her rating (i.e. needs a Security Clearance, but none is listed.).
CCCs should check the "Notes" section in C-WAY for every denial. The application will state "Not Enough Quotas" if the Sailor simply didn't rack and stack high enough to be granted a quota. Any other denial reason will be documented in the "Notes" section.

Q16. I have Sailors who are within 12 months of PRD, but I don't have applications generated in C-WAY for them. Why?
A16. If the Sailor has more than 24 months between PRD and SEAOS, C-WAY will not automatically generate an application. The assumption is that the Sailor has enough contract time to meet the next command's OBLISERVE. If that isn't the case, verify the Sailor's contract time is 14 years or less between the Active Duty Service Date (ADSD) and the SEAOS.

Q17. One of my Sailors is a Chief (Select). What do I do with him/her in C-WAY?
A17. Sailors selected for E7 will no longer appear in C-WAY once their Prospective Rate of Chief is updated in the Enlisted Master File. If your

Sailor was selected for E7 and has an application automatically generated, apply it as "No Apply This Month".

Q18. I submitted an "In-Rate Preferred, Willing to Convert" application for my Sailor the month it was generated (15 months prior to SEAOS or PRD), but the C-WAY system automatically "unsubmitted" it. Why did that happen? Why wasn't I notified?
A18. Understand that while applications are populated 15 months out, quotas are updated in C-WAY on a monthly basis. Therefore if the conversion opportuinites change from the month of submission to the actual processing month, the system will unsubmit the application as the request is no longer a valid selection. While applications are made available 15 months out, verification of selections, options, and a Sailor's intentions should be at least revisited and validated during the processing month. There is no penalty for waiting to submit an application until the actual processing month. "Failed to submit" applications are produced when the application isn't submitted during the processing month.

Q19. C-WAY automatically generated a PRD application for my Sailor, but the PRD was adjusted, so the Sailor's no longer in his/her PRD window. What do I do with this application?
A19. Click "Save" at the bottom of the application. Clicking "Save" will "update" the application with the adjusted PRD, which will create a "Cancel" button on the application. Now click "Cancel".

Q20. Why can't PSD release my Sailor's reenlistment contract?
A20. Navy Standard Integrated Personnel System (NSIPS) has a "hard stop" for releasing reenlistment documents for Sailors who do not have a C-WAY-REEN quota. The error message in NSIPS will state "Member requires Career Waypoints (C-WAY) approval to reenlist…..E-5 and below personnel, as well as E-6 personnel not selected for advancement to E7, must have C-WAY approval to reenlist if they have less than 14 years of obligated service as of their Soft (as extended) Expiration of Active Obligated Service (SEAOS)." Sailors who fall under the C-WAY policy (AC or FTS E6-E3 with 14 years or less between ADSD and SEAOS) are not allowed to reenlist without a C-WAY-REEN regardless of orders, etc.

Q21. My Sailor desires to separate from active duty. What should I be discussing with him/her?
A21. Discuss the benefits of reserve affiliation. Sailors may apply for a SELRES quota in C-WAY-REEN from 13 months through 3 months prior to SEAOS. Sailors may request to remain in-rate or to request direct conversion to a different rate. Sailors interested in lateral conversions requiring class "A" school IAW MILPERSMAN 1306-618 should contact a Navy recruiter.

CAREER WAYPOINTS-PROFESSIONAL APPRENTICESHIP CAREER TRACT (C-WAY-PACT) POLICY

C-WAY-PACT is the C-WAY module that CCCs utilize to apply their unrated Sailors for rating designation.

CAREER WAYPOINTS-PACT APPRENTICESHIP CAREER TRACKS AND DESIGNATION PATHWAYS AND ELIGIBILITY STANDARDS

Types
A-PACT – Aviation, AR, AA, AN

E-PACT – Engineering, FR, FA, FN
S-PACT – Surface, SR, SA, SN

Designation Pathways
Fleet "A" School
Navy Wide Advancement Exam (NWAE)
Direct Rating Entry (RED)
Apprenticeship Change (AR to SR, etc.)

Eligibility for Designation
-No NJP within 12 months of "A" School class convening date
-Passed most recent PFA and be within body composition standards
-No mark below 3.0 on most recent performance evaluation
-Maintain world-wide assignment eligibility (This applies only to RED and "A" school designation pathways.)
-Must be in ACC 100 or 105

Eligibility for Each Designation Pathway
Fleet "A" School
-Have been onboard current command for at least 12 months to apply; 18 months onboard prior to transfer to "A" School

Navy Wide Advancement Exam (NWAE)
-Be eligible for advancement per BUPERSINST 1430.16 (Series)
-Approvals are only authorized for one NWAE cycle as follows:
    *March-August Processing Month Applications - September NWAE
    *September-February Processing Month Applications - March NWAE

Direct Rating Entry (RED)
-Have either 12 months onboard current command OR be Time in Rate (TIR) eligible for the Navy Wide Advancement Exam (NWAE)
-Have a valid gapped billet onboard the current command to fill for a rating that does not require "A" School

Apprenticeship Change
-Have 6 months onboard current command

QUESTIONS AND ANSWERS PERTAINING TO C-WAY-PACT

Q1. Sailor is an E2 or E3 and is eligible for PACT, but no options are available on the applications. Why?
A1. There could be a few reasons. The PACT quotas may not be loaded yet. The C-WAY Help Desk cannot load quotas for the current month until the Rack and Stack for last month is released. Results for the PACT Rack and Stack from the prior month are generally released within the first 10 business days of following month.

If the quotas are loaded, it may be that your Sailor doesn't qualify for any of the current quotas advertised. Refer to the PACT Quota table loaded on the C-WAY page of the NPC Website: http://www.public.navy.mil/BUPERS-NPC/CAREER/CAREERCOUNSELING/Pages/C-WAY.aspx and to the Career Exploration Module (CEM) in Career Waypoints for the Sailors' qualifications. Keep in mind that Sailors have to be onboard the current command for 12 months OR be Time in Rate eligible for the NWAE in order to be eligible for a RED quota; therefore, if the Sailor is an E1 or E2, he/she will have to be onboard for at least 12 months in order to apply for RED or "A" school.

If the quotas are loaded, it may be that your Sailor's Year Group (YG), the Fiscal Year (FY) the Sailor entered the Navy, does not have quotas loaded at this time. For example, it is currently February 2015, but the ECMs have not loaded YG2015 quotas; therefore, Sailors who entered the Navy in FY2015 are not currently able to apply for PACT quotas.

Q2. Sailor is time in rate eligible for the Navy Wide Advancement Exam, but does not have an evaluation. What are the Sailor's options?
A2. The command will either write a Special Evaluation, or the Command Career Counselor (CCC) will submit the application as "Not Eligible". Not submitting the application will result in a "Failed to Submit".

Q3. When will the PACT quotas be loaded?
A3 The PACT quotas are loaded as soon as the previous month's PACT rack and stack results are released, which is generally within the first 10 business days of the month.

Q4. My Sailor is an Airman PACT and wants to apply for a surface rating. What do I do?
Q5. Sailors are limited to applying for ratings that are advertised based on their PACT designation (SN, FN, or AN); therefore, to apply for a rating outside of the Sailor's current designation, the Sailor must first apply for an apprenticeship change IF quotas are loaded to allow the change. If the Sailor's current PACT designation (SN, FN, or AN) is undermanned, then the ECM will not authorize apprenticeship change quotas.

Q6. Why can't I submit my Sailor for the September NWAE; I know he/she is eligible?
A6. The processing months for the September NWAE are March – August. If this isn't a March – August application, then the September NWAE won't be available. Conversely, September – February are the processing months for the March NWAE.

Q7. How do I determine whether or not my Sailor is time in rate eligible for the NWAE?
A7. See BUPERSINST 1430.16 (Series).

Q8. If my Sailor is approved for the March NWAE during February's processing month or for the September NWAE in August's processing month, what do I do for them for exams?
A8. See BUPERSINST 1430.16 (Series) and/or contact NETPDTC.

Q9. My Sailor was approved for a RED designation last month. How does his/her PRD get adjusted to the proper Sea/Shore Flow?
A9. After PACT results are released in C-WAY-PACT, the C-WAY Help Desk provides the RED approvals to PERS-4013 who will adjust the PRDs to the proper Sea/Shore Flow. If the PRD isn't updated in time to prevent C-WAY from creating a C-WAY-REEN application for PRD, submit the application as "No Apply This Month" and notify PERS-4013 if the Sailor was approved more than 60 days ago.

CAREER WAYPOINTS-CONVERSION (C-WAY-CONV) POLICY
Applies to SELRES Sailors desiring to laterally convert rates.

C-WAY-CONV will be populated with convert-out and convert-in quotas as set by the SELRES ECMs. Lateral conversions quotas are based on a rating/pay-grade combination. Ratings with undermanned paygrades will have convert-in quotas and rating with overmanned paygrades will have convert-out quotas. Conversion opportunities into overmanned pay-grades will not be offered.

Sailors will be able to apply for conversion if they are in an overmanned paygrade in their current rating and wish to convert to a rating which is undermanned in their paygrades. Additionally, requests from members who possess Navy Enlisted Classifications (NECs) that are considered critical, as identified in C-WAY, may not be considered.

Rating entry eligibility standards were developed for each rating based on training and job performance requirements to ensure optimum success within a rating. Sailors that receive approval to convert into a new rating must meet the minimum requirements for rating entry.

CAREER WAYPOINTS-CONV ELIGIBILITY STANDARDS
-Be recommended by the Commanding Officer
-Have served a minimum of 24 months in present rating
-Have less than 15 years of qualifying service as calculated from EOS
-Be an E6 or below
-If in receipt of SRB, must be within 9 month of SEOS
-Be within PFA and body composition standards

QUESTIONS AND ANSWERS PERTAINING TO C-WAY-CONV

Q1. Sailor desires to convert out of his/her current rating, but there are no conversion options on the C-WAY-CONV application. Why?
A1. Either the Sailor has no convert out quotas or the Sailor does not qualify for any of the ratings that have convert in quotas. Verify the Sailor in the Career Exploration Module (CEM) for rating eligibility. Contact the SELRES ECM to determine whether or not there are convert out/in quotas.

CAREER WAYPOINTS-TRANSITION (C-WAY-TRANS) (RC TO AC/FTS) POLICY

Applies to SELRES Sailors E6 and below desiring to augment to AC or recall to FTS.

CAREER WAYPOINTS-TRANS ELIGIBILITY STANDARDS
-Be in a SELRES or VTU status
-Be a satisfactory drill participant
-Be designated
-Have made rating permanent
-Completed all mandatory drill obligations
-Be able to meet the prescribed age limitations for continuation of ACDU
-Meet physical readiness standards
-Be eligible to reenlist for 48 months without exceeding High Year Tenure program limitations

QUESTIONS AND ANSWERS PERTAINING TO C-WAY-TRANS

Q1. Where are the quotas for RC to AC/FTS listed?

A1. The RC to AC/FTS quotas are updated monthly and listed on the RC to AC page on the NPC Website: http://www.public.navy.mil/bupers-npc/enlisted/community/selres/Pages/EnlistedReserveOpportunities.aspx

Q2. How do I find out what my Year Group is?
A2. See your Command Career Counselor at your Navy Reserve Activity (NRA) or your Unit Career Counselor. Also go to the RC to AC page on the NPC Website: http://www.public.navy.mil/bupers-npc/enlisted/community/selres/Pages/EnlistedReserveOpportunities.aspx and click "Year Group Calculation".

Q3. Who do I talk to about specific RC to AC/FTS questions?
A3. For specific questions about quotas or applications, please contact the RC to AC/FTS Monitor, Mr. Raymond Stewart at 901-874-3765, email rc_to_ac@navy.mil.

Q4. The rating my Sailor desires is advertised, but when I try to apply him/her, there are no ratings listed. What do I need to do?
A4. First verify that the Sailor is qualified and that his/her ASVAB scores are loaded correctly in the Sailor Browser. Ensure that the Sailor's Year Group and the Year Group of the rating advertised are the same.

Q5. The "Apply Transition (RC to AC)" button isn't there. How do I apply my Sailor?
A5. Sailors are required to apply through C-WAY-TRANS. If the "Apply Transition (RC to AC)" option does not appear, first check the Sailor's MAS codes. He/she may not be eligible due to a MAS code. If the MAS codes in C-WAY do not match NSIPS and the update occurred more than one week ago, contact the C-WAY Help Desk for assistance.

Q6. What is the "advertised start date"?
A6. It is the last day of the month for which the Sailor is applying to return to active duty (i.e. When configuring the Sailor's Year Group, the CCC will fill in the "Desired Active Start Month". The Year Group will be determined based on the last day of the "Desired Active Start Month").

QUESTIONS AND ANSWERS PERTAINING TO C-WAY IN GENERAL

Q1. How do I complete a System Authorization Access Request Navy (SAAR-N) (OPNAV 5239/14) for access to C-WAY?
A1. Download the file "SAAR-N Instructions for C-WAY" from the C-WAY page of the NPC Website: http://www.public.navy.mil/BUPERS-NPC/CAREER/CAREERCOUNSELING/Pages/C-WAY.aspx

Q2. The Help Desk rejected my SAAR-N because it wasn't digitally signed. All the blocks were signed. Why does it have to be digitally signed?
A2. The System Authorization Access Request Navy (SAAR-N) is required by OPNAVINST 5239.1C and Executive Order 10450 (Computer Fraud and Abuse Act) in order to gain access to any Navy/DOD information systems. In conjunction with new Personally Identifiable Information (PII) protection processes initiated by CYBERCOM, all Sailors requesting access to the Career Waypoints system must submit a digitally signed SAAR-N. Electronic submission of digitally signed SAAR-N Forms allow for automated validation/verification of signatures.

Career Waypoints (C-WAY)

Q3. When I try to log into C-WAY, the system asks me for a user name and password, but I already had access. What do I do?
A3. Failure to log into C-WAY for greater than 60 days will result in the access being disabled per CYBERCOM Computer Tasking Order (CTO). To request reinstatement of the access, send a digitally signed email to career_waypoints@navy.mil verifying the need for continues access. Failure to log into C-WAY for greater than 90 days will result in the account being closed. To request reinstatement of the access, complete a SAAR-N (see Q1) and send it to career_waypoints@navy.mil.

Q4. Why did the Help Desk rejected my SAAR-N due to my Informational Assurance Training completion date?
A4. Informational Assurance training is a Fiscal Year requirement and must be up to date for C-WAY access.

Q5. My Sailor was denied. Why?
A5. Any time that a Sailor is denied for any reason other than "Not Enough Quotas" (i.e. Sailor did not rack and stack high enough for a quota), the ECM will write notes explaining the denial in the C-WAY system for every type of module.

Q6. My CCC is on leave. How do we get our results and how do we apply our Sailors?
A6. Each command should have at least two personnel with access to C-WAY. If the command cannot access C-WAY, then they are referred to their Immediate Supervisor In Charge (ISIC) for assistance.

Q7. Why can't I apply my Sailor in C-WAY for REEN, PACT, CONV, or TRANS?
A7. First make sure that the Sailor is qualified. Check the ASVAB score on the Sailor Details screen to ensure accuracy (If the scores are in the teens, you probably need to get the correct scores vice the raw scores; see the Sailor's Record of Military Processing – Armed Forces of the United States (DD1966) for the proper ASVAB scores unless the Sailor has retaken the ASVAB since entry in the Navy. Make sure the Sailor is eligible for C-WAY.

Q8. I'm on my home computer and am having major technical difficulties accessing C-WAY. What can I do to fix them?
A8. 1. Open Internet Explorer;
2. Select Tools;
3. Choose Compatibility View settings from the menu;
4. Type "navy.mil" in the "Add this website" box;
5. Click the Add button;
6. Click Close.

Q9. I want to email the C-WAY Help Desk about a specific Sailor. What do I send in the email to avoid PII violations?
A9. When emailing information to the help desk, ensure PII information is encrypted. Ensure that the Subject line states "FOUO" (For Official Use Only) "Privacy Sensitive" and that the email contains the required Privacy Act/PII Statement. Send Rate/Rating, First and Last Name, and UIC data only. Do NOT send full or partial SSN! Do NOT put this information in the Subject line of the email.