

# MyCAA Military Spouse Frequently Asked Questions (FAQs)

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## [MyCAA Program](#)

What is the URL for the MyCAA website?

<https://aiportal.acc.af.mil/mycaa>

### **What is the Military Spouse Career Advancement Account (MyCAA) program?**

MyCAA is an employment assistance program sponsored by the Department of Defense. It has three key components:

**Training:** Eligible military spouses are now able to receive a lifetime benefit of up to \$6,000 of MyCAA Financial Assistance (FA) that can help them pursue education, training, licenses, certificates and degrees leading to employment in Portable Career Fields. The [MyCAA Fact Sheet](#) provides basic information about the MyCAA program and military spouse eligibility.

**Job Readiness:** Preparing to enter the job market includes exploring Portable Careers, learning about current job market conditions, finding child care, successfully relocating to new communities and balancing the demands of military life. Military spouses can find support by going [online](#), calling Military OneSource (1-800-342-9647) and using community and installation resources.

**Employment Assistance and Career Services:** The Department of Defense is currently developing networks of military friendly employers who want to place military spouses in paid internships, hire them into better jobs at higher salaries and retain them as they relocate. Please DO NOT call for employment assistance and career services information at this time. Networks are still being established. Watch for future announcements on the front page of the MyCAA website.

Where is the most updated version of the MyCAA Fact Sheet?

[https://aiportal.acc.af.mil/mycaa/App\\_Resources/HelpPDFs/MyCAA\\_FACT\\_SHEET.pdf](https://aiportal.acc.af.mil/mycaa/App_Resources/HelpPDFs/MyCAA_FACT_SHEET.pdf)

What does MyCAA pay for?

MyCAA FA pays tuition for education and training courses, and professional licenses, certifications and credentials. This includes state certifications for teachers, medical professionals and other occupations requiring recognized certifications; licensing exams and related prep courses; Continuing Education Unit (CEU) classes including those offered through professional associations; and degree programs leading to employment in Portable Career Fields. MyCAA also pays for High School Completion courses, GED tests and English as a Second Language (ESL) classes.

What does MyCAA NOT pay for?

MyCAA does not pay for electronic devices or computers of any kind (CPUs, laptops, iPods, etc); college entrance exams and related prep courses (SAT, LSAT, GRE, etc); application, graduation or membership fees; student activity cards; child care; lodging; parking; transportation; or medical services. MyCAA does not pay separate costs for books, supplies or equipment.

What are the terms and conditions for spouses participating in MyCAA?

1. Spouses are solely responsible for the establishment and management of their MyCAA account. Under no circumstances shall spouses share their MyCAA username and password with anyone.
2. Spouses must be confirmed as DEERS benefit eligible as described on the [MyCAA Fact Sheet](#).
3. Spouses must agree to seek employment in Portable Career Fields upon completion of their Career and Training Plan.
4. Financial Assistance (FA) will be approved by MyCAA and provided directly to schools on a course-by-course basis. Spouses are responsible for all costs associated with their Career and Training Plan that are

above the lifetime MyCAA benefit of \$6,000. Spouses must work with their school officials and follow appropriate school and MyCAA enrollment and FA procedures.

5. Spouses must validate correct name of school / campus location and course information (course titles, codes, costs and start/end dates) with school officials prior to course start dates. If incorrect information is entered, the FA request will be rejected during the school invoicing process and spouses will be held responsible for paying course costs.
6. MyCAA FA pays tuition for education and training courses, and professional licenses, certifications and credentials. This includes state certifications for teachers, medical professionals and other licensed occupations; licensing exams and related prep courses; Continuing Education Unit (CEU) classes including those offered through professional associations; and degree programs leading to employment in Portable Career Fields. MyCAA also pays for High School Completion courses, GED tests and English as a Second Language (ESL) classes.
7. MyCAA does not pay for electronic devices or computers of any kind (CPUs, laptops, iPods, etc); college entrance exams and related prep courses (SAT, LSAT, GRE, etc); application, graduation or membership fees; student activity cards; child care; lodging; parking; transportation; or medical services. MyCAA does not pay separate costs for books, supplies or equipment.
8. Spouses must agree to allow the Department of Defense 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 or evidence of course completion to MyCAA within 60 days of course end dates. Spouses will not be able to access additional FA until this requirement is met.

### **What are MyCAA's requirements for spouses after they finish their coursework?**

- Spouses need to inform MyCAA when they receive their license, certificate or degree.
- Spouses need to seek a job in their chosen Portable Career Field and occupation.
- Once spouses find a job, they need to let MyCAA know about their progress in meeting their Portable Career goals. Success stories will help keep MyCAA funding in place for future years!

### **Can spouses take graduate courses with MyCAA funding?**

Yes.

### **What happens if spouses need more than \$6,000?**

Spouses should:

- Contact their school's Financial Aid Office
- Use any of the following websites:
  - [www.militaryonesource.com](http://www.militaryonesource.com)
  - [www.nmfa.org](http://www.nmfa.org)
  - [www.careeronestop.org](http://www.careeronestop.org)
  - [www.ed.gov](http://www.ed.gov)
- Call Military OneSource at 1-800-342-9647

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

Yes. However, neither spouses nor schools can use two sources of federal funding to pay for the same course or exam. If they do, they risk being permanently disenrolled from the MyCAA program and may face serious legal and financial consequences.

### **Are there other sources of Financial Assistance?**

Spouses can find information on the following web sites:

[www.careeronestop.org](http://www.careeronestop.org)  
[www.nmfa.org](http://www.nmfa.org)  
[www.ed.gov](http://www.ed.gov) (Pell Grants)  
[www.militaryonesource.com](http://www.militaryonesource.com)

## Are there any financial resources to help pay for books?

Spouses can find information on the following websites:

[www.halfpricetextbooks.us](http://www.halfpricetextbooks.us)  
[www.freebookexpress.com](http://www.freebookexpress.com)  
[www.textbooksfree.org](http://www.textbooksfree.org)  
[www.CheapestTextbooks.com](http://www.CheapestTextbooks.com)  
[www.Booksprice.com](http://www.Booksprice.com)  
[www.Coursesmart.com](http://www.Coursesmart.com)

## Is MyCAA funding taxable?

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

## Why isn't the MyCAA website displaying properly?

The MyCAA website is not compatible with some browsers, including Safari and Google Chrome. Please access the MyCAA website using Internet Explorer.

## MyCAA Eligibility

### Who is eligible for MyCAA?

- Spouses of DoD Active Duty members
- Spouses of activated members of the National Guard and Reserve Components who are on Title 10 orders

### Who is NOT eligible for MyCAA?

- Military spouses who are legally separated by state law or court order
- Spouses who are Active Duty or activated Guard or Reserve members themselves
- Coast Guard spouses

### How will MyCAA eligibility be verified?

- MyCAA uses DEERS to verify spouse eligibility based on social security numbers of both the military servicemember and the spouse. Social security numbers are not stored in the MyCAA website.
- A DEERS eligibility check is initiated each time the spouse applies for MyCAA Financial Assistance (FA).

### What should spouses do if they receive a DEERS error message?

- If the military sponsor has not registered his or her spouse in DEERS or information is out-of-date (especially Active Duty status):
  - Visit the nearest Military Personnel Office for assistance.
  - Call the DEERS Helpdesk at 1-800-538-9552.
  - Visit [www.TRICARE.osd.mil/DEERSAddress](http://www.TRICARE.osd.mil/DEERSAddress).
- Spouses need a General Power of Attorney (POA) authorized by their military sponsor if the spouse will be making changes to the DEERS system without the military sponsor being present. Command legal officers can assist the military member with POA requests.

## Are currently employed spouses eligible for MyCAA Financial Assistance (FA)?

Yes. Employed spouses can use MyCAA funding for courses and exams that lead to employment and career advancement in one or more Portable Career Fields and occupations that require a license, certificate, credential, or degree.

## [MyCAA Accounts](#)

### How does a military spouse create a MyCAA Account?

Creating a MyCAA Account is a simple 7-step process.

- Step 1: Read the [MyCAA Fact Sheet](#) and digitally sign program Terms and Conditions.
- Step 2: Initiate a DEERS benefit eligibility check (real time).
- Step 3: Create a Profile.
- Step 4: Work with school officials and follow appropriate school and MyCAA enrollment and Financial Assistance (FA) procedures.
- Step 5: Create a Career and Training Plan and confirm school and course information with school officials to prevent billing errors and delays in receiving FA.
- Step 6: Get the Career and Training Plan approved by a MyCAA Consultant.
- Step 7: Apply for FA for courses starting within the next 30 days.

Once accounts are opened, spouses will be eligible for a lifetime benefit of up to \$6,000 to support their Portable Career goals.

### Can a spouse's MyCAA account be locked?

Yes, for the following reasons:

- Failure by the school to post the spouse's grades and submit an invoice to MyCAA within 60 days of course end dates. Spouses are ultimately responsible for ensuring that schools post their grades and submit an invoice in a timely fashion.
- After three unsuccessful login attempts.
- Spouses should call a MyCAA Career and Education Consultant (1-800-342-9647) for assistance if their account gets locked and for guidance if their school's account is locked.

### Can a spouse's MyCAA Account be suspended?

Yes, for the following reasons:

- If a spouse fails to adhere to MyCAA Terms and Conditions.
- If a spouse receives a failing grade or drops a course after the school's Drop/Add Period, the spouse's account will be suspended until the spouse speaks with a MyCAA Career and Education Consultant and develops a plan for successfully completing future courses using MyCAA Financial Assistance (FA).
- If a spouse fails to log in to his/her account for 12 months.
- If a spouse impersonates or misrepresents another person, or provides fraudulent information into the MyCAA account system. The spouse may also face serious legal and financial consequences.
- If a spouse knowingly allows another person to create and/or manage their account.
- If a spouse creates more than one account.

## MyCAA Schools

### Which schools can participate in the MyCAA program?

MyCAA is committed to paying for quality education and training programs that are recognized and valued by future employers of military spouses. Therefore, MyCAA is working with schools that are accredited by recognized national, state, regional, industry and professional boards and organizations.

There are over 2,000 schools currently participating in the MyCAA program. The fastest way for a spouse to get started using MyCAA Financial Assistance (FA) is to choose one of these schools using the School Search button on the [MyCAA website](#).

### How do spouses know if their school is participating?

Spouses can click on the School Search button located in the left navigation bar of the [MyCAA homepage](#). If their school is participating, it will show up on this list.

If their school is not participating, spouses should download the following documents and follow the guidance provided below:

- [Click here](#) to download "How Spouses Invite Schools to Participate in MyCAA." This provides all the instructions spouses need to invite their school. Please read and follow these instructions carefully.
- [Click here](#) to download "MyCAA Invitation Letter and School User Manual." This is the School Invitation Package that spouses need to give to their school. It contains a link to an online Eligibility Questionnaire that ONLY school officials are allowed to fill out. By filling out this questionnaire, schools begin the MyCAA application, verification and registration process.

### Can spouses complete the online Eligibility Questionnaire for their school?

- No. Only school officials can complete this questionnaire. The school application, review and approval process can take 90 - 120 days from the date school officials submit information required on the Eligibility Questionnaire.
- If spouses attempt to complete this questionnaire for their school, it will be rejected. This will prevent spouses from receiving MyCAA Financial Assistance.
- The most helpful thing spouses can do is provide school officials with a copy of the School Invitation Package and follow-up with school officials until they make a MyCAA participation decision and complete the registration process.

### How does a spouse know when a school has completed the registration process?

- Once the school has followed the guidance in the School Invitation Package and completed the registration process, if approved, the school's correct name will appear in the School Search section of the MyCAA website (<https://aiportal.acc.af.mil/mycaa> ; see left navigation bar on the homepage).
- Spouses should follow up with school officials to monitor school registration status.
- DO NOT call MyCAA Career and Education Consultants regarding school registration status. This significantly delays the process. Simply use the School Search function to monitor. The school will appear on this list once the school has been approved and the registration process has been completed.

### What requirements does MyCAA have for schools?

School officials must agree to the following School Terms and Conditions:

1. Provide source of accreditation POC (point of contact) information and current school accreditation status.

2. Provide school POCs for:
  - a. General Spouse Assistance
  - b. Academic Advising
  - c. Billing
  - d. Registration
  - e. Financial Aid
  - f. Military or Veterans Liaison
3. Work with participating spouses prior to course start dates to validate FA information:
  - a. Proper school name and campus location
  - b. Course names, codes, costs, start and end dates
  - c. Programs of study and catalog information to be used in MyCAA Career and Training Plans
4. Agree to accept the Government Purchase Card (GPC/credit card) as the MyCAA direct method of payment.
  - a. Schools must have access to Adobe PDF reader to open student financial assistance documents and credit card authorization letters.
  - b. Schools must have access to a scanner so they can upload credit card receipts.
  - c. Schools must enter the six digit credit card authorization code into the AI Portal.
5. Agree to use the MyCAA AI Portal (online invoicing system) to bill MyCAA no later than 60 days past course start dates.
6. Agree to provide spouse grades or evidence of course completion to MyCAA no later than 60 days past course end date. Spouses will not be able to get additional MyCAA funding until this requirement is met.

### **Do spouses have to choose a school that is already participating in MyCAA?**

- No, but it can take 90 - 120 days to approve new schools into the MyCAA program.
- If the spouse's school is not a MyCAA participant, the spouse is encouraged to consider an alternative school that is already participating in MyCAA.
- MyCAA Career and Education Consultants can recommend affordable school choices that will give similar education value -- traditional classroom and distance learning options.

### **Where do spouses find help choosing a school?**

There are several sources of assistance:

- Visit [www.careeronestop.org](http://www.careeronestop.org) to explore Portable Career Fields and occupations, and to find schools that provide related licenses, certificates and degrees.
- Use career and education counseling services offered by local community colleges.
- Visit [www.militaryonesource.com](http://www.militaryonesource.com) Career and Education section.
- Visit <https://aiportal.acc.af.mil/mycaa> Program Search section.
- Use an Internet search engine (Google, Yahoo, etc).
- Call Military OneSource (1-800-342-9647) and request career and education counseling.

### **If spouses already know which school they want to attend, what do they do next?**

- Verify their school is participating in MyCAA by using the School Search section of the MyCAA website (<https://aiportal.acc.af.mil/mycaa>; see left navigation bar on the homepage).
- Apply to their school and chosen program of study.
- Work with school officials and follow appropriate school and MyCAA enrollment and Financial Assistance (FA) procedures.
- Create a MyCAA Career and Training Plan and request MyCAA approval.
- After plan approval, request FA for each class that begins within the next 30 days.

## How are schools invited to participate in MyCAA?

Schools are invited in three ways:

- MyCAA is currently seeking accredited schools to participate in the new MyCAA Fast Track in order to provide spouses with choices of pre-approved Programs of Study.
- Spouses may invite schools to participate by providing school officials with an electronic or hard copy of the MyCAA New Schools Invitation Package. Materials contained in this package tell schools everything they need to know in order to apply and register with MyCAA, beginning with the requirement to provide accreditation information.
- ONLY schools officials may call MyCAA School Liaisons at 1-888-256-9920 to request information and assistance. If spouses call this number, it will significantly delay or prevent them from receiving MyCAA Financial Assistance (FA).

## How long does the school invitation and approval process take?

- The New School Invitation and approval process can take 90 - 120 days to complete.
- School Liaisons will notify approved schools when it is time to register in the MyCAA AI Portal.

Spouses SHOULD NOT WAIT too long before inviting a new school, especially if their classes will start soon. Invitations do not guarantee that a school will agree to participate or that the school will be eligible for MyCAA participation.

## Does MyCAA pay spouses or schools for course costs?

MyCAA Financial Assistance (FA) payments are made directly to schools using the MyCAA AI Portal, an electronic invoicing system.

## How do schools get paid?

Schools submit an electronic invoice for course payment through the MyCAA AI Portal. The invoice is reviewed and approved by DoD Financial Analysts. An authorization letter containing government credit card information is sent back to schools through the MyCAA AI Portal. This letter allows schools to receive payment. This payment process can take up to 20 business days depending on demand.

## [MyCAA Career and Training Plans](#)

### What is a MyCAA Career and Training Plan?

A Career and Training Plan documents the spouse's chosen:

- Portable Career Field
- Occupation
- School and Campus Location
- Program Type (certificate, license, associate or bachelor degree)
- Course and licensing exam information (course names, codes, costs and start/end dates)
- Grades for completed courses (posted by schools)

If incorrect information is provided, MyCAA Financial Assistance (FA) requests will be rejected during the school invoicing process. If this happens, the spouse may be held responsible by their school to pay course costs.

### How can military spouses get assistance with their Career and Training Plan(s)?

Spouses can help themselves:

- Visit [www.careeronestop.org](http://www.careeronestop.org) to explore Portable Career Fields and find schools that have programs of study leading to licenses, certificates and associate or bachelor degrees.

- Find their school in the MyCAA website (<https://aiportal.acc.af.mil/mycaa>) by using the School Search function. If the desired school is not listed, follow the directions shown at the end of the School Search.
- Establish and manage their MyCAA Account at <https://aiportal.acc.af.mil/mycaa>, use MyCAA resources to create a Career and Training Plan, and apply for Financial Assistance (FA).

#### School Officials can help spouses:

- Select a program of study and sources of exams for licenses and certificates.
- Select courses to include in their MyCAA Career and Training Plan(s).
- Validate school and course information on the approved FA request prior to course start dates to avoid billing problems.
- Submit grades or evidence of course completion to MyCAA within 60 days of course end dates.

#### MyCAA Career and Education Consultants (1-800-342-9647) can help spouses:

- Explore career interests, evaluate school options and compare programs of study, including costs.
- Review and approve their Career and Training Plans.

### Why are there delays in getting help?

There are over 120,000 military spouses currently participating in the MyCAA program and over 2,000 schools that are registered in the MyCAA electronic invoicing system. MyCAA answers calls and messages in the order they were received unless they are urgent requirements such as class start dates.

Please note that the following actions by military spouses will result in SIGNIFICANT ADDITIONAL delays in providing MyCAA Financial Assistance (FA). Spouses, please DO NOT:

- Call the 1-888 School Liaison toll free number -- This line is for schools only!
- Send emails to published School Liaison Email Accounts
- Attempt to register a school as a registered school user
- Respond to "Do Not Reply" emails

### Why do grades get posted in the MyCAA Career and Training Plan?

- Failing grades, incompletes and course withdrawals do not help spouses acquire licenses, certificates, degrees or employment. In such cases, MyCAA requires spouses to make contact with a MyCAA Career and Education Consultant to develop a plan for future success.
- Only school officials are allowed to post grades via the MyCAA AI Portal. This must be done within 60 days of course end dates. Ultimately, it is the spouse's responsibility to ensure grades are posted by the school. Spouses will not be allowed to gain access to additional MyCAA funding until this requirement is met.

### What cannot be included in a MyCAA Career and Training Plan?

- Courses with a zero (\$0) cost
- Fees of any kind (except for licenses and certificates)
- Costs for electronic devices or computers of any kind (CPUs, laptops, iPods, etc); college entrance exams and related prep courses (SAT, LSAT, GRE, etc); application, graduation or membership fees; student activity cards; child care; lodging; parking; transportation; or medical services. MyCAA does not pay separate costs for books, supplies or equipment.

### Who can make changes to a MyCAA Career and Training Plan?

- Spouses can make changes to school and course information up to course start dates. At that point, the plan will be locked for billing purposes.
- Schools can make the following changes after course start dates:
  - Changing to a lower course cost
  - Dropping a Financial Assistance (FA) request for a particular class
- For all other changes, contact a MyCAA Career and Education consultant at 1-800-342-9647 or use the

spouse's MyCAA Message Box to request assistance.

### **How are Career and Training Plans affected by spouse relocation?**

- Relocating spouses are encouraged to contact their MyCAA Career and Education consultant to discuss the impacts of relocation on their Career and Training Plans.
- If spouses are enrolled in a distance learning program and plan to continue that program, they will only need to update their Profile information.
- If spouses need to change schools, campus locations or programs of study, they will have to create a new Career and Training Plan and request MyCAA approval.

### **If spouses do not have correct school and course information, should they guess?**

- NO!
- DO NOT use prior year course catalogs to get information. Information changes every year.
- Spouses need to contact school officials to confirm school name, campus location and course information PRIOR to submitting Financial Assistance (FA) requests.

### **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 and develops a plan for successfully completing future courses using MyCAA FA.
- MyCAA will not pay for the same course more than once. Attempts to defraud MyCAA in this regard will cause serious consequences for both the spouse and the school.

### **Does adding classes to a MyCAA Career and Training Plan also enroll the spouse in these classes?**

No, spouses still have to:

- Apply and be accepted at their school and within their Programs of Study
- Follow school enrollment, course registration and Drop/Add procedures

### **How do spouses add courses to a new or approved Career and Training Plan?**

1. Go to the MyCAA home page (<https://aiportal.acc.af.mil/mycaa>) and click on "Career and Training Plan."
2. Select the plan into which courses need to be added.
3. Click on occupation (nursing, pharmacy tech, other, etc.) to open the plan.
4. Click on "Add Course."
5. Add course information - course name, code, title, level and cost.
6. Click "Add Course."
7. Once all classes have been added, click "Done." If other classes need to be added, enter in the course information and repeat steps 6 and 7.

### **If a spouse adds additional courses to an already approved plan, do the additional courses need to be approved by MyCAA?**

No, as long as the spouse is attending the same accredited school, campus location and approved Program of Study. It is still the spouse's responsibility to enroll in the course and apply for Financial (FA) for each course starting within the next 30 days.

### **How long does it take for a Career and Training Plan to be approved?**

It takes approximately ten (10) business days. Please do not send multiple messages requesting plan approval as this further delays the review and assessment process.

## **MyCAA Financial Assistance (FA)**

### **Why is the Department of Defense (DoD) providing Financial Assistance (FA) to military spouses?**

DoD is providing MyCAA FA to eligible military spouses in order to assist them in becoming qualified for Portable Career employment opportunities. FA shall not be used to pay for recreational or personal enrichment courses.

### **When can a spouse apply for MyCAA Financial Assistance (FA)?**

After spouses have created a Career and Training Plan and received MyCAA approval, they can apply for FA.

### **How do spouses apply for Financial Assistance (FA)?**

1. Go to the MyCAA home page (<https://aiportal.acc.af.mil/mycaa>) and click on "Apply for FA."
2. Review the terms and conditions, then click on "Begin FA Application."
3. Select courses only for the next term by checking the boxes at the left.
4. Enter the start and end date of the course. Click on the green arrow.
5. Read the Terms and Conditions and agree by clicking each box next to the statements.
6. Sign and confirm with user name and password.
7. Verify all information is correct.
8. Sign and confirm with user name and password again. Click on the green arrow.
9. Copy the confirmation number.
10. Print the FA documents and take them to the school.

### **How do spouses print a Financial Assistance (FA) document?**

1. Go to the MyCAA home page (<https://aiportal.acc.af.mil/mycaa>) and click on "Career and Training Plan."
2. Click on occupation (nursing, pharmacy tech, other, etc) to open up the plan.
3. Click on the blue arrow next to a course that has "Funding Applied" next to it.
4. Click on "Print FA."

### **How do spouses edit Financial Assistance (FA) information after it has been approved?**

1. Go to the MyCAA home page (<https://aiportal.acc.af.mil/mycaa>) and click on "Career and Training Plan."
2. Select the plan to edit.
3. Click on occupation (nursing, pharmacy tech, other, etc) to open up the plan.
4. Click on the blue arrow next to the course that needs to be edited.
5. Click on the edit option.

### **Can spouses get money back from MyCAA for classes that have already started or been completed?**

No. If a spouse or school deliberately commits fraud by entering incorrect information into the MyCAA system, they can both be permanently disenrolled from the MyCAA program. They may also face serious legal and financial consequences.

**If a spouse is not interested in Financial Assistance, can the spouse still participate in MyCAA?**

Yes, spouses can contact MyCAA Career and Education Consultants at 1-800-342-9647 to request career counseling services, referrals to self-assessment tests, employment assistance and career services.

**Can a spouse use MyCAA Financial Assistance (FA) at a school that is not participating in MyCAA?**

No.

**Do organizations that offer Continuing Education Units (CEU), Bar or CPA Exams have to register to receive MyCAA FA payments?**

Yes! This is the only way they can receive payments for courses and licensing / credentialing exams.