

## Frequently Asked Questions

### 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

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.*

## **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](http://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 file. 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.*

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.*



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.*

## **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.*