Enterprise Human Resources Information Systems (EHRIS)

Frequently Asked Questions (FAQs)

Serving Those Who Serve Our Country

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Introduction

The Frequently Asked Questions (FAQs) content presented in this document focuses on the most common questions MyBiz+ users submitted through Provide Feedback on the MyBiz+ home page. The answers are designed to be helpful and informative, but may not cover all issues or situations.
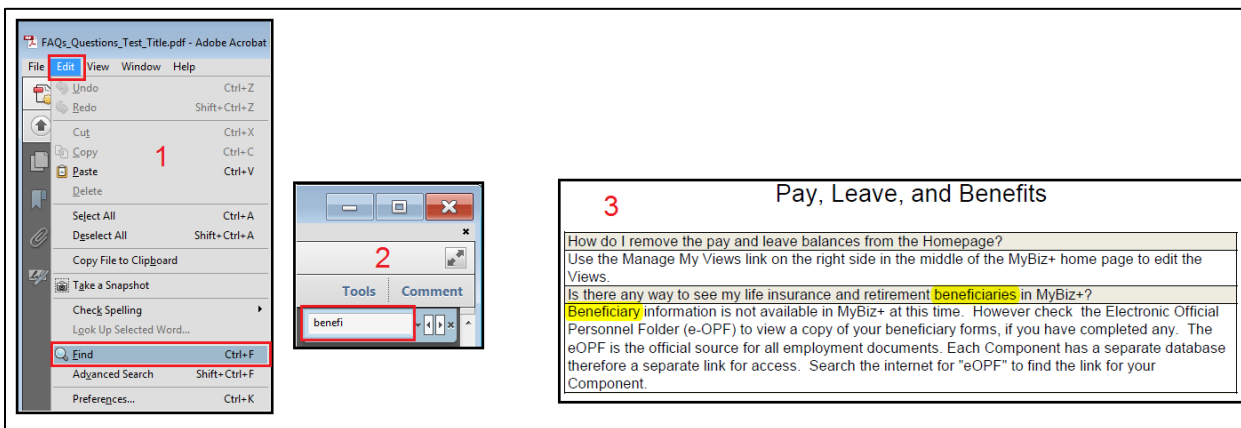
If you can't find the answer to your question within the FAQs, follow your Component guidance for requesting HR assistance.

The questions are organized by the MyBiz+ categories familiar to users – Personal; Pay, Leave, and Benefits; Professional Development, Performance and MyTeam for Managers and Supervisors.

Search the Document
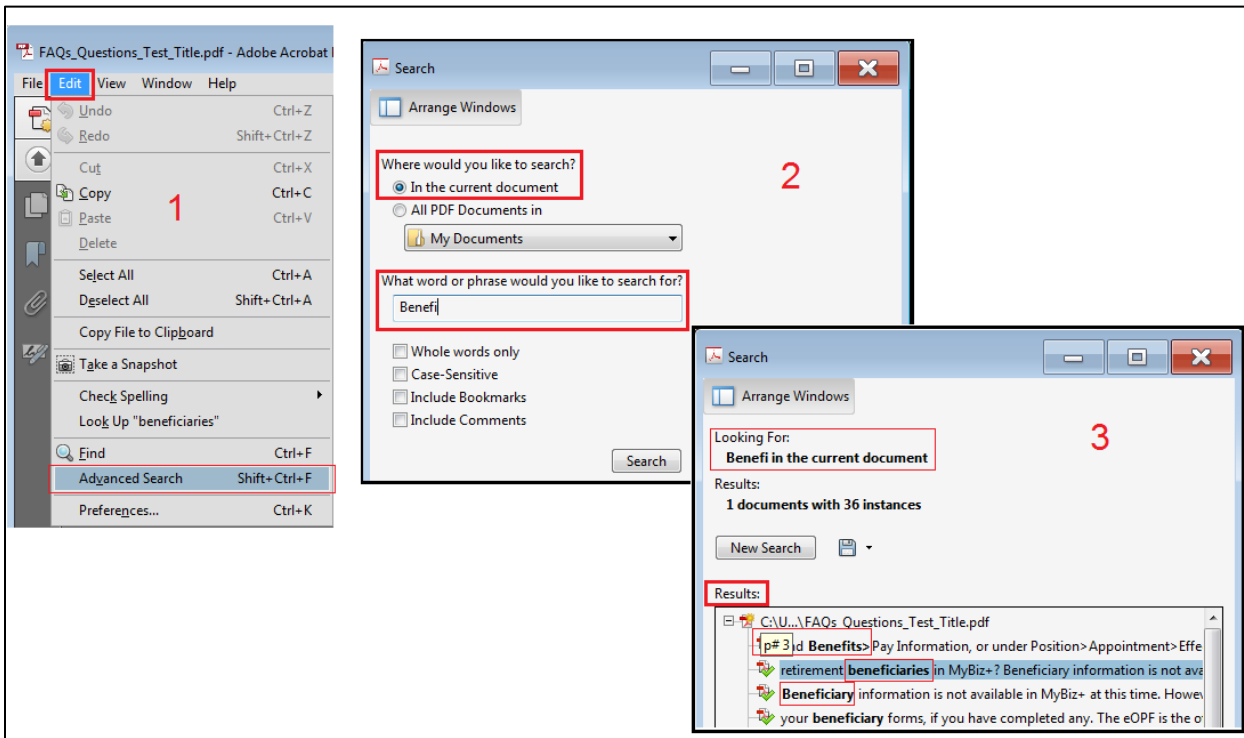
To perform a basic search:

1. Press CTRL-F, or select Edit and Find from the document menu. The search box opens on the upper right of the document.
2. Enter your search criteria - type the word or phrase you want to search for in the entry field – for the example below, the partial word *benefi* is used. Use the small left and right arrows in the blue search box to tab to the next instance, or previous searched-for word.
3. Using the partial word *benefi* and tabbing through the document provides multiple instances for the words *beneficiaries* and *beneficiary*.

To perform an advanced search:

1. Press Shift-CTRL-F, or select Edit and Advanced Search from the document menu. A new window will open alongside your document with more options. The default is to search the current document.
2. Enter your search criteria – type the word or phrase you want to search for in the entry field – for this example, the partial word *Benefi* is used.

3. Select the search button and review the results. Since the partial word *Benefi* was used, the results provided multiple instances for the words: Benefits, Beneficiaries and Beneficiary.

Personal

When is my next Within Grade Increase (WGI)?
You can find your next Within Grade Increase (WGI) eligibility date in Pay, Leave and Benefits>Pay Information, or under Position>Appointment>Effective Date
When was the last time I received a Within Grade Increase (WGI)?
You can find the date of your last Within Grade Increase at Position>Appointment>Effective Date>Last Equivalent Increase
What are Service Obligate, Service Obligation Start and End Dates?
This data group provides information about your federal (civilian) service obligations resulting from training received, Student Loan Repayment, Retention, Relocation or Recruitment incentives.
How do I update my Veteran Information?
For veteran status updates, or if you believe your information is incorrect, contact your local HR office. This may affect your veterans preference, your Service Computation Dates (SCD), and other items, most of which can only be verified and updated by HR.
Where is my DD214?
The DD214 is not stored in the Defense Civilian Personnel Data System (DCPDS) or MyBiz+. The Electronic Official Personnel Folder (eOPF) is the official source for all employment documents. Each Component has a unique link to access the eOPF database; therefore, they have a separate URL link for access. Search your internet browser for "eOPF" to find the link to your Component.
Where is the Length of Service date in MyBiz+ ?
Your Length of Service date is located in Personal>Service Computation Date Information.
How do I enter my language information?
You can enter and self-certify your language skills in Personal>Language Information.
Why can't I enter more than one disability?
The Disability status consists of only one primary disability, therefore the system accepts one code.
Why can't I see my data from other agencies?
The source of MyBiz+ data is the Defense Civilian Personnel Data System (DCPDS), the personnel database for DOD (e.g. Army, Navy Air Force, Defense Agencies). Other federal agencies (e.g. VA, FAA, DHS, FEMA) have their own personnel data systems and do not interface with DCPDS; therefore, you can't see your data from when employed by an agency outside of DOD.
How do I access my current SF50s or Notifications of Personnel Actions (NPA)?
Current SF50s or other personnel actions are located in Personal>SF50 Personnel Actions (or NPA) or Position>SF50 Personnel Action (or NPA). You can also use the quick link in Key Services for direct access.

How do I access my SF50s or Notifications of Personnel Actions (NPA) from previous DOD employment with another Component?
To retrieve SF50s, or other personnel actions from previous DOD employment, go to either Personal or Position>SF50 Personnel Actions (or NPA). Retrieving is a two-part process by using the buttons Retrieve SF50s (or NPAs) and then Fetch SF50s (or NPAs). Note: Only SF50s processed on or after 23-SEP-2007 are in MyBiz+. Only NPAs processed on or after 23-March-2008 are available in MyBiz+.   For SF50's or other personnel actions prior to the dates above, check your Electronic Official Personnel Folder (eOPF). eOPF is the official source for all employment documents. Each Component has a unique link to access the eOPF database; therefore, they have a separate URL link for access. Search your internet browser for "eOPF" to find the link to your Component.
Where are my missing SF50s?
For appropriated fund employment within the Department of Defense only SF50s processed on or after 23-SEP-2007 are in MyBiz+. For earlier SF-50s, check your Electronic Official Personnel Folder (eOPF). Each Component has a unique link to access the eOPF database; therefore, they have a separate URL link for access. Search your internet browser for "eOPF" to find the link to your Component.
Where are my missing Non-appropriated fund (NAF) Notifications of Personnel Actions (NPA)?
For NAF employment within the Department of Defense only NPAs processed on or after 23-March-2008 are available in MyBiz+. For earlier NPAs, check your Electronic Official Personnel Folder (eOPF). Each Component has a unique link to access the eOPF database; therefore, they have a separate URL link for access. Search your internet browser for "eOPF" to find the link to your Component.
Where can I get all of my SF50s, or Notifications of Personnel Actions (NPA) that were processed?
The Electronic Official Personnel Folder (eOPF) is the official source for all employment documents. Each Component has a unique link to access the eOPF database; therefore, they have a separate URL link for access. Search your internet browser for "eOPF" to find the link to your Component.
How do I fix errors with no editing capability?
Information in MyBiz+ that is "view only" usually requires action from your local HR office.
How do I update my home address since I've recently moved?
Home address updates must be done through MyPay (DFAS) https://mypay.dfas.mil/mypay.aspx. DFAS sends the updated home address to DCPDS and MyBiz+. If you submit an address change during the pay period, your address change will show up in MyBiz+ a week after the end of the pay period during which you made the change. Your home address in MyBiz+ is located in Personal>Contact Information
Where is my overseas time?
Overseas assignment information is available on the Civilian Career Report.
Where is my Employee ID Number?
The Employee ID number is located at Personal>Personal Information

How do I find the total amount of time I have for civilian federal employment?
MyBiz+ does not specifically contain the total amount of federal service time. Normally, it is the difference between the current date and your Service Computation Date (SCD) Leave located in Personal> Service Computation Date Information.
How do I add my paid in full letter from my military buyback?
Documents cannot be uploaded and stored within MyBiz+. You can provide a copy of your 'paid in full' letter to your local HR office to have it added to your Electronic Official Personnel Folder (eOPF).

Pay, Leave, and Benefits

How do I remove the pay and leave balances from the Homepage?
To edit the online Views, use the Manage My Views link on the right side in the middle of the MyBiz+ home page. Read the orange Tip for a quick overview.

How do I see my life insurance and retirement beneficiaries in MyBiz+?
Beneficiary information is not stored in MyBiz+. Check your Electronic Official Personnel Folder (eOPF) to view a copy of your beneficiary forms, if you have completed any. The eOPF is the official source for all employment documents. Each Component has a unique link to access the eOPF database; therefore, they have a separate URL link for access. Search your internet browser for "eOPF" to find the link to your Component.

Where are my beneficiary forms?
Beneficiary designation forms are not stored in MyBiz+; however, check your Electronic Official Personnel Folder (eOPF) to view a copy of your beneficiary forms, if you previously completed any. The eOPF is the official source for all employment documents. Each Component has a unique link to access the eOPF database; therefore, they have a separate URL link for access. Search your internet browser for "eOPF" to find the link to your Component.

Where can I find more information about benefits and beneficiary forms?
Go to OPM.gov for TSP, Retirement, Beneficiary, Health and Insurance information. A quick link for each of these is located on MyBiz+ under Favorites. A Benefits Summary is available from: https://www.opm.gov/healthcare-insurance/

Where do I go to make benefit changes?
To make a benefits change, start with the Employee Benefits Information System (EBIS) web application. Each Component has a unique link to access EBIS; therefore, they have a separate URL link for access. Use the following link to find the EBIS link for your Component: https://www.opm.gov/healthcare-insurance/healthcare/plan-information/department-of-defense-employees/

Where is my Retirement information?
Retirement information is located in Pay, Leave and Benefits>Retirement. The information is view only and provides the Retirement Plan Name and current TSP contributions. For TSP changes and updates, please refer to your Component Employee Benefits Information System (EBIS) web application and TSP.gov. Each Component has a unique link to access EBIS; therefore, they have a separate URL link for access. Use the following link to find the EBIS link for your Component: https://www.opm.gov/healthcare-insurance/healthcare/plan-information/department-of-defense-employees/

What happened to all the "calculators" for retirement and other benefits?
Go to OPM.gov for TSP, Retirement, Beneficiary, Health and Insurance information and calculators. A quick link for each of these is located on MyBiz+ under Favorites. A Benefits Summary is available from: https://www.opm.gov/healthcare-insurance/

How do I change my TSP contribution?
Changes to TSP contributions ($$ or a % of your salary) are done through Employee Benefits Information System (EBIS). Use the following link to find the EBIS link for your Component: https://www.opm.gov/healthcare-insurance/healthcare/plan-information/department-of-defense-employees/.   Changes to the TSP allocations (Fund selection and how much $$ is allocated to each fund) are done through https://www.tsp.gov/index.html.
Why can't I see future or pending changes to my benefits?
MyBiz+ displays current benefit information only. You will only see the updates when they take effect.
Where do I find EBIS?
The Employee Benefits Information System (EBIS) web application allows you to make changes to your benefits. Each Component has a unique link to access EBIS; therefore, they have a separate URL link for access. Use the following link to find the EBIS link for your Component: https://www.opm.gov/healthcare-insurance/healthcare/plan-information/department-of-defense-employees/
Can I update my benefits in MyBiz+?
You can only update your benefits using the Employee Benefits Information System (EBIS). Use the following link to find the EBIS link for your Component: https://www.opm.gov/healthcare-insurance/healthcare/plan-information/department-of-defense-employees/
My health plan shown is not correct, how do I correct it?
Follow your Component's guidance on requesting assistance.
Where are the Retirement Calculators?
https://www.opm.gov/retirement-services/calculators/
Does MyBiz/Workplace replace EBIS (benefits)?
Employee Benefits Information System (EBIS) is a separate system used to update and process benefit selections.
Where is the form to change beneficiaries?
MyBiz+ does not contain beneficiary forms. OPM's website has forms for FEGLI (SF-2823), Unpaid Compensation (SF-1152), CSRS (SF-2808), FERS (SF-3102). OPM's homepage (https://www.opm.gov/forms/) has a link to these forms. TSP's beneficiary form (TSP-3) is found at https://www.tsp.gov/forms/index.html.
Where do I go to view the annual leave and sick leave balances as well as use or lose info?
Annual leave and sick leave balances, as well as use or lose info, is located in Pay, Leave, and Benefits>Leave.
Where do the leave balances come from?
The leave balances in MyBiz+ are updated every two weeks from the Defense Finance and Accounting Service (DFAS) payroll system.

Where do I find how many hours of leave I get per pay check?
While MyBiz+ does not specify how many hours of leave you earn each pay period, your Leave and Earnings Statement (LES) from Defense Finance and Accounting Service (DFAS) has a Leave section, showing "Accrued Pay Pd." MyPay is located here: https://mypay.dfas.mil/mypay.aspx
Where are military deposits (buyback) shown?
Military Deposit information is not available in MyBiz+. Please contact the Defense Finance and Accounting Service (DFAS) payroll office where you made the payment.
How do I add my "paid in full" letter from my military deposit (buyback)?
Documents cannot be uploaded and stored within MyBiz+. You should provide a copy of your "paid in full" letter to your local HR office to have it added to your Electronic Official Personnel Folder (eOPF).
How do I make a payment to receive retirement credit for my military service after 1956?
Contact your local HR office for assistance. Additional information is located at Defense Finance and Accounting Service (DFAS): http://www.dfas.mil/civilianemployees/militaryservice/militaryservicedeposits.html
How do I get my awards "verified" instead of "self-certified"?
Awards in MyBiz+ are documented as "Verified" or "Self-Certified". Verified means that HR validated the award and input it into the Defense Civilian Personnel Data System (DCPDS) - where the award shows as "verified" in MyBiz+. Self-Certified means that the employee entered the award information in MyBiz+ and "self-certified" the information provided is true.

Professional Development

How do I know what was updated on the MyBiz+ Professional Development notifications and emails?
The suggestion to include details about what was updated in Professional Development notifications and emails was submitted through Provide Feedback; it is currently under consideration.
How do I upload documents (Transcripts, Certificates, Resume) in MyBiz+?
The functionality to upload and store documents in MyBiz+ is not available at this time.
Where is my professional Certification information located?
Certification information is located in three areas within MyBiz+ depending on the type of certification. 1) Certifications managed by functional communities (e.g., Financial Management, Cybersecurity, Information Assurance) are located under Personal>Enterprise Programs and Functional Communities and Position>Enterprise Programs and Functional Communities. 2) Other certifications are located under Professional Development>Certifications. 3) Acquisition certifications are not currently visible in MyBiz+.
What do I do if my academic institution or certification doesn't exist in the search list?
You can contact your HR office for assistance.
How do I get my education corrected?
You can contact your local HR office for assistance.
Can I add my education under Professional Development even if I have not completed a degree or program (e.g., 1 or 2 years of college)?
You can add education below the Bachelor's degree level prior to obtaining a degree (e.g., some college less than 1 year, 1 year of college, 2 years of college). You can only add education at the Bachelor's degree level or high after the degree is completed.
Where is the DOD Financial Management Certification (FMC) in MyBiz+?
You can find the DOD FMC information is located in both Personal and Position>Enterprise Programs and Functional Communities.
How do I get my Financial Management Certification information (FMC) in MyBiz+?
In the near future, FMC information will be updated in MyBiz+ based on information received from the Washington Headquarters Service (WHS) Learning Management System (LMS). In the meantime, your local HR office can update the information. This information may not be updated by an employee.

Position

How do I find my current position description?
Currently, position descriptions are not available in MyBiz+; however this is a future consideration, but there is no projected timeframe for adding position descriptions.
Who do I contact if my position information is out of date, erroneous, missing, or wrong?
Contact your local HR office for assistance.
Where is my Telework Eligibility information?
Telework Eligibility is located at Position>Appointment>Effective Date
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Performance

Where are my Performance Appraisals ratings?
Performance ratings are located under Performance>Past Performance Ratings.
Where is MyJournal?
MyJournal, as of this time, is only applicable to DCIPS and NG employees. MyJournal assists you in tracking your job accomplishments during the appraisal period. MyJournal is located by using the MyPerformance link in Key Services. On the MyPerformance Main Page, MyJournal is located on the top row.
How do I access the Performance Appraisal Application? (PAA) ?
The Performance Appraisal Application (PAA) is only applicable to DCIPS and NG employees. The PAA is located by using the MyPerformance link in Key Services.
Where is the PAA and my appraisals?
DCIPS and NG active appraisals are located in MyBiz+ under Performance module > Active Appraisal; however, if you want to view all information on the performance plan/appraisal, navigate to the MyPerformance link in Key Services and select the active appraisal.
Where do I create a performance plan? (DCIPS and NG employees)
For DCIPS and NG employees, select MyPerformance link in Key Services to access the MyPerformance Main Page to create a performance plan.
Where do I create a performance plan? (DCIPS and NG managers and supervisors)
For DCIPS and NG managers and supervisors, select Performance Management and Appraisal link under Manager Functions in Key Services to access the MyPerformance Main Page to create a performance plan for employees.
How can I print my final appraisals?
For DCIPS and NG employees, select the MyPerformance link in Key Services to access the MyPerformance Main Page. At the bottom of MyPerformance Main Page select the link +Show Completed Plans/Appraisals to search for completed plans. There are two fields that can be used in any combination: Appraisal Year and/or Event. Your results are based on your search criteria.

MyBiz+ Home Page

How often is MyBiz+ data updated?
MyBiz+ data is updated in real time.
Where is the Civilian Career Report (CCR)?
You can find the CCR in the Reports detail page, or use the direct link in Key Services.
How do I update my supervisor if the name is not available in the list of choices?
Follow your Component guidance for requesting hierarchy assistance.
My new supervisor is not in the same Component as I am - how do I update my supervisor?
Follow your Component guidance for requesting hierarchy assistance.
How do I make a change if my supervisor is not correct?
You can request the change by using the Update MySupervisor link located under Customer Support on the Menu bar, or directly from Key Services.
How do I remove the pay and leave balances (Views) from the Homepage?
You can edit the Views by using the Manage My Views link on the right side in the middle of the MyBiz+ home page. You can read the orange "Tip" for a quick overview.
How do I 'opt out' of receiving MyBiz+ Notifications and emails?
Currently, the functionality to "opt out" of MyBiz+ notifications and emails is not available in MyBiz+. This is a future consideration; however there is no projected timeframe.
What are Notifications and where are they?
Notifications are short messages posted to your MyBiz+ account when HR actions or updates are made to your record, or useful information is published for your awareness. They are active for 30 days. The Notification section is located in the upper right corner on the MyBiz+ home page.
What does it mean to "inactivate" a Notification?
Active notifications display in the Notifications area on the home page for 30 days, or they can be "inactivated" and hidden until they expire. Select the Notifications header link to open the notifications storage area; select the inactivate button, and confirm to "Inactivate", or hide a notification from the home page.
How do I bring back a notification I inactivated?
Select the Notifications header link to open the notifications storage area and select the Show Inactive Notifications link on the right side to display the list of notifications that were inactivated. Use the Activate button to "activate", and bring a notification back to the home page. The 30 day expiration applies to inactivated notifications.
Where do I find Employment Verification?
Request Employment Verification is located in Key Services on the MyBiz+ home page.
Where is the MyPay link in MyBiz+?
You can find the link to MyPay listed under Favorites on the menu bar. MyPay link: https://mypay.dfas.mil/mypay.aspx
How do I add a URL to my Favorites in MyBiz+?
You can add a URL to Favorites by selecting Favorites>Manage Favorites located on the menu bar at the top of the MyBiz+ home page.
Where are my SF50s or personnel actions?
Current SF50s or other personnel actions are located in Personal>SF50 Personnel Actions (or NPAs), or Position>SF50 Personnel Action (or NPAs). You can also use the quick link in Key Services for direct access.

How do I remove items from Key Services?
The function to customize Key Services is under development. Delivery is expected by the end of 2016.
How do I hide the Views on the home page that I do not need to see –such as Pay, and Leave?
You can change the defaulted Views by selecting the Manage My Views link on the right side of the home page. The Views section will go into an edit mode where you can add, hide, or exchange the Views. Read the orange "Tip" for a quick overview.
Where are the user guides for MyBiz+?
You can find the MyBiz+ user guides and other simulations under Help on the menu bar.
Is MyBiz+ available to me after I separate?
No. Once you separate from employment with DOD you no longer have access to your information in MyBiz+; however, you can still access your Electronic Official Personnel Folder (eOPF) for 90 days after you separate.

MyTeam

How do supervisors view and manage their assigned personnel?
Supervisors and Managers have an additional detail page - MyTeam - through which they can view their employees details.
Is there a phase that includes an automated module for managers/supervisor's to Request Personnel Actions. (SF52).
Not currently; however, the Manager and Employee Initiated Actions (MEIA) module is under consideration for future development.
Does a supervisor have visibility of their employee's personnel actions? (SF50, NPA).
Supervisors and Managers can view their employees personnel actions through the MyTeam detail page>Personnel Actions.
Where is the link for managers or supervisors to manage their hierarchy?
Managers and Supervisors can manage their hierarchy by using Update MyTeam which is located on the Menu bar under Customer Support, or from the list under Key Services. Update MyTeam allows for addition and removal of employees within the same organizational structure.
How do I update my supervisor and subordinates?
Update MySupervisor (as an employee) and Update MyTeam (as a Manager or Supervisor) is located under Key Services, or on the Menu bar under Customer Support.
How do I get an Awards report on my employees?
You can pull an Awards Information Report on each employee by going to MyTeam>Awards>Employee View>Print Awards Information Report
How can I get to the old My Biz and My Workplace?
My Biz and My Workplace are no longer active. The Detail Pages in MyBiz+ contain the same information that was in My Biz and My Workplace plus more.
How often is MyBiz+ updated?
MyBiz+ is updated in real time.
How do I access MyBiz+ from home?
MyBiz+ is accessed using your work computer.