



TXARNG Credentialing Assistance (CA) How to create HELPDESK

<https://tmd.texas.gov/credentialing-assistance-program>

512-782-1016



TEXAS ARMY NATIONAL GUARD RECRUITING & RETENTION COMMAND

After logging in...

GO ARMY ED

Welcome back, SSG Rachele Ann Padamada: TA Eligible Soldier. (Logout)

Last Login: 3/14/2019 4:21:35 PM

SENSITIVE // FOR OFFICIAL USE ONLY

Click the question mark

Click "Need Assistance?" on front page

Smart Links

- Request TA...
- Withdraw from a Class...
- My Education Record
- Other Links
- Change Degree/...
- On-Duty Cour...
- Student Agreement/Degree

My Smart Links [\[Edit\]](#)

You may select additional Smart Links. Select the "Edit" link to personalize your Smart Links.

- My Education Center
- Army Personnel Testing
- Class Enrollment Guide (PDF Version)...

Helpdesk Cases

Select the image to view the case details.
Cases that are marked with I have been returned for additional information.

Display Open + Pending Surveys Cases

You have 1 pending CRM survey.

No Open Case found

Pending CRM Surveys

Case ID	Date Opened	Case Subject	Last Updated	Last Updated Comments	Case Survey
4559167	02/05/2019	Degree Change/School Change Request	02/05/2019	Close Case: SSG Padamada, Thanks for compl...	

[Need Assistance?](#)

Training Resources

- View GoArmyEd Introductory Slide
- Launch Quick Start Training
- View Reference Documents
- Test Schedule



Click “Helpdesk Resources”

Welcome to the GoArmyEd Assistance Center page where you can search for answers and information on GoArmyEd related topics.

GoArmyEd Assistance Center

Search

Search by Keyword

-- All Categories --

Search Advanced Search

Categories

- Topics

GoArmyEd

- GoArmyEd Assistance Center

Topics
View topics of common frequently asked questions.

Latest Topics

	Date updated
Soldier - Why am I on a Ten-year Service Eligibility hold and how can I remove it?	Dec 20, 2018
Soldier - Why am I on a One-year Service Eligibility hold and how do I remove it?	Dec 20, 2018
How do I update my Servicing Education Center in my GoArmyEd Student Record?	Dec 20, 2018
Soldier - Why am I on an Expiration of Time of Service (ETS) Date Passed hold and how do I remove it?	Dec 20, 2018
Soldier - Why am I on a Suspension on Favorable Personnel Action hold and how do I remove it?	Dec 20, 2018

Popular Topics

	Views
Soldier - How do I change my home school or degree plan?	43927
Soldier - How do I enroll in a class in GoArmyEd?	39952
Soldier - How do I upload a Student Agreement/Official Degree Plan in Course Planner?	30314
Soldier - Why am I on a Hold and how do I remove it?	25621
Soldier - How do I print an approved TA Request Form?	22639

Top Rated Topics

	Rating
Soldier - How do I print my Student Record?	★★★★★
Soldiers- What if I am not pursuing a degree in GoArmyEd, but I wish to take a prerequisite course for an Army Medical Program (AMEDD JPAP)?	★★★★★
Soldier - How do I view my grades?	★★★★★
Soldier/Army Civilian/DA Intern - How do I upload a document in eFile?	★★★★★
Soldier - What happens after I complete VIA?	★★★★★

Still need help? Visit the GoArmyEd Helpdesk Resources page to create a case. [Helpdesk Resources](#)

Home My Virtual Education Student Recognition Earn a Degree or Programs and Services

Click “Helpdesk Resources”



Click “Create Helpdesk Case”

US ARMY
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Helpdesk

Case Activity

Open Cases

No Open Cases found.

Closed Cases

Case ID	Date Opened	Case Subject	Last Updated	Case Details
4559167	02/05/2019	Degree Change/School Change Request	02/05/2019	
4152546	06/22/2017	Degree Change/School Change Request	06/26/2017	
3132966	11/14/2013	Student Agreement	11/15/2013	
3053600	09/04/2013	eFile SOU Submitted	09/04/2013	
3051635	09/03/2013	eFile SOU Submitted	09/03/2013	

Instructional Videos and Training Resources

- Soldiers
- Army Civilians

Other Training and Reference Guides

- Reference Documents (Training Materials)
- GoArmyEd Assistance Center
- Launch Pocket Reference Guide...
- GoArmyEd FAQs
- General Technology Support

Helpdesk Contact Information

Education Centers
Please contact your Army Education Counselor for questions relating to your education.

GoArmyEd Helpdesk Phone Numbers
Monday through Friday: 7:00 a.m. to 7:00 p.m. Eastern Time
Saturday and Sunday: Closed
Federal Holidays: Closed

[Create Helpdesk Case](#)

“Create Helpdesk Case” to next page



Click "PROCEED"

https://www.goarmyed.com/student/current/current_resources_help-desk.aspx

Welcome to GoArmyEd | Credentialed Assistance Progr... | ATAAPS Login

File Edit View Favorites Tools Help

Find: hill Previous Next Options

GO ARMY ED Welcome back, SSG Rachele Ann Padamada: TA Eligible Soldier. (Logout)
Last Login: 3/14/2019 4:21:35 PM

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Helpdesk

Case Activity

Open Cases

No Open Cases found.

Closed Cases

Case ID	Date Opened	Case Subject	Last Updated
4559167	02/05/2019	Degree Change/School Change Request	02/05/2019
4152546	06/22/2017	Degree Change/School Change Request	06/26/2017
3132966	11/14/2013	Student Agreement	11/15/2013
3053600	09/04/2013	eFile SOU Submitted	09/04/2013
3051635	09/03/2013	eFile SOU Submitted	09/03/2013

Duplicate Case?

Please do not open a duplicate case if one already exists. Thank you.

Proceed Cancel

Instructional Videos and Training Resources

- Soldiers
- Army Civilians
- Reference Guides
- Resources (Training Materials)
- Resource Center
- Reference Guide...
- Army Support

Helpdesk Contact Information

Education Centers

Please contact your Army Education Counselor for questions relating to your education.

GoArmyEd Helpdesk Phone Numbers

Monday through Friday: 7:00 a.m. to 7:00 p.m. Eastern Time
Saturday and Sunday: Closed
Federal Holidays: Closed

Create Helpdesk Case



Click "OK"

Welcome back, CS2 National Guard Education Services Office

Last Login: 3/14/2019 4:21:35 PM

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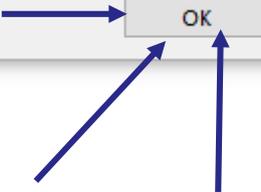
toArmyEd.

Message from webpage

 All Personally Identifiable Information (PII) must be removed from case text and attachments prior to submission. PII is any unique identifier to an individual to include, but not limited to, social security number (SSN), date of birth, place of birth, mother's maiden name and medical records.

OK

...tial School (CS423)
...l Guard
...01
...987
...cas Education Services Office



Select “Credentialing Request”

Case User Contact Information

*Are you currently OCONUS?: Yes No

Alternate Phone:

Case General Information

**Please select your Case Type:

Case Type Description	Reference Document	Help Tips	Instructional Video
Please download the attached Credential Pathway Plan, add all courses associated with your desired credential to the credential pathway plan, then upload the plan into your eFile.	N/A	N/A	N/A
Please digitally sign the attached Statement of Understanding and upload with your CA request.		N/A	N/A
Please download the attached Credentialing Assistance request and complete. Once completed, upload to the helpdesk case.		N/A	N/A

Detailed Description of the Problem:

*Subject:

Please attach any relevant file here :

*Description :

Choose “Credentialing Request” at the drop down menu as the Case Type.



Subject Line and Description type

Case User Contact Information

*Are you currently OCONUS?: Yes No

Alternate Phone:

Case General Information

**Please select your Case Type:

Case Type Description	Reference Document	Help Tips	Instructional Video
Please download the attached Credential Pathway Plan, add all courses associated with your desired credential to the credential pathway plan, then upload the plan into your eFile.	N/A	N/A	N/A
Please digitally sign the attached Statement of Understanding and upload with your CA request.		N/A	N/A
Please download the attached Credentialing Assistance request and complete. Once completed, upload to the helpdesk case.		N/A	N/A

Detailed Description of the Problem:

*Subject:

Please attach any relevant file here :

*Description :

Click Submit

These are the application documents.

Attach your SOU. In description "Submitting CA Application Request".



Adding CA Application:

Last Login: 7/16/2019 10:53:55 AM

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Case Confirmation Code

Case # 4665780 has been opened on your behalf with the GoArmyEd Helpdesk.

Please write down this case number for reference.

You will be contacted via email with a description of the resolution to your question. Feel free to also check GoArmyEd at any time to review the status of your case.

If you are able to resolve this case, you may close it directly by accessing the case from your Helpdesk Cases.

[Return to Student Record](#)



Click "Return to Student Record"

Home
Change Password
Education Centers

My Virtual Education Center
Before You Enroll in a Course

Student Recognition
Graduates
Making the Grade

Earn a Degree or Credential
Change Degree Option



TEXAS ARMY NATIONAL GUARD RECRUITING & RETENTION COMMAND

Adding CA Application

Note: To print the Soldier Education Record, select the 'All' tab and select the 'View/Print Soldier Education Record' button.

- Soldier Personnel
- TA Planning Summary
- Education
- Helpdesk Cases
- CTS Notes
- eFile
- Test Scores
- All

1. Click "Helpdesk Case"

Make this tab your default. Your current tab preference is All.

Helpdesk Cases

2. Change from closed to open

Display **Open** Cases

Current Cases Open

Red asterisk (*) indicates that a case has been returned for further information. The case should be given immediate attention. Click the Add Notes link. On the page that displays, scroll down to the **Actions Taken** section of the page and enter your actions in the **Enter New Action** field, then click **Submit Actions Taken**.

Select the column heading to sort the cases.

Select the Printer Friendly link to open a new window and print the list of cases.

Select the  to show individual case details.

[Printer Friendly](#) [Expand All](#) [Collapse All](#)

3. Click on "Add Notes"

	Case Category	Case Number	Date Opened	Last Updated	Add Notes		Request Case Status 
	Credential	4665780	07/16/2019	07/16/2019	Add Notes	Close Case	Not Applicable
	Credential	4632091	05/23/2019	07/09/2019	Add Notes	Close Case	Request Status

Have a new question for the GoArmyEd Helpdesk? [Create New Helpdesk Case](#) 



Click “Submit Action Taken”

Opened by: Rachelle Ann Padamada, Student Assigned to: NG-Texas Education Services Office

Case Subject: Need Approval for cred assistance

Case Description:

OCONUS: No

Alternate Phone: 512-782-5045

Case Type: Credentialing Request

Description of the problem: Submitting CA Application Request

Date	Action Taken By	Institution/Installation	Email	Issue Category	Issue Subcategory	Description	Attachment
7/16/2019 11:00:07 AM	Rachelle Ann Padamada , Student	Not Available	Not Available	Credential	Credentialing Request	Open New Case	 Delete

Please attach any relevant file here:

WARNING: All Personally Identifiable Information (PII) must be removed from case text and attachments prior to submission. PII is any unique identifier to an individual to include, but not limited to, social security number (SSN), date of birth, place of birth, mother's maiden name and medical records.

Note: This functionality is NOT intended to replace the submission of eFile documents.
File size is limited to 4096KB.
Please zip the file if it exceeds 4096KB.
Upload time will vary depending on the connection speed.
Filename must not exceed 250 characters. If exceeded, the file may not upload successfully.

Enter New Action:

Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark or other special characters. Please review the text that you have pasted and remove the special characters.

Click “browse” to upload CA Application

Enter “CA Application”
in “enter new action”
space and SUBMIT



You are done submitting your CA application...

- You will receive status updates through your helpdesk case and preferred email (either civilian or military).
- If you have questions, please submit them through the helpdesk case by selecting “add note”. Directions are on the pages 10-11 of this document.
- Call me with any questions 512-782-1016.

Thank you!!

Mary Lantz

Education Services Specialist

