Soldier FAQs - ArmyIgnitED

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General Questions about the Tuition Assistance (TA) Program

How do I learn more about Tuition Assistance?

Please contact your Education Center for guidance.

How can I contact my Education Center?

You can view the Ed Center's contact information on the right side of ArmyIgnitED when you log in. You will see phone number, email address, and website information.

You can also submit a message to your Ed Center by clicking the email icon on top menu bar.

- Click the Create Message button
- Select the appropriate Category
- Enter the Subject
- Enter the message in the text box
- Add an attachment(s) if necessary
- Click the Send button.

What buttons do I push in ArmyIgnitED? Tutorials!

There are tutorials available for many processes.

- To access the tutorials, go your ArmyIgnitED account
- In the upper right corner of your screen, next to your name click the "?"
- Click Documents and Links
- The list of available Tutorials will be displayed

Education Goal and Evaluated Degree Plan

How do I create an Education Goal?

NOTE: You will need to get an evaluated degree plan from your Academic Institution. You can upload your evaluated degree plan when you create your Education Goal. If you are unable to upload your evaluated degree plan when you create your Education Goal, you will need to have your Education Center upload it for you before you submit your TA Request for your 3rd course. Once your evaluated degree plan is attached to your Education Goal, you can continue to request TA.

- Choose the Education Goals tab on the left side of your dashboard
- Click the Create a New Goal icon
- Choose the type of degree
- Follow prompts to enter your Academic Institution and student ID number (optional)
- Choose your academic program
- Upload an evaluated degree plan (optional at goal creation – see NOTE)
- Enter the number of credits required for your degree
- Submit goal and review

(See Creating an Education Goal tutorial. Contact your Education Center for Assistance.)

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How do I upload my Evaluated Degree Plan from my Academic Institution?

- Upload your Evaluated Degree Plan when you create your Education Goal
    - As you are creating your Education Goal and adding your Academic Institution, you will be prompted to upload your Evaluated Degree Plan

- If your Education Goal has already been created, you will need to provide your Education Center with an Evaluated Degree Plan, and they will upload to your ArmyIgnitED record

(See Creating an Education Goal tutorial for assistance. Contact your Education Center for Assistance.)

How many courses can I take before required to upload my Evaluated Degree Plan?

You are allowed to take a total of 2 courses before you are required to upload an official, individualized degree plan from your Academic Institution.

How do I change my Education Goal?

- Click the Education Goals tab on the left side of your dashboard
- Click Create New Goal on the right
- Follow the directions for creating a new Education Goal

Requesting Tuition Assistance (TA)

How do I request Tuition Assistance for a course?

NOTE: You must have an approved Education Goal to apply for Tuition Assistance (TA) for a course.

To apply for TA for a course:

- Click the Apply for Funding link on your dashboard
- Verify your contact information
- Read and acknowledge all items on the User Agreement page
- Choose your Education Center
- Follow the prompts to choose your Academic Institution
- Enter your student ID number
- Enter your course start and end date, or choose from the dates provided by your Academic Institution
- Click the Add Course tab
- Search for, or select, your desired course
- Ensure credit hours are correct
- Ensure cost is correct
- Choose Add Course
- Review course information
- Click Submit.

(See Creating a Tuition Assistance Request (TAR) tutorial). Contact your Education Center for Assistance.)

How do I know if my Tuition Assistance request was approved?

From your dashboard, click the Tuition Assistance Requests (TAR) tab on the left. Each approved TAR will show "AUTO APPROVED" or "APPROVED"

Recoupments

How do I pay back for a course Withdrawal or Failure?

- Click the Recoupments link on the left side of your dashboard
- Courses with monies owed will be listed
- Choose the Process Recoupment link on the desired course
- Read and acknowledge that you understand the conditions
- Follow prompts on the next screen to choose your recoupment method
  - (Note: for W grades, you may choose "Waiver" and upload supporting documentation under the Recoupment Waiver Reason option if you want to request a Waiver for Recoupment)
- Click Submit
- Follow the instructions to choose a timeframe for the recoupment
- Click Submit

(See Waiver and Recoupment Process tutorial. Contact your Education Center for more details about waivers and recoupments.)

Technical Help in the System

How do I contact the Help Desk?

Helpdesk Phone Number: 276-231-0938

Helpdesk Email: army@bamtech.net

Create a CRM Ticket:

- Log in to your ArmyIgnitED account
- In the upper right corner of your screen, next to your name, click the "?"
- Under Support Ticket, click Add Ticket
- Review each area inside the white boxes to determine the category that best fits your issue or question
- From the appropriate area, click Submit Message or Submit Ticket button
- Submit Message
  - Select the appropriate category and subject
  - Enter your message into the message field
  - Add attachment(s) if necessary
  - Click Send

- Submit Ticket
    - Choose the appropriate category, subcategory, and priority
    - Enter a description of your issue or question
    - Add attachment(s) if necessary
    - Click Submit Ticket

<u>Past Courses' and Tuition Assistance (TA) Requests</u>

When will I see my past Tuition Assistance (TA) requests from prior years?

In addition to upgrading the ArmyIgnitED system, the Army has brought on a new data team to transfer the legacy TA from the previous system to the upgraded ArmyIgnitED. We want to ensure that each Soldier's TA data transfers as accurately as possible, so it will be a little while before Soldiers see their TA requests from the past two years. This includes TA requests for courses with start dates between 1 Oct 2020 and 30 Sep 2022. We appreciate your patience as we work to transfer the data.

In the meantime, please create your Education Goal in the upgraded ArmyIgnitED and submit your TA requests for classes with start dates of 1 Oct 2022 and later. TA annual limits reset on 1 Oct 2022, so eligible Soldiers will be able to request up to 16 semester hours (SH) not to exceed $250/SH in TA.

When will my unpaid Tuition Assistance (TA) requests get paid?

The ACCESS ArmyU finance team and additional augmentees worked around the clock to pay as many Tuition Assistance (TA) invoices as possible before we transferred to the new system. These invoices have been sent for payment to the Academic Institutions, which will take several weeks to process. When Soldiers' TA requests transfer to the upgraded ArmyIgnitED, all paid TA requests will transfer and be placed in each Soldier's account and the Academic Institution's account.

Unpaid TA requests will also transfer and need to be processed in the upgraded ArmyIgnitED by Soldiers, Counselors, and Academic Institutions. The improved system functionality enables Counselors to edit errors on TA requests and Academic Institutions to submit accurate invoices which should expedite the payment of past, unpaid TA requests. We appreciate your patience as we work to transfer the data.

In the meantime, please create your Education Goal in the upgraded ArmyIgnitED and submit your TA requests for classes with start dates of 1 Oct 2022 and later. TA annual limits reset on 1 Oct 2022, so eligible Soldiers will be able to request up to 16 semester hours (SH) not to exceed $250/SH in TA.

How will my Tuition Assistance (TA) requests that I couldn't get into the previous ArmyIgnitED get processed and paid?

We are transferring Tuition Assistance (TA) requests for courses with start dates between 1 Oct 2020 and 30 Sep 2022 from the previous ArmyIgnitED to the upgraded ArmyIgnitED. Once this is complete, each Soldier will see their previously paid and unpaid TA requests in their account. This will provide Soldiers, Counselors, and Academic Institutions with a complete picture of which courses are missing from the previous two years and how much TA each Soldier used for each year. At that time, ACCESS ArmyU will publish guidance on how Soldiers can get their other eligible, unpaid TA requests into the upgraded system. We appreciate your patience as we work to transfer the data.

In the meantime, please create your Education Goal in the upgraded ArmyIgnitED and submit your TA requests for classes with start dates of 1 Oct 2022 and later. TA annual limits reset on 1 Oct 2022, so eligible Soldiers will be able to request up to 16 semester hours (SH) not to exceed $250/SH in TA.

How will my unpaid Tuition Assistance (TA) requests from GoArmyEd get paid?

We are transferring Tuition Assistance (TA) requests for courses with start dates between 1 Oct 2020 and 30 Sep 2022 from the previous ArmyIgnitED to the upgraded ArmyIgnitED. Once this is complete, each Soldier will see their previously paid and unpaid TA requests in their account. This will provide Soldiers, Counselors, and Academic Institutions with a complete picture of which courses are missing from the previous two years and how much TA each Soldier used for each year. At that time, ACCESS ArmyU will publish guidance on how Soldiers can get their other eligible, unpaid TA requests (including unpaid TA requests from GoArmyEd) into the upgraded system. We appreciate your patience as we work to transfer the data.

In the meantime, please create your Education Goal in the upgraded ArmyIgnitED and submit your TA requests for classes with start dates of 1 Oct 2022 and later. TA annual limits reset on 1 Oct 2022, so eligible Soldiers will be able to request up to 16 semester hours (SH) not to exceed $250/SH in TA.

Can I still get Tuition Assistance (TA) for courses which start in September 2022 if I wasn't able to submit a TA request due to system functionality issues in the previous ArmyIgnitED?

We are transferring Tuition Assistance (TA) requests for courses with start dates between 1 Oct 2020 and 30 Sep 2022 from the previous ArmyIgnitED to the upgraded ArmyIgnitED. Once this is complete, each Soldier will see their previously paid and unpaid TA requests in their account. This will provide Soldiers, Counselors, and Academic Institutions with a complete picture of which courses are missing from the previous two years and how much TA each Soldier used for each year. At that time, ACCESS ArmyU will publish guidance on how Soldiers can get their other eligible, unpaid TA requests (including courses with start dates in Sep 2022) into the upgraded system. We appreciate your patience as we work to transfer the data.

In the meantime, please create your Education Goal in the upgraded ArmyIgnitED and submit your TA requests for classes with start dates of 1 Oct 2022 and later. TA annual limits reset on 1 Oct 2022, so eligible Soldiers will be able to request up to 16 semester hours (SH) not to exceed $250/SH in TA.

Credentialing Assistance (CA)

When can I request Credentialing Assistance (CA) for Exams or Trainings that start 1 October 2022 or later?

Currently, ACCESS ArmyU is not accepting Credentialing Assistance (CA) requests for exams or training with start dates of 1 Oct 2022 or later. At the beginning of each Fiscal Year (FY), there is a blocked timeframe when we cannot accept CA requests because the FY budget has not been approved. Soldiers can still view their CA requests for exams and training with start dates of 30 Sep 2022 and earlier in the previous system at www.ArmyIgnitED.com

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ACCESS ArmyU will publish guidance on the FY23 CA timeline and transfer of CA to the upgraded ArmyIgnitED as more information is available. We appreciate your patience until we are ready to start accepting FY23 CA requests.