



ArmyIgnitED



WE ARE THE ARMY'S HOME



Fort Hood Education Services Division
U.S. Army Installation Management Command

- **Ensure knowledge of:**
 - Benefits of ArmyIgnitED
 - Tuition and Credentialing Assistance Eligibility
 - ArmyIgnitED Navigation
 - Establishing and Updating your Account
 - Receiving Support
 - Next Steps





- **Who this is not for:**

- Not sure what you want to be
- No school or program decided
- Not sure how to begin to get started with school
- Not ready to request TA because of all the reasons above

**Attend College 101 Briefing
Tuesdays & Wednesdays @1030
Fort Hood Education Center**

Benefits of ArmyIgnitED

- Provides access to Tuition Assistance (TA), Credentialing Assistance (CA) for Active Duty, USAR and ARNG Soldiers
- Automates TA and CA submissions, and online enrollment, 24/7, eliminating wait times and reducing time away from duty
- Allows Soldiers online visibility of their student record to view TA balances, class grades, current course enrollments, including the ability to submit and cancel TA/CA requests
- Helps Soldiers access virtual messaging tools to connect with their Education Center and Academic Institutions (AI)

- Credentialing Assistance (CA) funding is for training with examinations leading to **industry-recognized** professional and technical **credentials**
- Soldiers are required to utilize MilGears as a decision support tool prior to using CA for the first time
- Annual CA use is 1 credential and \$2,000 max
- Cap of 3 credentials over 10-year period
- Failed training and/or exams = recoupment
- Pilot's license cap \$1,000
- Soldiers **MUST** contact the Virtual Counseling Cell to receive a mandatory **CA 101 briefing** to access CA funding. **(THIS ArmyIgnited BRIEFING DOES NOT MEET THAT REQUIREMENT!!!!)**
- To request counselor assistance, please visit https://www.cool.osd.mil/army/costs_and_funding/index.html?credentialingassistance
 - Click on the yellow **"CONTACT AN ARMY CA COUNSELOR"** button



ARMY CREDENTIALING
ASSISTANCE

The 5 Most Requested Credentials

1. [Project Management Professional \(PMP\)](#)
2. [CompTIA Security+](#)
3. [CompTIAA+](#)
4. [CompTIA Network+](#)
5. [Certified Associate in Project Management \(CAPM\)](#)

ATTN
OFFICERS
NO ADSO
FOR CA!!

Credentialing Opportunities On-Line (COOL)
<https://www.cool.osd.mil/army/index.htm>

- CA requests must be submitted no earlier than **90 days** and no later than **45 days** prior to the start date of course/exam
- Do not pay out of pocket, you will not be reimbursed
- Soldiers (All COMPOs) may only receive \$1,000 per FY in CA funding for certain **aviation credentials**
- CA request end date must be more than **30 days** prior to your ETS or retirement date

TA is a benefit used to pay for the cost of college courses and is not used to pay for books or fees

- **Fiscal Year Limits**

- \$4,500 per fiscal year (FY)
- 18 Semester Hour (SH) per fiscal year
- \$250 per SH
- 1 Oct – 30 Sep the following year
- Funds do not roll over to next FY
- Lifetime SH limits:
 - 130 Undergraduate – (Associate's & Bachelor's)
 - 39 Graduate – (Master's)
 - 21 Academic Certificate – (Undergraduate & Graduate)
 - 39 Special Programs



- First-time TA Users

- Soldiers must complete standardized ArmyIgnitED training provided by the education center or their Component Headquarters prior to receiving TA for the first time.
- Soldiers must complete the Kuder Journey Career Planning System tool prior to using TA for the first time and are required to provide assessment results generated from the site to their local Army Education Center prior to having their education goal approved.



<https://www.dantes.mil/kuder/>

• TA Enrollment Timelines

- Must apply for TA no more than 60 calendar days and no later than 7 days prior to term start date: NLT **5:59 pm** on day 7!!
- * **Central Standard Time Zone 5:59 PM**
- Request TA first and then enroll with your Academic Institution (AI)
- **Term start** must not be less than **60** days from ETS/Separation date & **end date** must be no less than **14** days prior to ETS/Separation
- Drop TA requests prior to term start date of class
- TA must be approved prior to term start date

If TA Request cannot be submitted by the Soldier, an Education Center Counselor may be able to create the TA Request for a Soldier, but it must be done before the term start date. **Soldier must be able to prove that they attempted to request TA within the 60 to 7 day window.**

• Requesting TA

- Education Goal must be approved
- Register for your course(s) through your school's student portal prior to submitting your TA request in ArmyIgnitED
- Ensure course information matches TA request submitted
- Submit one (1) TA request per course, do not add multiple courses to one (1) TA request
- If TA request needs to be corrected or manually created by a counselor, Soldier signature will be required to finalize approval

Unsigned TA Request will be deleted by the ArmyIgnitED system 30 days after the term start date has passed!

- **Not flagged** IAW AR 600-8-2 Suspension of Favorable Personnel Actions (Flags)
- Maintain a **2.0 Grade Point Average (GPA)** after completion of 15 semester hours (SH) for undergraduate level courses or a **3.0 GPA** after completion of 6 SHs for graduate level courses
- Evaluated Degree Plan (**EDP**) is required after requesting TA for 2 courses

Eligibility for TA

- Active Duty Officers in the rank of **CW2 and above** incur a 2-year **Service Obligation (SO)**. Reserve/National Guard Officers incur a 4-year SO. SO calculated based on the end date of the last TA-funded class
(Subject to change)
- **TA** ADSO will run concurrently with any existing SO
- ADSO starts on the last day of the last TA funded class taken in accordance with **AR 350 – 100**
- No ADSO incurred for CA

What Can You Study

- TA is authorized for one degree at each of the following levels:
 - Associate
 - Baccalaureate
 - Master's
- TA is not authorized for a degree already earned
- Exceptions:
 - Pre-Commissioning Programs (AMEDD)
 - Undergraduate or Graduate Program Prerequisites
 - Host Country Courses
 - Must be native language of assigned duty location
 - Strategic Foreign Language Program
 - Must be on The Army Strategic Language List
 - College Preparatory and Remedial Courses



What Can You Study

• Academic Certificates

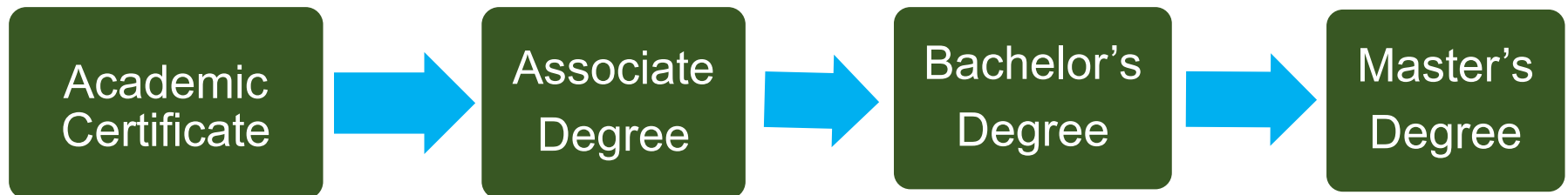
- Soldiers can pursue one academic goal in a lifetime, either undergraduate or graduate
- Soldier's may not pursue the certificate concurrently with an education goal for an Associate, Bachelor, or Master's degree
- The lifetime limit of 21 SHs does not count against the lifetime limits for an undergraduate or graduate degree

• Undergraduate

- Soldiers with Civilian Education Level of High School or equivalency including Soldiers with Bachelor degrees and Masters degrees, may pursue "Undergraduate Academic Certificates"

• Graduate

- Soldiers must have a Bachelor Degree or higher to pursue a "Graduate Academic Certificate"



Where Can You Study

- **Tuition Assistance (TA) may be used at:**
 - Colleges
 - Universities
 - Trade and Vocational schools
 - Regionally or Nationally accredited institutions recognized by the US Department of Education

- **Credentialing Assistance (CA)**
 - Only approved training providers listed on Credentialing Assistance On-Line (COOL) site
 - COOL: <https://www.cool.osd.mil/army/index.htm>

- **Academic Certificates (AC)**
 - Colleges
 - Universities



Fort Hood

PARTNER SCHOOL REPRESENTATIVES

- **Central Texas College: 254-226-1574**



- Offers associate's degrees & certificates.

- **Texas A&M-Central Texas University: 254-327-1683**



- Offers bachelor's/master's degrees.
- Must have 30 SH of undergraduate coursework completed prior to enrollment.

- **University of Maryland Global Campus: 254-202-9650**



- Offers associate's/bachelor's/master's degrees & certificates.



Department of Defense (DoD)

Voluntary Education Partnership Memorandum of Understanding (MOU)

[Home](#) [TA DECIDE](#) [Participating Institutions](#) [Institution Login](#) [Contact Us](#) [FAQ](#)

Tuition Assistance (TA) DECIDE

Welcome to the new Department of Defense TA DECIDE. This dynamic information and comparison tool is designed specifically to aid participants of DoD's Tuition Assistance (TA) program in making informed choices on schools and education programs. The TA DECIDE engine is fueled by more than 10 recognized and trusted data sources from across the departments of Defense, Education and Veterans Affairs. It provides a first of its kind experience, uniquely tailored to the needs of the TA participant. We hope TA DECIDE provides you with high value, actionable information on educational costs and outcomes to compare educational institutions that you may be considering. While this website was designed for the individual user, your Service's education counselor can also be your partner in this process.

School Name:

Search

View All Schools

OR

State/Territory:

No Preference

Accreditation Type:

No Preference

School Type:

No Preference

Learning Method:

No Preference

Programs: (Enter a keyword)

Enter a keyword

Degree Level:

No Preference

Search

Clear All

USE TA DECIDE

<https://www.dodmou.com>

- **All schools listed on this site are TA approved!**



WE ARE THE ARMY'S HOME



- **Drops** occur **before** the class start date or within the Academic Institution's (AI) drop period
- **Withdrawals** happen **after** the course has started
 - Soldiers withdraw through the AI and **AI must record** withdrawal in ArmyIgnitED
 - Results in **“W” Grade**
- Withdrawals are either Personal or Military and occur after a fee has been assessed by the school
 - Personal: you pay the TA back to the Army
 - Military: the Army waives the recoupment for the class

Recoupment Waiver- Military Reasons

- DD Form 7793 signed by your Commander and submit in ArmyIgnitED for:
 - Unanticipated military duties
 - Illness
 - Unanticipated hospitalization
 - Emergency leave
 - Other unforeseen situations considered on a case-by-case basis
- Recoupment Waivers not approved = recoupment
- Approved Recoupment Waivers return credits and funding back to Soldier's ArmyIgnitED account

- Repayment of TA is required:
 - **Course Failure**
 - Grade of **D** and below in an **undergraduate** course
 - Grade **C** or below for a **graduate** course
 - **Incomplete** grades beyond 180 days of the class end date
 - **Course Withdrawal** (W Grade)
 - Personal Reasons
 - Recoupment Waiver is denied
- You must drop or withdraw through your school first then select a recoupment plan in ArmyIgnitED
- **Student has 3 choices:**
 - ☐ Lump Sum Payroll Deduction
 - ☐ Payroll Deduction (2 to 6 months)
 - ☐ Recoupment Waiver (**FOR “W” GRADE ONLY!!!**)



JOINT SERVICES TRANSCRIPT



UNOFFICIAL

Name: SOLDIER, I AM
SSN: XXX-XX-XXXX
Rank: First Sergeant (E8)
Status: Active

Transcript Sent To:
SOLDIER, I AM

Military Courses

Military Course ID	ACE Identifier Course Title Location-Description-Credit Areas	Dates Taken	ACE Credit Recommendation	Level
750-BT	AR-2201-0399 V0 Basic Combat Training: Upon completion of the course, the recruit will be able to demonstrate general knowledge of military organization and culture, mastery of individual and group combat skills including marksmanship and first aid, achievement of minimal physical conditioning standards, and application of basic safety and living skills in an outdoor environment.	23-SEP-1990		
	• First Aid		1 SH	L
	• Marksmanship		1 SH	L
	• Outdoor Skills Practicum		1 SH	L
	• Personal Physical Conditioning (10/00)(10/00)		1 SH	L
7-12-C20-42A	AR-1408-0200 V01 Adjutant General Officer Basic: Center for Information Dominance Fort Meade, MD Upon completion of the course, the student will be able to write memos, letters, and reports; supervise personnel activities, including classification, record keeping, career development, awards, and transitions; and describe operational and supervisory aspects of personnel administration systems.	13-SEP-1993 to 16-DEC-1993		
	• Business Communications		3 SH	L
	• Office Administration		2 SH	L
	• Personnel Supervision		3 SH	L
	• Records Management		1 SH	L

- JST keeps track of all your military training and experience
- American Council on Education evaluates your military training and experience and recommends college credit
- Colleges and Universities may or may not accept this credit toward your degree
- Any credit awarded toward your degree means less time in the classroom
- Request official JST to be sent to your college
- Transcript requests are free of charge

Login at <https://jst.doded.mil/>



WE ARE THE ARMY'S HOME



Check on Learning

- How many days prior to your term start date must you request funding for TA? CA?
- Can you submit a recoupment waiver for a failed course?
- What is the maximum dollars per semester hour that the Army will pay to any school?
- Who incurs a service obligation for usage of TA? (Begin/End date)?
- Who incurs a service obligation for the usage of CA?
- What is the maximum SHs that SMs are allowed per FY? Dollars?

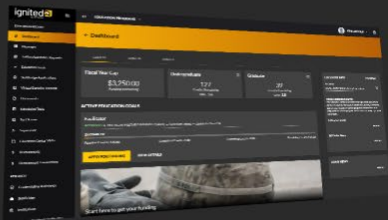
Creating an ArmyIgnitED Account

Empower yourself and your career

WELCOME TO ARMYIGNITED

GET STARTED

Select "Get Started"



Why ArmyIgnitED?

ArmyIgnitED is a tailored, intuitive resource that empowers you to achieve your educational goals.

WHY ARMYIGNITED?

Whether you're at home or deployed, you have access to education opportunities, support, and guidance throughout your education journey.

Learn Anywhere

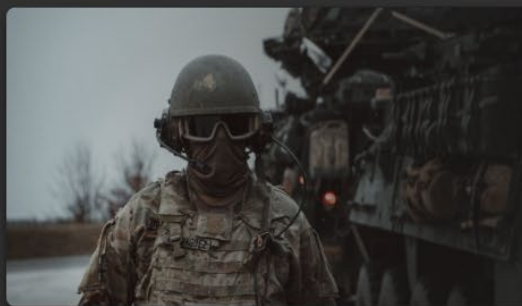
ArmyIgnitED Website: <https://www.armyignited.army.mil/>



WE ARE THE ARMY'S HOME



CHOOSE YOUR FUNDING METHOD



TUITION ASSISTANCE

The Army's Tuition Assistance Program is a tailored, intuitive program which funds eligible Soldiers' college courses leading to a degree. Get started on your college education now!



CREDENTIALING ASSISTANCE

The Army's Credentialing Assistance Program is a multi-faceted program that provides eligible Soldiers the opportunity to earn professional and technical certifications and licenses. Begin your credentialing and licensure journey today!


Logging Into ArmyIgnitED






If your record is not found, contact the Helpdesk for assistance.
Phone: (276) 231-0938 or email: army@bamtech.net


Navigating ArmyIgnitED


Student Dashboard

 **ignited**
student portal





 EDUCATION PROGRAMS 


 Dashboard


 Messages


EDUCATION RECORD


 Funding Requests


 Education Goals


 Documents


 Testing


 Recoupments

 Recoupment Transactions


 Education Programs

 Career Path DECIDE

 MILGEARS

 Research

INFORMATION

 Resources

Dashboard

Funding Remaining

Fiscal Year Cap: 2025

Total Funding Remaining: \$4,500.00

[How does my Funding breakdown work?](#)

Total Funding Spent:

\$0.00

TA Credits Remaining

Remaining CA Funding Available: \$2,000.00

Lifetime CA Credentials Used: 0 / 3

ACTIVE EDUCATION GOALS

Bachelor of Science in Information Technology

APPROVED • PURDUE UNIVERSITY GLOBAL • Bachelors Degree • Eligible for Active TA

68% COMPLETE

Required Credits: 120.00

APPLY FOR FUNDING

ED CENTER INFO

Ed Center: Fort Liberty Education Center (Liberty)

Needs Assessment Survey

Ed Center Events

Ed Center News

SITE NAVIGATION

TA Lifetime Limits

TA GPA

☆☆☆

WE ARE THE ARMY'S HOME


☆☆☆

26


CUI

Navigating ArmyIgnitED

Student Dashboard



Dashboard
Messages
EDUCATION RECORD
Funding Requests
Education Goals
Documents
Testing
Recoupments
Recoupment Transactions
Education Programs
Career Path DECIDE
MILGEARS
Research
INFORMATION
Resources


EDUCATION PROGRAMS

ACTIVE EDUCATION GOALS

Bachelor of Science in Information Technology

APPROVED • PURDUE UNIVERSITY GLOBAL • Bachelors Degree • Eligible for Active TA

68% COMPLETE

Required Credits: 120.00
Completed Credits: 28.67

APPLY FOR FUNDING

CompTIA Cloud+

APPROVED • Credentialing Assistance - Non MOS Rel • Eligible for Active CA

100% COMPLETE

Required Credits: 1.00
Completed Credits: 1.00

APPLY FOR FUNDING
VIEW DETAILS

Start here to get your funding

Explore Programs
Explore Institutions
Career Path Decide

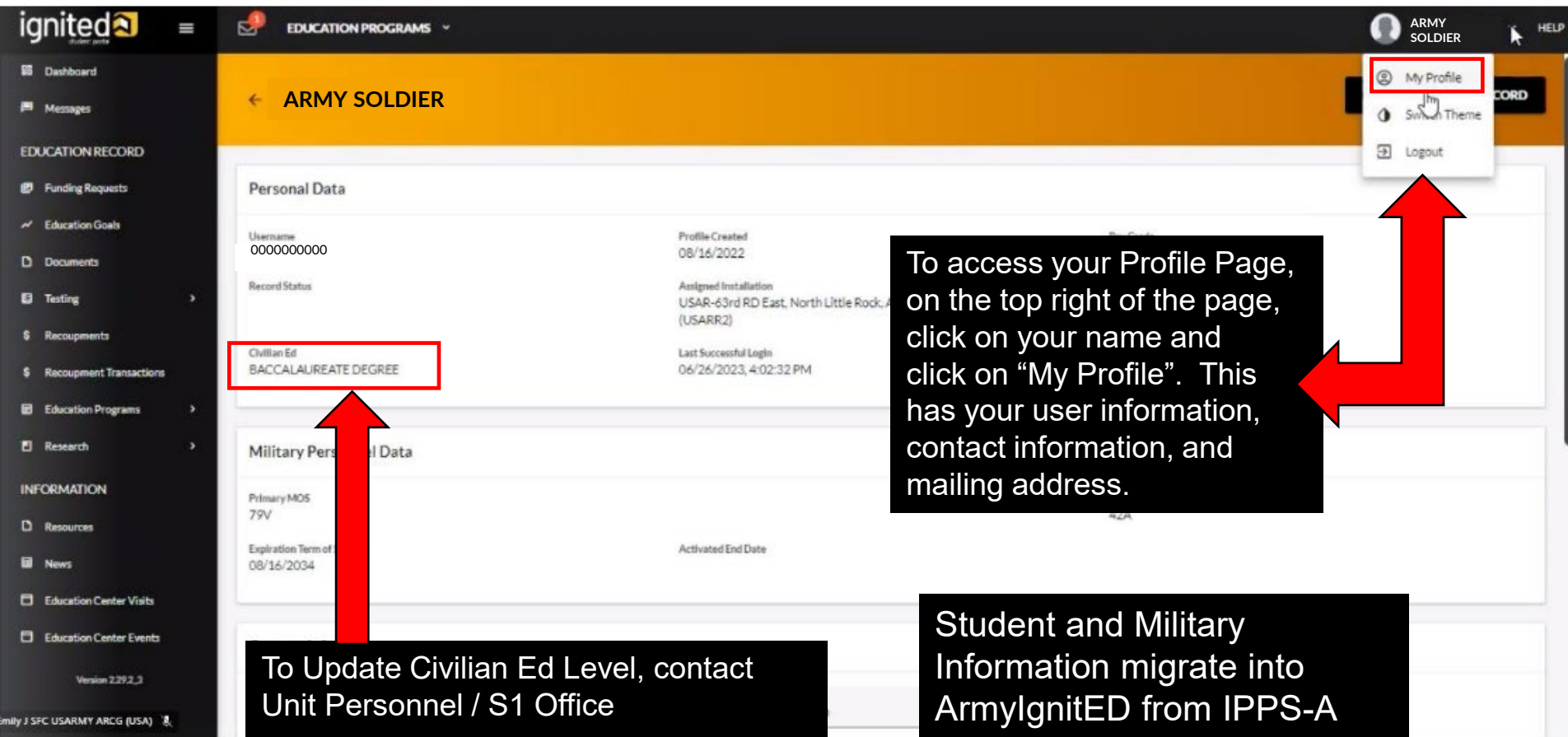
Credentialing Assistance

“Apply for Funding” button should be yellow to request funding on activated TA/CA Goals

Scroll down the page for links to research programs, institutions and careers

Navigating ArmyIgnitED

Reviewing Profile Page



ARMY SOLDIER

Personal Data

Username 0000000000	Profile Created 08/16/2022
Record Status	Assigned Installation USAR-63rd RD East, North Little Rock, AR (USARR2)
Civilian Ed BACCALAUREATE DEGREE	Last Successful Login 06/26/2023, 4:02:32 PM

Military Personal Data

Primary MOS 79V	Activated End Date
Expiration Term of 08/16/2034	

Navigation Menu:

- Dashboard
- Messages
- EDUCATION RECORD
 - Funding Requests
 - Education Goals
 - Documents
 - Testing
 - Recoupments
 - Recoupment Transactions
 - Education Programs
 - Research
- INFORMATION
 - Resources
 - News
 - Education Center Visits
 - Education Center Events

Version 2.29.2.3

Family / SFC USARMY ARCG (USA)

Top Right User Menu:

- My Profile**
- Switch Theme
- Logout

Annotations:

- To access your Profile Page, on the top right of the page, click on your name and click on "My Profile". This has your user information, contact information, and mailing address.
- To Update Civilian Ed Level, contact Unit Personnel / S1 Office
- Civilian Education Level must be current to maintain TA/CA eligibility
- Student and Military Information migrate into ArmyIgnitED from IPPS-A

Navigating ArmyIgnitED

Reviewing Profile Page

TOM CRUISE

Provides a copy of your
Education Record



PRINT EDUCATION RECORD

Personal Data

Username

tomcruise000

Record Status

Civilian Ed

HOME SCHOOL DIPLOMA

Profile Created

06/16/2022

Assigned Installation

Fort Dix Education Center (WP)

Last Successful Login

01/03/2023, 10:35:59 AM

Pay Grade

E4

Assigned Unit

W00C01

Contact Info

Email Address

Tomcruise000.mil@army.mil

Duty Phone

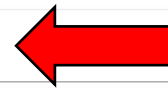
(259) 727 9182

Personal Email Address *

Tomcruise000@gmail.com

Personal Cell *

(579) 428 2845



Verify that contact information
is correct. A personal email
address and cell phone
number are required.

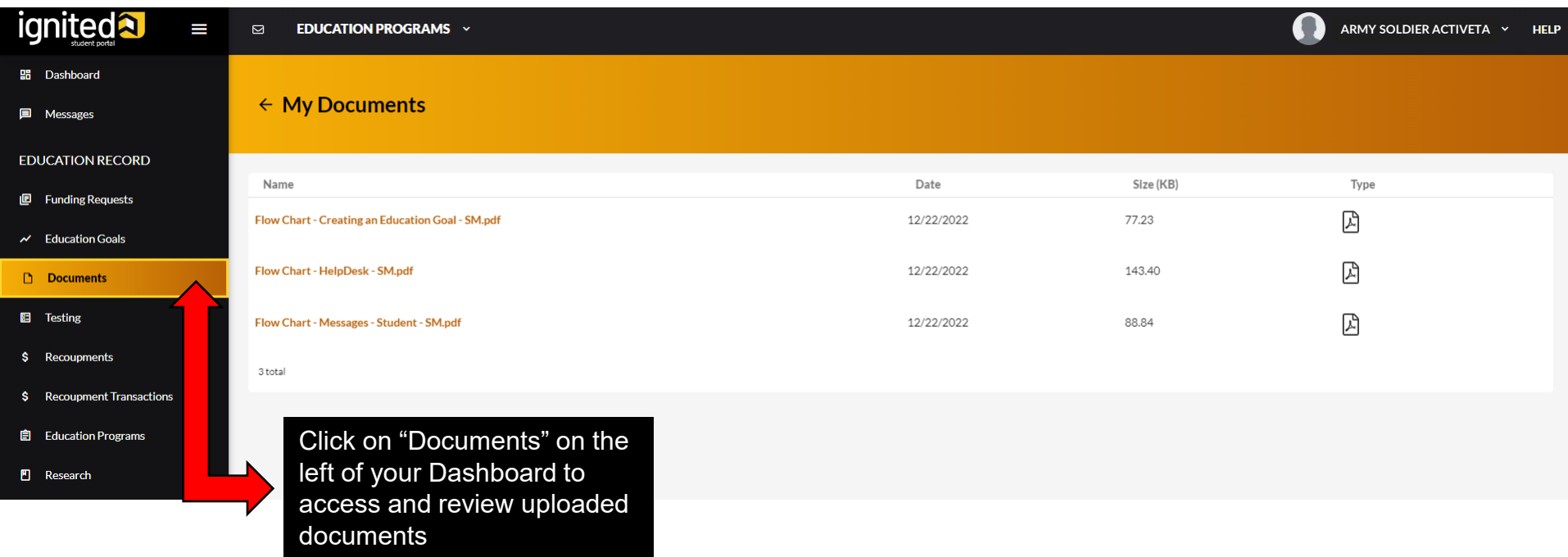


WE ARE THE ARMY'S HOME






Navigating ArmyIgnitED

Student Documents



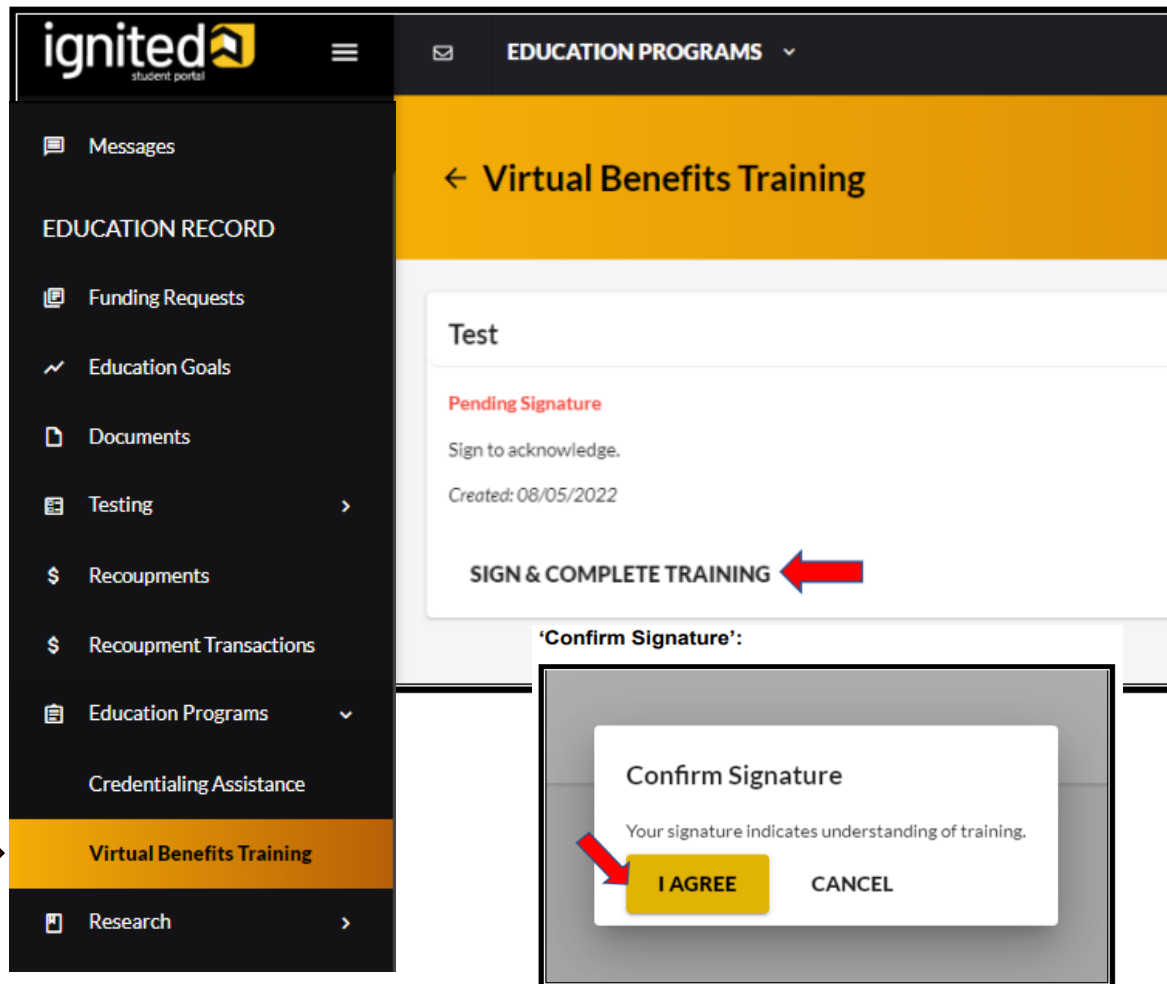
The screenshot shows the ArmyIgnitED Student Portal interface. The top navigation bar includes the 'ignited' logo, a hamburger menu, 'EDUCATION PROGRAMS', a user profile for 'ARMY SOLDIER ACTIVETA', and a 'HELP' link. The left sidebar contains a list of navigation options: Dashboard, Messages, EDUCATION RECORD, Funding Requests, Education Goals, Documents (highlighted with a red arrow), Testing, Recoupments, Recoupment Transactions, Education Programs, and Research. The main content area is titled 'My Documents' and displays a table of uploaded documents.

Name	Date	Size (KB)	Type
Flow Chart - Creating an Education Goal - SM.pdf	12/22/2022	77.23	
Flow Chart - HelpDesk - SM.pdf	12/22/2022	143.40	
Flow Chart - Messages - Student - SM.pdf	12/22/2022	88.84	
3 total			

Click on "Documents" on the left of your Dashboard to access and review uploaded documents

Complete Virtual Benefits Training

'Sign & Complete':



ignited
student portal

EDUCATION PROGRAMS

← Virtual Benefits Training

Test

Pending Signature

Sign to acknowledge.

Created: 08/05/2022

SIGN & COMPLETE TRAINING

'Confirm Signature':

Confirm Signature

Your signature indicates understanding of training.

I AGREE CANCEL

Before requesting Tuition Assistance, you must sign and complete the Virtual Benefits Training

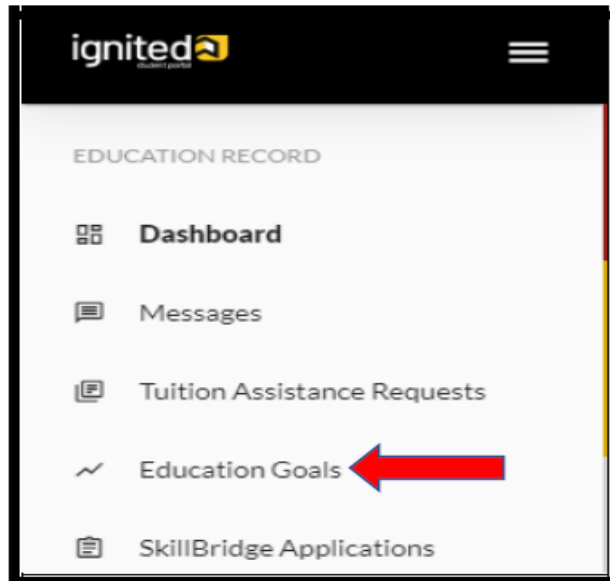
You must complete your Virtual Benefits Training to request TA

Create an Education Goal

Creating an Education Goal:

ArmyIgnitED - Service Member

Click 'Education Goals':



Click 'Create New Goal':



Create an Education Goal

See if the desired education goal can be requested – click on **N/A** and satisfy the alert: (this particular alert requires SM to go to the Education Center for the Education Counselor to update their 'Education Level') ****UPDATE CIV ED LEVEL WITH YOUR S-1 ALSO****

Create a New Goal

First, Choose an Education Goal

Associates Degree **N/A**

- You are not eligible to submit a Associates goal because you do not have an education level.


Bachelors Degree **N/A**


Masters Degree **N/A**

Once updated by the Education Counselor, the update automatically updates on SM record -> now click on desired 'Education Goal'

Create a New Goal

First, Choose an Education Goal

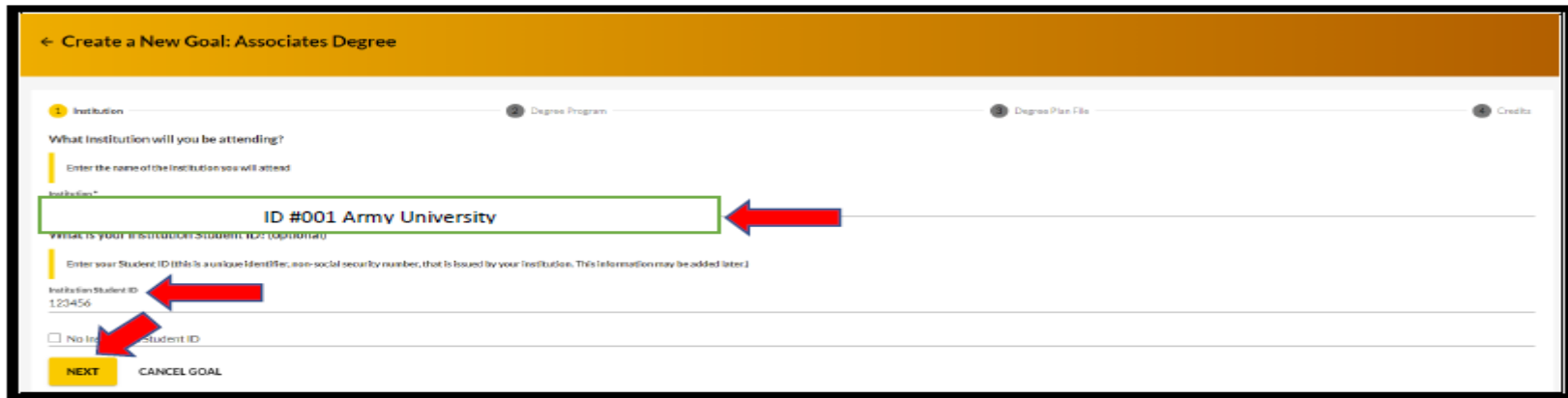
 Associates Degree

 Bachelors Degree

Masters Degree **N/A**

Create an Education Goal

Complete 'Institution', 'Institutional Student ID', click 'Next':



← Create a New Goal: Associates Degree

1 Institution 2 Degree Program 3 Degree Plan File 4 Credits

What institution will you be attending?

Enter the name of the institution you will attend

Institution*

ID #001 Army University

What is your Institution Student ID? (optional)

Enter your Student ID (this is a unique identifier, not social security number, that is issued by your institution. This information may be added later.)

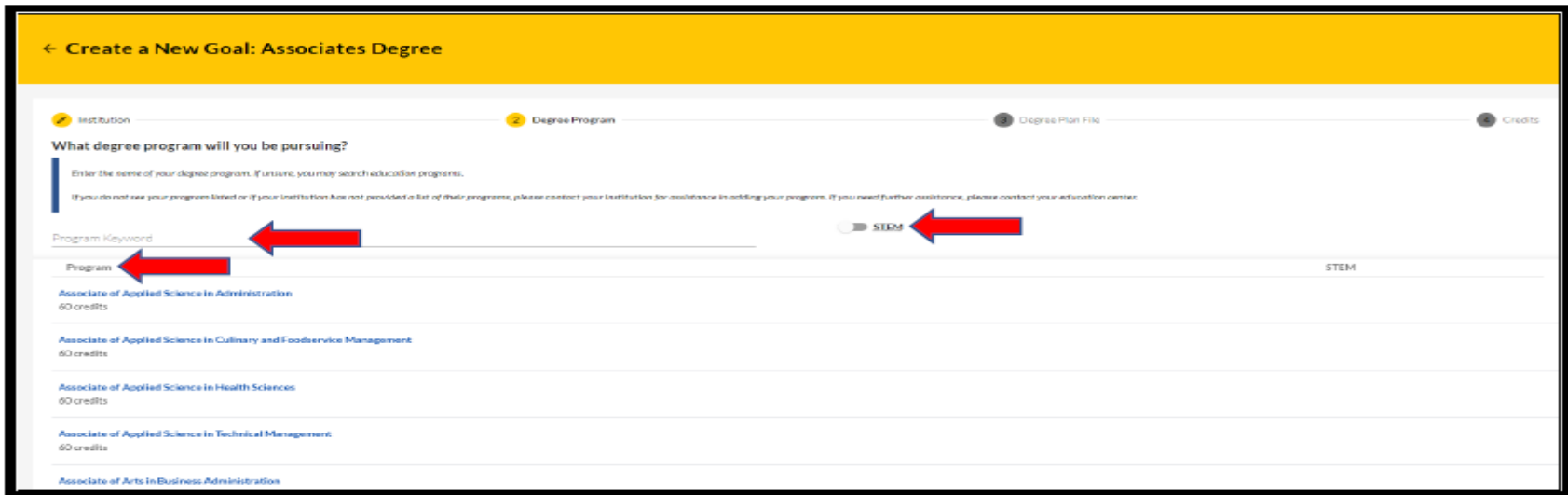
Institution Student ID

123456

☐ No Institution Student ID

NEXT CANCEL GOAL

Choose desired degree program -> can either scroll to locate OR type in keywords (identify if a Science, Technology, Engineering & Math – STEM program):



← Create a New Goal: Associates Degree

1 Institution 2 Degree Program 3 Degree Plan File 4 Credits

What degree program will you be pursuing?

Enter the name of your degree program. If unsure, you may search education programs.

(If you do not see your program listed or if your institution has not provided a list of their programs, please contact your institution for assistance in adding your programs. If you need further assistance, please contact your education center.)

Program Keyword

Program

Associate of Applied Science in Administration
60 credits

Associate of Applied Science in Culinary and Foodservice Management
60 credits

Associate of Applied Science in Health Sciences
60 credits

Associate of Applied Science in Technical Management
60 credits

Associate of Arts in Business Administration

STEM

Create an Education Goal

Select the desired 'Program':

← Create a New Goal: Associates Degree

1 Institution

2 Degree Program

3 Degree Plan File

4 Credits

What degree program will you be pursuing?

Enter the name of your degree program. If unsure, you may search education programs.

If you do not see your program listed or if your institution has not provided a list of their programs, please contact your institution for assistance in adding your program. If you need further assistance, please contact your nearest Army Education Center.

Program Keyword

Criminal Justice

Program

Criminal Justice

60 credits

1 total

PREVIOUS STEP

NEXT

CANCEL GOAL

Click 'Next':

← Create a New Goal: Associates Degree

1 Institution

2 Degree Program

3 Degree Plan File

4 Credits

What degree program will you be pursuing?

Enter the name of your degree program. If unsure, you may search education programs.

If you do not see your program listed or if your institution has not provided a list of their programs, please contact your institution for assistance in adding your program. If you need further assistance, please contact your nearest Army Education Center.

Degree Program

Criminal Justice

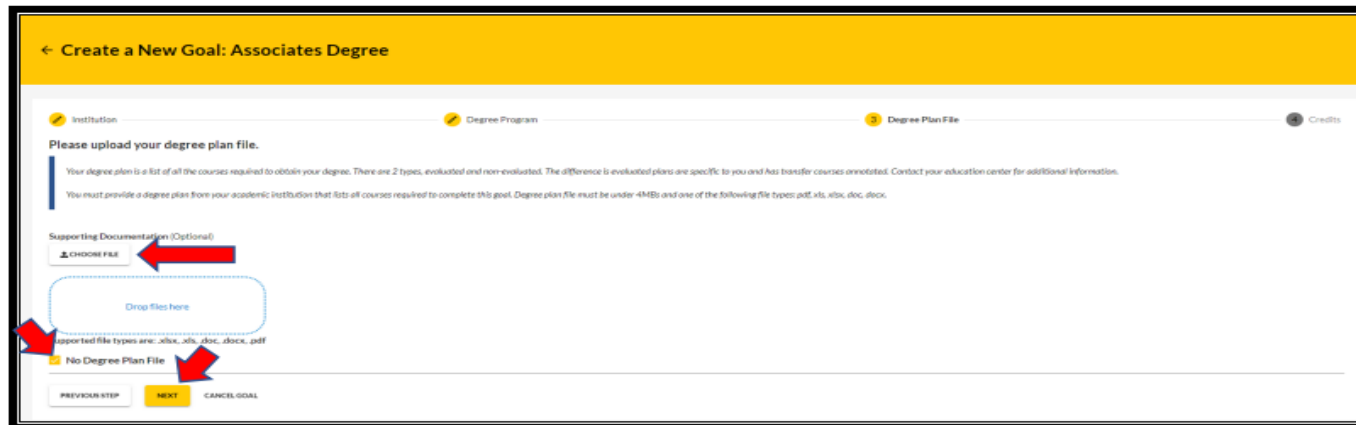
PREVIOUS STEP

NEXT

CANCEL GOAL

Create an Education Goal

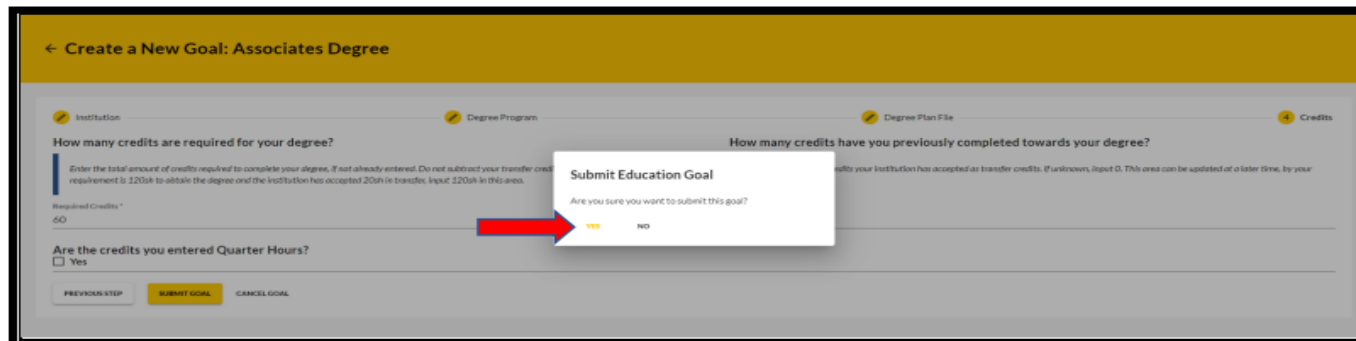
Upload 'Degree Plan' or click 'No Degree Plan File' -> 'Next':



NOTE:

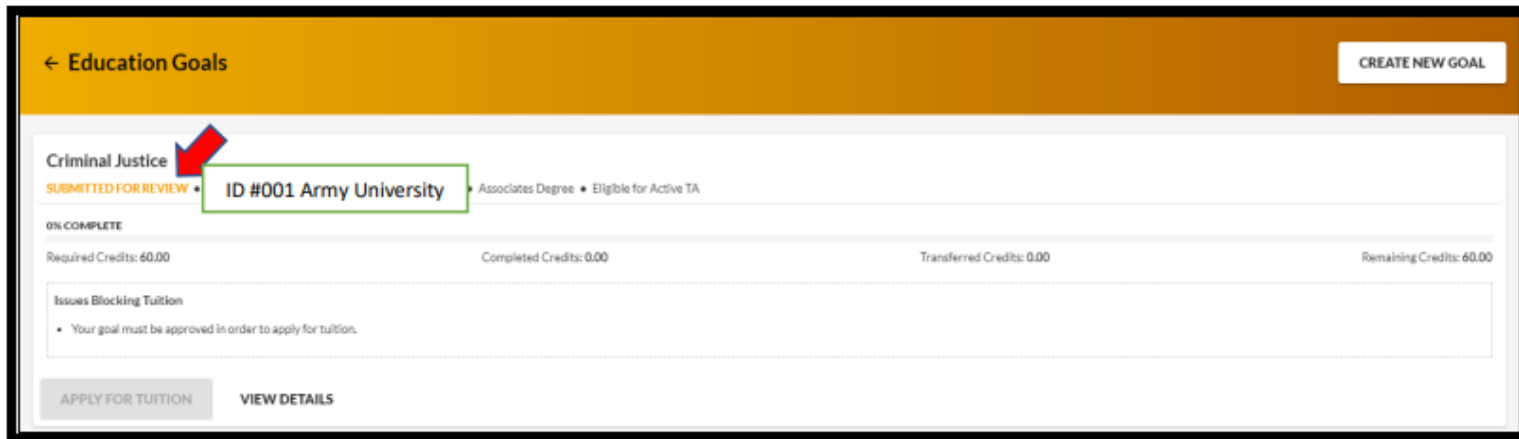
The Soldier **may** upload a generic non-evaluated degree plan or an official Evaluated Degree Plan and/or drop/drag the file. The Soldier can only upload the Evaluated Degree Plan during Education Goal creation. **After** the Soldier has **completed 2 courses**, the **official Evaluated Degree Plan** will be **required** before the Soldier can continue to request TA. **If the Evaluated Degree Plan is not uploaded during the Education Goal creation, the Soldier will have to send it to the Education Center for upload.**

Fill in requested information if applicable (**previous college credits; if institution uses Quarter Hours INSTEAD of Semester Hours**) -> 'Submit Goal' -> 'Yes':



Create an Education Goal

Education reflects '**SUBMITTED FOR REVIEW**':



← Education Goals CREATE NEW GOAL

Criminal Justice SUBMITTED FOR REVIEW ID #001 Army University Associates Degree Eligible for Active TA

0% COMPLETE

Required Credits: 60.00 Completed Credits: 0.00 Transferred Credits: 0.00 Remaining Credits: 60.00

Issues Blocking Tuition

- Your goal must be approved in order to apply for tuition.

APPLY FOR TUITION VIEW DETAILS

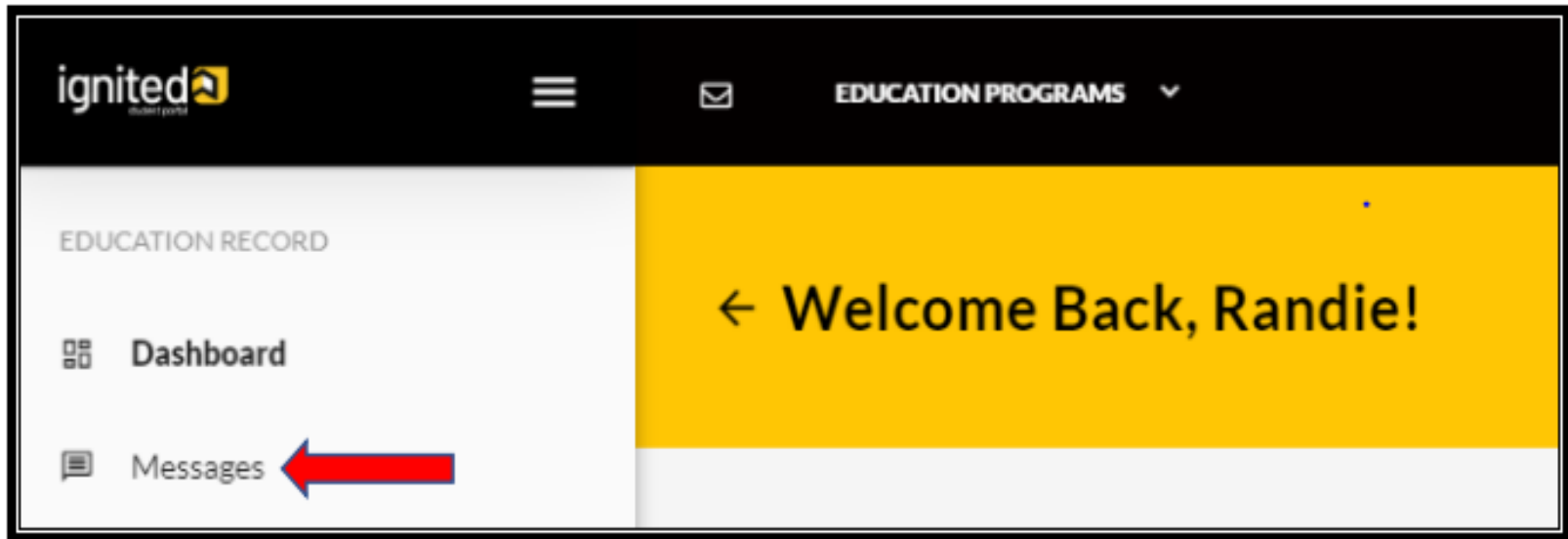
The requested 'Education Goal' has been sent to the assigned Education Center for processing.

NOTE: ISSUES BLOCKING TUITION -> the items in the box need to be satisfied for you to request your TA. Your Military Education Center is responsible for the blocker reading: "Your goal must be approved in order to apply for tuition".

Send Messages to Education Center

CUI

Upon logging in your ArmyIgnitED account, click '**Messages**' on the left side menu:

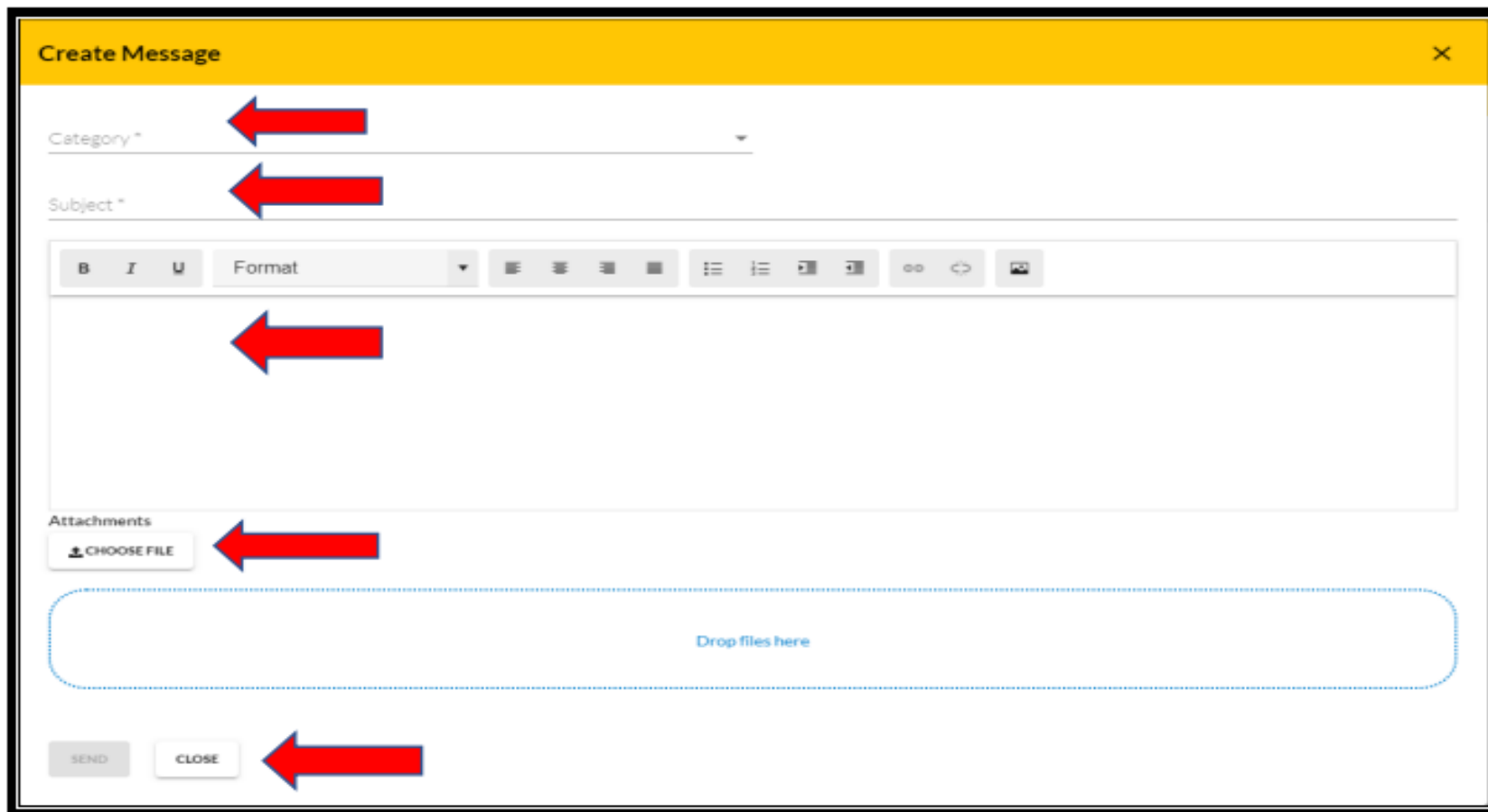


Click '**Create**' in the top right corner of screen.



Send Messages to Education Center

The Soldier must select a **category**, input the **subject**, body of message, load an **attachment** if needed (4Mb max) and click '**Send**'.



The screenshot shows a 'Create Message' form with a yellow header bar. The form contains the following elements:

- Category ***: A dropdown menu with a red arrow pointing to it.
- Subject ***: A text input field with a red arrow pointing to it.
- Body**: A large text area with a formatting toolbar (bold, italic, underline, format, bulleted list, numbered list, link, unlink, image) and a red arrow pointing to it.
- Attachments**: A section with a 'CHOOSE FILE' button and a red arrow pointing to it, and a dashed box labeled 'Drop files here'.
- Buttons**: 'SEND' and 'CLOSE' buttons at the bottom, with a red arrow pointing to the 'CLOSE' button.

Viewing Messages in ArmyIgnitED

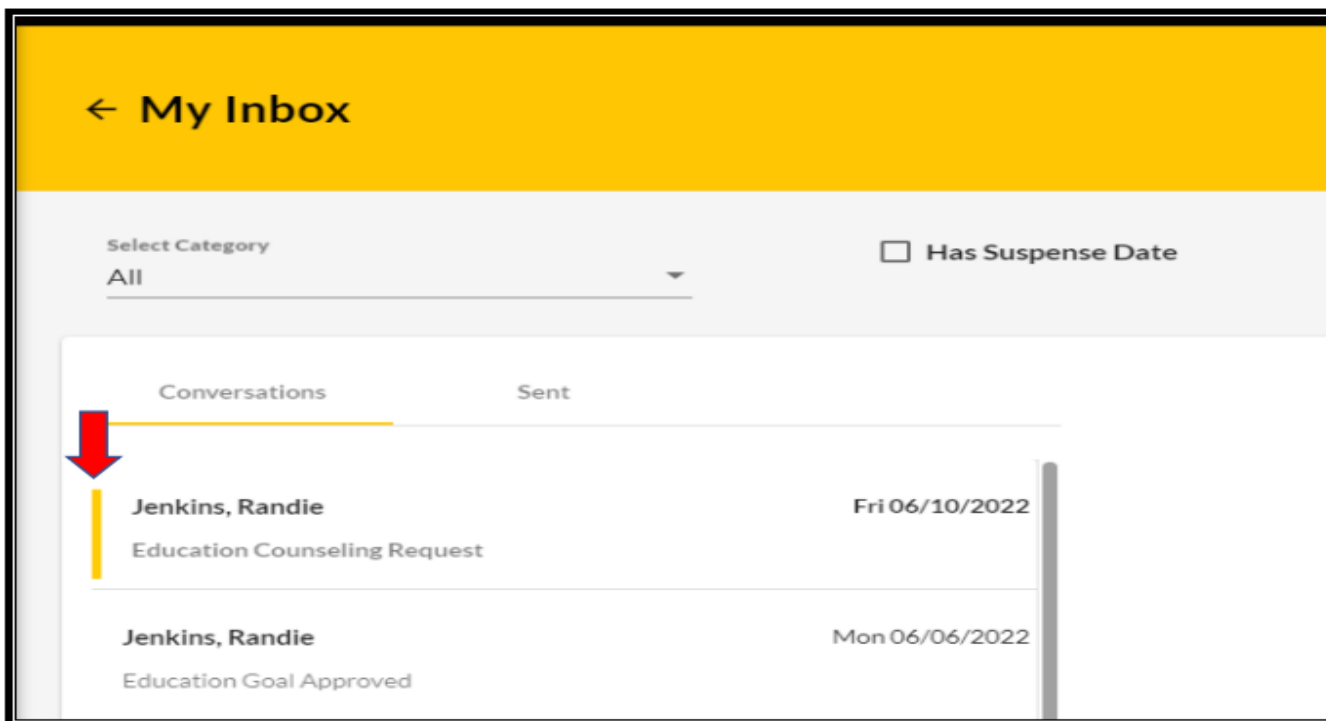
Viewing New Messages:

Log into your ArmyIgnitED account and click the mail icon at the top left of the screen. The red number on the mail icon will show how many unread messages you have.



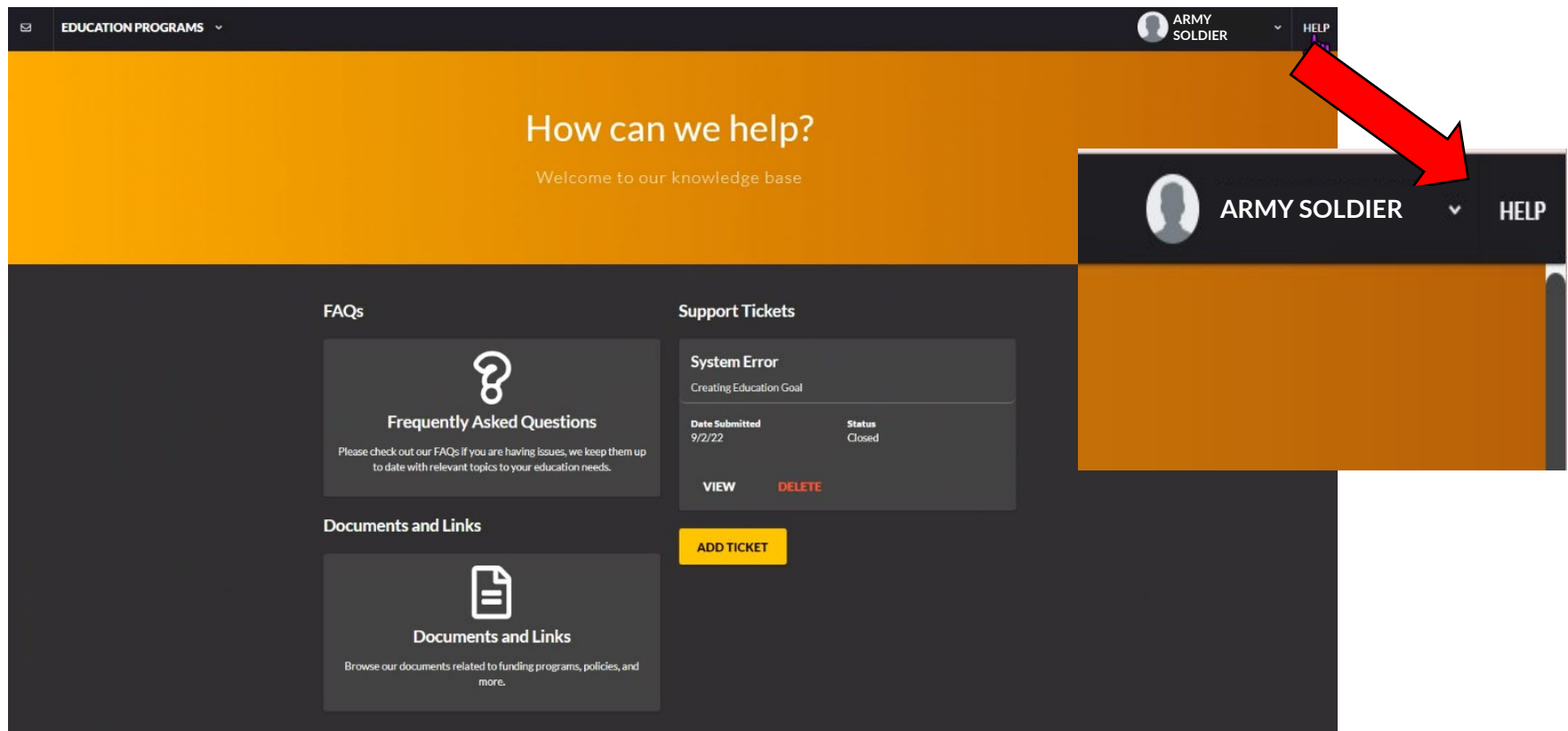
After clicking the mail icon, you will see a preview of your new messages.

NOTE: the dark yellow line to left of the message denotes if the message has been read or not.



How to Get Help

Click on "Help" to find FAQs, Support (Help Desk) Tickets, and Documents/Links



EDUCATION PROGRAMS

ARMY SOLDIER HELP

How can we help?

Welcome to our knowledge base

FAQs

Frequently Asked Questions

Please check out our FAQs if you are having issues, we keep them up to date with relevant topics to your education needs.

Support Tickets

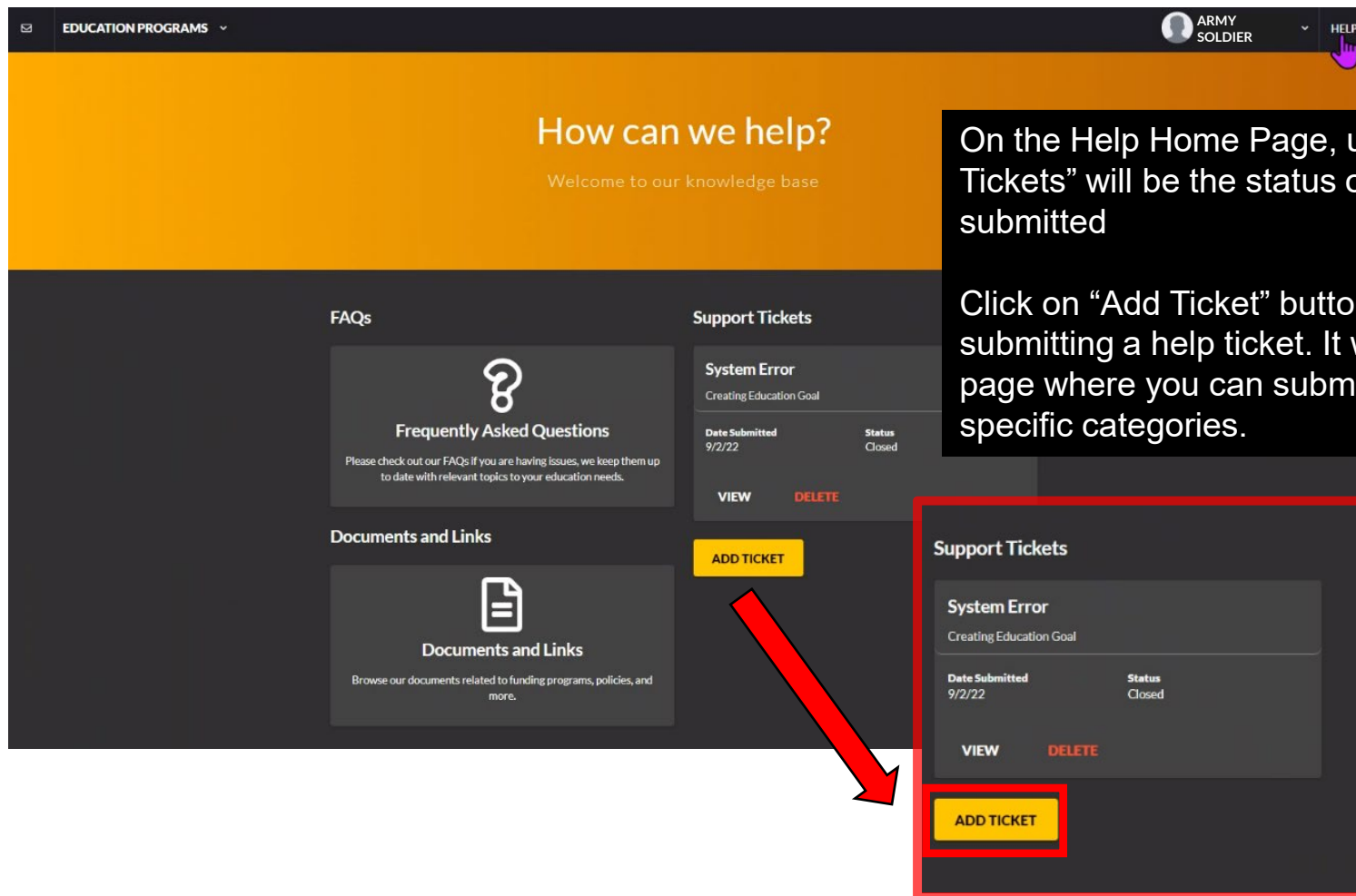
System Error	
Creating Education Goal	
Date Submitted 9/2/22	Status Closed
VIEW	DELETE

[ADD TICKET](#)

Documents and Links

Documents and Links

Browse our documents related to funding programs, policies, and more.



EDUCATION PROGRAMS

ARMY SOLDIER

HELP

How can we help?

Welcome to our knowledge base

FAQs

Frequently Asked Questions

Please check out our FAQs if you are having issues, we keep them up to date with relevant topics to your education needs.

Documents and Links

Documents and Links

Browse our documents related to funding programs, policies, and more.

Support Tickets

System Error	
Creating Education Goal	
Date Submitted	Status
9/2/22	Closed
VIEW	DELETE

ADD TICKET

Support Tickets

System Error	
Creating Education Goal	
Date Submitted	Status
9/2/22	Closed
VIEW	DELETE

ADD TICKET

On the Help Home Page, under “Support Tickets” will be the status of any ticket submitted

Click on “Add Ticket” button to begin submitting a help ticket. It will take you to a page where you can submit tickets under specific categories.

Support Tickets

The screenshot displays the Ignited Learning portal's 'Help Ticket' interface. On the left is a dark sidebar with navigation links: Dashboard, Messages, EDUCATION RECORD (Funding Requests, Education Goals, Documents, Testing, Recoupments, Recoupment Transactions), Education Programs, Research, INFORMATION (Resources, News), Education Center Visits, and Education Center Events. The main content area has an orange header with a back arrow and 'Help Ticket'. Below this, a question 'Which area do you need assistance with?' is followed by two panels. The first panel, 'Tuition Assistance or Education Goal', lists issues like 'Assistance creating a tuition assistance request' and 'Tuition assistance request information needs to change'. It includes contact info for ARNG-Wyoming Education Services Office and a 'SUBMIT MESSAGE' button. The second panel, 'Credentialing Assistance', lists issues like 'Civilian Technical Certifications and Licenses' and 'Need assistance creating a Credentialing Education Goal'. It also includes contact info and a 'SUBMIT MESSAGE' button. A large red arrow points from the 'SUBMIT MESSAGE' button in the first panel to the 'SUBMIT MESSAGE' button in the second panel. A third, smaller screenshot is overlaid on the right, showing a 'Create Message' form with fields for Category (Tuition Requests), Subject, a rich text editor, and an Attachments section with a 'CHOOSE FILE' button and a 'Drop files here' area. At the bottom right, a list of topics is visible: Extension for Exam, Training, or Books and Materials; Questions about CA annual limit; CA Recoupment or Refund; COOL Credentials available for CA funding; and Having problems with vendor or testing agency.



Fort Hood QR Codes



EDUCATION
COUNSELING



ARMY PERSONNEL
TESTING



BASIC SKILLS
EDUCATION PROGRAM



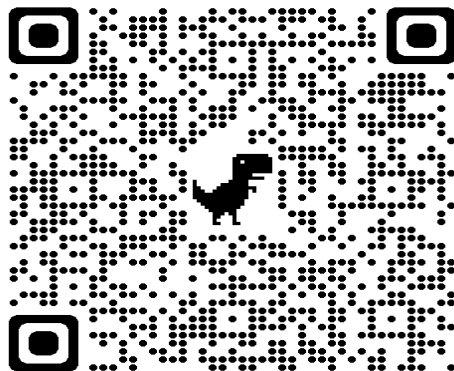
SPECIAL EVENTS



ICE COMMENT



FACEBOOK/INSTAGRAM



Fort Hood ESD
Website

Questions



If you have any questions or need more information, send a message through ArmyIgnitED messages or email our Fort Hood org box at:



usarmy.cavazos.id-readiness.mbx.dhr-esd-counseling@army.mil