



How to Submit a CA Helpdesk Case

1. Log-in to GoArmyEd website (www.goarmyed.com)
2. Select "My Education Record"

How to make yourself more employable when you try to learn more!!!

Smart Links

Request TA...	Change Degree/School...	Withdraw from a Class...
On-Duty Courses...	Recoupment-Information...	My Education Record
Auto Advisor	GoArmyEd Tutorials	Other Links

My Smart Links [\[Edit\]](#)
You may select additional Smart Links. Select the "Edit" link to personalize your Smart Links.

3. Select "Helpdesk Cases", then Select "Create New Helpdesk Case"

To print the Soldier Education Record, select the 'All' tab. To print the 'View/Print Soldier Education Record', select the 'View/Print Soldier Education Record' tab.

Soldier Personnel | TA Planning Summary | **Helpdesk Cases** | eFile | Test Scores | All

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

Helpdesk Cases

Display 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, 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 cases.

Select the to show individual case details.

No Case(s) found.

Have a new question for the GoArmyEd Helpdesk? **Create New Helpdesk Case**

4. Scroll to the bottom of the page, Select "Helpdesk Resources"

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 \(AMEDD, IPAP\)?](#) ★★★★★
- ▶ [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](#)

5. Select "Create Helpdesk Case", then Select "Proceed" (*If case has already been created for this topic, do not create a second case, skip to step 9)

Closed Cases

	Last Updated	Case Details
ge/School Change Request	04/10/2019	
ge/School Change Request	08/18/2018	
ge/School Change Request	08/17/2018	
	07/17/2018	
SE	05/08/2018	

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](#)

Duplicate Case?

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

[Proceed](#) [Cancel](#)

6. Select CONUS/OCONUS status, Select "Credentialing Request" from Case Type drop-down

Fields marked with an * are required.

A

Case User Contact Information

*Are you currently OCONUS?: Yes No

Alternate Phone:

B

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
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

7. Type "CA Request" in Subject, Select "Browse" to attach completed Supplemental Excel, Type "Completed CA Request for funding" in Description, Select "Submit"

Detailed Description of Problem:

A

*Subject:

Please attach any relevant file here **C**

B

*Description **D**: 32 Characters

8. Select "Return to Student Record"

Case Confirmation Code

Case # 4572139 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.

9. Select "Helpdesk Cases", Select "Open", Select "Add Notes"

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

Helpdesk Cases

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 **Notes** link. On the page that displays, scroll down to the **Actions Taken** section of the page. Enter your actions in the **Enter New Action** section and 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](#)

	Case Category	Case Number	Date Opened	Last Updated	Actions
	Credential	4572139	04/22/2019	04/22/2019	Add Notes Close Case

10. Select "Browse" to attach signed CA SOU, Type "Signed SOU for CA Request" in Notes section, Select "Submit Actions Taken"

Actions Taken						
Date	Action Taken By	Institution/Installation	Email	Issue Category	Issue Subcategory	Description
4/22/2019 11:20:12 AM	Andrew Strunsky - Student	Not Available	Not Available	Credential	Credentialing Request	Open New Case

Please attach any relevant file here:

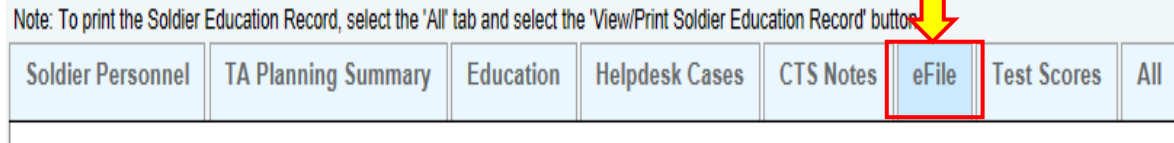
WARNING: All Personally Identifiable Information (PII) must be removed from case text and attachments prior to submission. PII is any unique identifier to an individual to include, but not limited to, social security number (SSN), date of birth, place of birth, mother's maiden name and medical records.

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: 25 Characters

Note: If you copy and paste text from a rich text source (e.g., Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark or other special characters. Please review the text and remove the special characters.

11. Return to Soldier Record and Select “eFile”



12. Type CA Pathway Plan in Title and Description fields, Select “Credential Pathway Plan” from Transaction Type drop-down, Select “Browse” to attach completed CA Pathway Plan, Select “Upload File”

Upload eFile

All fields marked with an asterisk (*) are required.

*Title: ← A

*Description: ← B

*Transaction Type: ← C

*Select a file to upload: ← D

← E

Note: File size is limited to 4096KB. Please zip the file if it exceeds 4096KB. Upload time will vary depending on the connection speed.

13. Monitor GoArmyEd Helpdesk Case for status updates