



**Educate to Win!**

Army Credentialing and Continuing Education  
Services for Soldiers (ACCESS), ArmyU

**Overall Classification is Controlled Unclassified Information or CUI**



To help navigate the slides:

**Slides 3-9:** Army Credentialing Assistance Program Information

**Slides 10-23:** Researching Army COOL, Milgears, and credentials

**Slides 24-35:** Accessing ArmyIgnitED and Exploring Options

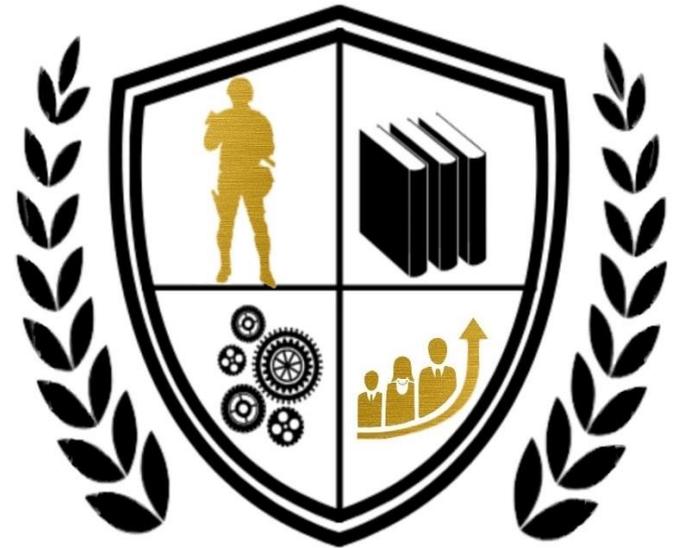
**Slides 36-42:** Creating MOS Related and Non-MOS Related Education Goal

**Slide 43-** Need Assistance or Counseling? Schedule your appointment with a CA Counselor now!



Purpose: An effective CA Program directly contributes to supporting Soldiers' professional development, retaining quality Soldiers, and preparing Soldiers for meaningful employment upon transition from military service.

- CA is voluntary and conducted off-duty for all Soldiers, (Active Duty, ARNG, USAR) of all ranks (Enlisted, NCO, Officer, Warrant Officer)
- Vetting of all Vendors and the processing/payment of all CA requests is conducted by the Army Credentialing Assistance Program Office (ACAPO)
- Vendors are considered colleges, universities, credentialing agencies, other organizations that provide training in support of completing a credentialing exam or license



## ARMY CREDENTIALING ASSISTANCE



- CA **may** be authorized for the payment of credentialing expenses for classroom, hands-on, online/blended training, study guides, materials, textbooks, fees, exams, and/or recertification of credentials (items must be required)
- Soldiers can select any credential listed in Army COOL (note- if a credential is removed prior to payment from finance, it will be rejected)
- Soldiers can request multiple credentials simultaneously – not to exceed FY limit
- Credentials do **NOT** have to align with a Soldier's MOS/AOC/ASI
- CA is subject to the same funding ceiling as TA. A Soldier may use both TA and CA; however, the combined use by any Soldier will not exceed the fiscal year TA limit (\$4000)
- Soldiers must submit CA requests at least **45 days** from the start date and no more than **90 days** from the submission date
- End date on CA request must be at least **31 days** from their ETS



- Course / exam will be paid prior to the start date by the **CA Billing Office (CABO)**.
- Soldiers are notified by the Army Credentialing Assistance Program Office (ACAPO) letting them know if their case was moved to finance or rejected (via ArmyIgnitED messaging). Status requests can be submitted in ArmyIgnitED to ACAPO by the Soldier if it is 3 days prior to the start date (using the Credentialing Assistance (CA) Office category).
- *NOTE! Continuing Resolutions (CR) will result in holding of cases. ACAPO cannot move to finance if the date is after the CR.*
- *NOTE!! Per CA Policy: ACAPO has up to the day of the start date to process the case and move to the CABO for payment. In certain circumstances (i.e. Continuing Resolution, delay in funding), CABO may pay after the start date.*
- If the Soldier was notified that their CA Request was moved to finance for payment, and the Soldier is within 3 days of the selected start date, submit a ArmyIgnitED message (using the Credentialing Assistance (CA) FINANCE category) requesting the status from the CABO. Once the CABO funds a request, Soldiers will receive an ArmyIgnitED message letting them know they can begin.
- Books and/or materials must be submitted with an existing CA request in progress or pending payment. They must be submitted separately. *(If vendor provides these items, and the Soldier does not receive these items- the Soldier must contact the vendor to receive these items).*



- Soldiers will be subject to reimbursing the Army for CA if they fail or withdraw from a course of instruction or fail an exam (**or fail to sit for the course/exam in the timeframe requested**), and do not have an approved military withdrawal.
- **Soldiers who pay out of pocket for anything will NOT be reimbursed. Soldiers who start courses prior to notification from the CABO will not be reimbursed**
- CA is not authorized for credentials associated with doctor's degrees as defined by the U.S. Department of Education
- CA is available to Commissioned Officers and Warrant Officers. Officers and Warrant Officers may use CA and **will not** incur a service obligation
- Institutionally Delivered Credentials- Army training institutions and career management field proponents are authorized to pay for institutionally delivered credentials. Payment of institutionally delivered credentials does not count toward the Soldier's fiscal year TA/CA limit



- **Soldiers cannot bundle. Training and exam cannot be requested together**
- Soldiers can select any provider-not restricted
- If a Soldier has completed all degrees and certificates, they may still be eligible for CA



Credentialing Assistance (CA) is only available through ArmyIgnitED

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

- All CA Requests must be submitted directly through ArmyIgnitED. The CA Request does not get submitted through the Education Center or Office
- Soldiers must submit CA Requests **45 days** from the start date of the course or exam.  
**NOTE!! END DATE MUST BE AT LEAST 31 DAYS FROM THE ETS DATE.**
- If Soldier does not see the vendor of choice submit a message in ArmyIgnitED, Please navigate to ArmyIgnitED, click Messages on the left side and select the drop down, click on General Inbox or My Inbox, click on “Create Message”, select the “Credentialing Assistance (CA) Office” as the category, Then provide the vendor name, vendor URL, vendor POC name, vendor email and phone number, then send. ACAPO will contact the vendor and request they participate in the CA Program.
- It may take up to a few days prior to the start date of the course to receive approval notifications from ACAPO/CABO.



### Completion of Courses / Withdrawals

- Soldiers select start and end dates. Per policy, within **30** days of completion, a grade (certificate of completion) must be added to the ArmyIgnitED CA Request. Soldiers must ensure the vendor provides a grade in the CA Request. Soldiers will not receive approval to use CA for an additional course or exam until the vendor provides the grade for a completed course or exam. If the vendor does not receive the results of the exam (i.e., Pearson Vue, CompTIA, or vendors who provide vouchers for those same exams), it is the Soldier's responsibility to upload the exam results within the ArmyIgnitED CA Request.
- Failure to provide the certificate of completion within the designated timeframe may result in recoupment.
- After a CAR has been paid, and a Soldier wishes to withdrawal from a course or exam, Soldiers must withdraw via ArmyIgnitED messaging. Select the "Credentialing Assistance (CA) Withdrawal" category and enter "Withdraw" as the Subject of your message. In the narrative, provide name, CA Request ID #, and request to withdraw. ACAPO will add a "W" grade to the course or exam. The Soldier will receive a message when the "W" grade has been added with further instructions on how to complete the recoupment plan. All requests for recoupment waivers for withdrawals must be completed in ArmyIgnitED.
- If a CAR has **NOT** been paid and it is **prior to the start date**, Soldiers can delete their own CAR in their account. Soldiers should not submit a ArmyIgnitED Helpdesk ticket to resolve this.



**US Army Combined Arms Center**

DRIVE CHANGE, FORGE VICTORY!

Army COOL and Milgears



# ARMY COOL AND MILGEARS



## ARMY COOL

Credentialing Opportunities On-Line

Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | Credential Search | Contact Us

GET CERTIFIED | EXPLORE MILITARY OCCUPATIONS | LEARN & DEVELOP PROFESSIONALLY | RESOURCES & LINKS

WELCOME TO THE NEW COOL



### ANNOUNCEMENTS

Important Information (last updated October 24, 2022)

## Welcome to Army COOL

COOL (Credentialing Opportunities On-Line) helps Army service members find information on certifications and licenses related to their military occupation and civilian careers. COOL can also be used by Recruiters, Counselors, Credentialing Organizations and Employers.

HOW TO USE COOL

CREDENTIALING ASSISTANCE PROGRAM

MOS PROPONENT FUNDED CREDENTIALS

USMAP APPRENTICESHIPS

RECOMMEND CREDENTIALS



STEP 1

Find and Select Credentials



STEP 2

Complete a CA Request



STEP 3

Complete Training or Exam



STEP 4

Report Your Results

Army Credentialing Opportunities On-Line (COOL) is a public page- best accessed on Microsoft Edge, Chrome or Firefox

<https://www.cool.osd.mil/army/index.htm> or

<https://cool.osd.mil/army/index.html>



# ARMY COOL

Credentialing Opportunities On-Line

Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | Credential Search | Contact Us

GET CERTIFIED | EXPLORE MILITARY OCCUPATIONS | LEARN & DEVELOP PROFESSIONALLY | RESOURCES & LINKS

WELCOME TO THE NEW COOL



### ANNOUNCEMENTS

Important Information (last updated October 24, 2022)

## Welcome to Army COOL

COOL (Credentialing Opportunities On-Line) helps Army service members find information on certifications and licenses related to their military occupation and civilian careers. COOL can also be used by Recruiters, Counselors, Credentialing Organizations and Employers.

HOW TO USE COOL

CREDENTIALING ASSISTANCE PROGRAM

MOS PROONENT FUNDED CREDENTIALS

USMAP APPRENTICESHIPS

RECOMMENDED CREDENTIALS



STEP 1

Find and Select Credentials



STEP 2

Complete a CA Request



STEP 3

Complete Training or Exam



STEP 4

Report Your Results

Click on Credentialing Assistance

<https://www.cool.osd.mil/army/index.htm> or

<https://cool.osd.mil/army/index.html>



## ARMY COOL

Credentialing Opportunities On-Line

GET CERTIFIED | EXPLORE MILITARY OCCUPATIONS | LEARN & DEVELOP PROFESSIONALLY | RESOURCES & LINKS

WELCOME TO THE NEW COOL

- Overview
- Potential Out-of-Pocket Costs
- Army Credentialing Assistance**
- Frequently Asked Questions (FAQs)
- MOS Proponent Funded
- GI Bill ®

Costs and Funding

**Undecided on what to do and want to see options? Use the Army Decision Support Tool for assistance or Milgears!**

### Army Credentialing Assistance (CA) Program

Take advantage of a great opportunity to pay for credentials that can enhance your skills and qualifications both during and after military service. The Army Credentialing Assistance (CA) Program can pay for courses or degrees that are in-demand, industry-recognized civilian credentials in an occupational area of your choice. You may use this program to enhance your skills, either in your current MOS, or in an occupation you wish to pursue after military service. You can request CA funding for any credential listed on Army COOL.

Learn what CA funds on the [Costs & Funding](#) page.

Learn about how to apply for CA on the [Process Overview](#) page.

If you have questions about the CA program, contact your local education center/office. You can find a list of centers/offices in [Army/ignitED](#).

The [Army Decision Support Tool \(DST\)](#) in MilGears can assist you in researching options before selecting credentials and/or degrees by completing an Interest Inventory. The tool will analyze your input into the Interest Inventory, provide you with related civilian occupations you may be interested in, and will show the related credentials and/or academic degrees that support your career choices. If you find an occupation and credential you are interested in, you'll have the option to download and save a summary page of those selections that you can keep as a reference.

The five most requested credentials on Army COOL are listed below. Learn more about each one on their credential snapshot page.

- [CometIA Security](#)
- [Certified Personal Trainer \(NASM/CPT\)](#)
- [Project Management Professional \(PMP\)](#)
- [CometIA Network](#)
- [CometIA A+](#)

#### Trending Career Opportunities

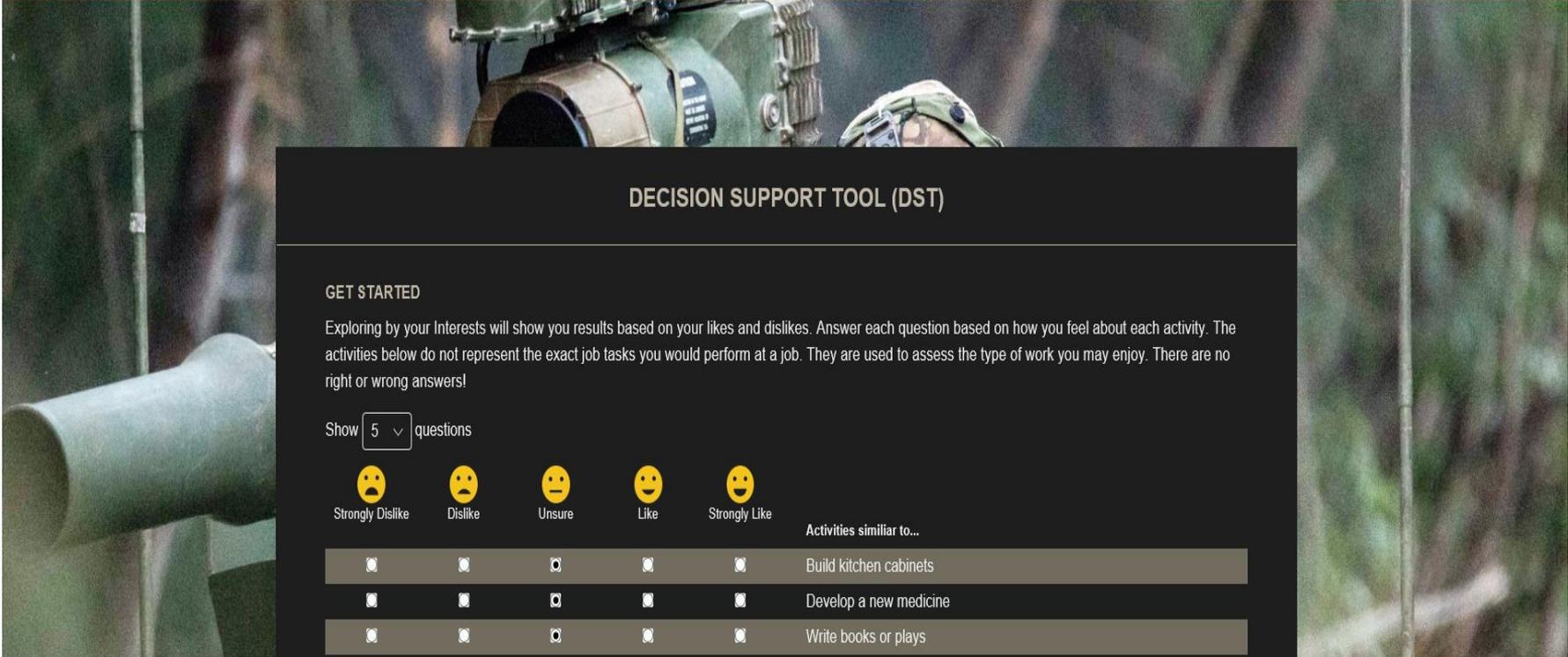
- **Medical** - Discover fast-tracked career opportunities at the VA for health professionals  
→ [Learn More](#)
- **Truck Drivers** - Interested in pursuing a Commercial Driver's career?  
→ [Learn More](#)
- **Information Technology** - Connect to free IT training offered through the VA's VET TEC program  
→ [Learn More](#)

#### Related Links

- [Soldier CA Process Guide](#) (how to apply for CA in Army/ignitED)
- [Vendor CA Process Guide](#)
- [Army's Credentialing Assistance Policy](#)
- [Credentialing Assistance \(CA\) Funding Reduction Policy for Select Aviation Credentials for Active-Duty Soldiers](#)
- [Full Credential Search](#)
- [Approved Vendor List 1 August 2022](#)
- [Army COOL Credentials Added and Removed List 1 October 2022](#)
- [Army Decision Support Tool](#)
- [Soldier CA Brochure for Ed Center Use](#)
- [Vendor CA Brochure for Ed Center Use](#)
- [Army COOL Brochures](#)
- [The Army Credentialing Program](#) (video)
- [Army COOL & CA Fact Sheet](#) (for electronic use only)



See all downloadable information such as the Soldier CA Process Guide (step by step on how to apply for CA funds), Army CA Policy, Approved vendors, video, etc.



## DECISION SUPPORT TOOL (DST)

### GET STARTED

Exploring by your Interests will show you results based on your likes and dislikes. Answer each question based on how you feel about each activity. The activities below do not represent the exact job tasks you would perform at a job. They are used to assess the type of work you may enjoy. There are no right or wrong answers!

Show  questions



Strongly Dislike



Dislike



Unsure



Like



Strongly Like

Activities similar to...

Strongly Dislike	Dislike	Unsure	Like	Strongly Like	Activity
<input type="radio"/>	Build kitchen cabinets				
<input type="radio"/>	Develop a new medicine				
<input type="radio"/>	Write books or plays				
<input type="radio"/>	Help people with personal or emotional problems				
<input type="radio"/>	Manage a department within a large company				

Showing 1 to 5 of 30 questions

Previous **1** 2 3 4 5 6 Next

SHOW RESULTS

This interest inventory will show results and vendors to select from!



## UNITED STATES DEPARTMENT OF DEFENSE

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See [User Agreement](#) for details.

Got It!

JOINING THE MILITARY

IN-SERVICE

VETERAN

<https://milgears.osd.mil/>



MILGears Powered by COOL

PUT YOUR FUTURE IN GEAR

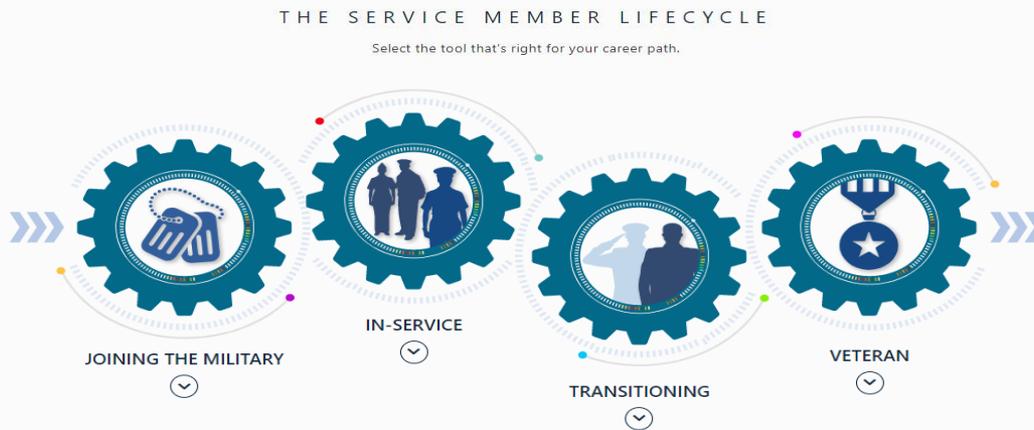
Empower your career planning, decision making, and professional growth.

Get Started

- About
- Tools
- Resources
- Help

- Career Tools
  - Quick Explorer
  - Engage My Career
  - Cyber IT/CSWF
  - Military-2-Mariner
- Other Tools
  - Navy CDST
  - Army DST

This interest inventory will go into depth with possibilities that you can save and come back to later!



Don't have a lot of time? Want to do a quick search? Click on "Quick Explorer" from the "Tools" dropdown

UNLEASH THE POWER BEHIND MILGEARS

[Civilians Looking To Join The Military](#)
[Current Service Members](#)
[Transitioning Service Members](#)
[Veterans](#)
[Military Family Members](#)
[Military Recruit Counselor](#)

Civilians Looking to Join the Military

Interested in joining the Military? The MilGears Suite of Tools can help chart your course! Whether you already know which military occupation is right for you or are researching your options, MilGears will help you make an informed decision that will



To find MOS /AOC/ASI related credentials: Soldiers can go directly to the information by selecting Enlisted MOS, WO MOS, Officer, or ASI from the GO TO menu available on every page on the top navigation.



# ARMY COOL

Credentialing Opportunities On-Line

Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | Credential Search | Contact Us

GET CERTIFIED | EXPLORE MILITARY OCCUPATIONS | LEARN & DEVELOP PROFESSIONALLY | RESOURCES & LINKS

WELCOME TO THE NEW COOL



### ANNOUNCEMENTS

Important Information (last updated October 24, 2022)

## Welcome to Army COOL

COOL (Credentialing Opportunities On-Line) helps Army service members find information on certifications and licenses related to their military occupation and civilian careers. COOL can also be used by Recruiters, Counselors, Credentialing Organizations and Employers.

HOW TO USE COOL

CREDENTIALING ASSISTANCE PROGRAM

MOS PROPONENT FUNDED CREDENTIALS

USMAP APPRENTICESHIPS

RECOMMEND CREDENTIALS



STEP 1

Find and Select Credentials



STEP 2

Complete a CA Request



STEP 3

Complete Training or Exam



STEP 4

Report Your Results



ARMY COOL Credentiaing Opportunities On-Line

GET CERTIFIED EXPLORE MILITARY OCCUPATIONS LEARN & DEVELOP PROFESSIONALLY RESOURCES & LINKS WELCOME TO THE NEW COOL

Select an occupation below

Select an MOC

- MOC Overview
- Related Credentials
- Education
- Other Information
- Costs & Funding

COOL (Credentiaing Opportunities On-Line) helps service members find information on certifications and licenses related to their military occupation as well as other supporting information.

### Select a Military Occupation

Choose a military occupation from one of the expansion lists below.

View:  Enlisted  Officer

#### Enlisted Occupations

MOS Enlisted

Select an MOS

Sort by Code  Sort by Title

Enter a search term

- 00Z - Nominative Command Sergeant Major/Sergeant Major
- 11B - Infantryman
- 11C - Indirect Fire Infantryman
- 11Z - Infantry Senior Sergeant
- 12A - Engineer Senior Sergeant
- 12B - Combat Engineer
- 12C - Bridge Crewmember
- 12D - Diver
- 12G - Quarrying Specialist (RC)
- 12H - Construction Engineering Supervisor

SELECT

**Select the MOS, WO MOS, Officer, then click "Select"**



GET CERTIFIED EXPLORE MILITARY OCCUPATIONS LEARN & DEVELOP PROFESSIONALLY RESOURCES & LINKS WELCOME TO THE NEW COOL

13M - Multiple Launch Rocket System (MLRS)/High Mobility Artillery Rocket System (HIMARS) Crewmember MOS

Select an MOC Select another MOC

MOC Overview

Related Credentials

**Certifications/Licenses**

Apprenticeships

State Licenses

Education

Related Occupations

Federal Occupations

Civilian Occupations

Career Considerations

Other Information

Costs & Funding

Select another MOS  
13M - Multiple Launch Rocket System

Select Reset

## National Certifications and Federal/State Licenses

The following civilian credentials These credentials may require additional education, training or experience. For more information about these credentials, click on the credential details link below.

The [MILGears Decision Support Tool \(DST\)](#) in MilGears can assist you in researching options before selecting credentials and/or degrees by completing an interest inventory. The [MILGears Decision Support Tool](#) on MilGears allows you to enter personalized information to learn how your training and experience can meet certification requirements.

For supervisory and managerial credentials, please refer to the [Manager \(All enlisted E-5 and above\)](#) summary page.

Select Filters

Active Filters:

**Click on "Certifications/Licenses to see all credentials aligned to the MOS**

Clear All Filters

Showing 1 to 20 of 41 records

Display: [Grid] [List] [Info]

Sort by: Related As

Records per page: 20

1 2 3

CA Eligible	CA Eligible	CA Eligible	CA Eligible
<p><b>EVT</b> Ambulance Technician Level I</p> <p><b>Agency:</b> Emergency Vehicle Technician (EVT) Certification Commission Inc.</p> <p><b>Credential Type:</b> National Certification</p> <p>SEME STAR HIGH STEM</p> <p><a href="#">Credential Details page</a></p>	<p><b>ETA</b> Associate Electronics Technician (CETa)</p> <p><b>Agency:</b> ETA International (ETA)</p> <p><b>Credential Type:</b> National Certification</p> <p>SEME STAR HIGH GIBILL ICAC STEM</p> <p><a href="#">Credential Details page</a></p>	<p><b>IHMM</b> Certified Hazardous Materials Manager (CHMM)</p> <p><b>Agency:</b> Institute of Hazardous Materials Management (IHMM)</p> <p><b>Credential Type:</b> National Certification</p> <p>SEME STAR LOW ANAB GIBILL STEM</p> <p><a href="#">Credential Details page</a></p>	<p><b>IHMM</b> Certified Hazardous Materials Practitioner (CHMP)</p> <p><b>Agency:</b> Institute of Hazardous Materials Management (IHMM)</p> <p><b>Credential Type:</b> National Certification</p> <p>SEME STAR MEDICAL ANAB STEM</p> <p><a href="#">Credential Details page</a></p>
<p><b>AIM</b> Certified Information Professional (CIP)</p>	<p><b>ISACA</b> Certified Information Security Manager (CISM)</p>	<p><b>ISACA</b> Certified Information Systems Auditor (CISA)</p>	<p><b>ISC2</b> Certified Information Systems Security Professional (CISSP)</p>



Select another MOC

Select an MOC

MOC Overview

Related Credentials

- Certifications/Licenses
- Apprenticeships
- State Licenses
- Education

Related Occupations

- Federal Occupations
- Civilian Occupations
- Career Considerations

Other Information

- Costs & Funding

Select another MOS  
13M - Multiple Launch Rocke

Select Reset

<p><b>Agency:</b> Board of Certified Safety Professionals (BCSP)</p> <p><b>Credential Type:</b> National Certification</p> <p><a href="#">Credential Details page</a></p>	<p><b>Agency:</b> Society for Maintenance and Reliability Professionals (SMRP)</p> <p><b>Credential Type:</b> National Certification</p> <p><a href="#">Credential Details page</a></p>	<p><b>Agency:</b> Board of Certified Safety Professionals (BCSP)</p> <p><b>Credential Type:</b> National Certification</p> <p><a href="#">Credential Details page</a></p>	<p><b>Agency:</b> United States Department of Transportation, Federal Motor Carrier Safety Administration (FMCSA)</p> <p><b>Credential Type:</b> State License</p> <p><a href="#">Credential Details page</a></p>
<p>CA Eligible</p> <p><b>ETA</b> Electronics Associate AC (EM2)</p> <p><b>Agency:</b> ETA International (ETA)</p> <p><b>Credential Type:</b> National Certification</p> <p><a href="#">Credential Details page</a></p>	<p>CA Eligible</p> <p><b>ETA</b> Electronics Associate Analog (EM3)</p> <p><b>Agency:</b> ETA International (ETA)</p> <p><b>Credential Type:</b> National Certification</p> <p><a href="#">Credential Details page</a></p>	<p>CA Eligible</p> <p><b>ETA</b> Electronics Associate Comprehensive (EM5)</p> <p><b>Agency:</b> ETA International (ETA)</p> <p><b>Credential Type:</b> National Certification</p> <p><a href="#">Credential Details page</a></p>	<p>CA Eligible</p> <p><b>ETA</b> Electronics Associate DC (EM1)</p> <p><b>Agency:</b> ETA International (ETA)</p> <p><b>Credential Type:</b> National Certification</p> <p><a href="#">Credential Details page</a></p>
<p>CA Eligible</p> <p><b>ETA</b> Electronics Associate Digital (EM4)</p> <p><b>Agency:</b> ETA International (ETA)</p> <p><b>Credential Type:</b> National Certification</p> <p><a href="#">Credential Details page</a></p>	<p>CA Eligible</p> <p><b>NREMT</b> Emergency Medical Technician (EMT)</p> <p><b>Agency:</b> National Registry of Emergency Medical Technicians (NREMT)</p> <p><b>Credential Type:</b> National Certification</p> <p><a href="#">Credential Details page</a></p>	<p>CA Eligible</p> <p><b>ETA</b> General Communications Technician - Level 1 (GCT1)</p> <p><b>Agency:</b> ETA International (ETA)</p> <p><b>Credential Type:</b> National Certification</p> <p><a href="#">Credential Details page</a></p>	<p>CA Eligible</p> <p><b>GIAC</b> GIAC Information Security Fundamentals (GISF)</p> <p><b>Agency:</b> Global Information Assurance Certification (GIAC)</p> <p><b>Credential Type:</b> National Certification</p> <p><a href="#">Credential Details page</a></p>

Showing 1 to 20 of 41 records

Records per page: 20

1 2 3

**Red chili pepper denotes "In Demand" credential**



# ARMY COOL

Credentialing Opportunities On-Line

Go to: [MOS](#) | [WO MOS](#) | [Officer](#) | [ASI](#) | [Credentialing Assistance](#) | [Credential Search](#) | [Contact Us](#)

[GET CERTIFIED](#) | [EXPLORE MILITARY OCCUPATIONS](#) | [LEARN & DEVELOP PROFESSIONALLY](#) | [RESOURCES & LINKS](#)

WELCOME TO THE NEW COOL



### ANNOUNCEMENTS

Important Information (last updated October 24, 2022)

## Welcome to Army COOL

COOL (Credentialing Opportunities On-Line) helps Army service members find information on certifications and licenses related to their military occupation and civilian careers. COOL can also be used by Recruiters, Counselors, Credentialing Organizations and Employers.

[HOW TO USE COOL](#)

[CREDENTIALING ASSISTANCE PROGRAM](#)

[MOS PROPONENT FUNDED CREDENTIALS](#)

[USMAP APPRENTICESHIPS](#)

[RECOMMEND CREDENTIALS](#)



STEP 1

Find and Select Credentials



STEP 2

Complete a CA Request



STEP 3

Complete Training or Exam



STEP 4

Report Your Results

Recommend credentials by clicking on "Recommend Credentials" and it will take you to the page, then click on "COOL Contact" to add

Know what credential you wish to seek? Or just want to see all credentials? Click here



### Army COOL - Search for Credentials

To find out which Army military occupations are related to a specific civilian credential, search for the credential(s) using either "Select Filters," "Search by keyword," or by using a combination of the two search functionalities.

#### How to use Select Filters

To use the filters, click on "Select Filters" above the credential cards and check the boxes to apply your selected filters. Active Filters are shown in the area below the filter options. To remove a filter, either uncheck the box or click on the "X" beside the filter in the Active Filter section. Results will automatically update as each filter is activated and/or deactivated.

#### How to use Search by Keyword

To use the keyword search, type in any keyword (i.e., "computer") to search for credentials associated with that keyword, then press ENTER

**Note:** While most of the resource icons shown below apply to all MOSs that have been associated with the credential, the icon only applies to certain MOSs. To see which MOSs are eligible for MOS Proponent Funding, click on a specific credential below and then look for the icon on the Related Occupations tab on the page that displays.

SELECT FILTERS



Select filters to narrow the search

Active Filters:

CLEAR ALL FILTERS

Sort by: Credential Ascending

Display: [Grid] [List]

Records per page: 20

Showing 1 - 20 of 1688 results

Search by keyword

Know the name of the credential? Type part of the name and hit Search



<p>CA Eligible</p> <p> Accessibility Inspector/ Plans Examiner - 21</p> <p>Agency: International Code Council (ICC) Credential Type: National Certification</p> <p>CREDENTIAL DETAILS</p>	<p>CA Eligible</p> <p> Accredited Business Accountant/Advisor (ABA)</p> <p>Agency: Accreditation Council for Accountancy and Taxation (ACAT) Credential Type: National Certification</p> <p>CREDENTIAL DETAILS</p>	<p>CA Eligible</p> <p> Accredited Financial Counselor (AFC)</p> <p>Agency: Association for Financial Counseling and Planning Education (AFCPE) Credential Type: National Certification</p> <p>CREDENTIAL DETAILS</p>	<p>CA Eligible</p> <p> Accredited Legal Professional (ALP)</p> <p>Agency: NALS - The Association for Legal Professionals Credential Type: National Certification</p> <p>CREDENTIAL DETAILS</p>	<p>CA Eligible</p> <p> Accredited Traffic Accident Reconstructionist</p> <p>Agency: Accreditation Commission for Traffic Accident Reconstruction (ACTAR) Credential Type: National Certification</p> <p>CREDENTIAL DETAILS</p>
<p>CA Eligible</p> <p> ACRP Project Manager (ACRP-PM)</p>	<p>CA Eligible</p> <p> ACSM Certified Clinical Exercise Physiologist (ACSM-CEP)</p>	<p>CA Eligible</p> <p> ACSM Certified Exercise Physiologist (ACSM-EP)</p>	<p>CA Eligible</p> <p> ACSM Certified Group Exercise Instructors (ACSM-GEI)</p>	<p>CA Eligible</p> <p> ACSM/NCPAD Certified Inclusive Fitness Trainer</p>



Select credential details and it will take you to that page for more details



After clicking on a desired credential, it will take you to this page. More information regarding the credentialing agency can be found by clicking on the link. Remember, this agency is NOT the training provider (in some small instances, the agency may provide information on providers they endorse, study guides or courses for the credential)



GET CERTIFIED EXPLORE MILITARY OCCUPATIONS LEARN & DEVELOP PROFESSIONALLY RESOURCES & LINKS WELCOME TO THE NEW COOL

Summary Eligibility Exam Exam Preparation Testing Info Additional Considerations Recertification Related Occupations

## Accredited Financial Counselor (AFC)

Summary

Certification: Accredited Financial Counselor (AFC)

Certifying Agency: [Association for Financial Counseling and Planning Education \(AFCPE\)](#)

Credential Type: National Certification

Renewal Period: 2 years

The Association for Financial Counseling and Planning Education (AFCPE), Accredited Financial Counselors (AFCs) is a specialty credential targeted to professionals interested in expanding access to and improving equitability in financial counseling and education. An AFC credential helps financial counselors better understand how diverse backgrounds, perspectives, and experiences impact individuals' money behavior. AFCs have the skills to assist clients in the complex process of financial decision-making and guide them in developing successful strategies for achieving their financial goals. Candidates must meet a combination of eligibility requirements and pass a written exam.

More information can be found on the [certifying agency's website](#).

### Minimum Requirements

**Eligibility** [\(View Details\)](#)

- Education: Approved Program
- Experience: 1000 hours
- Training
- Other
- Fee Required

Note: This credential may have multiple options for a service member to meet eligibility requirements. Requirements listed here are based on the minimum degree required. To view other options, see the Eligibility section.

**Exam** [\(View Details\)](#)

- Written

**Exam Administration:** [\(View Details\)](#)

- In-Person Exam
- Third Party Test Vendor

**Recertification** [\(View Details\)](#)

- Renewal Period: 2 years
- Continuing Education
- Other
- Recertification Fee

**Agency Contact Information**

Association for Financial Counseling and Planning Education (AFCPE)

79 S. State St  
Suite D3  
Westerville, OH 43081

Phone: 614-368-1055  
Fax: (703) 684-4405  
Email: [certification@afcpe.org](mailto:certification@afcpe.org)

It is extremely important to review the eligibility criteria and exam information. **Soldiers need to contact the Credentialing Agency to confirm they are eligible or close to being eligible**



# EXPLORING CREDENTIALS



## 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!



### CADET SCHOLARSHIP

*(coming soon)*  
Army ROTC scholarships and stipends help you focus on what's important - getting that college degree. Begin your Cadet scholarship funding through ArmyIgnitED and become the leader you were meant to be!

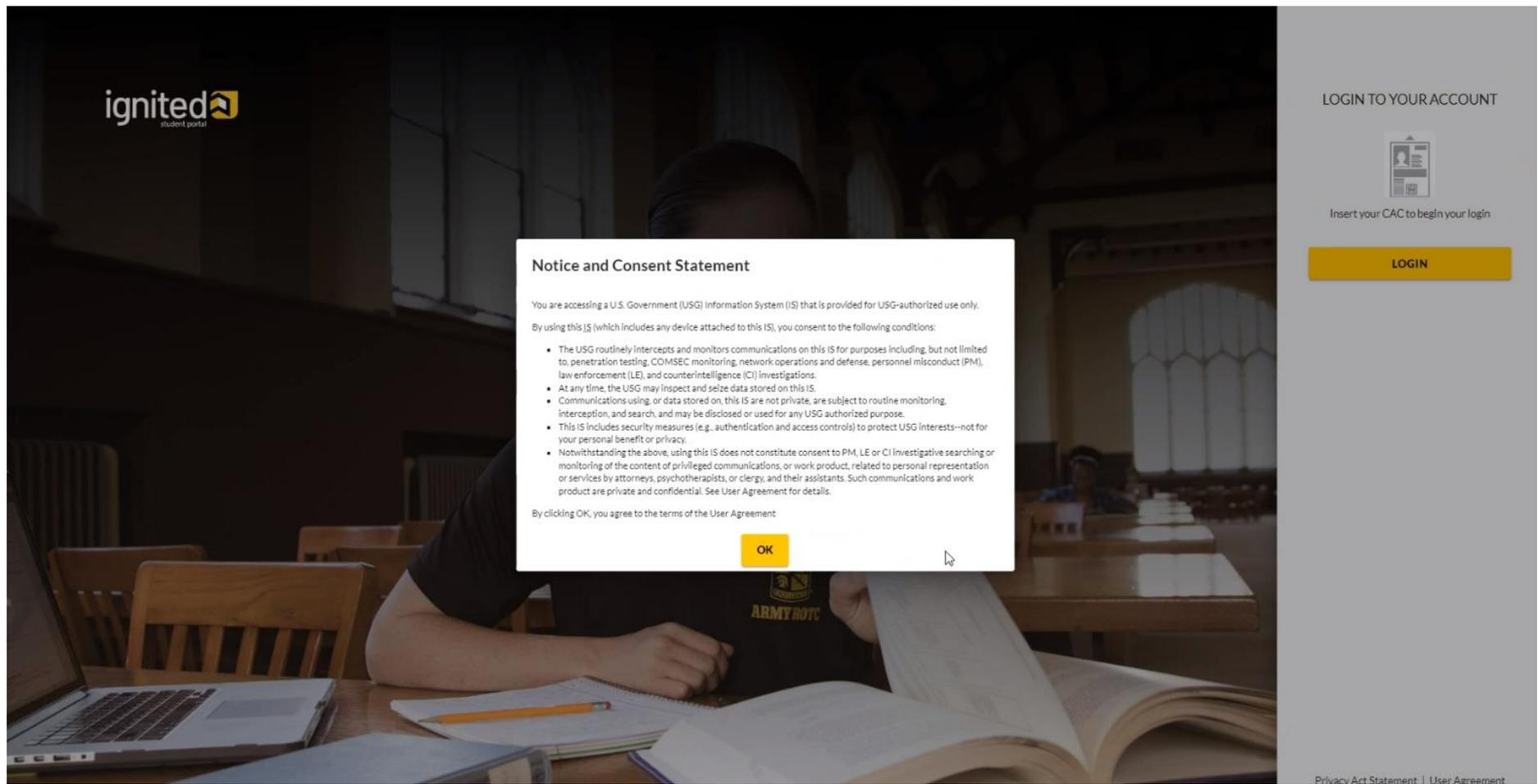


### CIVILIAN TRAINING

*(coming soon)*  
ArmyIgnitED is a tailored, intuitive resource that empowers you to achieve your educational goals. Start here to explore Army Civilian education and professional development opportunities across all civilian functional communities. Apply for training and begin enhancing your Army Civilian career!

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

Click Ok, then Log In using your CAC card



The screenshot shows the ArmyIgnitED login interface. On the left, the 'ignited student portal' logo is visible. The main area is a dark background with a student in a classroom. A white 'Notice and Consent Statement' dialog box is centered, containing the following text:

**Notice and Consent Statement**

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI Investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

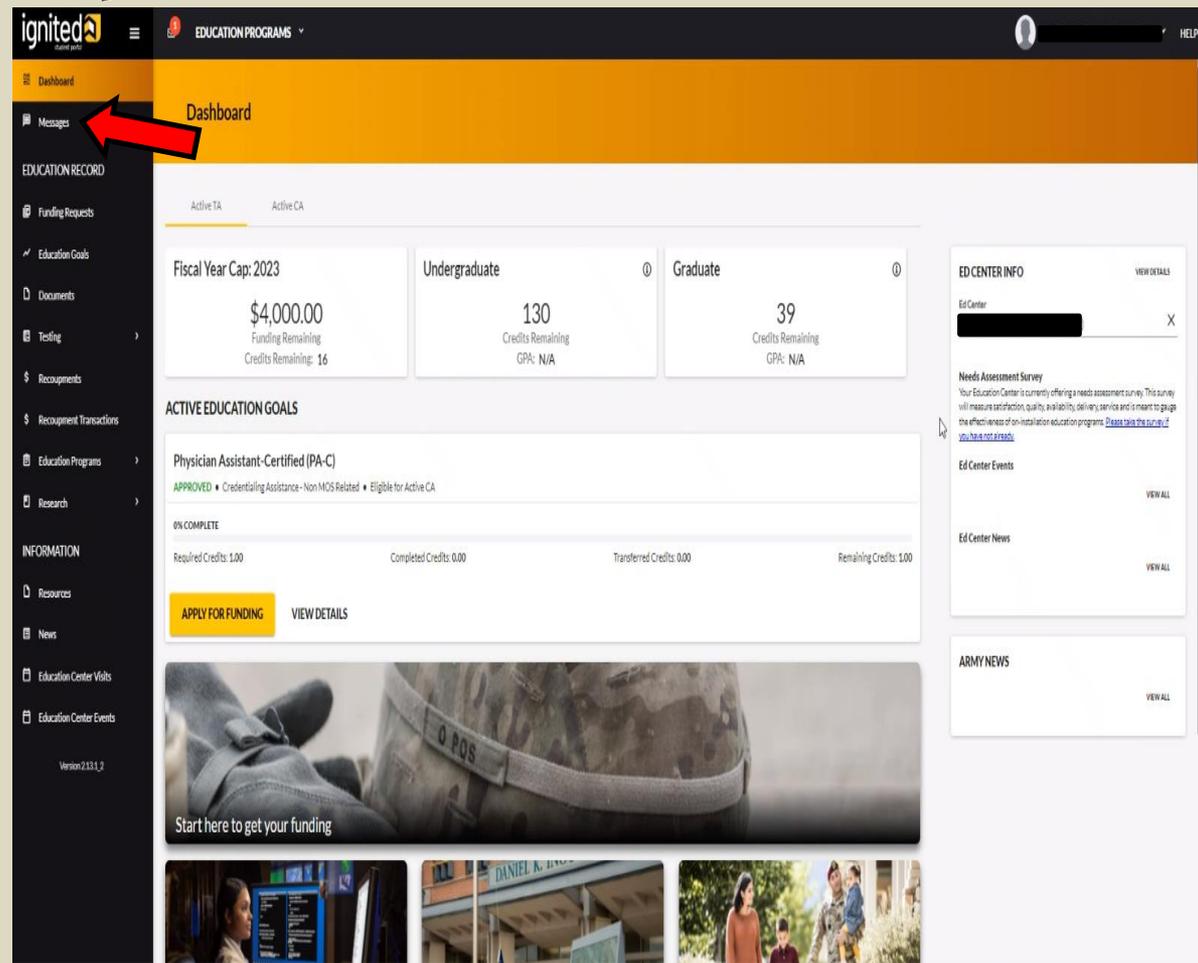
By clicking OK, you agree to the terms of the User Agreement

**OK**

On the right side of the login page, the text 'LOGIN TO YOUR ACCOUNT' is displayed above a CAC card icon and the instruction 'Insert your CAC to begin your login'. Below this is a yellow 'LOGIN' button. At the bottom right, there is a link for 'Privacy Act Statement | User Agreement'.

If you have new messages, they will appear here. You can also send messages

From this page, you can click on "Help" for FAQs or "Add Ticket" for any technical issues/other issues you may have



ignited EDUCATION PROGRAMS

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 2.13.1.2

Active TA Active CA

Fiscal Year Cap: 2023

\$4,000.00

Funding Remaining

Credits Remaining: 16

Undergraduate

130

Credits Remaining

GPA: N/A

Graduate

39

Credits Remaining

GPA: N/A

ACTIVE EDUCATION GOALS

Physician Assistant-Certified (PA-C)

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

0% COMPLETE

Required Credits: 1.00

Completed Credits: 0.00

Transferred Credits: 0.00

Remaining Credits: 1.00

APPLY FOR FUNDING

VIEW DETAILS

Start here to get your funding

ED CENTER INFO

VIEW DETAILS

Ed Center

Needs Assessment Survey

Your Education Center is currently offering a needs assessment survey. This survey will measure satisfaction, quality, availability, delivery services and intent to gauge the effectiveness of on-installation education programs. [Please take the survey if you have not already.](#)

Ed Center Events

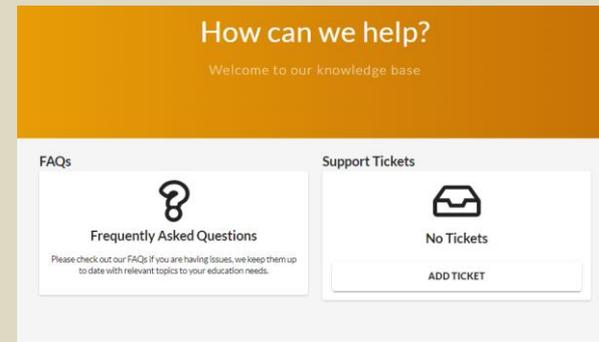
VIEW ALL

Ed Center News

VIEW ALL

ARMY NEWS

VIEW ALL



How can we help?

Welcome to our knowledge base

FAQs

Support Tickets

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.

No Tickets

ADD TICKET



If you are looking for In-person classes, you can see what may be available by clicking on “Education Programs” dropdown, then select “Credentialing Assistance”

**gnted** EDUCATION PROGRAMS

- Credentialing Assistance

Active TA    Active CA

Fiscal Year Cap: 2023	Undergraduate	Graduate
\$1,311.00 Funding Remaining Credits Remaining: 16	130 Credits Remaining GPA: N/A	39 Credits Remaining GPA: N/A

### ACTIVE EDUCATION GOALS

**Project Management Professional (PMP)**  
APPROVED • Credentialing Assistance - Non MOS Related • Eligible for Active CA

100% COMPLETE

Required Credits: 1.00    Completed Credits: 1.00    Transferred Credits: 0.00    Remaining Credits: 0.00

[APPLY FOR FUNDING](#)    [VIEW DETAILS](#)

Version 2.131.3



From here, select either MOS for credentials that may be aligned to your MOS or Non-MOS Related to see what is not aligned. If you don't see a credential listed in MOS related, it will be in the Non-MOS related tab (or vice-versa)

The screenshot shows the 'Army Credentialing Assistance' web application. The interface includes a dark sidebar on the left with navigation options such as 'Dashboard', 'Messages', 'EDUCATION RECORD', 'Funding Requests', 'Education Goals', 'Documents', 'Testing', 'Recoupments', 'Recoupment Transactions', 'Education Programs', 'Credentialing Assistance' (highlighted), 'Virtual Benefits Training', 'Research', and 'INFORMATION' (with sub-items 'Resources', 'News', 'Education Center Visits', and 'Education Center Events'). The main content area features a large header with the title 'Army Credentialing Assistance' and a descriptive paragraph. Below the header, there are two yellow buttons labeled 'MOS 67A' and 'Non-MOS Related'. A large red arrow points from the top right towards the 'MOS 67A' button. At the bottom of the main content area, there are four navigation links: 'How Do I Apply?', 'How Credentialing Assistance Works', 'Explore Credentialing Assistance Resources', and 'Free Certification Resources'. Below this is a white box titled 'What Is Credentialing?' containing a paragraph of text and a 'LEARN MORE' link.



Once here, you can either look through all the credentials, or you can type in the credential name on the line, then click “View” on the credential

This screenshot shows the Igniteda Education Programs interface. The left sidebar contains navigation options: Dashboard, Messages, EDUCATION RECORD, Funding Requests, Education Goals, Documents, Testing, Recruitments, Recupment Transactions, Education Programs, Research, INFORMATION, Resources, News, Education Center Visits, and Education Center Events. The main content area displays a grid of credential cards. Each card includes the credential name, a search bar with 'Credential Name' placeholder, filter buttons (e.g., Credentiaing Assistance Eligible, GI Bill, NCCA, ANSI, ICAC, ABSNC, IAS, In-Demand, STEM), and a 'VIEW' button. Visible credentials include: Accessibility Inspector/ Plans Examiner - Z1, Accredited Business Accountant/Advisor (ABA), Accredited Financial Counselor (AFC), Accredited Legal Professional (ALP), Accredited Traffic Accident Reconstruction, ACSM Certified Clinical Exercise Physiologist (ACSM-CEP), ACSM Certified Exercise Physiologist (ACSM-CEP), ACSM/NCPAD Certified Inclusive Fitness Trainer, and ACTFL Listening Proficiency Test (LPT).

This screenshot shows the 'Explore Credentials' search results page in the Igniteda Education Programs interface. The page has a yellow header with the title 'Explore Credentials'. Below the header is a search bar with 'Credential Name' placeholder and a search icon. Filter buttons are present: Credentiaing Assistance Eligible, GI Bill, NCCA, ANSI, ICAC, ABSNC, IAS, In-Demand, and STEM. Two credential cards are visible: 'Operations and Performance Management Professional (OPMP)' and 'Project Management Professional (PMP)'. Each card has filter buttons and a 'VIEW' button. A red arrow points from the top right towards the 'VIEW' button of the 'Project Management Professional (PMP)' card. At the bottom, there is a 'LOAD MORE' button and the text 'Viewing 2 of 2 Results'. The left sidebar is partially visible, showing the same navigation menu as the previous screenshot.



Once it is selected, if there are vendors that provide training or exam toward this credential, they will appear. If not, there are no vendors for that credential. If you wish to request a vendor be added to the list, submit an ArmyIgnitED message to the Credentialing Assistance team.

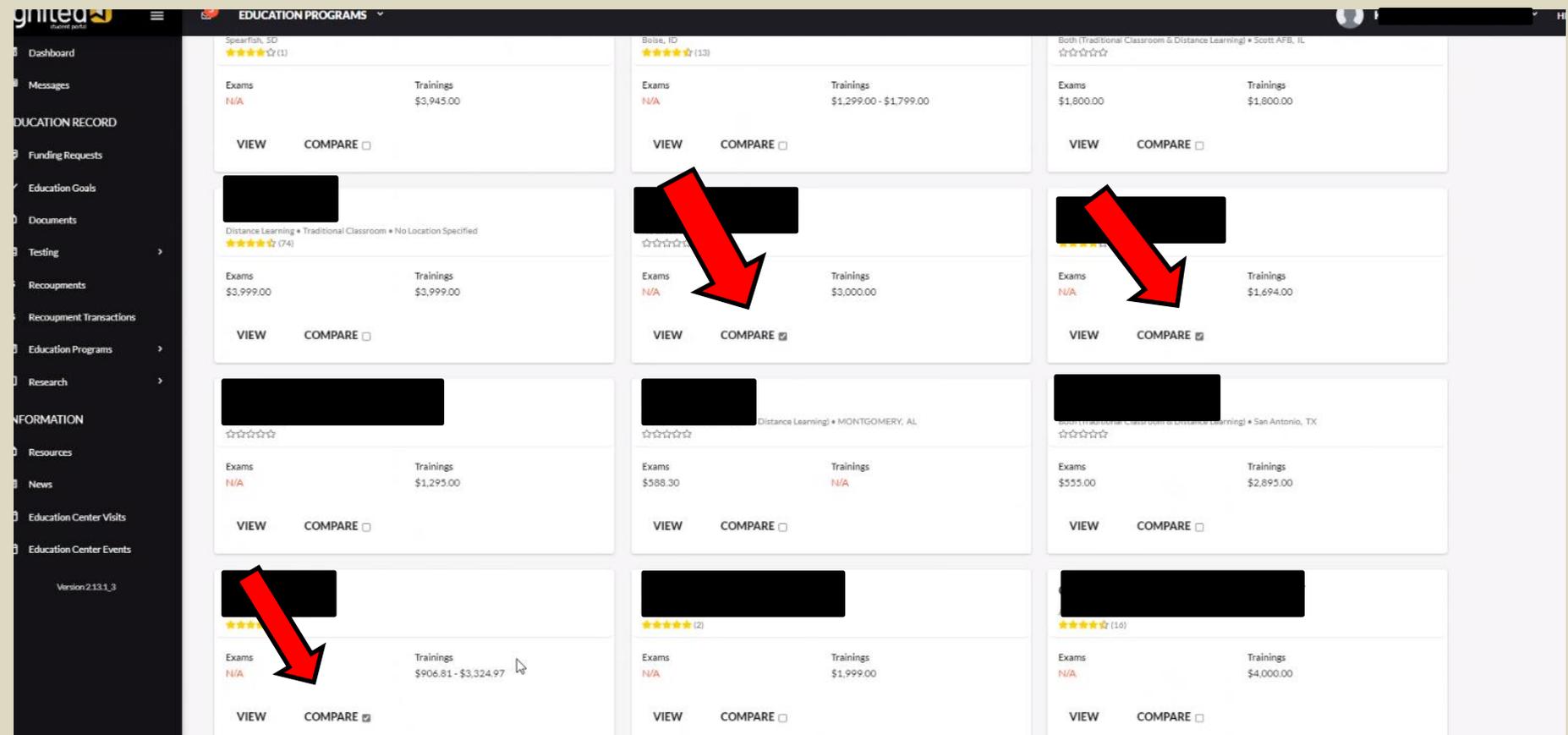
*NOTE!!!! Not all vendors that will appear on this page are Army Vendors. You MUST confirm they are approved by going to*

*[https://www.cool.osd.mil/army/costs\\_and\\_funding/index.html?credentialingassistance](https://www.cool.osd.mil/army/costs_and_funding/index.html?credentialingassistance) and downloading the "Approved Vendor List as of \_\_\_" to verify.*

The screenshot shows the Ignitea Education Programs interface. The main content area displays the 'View Credential' page for the Project Management Professional (PMP) credential, issued by the Project Management Institute (PMI). The page includes a description of the credential, a 'Requirements Summary' section, and 'Agency Contact Information' for PMI. Below this, there are tabs for 'Vendors', 'Eligibility', 'Comments', 'Exams', 'Other', and 'Related Occupations'. The 'Vendors' tab is active, showing a table with columns for Vendor Name, Teaching Method Type, Location, Exam, and Sort. The table currently shows no vendors. At the bottom, there are buttons for 'COMPARE SELECTED' and 'RESET', and three columns for 'Exams' and 'Trainings' are visible, though they are mostly obscured by black redaction boxes.



You can compare vendors and their offering by checking the box to compare



The screenshot shows a grid of education program cards. Each card contains the following information:

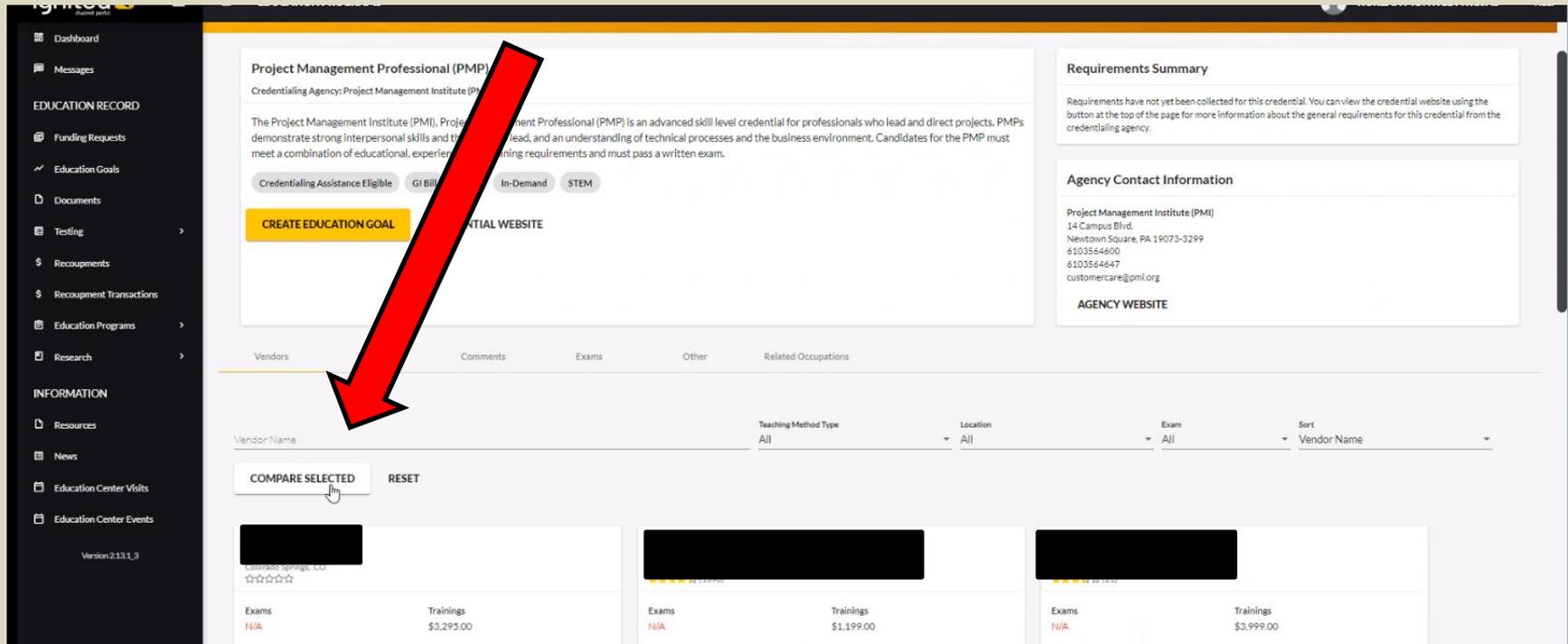
- Location:** Spearfish, SD; Boise, ID; Both (Traditional Classroom & Distance Learning) • Scott AFB, IL; Distance Learning • Traditional Classroom • No Location Specified; Distance Learning • MONTGOMERY, AL; Both (Traditional Classroom & Distance Learning) • San Antonio, TX
- Exams:** N/A or \$3,999.00; \$588.30; \$555.00; N/A
- Trainings:** \$3,945.00; \$1,299.00 - \$1,799.00; \$1,800.00; \$3,999.00; \$3,000.00; N/A; \$1,295.00; \$2,895.00; \$906.81 - \$3,324.97; \$1,999.00; \$4,000.00
- Buttons:** VIEW and COMPARE  (checked in some instances)

Red arrows point to the 'COMPARE' checkboxes on the following cards:

- Boise, ID (middle row, middle column)
- Both (Traditional Classroom & Distance Learning) • Scott AFB, IL (middle row, right column)
- Distance Learning • Traditional Classroom • No Location Specified (bottom row, left column)

Scroll back up to the top and click on “Compare Selected”

*NOTE- from this page, if you wanted to get started here, you can click on “Create Educational Goal”*



**Project Management Professional (PMP)**  
Credentialing Agency: Project Management Institute (PMI)

The Project Management Institute (PMI), Project Management Professional (PMP) is an advanced skill level credential for professionals who lead and direct projects. PMPs demonstrate strong interpersonal skills and the ability to lead, and an understanding of technical processes and the business environment. Candidates for the PMP must meet a combination of educational, experiential, and training requirements and must pass a written exam.

Credentialing Assistance Eligible | GI Bill | In-Demand | STEM

**CREATE EDUCATION GOAL** | **AGENCY WEBSITE**

**Requirements Summary**  
Requirements have not yet been collected for this credential. You can view the credential website using the button at the top of the page for more information about the general requirements for this credential from the credentialing agency.

**Agency Contact Information**  
Project Management Institute (PMI)  
14 Campus Blvd.  
Newtown Square, PA 19073-3299  
6103544600  
6103544647  
customercare@pmi.org  
**AGENCY WEBSITE**

Vendors | Comments | Exams | Other | Related Occupations

Vendor Name | Teaching Method Type | Location | Exam | Sort

Vendor Name | All | All | All | Vendor Name

**COMPARE SELECTED** | **RESET**

Vendor Name	Exams	Trainings
[Redacted]	N/A	\$3,295.00
[Redacted]	N/A	\$1,199.00
[Redacted]	N/A	\$3,999.00



Here you can compare what is offered by each vendor and cost of courses/exams

ignited EDUCATION PROGRAMS

Project Management Professional (PMP)  
Credentialing Agency: Project Management Institute (PMI)

Requirements Summary

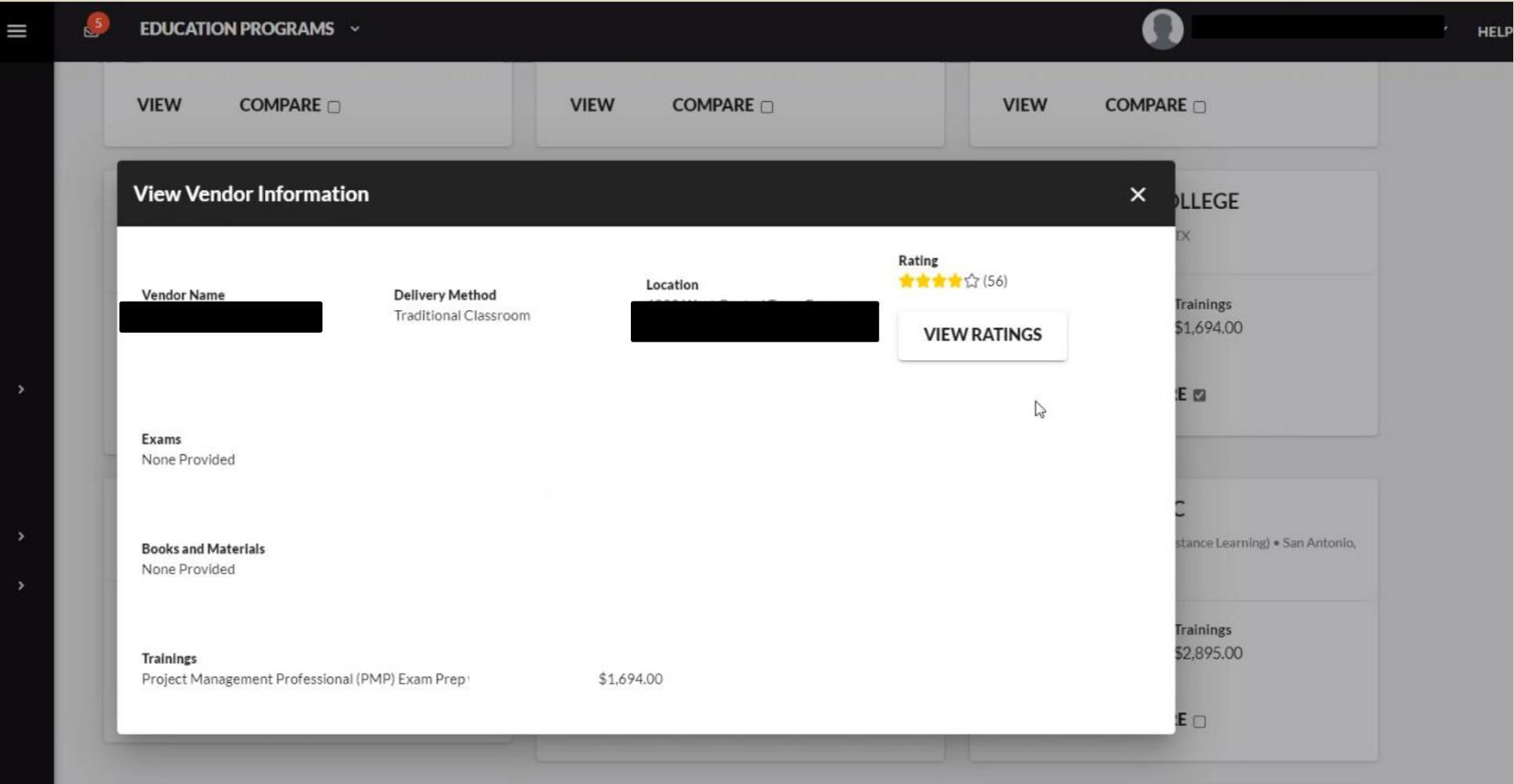
Compare Vendors

Vendor Information	[Redacted]	[Redacted]	[Redacted]
Books and Materials	None Provided	None Provided	Project Management (U.S. Army) - Project Leadership (U.S. Army) -
Trainings	Army - Project Management Professional (PMP) Program - \$3,000.00	Project Management Professional (PMP) Exam Prep with Exam Voucher - \$1,694.00	(U.S. Army Only) Critical Thinking - \$1,813.62 (U.S. Army Only) Data Analytics - \$906.81 (U.S. Army Only) Executive Leadership - \$2,418.16 (U.S. Army Only) Finance Management - \$1,813.62 (U.S. Army Only) Product Management for Engineers - \$1,813.62 (U.S. Army Only) Public Sector Leadership - \$1,813.62 (U.S. Army Only) Product Management - \$1,813.62
Exams	None Provided	None Provided	None Provided

VIEW COMPARE VIEW COMPARE VIEW COMPARE



To view a specific vendor of interest, click on “View”. Here you can view the delivery method, the location and what is offered



**View Vendor Information**

<b>Vendor Name</b> [REDACTED]	<b>Delivery Method</b> Traditional Classroom	<b>Location</b> [REDACTED]	<b>Rating</b> ★★★★☆ (56) <a href="#">VIEW RATINGS</a>
<b>Exams</b> None Provided			
<b>Books and Materials</b> None Provided			
<b>Trainings</b> Project Management Professional (PMP) Exam Prep!		\$1,694.00	



# CREATING EDUCATION GOALS

MOS Related or Non-MOS Related



After Soldiers have completed their research and requested a custom quote from the vendor they wish to take training or exam with, they will click on “Education Goals”

**ignited** EDUCATION PROGRAMS

Dashboard

Active TA    Active CA

Category	Value
Funding Remaining	\$4,000.00
Credits Remaining	16
Undergraduate Credits Remaining	130
Undergraduate GPA	N/A
Graduate Credits Remaining	39
Graduate GPA	N/A

**ACTIVE EDUCATION GOALS**

**Physician Assistant-Certified (PA-C)**  
APPROVED • Credentialing Assistance - Non MOS Related • Eligible for Active CA

0% COMPLETE

Required Credits: 1.00	Completed Credits: 0.00	Transferred Credits: 0.00	Remaining Credits: 1.00
------------------------	-------------------------	---------------------------	-------------------------

[APPLY FOR FUNDING](#)    [VIEW DETAILS](#)

Start here to get your funding

**ED CENTER INFO** [VIEW DETAILS](#)

Ed Center: [REDACTED] [X](#)

**Needs Assessment Survey**  
Your Education Center is currently offering a needs assessment survey. This survey will measure satisfaction, quality, availability, delivery, service and is meant to gauge the effectiveness of on-installation education programs. [Please take the survey, if you have not already.](#)

**Ed Center Events** [VIEW ALL](#)

**Ed Center News** [VIEW ALL](#)

**ARMY NEWS** [VIEW ALL](#)

Version 2.13.1.2



They can select either MOS or Non-MOS

EDUCATION PROGRAMS ▾

← Create a New Goal

### Create a New Goal

First, Choose an Education Goal

- Associates Degree  
Not Eligible
- Masters Degree
- Foreign Language - Host Country
- Credentialing Assistance - Non MOS Related
- Bachelors Degree  
Not Eligible
- Foreign Language - Army Strategic
- Credentialing Assistance - MOS Related

The screenshot shows a web interface for creating a new goal. At the top, there is a navigation bar with 'EDUCATION PROGRAMS' and a user profile icon. Below this is a breadcrumb trail '← Create a New Goal'. The main content area is a modal window titled 'Create a New Goal' with a close button (X) in the top right corner. The modal contains the instruction 'First, Choose an Education Goal' and a list of seven options. Two red arrows point to 'Foreign Language - Host Country' and 'Foreign Language - Army Strategic', indicating these are the selectable options. The other options are either 'Not Eligible' (Associates Degree, Bachelors Degree) or 'Non MOS Related' (Credentialing Assistance - Non MOS Related, Credentialing Assistance - MOS Related).



Select from the list or type in the name of the credential you wish to pursue

EDUCATION PROGRAMS

HELP

← Create a New Goal: Credentialing Assistance - Non MOS Related

Credential Supporting Documentation

What credential will you be pursuing?

Credential that you will be pursuing

Keyword  
PMP

Credential Leadership

Operations and Performance Management Professional (OPMP)

Project Management Professional (PMP)

2 star

NEXT CANCEL GOAL



Then click "Next"

← Create a New Goal: Credentialing Assistance - Non MOS Related

Credential Supporting Documentation

What credential will you be pursuing?

Credential that you will be pursuing

Project Management Professional (PMP)

NEXT CANCEL GOAL





Once here, they must upload a custom quote from the vendor

*NOTE!! This quote must match the CA Request when they submit it*

← Create a New Goal: Credentialing Assistance - Non MOS Related

1 Credential 2 Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include exam(s), training(s), or book(s) and material(s), and all administrative, application and shipping fee(s). The Army Credentialing Assistance Program Office will not approve CA goals without the custom price quote uploaded to this request. If you submit multiple CA requests or future CA requests, you can upload additional custom price quotes to your approved goal by viewing your education goal on the dashboard and clicking "View Details". Then click Supporting Documents / Add.

The quote must come from the vendor, and it MUST match what is listed in the CA request (exceptions-Pearson Vue/CompTIA, IBSC).

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls, xlsx, doc, docx.

Attach custom quote from vendor:

📎 CHOOSE FILE

Drop files here

Supported file types are: .xlsx, .xls, .doc, .docx, .pdf

Other documents from vendor: (Optional)

📎 CHOOSE FILE

Drop files here

Supported file types are: .xlsx, .xls, .doc, .docx, .pdf

PREVIOUS STEP **SUBMIT GOAL** CANCEL GOAL

You will be prompted to select "Yes" to confirm you wish to submit this goal

**Submit Education Goal**

Are you sure you want to submit this goal?

**YES** NO



After submission, it will appear in their account as “Submitted for Review”.

This DOES NOT mean the CA Request has been submitted, this is just the Goal

The screenshot shows the 'Education Programs' interface. At the top, there is a navigation bar with 'EDUCATION PROGRAMS' and a 'HELP' link. Below this is a header for 'Education Goals' with a 'CREATE NEW GOAL' button. The main content area displays a goal for 'Project Management Professional (PMP)' which is 'SUBMITTED FOR REVIEW'. Below the goal title, it lists 'Credentiaing Assistance - Non MOS Related' and 'Eligible for Active CA'. A progress bar shows '0% COMPLETE' with 'Required Credits: 1.00', 'Completed Credits: 0.00', 'Transferred Credits: 0.00', and 'Remaining Credits: 1.00'. A section titled 'Issues Blocking Tuition' contains a note: 'Your goal must be approved to apply for funding.' At the bottom, there are buttons for 'APPLY FOR FUNDING' and 'VIEW DETAILS'.

You can now confirm your Education Goal was submitted, and pending approval. If you see an “Issue Blocking Tuition” - read the note!

- To check the status of a Goal:

GOAL was submitted for ACAPO to review:

Physician Assistant-Certified (PA-C) 

SUBMITTED FOR REVIEW • Credentialing Assistance - Non MOS Related • Eligible for Active CA

0% COMPLETE

Required Credits: 1.00      Completed Credits: 0.00      Transferred Credits: 0.00      Remaining Credits: 1.00

Issues Blocking Tuition

- Your goal must be approved to apply for funding.

**APPLY FOR FUNDING**    VIEW DETAILS

GOAL was Approved but still grey- Soldier needs to complete virtual benefits:

Physician Assistant-Certified (PA-C) 

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

0% COMPLETE

Required Credits: 1.00      Completed Credits: 0.00      Transferred Credits: 0.00      Remaining Credits: 1.00

Issues Blocking Tuition

- You are missing virtual benefits training. Please click [HERE](#) to access training.

**APPLY FOR FUNDING**    VIEW DETAILS

GOAL was approved by ACAPO, now Soldier can submit CA request:

Physician Assistant-Certified (PA-C) 

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

0% COMPLETE

Required Credits: 1.00      Completed Credits: 0.00      Transferred Credits: 0.00      Remaining Credits: 1.00

**APPLY FOR FUNDING**    VIEW DETAILS





## Army Credentialing Assistance Program Page:

[https://www.cool.osd.mil/army/costs\\_and\\_funding/army\\_credential\\_assistance.htm](https://www.cool.osd.mil/army/costs_and_funding/army_credential_assistance.htm)

ArmyIgnitED:

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



ARMY CREDENTIALING  
ASSISTANCE



**Educate to Win!**

Army Credentialing and Continuing Education  
Services for Soldiers (ACCESS), ArmyU

**Overall Classification is Controlled Unclassified Information or CUI**



To help navigate the slides:

**Slides 3-13:** Creating a CA Request for Training

**Slides 14-15:** Creating a CA Request for Training Manually

**Slides 16-21:** Creating a CA Request for Books or Materials

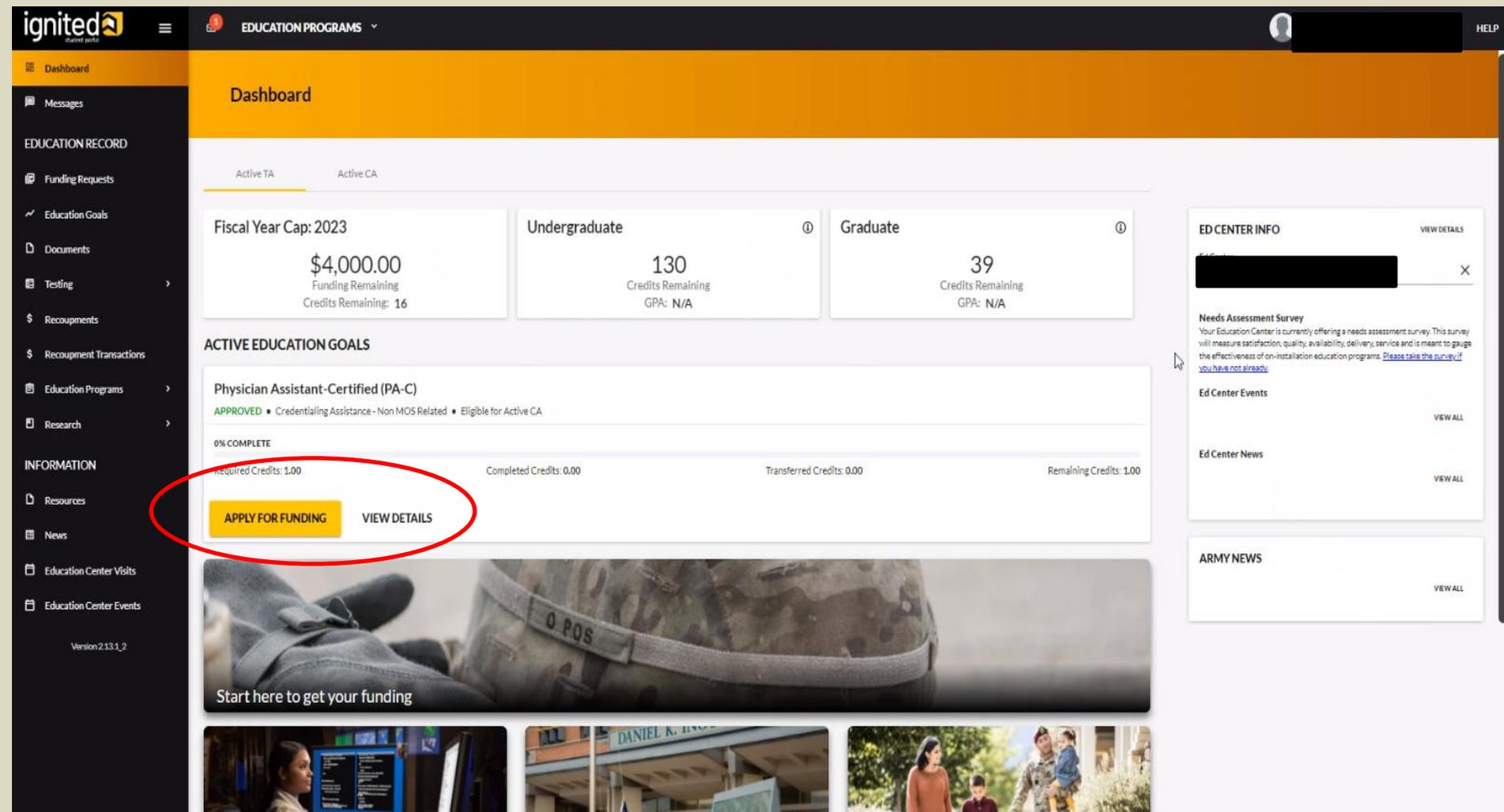
**Slides 22-28:** Creating a CA Request for Exams

**Slide 29-** Need Assistance or Counseling? Schedule your appointment with a CA Counselor now!



# CREATING CA REQUEST FOR TRAINING

When the Goal has been approved by ACAPO, Soldier can click on "Apply For Funding"



The screenshot shows the Ignited Education Programs dashboard. The left sidebar contains navigation options: 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 is titled "Dashboard" and has tabs for "Active TA" and "Active CA". It displays three summary cards: "Fiscal Year Cap: 2023" with \$4,000.00 funding remaining and 16 credits remaining; "Undergraduate" with 130 credits remaining and N/A GPA; and "Graduate" with 39 credits remaining and N/A GPA. Below these is the "ACTIVE EDUCATION GOALS" section, featuring a goal for "Physician Assistant-Certified (PA-C)" which is "APPROVED" and eligible for Active CA. A progress bar shows 0% completion. At the bottom of this section, the "APPLY FOR FUNDING" button is circled in red. To the right, there are sections for "ED CENTER INFO" (with a redacted name), "Needs Assessment Survey", "Ed Center Events", "Ed Center News", and "ARMY NEWS". A banner at the bottom of the dashboard reads "Start here to get your funding" with an image of a soldier's gear.



If "Verify and Proceed" is not yellow, Soldiers must 1. Click on Edit pencil 2. Click update 3. Click the back arrow next to Soldier's name 4. Click Verify and Proceed

← Create Credentialing Assistance Request

The following fields are required: Work Phone

Contact Information ✓

Verify that the contact information is accurate. Your funding request cannot proceed if certain fields are missing.

Address ✓

Verify that the address is accurate. Your funding request cannot proceed if certain fields are missing.

City: [Redacted] State: [Redacted]

Profile Saved! UNDO

VERIFY AND PROCEED CANCEL

UPDATE

2

← [Redacted] [Redacted] PRINT EDUCATION RECORD

Personal Data

[Redacted]

← Create Credentialing Assistance Request

Contact Information ✓

Address ✓

Verify that the contact information is accurate. Your funding request cannot proceed if certain fields are missing.

Verify that the address is accurate. Your funding request cannot proceed if certain fields are missing.

[Redacted]

VERIFY AND PROCEED CANCEL

4



**Soldiers must read ALL!! They must understand what they are signing!!**

### ← Create Credentialing Assistance Request: Project Management Professional (PMP)

#### User Agreement

In order to simplify the application process, you should be aware of or have the following information:

- Access to your student registration information. This will help you identify the information needed for your funding request. You will need the following information: credential name, course/exam title, course/exam cost, and custom quote from the vendor for the course/exam (exceptions: Pearson Vue, CompTIA, and International Board of Specialty Certification where screenshots are acceptable).
- Exact dates for your training courses and/or exams. The Credentialing Assistance (CA) request date must be 90-45 days prior to the exam or training course start date. The end date cannot exceed 365 calendar days from the start date. These dates can be retrieved from your vendor.
- Register with the vendor if registration is required prior to the start date, but do not pay anything out of pocket as it will not be reimbursed.
- Submit requests for books and material in conjunction with a request for a course or exam. Requests for books or material alone will be rejected unless there is a pending request for a course/exam or current course/exam in progress for the same credential.
- Ensure your personal data is up to date on your education record. This is crucial to ensure your funding request flows properly.

You must agree to all conditions in order to submit this application for approval:

#### ACADEMIC

- I understand that it is my responsibility to ensure my grades (certificate of completion) are updated in the Army official system of record (Army/ignited). Grades that are 60 days past course/exam end date are considered overdue and will prevent me from applying for CA and will result in recoupment of CA.
- I authorize the release of training and academic information (course grades, exam completions, etc.) by the above institution to the Army (PL 93-568). I grant permission for the Army to share my training and academic information as needed with Army Civilians and Army Contractors whose responsibilities and contracts include education services and programs.
- I will inform my Commander and/or supervisor of my enrollment in the above course(s) or exam(s). All policies and conditions in AR 621-5 apply.

#### FINANCIAL

- I agree that no changes will be made in the above course(s) or exam(s) or dollar amounts without the approval of the Army Credentialing Assistance Program Office (ACAPO) staff; otherwise, I will pay the difference to the Army and/or the vendor.
- I understand that the Army will pay what is authorized for my Credentialing Assistance (CA) request not to exceed the fiscal year (FY) limit. I agree to pay the remaining amount and any other costs and fees. I understand that I may use both Tuition Assistance and CA; however, the combined usage shall not exceed \$4000 per FY.
- I understand that I will reimburse the Total Government Cost above for failing a course/exam; non-completions (failing to attend a course or sit for an exam in the timeframe requested); incomplete "I" grades unresolved 180 days after the course/exam end date; or withdrawals if determined that the failure to complete the course was not due to reasons beyond my control (IAW AR 621-5). I hereby voluntarily authorize the amount to be withdrawn from my pay. Collection of this debt will be in accordance with DoDFMR, Vol 7A, Chapter 50.
- I understand that this application does not guarantee that funds are available, the US Army has no obligation to fund this application, and I may not attend a course or sit for an exam until it has been paid by the ACCESS CA Finance Office.
- I understand that it is my responsibility to coordinate with the vendor before requesting an extension from the ACAPO to ensure the vendor will authorize an extension. I will pay all extension fees to the vendor.
- I understand that CA for courses starting in the next FY is conditional until receipt of the CA funds.

#### PRIVACY ACT STATEMENT:

AUTHORITY: 10 USC 2007; Payment of Tuition for Off-Duty Training or Education; AR 621-5, Army Continuing Education System.

PRINCIPAL PURPOSE: To process an individual's request for Army Tuition Assistance (TA). For additional information see the System of Records Notice A0621-1-AHRC, <https://dpold.defense.gov/Privacy/SORN/index/DOD-wide-SORN-Article-View/Article/570092/0621-1-ahrc.aspx>

ROUTINE USES: Information will be viewed by Army Continuing Education System personnel or academic institutions who have a need for it in the performance of their duties. In addition, this information is subject to proper and necessary routine uses identified in the system of records notice(s) specified in the principal purpose statement above.

DISCLOSURE: Voluntary; however, failure to provide the information may result in denial of Army Tuition Assistance (TA).

#### PENALTY STATEMENT:

There are severe criminal and civil penalties for knowingly submitting false, fictitious, or fraudulent application and for requesting federal funding that duplicates course costs funded elsewhere.

I AGREE, CONTINUE

CANCEL

**Once done, they will check the boxes, then click on "I Agree, Continue"**



Soldier will select an answer, then click "Next"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

1 Demographic 2 Vendor 3 Dates 4 Training/Exam

Are you applying for funding from a deployed location?

Yes  No

**NEXT** CANCEL

Soldier will type in the Vendor's name until it appears, then select it from the drop down. Select it again for Campus.

← Create Credentialing Assistance Request: Project Management Professional (PMP)

1 Demographic 2 Vendor 3 Dates 4 Training/Exam

Select your Vendor:

If you are attempting to locate a Vendor not listed, please forward information to the Army Credentialing Assistance Program Office via ArmyIgnitED messaging and provide the following information: Vendor Name, Vendor URL, Vendor Email, and Vendor Phone Number.

Vendor \*

Joe's

Joe's TrngRus

campus

BACK **NEXT** CANCEL



Soldier will select start and end date (review policy on this!), then click “Next”

Demographic Vendor **3** Dates **4** Training/Exam

What are your exact start and end dates?

You may select up to 365 days to complete your training or exam. If you do not complete the training or exam in the timeframe you request, you will be required to reimburse the government for the costs associated to your training or exam, and the associated book(s), material(s), and/or fees.

Start Date\*  
1/11/2023

End Date\*  
1/31/2023

BACK **NEXT** CANCEL



To request funding for Training Courses, Soldier will select “Training”

*NOTE!! Soldier cannot request books and/or Materials without requesting Training or Exam first!*

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates **4 Training/Exam**

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit.

Each custom quote must include the cost for each item on your CA request to include exam(s), training(s), or book(s) and material(s), and all administrative, application and shipping fee(s).

All items on the CA Request and custom quote must be from the same Vendor. Upload the vendor's custom quote to your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents.

Failure to provide the Vendor's custom quote will result in rejection of your CA request. The quote MUST match what is listed in the CA request.

What do you need funding for?

ADD EXAM

ADD BOOKS AND MATERIALS

ADD TRAINING

Training

BACK

SUBMIT

CANCEL



Some vendors have added courses into the system. If the Soldier sees some courses that have “AF” in front of the title, they must not select it, or it will be rejected. Soldiers must select courses that either have “Army” in front of the title or have neither AF or Army in front of the title.

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

Add Training

**AF COOL - Project Management Professional (PMP) Certification Training**

Description: As a PMI Authorized Training Partner (ATP) and 100% veteran company we have built a system to partner with our service members to ensure their success Our year long all inclusive model for learning include unlimited re-attendance, Learning Management System Access, Full length practice exam, quizzes, application translation and assistance, and live help desk. Class is 5 days long and custom courses can be scheduled for groups of 8 or more anywhere in the world. We cover travel on site.

**SELECT**

**Remaining Funding**  
Fiscal Year: 2023  
\$4,000.00

**Army CA - Project Management Professional (PMP) Certification Training**

Description: N/A

**SELECT**

**ADD MANUALLY** **BACK**



Soldier will select the yellow “Select” button. If they do not see what they are looking for, they can click on “Add Manually” (addressed in future slides)



Once the Soldier verifies it is the course, click on "Add Training"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

**Add Training**

Title \*  
Army CA - Project Management Professional (PMP) Certification Training

Cost \*  
\$ 2099

Description \*  
N/A

3 / 1000

**ADD TRAINING** **BACK**

**Remaining Funding**  
Fiscal Year: 2023  
\$4,000.00



They can add any application fee or membership fee if needed, if not, click "Submit"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

**TRAINING - Army CA - Project Management Professional (PMP) Certification Training**

Government Cost	Student Cost
\$2,099.00	\$0.00

**ADD FEE**

**Remaining Funding**  
Fiscal Year: 2023  
\$1,901.00

Costs		
Total Costs	Government Costs	Student Costs
\$2,099.00	\$2,099.00	\$0.00

**BACK** **SUBMIT** **CANCEL**





If Soldier is adding fees, select the type of fee

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

Credentialing Assistance funding will only pay for fees associated with administrative, application, or shipping costs. Please ensure your vendor provides you with a description of the fees you are being charged and annotate in the fee description box.

Add Fee

Type\*  
Administrative  
Application  
Shipping

\$ Cost\*



Add the cost, a description, then click on “Add Fee”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

Credentialing Assistance funding will only pay for fees associated with administrative, application, or shipping costs. Please ensure your vendor provides you with a description of the fees you are being charged and annotate in the fee description box.

Add Fee

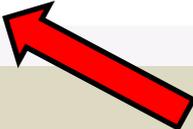
Type\*  
Administrative

Cost\*  
\$20

Description\*  
APPLICATION

11 / 250

ADD-FEE BACK





When complete, Soldier will click "Submit"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

**TRAINING - Army CA - Project Management Professional (PMP) Certification Training**

Government Cost	Student Cost
\$2,099.00	\$0.00

Fee Type	Government Cost	Student Cost	
FEE - Administrative	\$20.00	\$0.00	REMOVE FEE

ADD FEE

**Remaining Funding**  
Fiscal Year: 2023  
**\$1,881.00**

<b>Costs</b>		
Total Costs	Government Costs	Student Costs
\$2,119.00	\$2,119.00	\$0.00

BACK **SUBMIT** CANCEL

Soldier can now click Finished!  
They will now have an ID number for this case!

Credentialing Assistance Request Application: Application Submitted



**Congratulations your credentialing assistance request has been submitted!**

Your credentialing assistance request ID is 4081805

Here are the next steps

- 1 Your Credentialing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications.

**FINISHED**





# **CREATING CA REQUEST FOR TRAINING**

## **MANUALLY**



To add a course manually, Soldier will follow the same steps as previously described. If there are no courses listed to select, it will prompt the Soldier to add the course. Soldier will type in the title, cost, and description. This must match their quote. They can then click “Add Training”

← Create Credentialing Assistance Request: Physician Assistant-Certified (PA-C)

Demographic Vendor Dates Training/Exam

**Add Training**

Title\* PA-CAT Cost\* \$250

Description\* ENTRY EXAM

10 / 1000

ADD TRAINING BACK

Remaining Funding  
Fiscal Year: 2023  
\$4,000.00

← Create Credentialing Assistance Request: Physician Assistant-Certified (PA-C)

Demographic Vendor Dates Training/Exam

**TRAINING - PA-CAT**

Government Cost	Student Cost
\$250.00	\$0.00

ADD FEE

Remaining Funding  
Fiscal Year: 2023  
\$3,750.00

**Costs**

Total Costs	Government Costs	Student Costs
\$250.00	\$250.00	\$0.00

BACK SUBMIT CANCEL

Add any fees, then click “Submit”



# **CREATING CA REQUEST FOR BOOKS OR MATERIALS**



The Soldier will follow the previous steps until they get to this page, then they will select “Add Books and Materials”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include exam(s), training(s), or book(s) and material(s), and all administrative, application and shipping fee(s). All items on the CA Request and custom quote must be from the same Vendor. Upload the vendor's custom quote to your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide the Vendor's custom quote will result in rejection of your CA request. The quote MUST match what is listed in the CA request.

What do you need funding for?

ADD EXAM ADD BOOKS AND MATERIALS ADD TRAINING

Note: You must first have an Exam or Training CA Request before you can create a Books or Material CA Request.

BACK SUBMIT CANCEL





If the vendor has added books and/or materials, the Soldier can select here. If not, they will have to add them manually (as demonstrated on the next slides)

Demographic Vendor Dates

**Add Book and Material**  
**Study Material Test**  
Description: N/A **SELECT**

**Theory Book**  
Description: N/A **SELECT**

**Public Relations Book**  
Description: N/A **SELECT**

BACK

Click the Select button on the book/material you wish to add to your request

**NOTE:** You can only select one on this screen



They will select either Books or Materials

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

Add Book or Material

Books  
Materials

\$ Cost\*

Select Associated Training or Exam\*

Remaining Funding  
Fiscal Year: 2023  
\$1,881.00

ADD BOOK OR MATERIAL BACK

Add the title of the book or material, the cost, a description (need ISBN number if it is a book) then they must associate these books with a training or exam previously submitted

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

Add Book or Material

Type\*  
Books

Cost\*  
\$20.  
Must be number or decimal

Description\*  
0 / 250

Army CA - Project Management Professional (PMP) Certification Training - TRAINING

Remaining Funding  
Fiscal Year: 2023  
\$1,881.00

ADD BOOK OR MATERIAL BACK



Once complete, they will click "Add Book or Material"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

**Add Book or Material**

Type\* Books Cost\* \$20 Select Associated Training or Exam\* Army CA - Project Management Professional (PMP) Certification Training - TRAINING

Description\* PMBOK, 6<sup>th</sup> Ed., ISBN# 1123022FL21V2

5 / 250

ADD BOOK OR MATERIAL BACK

Remaining Funding  
Fiscal Year: 2023  
\$1,881.00

Once complete, they will click "Submit"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

**BOOK AND MATERIAL - Books**

Government Cost	Student Cost	Associated Training or Exam
\$20.00	\$0.00	Army CA - Project Management Professional (PMP) Certification Training

ADD FEE

ADD BOOKS AND MATERIALS

You are only permitted to add 1 items to your Credentialing assistance request.

Costs	Government Costs	Student Costs
Total Costs	\$20.00	\$0.00

BACK SUBMIT CANCEL

Remaining Funding  
Fiscal Year: 2023  
\$1,861.00

The Soldier should make sure to add **shipping fees!!!** Failure to do so if there is a fee will result in a rejected CA request.



The Soldier can now click Finished!

### Credentialing Assistance Request Application: Application Submitted



Congratulations your credentialing assistance request has been submitted!

Your credentialing assistance request ID is 4081819

#### Here are the next steps

- 1 Your Credentialing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications.

FINISHED





# CREATING CA REQUEST FOR EXAMS



The Soldier will follow the previous steps until they get to this page, then they will select “ADD EXAM”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

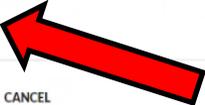
Demographic Vendor Dates Training/Exam

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include exam(s), training(s), or book(s) and material(s), and all administrative, application and shipping fee(s). All items on the CA Request and custom quote must be from the same Vendor. Upload the vendor's custom quote to your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide the Vendor's custom quote will result in rejection of your CA request. The quote MUST match what is listed in the CA request.

What do you need funding for?

ADD EXAM ADD BOOKS AND MATERIALS ADD TRAINING

BACK SUBMIT CANCEL



They will then click “SELECT EXAM”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

Add Exam

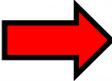
Written - Project Management Professional (PMP)

Description: N/A  
Category: Written

BACK

SELECT EXAM

Remaining Funding  
Fiscal Year: 2023  
\$1,861.00





They will select Location and add cost

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

Exam Title  
Written - Project Management Professional (PMP)

Location \*

- DL
- N/A
- Off Installation
- On Installation

\$ Cost \*

Remaining Funding  
Fiscal Year: 2023  
**\$1,861.00**

They will then click "ADD EXAM"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

Exam Title  
Written - Project Management Professional (PMP)

Location \*  
DL

Cost \*  
\$ 500

**ADD EXAM** BACK

Remaining Funding  
Fiscal Year: 2023  
**\$1,861.00**



The Soldier can add any fees, such as application or membership fees, then click "Submit"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam

EXAM - Written - Project Management Professional (PMP) X

Government Cost	Student Cost
\$500.00	\$0.00

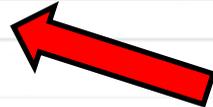
  

Fee Type	Government Cost	Student Cost	
FEE - Application	\$50.00	\$0.00	REMOVE FEE
ADD FEE			

Costs	Government Costs	Student Costs
Total Costs	\$550.00	\$0.00

BACK **SUBMIT** CANCEL



Credentialing Assistance Request Application: Application Submitted



**Congratulations your credentialing assistance request has been submitted!**

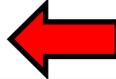
Your credentialing assistance request ID is 4081825

Here are the next steps

- 1 Your Credentialing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications.

Click "FINISHED"

**FINISHED**





Any time the Soldier submits a CA request for an Exam, it will remove credits from the “Required Credits”. This will NOT affect their Semester hour limit for TA. Required Credits are just the number of Exams for this credential.

They can continue to submit CA Requests (books/materials) from the same Goal, unless that goal is completed. If they needed to submit for another Exam after the current goal is completed (*Why would they do this? Could be for recertification study materials or CEU/PDU refresher requirement*), they can submit a new Education Goal.

The screenshot displays a user interface for managing education goals and funding. On the left is a navigation menu with categories like 'Education Goals', 'Documents', 'Testing', 'Recupments', 'Recupment Transactions', 'Education Programs', 'Research', 'INFORMATION', 'Resources', 'News', 'Education Center Visits', and 'Education Center Events'. The main content area is titled 'Active TA' and 'Active CA'. It features three summary cards: 'Fiscal Year Cap: 2023' with '\$1,311.00 Funding Remaining' and 'Credits Remaining: 16'; 'Undergraduate' with '130 Credits Remaining' and 'GPA: N/A'; and 'Graduate' with '39 Credits Remaining' and 'GPA: N/A'. Below these is the 'ACTIVE EDUCATION GOALS' section, which lists a goal for 'Project Management Professional (PMP)'. This goal is marked as 'APPROVED' and '100% COMPLETE'. A progress bar shows 'Required Credits: 1.00', 'Completed Credits: 1.00', 'Transferred Credits: 0.00', and 'Remaining Credits: 0.00'. A red arrow points to the '100% COMPLETE' status. At the bottom of the goal card are buttons for 'APPLY FOR FUNDING' and 'VIEW DETAILS'. The footer of the page shows 'Version 2.13.1.3' and a background image of a soldier's gear.

Soldier submitted CA Request- waiting on ACAPO to review:

**ID #4067366-Exam Master**  
PENDING ACAPO REVIEW • ACTIVE CA

TRAINING - PA-CAT 01/10/2023 - 04/13/2023 Level: Other Grade: Credits: 1 Government Cost: \$250.00 Student Cost: \$0.00

CANCEL

ACAPO reviewed case and move it to finance (CABO) for payment:

**ACAPO CONCURS / PENDING FINANCE PAYMENT** • ACTIVE CA

EXAM - SY0-601 12/15/2022 - 01/10/2023 Level: Tech/OCC Grade: Credits: 1 Government Cost: \$282.00 Student Cost: \$0.00

Finance (CABO) creating invoice but not paid yet:

**ACAPO CONCURS / PENDING FINANCE PAYMENT** • ACTIVE CA **Certified**

EXAM - SY0-601 12/15/2022 - 01/10/2023 Level: Tech/OCC Grade: Credits: 1 Government Cost: \$282.00 Student Cost: \$0.00

Payment was made by finance (CABO)- Soldier can contact vendor and begin:

**APPROVED AND PAID** • ACTIVE CA **Certified**

TRAINING - CompTIA CertMaster Learn for Security+ (SY0-601) - Individual License with Labs and Hand-on 12/09/2022 - 01/01/2023 Level: Other Grade: Credits: 1 Government Cost: \$977.00 Student Cost: \$0.00



Soldiers will receive notifications through their ArmyIgnitED account when a Goal has been created (this is just the goal, not the CA request), when ACAPO moves a case to finance for payment, then when finance makes the payment.  
 Soldiers are responsible for checking their cases!

← My Inbox CREATE MESSAGE

Select Category: All  Has Suspense Date

Conversations Sent

Army Credentialing Assistance Concurred	Thu 11/10/2022
Education Goal Approved	Thu 11/10/2022
Your education goal has been created	Thu 11/10/2022

3 total

---

**Army Credentialing Assistance Concurred**  
 Category: Education Goals

From: Administrator System  
 To: [Redacted]  
 Created: 11/10/2022

\*\*\* Attention: Do not reply to this message. If you have questions, please contact the Army Credentialing Assistance Program Office (ACAPO).\*\*\*

\*\*\* Do not proceed to testing or training without email confirmation from the CA Finance Office that your funding request has been paid. \*\*\*

Hello,  
 Your application for Credentialing Assistance (CA) has been reviewed and concurred by ACAPO. Your CA request is now being reviewed for payment by the CA Finance Office. Currently, you do not have approved funding. Your CA request must be paid by CA Finance before you can start your training or exam. You will receive another message once the CA Finance Office processes your CA.

Please login into ArmyIgnitED to view your CA Requests. You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications. You may also be required to digitally sign your CA Request.

Reason: test

Credentialing Assistance Application Details:  
 Application ID: [Redacted]  
 Institution: Exam Master  
 Course(s):

- Course: TRAINING  
 Title: PA-CAT  
 Dates: 1/10/2023-4/13/2023

V/r,  
 ArmyIgnitED System Administrator





## Army Credentialing Assistance Program Page:

[https://www.cool.osd.mil/army/costs\\_and\\_funding/army\\_credential\\_assistance.htm](https://www.cool.osd.mil/army/costs_and_funding/army_credential_assistance.htm)

ArmyIgnitED:

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



ARMY CREDENTIALING  
ASSISTANCE



**Educate to Win!**

Army Credentialing and Continuing Education  
Services for Soldiers (ACCESS), ArmyU

**Overall Classification is Controlled Unclassified Information or CUI**



To help navigate the slides:

**Slides 3-5:** Canceling a CA Request (Before Payment is made)

**Slides 6-13:** Requesting a Withdrawal (After Payment has been made)

**Slides 14-15:** Don't See Your Vendor?

**Slides 16-17:** Requesting Extensions

**Slides 18-19:** Requesting a Status When Case Has Been Moved to Finance

**Slides 20-22:** Turning in Your Certificate of Completions (Grades)

**Slide 23-** Need Assistance or Counseling? Schedule your appointment with a CA Counselor now!

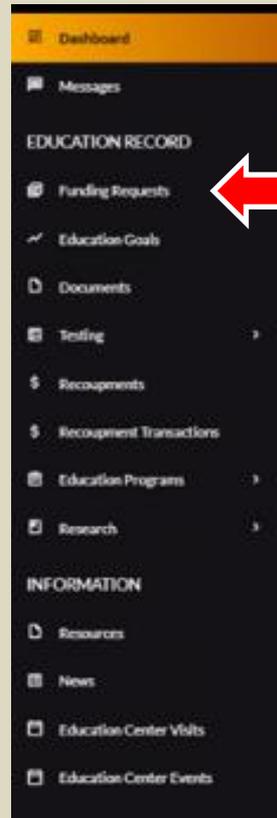


# **CANCELING A CA REQUEST**

**BEFORE PAYMENT**



## Canceling CA Request



On the Dashboard, Soldier will select Funding Requests



**ID #2223-AMERICAN MILITARY UNIVERSITY (AMU)**  
 ACAPO CONCURS / PENDING FINANCE PAYMENT • GUARD CA

BOOK AND MATERIAL - Books 12/01/2022 - 01/31/2023 Level: Other Grade: X Credits: 1 Government Cost: \$12.00 Student Cost: \$0.00

**CANCEL** ←

---

**ID #2222-AMERICAN MILITARY UNIVERSITY (AMU)**  
 ACAPO CONCURS / PENDING FINANCE PAYMENT • GUARD CA

TRAINING - Does this show up? 12/01/2022 - 01/31/2023 Level: Other Grade: P Credits: 1 Government Cost: \$122.00 Student Cost: \$0.00

SIGN DOCUMENT **CANCEL**

Soldiers will locate the correct request they wish to Cancel, select the Cancel button and then select the "Yes" button

**NOTE:** Deleted CA Request will disappear from list

**NOTE!!! ENSURE THE CASE HAS NOT BEEN FUNDED BEFORE HITTING CANCEL**

**Cancel Credentialing Assistance Request**

Are you sure you want to cancel this credentialing assistance request application? There is no undo operation and you will have to resubmit your application.

**YES** ← **NO**

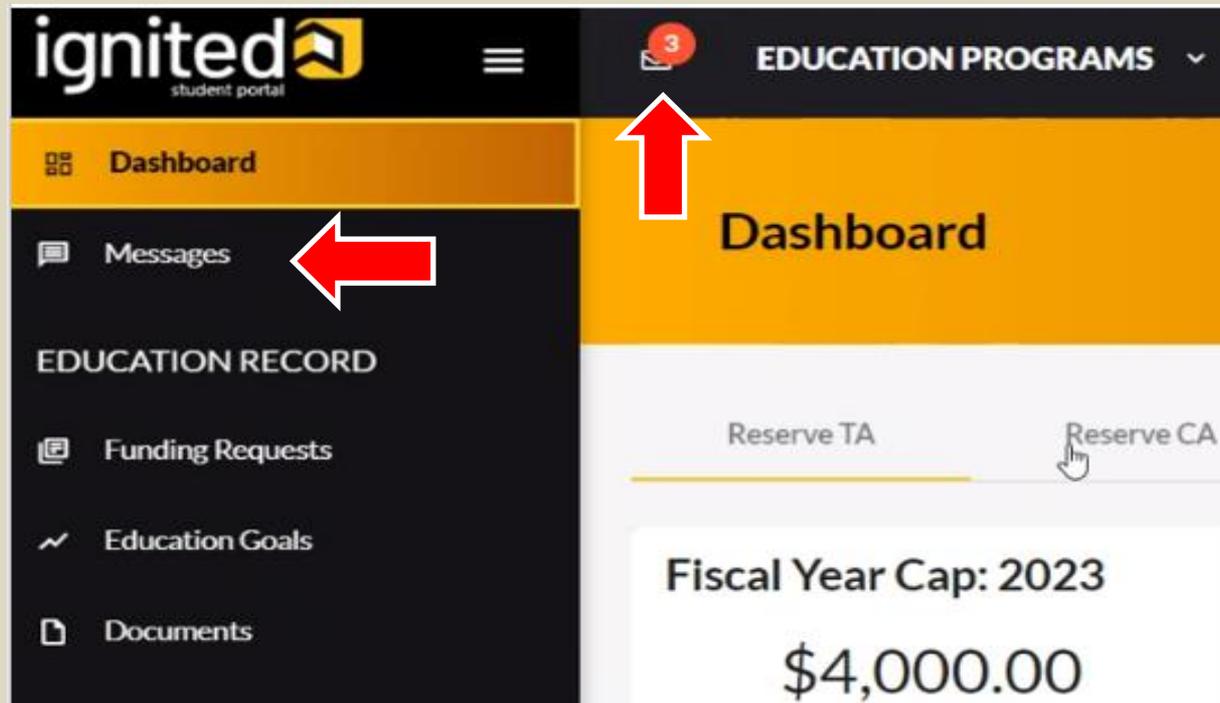


# **REQUESTING A WITHDRAWAL FROM A CA REQUEST**

**AFTER PAYMENT  
HAS BEEN MADE**



## Requesting A Withdrawal



Upon logging in your ArmyIgnitED account, click 'Messages' on the left side menu or choose the envelope icon at the top of your screen



← My Inbox

CREATE MESSAGE

To compose and send a message, click 'Create Message' in the top right corner of screen



The screenshot shows a 'Create Message' form with a yellow header. The form includes a 'Category\*' dropdown menu, a 'Subject\*' text field, a rich text editor with a 'Format' dropdown and various icons, an 'Attachments' section with a 'CHOOSE FILE' button, a 'Drop files here' area, and 'SEND' and 'CLOSE' buttons at the bottom. Red arrows point to the Category dropdown, Subject field, the main text area, the CHOOSE FILE button, and the CLOSE button.

Category: Credentialing Assistance (CA) Withdrawal

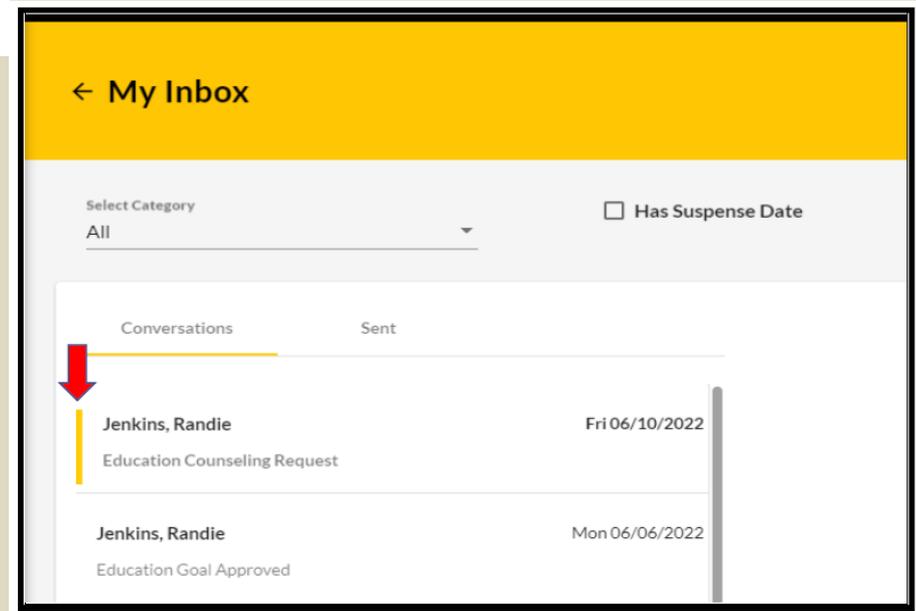
Subject: Request for Withdrawal

Body: Provide information on the case you wish to withdraw from- Case ID#, Title of the Course, and reason.

**NOTE!!** Soldiers who receive a grade other than a “W” for withdrawing from the course or exam will not be able to submit a request for recoupment waiver for it.



Once ACAPO enters the grade of “W”, you will receive an email letting you know you have a message waiting for you to view regarding course recoupment. Please check messages in the ArmyIgnitED portal and view the recoupment action message.





Click 'Recoupments' then click 'Process Recoupment':

**ignited3** EDUCATION PROGRAMS

← Recoupments

1. This is your official notification that a recoupment action is pending for an unsatisfactory course completion. As per DoD 5122.25 and AR 621-5, students are required to reimburse the Army for a course in which Military Tuition Assistance was used and satisfactory course completion was not obtained.

2. You have no more than 30 days (your suspense date) from the date of receipt of the unsatisfactory course completion to:

- Begin a recoupment action through doDaccession from your military pay.
- Request a Recoupment Waiver (only for a "W" withdrawal grade). Refer to the Student, Tutor or ArmyIgnited3 Recoupment Waiver Process for more information.

3. If you do not choose and begin one of the above actions prior to your suspense date, an automatic deduction of the full amount will be initiated against your pay.

4. As per DoD 5122.25 and AR 621-5, unsatisfactory course completion grades include: "W" for withdrawal, "T" for instructors after 100 days of course and dates, "D" or "F" for graduate courses, any other non-passing grade or status, and any grade posted to your ArmyIgnited3 account.

5. If you receive the unsatisfactory grade in service, you have until the suspense date to provide an official satisfactory grade. Recoupment is processed after the suspense date will not be stopped or refunded until a satisfactory grade is submitted.

6. If you have questions regarding a submitted recoupment plan or request for waiver, please contact the Central Office of Army, ME, JA, EHS account team.

7. Recoupments can ONLY be made via pay of deduction.

8. If you need assistance updating a grade, completing a recoupment action, or submitting a Request for Recoupment Waiver, please contact your Education Center.

Course Code - Title	Term Dates	Grade	Government Cost	Student Cost	Total Cost	Suspense Date	Status
DXAM - Practical - Advanced Concrete Network Installer	11/07/2022 - 02/26/2023	F	\$254.00	\$0.00	\$254.00	10/14/2022	Process Recoupment

Read 'recoupment conditions' -> 'I Understand These Conditions':

← Initiate Recoupment

1. Requests for Recoupment Waivers can only be submitted for courses with a grade of "W" (Withdrawal).

2. Recoupment Waivers are only considered if the circumstances clearly show events were beyond the control of the student and the student made every effort to work with the instructor and academic institution to request extensions to complete the course or appeal for a government refund.

3. You may request for Recoupment Waiver consideration for the following reasons:

- Short notice PCS/TDY after course start date that prevents attendance at an in-person class (not asynchronous or self-paced distance learning). The length of TDY will be considered when assessing a waiver request. Note: Permissible TDY is not a valid consideration for waiver.
- Emergency leave (IAW AR 600-8-50, para. 4-5 documentation required)
- Emergency health issues (documentation required)
- Hospitalization of a length to preclude course completion, and the academic institution disapproved a request for extension (documentation required)
- Short notice changes in work schedule that interfered with course attendance and completion. Note: Change to work schedule is not a valid consideration for waiver of an asynchronous or self-paced distance learning course. (documentation required)

4. You must have all supporting documentation uploaded and submitted for review prior to your suspense date. At a minimum, the following must be uploaded:

- DA Form 7793 (Request for Recoupment Waiver). The DA Form 7793 must explain in detail the specifics and circumstances that led to your difficulties completing the course. The DA Form 7793 is signed by the student and endorsed by your Commander to indicate personal knowledge of the circumstances and attest to the veracity of your statements.
  - Include the course start and stop dates, and your course scheduled meeting times and dates.
  - Explain all efforts made to work with your instructor to request an extension or incomplete grade.
- Satisfying Documentation: you must include supporting information and documents to support your rationale.
  - PCS - Include in your Recoupment Waiver request the date you were notified of the PCS movement and your actual date of departure. Attach a legible copy of the PCS orders showing your name, issue date, departure date, and TDY duration.
  - TDY - Include in your Recoupment Waiver request the date you were notified of the TDY, your actual departure date, and your return date. Attach a legible copy of the approved TDY orders (DD Form 3530, Request for Official Travel) showing your name, issue date, departure date, and TDY duration.
  - Emergency leave (IAW AR 600-8-50, para. 4-2) - Include in your Recoupment Waiver request the date the emergency arose, your actual departure date, and return date. Attach a legible copy of the approved DA Form 713 showing your name, issue date, effective date, issue duration, and Emergency leave in block B.
  - Hospitalization/Unanticipated Health Situation - Include in your Recoupment Waiver request the date the injury/illness occurred. If hospitalized, include the date of admission and the date of discharge (attach a legible copy of admission/discharge orders showing your name, admit date, and discharge date). If you were placed on quarters or convalescent leave, include those dates in your Recoupment Waiver request and attach a copy of approved DD Form 689, Individual Sick Slip indicating quarters as the disposition, or DA Form 23 Request and Authority for Leave granting convalescent leave showing name, start date, and stop date.
  - Changed Military Duties - Include in your Recoupment Waiver request your duty hours at the start of the course, the scheduled class meeting times and dates, your duty hours following the change, and the reason for the change. Note: Change in military duties will not be considered if the course is asynchronous or self-paced distance learning.
- Withdrawal Documentation from Academic Institution: Provide a copy of the withdrawal paperwork or the Change of Enlistment slip with your Recoupment Waiver package.
- Academic institution Requested Action (documentation optional): Include documentation of applying for an academic institution refund or appeal.
- Miscellaneous [optional]: Include any other documentation to support your request for a Recoupment Waiver.

5. All decisions will be made based solely on documents provided. Please ensure your package is complete.

6. All decisions are final. You must ensure that all supporting documents are provided at the same time since reconsiderations will not be granted.

7. Should a Recoupment Waiver request be denied, you will be notified via email.

8. If a Recoupment Waiver is approved, you will receive an email notification and no further action is required on your part.

**I UNDERSTAND THESE CONDITIONS** CANCEL



Soldiers have 3 choices for 'Method of Recoupment' (Soldier must scroll as Waiver does not appear when Soldier first sees it:

1. Lump Sum Payroll Deduction
2. Payroll Deduction (up to 6 months)
3. Waiver (a Request for Recoupment Waiver)

← Initiate Recoupment

Request Details

This is the course you are going to recoup and, if applicable, all its associated fees. Please select the method of recoupment. You cannot apply for a Recoupment Waiver due to the grade in your course (F).

Course Code - Title	Suspense Date	Gov Cost
EXAM - Practical - Advanced Concrete Flatwork Finisher	10/14/2022	\$234.00
		TOTAL: \$234.00

Method of Recoupment:

BACK SUBMIT CANCEL



**'Waiver' -> 'Recoupment Waiver Reason' -> Upload SUPPORTING DOCUMENTATION (Orders, Medical, Emergency Leave Form, etc.) -> 'Submit'**

**NOTE: The first 3 Supporting Documentation upload areas are REQUIRED. Soldier must have this documentation in order to submit their request. The remaining 2 Supporting Documentation upload areas are OPTIONAL but do require something be uploaded.**

**NOTE: 'Waiver' CAN ONLY BE SELECTED FOR A 'W' GRADE!!!**

**NOTE: Vendors DO NOT have to provide a withdrawal letter/memo (that only applies to TARs)**



**DON'T SEE YOUR VENDOR?**



If Soldiers are looking for a specific vendor and don't see them, Soldier can send an ArmyIgnitED message!

Category: Credentialing Assistance (CA) Office

Subject: Request to Add Vendor

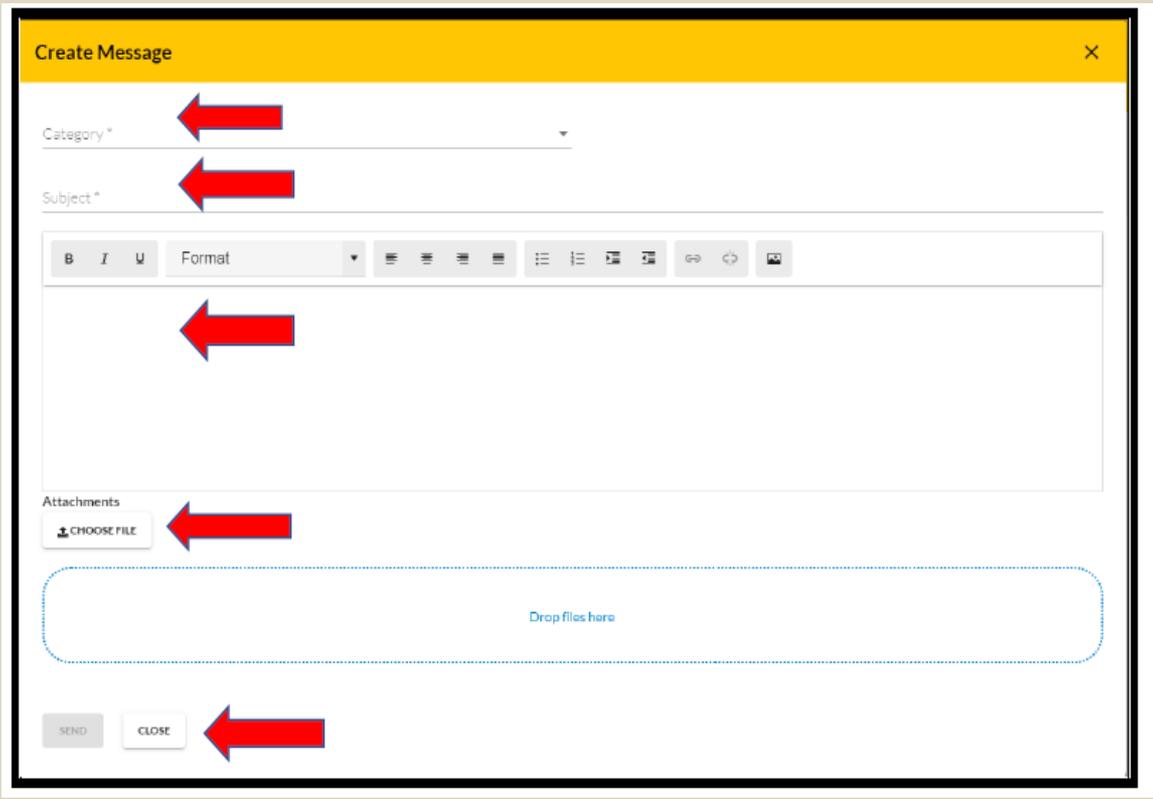
Body: Provide information: Vendor name, Vendor URL, Vendor POC, Vendor Email, Vendor phone number.

ACAPO will reach out to the vendor to request they participate



# REQUESTING AN EXTENSION

If Soldiers need to extend, and they haven't exceeded 1 year from their start date and are not at their ETS date, they can submit an ArmyIgnitED message



Category: Credentialing Assistance (CA) Office

Subject: Request for extension

Body: Provide:  
Name, case number (ID number), title of course, and exact date of extension (example- 5 May 23).

ACAPO will review to ensure they can extend.



# STATUS CHECK ON CA REQUESTS



For status on cases that have been moved to finance for payment (and are 3 days away from the start date), Soldiers must send it through an ArmyIgnitED message

Category\*

Subject\*

Attachments

CHOOSE FILE

Drop files here

SEND CLOSE

Category: Credentialing Assistance (CA) Finance

Subject: Status of Case (after being moved to finance for payment)

Body:  
Provide Name, case number, title of course.



# **TURNING IN CERTIFICATE OF COMPLETION (GRADES) FOR A CA REQUEST**



- If Certificate of Completion is not uploaded within **30 days** after the end date, messages for recoupment will begin
- Vendors can provide pass/fail grades for courses they provide or exams they receive. If they do not receive the grade, it is the Soldier's responsibility to send to ACAPO. ACAPO will then apply the grade in the Soldier's account



To turn in a certificate of completion (grade), Soldiers must send it through an ArmyIgnitED message

Category: Credentialing Assistance (CA) Office

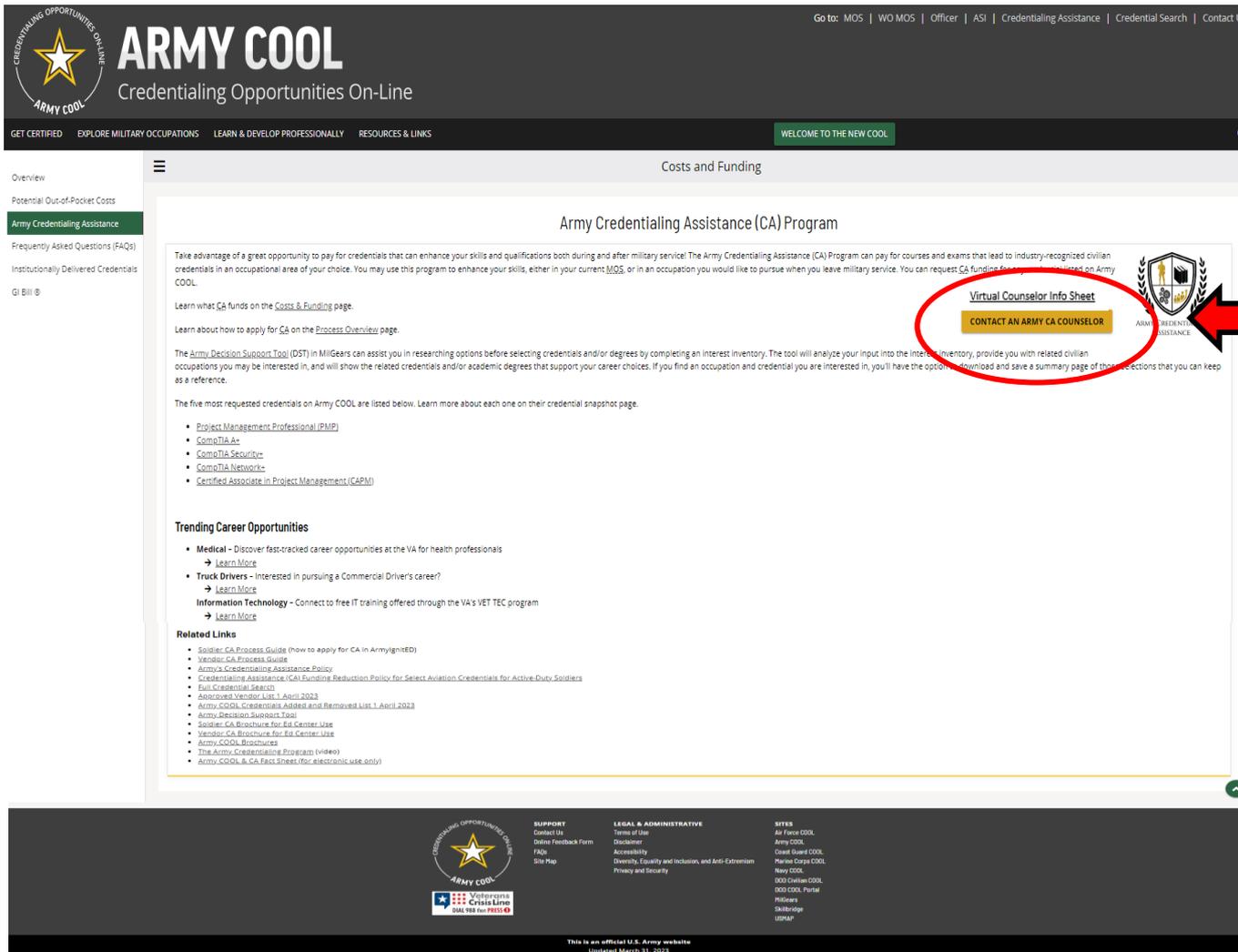
Subject: Request to add Certificate of Completion

Body: Provide:  
Name, case number, title of course.

ACAPO will review and close in ArmyIgnitED.



Need Assistance or Counseling? Please go to the Army CA Page within Army COOL:  
[https://www.cool.osd.mil/army/costs\\_and\\_funding/index.html?credentialingassistance](https://www.cool.osd.mil/army/costs_and_funding/index.html?credentialingassistance)  
And click the “Contact An Army CA Counselor” to schedule your appointment!



Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | Credential Search | Contact Us

**ARMY COOL**  
Credentialing Opportunities On-Line

GET CERTIFIED | EXPLORE MILITARY OCCUPATIONS | LEARN & DEVELOP PROFESSIONALLY | RESOURCES & LINKS

WELCOME TO THE NEW COOL

### Costs and Funding

#### Army Credentialing Assistance (CA) Program

Take advantage of a great opportunity to pay for credentials that can enhance your skills and qualifications both during and after military service! The Army Credentialing Assistance (CA) Program can pay for courses and exams that lead to industry-recognized civilian credentials in an occupational area of your choice. You may use this program to enhance your skills, either in your current MOS, or in an occupation you would like to pursue when you leave military service. You can request CA funding for any credential on Army COOL.

Learn what CA funds on the [Costs & Funding](#) page.

Learn about how to apply for CA on the [Process Overview](#) page.

The [Army Decision Support Tool](#) (DST) in MIGears can assist you in researching options before selecting credentials and/or degrees by completing an interest inventory. The tool will analyze your input into the interest inventory, provide you with related civilian occupations you may be interested in, and will show the related credentials and/or academic degrees that support your career choices. If you find an occupation and credential you are interested in, you'll have the option to download and save a summary page of those sections that you can keep as a reference.

The five most requested credentials on Army COOL are listed below. Learn more about each one on their credential snapshot page.

- Project Management Professional (PMP)
- CompTIA A+
- CompTIA Security
- CompTIA Network+
- Certified Associate in Project Management (CAPM)

#### Trending Career Opportunities

- Medical** - Discover fast-tracked career opportunities at the VA for health professionals  
→ [Learn More](#)
- Truck Drivers** - Interested in pursuing a Commercial Driver's career?  
→ [Learn More](#)
- Information Technology** - Connect to free IT training offered through the VA's VET TEC program  
→ [Learn More](#)

#### Related Links

- Soldier CA Process Guide (how to apply for CA in ArmyIgnitED)
- Vendor CA Process Guide
- Army Credentialing Assistance Policy
- Credentialing Assistance (CA) Funding Reduction Policy for Select Aviation Credentials for Active Duty Soldiers
- Full Credential Search
- Approved Vendor List 1 April 2023
- Army COOL Credentials Added and Removed List 1 April 2023
- Army Decision Support Tool
- Soldier CA Brochure for Ed Center Use
- Vendor CA Brochure for Ed Center Use
- Army COOL Brochures
- The Army Credentialing Program (v04e0)
- Army COOL & CA Fact Sheet (for.electronic.use.pdf)

[Virtual Counselor Info Sheet](#)

[CONTACT AN ARMY CA COUNSELOR](#)

ARMY CREDENTIALING ASSISTANCE

**SUPPORT**  
Contact Us  
Online Feedback Form  
FAQs  
Site Map

**LEGAL & ADMINISTRATIVE**  
Terms of Use  
Disclaimer  
Accessibility  
Diversity, Equity and Inclusion, and Anti-Extremism  
Privacy and Security

**SITES**  
All Force COOL  
Army COOL  
Civilian Guard COOL  
Marine Corps COOL  
Navy COOL  
000 Civilian COOL  
000 COOL Portal  
MIGears  
Skillbridge  
USAR

 **Department of Defense**  
DIAL 988 for PERS 8

This is an official U.S. Army website  
Updated March 31, 2023



## Army Credentialing Assistance Program Page:

[https://www.cool.osd.mil/army/costs\\_and\\_funding/army\\_credential\\_assistance.htm](https://www.cool.osd.mil/army/costs_and_funding/army_credential_assistance.htm)

ArmyIgnitED:

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



ARMY CREDENTIALING  
ASSISTANCE