How to Submit a CA Helpdesk Case

1. Log-in to GoArmyEd website (www.goarmyed.com)
2. Select “My Education Record”
3. Select “Helpdesk Cases”, then Select “Create New Helpdesk Case”
4. Scroll to the bottom of the page, Select “Helpdesk Resources”

5. Select “Create Helpdesk Case”, then Select “Proceed” (*If case has already been created for this topic, do not create a second case, skip to step 9)
6. Select CONUS/OCONUS status, Select “Credentialing Request” from Case Type drop-down

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

8. Select “Return to Student Record”

10. Select “Browse” to attach signed CA SOU, Type “Signed SOU for CA Request” in Notes section, Select “Submit Actions Taken”
11. Return to Soldier Record and Select “eFile” to upload any supporting documentation (prerequisite information, invoice, orders, etc.), if necessary

12. Monitor GoArmyEd Helpdesk Case for status updates