



US Army Combined Arms Center

SOLDIERS AND LEADERS - OUR ASYMMETRIC ADVANTAGE

**The Army Credentialing
Assistance Program**



**The Army Credentialing Assistance Program
Soldier Process**



To help navigate these slides:

Slides 3-7: Overview of the Credentialing Assistance Program

Slides 8-11: Covers Army COOL, the CA Program, and The Army Decision Support Tool

Slides 12-14: Credentials aligned to MOS/AOC/ASI

Slides 15-17: How to search for credentials on Full Credential Search and Eligibility Criteria

Slides 18-19: Information on ArmyIgnitED and the CA Program

Slides 20-31: How to create an ArmyIgnitED account

Slides 32-42: How to select a credential for CA

Slides 43-51: How to create a CA Request for funding

Slides 52-54: Can't Find a Related Vendor when trying to submit a CA Request

Slides 55-63: How to create a manual CA Request

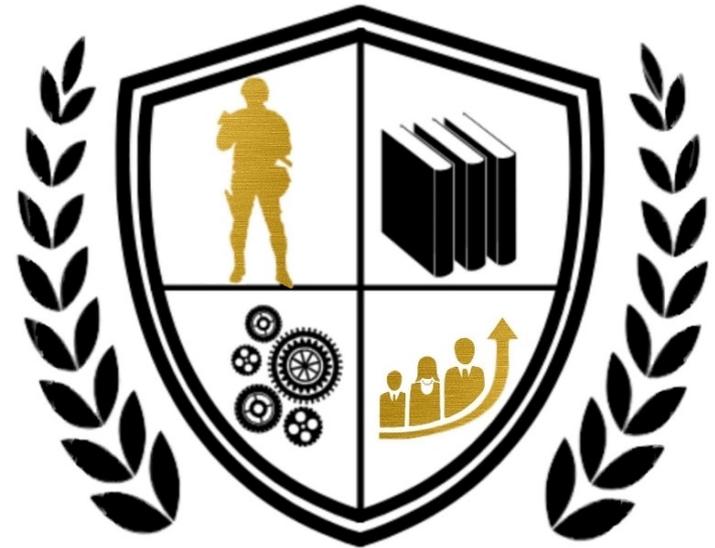
Slides 64-78: How to verify a CA Request was submitted, find the status of the CA Request, How to withdraw, How to complete a path

Slides 79-82: How to find "How To Guides", How to submit a ServiceNow (SNOW) Helpdesk ticket, issues



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 is conducted by ACCESS, ArmyU
- 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
- 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
- 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)



- Course / exam will be paid prior to the start date by ACCESS, ArmyU
- Soldiers are notified by ACCESS, ArmyU regarding next steps. ACCESS, ArmyU will contact Soldiers either by phone or email (this can be from an automated message). Most requests are processed no later than 3 days prior to the Soldier's selected start date. If you have not received a response prior to that, please submit a ServiceNow (SNOW) ticket requesting a status.
- 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 SNOW ticket requesting the status.
- Requested books and/or materials are sent directly to the Soldier (If vendor provides these items, to include free exam voucher, 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
- Recoupment will be handled by ACCESS, ArmyU- Soldiers will be notified by ACCESS, ArmyU.
- **Soldiers who pay out of pocket for anything will NOT be reimbursed. Soldiers who start courses prior to notification from the ACCESS, ArmyU finance team 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 will not be authorized for any course for which a Soldier receives reimbursement in whole or in part from any other Federal source, including veterans' education benefits and Service-funded programs (ROTC scholarship, education-related incentive or bonus, and advanced civil schooling) when the CA payment duplicates the reimbursement



- CA is available to Commissioned Officers and Warrant Officers. Officers and Warrant Officers may use CA for **TRAINING** only if the Officer or Warrant Officer agrees to serve a Military Service Obligation (MSO) in accordance with current TA requirements
- Officers and Warrant Officers using CA for **TESTING** or **RECERTIFICATION** (must not include training, books, materials) of a credential 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



Go to: Enlisted MOS WO MOS Officer ASI



IMPORTANT INFORMATION ▾

How to use Army COOL ▶

Steps to getting a Credential ▶

Credentialing Assistance ▶

IDC/Proponent Funded Credentials ▶

Important Test Vendor Information ▶



CREDENTIALING ASSISTANCE | PROPONENT FUNDED | USMAP APPRENTICESHIPS | FULL CREDENTIAL SEARCH | MANAGER CREDENTIALS | COMMON CORE CREDENTIALS

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



Go to: Enlisted MOS WO MOS Officer ASI



TOUR



NAVIGATOR



SEARCH



MENU

IMPORTANT INFORMATION ▾

How to use Army COOL ▶

Steps to getting a Credential ▶

Credentialing Assistance ▶

IDC/Proponent Funded Credentials ▶

Important Test Vendor Information ▶



CREREDENTIALING ASSISTANCE

PROONENT FUNDED

USMAP APPRENTICESHIPS

FULL CREDENTIAL SEARCH

MANAGER CREDENTIALS

COMMON CORE CREDENTIALS

See information on CA



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

Army Credentialing Assistance (CA) Program

- Overview - Costs & Funding
- Army Credentialing Assistance >**
- Credentialing Assistance FAQ
- Army Proponent Funding
- GI BILL®
- Potential Out of Pocket Costs

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 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 servicing Army education center/office. You can find a list of centers/offices in ArmyIgnitED.

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.

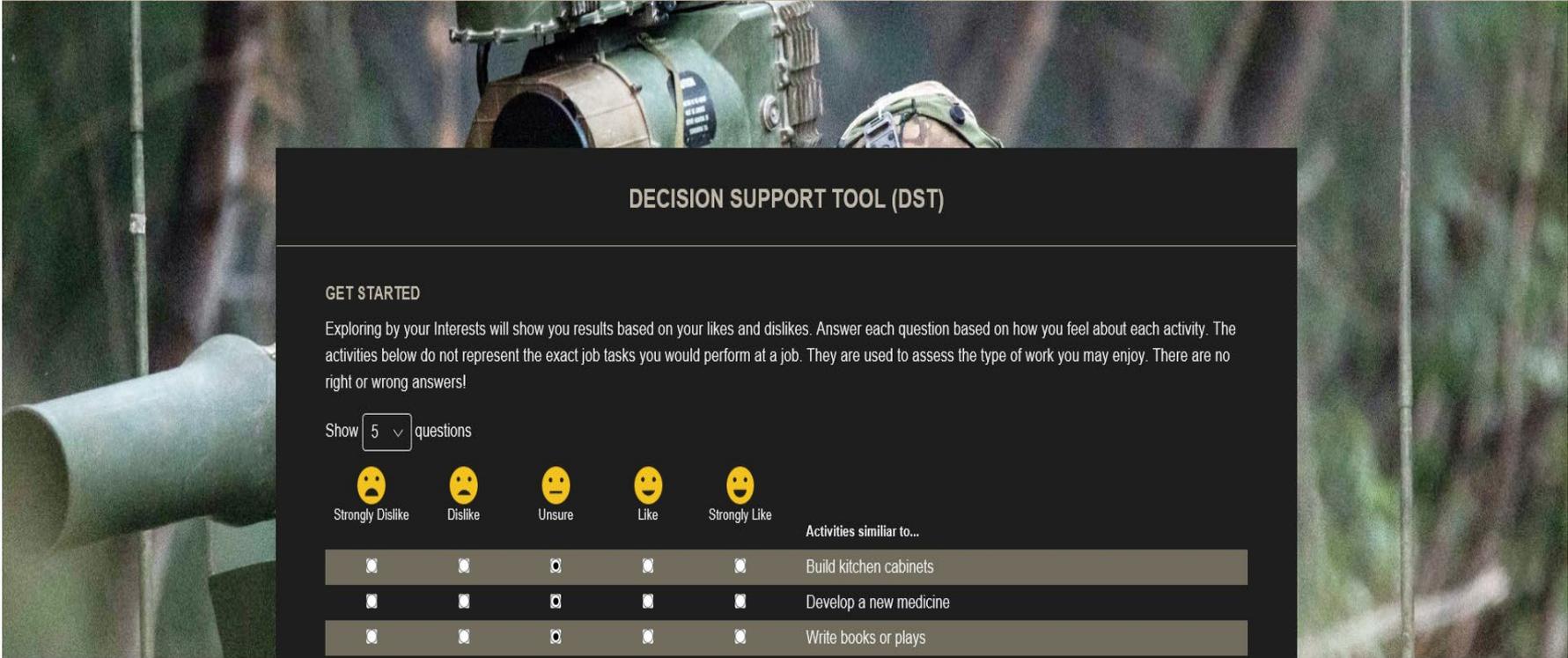


Related Links

- [Soldier CA Process Guide](#) (how to apply for CA in ArmyIgnitED)
- [Vendor CA Process Guide](#)
- [Army's Credentialing Assistance Policy](#)
- [Full Credential Search](#)
- [Approved Vendor List 1 April 2021](#)
- [Army COOL Credentials Added and Removed List 1 April 2021](#)
- [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)

Soldiers who are undecided and want to see options- use the Army Decision Support Tool for assistance!

See all downloadable information such as Army CA Policy, Approved vendors, 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...

<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!



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: Enlisted MOS WO MOS Officer ASI

TOUR NAVIGATOR SEARCH MENU

IMPORTANT INFORMATION ▾

- How to use Army COOL ▶
- Steps to getting a Credential ▶
- Credentialing Assistance ▶
- IDC/Proponent Funded Credentials ▶
- Important Test Vendor Information ▶





Go to: Enlisted MOS WO MOS Officer ASI



NAVIGATOR

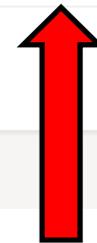
GO TO...
My MOS

- Sort by Code Sort Alphabetically
- 68U - Ear, Nose, and Throat (ENT) Specialist
 - 68V - Respiratory Specialist
 - 68W - Combat Medic Specialist**
 - 68X - Behavioral Health Specialist
 - 68Y - Eye Specialist
 - 68Z - Chief Medical NCO
 - 74D - Chemical, Biological, Radiological, and Nuclear (CBRN) Specialist

GO BACK

NEXT

[Credentialing Assistance](#) | [USMAP Apprenticeships](#) | [Full Credential Search](#)



Select the Enlisted MOS, WO MOS, Officer, or ASI from the Navigator dropdown, then click NEXT.



MOS 68W Combat Medic Specialist

- MOS INFO
- RELATED CREDENTIALS
- RELATED OCCUPATIONS
- CONTINUING EDUCATION
- ADDITIONAL INFO

NATIONAL CERTIFICATIONS | MANDATED CERTIFICATIONS | STATE LICENSES

Red chili pepper denotes "In Demand" credential

The "M" in the Star means the credential is a Mandatory MOS requirement and is Institutionally funded. It cannot be funded by CA

Specialized Information For...

These credentials may require additional education, training or e...

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

Select Filters ▾ Active Filters

DISPLAY OPTIONS: [List of icons]

Show 10 entries

Showing 1 to 10 of 58 entries

Compare	Credential	Agency	Related As	CA Eligible	Attainability	Promotion Points	Skill Level	Star	GI Bill®	Accreditation
<input type="checkbox"/>	Advanced Emergency Medical Technician (AEMT) 🌶️	National Registry of Emergency Medical Technicians (NREMT)	MOST CA \$	★	MEDIUM	👤	II	🟡		🏆
<input type="checkbox"/>	National Registered Paramedic (NRP) 🌶️	National Registry of Emergency Medical Technicians (NREMT)	MOST CA \$	★	MEDIUM	👤	II	🟡	GI BILL	🏆
<input type="checkbox"/>	Emergency Medical Technician (EMT) 🌶️	National Registry of Emergency Medical Technicians (NREMT)	MOST CA \$	★	HIGH	👤	I	★ M	GI BILL	🏆
<input type="checkbox"/>	Emergency Medical Responder (EMR)	National Registry of Emergency Medical Technicians (NREMT)	MOST CA \$	★	HIGH	👤	I		GI BILL	🏆
<input type="checkbox"/>	Certified Medical Assistant (CMA) 🌶️	American Association of Medical Assistants (AAMA)	SOME	★	HIGH	👤			GI BILL	🏆



IMPORTANT INFORMATION ▾

How to use Army COOL ▶

Steps to getting a Credential ▶

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Important Test Vendor Information ▶



Recommend credentials by clicking "Menu" then "contact us" and it will take you to the page to recommend



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 Enlisted Military Occupational Specialties (MOS) are related to a specific civilian credential, search for the credential below and then click on the credential name. If any MOS has resource icons for a certification, those icons are shown following the certification name.

To search for a specific word, type the keyword into the search box below, then press ENTER or click the SEARCH button and the table will update with your results.



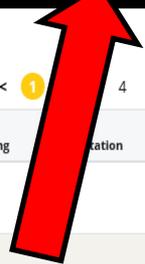
Select Filters ▾ Active Filters Search: Search Clear

DISPLAY OPTIONS:

Show entries
Showing 1 to 10 of 1,612 entries

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

Compare	Credential	Agency	CA Eligible	GI Bill*	e-Learning	Location	Credential Type
<input type="checkbox"/>	Accessibility Inspector/ Plans Examiner - 21	International Code Council (ICC)					Cert
<input type="checkbox"/>	Accreditation in Public Relations + Military Communication (APR+M)	Public Relations Society of America (PRSA)					Cert
<input type="checkbox"/>	Accredited Business Accountant/Advisor (ABA)	Accreditation Council for Accountancy and Taxation (ACAT)					Cert
<input type="checkbox"/>	Accredited Financial Counselor (AFC)	Association for Financial Counseling and Planning Education (AFCPE)					Cert



Select credential 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)



Association for Financial Counseling and Planning Education (AFCPE)

Accredited Financial Counselor (AFC)

Credential: [Accredited Financial Counselor \(AFC\)](#) 

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

Renewal Period: 2 years

The Accredited Financial Counselor (AFC) designation enables the individual to work with clients in a financial counseling or education setting to assess and improve their financial decision making. AFCs have skills to assist individuals and families in the complex process of financial decision making, including the ability to educate clients in sound financial principles, assist clients in the process of overcoming their financial indebtedness, help clients identify and modify ineffective money management behaviors, and guide clients in developing successful strategies for achieving their financial goals. Candidates must have a minimum of 1000 hours of financial counseling experience in addition to meeting education requirements. Candidate must pass a written exam, submit three letters of reference attesting to professional competence and experience (one from supervisor, one from a fellow professional and one from a client, and subscribe to the AFC Code of Ethics.

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

RELATED OCCUPATIONS	SUMMARY	ELIGIBILITY	EXAM	RECERTIFICATION
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Accredited Financial Counselor (AFC)

— MINIMUM REQUIREMENTS

Attainability: 

— RECERTIFICATION SUMMARY

Renewal Period: 2 years



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**



Credentialing Assistance (CA) is only available through ArmyIgnitED

www.armyignited.com

- 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 **30 business days** from the start date of the course or exam (no weekends / holidays)
- Soldiers have the option to request counseling from their Education Center or Office at any time prior to creating a CA Request
- If Soldier does not see the vendor of choice (for training, exam, books, materials, etc.) select “Don’t See a Related Vendor?”. SNOW will pop up for the Soldier to request a vendor. Please provide Vendor name, URL, vendor POC, vendor email so ACCESS, ArmyU can contact the vendor and request they participate
- It may take up to a few days prior to the start date of the course to receive approval email notifications from ACCESS, ArmyU



Completion of Courses / Withdrawals

- Soldiers select start and end dates. Per policy, within 10 business days of completion, a certificate of completion must be uploaded to the ArmyIgnitED CA Request. Soldiers are notified with this information when finance funds the request, it is also in the Statement of Understand that is signed by all Soldiers prior to requesting CA, and it is in the CA Policy (found in Army COOL- https://www.cool.osd.mil/army/costs_and_funding/army_credential_assistance.htm)
- Failure to provide the certificate of completion within the designated timeframe may result in recoupment
- If a Soldier does not wish to pursue CA prior to finance funding the request, they must submit a personal withdrawal. If a personal withdrawal is submitted after the start date selected, the request is **automatically sent for recoupment.**
- If a Soldier does not wish to continue the course/exam, and it has been funded, the Soldier may be liable for the cost funded. Soldier may submit a withdrawal memo found in the CA Request, but proof must be provided. All withdrawal memos must be digitally completed (see Education Center / Office for assistance if needed)



First Step:
Create your
account!

Some have
found that
Microsoft Edge
or Chrome work
best. See what
works best for
you!

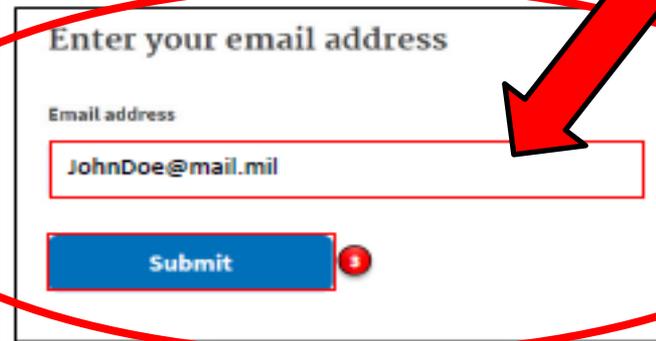
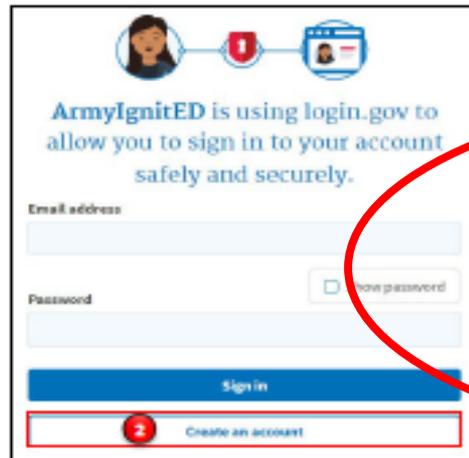
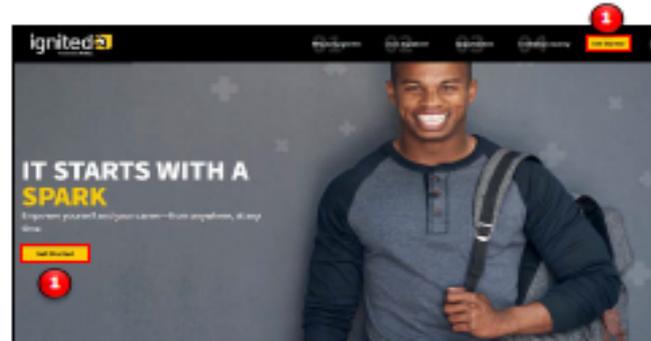
Purpose

This guide highlights the steps to create a Student User Account. This process includes creating both a Login.gov and an ArmyIgnitED account. The Student will need their CAC and a device that can read their CAC (i.e. laptop or desktop) to complete this registration.

- If you **do not** have a Login.gov account proceed to Step 1.
- If you **have an existing** Login.gov account but need to update it to with your .mil address, sign in to your login.gov account and proceed to Step 15:
- If you **have an existing** Login.gov account, and it is already setup with your .mil account, proceed to Step 20:

Steps to Create a Student User Account

1. Go to www.ArmyIgnitED.com and click Get Started.
2. Click **Create an account** to start the process of creating your Login.gov account.
3. Enter the .mil email address that you want associated with the account then click **Submit**.



Please use
your
government
email

Note: You can only associate your CAC card with one Login.gov account.





 **Check your email**

We sent an email to **JohnDoe@mail.mil** with a link to confirm your email address. Follow the link to continue creating your account.

Didn't receive an email? [Resend](#)

Or, [use a different email address](#)

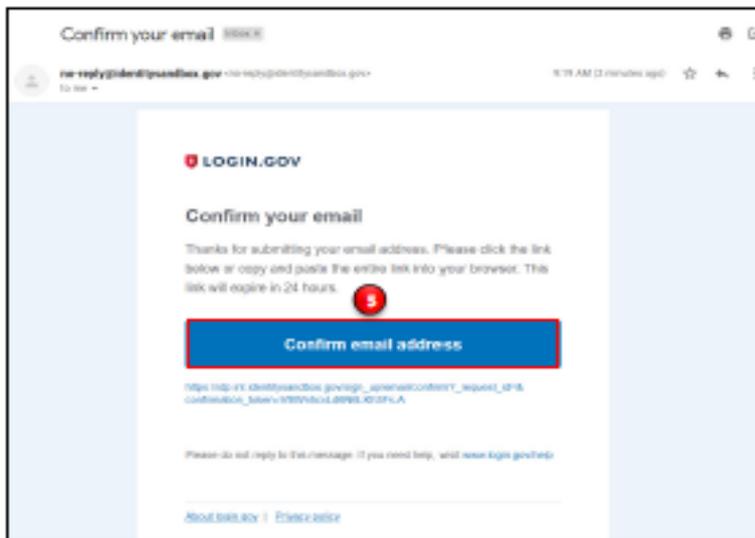
You can close this window if you're done.

Steps to Create a Student User Account

Note: You will be presented with a completion screen informing you that a confirmation link has been sent to the .mil email address you entered in the previous step.

Clicking **Resend** will resend the confirmation link to the .mil email address you listed.

Clicking **use a different email address** will return to the previous page and allow you to re-enter a different email address if needed.



4. Log in to the .mil email account you requested the confirmation code to be sent to and find your confirmation email.
5. Click **Confirm email address** and you will be automatically redirected back to the Login.gov account creation process.



Steps to Create a Student User Account

6. Create a strong password and click continue.

Password Safety Tips: The longer and more unusual the password, the harder it is to guess. Avoid using common phrases and repeating passwords from other online accounts (banks, email address, social media, etc.).

Note: Clicking Show Password will allow you to view the characters in the password entry field instead of asterisks. Please be cautious and use good judgement when using this feature as it takes away a level of privacy when creating the password.

You will now need to select a second layer of security so only you can sign into your account.

Note: Soldiers and other government employees should select the Government Employee ID option and non-government employees should select the phone option.

7. Select Government employee ID.
8. Click Continue.

You have confirmed your email address

Create a strong password

It must be at least 12 characters long and not be a commonly used password. That's it!

Password Show password

Password strength: Great!

Authentication method setup

Add a second layer of security so only you can sign in to your account.

Select an option to secure your account:

- Authentication application**
 Get codes from an app on your phone, computer, or tablet. Recommended because it is harder to intercept than texts or phone calls. MORE SECURE
- Security key**
 Use a security key that you have. It's a physical device that you plug in or that is built in to your computer or phone (it often looks like a USB flash drive). Recommended because it is more phishing resistant. MORE SECURE
- Phone**
 Get security codes by text message (SMS) or phone call. SECURE
- Government employee ID**
 Insert your government or military PIV or CAC card and enter your PIN. SECURE
- Backup codes**
 We'll give you 10 codes. You can use backup codes as your only authentication method, but it is the least recommended method since notes can get lost. Keep them in a safe place. LESS SECURE

Note: Each authentication method will have its own setup instructions which will be presented after clicking continue. Follow the instructions to complete the creation of the account.





Steps to Create a Student User Account

9. Set up your PIV/CAC as a two-factor authorization method so that you can use it to sign in.
 - Give the PIV/CAC a nickname so if you add more than one, you'll know which one is which.
 - Insert your PIV/CAC into your card reader.
 - Add Your PIV/CAC. You'll need to choose a certificate (the right one likely has your name in it) and enter your PIN (your PIN was created when you set up your PIV/CAC).
10. Click Add PIV/CAC Card.
11. Select the certificate that corresponds with your PIV/CAC.

Note: There are typically 3 certificates that you are able to choose from: Authentication, ID, and Signature. All of these certificates will work in the system, however, choosing Authentication is preferred.

12. Click OK.

Add your PIV or CAC

Set up your PIV or CAC as a two-factor authentication method so you can use it to sign in.

- 1 **Give it a nickname**
If you add more than one PIV/CAC, you'll know which one's which.
- 2 **Insert your PIV/CAC into your card reader**
- 3 **Add your PIV/CAC**
You'll need to **choose a certificate** (the right one likely has your name in it) and **enter your PIN** (your PIN was created when you set up your PIV/CAC).

Add PIV/CAC card

11

	Authentication - Peter Pan Issuer: DOD Valid From: 5/13/2019 to 4/15/2022
	ID - Peter Pan Issuer: DOD Valid From: 5/13/2019 to 4/15/2022
	Signature - Peter Pan Issuer: DOD Valid From: 5/13/2019 to 4/15/2022

12

OK Cancel

You must select the Authentication certificate- you MUST associate your CAC when first creating your account!



Steps to Create a Student User Account

To finalize the creation of your Login.gov account you must agree to share your Login.gov information with ArmyIgnitED.

13. Click **Agree and continue** to complete the process of creating a Login.gov account.
14. Skip to **Step 20** to request your Student User account.

You are now signing in for the first time

We'll share this information with **ArmyIgnitED**:

- ✓ **Email address**
JohnDoe@mail.mil

ArmyIgnitED will only use this information to connect to your account

13 **Agree and continue**



Steps to Complete a Login.gov Account (continued)

15. This is your Login.gov Account. You now have access to:

Your Account

- Add Email Address
- Edit Password
- Delete Account

Two-Factor Authentication

- Phone Numbers
- Authentication Apps
- Security Key
- PIV CAC Cards
- Backup Codes

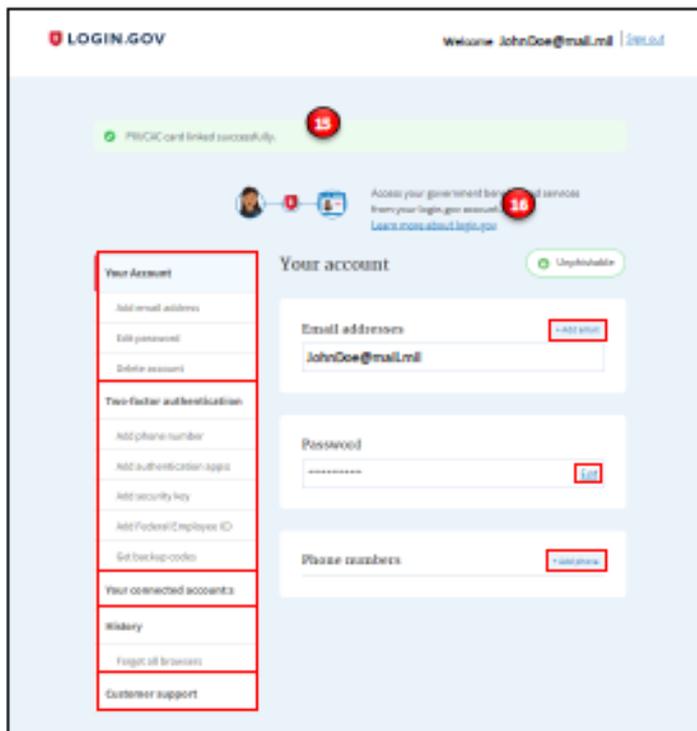
Your Connected Accounts

History

- A log of the changes made in your account including the action/change, IP address associated with the device that conducted the change, and date and time that the change was made

Customer Support

- Redirects you to the Login.gov FAQ and Help Center page



If you have already added your .mil email address to your login.gov account, skip to Step 19.

16. If your .mil email address is not listed in your login.gov account, please add your .mil email address to your account.

Click +Add email.





Steps to Complete a Login.gov Account (continued)

17. Enter your .mil email address.
18. Click Submit.

Note: You have now completed setting up your login.gov account!

19. Log out of login.gov and move to the next step.

Add a new email address

Email address

17

18

[Cancel](#)

[Security Practices and Privacy Act Statement](#)



How To Guide

Create a Student User Account (8 of 11)

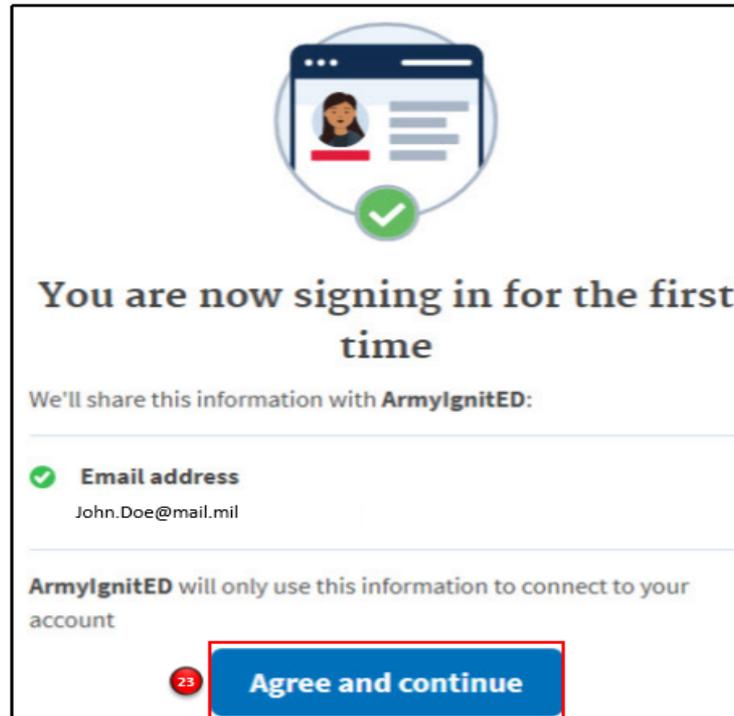
v1.0.9

Steps to Complete a Login.gov Account (continued)

23. Click **Agree and continue** to complete the process of creating a Login.gov account.

Note: By clicking Agree and continue, you have linked your login.gov account to ArmyIgnitED.

24. Skip to Step 29.

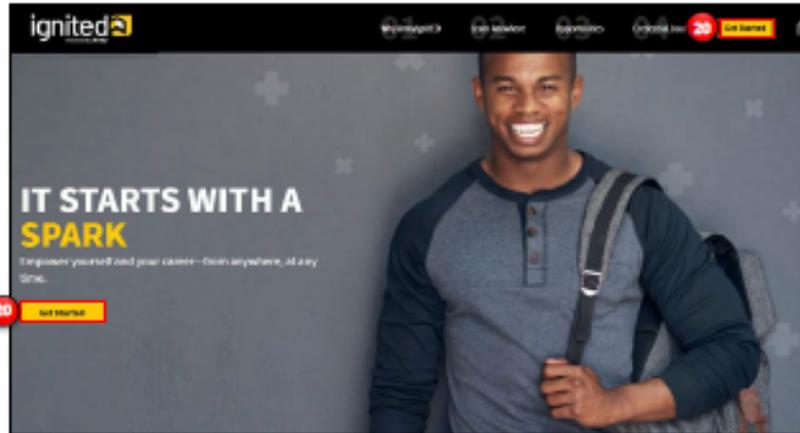




Steps to Create a Student User Account

You have successfully created your Login.gov account and now have access to ArmyIgnitED.

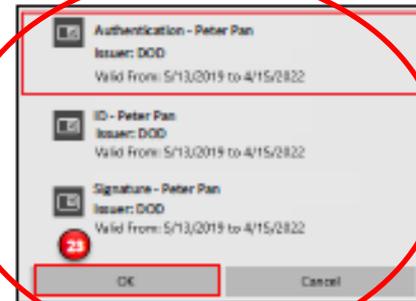
20. Return to www.ArmyIgnitED.com then, click Get Started to complete the ArmyIgnitED account creation process.



21. Click **Sign in with your government employee ID** to sign in to ArmyIgnitED.

Note: If you chose another authentication method, enter the email address and password associated with your Login.gov account, click **Sign In**, and use your preferred authentication method to continue logging in to ArmyIgnitED.

22. Click **Insert your PIV/CAC**.
23. Select the certificate you wish to use then, click **OK**.



Note: There are typically 3 certificates that you are able to choose from: Authentication, ID, and Signature. All of these certificates will work in the system, however, choosing Authentication is preferred.

**Don't forget!
Select the
Authentication
certificate!!**

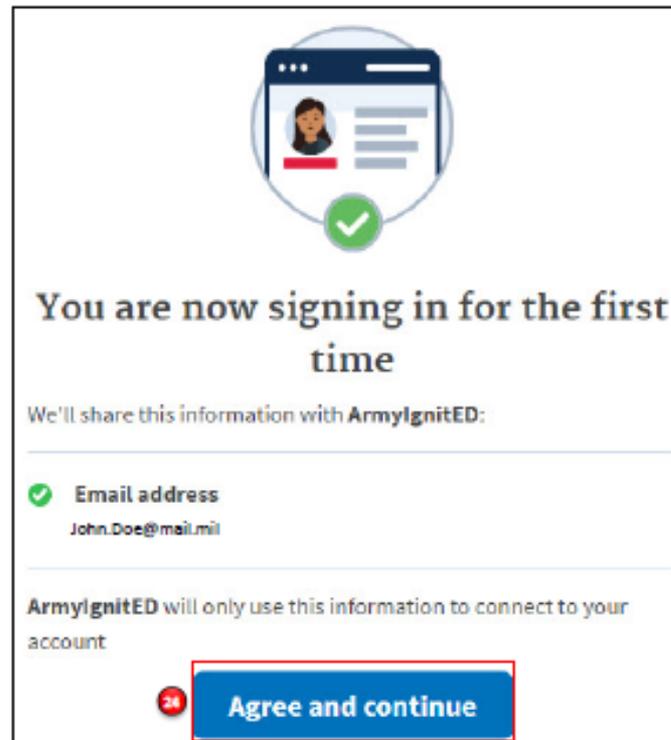




Steps to Complete a Login.gov Account (continued)

24. Click **Agree and continue** to complete the process of creating a Login.gov account.

Note: By clicking **Agree and continue**, you have linked your login.gov account to ArmyIgnitED.





Create Account 25

Confirm your personal information

First Name: Agatha
Last Name: Christie
Middle Name:
Date of Birth: May 31, 1991
Last 4 of SSN: 000-00-0000
Rank: PVT
MOS: 1E

Is incorrect information being displayed? 26

Previous Continue

Create Account 27

Confirm your mailing address

Home of Record Address:
1507 Macabee Avenue Tallahassee, FL 32303

Mailing Address: optional

Add mailing address

Is incorrect information being displayed? 28

Previous Continue

Create Account 29

Confirm your email address

Military: agathachristie@usmil.mil
Other: Agatha21@gmail.com

Confirm your phone numbers

Home: +1 827-128-4567
Duty: +1 828-128-4567
Cell: +1 825-128-4567

Is incorrect information being displayed? 30

Previous Continue

Steps to Create a Student User Account

25. Confirm your personal information:
 - First Name
 - Last Name
 - Middle Name
 - Date of Birth
 - Last 4 of SSN
 - Rank
 - MOS
26. Click continue.
27. Confirm your Home of Record Address and add an optional mailing address.
28. Click continue.
29. Confirm or Edit your email address and phone number(s):
 - Military Email Address
 - Other Email Address
 - Home Phone Number
 - Duty Phone Number
 - Cell Phone Number
30. Click continue.

Note: Clicking the Previous arrow will return you to the previous page

Note: Clicking Is incorrect information being displayed? will provide a point of contact from the offices below:

- For Active Duty contact your S1/PAC office
- For Army National Guard, contact your Readiness NCO
- For United States Army Reserve, contact your Unit Administrator (UA)





Steps to Create a Student User Account

31. Select your preferred email address, mailing address, and phone number.
32. Click **continue**.
33. Confirm your education information:
 - Graduation Date
 - Previous Educational Institute
 - Previous Education Level
 - Additional Education Information
34. Click **Finish**.

Note: Clicking **Is incorrect information being displayed?** will provide a point of contact from the offices below:

- For Active Duty contact your S1/PAC office
- For Army National Guard, contact your Readiness NCO
- For United States Army Reserve, contact your Unit Administrator (UA)

Create Account 31

Select your preferred contact method

Choose your preferred email address

- agathachristie@mail.mil
- agathachristie@mail.mil

Choose your preferred mailing address

- 1567 Madison Avenue., Tallahassee, FL 32303 US1

Choose your preferred phone number

- +1 305-123-4567

[Is incorrect information being displayed?](#) 32

[Previous](#) [Continue](#)

Create Account 33

Confirm your education information

Highest Level of Education:

N/A

Education Institution:

The Florida State University

Graduation Date:

Dec 13, 2015

[Finish](#) 34

[Is incorrect information being displayed?](#) 32

[Previous](#)

Note: Clicking the **Previous** arrow will return you to the previous page.



Home Page when first logged in

The screenshot shows the ArmyIgnitED home page. At the top left is the 'ignited' logo. A navigation bar contains 'Home', 'Credential', 'Find Ed Center', 'Support', and 'Welcome Jessica'. A red banner below the navigation bar contains a warning message: 'Although the CA portal is currently available, some users are not able to access and submit new requests. Government and Contractor Technical POCs are aware of these issues and working to resolve. Will advise when these errors are corrected.' The main content area features a large illustration of various tools and equipment including a robotic arm, a laptop, a signpost, a calculator, a microscope, and a stethoscope. Below the illustration, the text reads 'Welcome to ArmyIgnitED.' followed by 'Pursue a credential to advance your military career. Get started now.' Two buttons are present: 'Request Credentialing Assistance' (highlighted in yellow) and 'Add Credential'. At the bottom left, there is a 'Financial Assistance' section for 'Fiscal Year 2021' showing '\$0.00' as of 04/09/21, with a progress bar below it.

ignited

Home Credential Find Ed Center Support Welcome Jessica

Although the CA portal is currently available, some users are not able to access and submit new requests. Government and Contractor Technical POCs are aware of these issues and working to resolve. Will advise when these errors are corrected.

Welcome to ArmyIgnitED.

Pursue a credential to advance your military career. Get started now.

Request Credentialing Assistance Add Credential

Financial Assistance Fiscal Year 2021

\$0.00
As of 04/09/21



If you clicked on your name and selected "Account" it would bring you to this page- Your Profile Page

ignited2 Home Credential Find Ed Center Support Welcome Jessica

Although the CA portal is currently available, some users are not able to access and submit new requests. Government and Contractor Technical POCs are aware of these issues and working to resolve. Will advise when these errors are corrected.

Profile Page



Jessica Palmer

User Id: [REDACTED] **Date of Birth:** [REDACTED]

SSN (last 4): [REDACTED]

Last Successful Login: Apr 16, 2021, 2:31:06 AM

Military Information ▾

Contact Information ▾

Mailing Information ▾

Credential

Most Recent Credential Completed [View All Paths](#)

Credential Name: Flight Instructor Pilot **Vendor:** Federal Aviation Administration (FAA)

Completion Date: 04/01/2021

Financial Assistance

Fiscal Year 2021

\$0.00

As of 04/09/21

● Credentialing Assistance	● Tuition Assistance	● Pending Assistance	\$4,000.00
\$0.00	\$0.00	\$0.00	Per Year

TA/CA Funding Status: Not Available

User Type:

Account Holds

There are not currently any account holds.

Place Hold on Account

Account Information

Civilian Education Level: Not Available

Military Education Level: Not Available

TA/CA Funding Status: Not Available

TA Approved: Not Available

Signed SOU Date: Mar 7, 2021



If you don't need to go to your profile page, you can begin the process with selecting your Credential from your home page

The screenshot shows the Army Ignited web portal. At the top left is the 'ignited' logo. The navigation bar includes 'Home', 'Credential', 'Find Ed Center', 'Support', and 'Welcome Jessica'. A red banner below the navigation bar contains a message: 'Although the CA portal is currently available, some users are not able to access and submit new requests. Government and Contractor Technical POCs are aware of these issues and working to resolve. Will advise when these errors are corrected.' Below the banner is a large illustration of various tools and equipment, including a robotic arm, a laptop, a signpost, a calculator, a microscope, and a stethoscope. The main heading reads 'Welcome to ArmyIgnitED.' followed by the subtext 'Pursue a credential to advance your military career. Get started now.' Below this are two buttons: 'Request Credentialing Assistance' (yellow) and 'Add Credential' (white). A large red arrow points to the 'Add Credential' button, with the text 'Select "Add Credential"' to its right. At the bottom left, there is a 'Financial Assistance' section for 'Fiscal Year 2021' showing a balance of '\$0.00' as of 04/09/21.



Make edits here. If you are going to request books/materials, etc., ensure you have the correct mailing is listed. When done, click on the next arrow



Home

Credential Pa

Find Ed Center

Welcome Phyllis

My Credential

Request Credentialing Assistance

Review Information

Select Option

Option Details

Credential P.

Path Details



The information below will be shared with Vendors and Education Institutions. Please review it for accuracy.

Personal Information

First Name:
Phyllis

Last Name:
Wheatley

Middle Name:

Contact Information

[Edit](#)

Preferred Methods of Contact
Military Email:
phyllis@mail.mil

Home Phone:
(555) 867-5309

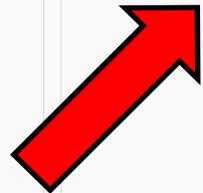
Additional Methods of Contact
Other Email:
phylliswheatley@mail.mil

Duty Phone:
[\(321\) 555-9876](tel:3215559876)

Mailing Information

[Edit](#)

Mailing Address: 7103 Madison Avenue
Tallahassee, FL 32303



Is incorrect information being displayed?





Choose an option. If you would like to select a credential that aligns with your MOS/ASI/AOC, select "MOS or ASI". If you wish to pursue a credential that doesn't align with your MOS/ASI/AOC, feel free to select "Other" then click the next arrow



Select whether this is a new credential, or a recertification then select the next arrow

Review Information ✓ Reviewed

Select Option ✓ Other

Option Details 3

Credential Path 4

Path Details 5

Is this a new credential or re-certification for an existing credential?

New credential

Re-Certification for an existing credential

< >



What credential are you interested in pursuing?

Below are all the credentials related to your credential option.
Please select the credential you would like to pursue.

Filter results by searching for a credential below

Search: e.g., Microsoft Technology Associate (MTA)

Showing 1 - 10 of 1665 Results

[Accessibility Inspector/ Plans Examiner - 21](#)

Select Credential +

[Accreditation in Public Relations + Military Communication \(APR+M\)](#)

Select Credential +

[Accredited Business Accountant/Advisor \(ABA\)](#)

Select Credential +

[Accredited Financial Counselor \(AFC\)](#)

Select Credential +

[Accredited Legal Professional \(ALP\)](#)

Select Credential +

[Accredited Traffic Accident Reconstructionist](#)

Select Credential +

Here you will see a list of ALL credentials that are listed in Army COOL

If you know the name of the credential, you can type it here

If you click on any of the links, it will take you to Army COOL to view eligibility criteria





What credential are you interested in pursuing?

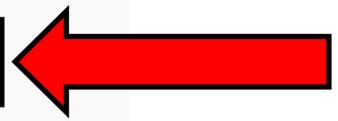
Below are all the credentials related to your credential option.
Please select the credential you would like to pursue.

Filter results by searching for a credential below

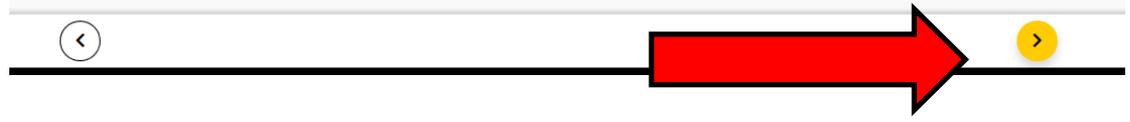
Search: e.g., Microsoft Technology Associate (MTA)

Showing 1 - 10 of 1665 Results

- Accessibility Inspector/ Plans Examiner - 21** Remove -
 - Accreditation in Public Relations + Military Communication (APR+M)** Select Credential +
 - Accredited Business Accountant/Advisor (ABA)** Select Credential +
 - ACSM Certified Clinical Exercise Physiologist (ACSM-CEP)** Select Credential +
 - ACSM Certified Exercise Physiologist (ACSM-EP)** Select Credential +
 - ACSM Certified Group Exercise Instructors (ACSM-GEI)** Select Credential +
 - ACSM/NCPAD Certified Inclusive Fitness Trainer** Select Credential +
- < Previous **1** 2 3 4 5 6 7 8 9 10 ... 167 Next >



Select the credential you wish to pursue then next arrow. If you make a mistake, just click remove





Select one of the options, then click I understand, then select the next arrow

My Credential Request Credentialing Assistance

Review Information **✓** Reviewed

Select Option **✓** Other

Option Details **✓** Completed

Credential **✓** Accessibility Inspector/ Plans Examiner - 21

Path Details 5

Please select all methods you will be using to achieve your credential Accessibility Inspector/ Plans Examiner - 21 and agree to the requirements criteria below.

- Prepare for credentials with trainings
- Take credential exam
- Complete applicable work experience

I understand and am prepared to fulfill the above requirements.

< >



Ho

My Credential Request Credentialing Assistance

My Credential Path Summary

Please review your Credential Path summary below. Update any incorrect information before clicking submit. Once you click submit, your Credential Path will be sent to your counselor for approval.

Click on a prior step to edit or review

Review Information	Select Option	Option Details	Credential	Path Details
Reviewed	Other	Completed	Accessibility Inspector/ Plans Examiner - 21	Complete

[I would like to discuss my Credential Path with my Counselor prior to submission](#)

[Do you want to add a note to your Credential Path?](#)

< >

The yellow flag indicates that you are still selecting your Credential... you are only selecting a credential at this point.

If you wish to discuss this with your counselor, click the link and you can email your counselor to request a counseling session. If you do NOT wish to, click the next arrow below



You have now successfully selected your Credential. From this point, you can continue on to see all vendors who offer training/exam for the Credential you selected. **YOU HAVE NOT YET REQUESTED CA FUNDS-** That is the next step. Click on **“Continue with CA Request”**

The screenshot shows the Ignited web application interface. At the top, there is a navigation bar with the Ignited logo and several menu items: Education Path, Credential, Program Path, Find Ed Center, and Support. A user greeting 'Welcome, Christopher A.' is visible on the right. A central modal window displays a confirmation message: 'Your Credential has been submitted.' Below this message is a button labeled 'Continue with CA Request'. A red arrow points from this button to a yellow callout box on the right. The background page is titled 'My Credential Summary' and contains a progress indicator with five steps: 'Review Information', 'Select Option', 'Option Details', 'Credential', and 'Credential Details'. Each step has a green checkmark and the status 'Completed'. Below the progress indicator, there are two questions: 'I would like to discuss my Credential with my Counselor prior to submission' and 'Do you want to add a note to your Credential?'. At the bottom of the page, there are navigation arrows.

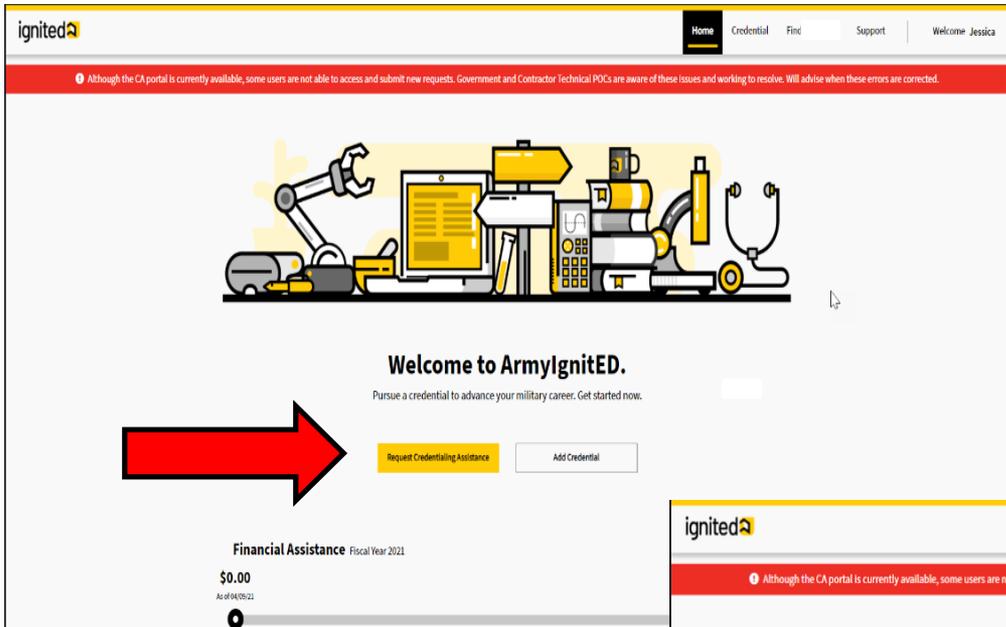
You can now request CA funding! Click “Continue with CA Request”



How to Complete Your Credentialing Assistance Request for Funding

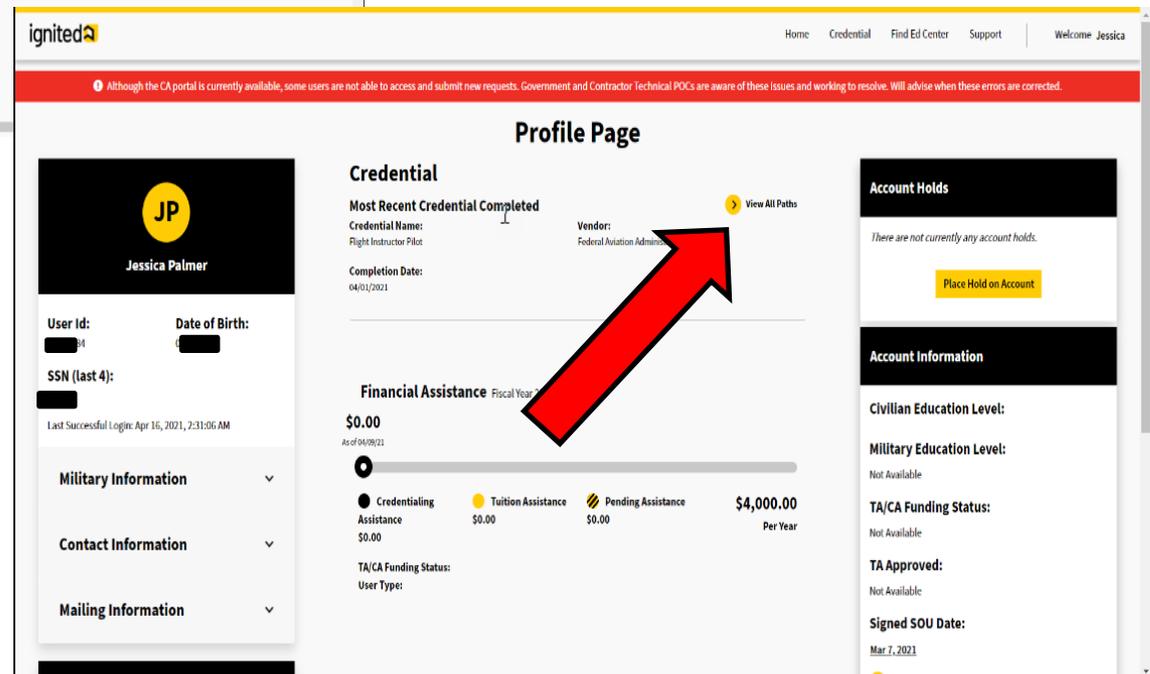


From your home page, click on “Request Credentialing Assistance”



OR

From your profile page, click on “View All Paths”





Select a credential you have created that you wish to request CA funds for

My Credential Request Credentialing Assistance

Current Credential

Add Credential >

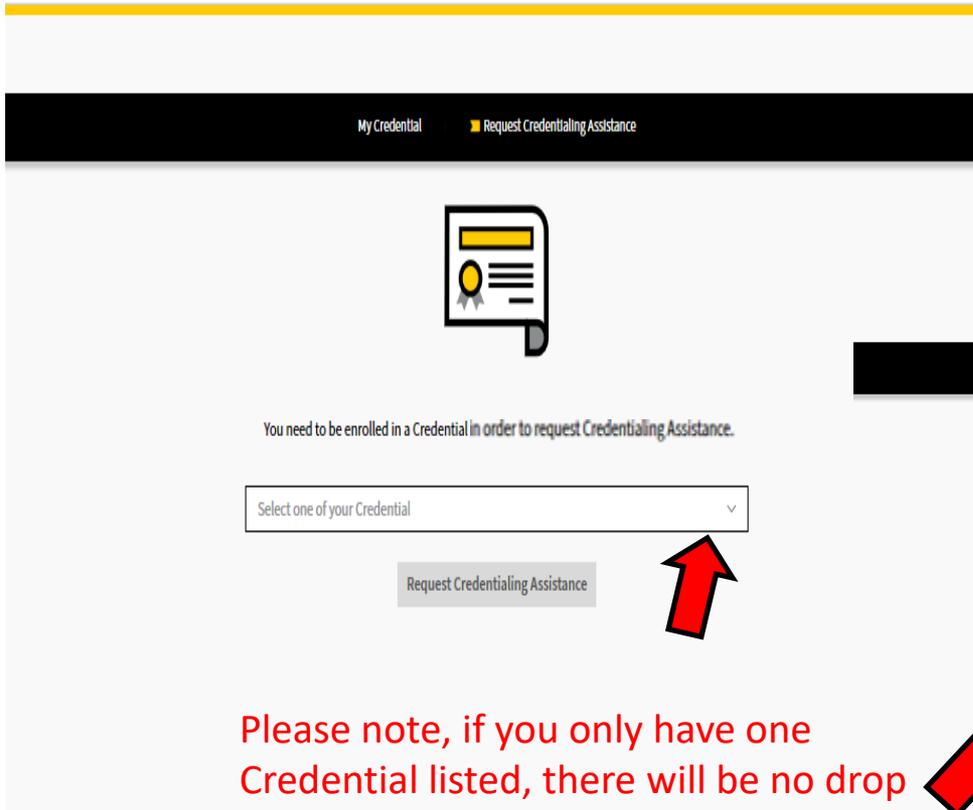
ACSM Certified Group Exercise Instructors (ACSM-GEI)	No Requests
	Agency: American College of Sports Medicine (ACSM)
Delete Path >	Request Credentialing Assistance >

CompTIA A+ ce	in-progress
	Agency: Computing Technology Industry Association (CompTIA)
Complete Path >	Request Credentialing Assistance >

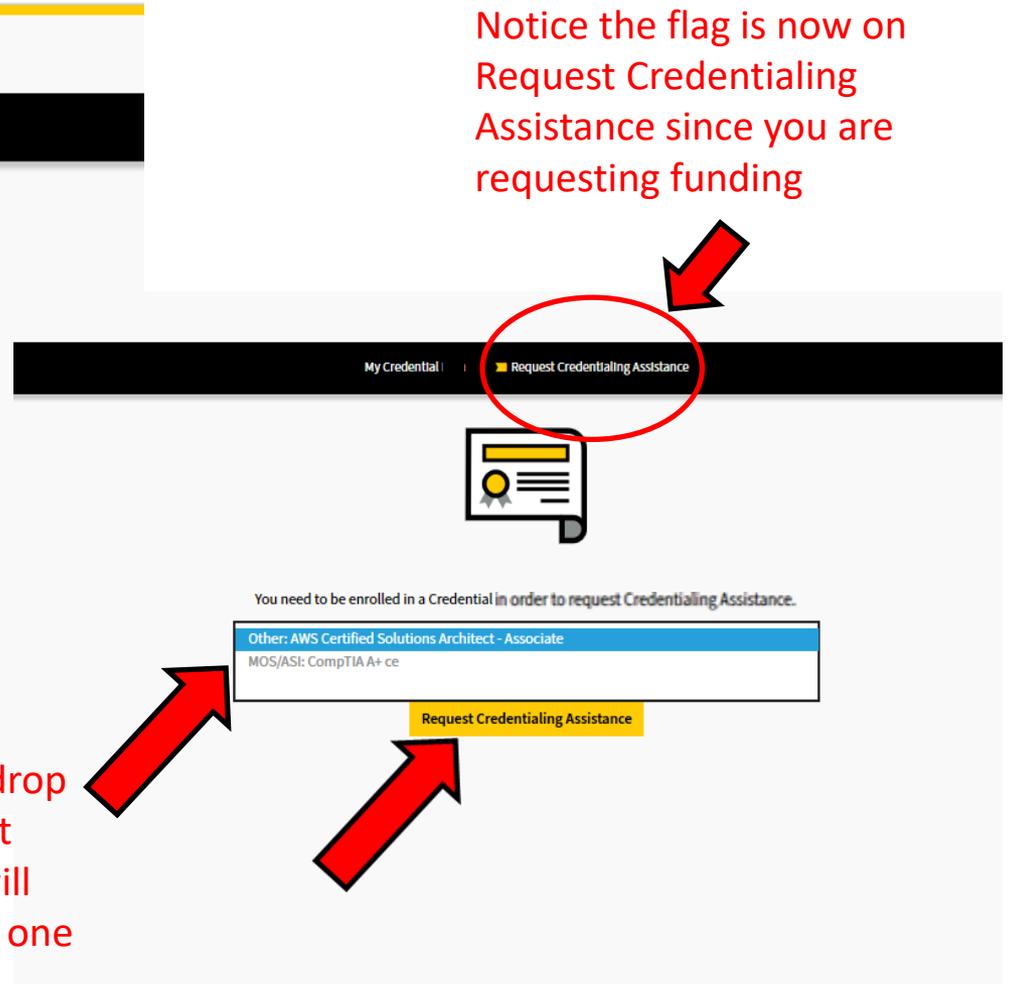




Click on the dropdown arrow to select the credential you wish to pursue then click on “Request Credentialing Assistance”



Please note, if you only have one Credential listed, there will be no drop down and you will be able to select the credential that appears. This will only appear if you have more than one Credential selected



Notice the flag is now on Request Credentialing Assistance since you are requesting funding



Options to Filter (if desired but not necessary)

Home **Credentialing Assistance**

My Credential Request Credentialing Assistance

Credentialing Assistance (CA) Request Form

Below are all the trainings and exams available related to your credential **AWS Certified Solutions Architect - Associate**. Search for the training or exam you would like to request Credentialing Assistance funding for. If you can't find what you're looking for, manually add your own at the bottom of the page.

Enter a Training or Exam Name, Vendor, State, Country

Search: [Clear All](#)

Filter Type: Exam Training Online In Person

Showing 1 - 7 of 7 Results

For Ebl	JessVendorz	Online and In Person	Domestic and International	
Website				Select +
sdfsdf	Stinky Dog	Online		Select +
Website				Select +
a training	The Catcher in the Ry	Online and In Person	Domestic	Select +
Website				Select +
b training	The Catcher in the Ry	In Person	International	Select +
Website				Select +
a exam	The Catcher in the Ry	Online and In Person	Domestic and International	Select +
Website				Select +
test for prod issue changed to training and back to exam	On Such a Full Sea	Online and In Person	Domestic	Select +
Website				Select +
AWS Cloud Computing Architecture	Central Texas College	Online		Select +
Website				Select +

Prev **1** Next Page 1 of 1

If you wish to pursue in person courses, type the STATE or COUNTRY here to filter

You can filter here which will only show a list of vendors who offer the training or exam you wish to pursue

Vendors are listed by name and method of delivery

Click on the vendor you would like to pursue training with



Once selected, you will now select a start and end date. Every request must have a start and end date. Soldiers have a maximum of 1 calendar year from their start date to complete what is requested

Credentialing Assistance (CA) Request Form

Enter the start and end date for pursuing your For Ebli. The Army would strongly suggest you choose a start date, end date time frame of at least a few days even if the training of exam is only a day long. Not submitted for an exam within 30 business days of the request.

Request Type:
Training

Vendor Name:
JessVendorz

Start date required

End date required

Select the cost types that you would like to request CA for. Please be aware the costs below may not reflect actual item costs.

Select	Cost Type	Title	Number/ISBN	Quantity
<input checked="" type="checkbox"/>	Training	For Ebli	—	1

You are expected to do offline research on costs of trainings, exams and other materials. Upon ACCESS ArmyU approval, the amount paid for by Army financial assistance may vary from what is stated on this page. This can depend on the amount of Army financial assistance you have remaining as well as actual item costs.

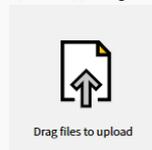
\$0.00

Total Cost: Student Cost: **Financial Assistance:**

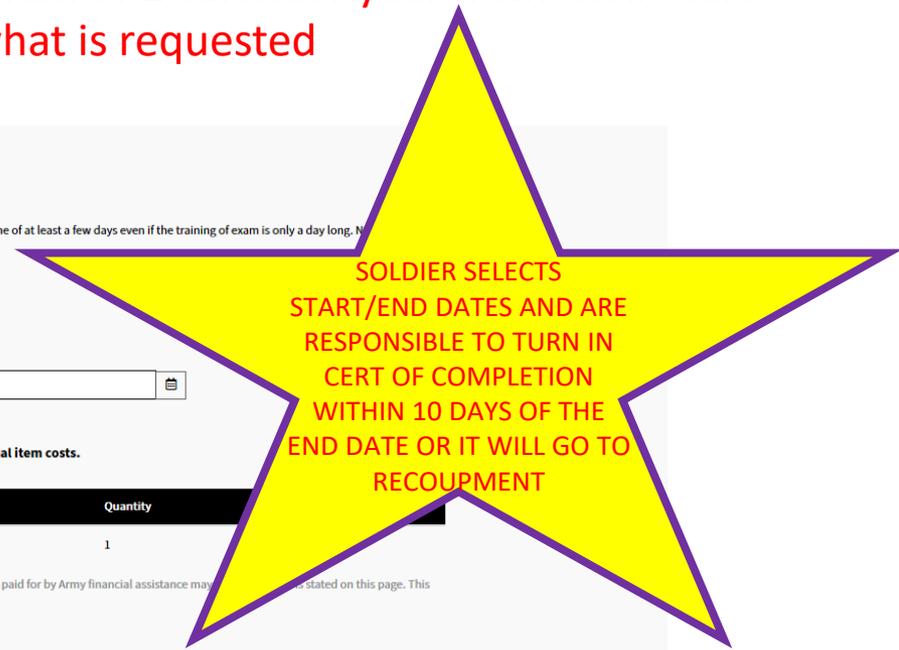
Attach relevant documentation supporting eligibility requirements for the Credentialing Assistance Request

Upload Supporting Files

Uploaded Files



Upload File





Credentialing Assistance (CA) Request Form

Enter the start and end date for pursuing your For Ebli. The Army would strongly suggest you choose a start date, end date time frame of at least a few days even if the training of exam is only a day long. Note that a CA request cannot be submitted for an exam within 30 business days of the request.

Request Type:
Training

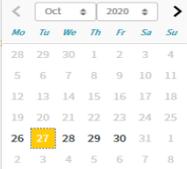


Vendor Name:
JessVendorz



Start date required

End date required



would like to request CA for. Please be aware the costs below may not reflect actual item costs.

Type	Title	Number/ISBN	Quantity	Cost
ing	For Ebli	—	1	\$100.00

rch on costs of trainings, exams and other materials. Upon ACCESS ArmyU approval, the amount paid for by Army financial assistance may vary from what is stated on this page. This financial assistance you have remaining as well as actual item costs.

The calendar is automatically defaulted to 30 business days from the start date. You cannot request an earlier date. End date will allow for 1 calendar year

\$0.00
Total Cost: Student Cost: **Financial Assistance:**

Attach relevant documentation supporting eligibility requirements for the Credentialing Assistance Request

Upload Supporting Files

Uploaded Files



Upload File



Request Type: Training
Vendor Name: Central Texas College

Start date required: 10/27/2020
End date required: 10/30/2020

Select the cost types that you would like to request CA for. Please be aware the costs below may not reflect actual item costs.

Select	Cost Type	Title	Sold By Vendor	Number/ISBN	Quantity	Cost
<input type="checkbox"/>	Training	CompTIA A+ Training Course	Yes	—	1	\$150.00
<input checked="" type="checkbox"/>	Book	CompTIA A+ Handbook	Yes	3959A76	1	\$30.00

You are expected to do offline research on costs of trainings, exams and other materials. Upon ACCESS ArmyU approval, the amount paid for by Army financial assistance may vary from what is stated on this page. This can depend on the amount of Army financial assistance you have remaining as well as actual item costs.

Total Cost: Student Cost: Financial Assistance:

Attach relevant documentation supporting eligibility requirements for the Credentialing Assistance Request

Upload Supporting Files



Drag files to upload

Upload File

Uploaded Files

Before submitting your CA Request, make sure you meet all requirements outlined in [Army CDOL](#).



Select all items you wish to be funded. Verify all information on this page. You do not have to select all items

Once complete, click the next arrow

Please upload a quote from the vendor (this is mandatory). Soldiers MUST contact the vendor to request a seat for the course. Please register at that time as long as the vendor DOES NOT require any money down. Should a vendor request funding to secure a seat- DO NOT PROVIDE IT. Soldiers will not be reimbursed for anything paid out of pocket



Success!

Your credentialing assistance request has been submitted.

Request Type: Training	Vendor Name: Project Management Professional	Start Date: 08/10/2020	End Date: 08/30/2020
Training or Exam Name: Project Management Training	Format: In-Person	Location: Domestic	State: Alabama

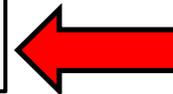
Cost Type	Title	Number/ISBN	Quantity	Cost
Training	Project Management Training	2514678912	N/A	\$480.00
Books	Programming Basics	3514325751	1	\$40.00
Application Fee	N/A	N/A	N/A	\$20.00
Books	PM Training 101	32523422	1	\$60.00

Uploaded Document List

alex_palmero_PMP.pdf

\$600	\$0	\$600
Total Cost	Student Cost	Financial Assistance

Done



Once complete, click “Done” and you will see it in your Profile Page as “Pending” – you are now done!

NOTE- Once your CA Request has been submitted, you can no longer upload documents. If the wrong document is added and you want to replace it with the correct document, upload in “Student Documents” on profile page.



How to Complete Your Credentialing Assistance Request for Funding

DON'T SEE A VENDOR



Don't see your vendor?

[Home](#)
[Credential](#)
[Fin](#)

My Credential
Request Credentialing Assistance

Credentialing Assistance (CA) Request Form

Below are all the trainings and exams available related to your credential **AWS Certified Solutions Architect - Associate**. Search for the training or exam you would like to request Credentialing Assistance funding for. If you can't find what you're looking for, manually add your own at the bottom of the page.

Enter a Training or Exam Name, Vendor, State, Country

Search: [Clear All](#)

Filter Type: Exam Training Online In Person

Showing 1 - 5 of 5 Results [Don't see a related Vendor?](#)

For Ebli JessVendorz Online and In Person Domestic and International	Select +
Website	
sdfsdf Stinky Dog Online	Select +
Website	
a training The Catcher in the Ry Online and In Person Domestic	Select +
Website	
b training The Catcher in the Ry In Person International	Select +
Website	
AWS Cloud Computing Architecture Central Texas College Online	Select +
Website	

Prev 1 Next

Page 1 of 1

Next

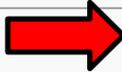
To create a Credentialing Assistance request for an exam or training that is not listed above, or miscellaneous fees, please add one below. ⓘ

Create Request



Click on the “don’t see a related Vendor?” link and you will be sent to
SNOW

Search: [Clear All](#)

Filter Type: Exam Training Online In Person 

Showing 1 - 7 of 7 Results

For Ebli JessVendorz Online and In Person Domestic and International Select +

[Website](#)

sdfsdf Stinky Dog Online Select +

[Website](#)

a training The Catcher in the Ry Online and In Person Domestic Select +

[Website](#)

Once SNOW comes up, Soldiers will need to provide all details regarding their vendor. ACCESS, ArmyU will reach out to the vendor to request they participate in the CA Program. The Soldier is now done. They will have to check back to see if they have become a vendor in ArmyIgnitED.



How to Complete Your Credentialing Assistance Request for Funding:

MANUAL REQUEST



Books, Materials, other items not listed by your vendor? Select “Create Request”

Home **Credential** Fin

My Credential Request Credentialing Assistance

Credentialing Assistance (CA) Request Form

Below are all the trainings and exams available related to your credential **AWS Certified Solutions Architect - Associate**. Search for the training or exam you would like to request Credentialing Assistance funding for. If you can't find what you're looking for, manually add your own at the bottom of the page.

Enter a Training or Exam Name, Vendor, State, Country

Search: [Clear All](#)

Filter Type: Exam Training Online In Person

Showing 1 - 5 of 5 Results [Don't see a related Vendor?](#)

For Ebli	JessVendorz	Online and In Person	Domestic and International	Select +
Website				
sdfsdf	Stinky Dog	Online		Select +
Website				
a training	The Catcher in the Ry	Online and In Person	Domestic	Select +
Website				
b training	The Catcher in the Ry	In Person	International	Select +
Website				
AWS Cloud Computing Architecture	Central Texas College	Online		Select +
Website				

Prev **1** Next

Page 1 of 1

Next

To create a Credentialing Assistance request for an exam or training that is not listed above, or miscellaneous fees, please add one below. ⓘ

Create Request



[Go Back](#)

Create Credentialing Assistance (CA) Request Form

Please fill in the information for your credential **AWS Certified Solutions Architect - Associate**.

Credentialing Assistance Request Information

Request Type required

Training
Exam
Miscellaneous Fees

Vendor Name required

Itemized Costs

Please add all itemized costs associated to your request. The chosen Request Type above must match the Cost Type of an item below. Not all fields may apply to a line item.

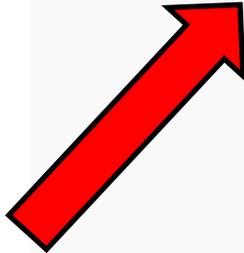
Cost Type	Title	Number/ISBN	Quantity	Cost
<input type="text" value="Select"/>	<input type="text" value="Title"/>	<input type="text" value="e.g. 123456789"/>	<input type="text" value="Select"/>	<input type="text" value="\$00.00"/>

[Add Item](#)

[Don't see a related Vendor?](#)

[Continue to Request Assistance](#)

Select which type-
Training / Exam /
Miscellaneous
Items





Select Vendor- if the vendor name does not appear, select “Don’t see a related Vendor?” at the bottom left (email will appear, complete and send...once the email is sent, you are done and must wait until the vendor participates)

Go Back

Create Credentialing Assistance (CA) Request Form

Please fill in the information for your credential **AWS Certified Solutions Architect - Associate**.

Credentialing Assistance Request Information

Request Type required

Vendor Name required

Central Texas College

Training or Exam Name required

Format required



NOTE!!

It can take up to a few minutes for the vendor’s name to appear (if they are approved vendors) - please verify on the approved vendor list posted in Army COOL:
https://www.cool.osd.mil/army/costs_and_funding/army_credential_assistance.htm

Itemized Costs

Please add all itemized costs associated to your request. The chosen Request Type above must match the Cost Type of an item below. Not all fields may apply to a line item.

Cost Type	Title	Number/ISBN	Quantity	Cost
<input type="text" value="Training"/>	<input type="text" value="Title"/>	<input type="text" value="e.g. 123456789"/>	<input type="text"/>	<input type="text" value="\$00.00"/>

Add Item

[Don't see a related Vendor?](#)



Continue to Request Assistance



[Go Back](#)

Create Credentialing Assistance (CA) Request Form

Please fill in the information for your credential **AWS Certified Solutions Architect - Associate**.

Credentialing Assistance Request Information

Request Type required

Vendor Name required

Training or Exam Name required

Format required

Itemized Costs

Please add all itemized costs associated to your request. The chosen Request Type above must match the Cost Type of an item below. Not all fields may apply to a line item.

Cost Type	Title	Number/ISBN	Quantity	Cost
Training	Title	e.g. 123456789		\$00.00

[Add Item](#)

[Don't see a related Vendor?](#)

[Continue to Request Assistance](#)

Complete the remainder of the form accordingly ensuring you provide all requested information. If something does not apply, leave it blank unless it doesn't let you move forward. Gather this information from your vendor

If receiving a bundle or multiple items from a vendor, all items must be listed. Quote from vendor must also match what is listed

NOTE!!! ADD URL TO TITLE SO CA TEAM CAN LOCATE ITEMS



Once completed, select “Continue to Request Assistance”

[Go Back](#)

Create Credentialing Assistance (CA) Request Form

Please fill in the information for your credential **AWS Certified Solutions Architect - Associate**.

Credentialing Assistance Request Information

Request Type <small>required</small> Training	Vendor Name <small>required</small> Central Texas College
Training or Exam Name <small>required</small> AWS Certified Solutions Architect	Format <small>required</small> Online

Itemized Costs

Please add all itemized costs associated to your request. The chosen Request Type above must match the Cost Type of an item below. Not all fields may apply to a line item.

Cost Type	Title	Number/ISBN	Quantity	Cost
Training	AWS Certified Solutions Architect	e.g. 123456789	1	\$200.00

[Add Item](#)

[Don't see a related Vendor?](#)



[Continue to Request Assistance](#)



Credentialing Assistance (CA) Request Form

Enter the start and end date for pursuing your For Ebli. The Army would strongly suggest you choose a start date, end date time frame of at least a few days even if the training of exam is only a day long. Note that a CA request cannot be submitted for an exam within 30 business days of the request.

Request Type:
Training



Vendor Name:
JessVendorz



Start date required

End date required

Calendar view for October 2020. The date 10/27 is highlighted.

would like to request CA for. Please be aware the costs below may not reflect actual item costs.

Type	Title	Number/ISBN	Quantity	Cost
ing	For Ebli	–	1	\$100.00

rch on costs of trainings, exams and other materials. Upon ACCESS ArmyU approval, the amount paid for by Army financial assistance may vary from what is stated on this page. This financial assistance you have remaining as well as actual item costs.

\$0.00

Total Cost: Student Cost: **Financial Assistance:**

The calendar is automatically defaulted to 30 business days from the start date. You cannot request an earlier date. End date will allow for 1 calendar year



Financial Assistance Fiscal Year 2020 **\$4,000**
per year

\$0
As of 05/16/2020

Credentialing Assistance \$0
 Tuition Assistance \$0
 Pending Assistance \$0
 Remaining Assistance \$0

Manual Credentialing Assistance (CA) Request Form

Enter the start and end date for pursuing your **Project Management Primary Training**. Note that a CA request cannot be submitted for an exam or training within 30 days of the request.

Request Type: Miscellaneous Fees **Vendor Name:** Project Management Professional

Start Date required **End Date** required

Cost Type	Title	Sold By Vendor	Number/ISBN	Quantity	Cost
Training	Project Management Training	Yes	251345	1	\$480.00
Book	Programming Basics	Yes	33456	1	\$40.00
Application Fee	N/A	Yes	—	1	\$20.00
Book	PM Training 101	Yes	556741234	1	\$60.00

You are expected to do offline research on costs of trainings, exams and other materials. Upon ACCESS ArmyU approval, the amount paid for by Army financial assistance may vary from what is stated on this page. This can depend on the amount of Army financial assistance you have remaining as well as actual item costs.

\$140 \$140 \$0
 Total Cost Student Cost Financial Assistance

Attach a quote for the cost of the requested items from the vendor. The quote **MUST** match the items listed in ArmyIgnitED. You may also attach, but is not required, any other documentation supporting eligibility requirements for the Credentialing Assistance.

Upload Document



Drag Files to Upload

Choose Files

Uploaded Document List

✓ alex.palmere.PMP.pdf 

Submit Request

1

2

3

Select all items you wish to be funded. Verify all information on this page

Once complete, click "Submit Request"

Please upload a quote from the vendor (this is mandatory). Soldiers must contact the vendor to request a seat for the course. Please register at that time as long as the vendor DOES NOT require any money down. Should a vendor request funding to secure a seat- DO NOT PROVIDE IT. Soldiers will not be reimbursed for anything paid out of pocket



Success!

Your credentialing assistance request has been submitted.

Request Type: Training	Vendor Name: Project Management Professional	Start Date: 08/10/2020	End Date: 08/30/2020
Training or Exam Name: Project Management Training	Format: In-Person	Location: Domestic	State: Alabama

Cost Type	Title	Number/ISBN	Quantity	Cost
Training	Project Management Training	2514678912	N/A	\$480.00
Books	Programming Basics	3514325751	1	\$40.00
Application Fee	N/A	N/A	N/A	\$20.00
Books	PM Training 101	32523422	1	\$60.00

Uploaded Document List

alex_palmero_PMP.pdf

\$600	\$0	\$600
Total Cost	Student Cost	Financial Assistance

Done

You have now successfully completed your CA request and you will see it in your Profile Page as "Pending"



NOTE- Once your CA Request has been submitted, you can no longer upload documents. If the wrong document is added and you want to replace it with the correct document, upload in "Student Documents" on profile page.



How To Verify Your Request Has Been Submitted



From Soldier's homepage, they can go directly to the CA request

The screenshot shows the Army Ignited homepage. At the top, there is a navigation bar with 'Home', 'Credential', and 'Find Ed Center' tabs. The user is logged in as 'Edgar'. Below the navigation bar is a large illustration of various educational and technological items. The main heading is 'Welcome to ArmyIgnitED.' followed by the text 'Pursue a credential to advance your military career. Get started now. Upload proofs of completion for your completed credentials below:'. There are two credential entries: 'Microsoft Technology Associate' (Overdue) and 'Project Management Professional' (Due 05/04/2021). Each entry has a 'View Credential' button. Below these entries are two buttons: 'Request Credential Assistance' and 'Add Credential'. The 'Add Credential' button is highlighted with a red border. At the bottom, there is a 'Financial Assistance' section for Fiscal Year 2019, showing a balance of \$0.00 as of 01/01/20. A progress bar shows the total assistance available is \$4,000.00 per year, with sub-categories for Credential Assistance (\$0.00), Tuition Assistance (\$0.00), and Future Assistance (\$0.00).

New Update:
Soldiers can now go direct
to their CA Request from
their homepage

←



On your Profile Page, always look on the right side to view what CA Requests have been submitted

On your Profile Page, if your request was submitted properly, It will say "Pending"

Credential
Most Recent Credential Completed
You don't have a completed Credential. [View All Paths](#)

Private Pilot, Airplane Single Engine (ASE) Certificate
Credential

Current Requests:

- Private Pilot, ASE, Full, Stage 1
Request# 38 [Redacted]
Pending

Account Holds
There are not currently any account holds.
[Place Hold on Account](#)

Account Information
Civilian Education Level:
L - HIGH SCHOOL DIPLOMA

Financial Assistance Fiscal Year 2021
As of 03/15/21

\$4,000.00
Per Year

- Credentiaing Assistance \$4,000.00
- Tuition Assistance \$0.00
- Pending Assistance \$0.00

Most Recent Credential Completed



Credential
Most Recent Credential Completed
You don't have a completed Credential. [View All Paths](#)

Project Management Professional (PMP)
Credential

Current Requests:

- PMI Official On-Demand PMP Training Bundle with our Supplemental Resources and PMP Exam Voucher
Request# 38 [Redacted]
In Progress

Account Holds
There are not currently any account holds.
[Place Hold on Account](#)

Financial Assistance Fiscal Year 2021
As of 04/08/21

\$1,750.00
Per Year

- Credentiaing Assistance \$2,250.00
- Tuition Assistance \$0.00
- Pending Assistance \$0.00

TA/CA Funding Status:
User Type:



On your Profile Page, if your request was approved and funded, it will say "In Progress"



To view notes on what the status of the request is, click on the Credential

Credential

Most Recent Credential Completed

You don't have a completed Credential.

[View All Paths](#)

Financial Assistance Fiscal Year 2021

\$4,000.00

As of 03/15/21



TA/CA Funding Status:

User Type:

\$0.00
Per Year

Private Pilot, Airplane Single Engine (ASE) Certificate

Credential

Current Requests:

[Private Pilot, ASEL, Full, Stage 1](#)

Request# [REDACTED]

Pending



Account Holds

There are not currently any account holds.

[Place Hold on Account](#)

Account Information

Civilian Education Level:

L - HIGH SCHOOL DIPLOMA



The screenshot shows the Army Ignited web interface for a 'Flight Test A' credential request. The page is titled 'Flight Test A' and shows the user is logged in as 'Langston'. The main content area displays 'Request 4201' with the following details:

- Soldier:** Langston Hughes
- Status:** In Progress
- Notes:** N/A

The status 'In Progress' is highlighted with a red arrow. Below the status, the text 'Withdrawal Request Withdrawal' is circled in red, with another red arrow pointing to it. At the bottom of the page, there is an 'Upload File' button, also highlighted with a red arrow.

In Progress means it has been funded by finance. When finance has funded a CA Request, an email has been sent to the email the Soldier has listed in ArmyIgnited.

Withdrawal memo found here (see Support for details on how to submit a withdrawal request if needed)

**DON'T FORGET!!
SOLDIER SELECTS START/END DATES AND ARE RESPONSIBLE TO TURN IN CERT OF COMPLETION WITHIN 10 DAYS OF THE END DATE OR IT WILL GO TO RECOUPMENT**

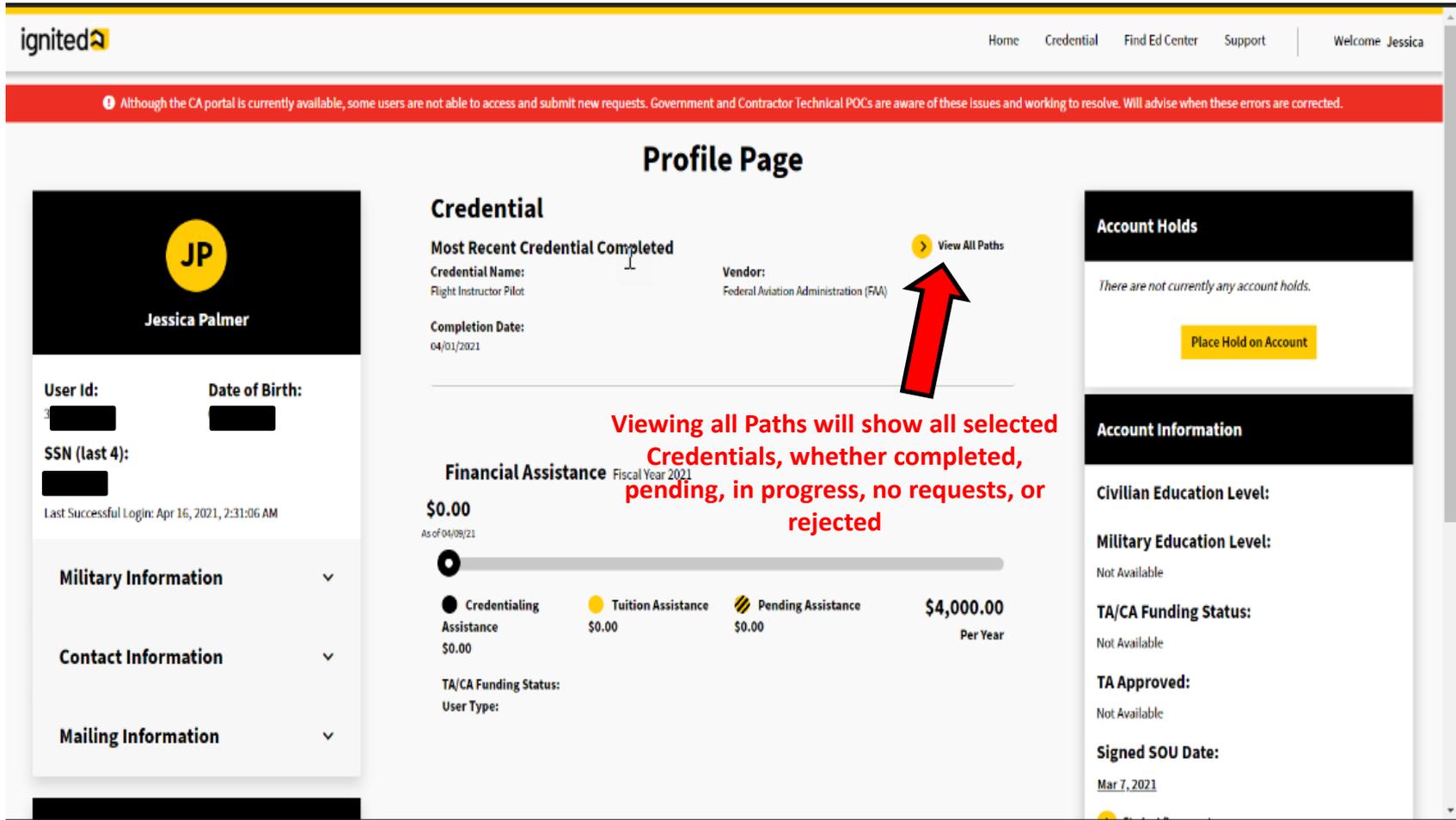


If the case still says “Pending” you can click on “View Notes”. Your request is now with the finance team.

If no notes are available, your case is still pending the CA Team review. It can take up to 3 business days prior to the start date to be reviewed and moved to finance for payment.



To View all Credentials you have selected or want to delete, go to “View all Paths”



ignited Home Credential Find Ed Center Support Welcome Jessica

Although the CA portal is currently available, some users are not able to access and submit new requests. Government and Contractor Technical POCs are aware of these issues and working to resolve. Will advise when these errors are corrected.

Profile Page

Credential

Most Recent Credential Completed

Credential Name: Flight Instructor Pilot

Vendor: Federal Aviation Administration (FAA)

Completion Date: 04/01/2021

[View All Paths](#)

Account Holds

There are not currently any account holds.

[Place Hold on Account](#)

Account Information

Civilian Education Level:

Not Available

Military Education Level:

Not Available

TA/CA Funding Status:

Not Available

TA Approved:

Not Available

Signed SOU Date:

Mar 7, 2021

Financial Assistance Fiscal Year 2021

\$0.00

As of 04/09/21

\$4,000.00 Per Year

<input checked="" type="radio"/> Credentialing Assistance	<input type="radio"/> Tuition Assistance \$0.00	<input type="radio"/> Pending Assistance \$0.00
---	---	---

TA/CA Funding Status:

User Type:

User Information:

User ID: [Redacted]

Date of Birth: [Redacted]

SSN (last 4): [Redacted]

Last Successful Login: Apr 16, 2021, 2:31:06 AM

Military Information [Dropdown]

Contact Information [Dropdown]

Mailing Information [Dropdown]

Viewing all Paths will show all selected Credentials, whether completed, pending, in progress, no requests, or rejected



Home | Credential | Find Ed Center | Support | Welcome Jessica

able, some users are not able to access and submit new requests. Government and Contractor Technical POCs are aware of these issues and working to resolve. Will advise when these errors are corrected.

Profile Page

Credential

Most Recent Credential Completed

Credential Name:
Flight Instructor Pilot

Vendor:
Federal Aviation Administration (FAA)

[View All Paths](#)

Completion Date:
04/01/2021

Financial Assistance

Fiscal Year 2021

\$0.00

As of 04/09/21

● Credentialing Assistance
\$0.00

● Tuition Assistance
\$0.00

● Pending Assistance
\$0.00

\$4,000.00
Per Year

TA/CA Funding Status:
User Type:

Account Holds

There are not currently any account holds.

[Place Hold on Account](#)

Account Information

Civilian Education Level:

Military Education Level:

Not Available

TA/CA Funding Status:

Not Available

TA Approved:

Not Available

Signed SOU Date:

Mar 7, 2021

If you made a mistake and selected the wrong credential, as long as there are no CA Requests against it, you can "Delete Path"

My Credential Path | Request Credentialing Assistance

Current Credential

[Add Credential](#)

ACSM Certified Group Exercise Instructors (ACSM-GEI)

No Requests

Agency:

American College of Sports Medicine (ACSM)

[Delete Path](#)

[Request Credentialing Assistance](#)

CompTIA A+ ce

In-progress

Agency:

Computing Technology Industry Association (CompTIA)

[Complete Path](#)

[Request Credentialing Assistance](#)



Credential

Most Recent Credential Completed

You don't have a completed Credential.

[View All Paths](#)

CompTIA A+ ce Credential

Current Requests:

- > CompTIA A+ Certification Boot Camp
 Request# 2 [REDACTED]
 Overdue

Financial Assistance Fiscal Year 2021

\$2,995.00
As of 03/09/21



● Credentialing Assistance \$2,995.00
● Tuition Assistance \$0.00

▨ Pending Assistance \$0.00

\$1,005.00
Per Year

TA/CA Funding Status:
User Type:

Account Holds

PETER's account currently has 1 hold:

- ⚠ 03/09/2021 - Certificate of completion or Grade not submitted within 10 days of CA course completion.

[Place Hold on Account](#)

Recoupments

If you see this hold, this means you need to submit your Certificate of Completion now. It does not mean recoupment yet. After 45 days of your end date, you may be recouped the total amount of the request that was paid.



Recoupments

Recoup Certified Computer Skills Specialist

Comptia A+ 1002

Reason: Rejected Proof of Completion

Request #:

Cost: \$226.00

Please choose a repayment plan to recoup the Army.

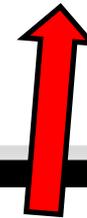


Choose Repayment Plan

Account Holds

[Redacted]'s account currently has 1 hold:

 02/24/2021 - Recoupment Due



Place Hold on Account

If you see this hold, you will soon be recouped, and you can now select the repayment option for the cost of the request. Once selected, the hold should be removed.



Military Information ▾

Contact Information ▾

Mailing Information ▾

User Type:

Recoupments

Place Hold on Account

You can now see messages at the bottom of your profile page. Also, Student Documents is where you can upload items if you forgot to add or uploaded the wrong item. Be descriptive on the items.

Account Information

Civilian Education Level:
4 - 90 OR MORE COLLEGE SEMESTER HOURS

Military Education Level:
U - DISTRIBUTED LEARNING/STRUCTURED SELF DEV-LEVEL 3

TA Approved:
Not Available

Signed SOU Date:
Jan 26, 2021

Student Documents

Go Back

New Note

All Messages

Page 1 of 1 < >

Show 5 10 20 << Prev Next >> Page 1 of 1

Go Back

Document Repository

Please upload a document or search through the table below to find the document you're looking for. The maximum file size for upload to ArmyIgnitED is 50 MB.

Search: Search by File Name, Upload By, User Group Clear Upload File

File Name	Upload Date	Uploaded By	User Group	Other Locations	Download	Remove
[REDACTED]	01/26/2021	[REDACTED]	[REDACTED]	ests Credential Assistance-requests		-

Show 10 20 50 100 < 1 >



Certified Landscape Water Manager (CLWM) in-progress

 **Agency:**
Robert's Rare Jewels

Complete Path >

Request Credentialing Assistance >

Complete Credential Path ×

Are you sure you want to complete your **Certified Landscape Water Manager (CLWM)** credential path? You will no longer be able to request credentialing assistance for this path.

Cancel Yes

Certified Landscape Water Manager (CLWM) ✔ complete

 **Agency:** Robert's Rare Jewels
Date Completed: 05/19/2020

Optional – Steps to Mark a Credential Path as Complete

1. From the **My Credential Path** screen, find the Credential Path you wish to mark complete.
2. Click **Complete Path**.
3. Read the confirmation message:
 - Are you sure you want to complete your [**Credential Path Name**] credential path? You will no longer be able to request credentialing assistance for this path.
4. Click **Yes**.

Note: Once your credential has been completed the status will change from **in-progress** to **complete**.



Credential

Most Recent Credential Completed
You don't have a completed Credential.

[View All Paths](#)

Financial Assistance

Fiscal Year 2021

\$2,995.00
As of 03/09/21

\$1,005.00
Per Year

- Credentiaing Assistance: \$2,995.00
- Tuition Assistance: \$0.00
- Pending Assistance: \$0.00

TA/CA Funding Status:
User Type:

Recoupments

ComptIA+ ce

Credential

Current Requests:

- ComptIA+ Certification Boot Camp
Request# [Redacted]
Overdue

Account Holds

PETER's account currently has 1 hold:

03/09/2021 - Certificate of completion or Grade not submitted within 10 days of CA course completion.

[Place Hold on Account](#)

Past Requests:

- Flight Test A
Rejected

To submit a withdrawal, from your profile page, click on the credential link you wish to withdraw from

Home | Education Path | **Credential** | Program Path | Find Ed Center | Support | Welcome, Langston

My Credentials | Request Credentialing Assistance

Request 4201

In Progress

Soldier: Langston Hughes
Status: In Progress

Notes: N/A

Withdrawal Request Withdrawal

Please upload Proof of Completion for the Credential Request.

Upload Supporting Files

Drag files to upload

[Upload File](#)

Now click on "Request Withdrawal"



ignited Home Education Path **Credential** Program Path Find Ed Center Support Welcome, Christopher A.

[My Credentials](#) [Request Credentialing Assistance](#)

[Go back](#)

NSCA's TSAC-F -BLC student only

Tactical Strength and Conditioning-Facilitator (TSAC-F)

Current Requests:

TSAC-F -BLC student only

Pending

Past Requests:

Request 74286

Soldier: CHRISTOPHER

Notes: N/A

Credential Inform

Credential Name: Tactical Strength and Condition

Date Requested: Sep 13, 2021

Start Date: Oct 18, 2021

End Date: Apr 18, 2022

Association (NSCA)

You are withdrawing from Tactical Strength and Conditioning-Facilitator (TSAC-F). You must provide a reason for your withdrawal.

Personal Military

You may upload an optional file or the [CA Recoupment Waiver - Withdrawal for Military \(WM\) Reasons](#) form to support your reason.

Upload Supporting Files

Email: Alixandrea.guamen@nsca.com

If requesting a withdrawal, if you select "Personal" and the CA Request has been paid for, you will be recouped the entire amount of the course. If the case has not been funded yet and you select "Personal", the request will disappear and there will be NO recoupment.



The screenshot shows the ArmyIgnitED web interface. At the top, there are navigation links: Home, Education Path, **Credential**, Program Path, Find Ed Center, and Support. A user profile for Christopher A. is visible in the top right. Below the navigation, there are links for 'My Credentials' and 'Request Credentialing Assistance'. The main content area is titled 'NSCA's TSAC-F -BLC student only' and shows a 'Request 74286' for 'Tactical Strength and Conditioning-Facilitator (TSAC-F)'. The request status is 'Pending'. A modal window is open with the title 'You are withdrawing from Tactical Strength and Conditioning-Facilitator (TSAC-F). You must provide a reason for your withdrawal.' The modal contains a dropdown menu with 'Personal' and 'Military' options. The 'Military' option is selected. Below the dropdown, there is a text box with instructions: 'Select Military if you had to withdraw due to Military Order or unforeseen reasons. If you select Military, you must complete Request for CA Recoupment Waiver - Withdrawal for Military (WM) Reasons form.' At the bottom of the modal, there is an 'Upload Supporting Files' section with an 'Upload File' button, a 'Cancel' button, and a 'Submit >' button. A yellow callout box on the right side of the modal contains the following text: 'If you select "Military" you must also download the CA Recoupment Waiver-Withdrawal for Military (WM) Reasons" form and digitally complete it. Then, your commander must digitally sign recommending approval. Once done, upload the form, then submit. If approved, there will be no recoupment. If rejected, you will be recouped the full amount of the CA Request.'



How to Guides

ignited

Home Credential Find Ed Center Support Welcome Jessica

Although the CA portal is currently available, some users are not able to access and submit new requests. Government and Contractor Technical POCs are aware of these issues and working to resolve. Will advise users when errors are corrected.

Welcome to ArmyIgnitED.
Pursue a credential to advance your military career. Get started now

Request Credentialing Assistance Add Credential

Financial Assistance Fiscal Year 2021
\$0.00
As of 04/09/21

To find out more information, please click the "Support" tab



How to Guides

The screenshot shows the ArmyIgnitED Support page. At the top, there is a navigation bar with links for Home, Credential, Find Ed Center, Support, and a user welcome message 'Welcome Jessica'. Below the navigation bar is a red banner with a warning icon and text: 'Although the CA portal is currently available, some users are not able to access and submit new requests. Government and Contractor Technical POCs are aware of these issues and working to resolve. Will advise when these errors are corrected.' The main content area is titled 'Support' and contains two primary options: 'Training Materials' and 'Create a Case'. The 'Training Materials' option includes an icon of a document with a checkmark and a pencil, and the text 'Detailed guides and training simulations on ArmyIgnitED workflows.' The 'Create a Case' option includes an icon of a headset and the text 'Technical assistance and support related to software and system help.' A red arrow points from the 'Training Materials' text to the 'Training Materials' option card. Another red arrow points from the 'Create a Case' text to the 'Create a Case' option card. A third red arrow points from the 'Create a Case' text to the 'Create a Case' option card. The footer contains three columns: 'About' with 'Army Regulation 621-5', 'Contact Us' with '+1-877-272-1330' and 'Create a Case', and 'Resources' with 'Credentialing - Army COOL' and 'The Army Decision Support Tool (DST)'.

To create a SNOW ticket (helpdesk), click here and complete the form. This is where you can submit questions, but be descriptive and give full name as listed in ArmyIgnitED, name of the credential (if it is regarding this), and case number (if applicable)

To find the guides, click on Training Materials and select from the drop down list

Support

Training Materials
Detailed guides and training simulations on ArmyIgnitED workflows.

Create a Case
Technical assistance and support related to software and system help.

About
Army Regulation 621-5

Contact Us
+1-877-272-1330
Create a Case

Resources
Credentialing - Army COOL
The Army Decision Support Tool (DST)



If you see this box, more than likely, you have not completed setting up your account. If you continue without setting this up, it will allow you to go through the process, but you will not be able to submit. If you find you are unable to submit at the end of this process, refresh the page and complete your profile information.



The screenshot shows the Armygnited website interface. At the top, there is a navigation bar with links for Home, Education Path, Credential, Program Path, Find Ed Center, and Support. A user is logged in as Christopher A. A modal dialog box is displayed in the center, titled "Before using Armygnited, you must complete your profile. Please enter a phone number below:". The modal contains two input fields: "Country Code required" (a dropdown menu) and "Phone Number required" (a text input field containing "91"). Below these fields is an "Add" button. At the bottom of the modal, there are two buttons: "Request Credentialing Assistance" and "Add Credential". The background of the website shows a blurred image of industrial machinery.



- **SNOW-** when submitting a SNOW ticket for extensions or questions regarding your CA request, please add:
- **Case type:** If you have questions regarding your CA request in ArmyIgnitED, please submit a case in ServiceNow:
- Please navigate to armyignited.com and login
- Click Support Tab (Top Menu)
- Click Create a Case
- Click the folder icon under filter navigator (Top Left)
- Scroll down and click Customer Service
- Click Cases
- Click Create New
- Case Form will display in window view
- Fill out pertinent information
- Select Case Type: **Hold Questions or Waivers, or Invoicing or Billing, or Request Rejected**
- Select Sub Category: CREDENTIALING ASSISTANCE
- Select Assignment Group: HQ ACCESS
- Click Submit button (Top Right)
- Use the description box (if allowed, if not, add to Additional comments section) to be very specific to what you are requesting. Also include your full name (as listed in ArmyIgnitED), email, rank, MOS, location, and the case number you are requesting information on.



ACCESS, ArmyU CA Email:

usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@army.mil

https://www.cool.osd.mil/army/costs_and_funding/army_credential_assistance.htm



ARMY CREDENTIALING
ASSISTANCE