

**Date:** 12 January 2023

**Subject:** Soldier Guidance for Tuition Assistance (TA) Stoppers/Blockers and Historical TA Requests in the Upgraded ArmyIgnitED

## **1. Soldier Actions for Missing or Unsuccessful Grades**

**a.** TA Stoppers/Blockers will be activated/turned on in the upgraded ArmyIgnitED system on 19 January 2023. What does this mean for you? Soldiers who have not selected a method of recoupment for a pending recoupment action for overdue missing grades, unacceptable grades, or incomplete grades will not be able to request TA or credentialing assistance (CA) until they make this selection.

**b.** Soldiers who receive a notification that they are being recouped for missing or unsuccessful TA grades should verify that the grade being recouped for is correct in ArmyIgnitED. If the grade is incorrect or it is a missing grade, they should provide a transcript or grade report to their education center to have the system updated. Soldiers will have 30 days from the notification date to select a recoupment plan or have the grade updated. After the 30 days, if the Soldier has not had the grade updated or selected a payment plan, a recoupment for a lump sum payment in the full amount will be initiated.

**c.** Soldiers who receive a notification that they are being recouped for an incomplete TA grade (class ended more than 180 days ago) should verify that the grade being recouped for is correct in ArmyIgnitED. If the grade is incorrect, they should provide a transcript (official or unofficial) or a grade report to their education center to have the system updated. Soldiers will have 30 days from the notification date to select a recoupment plan or have the grade updated. After the 30 days, if the Soldier has not had the grade updated or selected a payment plan, a recoupment for a lump sum payment in the full amount will be initiated.

**d.** Soldiers should contact an Education Counselor if they have any questions about updating TA grades.

**e. Important Note:** Soldiers who receive these notifications for CA grades should upload any missing certificates of completion into an ArmyIgnitED message, making sure to select the "Credentialing Assistance" messaging category, so it can be updated by the Army Credentialing Assistance Program Office team. Soldiers can also send a message to the same to ask questions about updating their CA grades.

## **2. Soldier Actions for Historical TA Requests**

**a.** After 16 January 2023, Soldiers can go to their Education Center to request historical TA requests for courses taken in FY22. Soldiers will not be able to make these requests for FY21 at this time. That will be permitted at a future date. (NOTE: Historical TA requests are not permitted for FY23.) An historical TA request is a TA request for courses taken in FY22, but Soldiers were not able to access the system to request TA at the time of the course.

**b.** Historical TA Requests. If Soldiers wanted to request tuition assistance for a course completed in FY22 but were unable to request tuition assistance in the previous ArmyIgnitED system, they must take proof of course completion to their Army Education Center and request an historical TA request be created on their behalf. Soldiers will provide documentation for the course to include course name and number, course cost, course final grade, and the start and

end dates. This documentation must include the Soldier's name and the name of the Academic Institution. (NOTE: If Soldiers have already provided this information to their Education Center and requested the historical TA request, there is no requirement to do it again. If Soldiers are unsure, they should contact their Education Counselor.)

c. After the Education Counselor creates the historical TA requests, Soldiers must go into their upgraded ArmyIgnitED account (<https://www.armyignited.army.mil>) and sign the historical TA request before it can be processed. Without this signature, schools will not be able to invoice the Army, creating an outstanding balance on a Soldier's school account.