Soldier Tip Sheet for Credentialing Assistance in ArmyIgnitED 2.0

The Army Credentialing Assistance (CA) Program launched in ArmyIgnitED 2.0 on 25 October 2022. Soldiers can request CA funding for Fiscal Year (FY) 2023. The web address is https://www.armyignited.army.mil/.

1. What should Soldiers do in preparation to request CA?

Soldiers should research credentialing options and develop a plan for the use of CA funding, find a vendor that provides what is needed to attain the credential of choice and request a custom quote from the vendor for the training, or exam, or books and/or materials.

2. What do Soldiers need to do once CA is live?

Create an ArmyIgnitED account. If a Soldier doesn't have an established ArmyIgnitED account, visit the ArmyIgnitED website and click on "Login." This will register your CAC to ArmyIgnitED. You will only need the URL and your CAC to login.

> In some cases, Soldiers may need assistance creating an account in ArmyIgnitED 2.0. Please contact your servicing Education Center if you need assistance.

Submit a CA Education Goal through ArmyIgnitED. Once submitted, the Army Credentialing Assistance Program Office (ACAPO) will either approve, disapprove, or request additional information about the goal. You must have an approved CA Education Goal to request CA.

Follow this pathway for a tutorial that outlines how to create a CA Education Goal:

> Login to ArmyIgnitED > Click on "HELP" Located at the Upper Right Corner > Documents & Links > Tutorial-Creating a (CA) Credentialing Assistance Ed Goal - MOS Related (or Non-MOS Related)

3. Follow the steps below to submit a CA Education Goal and CA Request:

Step 1: Click on "Education Programs" dropdown menu and click "Credentialing Assistance" from the left side menu, then "Explore Credentials" or "Education Goals" under the Tuition Assistance Request tab.

Step 2: Click on "Create New Goal."

Step 3: Select either Credentialing Assistance – MOS Related or Credentialing Assistance – Non-MOS Related.

Step 4: Select your credential by typing in a keyword or search the options provided, then click "Next."

Step 5: Upload the custom quote provided by the vendor, then click "Submit Goal." Once submitted it will be routed to the ACAPO office for review.

Step 6: Once ACAPO has approved the CA Education Goal, click "Apply for Funding."

Step 7: Review the CA User Agreement.

Step 8: Select your vendor, start, and end date, training, exam, and/or books and materials and submit!

Step 9: Once you submit your CA request, whether approved or disapproved, you will receive a message in your student message section. CA requests are typically approved no more than three days prior to the start date of a class or exam.

Important Notes:

1. Soldiers must apply for CA in ArmyIgnitED no earlier than 90 days and no later than 45 days prior to the class start date.

   Soldier's end date must be at least 31 days from their ETS date.

2. Soldiers must accept the CA User Agreement (formerly the Statement of Understanding) when submitting a CA Request.

3. All CA requests must be approved prior to the start date of the course.

4. Soldiers must request CA in ArmyIgnitED AND register for the course with their vendor (if it is required). No out-of-pocket costs should be provided to the vendor to secure a seat.

5. Eligible Soldiers must contact their vendor after a CA request is approved in ArmyIgnitED to ensure they are fully enrolled in the course and that the vendor has received CA funding.

6. Soldiers will be responsible for all credentialing costs if the training or exam is not completed successfully with a passing grade.

7. CA is approved on a course-by-course basis and only for the specific course(s) and class dates that a Soldier requests.

8. Soldiers must ensure their grades are posted to the system within 30 days of the end date of the course to prevent recoupment. Soldiers should work with their vendors to ensure grades are posted to the system. If the vendor does not post grades (such as Pearson Vue or CompTIA), it is the Soldier's responsibility to send the certificate of completion to the ACAPO office in ArmyIgnitED.

9. After a CA request has been paid, if a Soldier needs to withdraw from an exam or course, he or she must use the ArmyIgnitED messaging function in their account or the ArmyIgnitED Helpdesk. Select the "Credentialing Assistance" category and enter "Withdraw" as the subject of your message. In the narrative, provide your name, CA Request ID #, ArmyIgnitED user ID #, and request to withdraw. ACAPO will add a "W" grade to your course or exam. You will receive a message when the W grade has been added with further instructions on how to complete your recoupment plan. All requests for recoupment waivers for withdrawals must be completed in ArmyIgnitED.

   If a CA request has not been paid and it is prior to the start date, Soldiers can delete their own CA request in their account. Soldiers should not submit a ArmyIgnitED Helpdesk ticket to resolve this.