

Credentialing Assistance (CA) DECIDE

PURPOSE:

The purpose of this document is to explain the process of identifying, selecting, and applying for Credentialing Assistance (CA) funding through the CA DECIDE tool.

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INTRODUCTION:

Credentialing Assistance (CA) DECIDE is a decision support tool developed to assist Service members participating in the Army Continuing Education System (ACES) Texas CA Limited User Test (LUT). CA DECIDE allows Service members to identify training providers that offer training courses which prepare them for industry-recognized certifications and licenses. After choosing from a wide selection of vetted training providers, Service members can begin the CA funding application process directly from CA DECIDE. This Standard Operating Procedure outlines the steps to navigate through the tool from selecting a credential through submitting an application.

Accessing CA DECIDE

Accessing CA DECIDE directly

STEP 1: Navigate to www.cad.gosoced.org

Navigating to CA DECIDE through GoArmyEd

STEP 1: Navigate to your GoArmyEd account via <https://www.goarmyed.com/>

STEP 2: From your GoArmyEd homepage and select “My Education Record”

Welcome back, TA Eligible Soldier. (Logout)
Last Login: 2/6/2019 1:14:13 PM
SENSITIVE // FOR OFFICIAL USE ONLY

Degree Progress Monitor of Soldiers in Performance Improvement (MS-PI) To Be Completed

622-62-09-2013 38 SH Remaining

How to make yourself more employable when you transition out of the Army... Select "More Info" link below to learn more!!

Smart Links: Request TA, Change Degree/School, Course Planner, Withdraw from a Class, On-Duty Courses, Recruitment-Information, My Education Record, Student Agreement/Degree Progress Reports, GoArmyEd Tutorials, Other Links

My Smart Links: My Education Center, Army Personnel Testing, Class Enrollment Guide (PDF Version)

Message Center: Having issues logging in with your Common Access Card (CAC)?, TA REQUEST TIMELINE POLICY, GoArmyEd Release Downtime - 21 February 2019, GoArmyEd Scheduled Maintenance - 16 February 2019

Helpdesk Cases: Select the image to view the case details. Cases that are marked with 1 have been returned for additional information. Display: Open + Pending Surveys Cases

Training Resources: View GoArmyEd Introductory Slides, Launch Quick Start Training, View Reference Documents

STEP 3: Select the "Helpdesk Cases" tab

Welcome back, : TA Eligible Soldier. (Logout)
Last Login: 2/6/2019 1:14:13 PM
SENSITIVE // FOR OFFICIAL USE ONLY

Soldier Education Record

Refresh Fields marked with an * are required

Basic Information: Name, SSN/EIN, User Id, Current Degree Name/CIP, Primary Phone, Current Home School, TA Funding Status, User Name, Date of Birth, Servicing Education Center

Note: To print the Soldier Education Record, select the 'All' tab and select the 'View/Print Soldier Education Record' button.

Soldier Personnel | TA Planning Summary | Education | **Helpdesk Cases** | CTS Notes | eFile | Test Scores | All

Your current tab preference is All

View/Print Soldier Education Record | Email Soldier Education Record

To print the entire Soldier Education Record, expand the CRM and CTS Summary at the bottom of the page and then select the 'View/Print Soldier Education Record' button at the top of the page.

Soldier Personnel

STEP 4: Select the blue "Create New Helpdesk Case" button

Note: To print the Soldier Education Record, select the 'All' tab and select the 'View/Print Soldier Education Record' button.

Soldier Personnel | TA Planning Summary | Education | **Helpdesk Cases** | CTS Notes | eFile | Test Scores | All

Make this tab your default. Your current tab preference is All.

Helpdesk Cases

Display: Open Cases

Current Cases Open: Red asterisk (*) indicates that a case has been returned for further information. The case should be given immediate attention. Click the Add Notes link. On the page that displays, scroll down to the Actions Taken section of the page. Enter your actions in the Enter New Actions section. Select the column heading to sort the cases. Select the Printer Friendly link to open a new window and print the list of cases. Select the Show Details link to show individual case details.

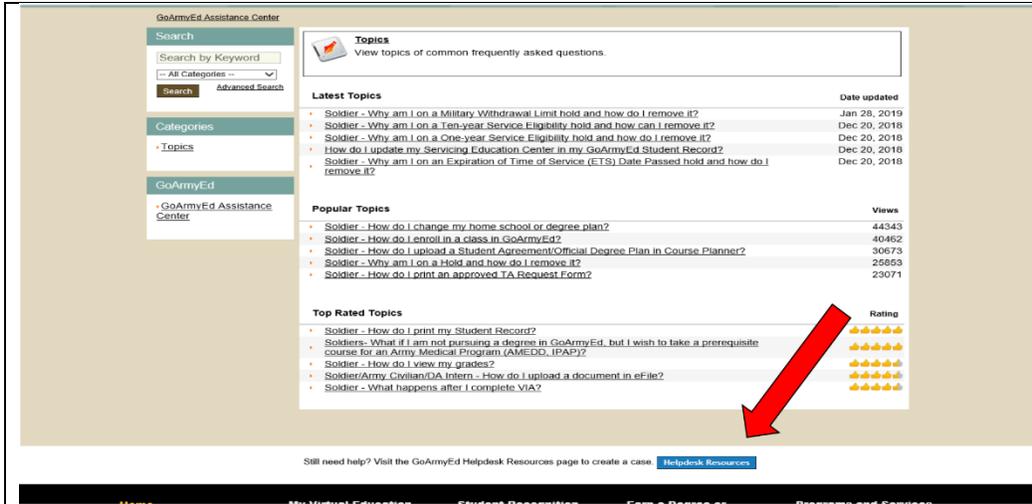
No Case(s) found.

Have a new question for the GoArmyEd Helpdesk? **Create New Helpdesk Case**

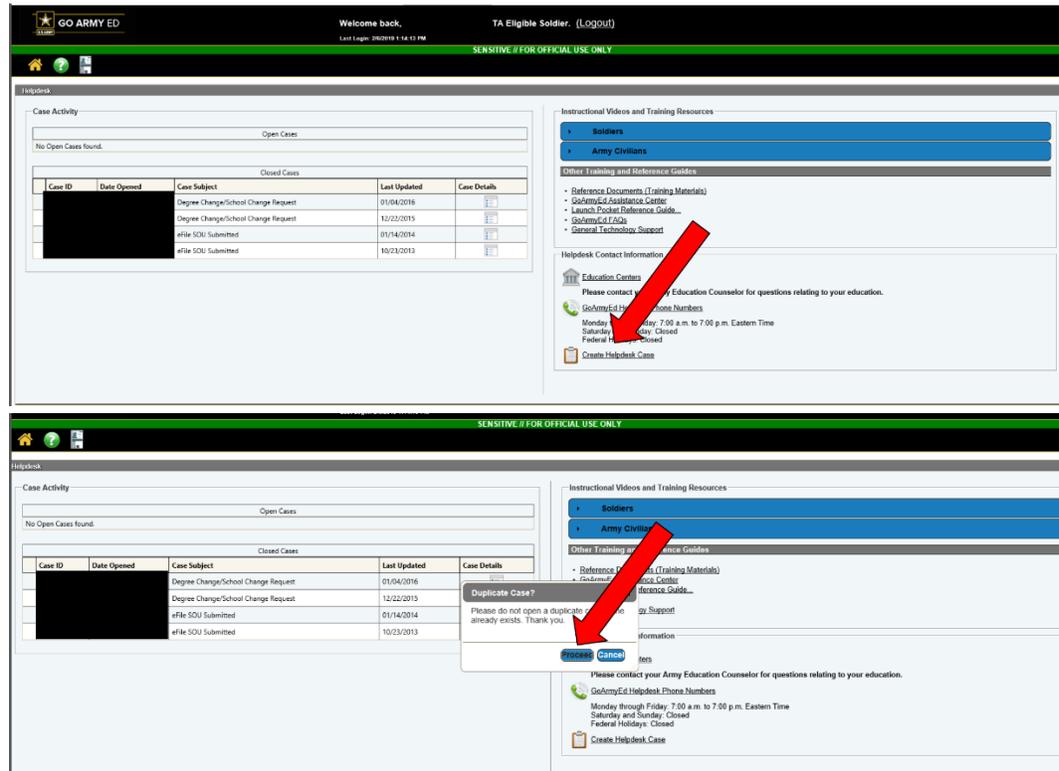
data displayed in these fields are sourced from the Army's Personnel System. Data is refreshed on a routine basis. If the Soldier believes the data is inaccurate, the Soldier must request an update to their personnel record: Active Regular Army contact Personnel Administration Center (PAC)/S1BCT to update eMILPO U.S. Initiator/S1 to update RLAS Guard Soldiers contact State Unit Administrator/State PSB to update SIDPERS.

Soldiers choosing to pursue this degree should consult with the school to view a degree map. Additionally, Soldiers will be required to have their Student Agreement uploaded to eFile by the end of their sixth semester hour taken at their home school or the ninth semester hour at any school (whichever comes first).

STEP 5: Select the blue "Helpdesk Resources" button at the bottom of the page



STEP 6: Select “Create Helpdesk Case” next to the image of a clipboard. When the pop-up message appears, select “Proceed”



STEP 7: Navigate to the drop-down menu in the “Case General Information” section and select “Credentialing Request” as the case type

View a list of [reference documents](#) to assist you with performing transactions using GoArmyEd.

Basic Information

Name * : [REDACTED] Current Home School : [REDACTED]
 SSN/EIN * : [REDACTED] TA Funding Status : [REDACTED]
 User Id : [REDACTED] User Name : [REDACTED]
 Current Degree Name/CIP : [REDACTED] (S-PI) Date of Birth * : [REDACTED]
 Primary Phone : [REDACTED] Servicing Education Center : [REDACTED]

Fields marked with an * are required.

Case User Contact Information

*Are you currently OCONUS?: Yes No
 Alternate Phone: [REDACTED]

Case General Information

**Please select your Case Type:

- Bill from School
- Class Not Listed in GoArmyEd Class Schedule
- Class Rejection
- Counseling Request
- Course Enrollment Override
- Course Planner Questions
- Credentialing Request
- Enrolling in a Class
- Grade
- Graduation
- Hold Questions
- Military Education Transcript
- Military Withdrawal (WM) Questions
- Other
- Recoupment
- Requesting Tuition Assistance
- School Complaint
- School Not Listed in GoArmyEd
- School Support (Questions)
- TA GPA Hold Waiver
- Technical Issue
- Testing at Education Center
- Training/Using GoArmyEd
- VIA Issue

Detailed Description of the Problem

*Subject: [REDACTED]

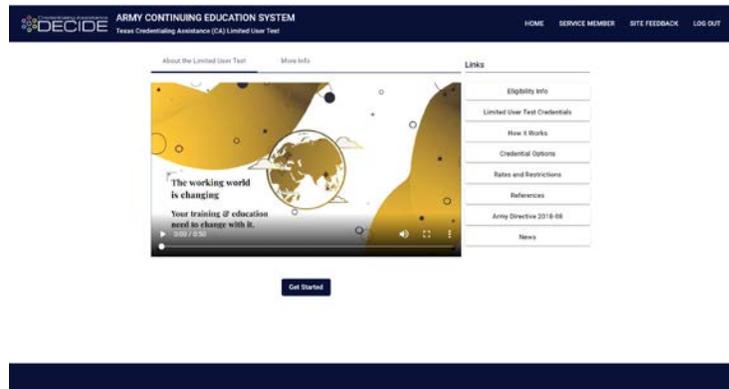
Please attach any relevant file here: [REDACTED]

*Description [?]: [REDACTED]

STEP 8: Navigate to CA DECIDE using the link at the bottom of the page.

Selecting a Credential

STEP 1: From www.cad.gosoced.org, select “Get Started”



STEP 2: Browse the list of 31 credentials approved as part of the LUT – information available includes:

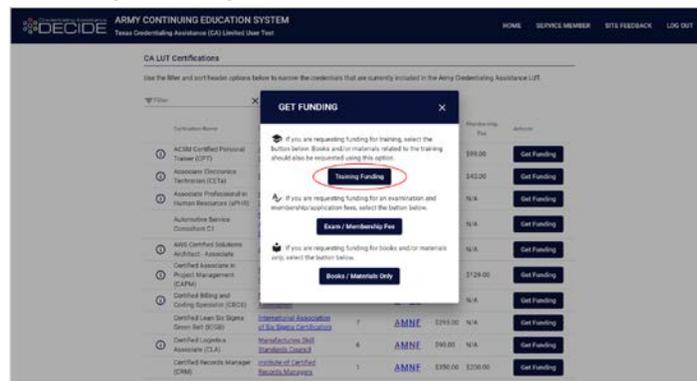
1. A short description of the credential
2. The national certifying organization that offers the credential
3. The number of eligible training providers in the CA DECIDE system
4. The requirements to take the certification exam and receive the official credential
5. The cost of the exam
6. The cost of any associated membership fees

 ARMY CONTINUING EDUCATION SYSTEM Texas Credentialing Assistance (CA) Limited User Test								HOME	SERVICE MEMBER	SITE FEEDBACK	LOG OUT
CA LUT Certifications								Use the filter and sort header options below to narrow the credentials that are currently included in the Army Credentialing Assistance LUT.			
Filter X											
	Certification Name	Certifying Organization	Training Provider Count	Certification Requirements	Exam Fee	Membership Fee	Actions				
①	ACSM Certified Personal Trainer (CPT)	American College of Sports Medicine	6	AMNE	\$349.00	\$99.00	Get Funding				
①	Associate Electronics Technician (CETa)	ETA International	2	AMNE	\$60.00	\$40.00	Get Funding				
①	Associate Professional in Human Resources (aPHR)	Human Resource Certification Institute	4	AMNE	\$400.00	N/A	Get Funding				
①	Automotive Service Consultant C1	National Institute for Automotive Service Excellence	2	AMNE	\$77.00	N/A	Get Funding				
①	AWS Certified Solutions Architect - Associate	Amazon Web Services	9	AMNE	\$150.00	N/A	Get Funding				
①	Certified Associate in Project Management (CAPM)	Project Management Institute	6	AMNE	\$300.00	\$129.00	Get Funding				
①	Certified Billing and Coding Specialist (CBCS)	National Healthcareer Association	5	A NE	\$117.00	N/A	Get Funding				
①	Certified Lean Six Sigma Green Belt (ICGB)	International Association of Six Sigma Certification	7	AMNE	\$295.00	N/A	Get Funding				
①	Certified Logistics Associate (CLA)	Manufacturing Skill Standards Council	6	AMNE	\$90.00	N/A	Get Funding				
①	Certified Records Manager (CRM)	Institute of Certified Records Managers	1	AMNE	\$350.00	\$200.00	Get Funding				

Applying for Funding

Funding for a Training Program

STEP 1: Once you are ready to proceed with your application for funding, select the button labeled “Get Funding”. To see eligible providers and apply for a training program, select the button labeled “Training Funding” in the pop up



STEP 2: You will then be taken to the list of training providers approved to offer training for the specific certification or license you selected. Information available in this includes:

- Training Program name
- Training Index Score – a number out of 100 that represents a training provider’s level of transparency based on their business practices, willingness to accommodate Service members and effectiveness in delivering training
- Training Program length
- Location of the Training
- Cost of the Training

ARMY CONTINUING EDUCATION SYSTEM
Texas Credentialing Assistance (CA) Limited User Test

[HOME](#) [SERVICE MEMBER](#) [SITE FEEDBACK](#) [LOG OUT](#)

CERTIFIED LEAN SIX SIGMA GREEN BELT (ICGB) TRAINING PROVIDERS

FILTER BY:

Index Score Minimum ✕

Cost Maximum ✕

Modality ✕

ZIP Code ✕

Within (miles) ✕

Show Colleges/Universities

FILTER

Showing 7 training providers:

Training Provider Name	Program Name	Index Score	Program Length	Location	Cost	More Info	Apply
Lean Training and Consulting Inc	Green Belt Online Training	61	5 weeks	Virtual	\$2,250.00		
Austin Community College	Certified Six Sigma Green Belt	65	4 months	Virtual	\$354.00		
American Society for Quality (ASQ)	Lean Six Sigma Green Belt Training	60	10 days	Dallas, TX	\$5,749.00		
San Jacinto College	Lean Six Sigma Green Belt	65	1 month	Pasadena, TX	\$2,500.00		
El Paso Community College	Six Sigma Green Belt Certification Prep	65	12 months	Virtual	\$1,775.00		
Central Texas College	Certified Six Sigma Green Belt	60	6 months	Virtual	\$1,895.00		
New Horizons Computer Learning Centers	Lean Six Sigma Green Belt Training	69	4 days	Virtual	\$2,796.00		

Items per page: 10 | 1-7 of 7 |

[Index Score Data Sources and Methodology](#)

Can't Find Training Provider?

STEP 3: Selecting the magnifying glass with the plus sign under “More Info” reveals further details and benefits included in each course. Selecting the different labels such as “Index Score” and “Locations” will show additional details about the training program.

FILTER BY:

Index Score Minimum ✕

Cost Maximum ✕

Modality ✕

ZIP Code ✕

Within (miles) ✕

Show Colleges/Universities

FILTER

Showing 7 training providers:

Training Provider Name	Program Name	Index Score	Program Length	Location	Cost	More Info	Apply									
Lean Training and Consulting Inc	Green Belt Online Training	61	5 weeks	Virtual	\$2,250.00											
Austin Community College	Certified Six Sigma Green Belt	65	4 months	Virtual	\$354.00											
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Works Included In Price: Yes</td> <td style="width: 33%;">Has Online Resources For Student: Yes</td> <td style="width: 33%;">Exam Included In Price: No</td> </tr> <tr> <td>Has Practice Exams: Yes</td> <td>Paygo For Reexamination: No</td> <td>TA Funded: Yes</td> </tr> <tr> <td>OPEID: 01201690</td> <td>CP Code: 15.0702</td> <td></td> </tr> </table>								Works Included In Price: Yes	Has Online Resources For Student: Yes	Exam Included In Price: No	Has Practice Exams: Yes	Paygo For Reexamination: No	TA Funded: Yes	OPEID: 01201690	CP Code: 15.0702	
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Items per page: 10 | 1-7 of 7 |

[Index Score Data Sources and Methodology](#)

Can't Find Training Provider?

Filter by: Index Score Minimum, Cost Maximum, Modality, ZIP Code, Within (miles), Show Colleges/Universities

Training Provider Name	Program Name	Index Score	Program Length	Location	Cost	More Info	Apply
Lean Training and Consulting, Inc.	Green Belt Online Training	41	5 weeks	Virtual	\$2,250.00		
Austin Community College	Certified Six Sigma Green Belt	45	4 months	Virtual	\$354.00		
		45	Program Age: N/A	Exam Pass Rate: N/A			
			Endorsed by Certification Provider: Yes	Job Placement Rate: N/A			
			Course Completion Rate: N/A	Student #: N/A			
			Valid Accreditation: Yes	Cost: \$354.00			
Index Score	More Info	Locations					
American Society for Quality (ASQ)	Lean Six Sigma Green Belt Training	40	10 days	Dallas, TX	\$5,749.00		
San Jacinto College	Lean Six Sigma: Green Belt	35	1 month	Pasadena, TX	\$2,500.00		
El Paso Community College	Six Sigma Green Belt Certification Prep	35	12 months	Virtual	\$1,775.00		
Central Texas College	Certified Six Sigma Green Belt	30	6 months	Virtual	\$1,895.00		
New Horizons Computer Learning Centers	Lean Six Sigma Green Belt Training	25	4 days	Virtual	\$2,796.00		

Items per page: 10 | 1-7 of 7 | [Can't Find Training Provider?](#)

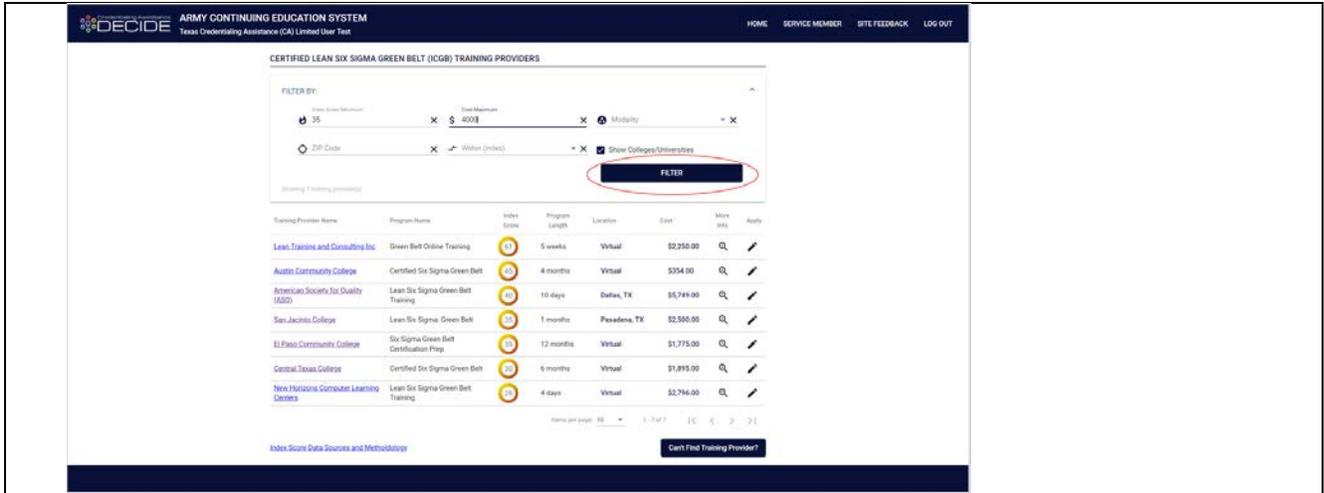
Filter by: Index Score Minimum, Cost Maximum, Modality, ZIP Code, Within (miles), Show Colleges/Universities

Training Provider Name	Program Name	Index Score	Program Length	Location	Cost	More Info	Apply
Lean Training and Consulting, Inc.	Green Belt Online Training	41	5 weeks	Virtual	\$2,250.00		
Austin Community College	Certified Six Sigma Green Belt	45	4 months	Virtual	\$354.00		
Location 1				Virtual Location			
				Modality: Online			
				Cost: \$354.00			
Index Score	More Info	Locations					
American Society for Quality (ASQ)	Lean Six Sigma Green Belt Training	40	10 days	Dallas, TX	\$5,749.00		
San Jacinto College	Lean Six Sigma: Green Belt	35	1 month	Pasadena, TX	\$2,500.00		
El Paso Community College	Six Sigma Green Belt Certification Prep	35	12 months	Virtual	\$1,775.00		
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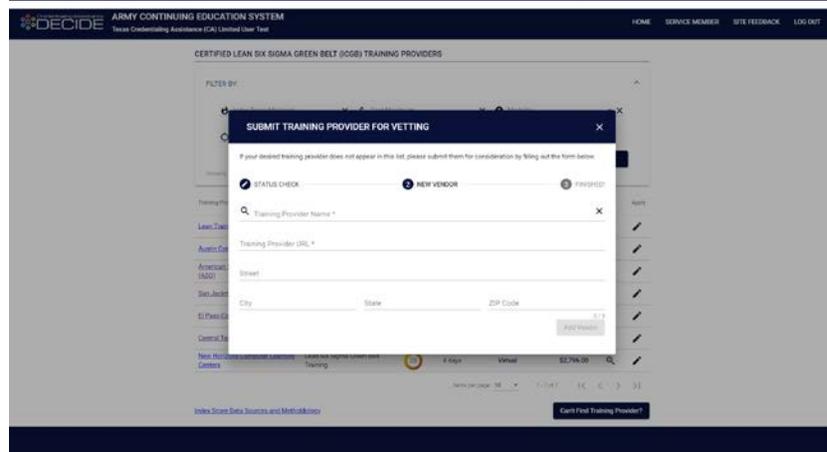
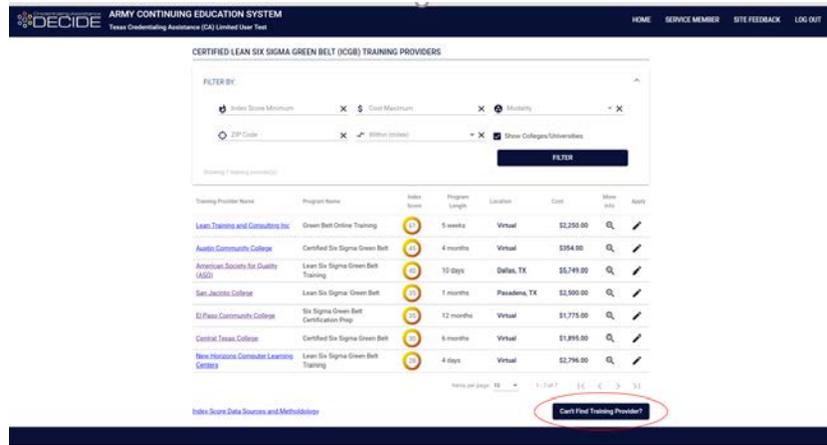
Items per page: 10 | 1-7 of 7 | [Can't Find Training Provider?](#)

STEP 4: The results displayed in the list of evaluated training providers can also be filtered down based on various criteria, including:

- Index Score Minimum
- Cost Maximum
- Modality (classroom training, online training, or self-guided training)
- Location (number of miles away from a specific zip code)
- Whether to show Colleges and Universities



STEP 5: If you cannot find your desired Training Provider in the list of approved providers, select the button in the bottom right corner labeled “Can’t Find Training Provider?” and fill in the required information in the pop-up to submit the provider for evaluation by HQ ACES.



STEP 6: Once you have explored the available options and decided on a training provider, select the pencil icon under the “Apply” column to start your application. Note that if you select a college or university who is a signatory of the Department of Defense (DoD) Memorandum of Understanding

(MOU), you will be prompted to return to GoArmyEd and apply for funding for the course using Tuition Assistance (TA).

ARMY CONTINUING EDUCATION SYSTEM
Texas Credentialing Assistance (CA) Limited User Test

CERTIFIED LEAN SIX SIGMA GREEN BELT (ICGB) TRAINING PROVIDERS

FILTER BY:

- Index Score Minimum: 35
- Cost Maximum: \$ 4000
- Modality: Virtual
- ZIP Code: [Blank]
- Within (miles): [Blank]
- Show Colleges/Universities: [Checked]

Table:

Training Provider Name	Program Name	Index Score	Program Length	Location	Cost	More Info	Apply
Lean Training and Consulting Inc	Green Belt Online Training	35	5 weeks	Virtual	\$2,250.00	[Icon]	[Icon]
Austin Community College	Certified Six Sigma Green Belt	35	4 months	Virtual	\$354.00	[Icon]	[Icon]
San Jacinto College	Lean Six Sigma Green Belt	35	1 month	Pasadena, TX	\$2,500.00	[Icon]	[Icon]
El Paso Community College	Six Sigma Green Belt Certification Prep	35	12 months	Virtual	\$1,775.00	[Icon]	[Icon]

Items per page: 10 | 1-4 of 4 | [Navigation icons]

[Index Score Data Sources and Methodology](#) | [Can't Find Training Provider?](#)

ARMY CONTINUING EDUCATION SYSTEM
Texas Credentialing Assistance (CA) Limited User Test

CERTIFIED LEAN SIX SIGMA GREEN BELT (ICGB) TRAINING PROVIDERS

FILTER BY:

- Index Score Minimum: 35
- Cost Maximum: \$ 4000
- Modality: Virtual
- ZIP Code: [Blank]
- Within (miles): [Blank]
- Show Colleges/Universities: [Checked]

TA Funded Application Eligibility

To register for this certification or credential you will need to use Tuition Assistance. Please login to [GoArmyEd](https://www.goarmyed.com) and then navigate to the registration page. If you are not eligible for Tuition Assistance then consider one of the Professional Career Schools for the training. You may be eligible to use Credentialing Assistance to pay for the training, books, and examination.

[Close](#)

Items per page: 10 | 1-4 of 4 | [Navigation icons]

[Index Score Data Sources and Methodology](#) | [Can't Find Training Provider?](#)

STEP 7: If your selected training provider is eligible for funding through the CA program, you will be prompted to begin the Application for Funding, which begins with a question to designate your military status.

ARMY CONTINUING EDUCATION SYSTEM
Texas Credentialing Assistance (CA) Limited User Test

CERTIFIED LEAN SIX SIGMA GREEN BELT (ICGB) TRAINING PROVIDERS

FILTER BY:

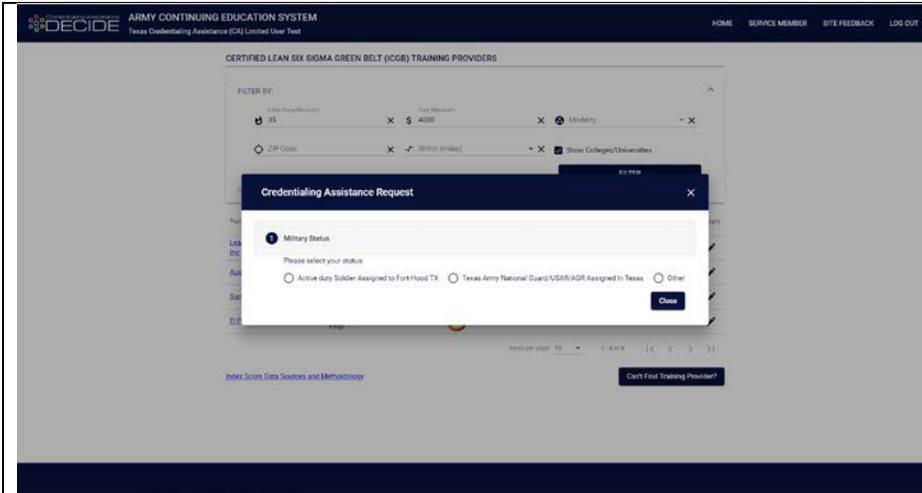
- Index Score Minimum: 35
- Cost Maximum: \$ 4000
- Modality: Virtual
- ZIP Code: [Blank]
- Within (miles): [Blank]
- Show Colleges/Universities: [Checked]

Table:

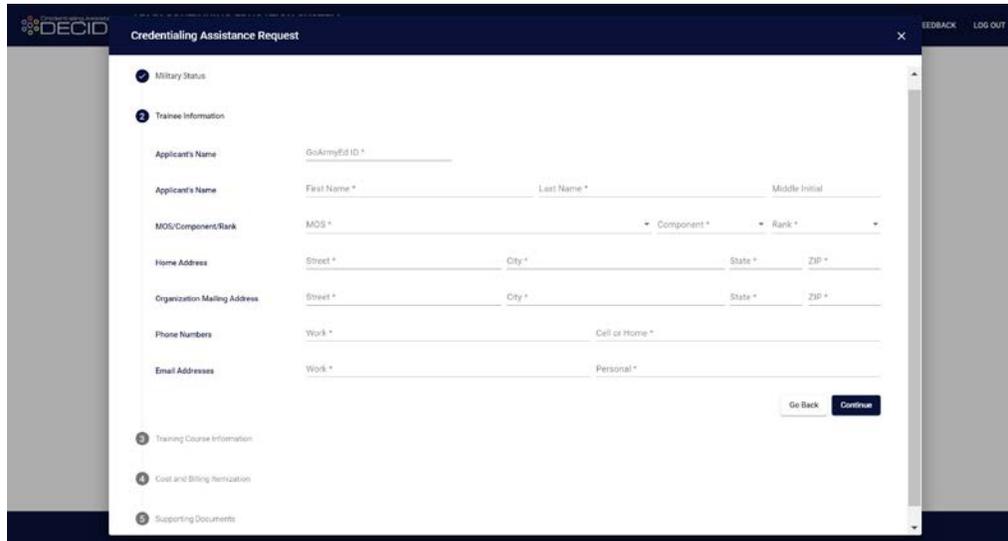
Training Provider Name	Program Name	Index Score	Program Length	Location	Cost	More Info	Apply
Lean Training and Consulting Inc	Green Belt Online Training	35	5 weeks	Virtual	\$2,250.00	[Icon]	[Icon]
Austin Community College	Certified Six Sigma Green Belt	35	4 months	Virtual	\$354.00	[Icon]	[Icon]
San Jacinto College	Lean Six Sigma Green Belt	35	1 month	Pasadena, TX	\$2,500.00	[Icon]	[Icon]
El Paso Community College	Six Sigma Green Belt Certification Prep	35	12 months	Virtual	\$1,775.00	[Icon]	[Icon]

Items per page: 10 | 1-4 of 4 | [Navigation icons]

[Index Score Data Sources and Methodology](#) | [Can't Find Training Provider?](#)

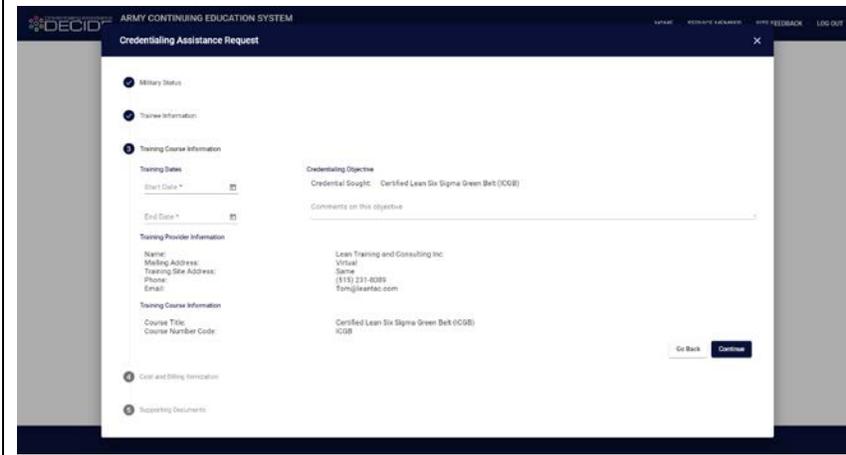


STEP 8: Continue by filling in the required personal information

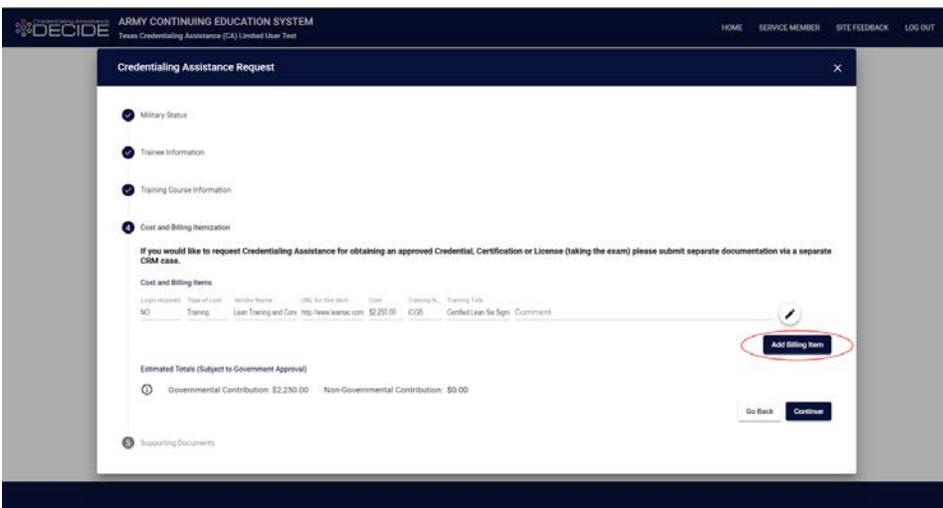
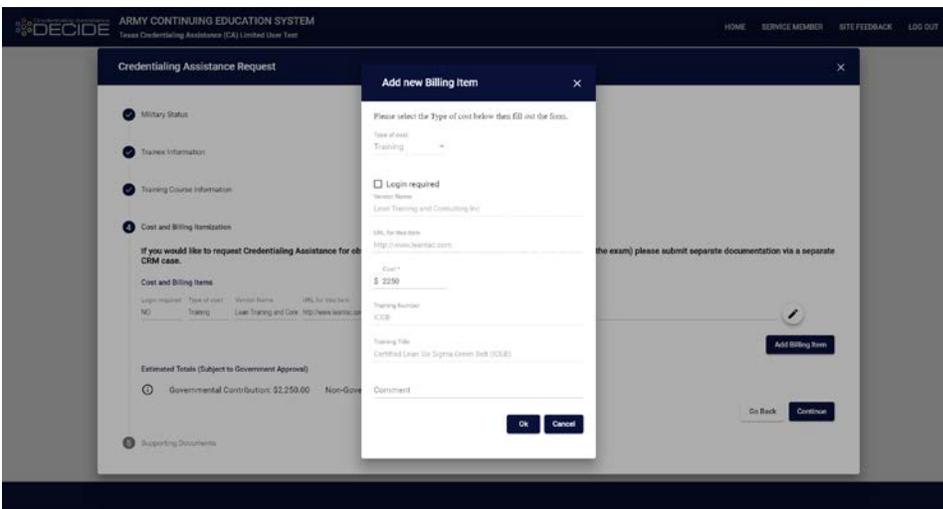
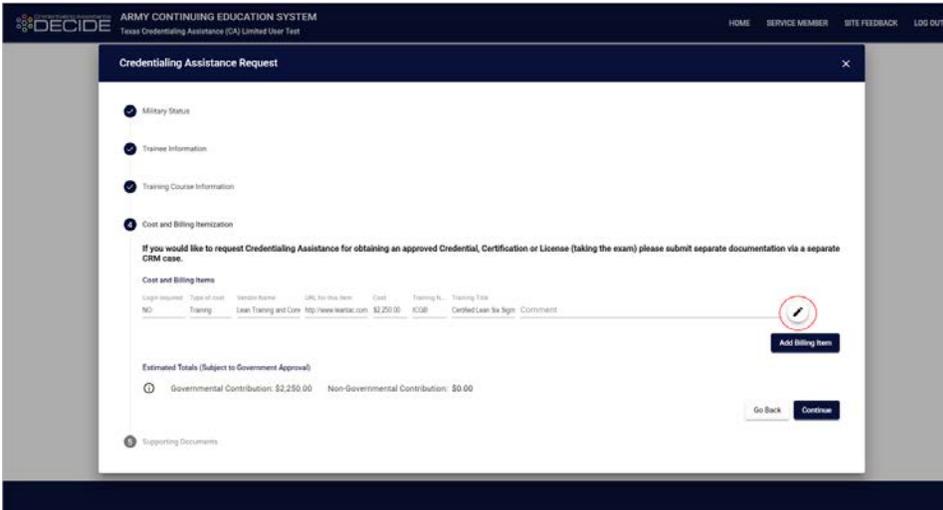


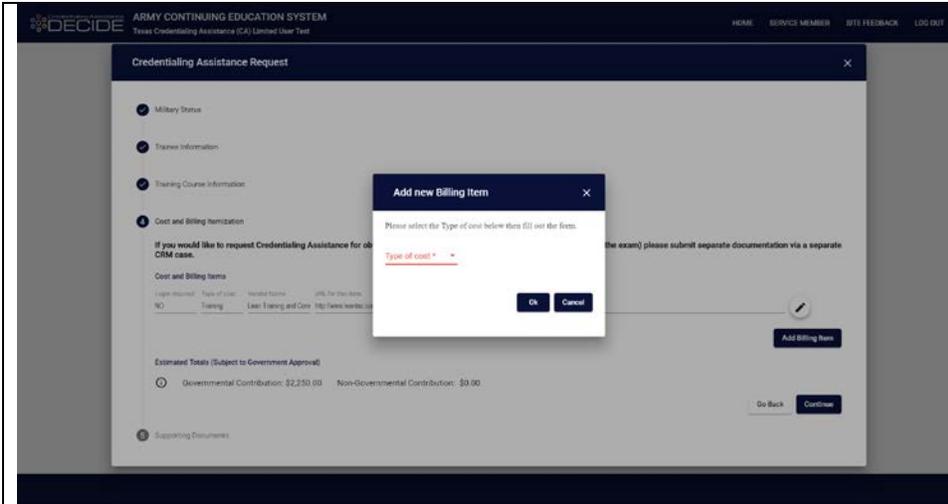
STEP 9: Designate a Training Start Date and Training End Date. There is also the opportunity to include any relevant comments regarding your credentiaing objective.

**Note* - Applications must be submitted at least 30 days in advance of the Training Start Date*



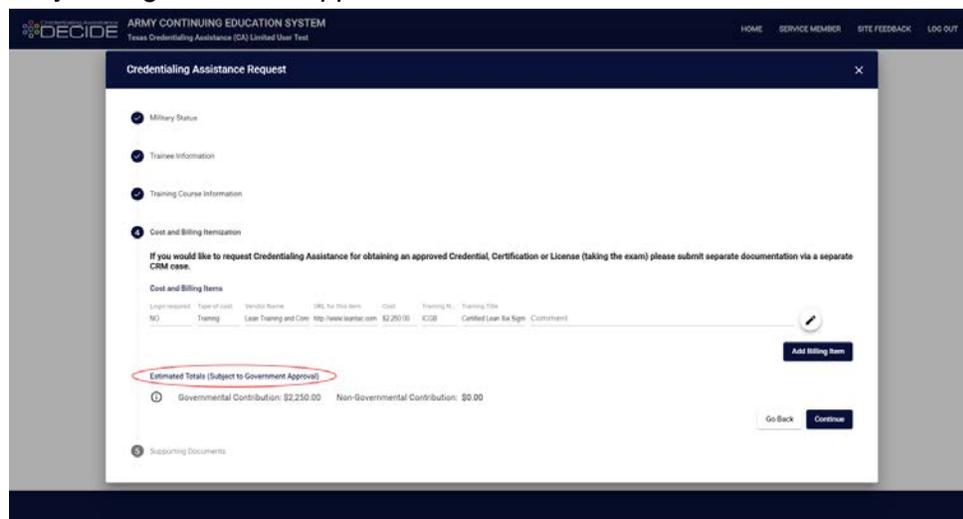
STEP 10: In the Cost and Billing Itemization section, you can edit any information that needs to be changed or indicate that a user account is required to make a payment to the training provider. Additionally, you can add an additional billing item for items such as books or materials that you will use during the training that must be purchased in addition to the course.





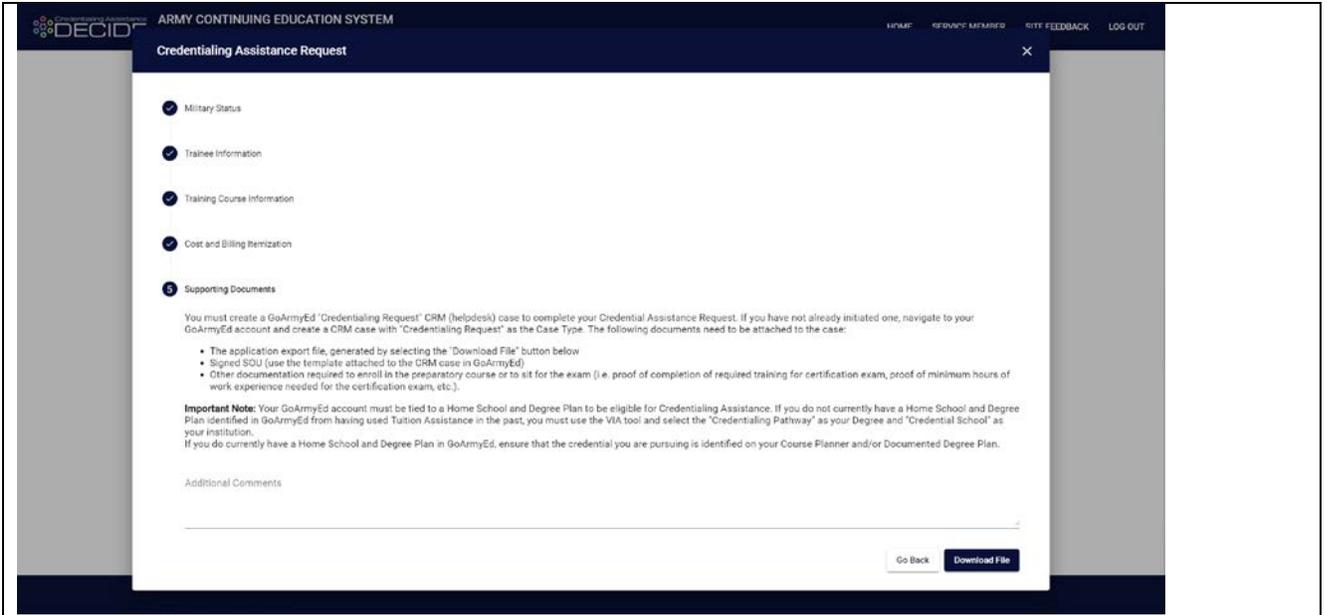
STEP 11: Notice the Estimated Totals calculated at the bottom of the page. The “Government Contribution” estimate represents the amount of money that will be paid out of CA funds for the selected training program and any other billing items. The “Non-Governmental Contribution” is the amount that you are obligated to cover using personal funds.

**Note* - the contribution totals calculated on this page are estimates that may change and are subject to government approval*

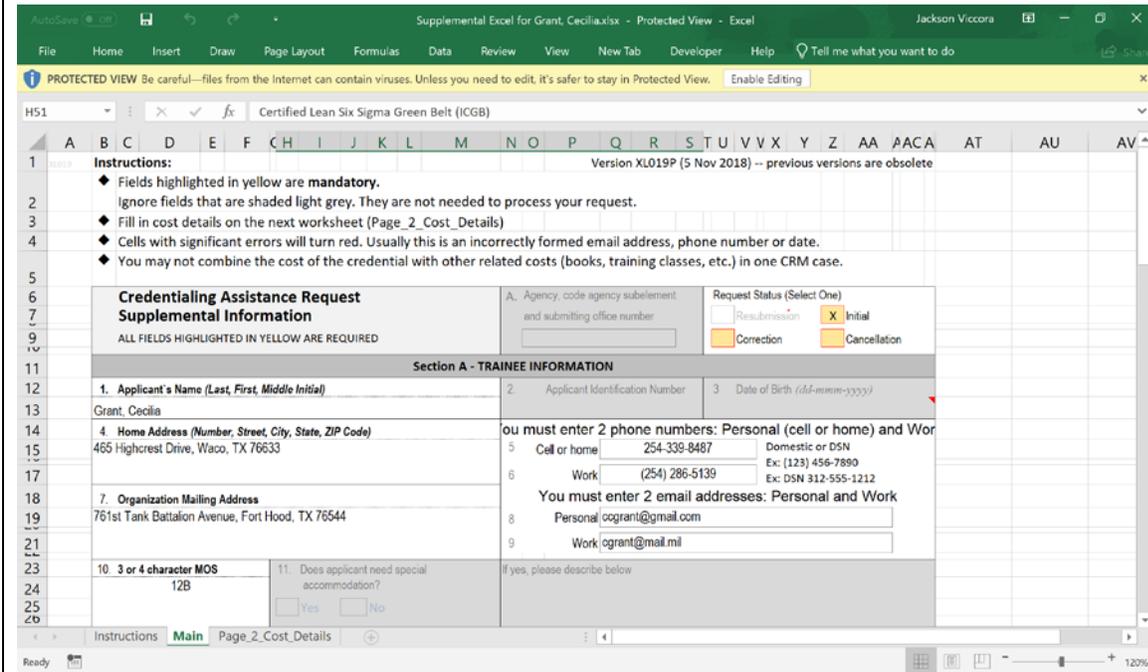


STEP 12: The final step to complete in CA DECIDE is to download the application file, which will export in the form of a Microsoft Excel file. This page of instructions explains the requirements to finish and submit your application, including:

- Creating a GoArmyEd “Credentiaing Request” Helpdesk case and attaching the exported Excel file
- Attaching a signed Statement of Understanding (SOU) as well as any other required supporting documentation for your selected training program
- Having your GoArmyEd account tied to a Home School and Degree Plan



STEP 13: Download the Microsoft Excel file, which will have the name *Supplemental Excel for (Last Name, First Name).xlsx*. Check the file for accuracy before proceeding to GoArmyEd and completing the necessary final steps to submit your Credentiaing Request Helpdesk case and finish your application for Credentiaing Assistance.



STEP 14: If you have already opened a “Credentiaing Request” Helpdesk Case, skip to step 20. If you have not, navigate to your GoArmyEd homepage and select “My Education Record”

Welcome back, TA Eligible Soldier. (Logout)
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SENSITIVE // FOR OFFICIAL USE ONLY

Degree Progress Monitor of Soldiers in Performance Improvement (MS-PI) To Be Completed

622-62-09-2013 38 SH Remaining

How to make yourself more employable when you transition out of the Army... Select "More Info" link below to learn more!!

Smart Links: Request TA, Change Degree/School, Course Planner, Withdraw from a Class, On-Duty Courses, Recruitment-Information, My Education Record, Student Agreement/Degree Progress Reports, GoArmyEd Tutorials, Other Links

Message Center: Having issues logging in with your Common Access Card (CAC)?, TA REQUEST TIMELINE POLICY, GoArmyEd Release Downtime - 21 February 2019, Thursday, from 5:00p.m. - 9:00p.m. Eastern Time, GoArmyEd Scheduled Maintenance - 16 February 2019, 12pm to 1pm ET

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Soldier Personnel

STEP 16: Select the blue "Create New Helpdesk Case" button

Note: To print the Soldier Education Record, select the 'All' tab and select the 'View/Print Soldier Education Record' button.

Soldier Personnel | TA Planning Summary | Education | **Helpdesk Cases** | CTS Notes | eFile | Test Scores | All

Make this tab your default. Your current tab preference is All.

Helpdesk Cases

Display: Open Cases

Current Cases Open

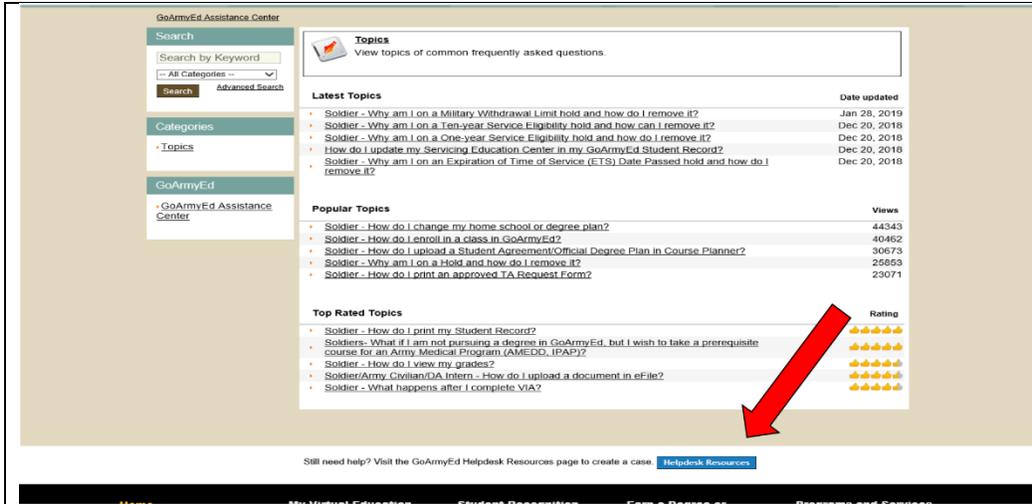
Red asterisk (*) indicates that a case has been returned for further information. The case should be given immediate attention. Click the Add Notes link. On the page that displays, scroll down to the **Actions Taken** section of the page. Enter your actions in the **Enter New** then click **Submit Actions Taken**.
Select the column heading to sort the cases.
Select the **Printer Friendly** link to open a new window and print the list of cases.
Select the **Details** to show individual case details.

No Case(s) found.

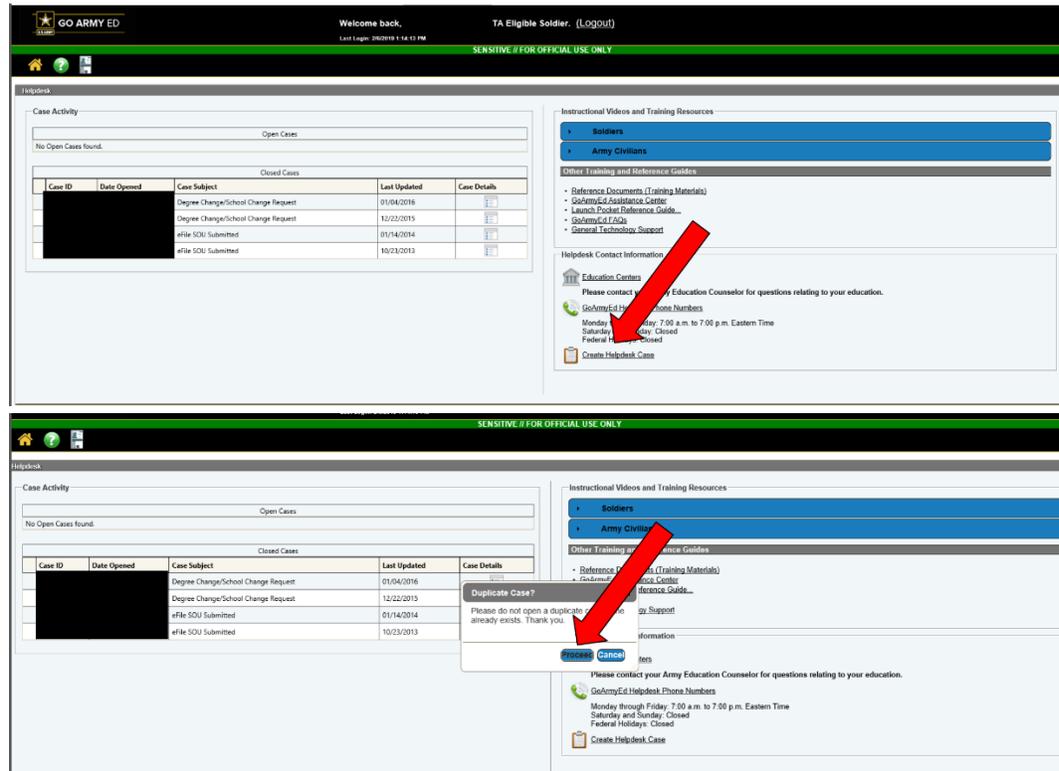
Have a new question for the GoArmyEd Helpdesk? **Create New Helpdesk Case**

data displayed in these fields are sourced from the Army's Personnel System. Data is refreshed on a routine basis. If the Soldier believes the data is inaccurate, the Soldier must request an update to their personnel record: Active Regular Army contact Personnel Administration Center (PAC)/S1BCT to update eMILPO U.S. Initiator/S1 to update RLAS Guard Soldiers contact State Unit Administrator/State PSB to update SIDPERS.
Soldiers choosing to pursue this degree should consult with the school to view a degree map. Additionally, Soldiers will be required to have their Student Agreement uploaded to eFile by the end of their sixth semester hour taken at their home school or the ninth semester hour at any school (whichever comes first).

STEP 17: Select the blue "Helpdesk Resources" button at the bottom of the page



STEP 18: Select “Create Helpdesk Case” next to the image of a clipboard. When the pop-up message appears, select “Proceed”



STEP 19: Navigate to the drop-down menu in the “Case General Information” section and select “Credentialing Request” as the case type

View a list of [reference documents](#) to assist you with performing transactions using GoArmyEd.

Basic Information

Name * : [REDACTED] Current Home School : [REDACTED]
 SSN/EIN * : [REDACTED] TA Funding Status : [REDACTED]
 User Id : [REDACTED] User Name : [REDACTED]
 Current Degree Name/CIP : [REDACTED] (S-PI) Date of Birth * : [REDACTED]
 Primary Phone : [REDACTED] Servicing Education Center : [REDACTED]

Fields marked with an * are required.

Case User Contact Information

*Are you currently OCONUS?: Yes No
 Alternate Phone: [REDACTED]

Case General Information

**Please select your Case Type:

- Bill from School
- Class Not Listed in GoArmyEd Class Schedule
- Class Rejection
- Counseling Request
- Course Enrollment Override
- Course Planner Questions
- Credentialing Request
- Enrolling in a Class
- Grade
- Graduation
- Hold Questions
- Military Education Transcript
- Military Withdrawal (WM) Questions
- Other
- Recoupment
- Requesting Tuition Assistance
- School Complaint
- School Not Listed in GoArmyEd
- School Support (Questions)
- TA GPA Hold Waiver
- Technical Issue
- Testing at Education Center
- Training/Using GoArmyEd
- VIA Issue

Detailed Description of the Problem

*Subject: [REDACTED]

Please attach any relevant file here:

*Description:

STEP 20: Attach all required documents to your Helpdesk Case, including the Microsoft Excel application file that you downloaded from CA DECIDE, a signed Statement of Understanding (SOU), and any additional documentation that may be required for your credential

Case General Information

**Please select your Case Type: Credentialing Request

Case Type Description	Reference Document	Help Tips	Instructional Video
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A

Detailed Description of the Problem:

*Subject: [REDACTED]

Please attach any relevant file here:

*Description:

STEP 21: Once you add a Subject and Description to the Helpdesk Case, select "Submit" at the bottom of the page and your application is officially submitted and routed to an Army Education Counselor for review and approval. You will be notified by HQ ACES with the outcome of your application and instructions on how to proceed.

Note - Current CA policy requires recipients to report the outcome of their training program within 30 days of completion

**Please select your Case Type: Credentiaing Request

Case Type Description	Reference Document	Help Tips	Instructional Video
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A

Detailed Description of the Problem:

*Subject:

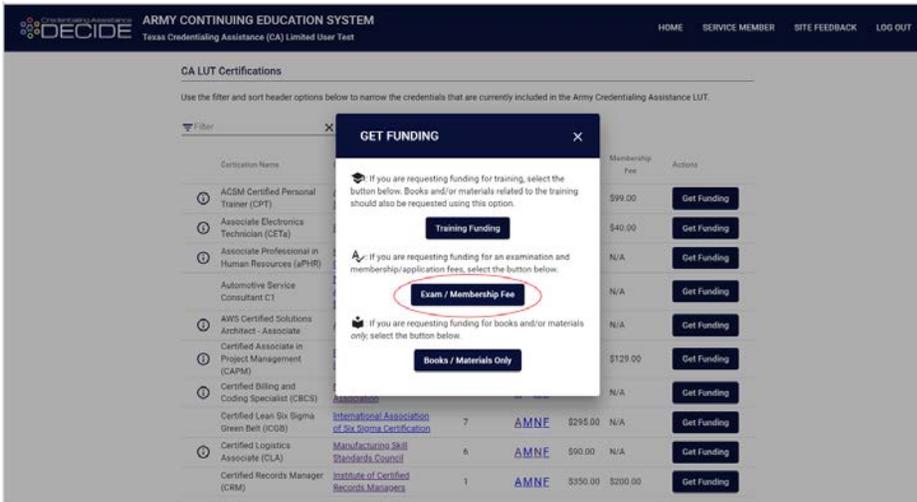
Please attach any relevant file here :

*Description : 51 Characters



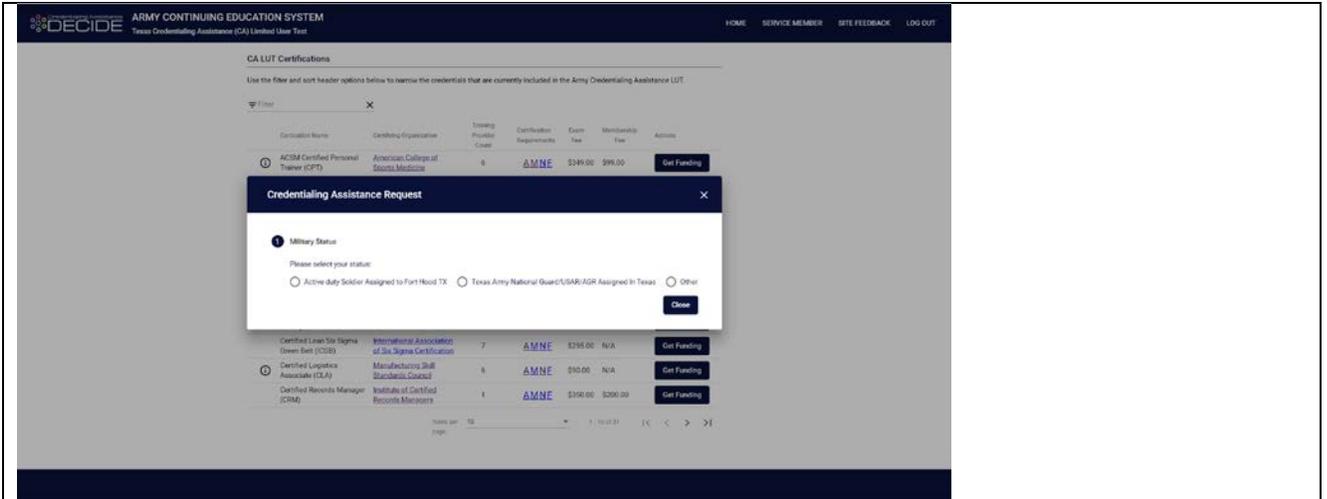

Funding for an Exam or Membership Fee

STEP 1: Once you are ready to proceed with your application for funding, select the button labeled "Get Funding". To apply for funds to cover a certification exam or required membership fee, select the button labeled "Exam/Membership Fee" in the pop up

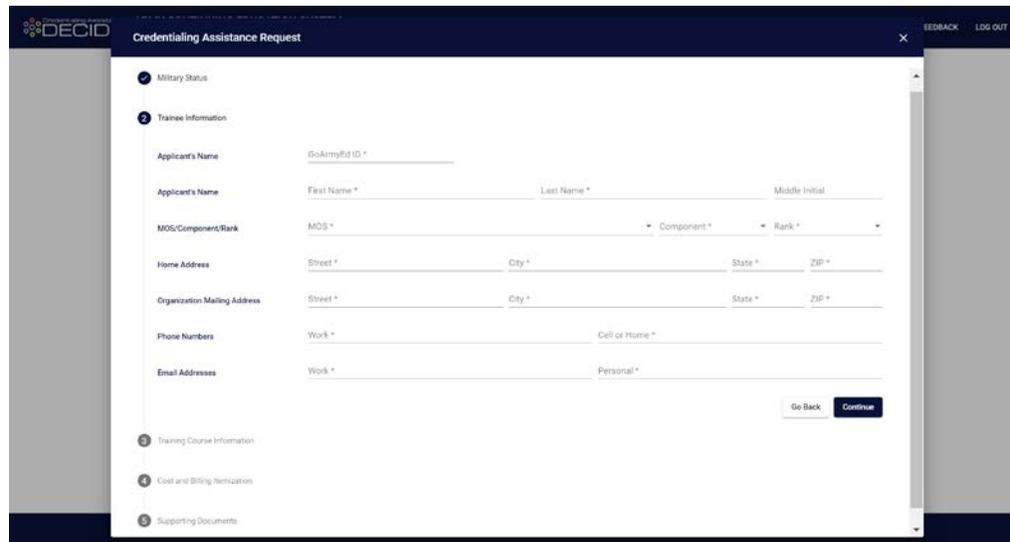


Certification Name	Membership Fee	Actions
ACSM Certified Personal Trainer (CPT)	\$99.00	<input type="button" value="Get Funding"/>
Associate Electronics Technician (CETA)	\$40.00	<input type="button" value="Get Funding"/>
Associate Professional in Human Resources (aPHR)	N/A	<input type="button" value="Get Funding"/>
Automotive Service Consultant CI	N/A	<input type="button" value="Get Funding"/>
AWS Certified Solutions Architect - Associate	N/A	<input type="button" value="Get Funding"/>
Certified Associate in Project Management (CAPM)	\$129.00	<input type="button" value="Get Funding"/>
Certified Billing and Coding Specialist (CBCS)	N/A	<input type="button" value="Get Funding"/>
Certified Lean Six Sigma Green Belt (ICGB)	International Association of Six Sigma Certification 7 AMNE \$295.00	<input type="button" value="Get Funding"/>
Certified Logistics Associate (CLA)	Manufacturing Skill Standards Council 6 AMNE \$90.00	<input type="button" value="Get Funding"/>
Certified Records Manager (CRM)	Institute of Certified Records Managers 1 AMNE \$350.00 \$200.00	<input type="button" value="Get Funding"/>

STEP 2: You will be taken directly to the Application for Funding, which begins with a question to designate your military status.

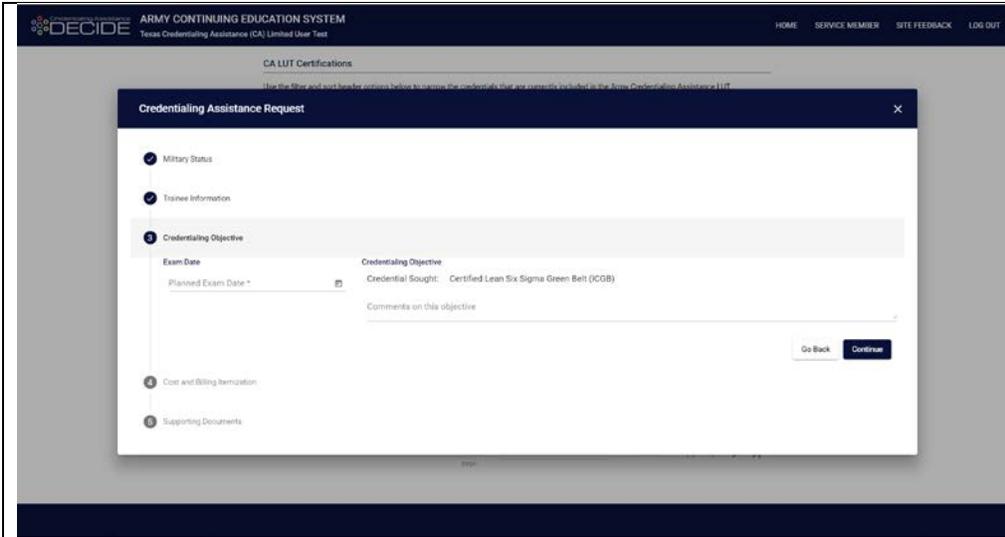


STEP 3: Continue by filling in the required personal information

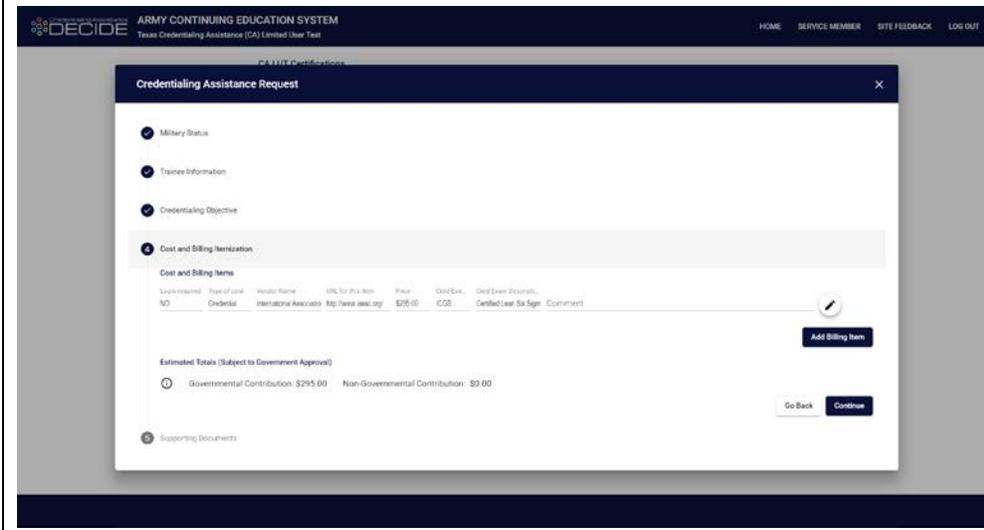


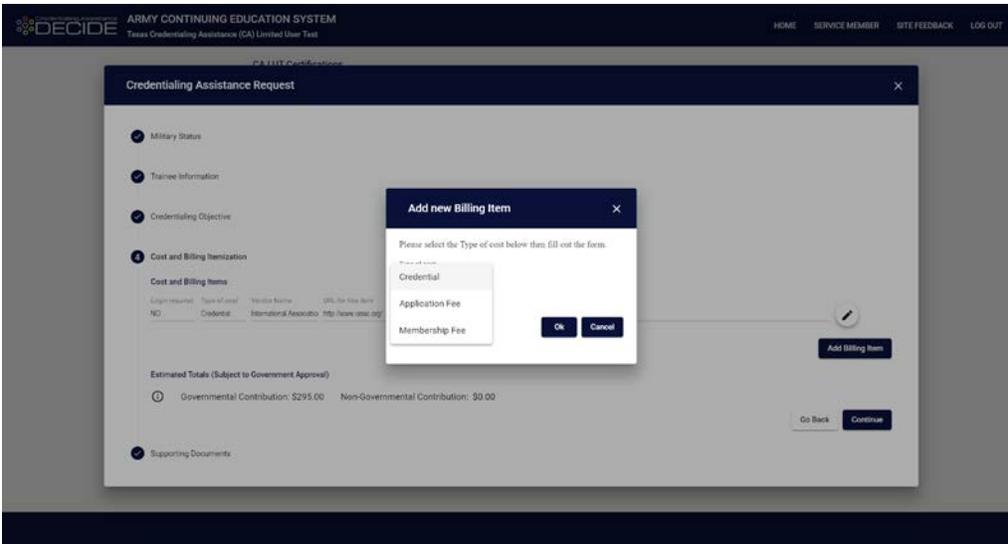
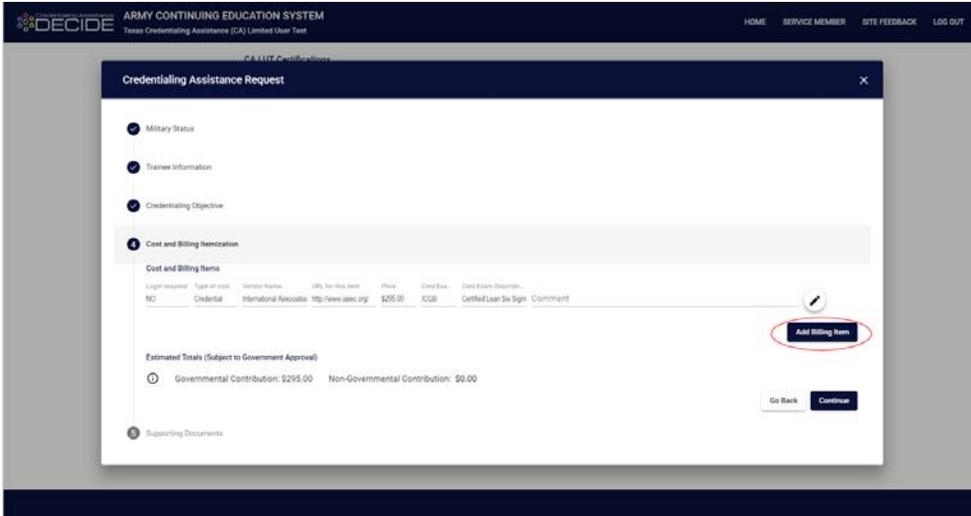
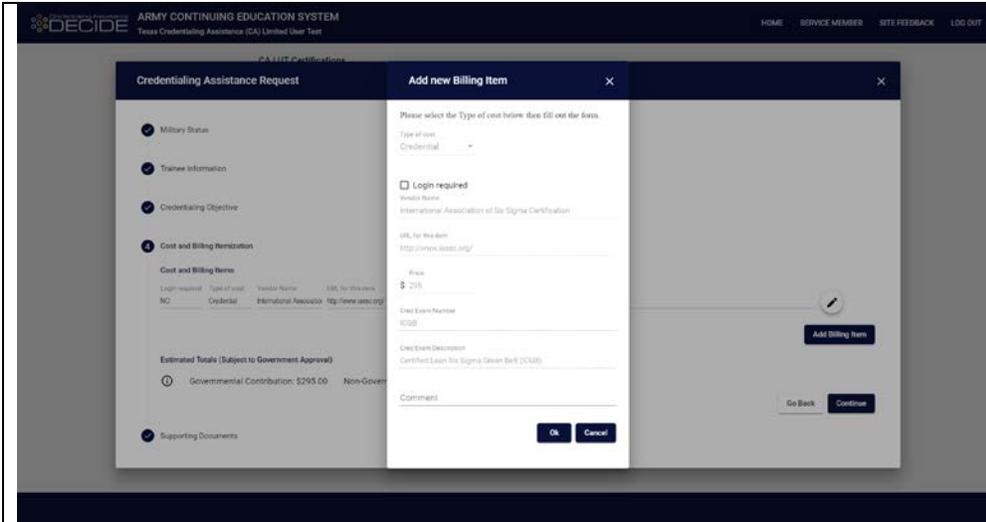
STEP 4: Designate the date that you plan to take the certification exam. There is also the opportunity to include any relevant comments regarding your credentiaing objective.

**Note* - Applications must be submitted at least 30 days in advance of the Exam Date*



STEP 5: In the Cost and Billing Itemization section, you can edit any information that needs to be changed or indicate that a user account is required to make a payment to the Exam provider. Additionally, you can add an additional billing item for items such as an application fee or membership fee required by the National Certifying Organization before you can be granted the credential.

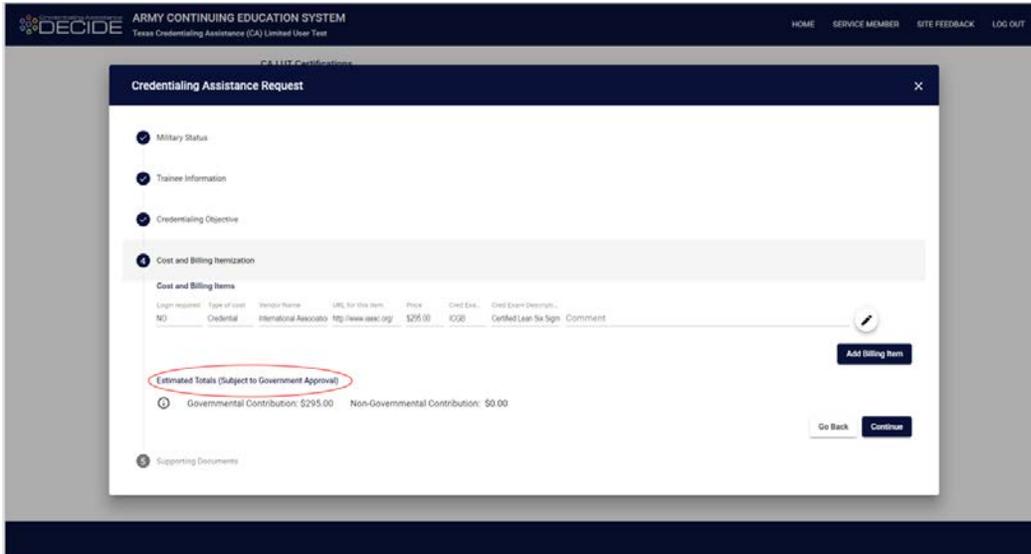




STEP 6: Notice the Estimated Totals calculated at the bottom of the page. The “Government Contribution” estimate represents the amount of money that will be paid out of CA funds for the

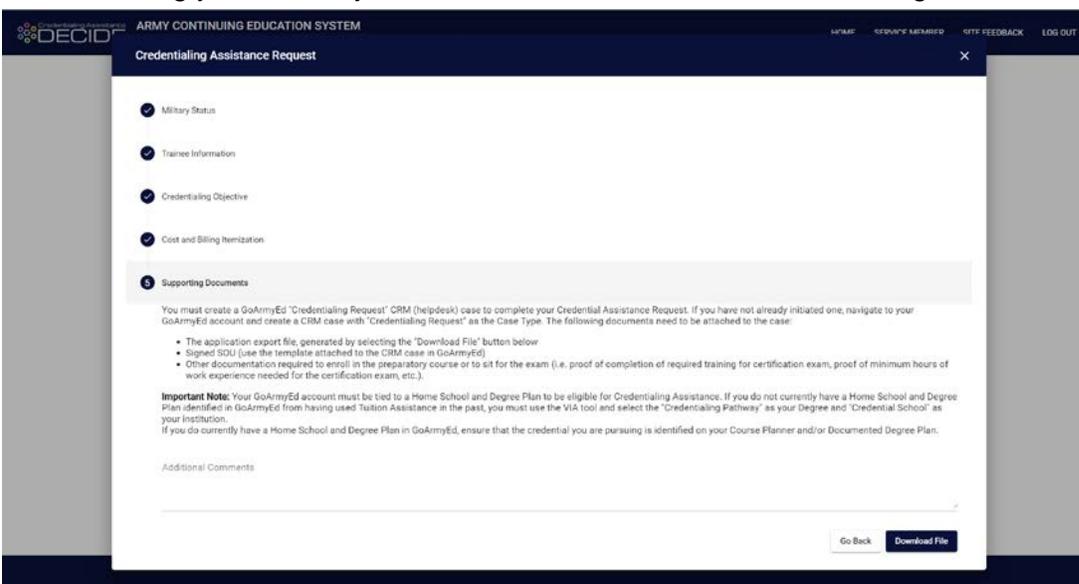
selected Exam fee and any other billing items. The “Non-Governmental Contribution” is the amount that you are obligated to cover using personal funds.

**Note* - the contribution totals calculated on this page are estimates that may change and are subject to government approval*



STEP 7: The final step to complete in CA DECIDE is to download the application file, which will export in the form of a Microsoft Excel file. This page of instructions explains the requirements to finish and submit your application, including:

- Creating a GoArmyEd “Credentiaing Request” Helpdesk case and attaching the exported Excel file
- Attaching a signed Statement of Understanding (SOU) as well as any other required supporting documentation for your selected training program
- Having your GoArmyEd account tied to a Home School and Degree Plan



STEP 8: Download the Microsoft Excel file, which will have the name “*Supplemental Excel for (Last Name, First Name).xlsx*”. Check the file for accuracy before proceeding to GoArmyEd and

completing the necessary final steps to submit your Credentialing Request Helpdesk case and finish your application for Credentialing Assistance.

Instructions:

- Fields highlighted in yellow are mandatory.
- Ignore fields that are shaded light grey. They are not needed to process your request.
- Fill in cost details on the next worksheet (Page_2_Cost_Details)
- Cells with significant errors will turn red. Usually this is an incorrectly formed email address, phone number or date.
- You may not combine the cost of the credential with other related costs (books, training classes, etc.) in one CRM case.

Credentialing Assistance Request Supplemental Information
ALL FIELDS HIGHLIGHTED IN YELLOW ARE REQUIRED

Agency, code agency subelement and submitting office number: [] Request Status (Select One): Resubmission Initial Correction Cancellation

Section A - TRAINEE INFORMATION

1. Applicant's Name (Last, First, Middle Initial): Meyer, Mark
 2. Applicant Identification Number: []
 3. Date of Birth (dd-mm-yyyy): []

4. Home Address (Number, Street, City, State, ZIP Code): 3340 Cedar Ridge Drive, Austin, TX 73301
 You must enter 2 phone numbers: Personal (cell or home) and Work
 Cell or home: 512-232-2736 Domestic or DSN: Ex: (123) 456-7890
 Work: (512) 458-4068 Ex: DSN 312-555-1212

7. Organization Mailing Address: 4601 Fairview Dr # 1, Austin, TX 78731
 You must enter 2 email addresses: Personal and Work
 Personal: mark.meyer@yahoo.com
 Work: mmeyer@mail.mil

10. 3 or 4 character MOS: 25P
 11. Does applicant need special accommodation? Yes No

STEP 9: If you have already opened a “Credentialing Request” Helpdesk Case, skip to step 15. If you have not, navigate to your GoArmyEd homepage and select “My Education Record”

GO ARMY ED
Welcome back, TA Eligible Soldier. (Logout)
Last Login: 2/20/15 1:14:13 PM
SENSITIVE // FOR OFFICIAL USE ONLY

Degree Progress Master of Science in Performance Improvement (MS-PI) To Be Completed

62302015 10 SH Remaining

How to make yourself more employable when you transition out of the Army... Select "More Info" link below to learn more! More Info

Smart Links

- Request TA...
- Change Degree/School...
- Course Planner...
- Withdraw from a Class...
- On-Duty Courses...
- Reassignment Information...
- My Education Record
- Student Agreement/Degree Progress Reports
- GoArmyEd Tutorials
- Other Links

My Smart Links [Edit]
You may select additional Smart Links. Select the "Edit" link to personalize your Smart Links.

- My Education Center
- Army Personnel Testing
- Class Enrollment Guide (PDF Version)...

Message Center

- Having Issues logging in with your Common Access Card (CAC)? View...
- TA REQUEST TIMELINE POLICY View...
- GoArmyEd Release Downtime - 21 February 2015, Thursday, from 5:00p.m. - 9:00p.m. Eastern Time View...
- GoArmyEd Scheduled Maintenance - 16 February 2015, 12pm to 1pm ET View...
- Make the Grade... Congratulations to all GoArmyEd "Make the Grade" Students!

Helpdesk Cases
Select the image to view the case details. Cases that are marked with H have been returned for additional information.
Display: [Open] Pending Surveys [v] Cases

Training Resources

- View GoArmyEd Introductory Slides
- Launch Quick Start Training
- View Reference Documents

STEP 10: Select the “Helpdesk Cases” tab

Welcome back, : TA Eligible Soldier. (Logout)
Last Login: 2/6/2019 1:14:13 PM
SENSITIVE // FOR OFFICIAL USE ONLY

Soldier Education Record

Refresh

Fields marked with an * are required.

Basic Information

Name *: [Redacted] Current Home School : [Redacted]
 SSN/EIN *: [Redacted] TA Funding Status : [Redacted]
 User Id : [Redacted] User Name : [Redacted]
 Current Degree Name/CIP : [Redacted] Performance Improvement (MS-PI) : [Redacted]
 Primary Phone : [Redacted] Date of Birth *: [Redacted]
 Servicing Education Center : [Redacted]

Note: To print the Soldier Education Record, select the 'All' tab and select the 'View/Print Soldier Education Record' button.

Soldier Personnel | TA Planning Summary | Education | Helpdesk Cases | CTS Notes | eFile | Test Scores | All

Your current tab preference is All.

[View/Print Soldier Education Record](#) [Email Soldier Education Record](#)

To print the entire Soldier Education Record, expand the CRM and CTS Summary at the bottom of the page and then select the 'View/Print Soldier Education Record' button at the top of the page.

Soldier Personnel

STEP 11: Select the blue "Create New Helpdesk Case" button

To print the Soldier Education Record, select the 'All' tab and select the 'View/Print Soldier Education Record' button.

Soldier Personnel | TA Planning Summary | Education | **Helpdesk Cases** | CTS Notes | eFile | Test Scores | All

Make this tab your default. Your current tab preference is All.

Helpdesk Cases

Display Cases

Current Cases Open

Red asterisk (*) indicates that a case has been returned for further information. The case should be given immediate attention. Click the Add Notes link. On the page that displays, scroll down to the **Actions Taken** section of the page. Enter your actions in the **Enter New** then click **Submit Actions Taken**.

Select the column heading to sort the cases.

Select the Printer Friendly link to open a new window and print the list of cases.

Select the to show individual case details.

No Case(s) found.

Have a new question for the GoArmyEd Helpdesk? [Create New Helpdesk Case](#)

Data displayed in these fields are sourced from the Army's Personnel System. Data is refreshed on a routine basis. If the Soldier believes the data is inaccurate, the Soldier must request an update to their personnel record: Active Regular Army contact Personnel Administration Center (PAC)/S1/BCT to update eMILPO U.S. Registration/S1 to update RLAS Guard Soldiers contact State Unit Administration/State PSB to update SICPERS.

Soldiers choosing to pursue this degree should consult with the school to view a degree map. Additionally, Soldiers will be required to have their Student Agreement uploaded to eFile by the end of their sixth semester hour taken at their home school or the ninth semester hour at any school (whichever comes first).

STEP 12: Select the blue "Helpdesk Resources" button at the bottom of the page

GoArmyEd Assistance Center

Search

Search by Keyword

All Categories

Search Advanced Search

Categories

- Topics

GoArmyEd

- GoArmyEd Assistance Center

Topics

View topics of common frequently asked questions.

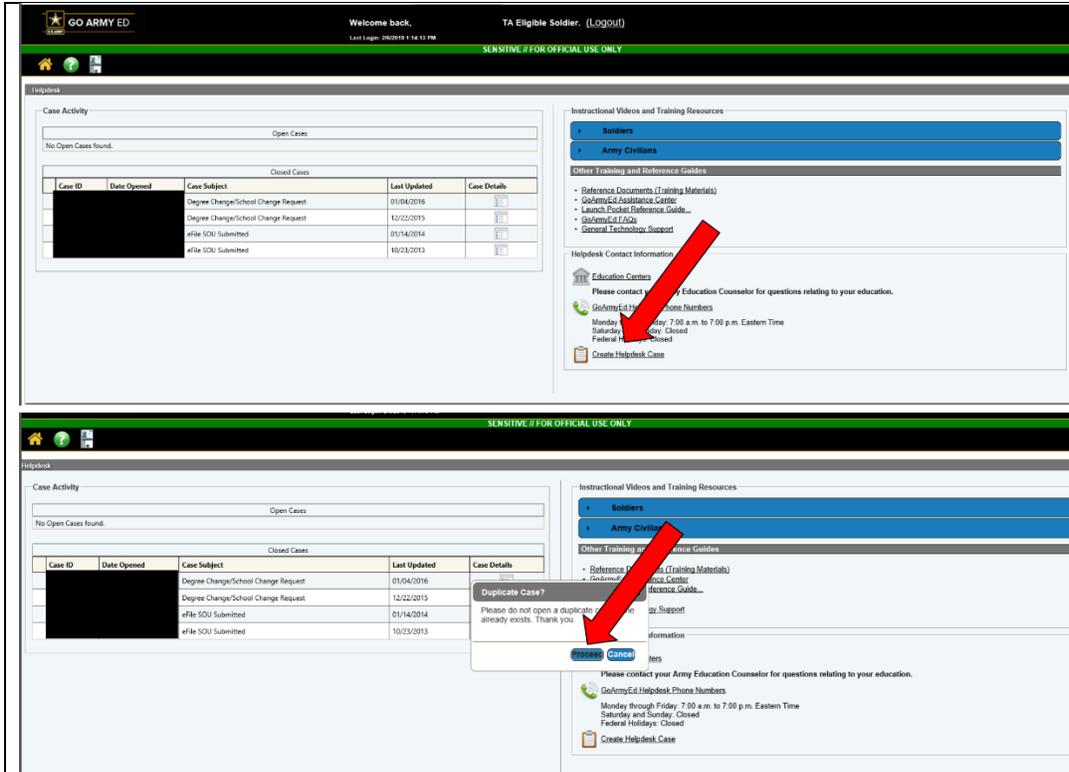
Latest Topics	Date updated
Soldier - Why am I on a Military Withdrawal Limit hold and how do I remove it?	Jan 28, 2019
Soldier - Why am I on a Ten-year Service Eligibility hold and how can I remove it?	Dec 20, 2018
Soldier - Why am I on a One-year Service Eligibility hold and how do I remove it?	Dec 20, 2018
How do I update my Servicing Education Center in my GoArmyEd Student Record?	Dec 20, 2018
Soldier - Why am I on an Expiration of Time of Service (ETS) Date Passed hold and how do I remove it?	Dec 20, 2018

Popular Topics	Views
Soldier - How do I change my home school or degree plan?	44343
Soldier - How do I enroll in a class in GoArmyEd?	40462
Soldier - How do I upload a Student Agreement/Official Degree Plan in Course Planner?	30673
Soldier - Why am I on a Hold and how do I remove it?	25553
Soldier - How do I print an approved TA Request Form?	23071

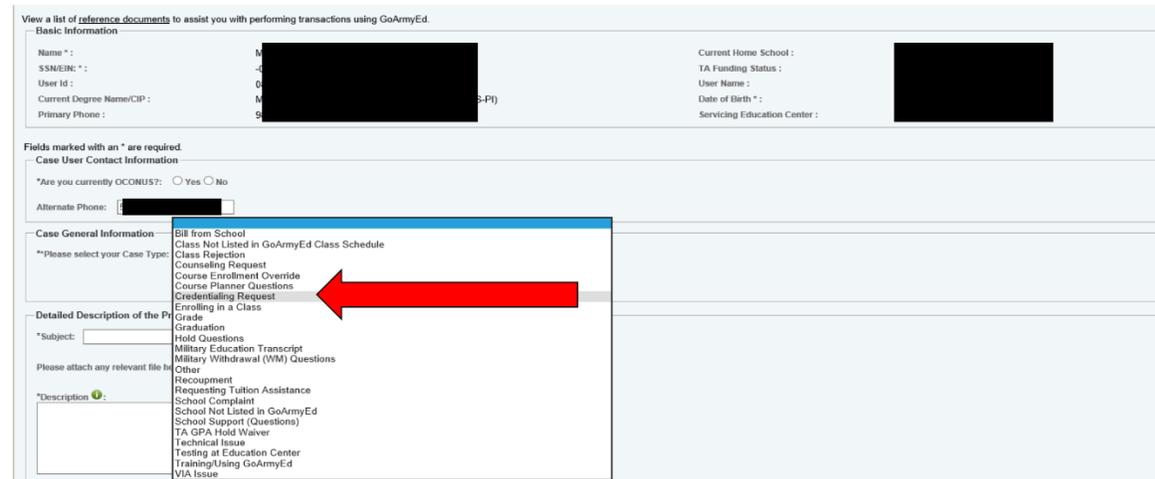
Top Rated Topics	Rating
Soldier - How do I print my Student Record?	★★★★★
Soldier - What if I am not pursuing a degree in GoArmyEd, but I wish to take a prerequisite course for an Army Medical Program (AMEDD, IPAP)?	★★★★★
Soldier - How do I view my grades?	★★★★★
Soldier - How do I upload a document in eFile?	★★★★★
Soldier - What happens after I complete VIA?	★★★★★

Still need help? Visit the GoArmyEd Helpdesk Resources page to create a case. [Helpdesk Resources](#)

STEP 13: Select "Create Helpdesk Case" next to the image of a clipboard. When the pop-up message appears, select "Proceed"



STEP 14: Navigate to the drop-down menu in the “Case General Information” section and select “Credentialing Request” as the case type



STEP 15: Attach all required documents to your Helpdesk Case, including the Microsoft Excel application file that you downloaded from CA DECIDE, a signed Statement of Understanding (SOU), and any additional documentation that may be required for your credential

Case General Information

**Please select your Case Type:

Case Type Description	Reference Document	Help Tips	Instructional Video
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A

Detailed Description of the Problem:

*Subject:

Please attach any relevant file here :

*Description :

STEP 16: Once you add a Subject and Description to the Helpdesk Case, select "Submit" at the bottom of the page and your application is officially submitted and routed to an Army Education Counselor for review and approval. You will be notified by HQ ACES with the outcome of your application and instructions on how to proceed.

Note - Current CA policy requires recipients to report the outcome of their training program within 30 days of completion

**Please select your Case Type:

Case Type Description	Reference Document	Help Tips	Instructional Video
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A

Detailed Description of the Problem:

*Subject:

Please attach any relevant file here :

*Description : 51 Characters

Please process my Credentialing Assistance Request.]

Funding for Books and/or Materials Only

STEP 1: Once you are ready to proceed with your application for funding, select the button labeled "Get Funding". To apply for funds to cover the books and/or materials needed to prepare for a certification exam, select the button labeled "Books/Materials" in the pop up

The screenshot shows the 'ARMY CONTINUING EDUCATION SYSTEM' interface. A 'GET FUNDING' modal window is open, displaying instructions for requesting funding. The modal has three buttons: 'Training Funding', 'Exam / Membership Fee', and 'Books / Materials Only', which is circled in red. The background shows a table of certifications with columns for Certification Name, Training Provider Count, Certification Requirements, Fees, and Membership Fee. A 'Get Funding' button is visible for each row.

Certification Name	Training Provider Count	Certification Requirements	Fees	Membership Fee	Actions
ACSM Certified Personal Trainer (CPT)	6	AMNE	\$349.00	\$99.00	Get Funding
Associate Electronics Technician (CETA)					Get Funding
Associate Professional in Human Resources (aPHR)					Get Funding
Automotive Service Consultant (C)					Get Funding
AWS Certified Solutions Architect - Associate					Get Funding
Certified Associate in Project Management (CAPM)					Get Funding
Certified Billing and Coding Specialist (CBCS)					Get Funding
Certified Lean Six Sigma Green Belt (ICGB)	7	AMNE	\$295.00	N/A	Get Funding
Certified Logistics Associate (CLA)	6	AMNE	\$90.00	N/A	Get Funding
Certified Records Manager (CRM)	1	AMNE	\$350.00	\$200.00	Get Funding

STEP 2: You will be taken directly to the Application for Funding, which begins with a question to designate your military status.

The screenshot shows the 'ARMY CONTINUING EDUCATION SYSTEM' interface. A 'Credentialing Assistance Request' modal window is open, displaying a 'Military Status' question. The modal has a 'Close' button. The background shows a table of certifications with columns for Certification Name, Certifying Organization, Training Provider Count, Certification Requirements, Fees, and Membership Fee. A 'Get Funding' button is visible for each row.

Certification Name	Certifying Organization	Training Provider Count	Certification Requirements	Fees	Membership Fee	Actions
ACSM Certified Personal Trainer (CPT)	American College of Sports Medicine	6	AMNE	\$349.00	\$99.00	Get Funding
Certified Lean Six Sigma Green Belt (ICGB)	International Association of Six Sigma Certification	7	AMNE	\$295.00	N/A	Get Funding
Certified Logistics Associate (CLA)	Manufacturing Skill Standards Council	6	AMNE	\$90.00	N/A	Get Funding
Certified Records Manager (CRM)	Institute of Certified Records Managers	1	AMNE	\$350.00	\$200.00	Get Funding

STEP 3: Continue by filling in the required personal information

Credentialing Assistance Request

1 Military Status

2 Trainee Information

Applicant's Name: GoArmyED ID *

Applicant's Name: First Name * Last Name * Middle Initial

MOS/Component/Blank: MOS * Component * Rank *

Home Address: Street * City * State * ZIP *

Organization Mailing Address: Street * City * State * ZIP *

Phone Numbers: Work * Cell or Home *

Email Addresses: Work * Personal *

Go Back Continue

3 Training Course Information

4 Cost and Billing Itemization

5 Supporting Documents

STEP 4: Designate the date that you plan to take the certification exam. There is also the opportunity to include any relevant comments regarding your credentialing objective.

**Note* - Applications must be submitted at least 30 days in advance of the Exam Date*

ARMY CONTINUING EDUCATION SYSTEM
Texas Credentialing Assistance (CA) Limited User Test

HOME SERVICE MEMBER SITE FEEDBACK LOG OUT

CA LUT Certifications

Use the Filter and sort buttons below to narrow the credentials that are currently included in the Army Credentialing Assistance LUT.

Credentialing Assistance Request

1 Military Status

2 Trainee Information

3 Credentialing Objective

Exam Date: Planned Exam Date * 5/8/2019

Credentialing Objective: Credential Sought: Certified Lean Six Sigma Green Belt (ICGB)

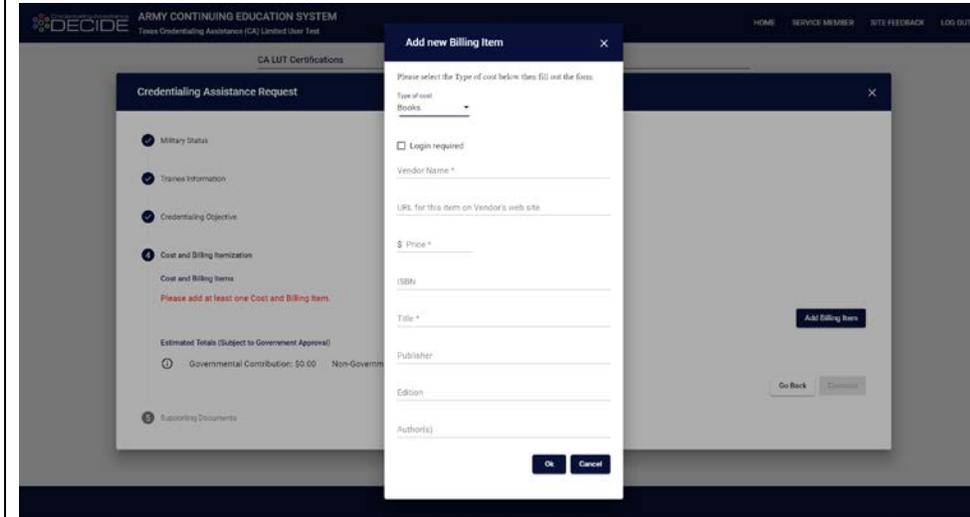
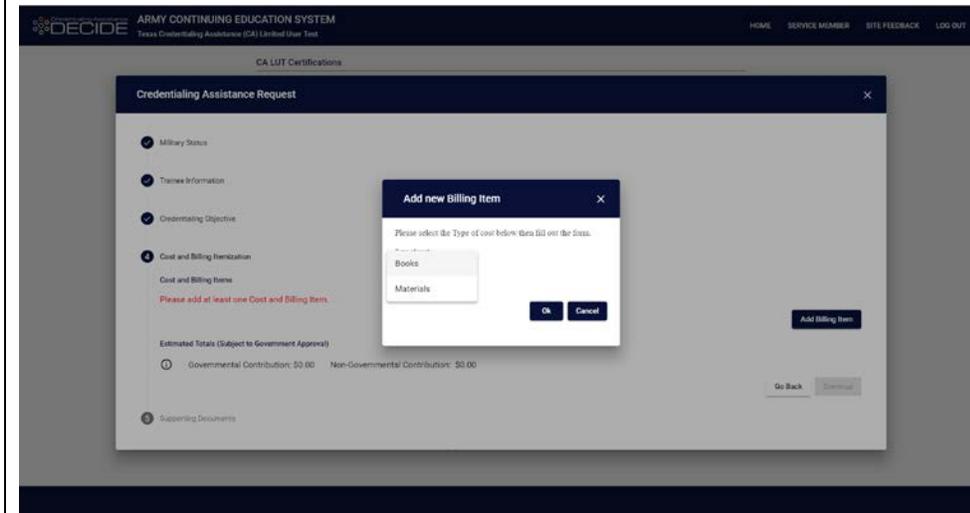
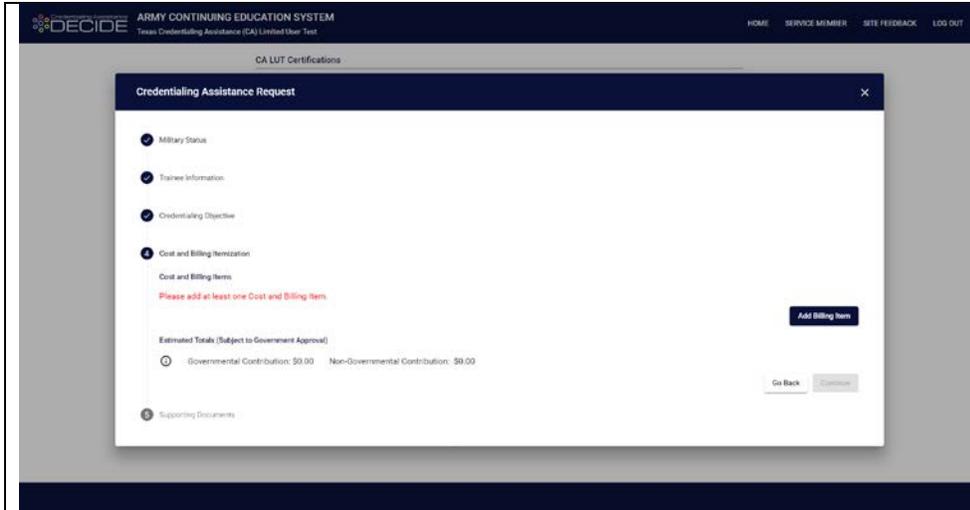
Comments on this objective

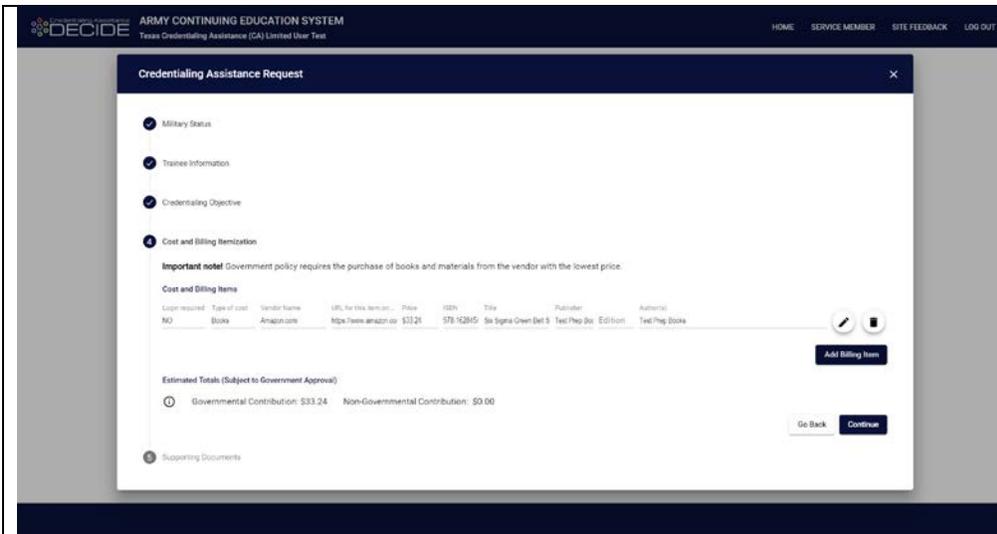
Go Back Continue

4 Cost and Billing Itemization

5 Supporting Documents

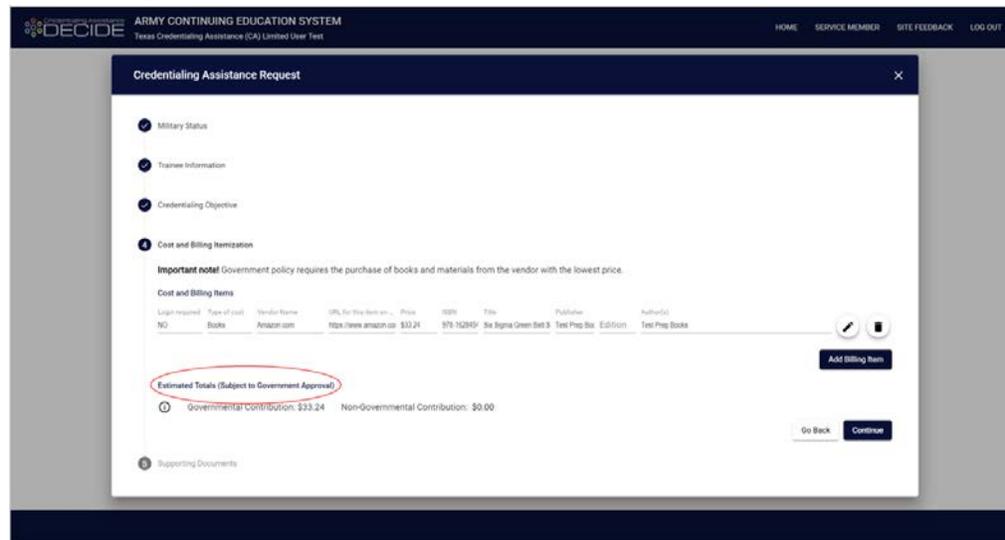
STEP 5: In the Cost and Billing Itemization section, must add a Billing Item for each book and/or material for which you are requesting funding. For each Item, designate whether it is a Book or a Material and fill in the required information. Once you select “Ok”, the Billing Item you submitted will automatically appear in the list.





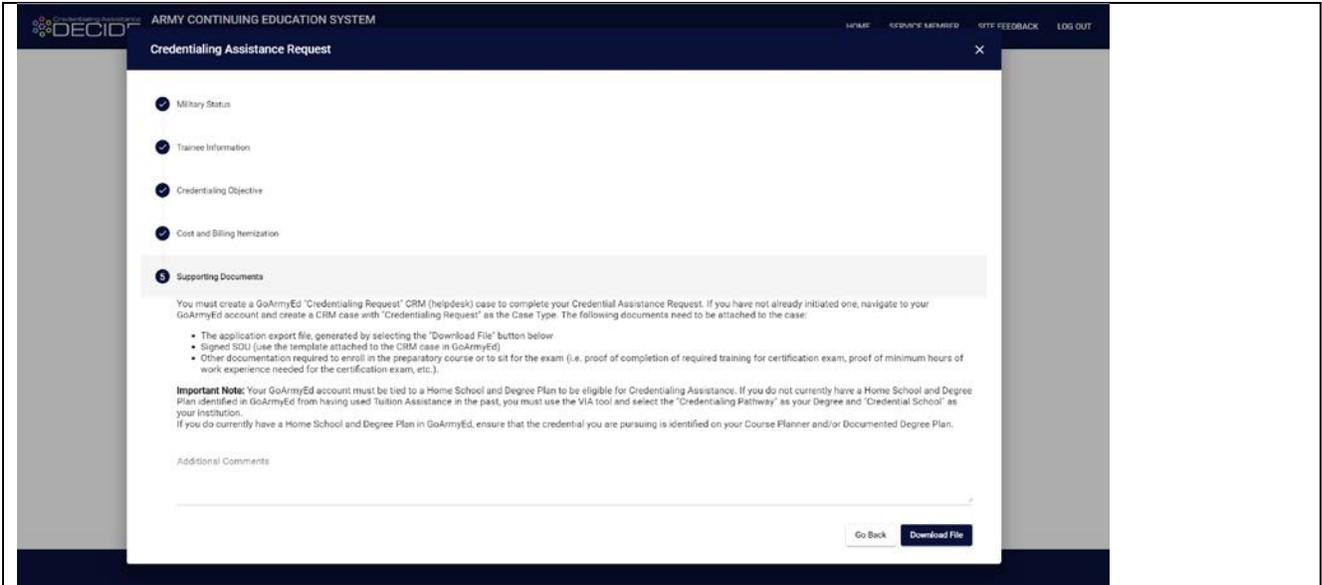
STEP 6: Notice the Estimated Totals calculated at the bottom of the page. The “Government Contribution” estimate represents the amount of money that will be paid out of CA funds for the submitted Books and Materials. The “Non-Governmental Contribution” is the amount that you are obligated to cover using personal funds.

**Note* - the contribution totals calculated on this page are estimates that may change and are subject to government approval*

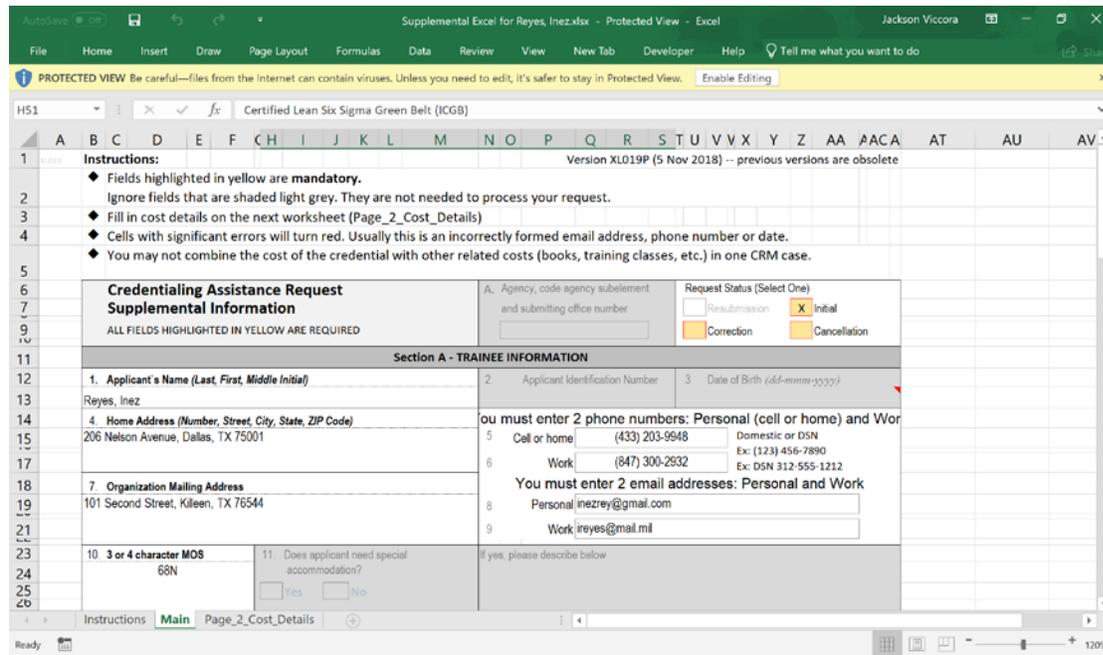


STEP 7: The final step to complete in CA DECIDE is to download the application file, which will export in the form of a Microsoft Excel file. This page of instructions explains the requirements to finish and submit your application, including:

- Creating a GoArmyEd “Credentialed Request” Helpdesk case and attaching the exported Excel file
- Attaching a signed Statement of Understanding (SOU) as well as any other required supporting documentation for your selected training program
- Having your GoArmyEd account tied to a Home School and Degree Plan



STEP 8: Download the Microsoft Excel file, which will have the name “*Supplemental Excel for (Last Name, First Name).xlsx*”. Check the file for accuracy before proceeding to GoArmyEd and completing the necessary final steps to submit your Credentialing Request Helpdesk case and finish your application for Credentialing Assistance.



STEP 9: If you have already opened a “Credentialing Request” Helpdesk Case, skip to step 15. If you have not, navigate to your GoArmyEd homepage and select “My Education Record”

Welcome back, TA Eligible Soldier. (Logout)
Last Login: 2/6/2019 1:14:13 PM
SENSITIVE // FOR OFFICIAL USE ONLY

Smart Links

- Request TA...
- Change Degree/School...
- Course Planner...
- Withdraw from a Class...
- On-Duty Courses...
- Recruitment-Information...
- My Education Record
- Student Agreement/Degree Progress Reports
- GoArmyEd Tutorials

My Smart Links [Edit]
You may select additional Smart Links. Select the "Edit" link to personalize your Smart Links.

My Education Center | Army Personnel Testing | Class Enrollment Guide (PDF Version)...

Message Center

- Having issues logging in with your Common Access Card (CAC)?
- TA REQUEST TIMELINE POLICY
- GoArmyEd Release Downtime - 21 February 2019, Thursday, from 5:00p.m. - 9:00p.m. Eastern Time
- GoArmyEd Scheduled Maintenance - 16 February 2019, 12pm to 1pm ET

Helpdesk Cases

Select the image to view the case details. Cases that are marked with 1 have been returned for additional information.

Display [Open + Pending Surveys] Cases

Training Resources

- View GoArmyEd Introductory Slides
- Launch Quick Start Training
- View Reference Documents

STEP 10: Select the "Helpdesk Cases" tab

Welcome back, : TA Eligible Soldier. (Logout)
Last Login: 2/6/2019 1:14:13 PM
SENSITIVE // FOR OFFICIAL USE ONLY

Soldier Education Record

Refresh

Fields marked with an * are required

Basic Information

Name * : [Redacted] Current Home School : [Redacted]
SSN/EIN * : [Redacted] TA Funding Status : [Redacted]
User Id : [Redacted] User Name : [Redacted]
Current Degree Name/CIP : [Redacted] Performance Improvement (MS-PI) : [Redacted]
Primary Phone : [Redacted] Date of Birth * : [Redacted]
Servicing Education Center : [Redacted]

Note: To print the Soldier Education Record, select the 'All' tab and select the 'View/Print Soldier Education Record' button.

Soldier Personnel | TA Planning Summary | Education | **Helpdesk Cases** | CTS Notes | eFile | Test Scores | All

Your current tab preference is All

View/Print Soldier Education Record | Email Soldier Education Record

To print the entire Soldier Education Record, expand the CRM and CTS Summary at the bottom of the page and then select the 'View/Print Soldier Education Record' button at the top of the page.

Soldier Personnel

STEP 11: Select the blue "Create New Helpdesk Case" button

Note: To print the Soldier Education Record, select the 'All' tab and select the 'View/Print Soldier Education Record' button.

Soldier Personnel | TA Planning Summary | Education | **Helpdesk Cases** | CTS Notes | eFile | Test Scores | All

Make this tab your default. Your current tab preference is All.

Helpdesk Cases

Display [Open] Cases

Current Cases Open

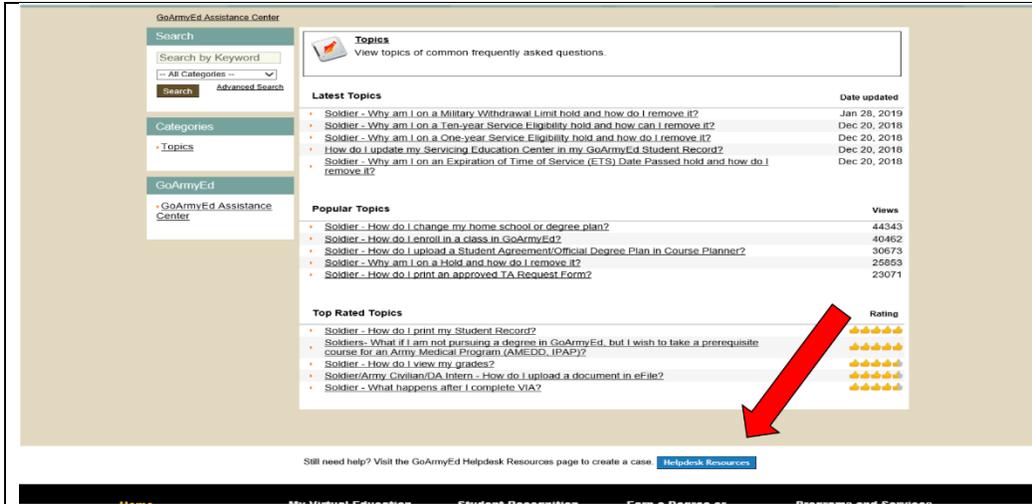
Red asterisk (*) indicates that a case has been returned for further information. The case should be given immediate attention. Click the Add Notes link. On the page that displays, scroll down to the **Actions Taken** section of the page. Enter your actions in the **Enter New** field and then click **Submit Actions Taken**.
Select the column heading to sort the cases.
Select the Printer Friendly link to open a new window and print the list of cases.
Select the [] to show individual case details.

No Case(s) found.

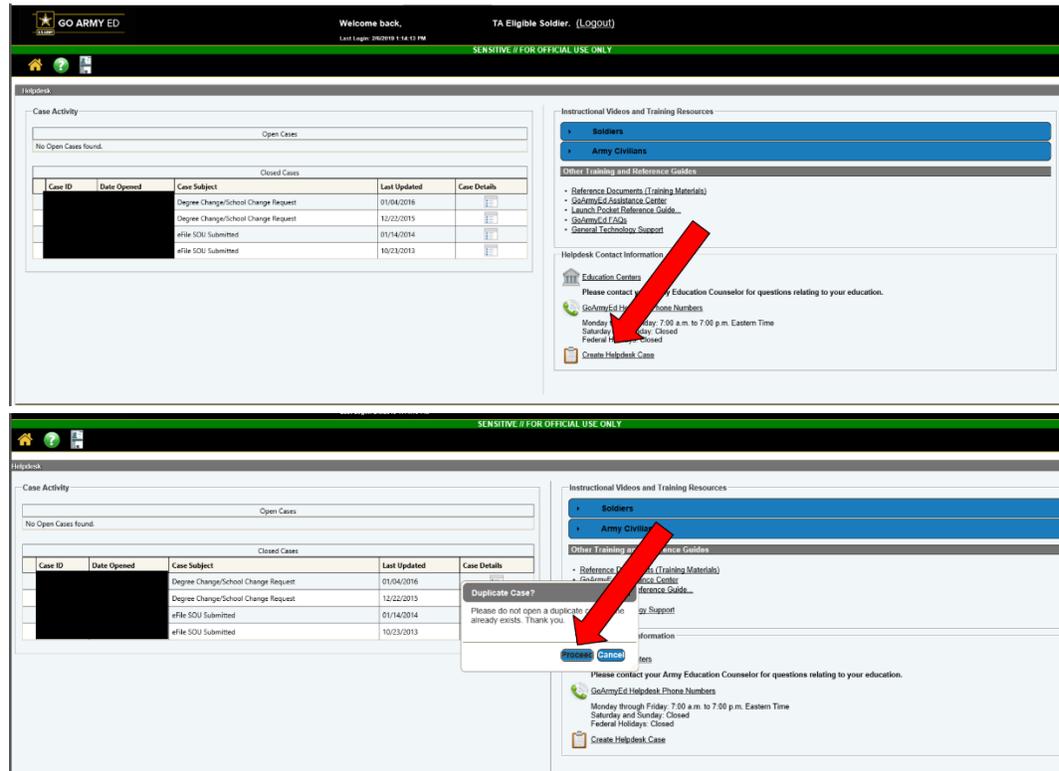
Have a new question for the GoArmyEd Helpdesk? [Create New Helpdesk Case](#)

Data displayed in these fields are sourced from the Army's Personnel System. Data is refreshed on a routine basis. If the Soldier believes the data is inaccurate, the Soldier must request an update to their personnel record: Active Regular Army contact Personnel Administration Center (PAC)/S1BCT to update eMILPO U.S. Initiator/S1 to update RLAS Guard Soldiers contact State Unit Administrator/State PSB to update SIDPERS.
Soldiers choosing to pursue this degree should consult with the school to view a degree map. Additionally, Soldiers will be required to have their Student Agreement uploaded to eFile by the end of their sixth semester hour taken at their home school or the ninth semester hour at any school (whichever comes first).

STEP 12: Select the blue "Helpdesk Resources" button at the bottom of the page



STEP 13: Select “Create Helpdesk Case” next to the image of a clipboard. When the pop-up message appears, select “Proceed”



STEP 14: Navigate to the drop-down menu in the “Case General Information” section and select “Credentialing Request” as the case type

View a list of [reference documents](#) to assist you with performing transactions using GoArmyEd.

Basic Information

Name * : [Redacted] Current Home School : [Redacted]
 SSN/EIN * : [Redacted] TA Funding Status : [Redacted]
 User Id : [Redacted] User Name : [Redacted]
 Current Degree Name/CIP : [Redacted] (S-PI) Date of Birth * : [Redacted]
 Primary Phone : [Redacted] Servicing Education Center : [Redacted]

Fields marked with an * are required.

Case User Contact Information

*Are you currently OCONUS?: Yes No
 Alternate Phone: [Redacted]

Case General Information

**Please select your Case Type:

- Bill from School
- Class Not Listed in GoArmyEd Class Schedule
- Class Rejection
- Counseling Request
- Course Enrollment Override
- Course Planner Questions
- Credentialing Request
- Enrolling in a Class
- Grade
- Graduation
- Hold Questions
- Military Education Transcript
- Military Withdrawal (WM) Questions
- Other
- Recoupment
- Requesting Tuition Assistance
- School Complaint
- School Not Listed in GoArmyEd
- School Support (Questions)
- TA GPA Hold Waiver
- Technical Issue
- Testing at Education Center
- Training/Using GoArmyEd
- VIA Issue

Detailed Description of the Problem

*Subject: [Redacted]

Please attach any relevant file here:

*Description:

STEP 15: Attach all required documents to your Helpdesk Case, including the Microsoft Excel application file that you downloaded from CA DECIDE, a signed Statement of Understanding (SOU), and any additional documentation that may be required for your credential

Case General Information

**Please select your Case Type: Credentialing Request

Case Type Description	Reference Document	Help Tips	Instructional Video
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A

Detailed Description of the Problem:

*Subject: [Redacted]

Please attach any relevant file here:

*Description:

STEP 16: Once you add a Subject and Description to the Helpdesk Case, select "Submit" at the bottom of the page and your application is officially submitted and routed to an Army Education Counselor for review and approval. You will be notified by HQ ACES with the outcome of your application and instructions on how to proceed.

Note - Current CA policy requires recipients to report the outcome of their training program within 30 days of completion

**Please select your Case Type: [Credentialing Request]

Case Type Description	Reference Document	Help Tips	Instructional Video
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A
Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the "Training/Using GoArmyEd" case type.		N/A	N/A

Detailed Description of the Problem:

*Subject:

Please attach any relevant file here :

*Description : 51 Characters

