



Soldier's Tuition Assistance (TA) Frequently Asked Questions(FAQs)

As of 1 October 2021*

A. Since I can't request TA in ArmyIgnitED, how do I use TA to enroll in classes?

1. Soldiers should contact their State Education Office, either in person or online via the Education Center/Office's website, if they are interested in taking college classes. Education Counselors can advise on classes to take and selection of an educational institution (EI).
2. Soldiers will receive instructions about requesting and completing exception to policy (ETP) TA at the education office. See FAQ B below for more information about the ETP process.
3. Soldiers will enroll directly with the EI once they select the college class they want to take. Soldiers must be eligible for TA IAW Army TA policy, e.g., no flags, GPA holds.
4. For all eligible Soldiers, the Army will pay up to \$250/SH for each class up to the 16 SH/FY limit.

B. How do I enroll using the Exception to Policy (ETP) Tuition Assistance (TA) process?

Step 1- Enroll in your class at your educational institution (EI), either in person or online.

- ETP TA will retroactively fund all classes with start dates of 8 March 2021 or later.
- TA funding limits are still in effect (250 per semester hour, 16 semester hours per FY).
- Soldiers must be TA eligible (e.g., not flagged, no TA GPA hold) to receive ETP TA.

Step 2- Create an ArmyIgnitED account at <https://armyignited.com> and submit an Education Path request.

- Your Education Path (formerly known as home school and degree plan) must be approved by an Education Counselor and your EI.
- You must have an approved Education Path before you can receive TA.
- If you need assistance with submitting an Education Path, contact your State Education Center/Office directly or submit an ArmyIgnitED ServiceNow (SNOW) helpdesk case by clicking the "Create a Case" button on the Support tab in your ArmyIgnitED account. If you do not have an account, you can create a case as a Guest at <https://armyignitedprod.servicenowservices.com/ignited>.

Step 3- Request that your EI A POC submits an ETP TA request on your behalf.

- Your EI TA POC will have to electronically upload your course enrollment file to ArmyIgnitED before the ETP request can be processed.
- Your EI TA POC can contact the Army School Support Team with questions about the ETP process.
- If your EI does not plan to submit an ETP TA request for you, contact your State Education Office directly or submit an ArmyIgnitED ServiceNow (SNOW) helpdesk case by clicking the "Create a Case" button on the Support tab in your ArmyIgnitED account. If you do not have an account, you can create a case as a Guest at <https://armyignitedprod.servicenowservices.com/ignited>.

C. What happens after my EI submits my ETP TA request and course enrollment file?

1. ArmyIgnitED will begin generating ETP TA requests once most EIs have been able to upload their course enrollment files to ArmyIgnitED.
2. The ETP TA requests will route to your Army Education Center's ArmyIgnitED queue for review and approval.
3. Soldiers and EIs will receive notification through ArmyIgnitED after a course has been approved for TA.
4. Your EI can invoice the Army for payment after your TA is approved. It may take several months for all invoices to be paid, depending on where your EI is in the queue for processing.

D. How do I get reimbursed for TA when I had to pay the EI before I could enroll?

1. Soldiers should not be paying out-of-pocket but TA-eligible Soldiers who have paid out of pocket must open a ServiceNow case in ArmyIgnitED. Soldiers needing help with opening a case should request assistance from their assigned Army Ed Center/Office.
2. ACCESS will verify that enrollment with the EI and reimburse the EI.
3. The EI would reimburse the Soldier based on the EI's reimbursement policies. EIs have different reimbursement policies in terms of when they reimburse. If Soldiers encounter problems with this reimbursement from EIs, Soldiers should notify their assigned Ed Center/Office or open a ServiceNow case in ArmyIgnitED.



E. When will I get reimbursed for the out-of-pocket tuition I paid?

1. Your EI will reimburse you for your out-of-pocket tuition payments based on their refund/reimbursement policy after HQ ACCESS provides the TA funding to your EI. The Army will pay TA for eligible Soldiers up to the semester hour and fiscal year TA limits listed in FAQ A.
2. HQ ACCESS will provide TA funding through the ETP TA process. See FAQs B and C above for the ETP process. Once the ETP TA reimbursement process starts, it may be several months before your EI receives TA payment based on where your EI is in the payment queue.
3. If you submitted a ServiceNow helpdesk case per guidance in FAQ E and haven't received a response in 2 weeks, contact your Education Center/Office and provide them the helpdesk case number. Your Education Center/Office will provide you guidance about the ETP TA reimbursement process and close the case. Submitting a helpdesk case does not mean that you will receive reimbursement immediately.

F. What should I do if my EI says they don't know about the ETP and want me to pay out of pocket before I can enroll in my class?

You should contact an Army Education Center/Office for assistance. You will need to provide the name of the person you talked to at your EI. An Army Education Counselor will contact that person about your issue and provide clarification about the ETP process. The Army Education Counselor will escalate your issue to HQ ACCESS for additional assistance if he or she cannot resolve it by talking to your EI POC. EIs decide if a student must pay out of pocket to hold classes, so you may still have to do so even after the Army contacts your EI.

G. When will ArmyIgnitED process my ETP requests so I can get the TA for the courses?

HQ ACCESS has developed an ETP tool that will automatically turn the enrollments uploaded by your EI into TA Requests. ArmyIgnitED is now ready to run this tool. The ETP first draw will complete on 30 July 2021 and produce an estimated 40K TA Requests. Once approved, these requests will then produce an invoice whereby we can pay the EIs for these past enrollments. The ETP tool does not produce a TA Request from an enrollment if the account is on hold or does not have an Education Path. You can refer to the FAQ in this document on creating an Education Path and contact a Counselor at your Army Education Center regarding a hold on your account. HQ ACCESS will run the ETP tool an additional three times over the next several months. Please ensure that your account is fully setup and free of holds so your enrollments will produce TA Requests.

H. When will my Educational Institution (EI) be paid for ETP courses?

After the ETP enrollments are turned into approved TA Requests, the EI can invoice for payment through ArmyIgnitED. HQ ACCESS Finance will process the invoice and pay the EI in accordance with the normal processing flow.

I. What if my Educational Institution (EI) did not upload the course enrollments to ArmyIgnitED in time for the first run of the ETP tool?

HQ ACCESS will run the ETP tool another three times in the upcoming months. EIs will continue to upload ETP course enrollments during this time. Your ETP enrollment will be processed during a later run of the ETP tool. If you have not received TA after all of the runs, contact your Army Education Center for assistance.



J. When will ACCESS start to process ETP TA requests?

ACCESS completed the first run of the ETP tool on 30 July. The tool ran for five days and produced a total of 51,109 Tuition Assistance requests (TARs) out of 71,071 examined enrollments. These TARs affect 28,530 Soldiers, 144 Army Education Centers, and 217 Educational Institutions. Some enrollments did not produce a TAR because they did not satisfy the base requirements that include having an education path and no holds on the account. As stated in previous posts, Soldiers need to ensure that their ArmyIgnitED account has an education path and is free of holds. Other enrollments did not produce a TAR because the Soldier has met one of the limits such as fiscal year limits or program limits. Our analysis of the ETP enrollments indicates that 7,145 Soldiers have not logged into their ArmyIgnitED account. Soldiers should immediately log into their ArmyIgnitED account and check the accuracy of the information in the account. We will run the ETP tool three more times so you will have other opportunities to receive TA for your ETP enrollments. Please work with a counselor at an Army Education Center to ready your account for the next run of the ETP tool. The dates of the second run will be posted when they are available.

K. As an officer (or warrant officer), I do not want an ADSO/RDSO from using TA. I am concerned that my EI will upload the enrollment data without my knowledge and that the ETP tool will create an approved TAR. How can I avoid this situation so I don't get an ADSO/RDSO?

Please immediately contact your education center/office and request for a hold to be placed on your account. The hold will prevent the ETP tool from creating a TAR from enrollments uploaded by your EI.

L. What action do I take if I receive a bill or academic hold from my Educational Institution (EI)?

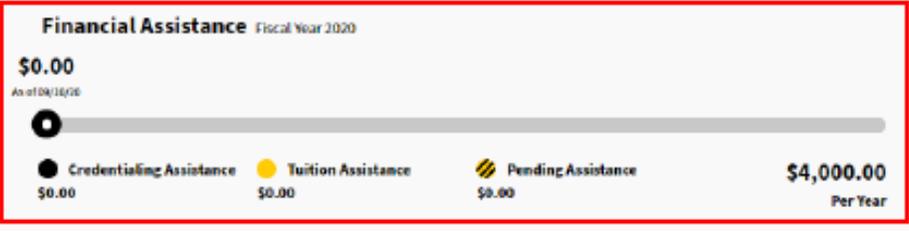
EIs have automated processes in place that inform all students when they have an unpaid balance or academic hold. When EIs know that you are a military student, they will work with you by removing the hold and deferring payment. However, EIs are not aware of your situation unless they are contacted. If you are experiencing this situation, contact your EI and ask for assistance with removing the hold or deferring the payment. If you can't find someone to assist you, ask your education center/office to reach out to your EI. If the education counselor is unsuccessful, they will contact the Post-Secondary Programs Manager at ACCESS. He will contact the EI on your behalf to request assistance with removing the hold or deferring the payment.

M. How do I find out how much TA I still have available for this fiscal year?

Soldiers can check their fiscal year TA/CA balance in the "Financial Assistance" section of their ArmyIgnitED account home page. Soldiers who believe that the balance displayed on their financial assistance tracker is incorrect should contact their Army Education Center/Office for assistance. The financial assistance information in ArmyIgnitED includes all of the FY TA/CA for which Soldiers have received approval in GoArmyEd and ArmyIgnitED. This total allows a Soldier to calculate how much TA they have remaining to use towards the ETP. For instance, if a Soldier's tracker shows that they used \$1,000 of TA/CA in GoArmyEd, then the Soldier has \$3,000 remaining to use towards ETP courses. Here is an example of the Soldier ArmyIgnitED financial assistance tracker:



[Request Credentialing Assistance](#) [Add Credential](#)

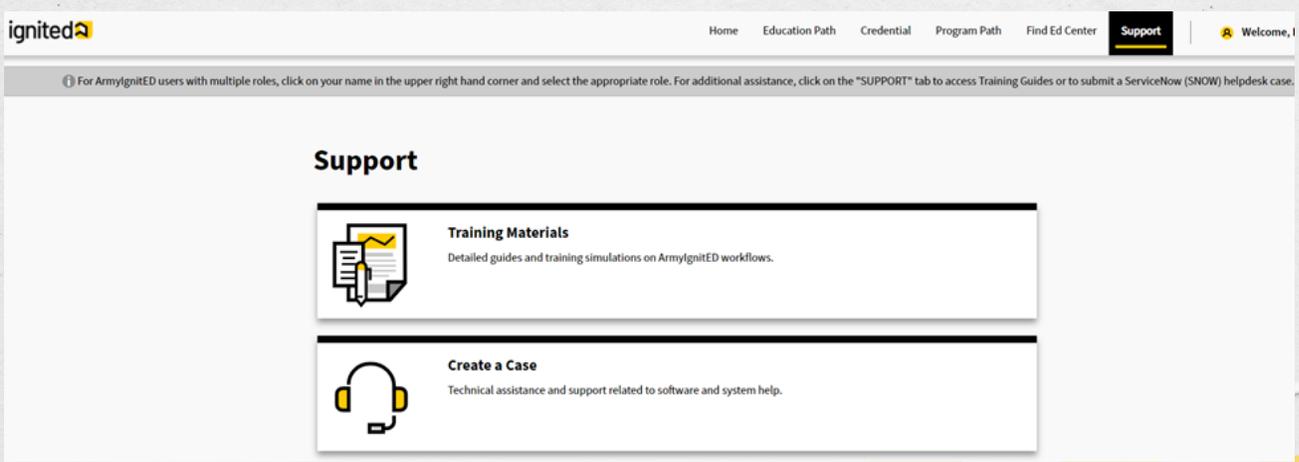


N. How do I get help in ArmyIgnitED because the helpdesk phone number is no longer active?

The helpdesk phone number is no longer listed on the ArmyIgnitED website because the number was a short-term contract to provide bridge support during the transition period. ArmyIgnitED has an integrated helpdesk system known as ServiceNow (SNOW). All requests for ArmyIgnitED assistance now need to be submitted through SNOW. You can open a SNOW case by clicking the Create a Case button on the Support tab in your account. If you do not have an account, you can create a case as a Guest at <https://armyignitedprod.servicenowservices.com/ignited>. You can also contact your servicing education center, and a counselor will open a SNOW case for you. Please take note of your case number and provide the number when referencing your case during follow-up.

O. How do I contact the ServiceNow Help Desk?

ArmyIgnitED has an integrated Help Desk system called ServiceNow (SNOW). You can access SNOW through your ArmyIgnitED account by clicking the Create a Case button on the Support tab screen. A new tab will open in your browser and will request your login credentials again. Click the Create a Case button on the SNOW homepage to open the Create Case screen. Complete the form by providing information for all required fields and submit the case. Click the Case Status Check button on the SNOW homepage to see a list of your cases. Select a case to open the Ticket Form which allows you to view your case, add additional comments/attachments, and see comments from the agent that is handling your case. You can find How to Guides (HTGs) related to SNOW in the Training Materials section of ArmyIgnitED by selecting the ServiceNow and Reporting category. (While a Cadet example is used below, information specific to a Soldier's TA Request will pop up with different choices appropriate to a TA Request).





All Cases

Create Case

ADVANCE WITH EASE

Empower yourself and your career-from anywhere, at any time



Create a Case

Contact Support to make a request or report a case

[Go to Create Case](#)



Case Status Check

Check the Status of your Cases

[Go to Status Check](#)



Knowledge Base

Browse and search for articles, rate or submit feedback

[Go to Knowledge Base](#)



ignited Priority Army

Home > All Catalogs > Customer Service > Support > Create Case

Search

Create Case

Create Case

Please fill in the following information and click the Submit button. Fields marked with an * are required.

* Requester

* Preferred Contact Method

* Case Type

* Sub Category

* Subject



The screenshot shows the Ignited user interface. At the top, there is a navigation bar with the Ignited logo and menu items: Knowledge, My Lists, Case, Support, Tours, and a user profile for 'Cadet.john Doe'. Below the navigation bar, there is a search bar and a breadcrumb trail: Home > Ticket Form. The main content area is titled 'School Transfer Not Updated' and contains a message history. The history starts with a 'Start' button, followed by three messages from 'Cadet.john Doe':

- 2m ago - Additional comments: "I recently transferred schools, but my information in CCIMM has not been updated. I cannot request a CPR for the correct school."
- 13m ago: Includes an image attachment named 'Army.png' (245.7 KB).
- 2m ago: "CS0001073 Created"

On the right side of the ticket, there is a summary box: 'Your request has been submitted' with details: Number: CS0001073, State: New, Priority: 4 - Low. Below this is a button 'Set up Google Maps API' and an 'Attachments' section showing the 'Army.png' file (245.7 KB) uploaded 13m ago.

P. How do I open a SNOW case if I don't have an ArmyIgnitED account

If you do not have an ArmyIgnitED account, you can open a case as a Guest user at <https://armyignitedprod.servicenowservices.com/ignited>. Click the Create a Case as a Guest User button to access the Create Case form. Complete the form by providing information for all required fields and submit the case.

The screenshot shows the Ignited homepage. At the top, there is a navigation bar with the Ignited logo and menu items: Support, My Surveys, and Login. The main content area features the headline 'ADVANCE WITH EASE' and the sub-headline 'Empower yourself and your career-from anywhere, at any time'. Below this, there is a call to action box: 'Create a Case as a Guest User' with the text 'If you have an ArmyIgnitED account, be sure to log into your account before creating a case' and a 'Go to Create Case' button. The background of the page features a smiling man with a backpack.



Q. How do I know what to select for the SNOW case type?

The SNOW case type determines the initial routing of the case. You will need to select the correct case type so the case is assigned to the appropriate Assignment Group. The attachment provides a description of all case types and indicates the Assignment Group for that case type. If you select an incorrect case type, the case will initially be assigned to the wrong Assignment Group but can be reassigned or escalated to the correct Assignment Group. However, this will cause a delay in working the case and resolving the issue.

Case Type	Assignment Group (Agent assigned case)	Description of Case Type
Counseling Request	Army Education Counselor	Request to meet with an Army Education Counselor in an Education Center
DoD MOU Questions	HQ ACCESS	Department of Defense (DoD) Memorandum of Understanding for schools to work with the DoD on their various TA programs.
Exception to Policy	Army Education Counselor	Request for Army ACCESS to review an ETP case
Hold Questions or Waiver	CPM	Case type for Soldiers to submit questions about waivers or holds placed on their account in ArmyIgnitED
Invoicing or Billing	G8/ACCMA/HQ ACCESS	Billing and invoicing questions
Policy Questions	G8/ACCMA/HQ ACCESS	Questions about Army educational benefit policies
Recoupment	HQ ACCESS	Questions about recoupments
Request Rejected	G8/CPM/Army Education Counselor	Questions regarding rejected TA or CA Requests, CPRs, or SF-182s
Roles Request	G8/ACCMA/HQ ACCESS	Requesting a new or additional role in ArmyIgnitED
School / Vendor Complaint	G8/ACCMA/Army Education Counselor	Submit a complaint about a particular school/vendor
School Information Missing or Inaccurate	HQ ACCESS	Update school/vendor information
Soldier Out Processing	Army Education Counselor	Initiate out-processing procedures for a Soldier
Technical Issues	Deloitte Tech Team	Technical issues in ArmyIgnitED
Testing at Education Center	Army Education Counselor	Inquiries regarding testing at Army Education Centers
Training/Using ArmyIgnitED	PMS/CPM/Army Education Counselor	General questions about ArmyIgnitED
Withdraw Questions	CPM/Army Education Counselor	Case type for submitting questions about withdrawing from course
Other	PMS/ACCMA/Army Education Counselor	Miscellaneous items

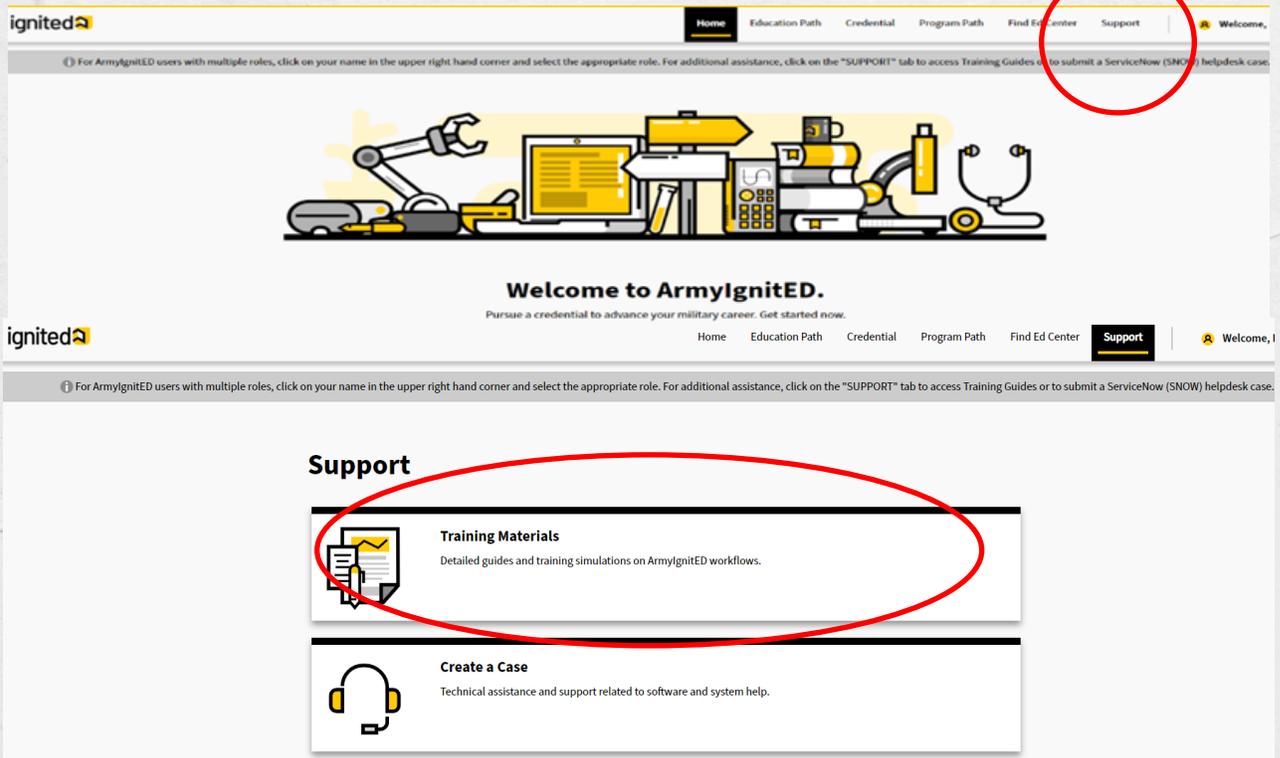
R. When should I open a SNOW case for a TA ETP request?

You do not need to open a SNOW case for TA ETP request at this time. When Soldiers are notified that ETP TA requests are being processed, you must check with your EI to ensure it has loaded your enrollment information into ArmyIgnitED. HQ ACCESS will turn those enrollments into TA requests that will require approval from a Counselor. After the requests are approved, the EI will be able to invoice for payment. No action is required from you for this part of the automated process. HQ ACCESS will eventually stop turning ETP enrollments into TA requests automatically. At that time, you will need to open a SNOW case for a TA ETP request. HQ ACCESS will inform Soldiers when the automated process has stopped.

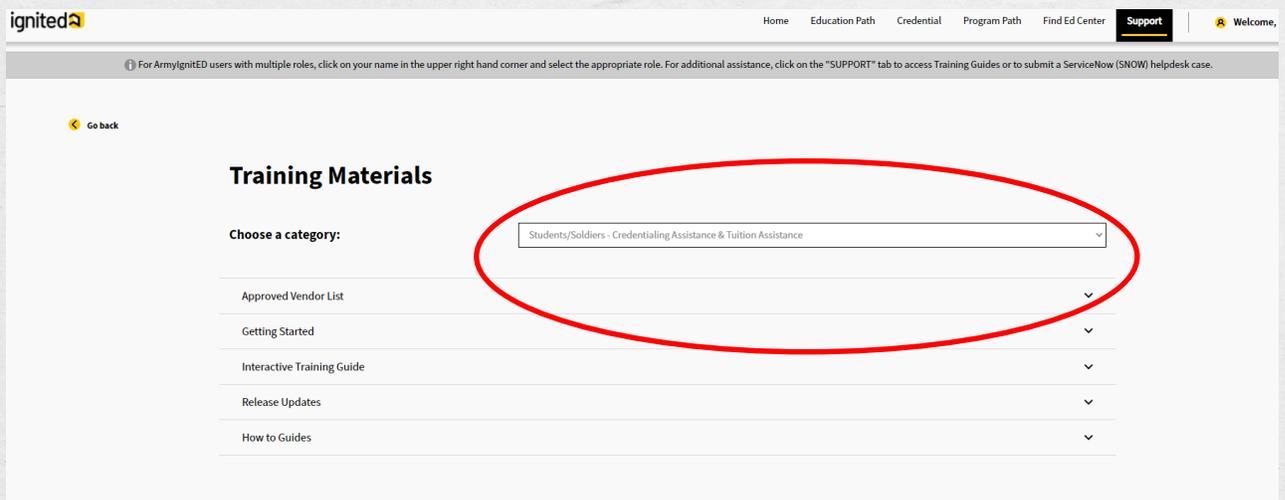


S. How can I learn more about ArmyIgnitED?

The layout and functionality of ArmyIgnitED may seem unfamiliar to new users. Soldiers can access training materials on a variety of topics such as navigating the dashboard, submitting a request for Tuition Assistance (TA), and withdrawing from a course. The training materials are located by first clicking the Support tab on the home page followed by the Training Materials button.

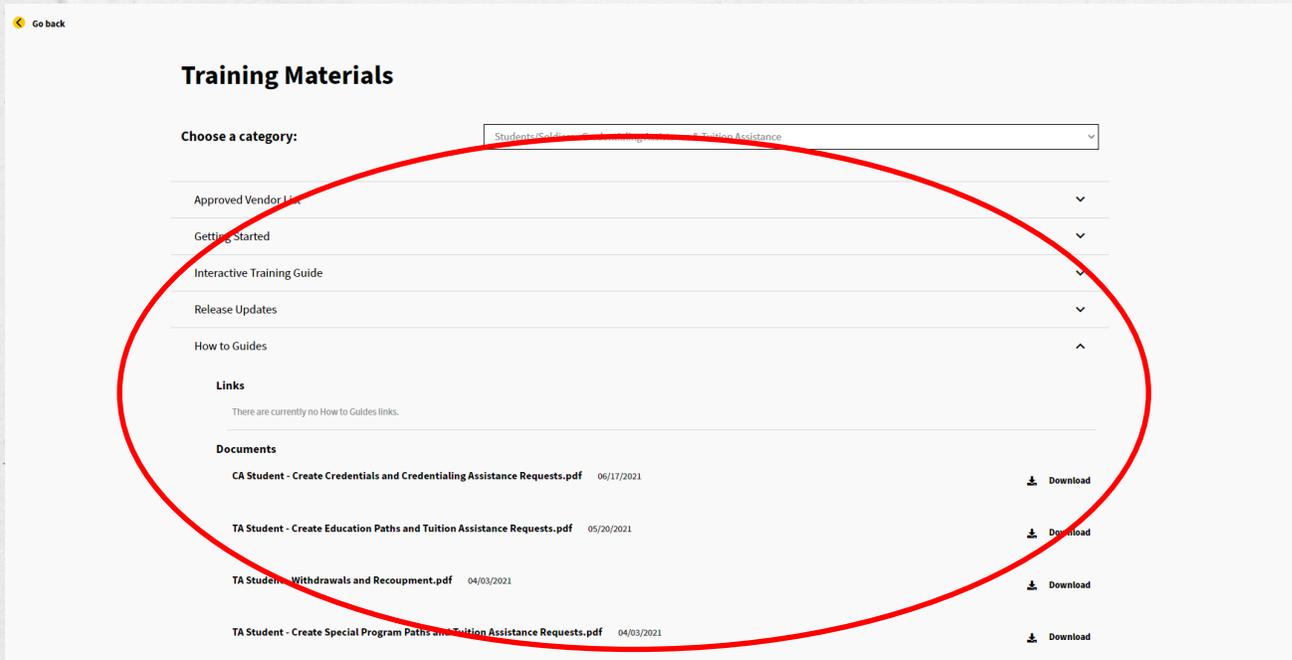


You then select the Student/Soldiers – Credentialing Assistance & Tuition Assistance category from the dropdown menu.





Click the chevron to expand a topic such as the How to Guides or Interactive Training Guide. The How to Guides (HTGs) are PDFs with step-by-step instructions and screen shots to follow. The Interactive Training Guide (ITG) provides training on all aspects of ArmyIgnitED through an interactive format.



T. What can I do to prepare my account for ETP processing so my enrollments are turned into TA requests?

1. You must establish an Education Path. You can access the How to Guide (HTG) titled "TA Student – Create Education Paths and Tuition Assistance Requests" for detailed steps on establishing your Education Path. You can also contact an Army Education Counselor at the Education Center for assistance. Please keep in mind that you will not be able to find your Educational Institution (EI) in the last step of the process if the EI has not uploaded their degree path information to ArmyIgnitED.
2. You need to ensure that no holds are on your account. If you have a hold on your account, click the hold to get more information on the reason for the hold. You can contact an Army Education Counselor at the Education Center for assistance with resolving the hold.
3. You must verify that you have not reached your limit of \$4000 or 16 semester hours for the fiscal year. You can refer to the financial tracker on your account to know your current amounts. If you believe the totals are incorrect, open a SNOW case with detailed information on your courses and dollar amounts for this fiscal year.

U. How can I create an Education Path?

1. Log into ArmyIgnitED.
2. Click on the Education Path tab on the home screen

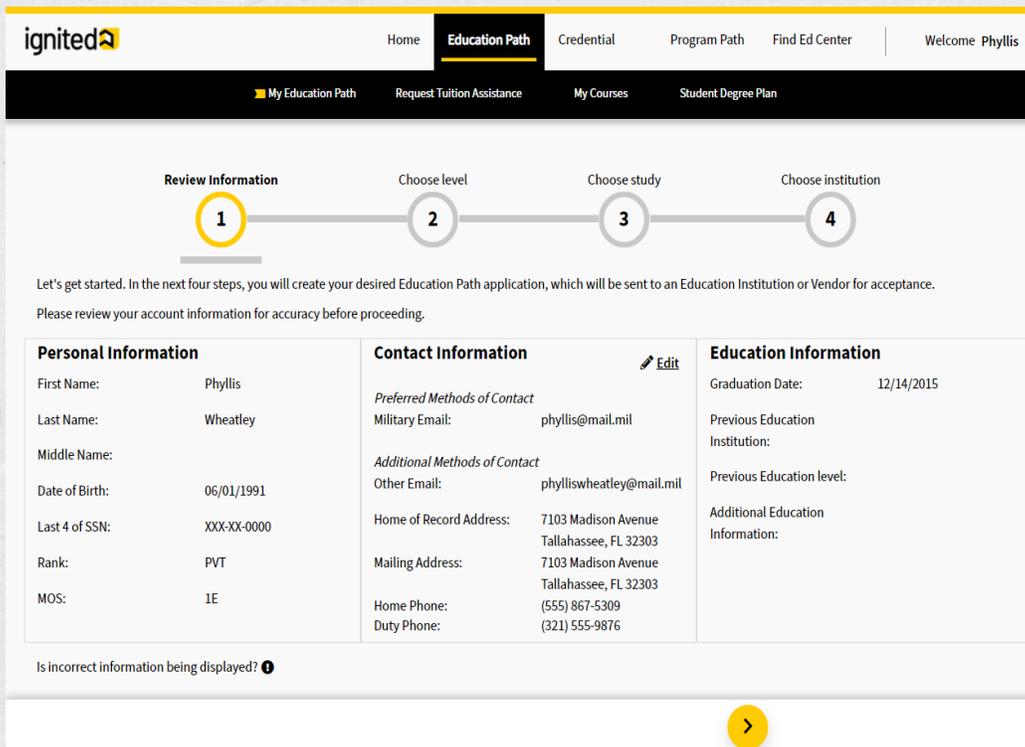




3. Click Add Education Path.

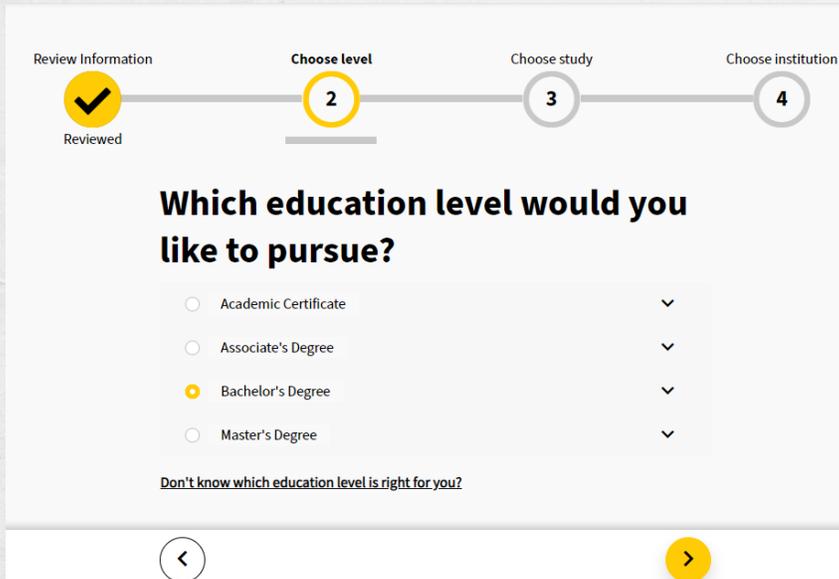


4. Complete the Review Information step.
- a. Confirm your personal, contact, and education information.
 - b. You can edit your contact information by clicking the Edit Pencil.



5. Complete the Choose Level step.

- a. Select from the following options: Academic Certificate, Associate's Degree, Bachelor's Degree, and Master's Degree.
- b. Clicking the drop-down arrows next to each education level will display the definition of each level.
- c. You are not authorized to receive TA for an education level that is the same or below or current Civilian Education Level (CEL). You may proceed with submitting your education path, but there will be a hold on your account preventing you from receiving TA until your CEL is updated.



Review Information **Choose level** Choose study Choose institution

Reviewed 2 3 4

Which education level would you like to pursue?

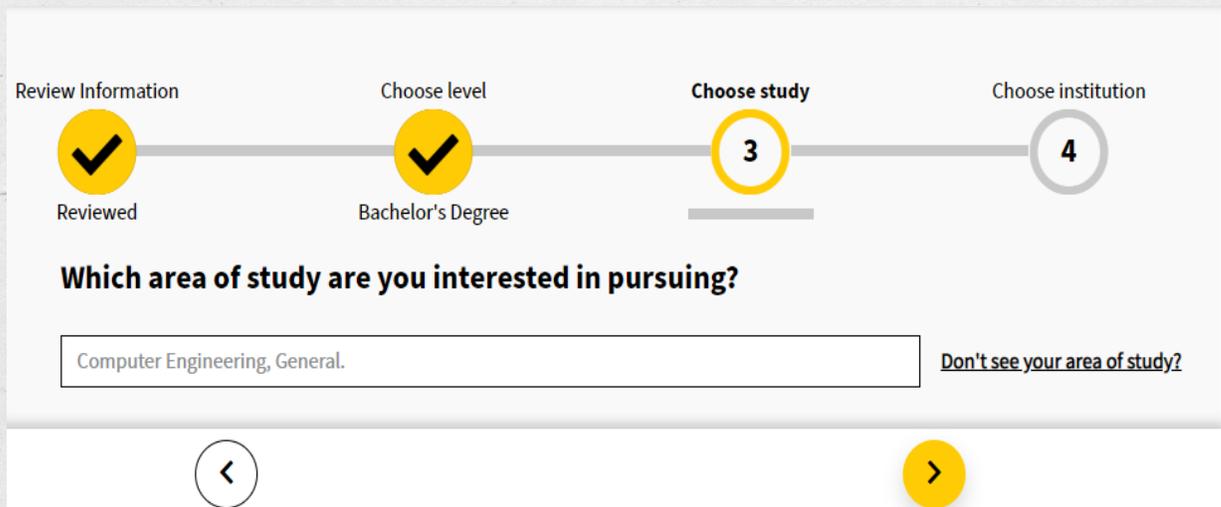
- Academic Certificate
- Associate's Degree
- Bachelor's Degree
- Master's Degree

[Don't know which education level is right for you?](#)

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6. Complete the Choose Study step.

- a. Enter the area of study you are interested in pursuing.
- b. The area of study is generic and will not match the degree name at your Educational Institution (EI). Your EI will provide the specific degree name on the Student Degree Plan (SDP).



Review Information Choose level **Choose study** Choose institution

Reviewed Bachelor's Degree 3 4

Which area of study are you interested in pursuing?

Computer Engineering, General. [Don't see your area of study?](#)

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7. Complete the Choose Institution step.

- a. You can search for the name of the EI or the state where it is located.
- b. Clicking Remove will deselect the EI.
- c. If you don't see your EI on this step, then the EI hasn't uploaded the degree path information to ArmyIgnitED. You are only able to see and select EIs that have uploaded degree path information for the area of study that you selected.

Review Information Choose level Choose study **Choose institution**

4

Reviewed Bachelor's Degree Computer Science.

Which education institution would you like to attend?

Enter an Education Institution or State

Search: [Clear All](#)

Institution Type Public Private For-Profit

Florida State University Florida

Showing 1 - 2 of 2 Results [Don't see your education institution?](#)

Florida State University Tallahassee, FL Remove -

Public <https://www.fsu.edu/>

University of Miami Miami, FL Select +

Private <https://www.miami.edu>

Prev **1** Next

8. Click Submit for Approval button.

My Education Path Summary

Please review your Education Path summary below. Update any incorrect information before clicking submit.

Once you click submit, your Education Path will be sent to your Army Education Counselor for approval.

Click on a prior step to edit or review

Review Information Choose level Choose study Choose institution

Reviewed Bachelor's Degree Computer Science. Florida State University

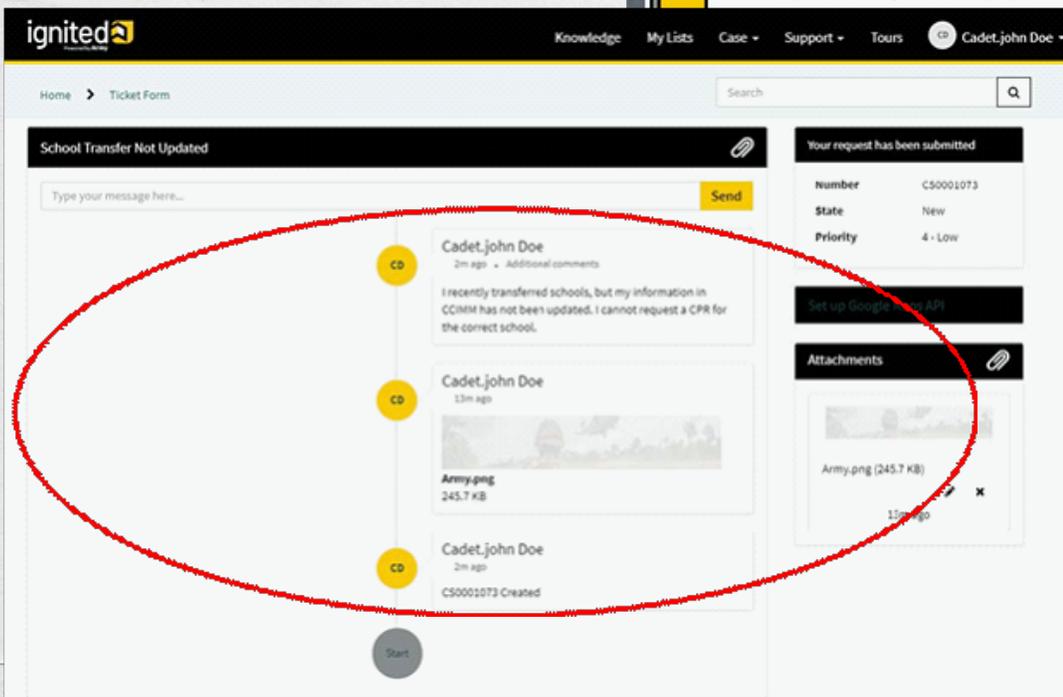
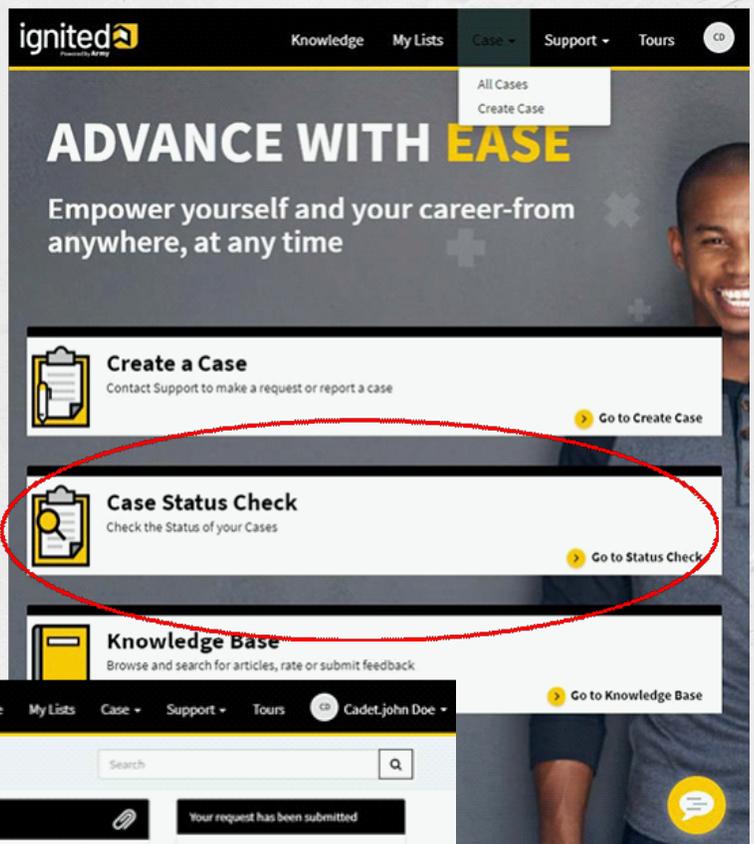
[Having trouble or just want to send a note to your Army Education Counselor? Click here](#)

Submit for Approval >

9. The My Education Path page shows the status of the request.
 - a. Once the path has been reviewed by your Army Education Counselor, your request will be sent to your Educational Institution for approval.
 - b. If your Education Path is approved, you will be able to create a Tuition Assistance Request on the path.
 - c. If your Education Path is rejected, you will need to revise your Education Path based on the instructions provided in the message you receive from your Army Education Counselor or Educational Institution. A counselor may reject the Education Path because the degree level is the same or lower than the Civilian Education Level on your account. Your EI may reject the Education Path because the area of study is different than the one they have on file for you.

V. How can I check the status of my SNOW case?

1. You check on the status of your SNOW case by clicking on “Case Status Check” and reviewing the notes submitted by the agent handling your case.





2. Your contact information is of great importance within ArmyIgnitED. A SNOW case is considered abandoned after 3 attempts to contact you with no response.

- a. A message is posted in ServiceNow within 2-3 business days (First Contact) of receiving the SNOW ticket to let you know we have received your request.
- b. As the ticket is worked if we need to interact with you, we contact you via SNOW (Second Contact) and an automatic email is sent to you when we update the case in SNOW.
- c. After 2 business days, if a response is not received via an update by you in SNOW, an update in SNOW (third contact) and automated email is sent to you letting you know we want to work with you on your ticket.
- d. After a minimum of 5 additional business days with no response via an update in SNOW we close your ticket as "no response/abandoned" by you.

W. I will retire/separate soon, so how will my courses ETS get paid under the TA ETP once I am no longer in the Army?

Provided that you are otherwise eligible for TA and provided that the course has ended prior to your ETS, you should contact your school to request that the EI submit enrollment(s) via ArmyIgnitED. The EI must upload all ETP Enrollments. Once you are no longer in the Army, the EI may not be tracking your enrollment as an ETP enrollment. An Education Path is also a requirement to create an ETP Enrollment. Your Education Path must be in the system prior to ETS as you will be unable to access the account after your ETS date. Reach out to an Education Center/Office for assistance prior to your ETS.

Where can I go for help to enroll?

- X. For ARNG Soldiers serving in a drilling status: Your assigned Education Services Specialist (ESS) or Education Services Officer (ESO) are the primary source for information and assistance pertaining to Federal Tuition Assistance (FTA) and Credentialing Assistance (CA). Your assigned ESS/ESO can provide information on ArmyIgnitED, FTA/CA policy, the blanket ETP, and escalate issues if they are unable to resolve. To reach your assigned ESS/ESO, contact your State Education Office or go to: www.armyignited.com, www.nationalguard.com/select-your-state, or your state website.

When will the Army pay for my tuition and fees or room and board?

- Y. HQ ACCESS does not manage ROTC scholarship funding. This funding is managed by USACC. Cadets should contact their PMS for assistance if their EI has not received payment.