

How To Guide

Manage the Student Profile and Access the Help Center (1 of 2)

Purpose

This guide provides an overview on managing a student's ArmyIgnitED profile and navigating to the Help Center. From the profile, the student can: edit their personal information and credential path as well as view their education information, student degree plan, account holds, and account information. From the Help Center the student can access resources for navigating ArmyIgnitED. The student can complete the steps shown below:

Steps to Manage Student Profile

1. Log in to ArmyIgnitED.
2. Click your **username** then, from the dropdown list click **Account** to access your profile.
3. Use the left panel to:
 - View Military Information
 - View and/or Edit Contact Information
 - View and/or Edit Mailing Information
4. Use the Education Information section to view:
 - Education Center
 - Highest Level of Education Completed
 - Education Institution
 - Graduation Date
5. Use the Credential section to view:
 - Completion of Most Recent Credential Path (including credential name, vendor, option, and expected completion)
6. Use the Financial Assistance section to view:
 - Credentialing Assistance
 - Future Assistance
7. Use the right panel to view:
 - Current Requests
 - Account Holds
 - Civilian Education Level
 - Military Education Level
 - Account Creation Date
 - Signed SOU Date

The screenshot shows the ArmyIgnitED Profile Page for a user named Edgar Poe. The page is divided into several sections, each highlighted with a red box and a numbered callout:

- 1**: Personal Information (Left Panel)
- 2**: User Menu (Dropdown from 'Welcome, Edgar')
- 3**: Education Information (Top Middle)
- 4**: Credential (Middle)
- 5**: Financial Assistance (Bottom Middle)
- 6**: Account Holds (Right Panel)
- 7**: Account Information (Right Panel)

The **Account** dropdown menu (2) contains the following options: Account, Help Center, and Sign Out.

Note: Clicking **View Previous Paths** allows you to review previous credential paths.

Refer to **Manage Student Features Overview** for more information on this process.

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Steps to Access Help Center

8. Click your **username** then from the dropdown list click **Help Center** to access the following:

- **How to Guides** – Short Process Specific Guides for day to day activities
- **Training Tools** – Full trainings over broad sections of ArmyIgnitED
- **Help Desk Email Address**
- **Help Desk Phone Number**

ignited Home Credential Path Find Ed Center Welcome Edgar

Help Center

Guides & Tools

For guidance on how to use the ArmyIgnitED system, please explore the How to Guides and Training Tools.

How to Guides

Filename	Date	Description	Download
0. Student Overview for using ArmyIgnitED	5/19/2020	This guide details the high level steps for using ArmyIgnitED from a student account.	View >
1. Create a Student User Account	5/19/2020	This guide highlights the steps to creating a student user profile in ArmyIgnitED.	View >
2. Create Credential Paths and Credentialing Assistance Requests	5/19/2020	This guide highlights the process to creating an educational path and requesting credentialing assistance through ArmyIgnitED.	View >
3. Manage the Student Profile	5/19/2020	This guide provides an overview on managing a student's ArmyIgnitED profile.	View >

Training Tools

Filename	Date	Description	Download
Student Training Module	5/12/2020	Student Training Module	View >

Contact Us

For questions about the Credentialing Assistance program or a Credentialing Assistance Request you have submitted, please contact us via email at usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil.

For technical assistance, please contact our help desk at [+1-877-272-1330](tel:+1-877-272-1330)

Welcome Edgar

Account

Help Center

Sign Out

Note: Clicking **View** will allow you to download and view each training document.