



The Army Credentialing Assistance Program



What is Credentialing Assistance (CA)?

Much like the Army's Tuition Assistance (TA) funding, which is provided to eligible Soldiers working towards an academic degree, CA funds allows Soldiers to pursue voluntary credentials.

CA is a voluntary, off-duty program that directly contributes to improving Total Army readiness, supporting Soldiers' professional development, retaining quality Soldiers, and preparing Soldiers for meaningful employment upon transition from military service.

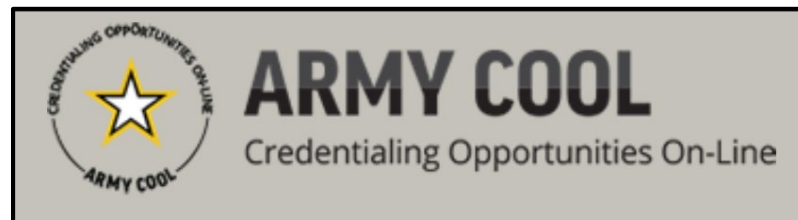


ARMY CREDENTIALING
ASSISTANCE



ArmyIgnitED – Current system used by Soldiers to submit CA Requests

GoArmyEd- was original portal Soldiers utilize to request TA or CA, but no longer used for CA as of 17 Aug 20. TA is still processed through GoArmyEd



Army COOL (Credentialing Opportunities On-Line):

- Repository for all credentials Soldiers are authorized to pursue (different process than sister Services)
- Credentials listed in Army COOL are aligned to an Army Military Occupational Specialty (MOS)

All training providers, colleges, universities, and credentialing agencies will be referred to as “Vendors”



- Regular Army, Army National Guard, United States Army Reserve:
 - Officers
 - Warrant Officers
 - Noncommissioned Officers
 - Enlisted
- Eligible Soldiers may use both TA and CA, up to the fiscal year limit of \$4000
- CA may pay for training, books, mandatory fees, materials, exams, and recertification
- Soldiers may only request CA funding for credentials listed in Army COOL
- Soldiers will not receive reimbursement for any out-of-pocket costs paid
- Soldiers **CANNOT begin courses/exam until they are notified by the Finance team at ACCESS, ArmyU**





- Soldiers navigate through Army COOL to search for credentials they wish to pursue
- Soldiers will complete a CA Request in ArmyIgnitED. Once submitted, ArmyIgnitED will route the CA Request through to ACCESS, ArmyU
- Soldier are instructed to contact vendors to secure seat for course if possible. Please provide information on required materials, books, fees, training dates without requiring payment
- ACCESS, ArmyU finance team will contact vendor for payment
- ACCESS, ArmyU finance team will inform Soldier of approval and will inform vendor when to make contact



To become a vendor you must first Create your account!

Some have found that Microsoft Edge or Chrome work best. See what works best for you!

How To Guide

Create a Vendor User Account (1 of 11)

v1.0.9

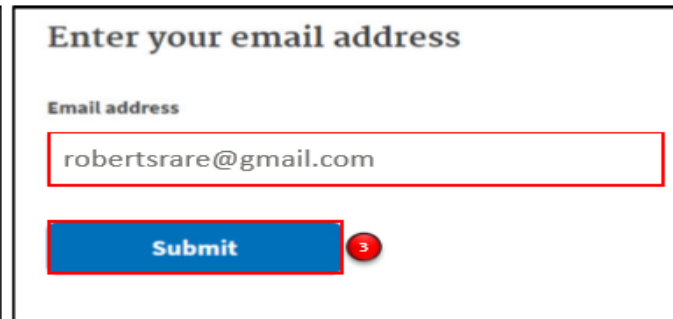
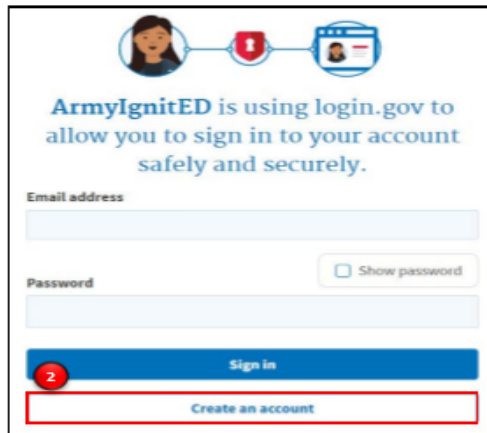
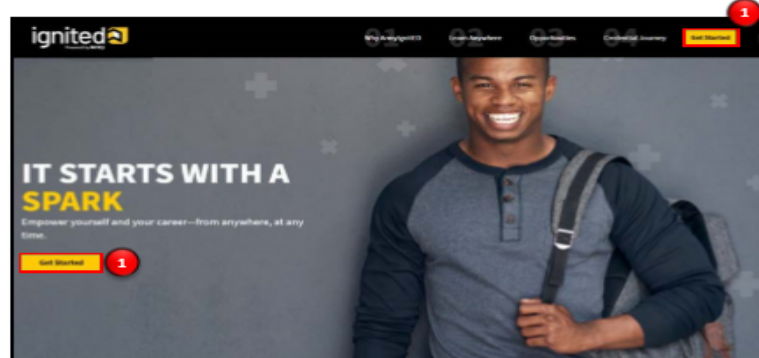
Purpose

This guide highlights the steps to create a Vendor User Account. This process includes creating both a Login.gov and an ArmyIgnitED account. The Vendor will need both an email address and mobile phone to complete the registration.

- If you **do not** have a Login.gov account proceed to Step 1.
- If you **have an existing** Login.gov account, sign in to your login.gov account and proceed to Step 14:

Steps to Create a Vendor User Account

1. Go to www.ArmyIgnitED.com then click **Get Started**.
2. Click **Create an Account** to start the process of creating your Login.gov account.
3. Enter the email address that you want associated with the account then, click **Submit**.



Note: Choose Create an account with the Email address and Password fields not populated.



How To Guide

Create a Vendor User Account (2 of 11)

v1.0.9

Check your email

We sent an email to `robertsrare@gmail.com` with a link to confirm your email address. Follow the link to continue creating your account.

Didn't receive an email? [Resend](#)

Or, [use a different email address](#)

You can close this window if you're done.

4

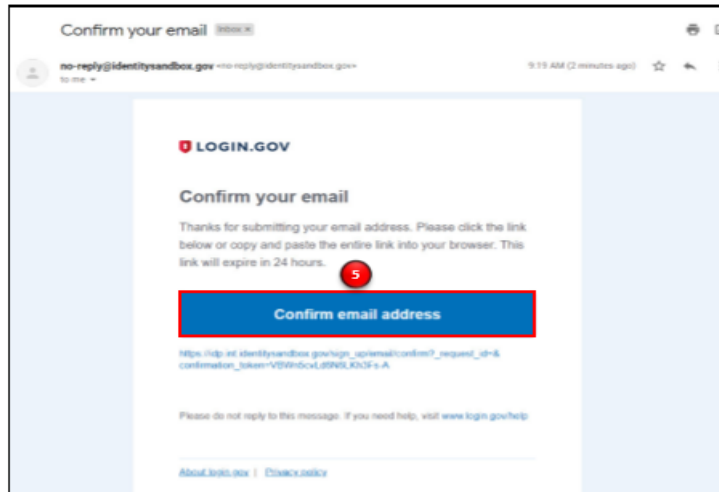
Steps to Create a Vendor User Account

Note: You will be presented with a completion screen informing you that a confirmation link has been sent to the email address you entered in the previous step.

Clicking **Resend** will resend the confirmation link to the email address you listed.

Clicking **use a different email address** will return to the previous page and allow you to re-enter a different email address if needed.

4. Log in to the email account you requested the confirmation code be sent to and find your confirmation email.
5. Click **Confirm Email Address** and you will be automatically redirected back to the Login.gov account creation process.





How To Guide

Create a Vendor User Account (3 of 11)

v1.0.9

Steps to Create a Vendor User Account

6. Create a strong password then click **Continue**.

Password Safety Tips: The longer and more unusual the password, the harder it is to guess. Avoid using common phrases and repeating passwords from other online accounts (banks, email address, social media, etc.).

Note: Clicking **Show Password** will allow you to view the characters in the password entry field instead of asterisks. Please be cautious and use good judgement when using this feature as it takes away a level of privacy when creating the password.

You will now need to select a second layer of security so only you can sign in to your account.

Note: Government employees should select the Government Employee ID option and non-government employees should select the phone option.

- 7. Select **Phone**.
- 8. Click **Continue**.

6

7

8

Note: Each authentication method will have its own setup instructions which will be presented after clicking **continue**. Follow the instructions to complete the creation of the account.



How To Guide

Create a Vendor User Account (4 of 11)

v1.0.9

Steps to Create a Vendor User Account

- Enter the phone number of the mobile device you would like to have your security code sent to then, click **Send code**.
- Enter the one-time security code then click **Submit**.

Note: This one-time security code expires **10 minutes** after it is sent.

Note: Clicking **Choose another option** will return you to the Authentication Method Setup page allowing you to choose another method of authentication.

Clicking **Get another code** will generate and send a different code to the number you provided.

Clicking **Use another phone number** will allow you to enter a new phone number where the security code can be sent.



How To Guide

Create a Vendor User Account (5 of 11)

v1.0.9

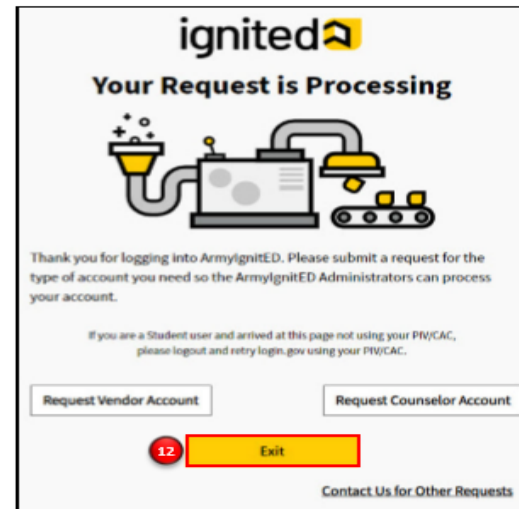
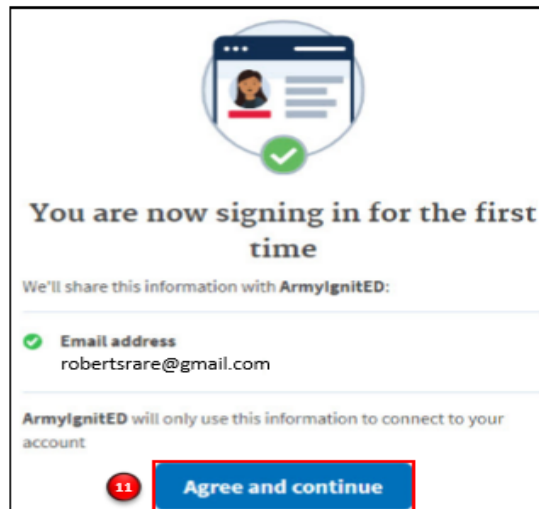
Steps to Create a Vendor User Account

To finalize the creation of your Login.gov account you must agree to share your Login.gov information with ArmyIgnitED.

- 11. Click **Agree and continue** to complete the process of creating a Login.gov account.

Note: You have now been directed to ArmyIgnitED, but before continuing you need to update your login account if you have a .mil email account or a CAC card.

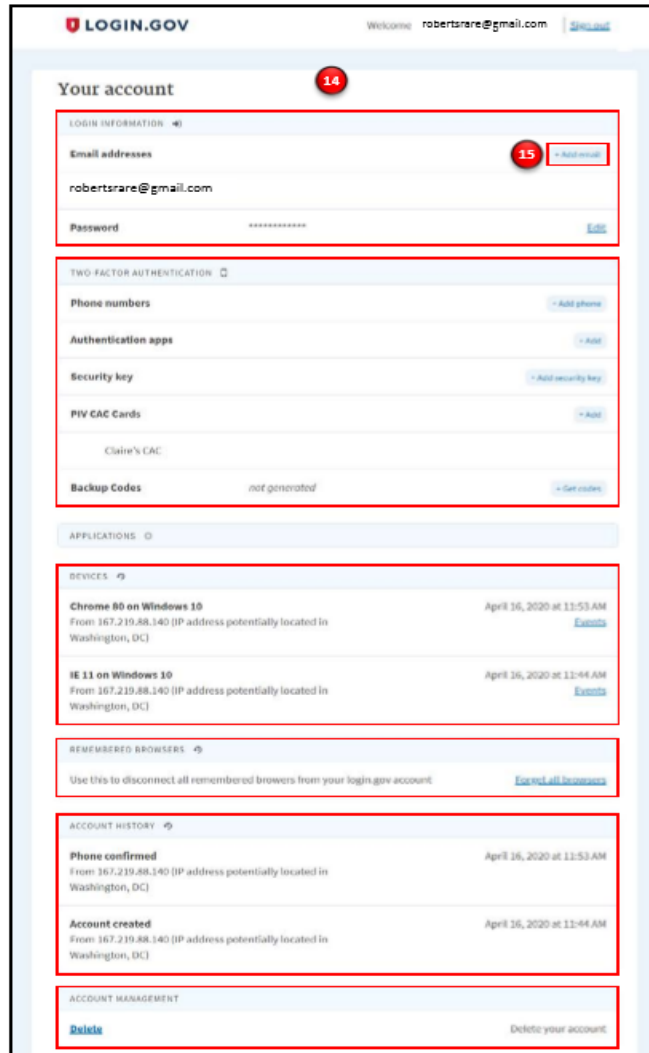
- 12. Click **Exit** to leave ArmyIgnitED.
- 13. **Sign in to Login.gov** to see your Login.gov Account page.





How To Guide Create a Vendor User Account (6 of 11)

v1.0.9



Steps to Complete a Login.gov Account

14. This is your Login.gov Account. You now have access to:
- Login Information
 - Email Address
 - Password
 - Two-Factor Authentication
 - Phone Numbers
 - Authentication Apps
 - Security Key
 - PIV CAC Cards
 - Backup Codes
 - Devices
 - A list of the devices that have been used to access your account.
 - Remembered Browsers
 - Account History
 - A log of the changes made in your account including the action/change, IP address associated with the device that conducted the change, and date and time that the change was made.
 - Account Management
 - Here, you have the ability to delete your account.

If you do not have a .mil email address, skip to Step 18.

15. If your .mil email address is not listed in your login.gov account, please add your .mil email address to your account.

Click **+Add email**.



How To Guide

Create a Vendor User Account (7 of 11)

v1.0.9

Steps to Complete a Login.gov Account (continued)

- 16. Enter your .mil email address.
- 17. Click **Submit**.

If you do not have a CAC, skip to Step 21.

- 18. If your CAC is not your MFA, please assign your CAC as your MFA.

Click **+Add** to the right of PIV CAC Cards under Two Factor Authentication to add your CAC to your Login.gov account.

- 19. **Name your CAC** in login.gov.
- 20. Click **Add PIV/CAC card**.

Note: You have now completed setting up your login.gov account!

- 21. **Log out of login.gov** and move to the next step.





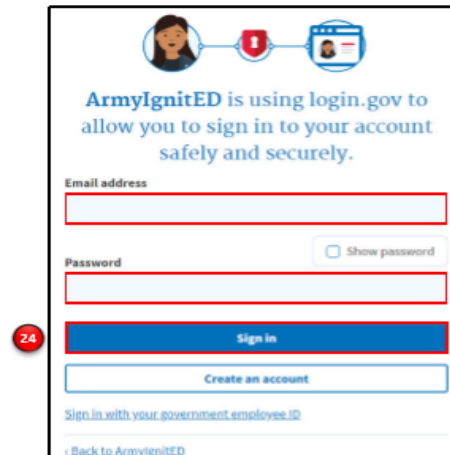
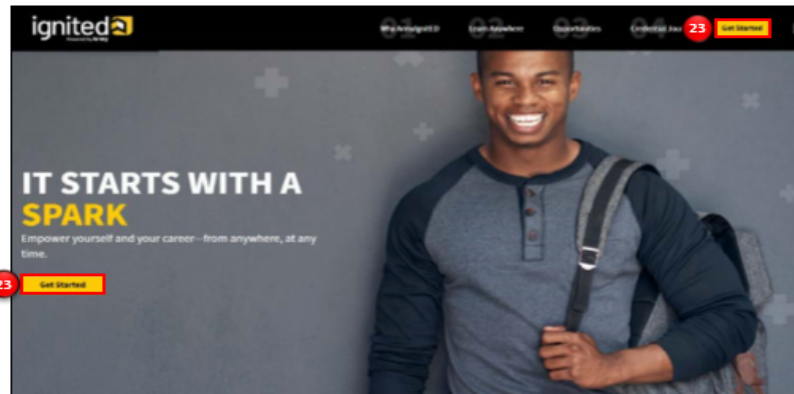
How To Guide

Create a Vendor User Account (8 of 11)

v1.0.9

Steps to Create a Vendor User Account

- 22. Log in to www.ArmyIgnitED.com.
- 23. Click **Get Started**.
- 24. Enter the **email address** and **password** associated with your Login.gov account then click **Sign In**.





How To Guide

Create a Vendor User Account (9 of 11)

v1.0.9

Steps to Create a Vendor User Account

25. Click **Request Vendor Account** to request a Vendor ArmyIgnitED account from the ArmyIgnitED Administrators.

Note: Clicking **Request Vendor Account** will create a templated email using your system's default emailing service. Use the **system settings on your device** to establish a default emailing service.

26. **Review and edit the required information in the email and send it to the ArmyIgnitED Administrators.**

27. Click **Exit**.



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To: usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil

Subject: New Vendor User Request

ArmyIgnitED Administrators,

Please add me as a vendor for **[Enter vendor name]** at **[Vendor website URL]**. I am a new user requesting access to ArmyIgnitED. **[Enter any additional information you believe is relevant to the ArmyIgnitED Administrators.]**

From,

[Enter your name]

[Enter your phone number]

Once ACCESS, ArmyU receives this email, you will receive an email with the next steps to completing the application



How To Guide

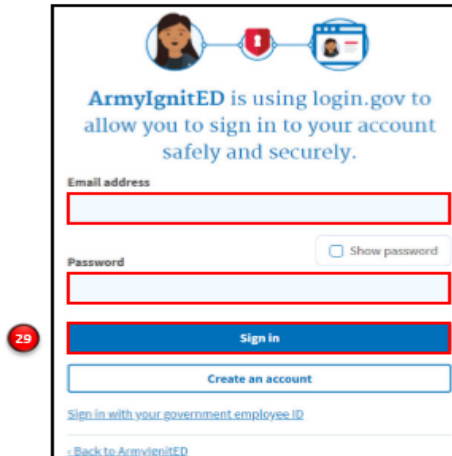
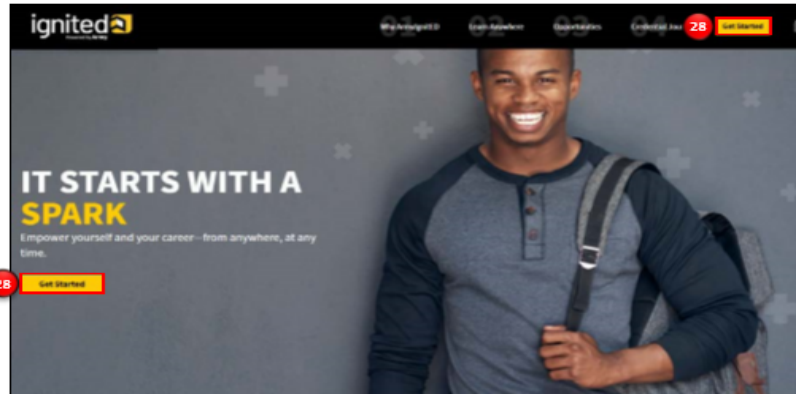
Create a Vendor User Account (10 of 11)

v1.0.9

Steps to Create a Vendor User Account

Once an ArmyIgnitED Administrator has contacted you and confirmed the creation of your vendor account, return to www.ArmyIgnitED.com to complete the account setup process for ArmyIgnitED.

- 28. Click **Get Started**.
- 29. Enter the **email address** and **password** associated with your Login.gov account then click **Sign In**.



How To Guide

Create a Vendor User Account (11 of 11)

v1.0.9

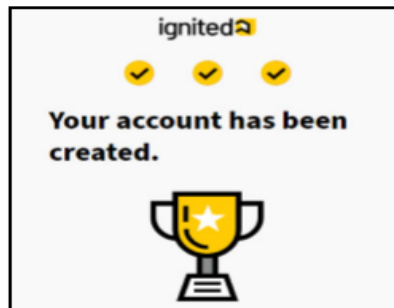
Steps to Create a Vendor User Account

30. Click **Get Started** to start the process of creating an ArmyIgnited account.
31. Enter your personal information:
 - First Name (required)
 - Last Name (required)
 - Middle Name (optional)
 - Suffix (optional)
 - Vendor (required)
32. Click the yellow **Continue** button.
33. Enter your contact information:
 - Country Code (required)
 - Phone Number (required)
 - Ext (optional)
 - Email Address (required)
34. Click **Finish**.



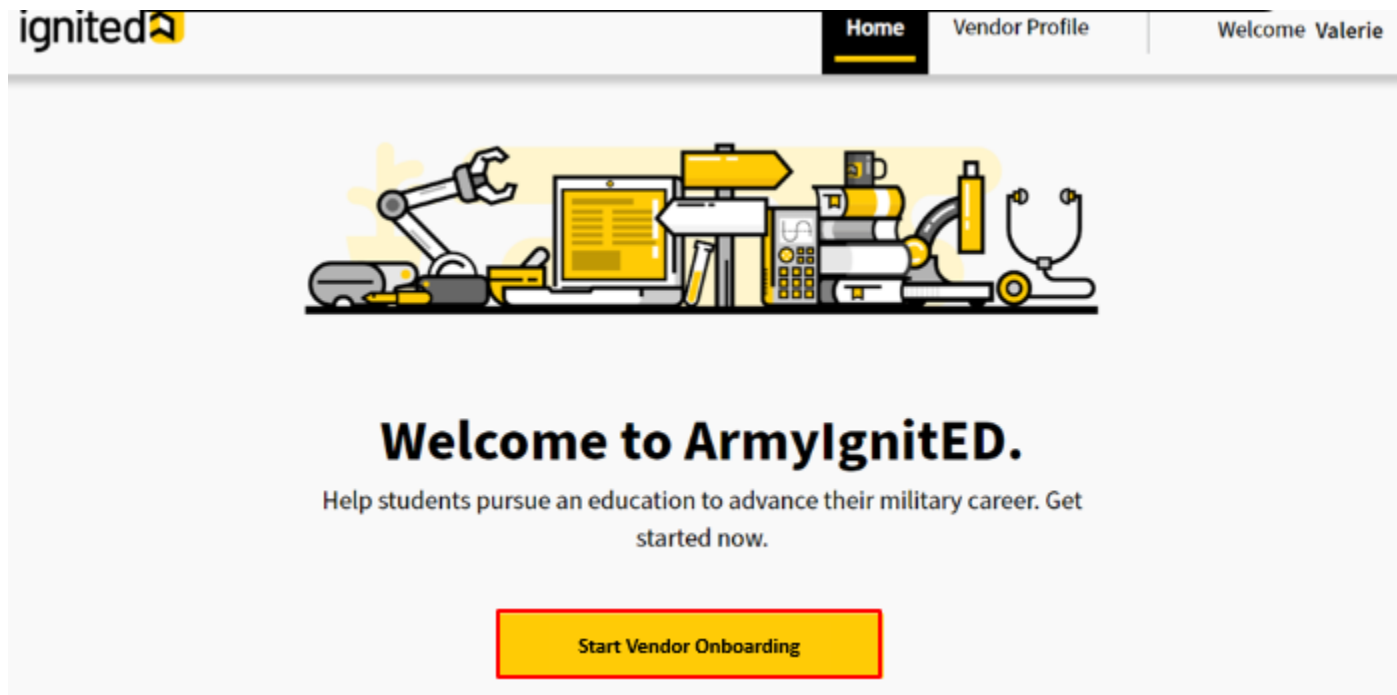
Note: Clicking the white **Return** arrow will return you to the previous page.

Congratulations!
You've successfully created your Vendor User Account!





- After the email is sent, it may take up to a week to hear back from the CA team with the next steps- please be patient as there are numerous requests coming in
- When notified to start the application process, enter all information required





Need more help?

ignited

Home Vendor Profile Welcome Valerie

Welcome to ArmyIgnitED.

Help students pursue an education to advance their military career. Get started now.

View Vendor Profile

To find interactive modules and How To Guides on how to complete the application and add training / exams, go to the Help Center by clicking on your name, then select “Help Center”



- Regardless if a vendor is already a DoD MOU approved school, application must still be completed
- All vetting and approval of Vendors is conducted by the CA team at ACCESS, ArmyU
- The CA team will contact the Vendor to discuss application if there are issues (e.g., CAGE Code, reimbursement)
- Vendor will receive notification if approved or disapproved from ACCESS, ArmyU
- Questions regarding payment and process must be sent to the ACCESS, ArmyU CA email box





Army COOL contains a list of credentials being offered to Soldiers

ARMY COOL
Credentialing Opportunities On-Line

Go to: Enlisted MOS WO MOS Officer ASI

TOUR NAVIGATOR SEARCH MENU

IMPORTANT INFORMATION

Welcome to the new Army COOL

How to use the new Army COOL

Steps to getting a Credential

Important Information

CREDENTIALING ASSISTANCE | DOL JOB FAMILIES | MOS NAVIGATOR | USMAP APPRENTICESHIPS | FULL CREDENTIAL SEARCH | MANAGER CREDENTIALS | COMMON CORE CREDENTIALS

This is an official U.S. Army website
Updated: May 1, 2020

ARMY COOL | COAST GUARD COOL | MARINE CORPS COOL | NAVY COOL | AIR FORCE COOL | SKILLBRIDGE

LEGAL & ADMINISTRATIVE

Check COOL to see if your organization's training will lead to a credential by selecting "Full Credential Search"

www.cool.osd.mil/army



The screenshot shows the Army COOL website interface. At the top, there is a navigation bar with the Army COOL logo and a search bar. Below the navigation bar, there is a main content area with a large image of a soldier in a helmet. To the left of the image, there are three yellow buttons: 'Welcome to the new Army COOL', 'How to use the new Army COOL', and 'Steps to getting a Credential'. Below the image, there is a navigation bar with links for 'CREDENTIALING ASSISTANCE', 'MOS NAVIGATOR', 'USMAP APPRENTICESHIPS', and 'FULL CREDENTIAL SEARCH'. The main content area is titled 'Army Credentialing Assistance (CA) Program' and contains an overview section with a list of links: 'Army Credentialing Assistance', 'Army Proponent Funding', 'GI BILL®', and 'Potential Out of Pocket Costs'. The 'Army Credentialing Assistance' link is highlighted. Below the overview section, there is a section titled 'Related Links' with a list of links: 'Soldier CA Process Guide (how to apply for CA in GoArmyEd)', 'DOL Job Families', 'Approved Vendor List 19 May 2020', 'Army COOL Credentials Added and Removed List 1 May 2020', 'Soldier CA Brochure for Ed Center Use', 'Vendor CA Brochure for Ed Center Use', and 'Army COOL Brochures'. A large red arrow points to the 'Related Links' section.

- To discuss programs offered for CA, an installation access request must be submitted to the requested location
- Vendors with or without military ID cards must request access if the organization or programs will be discussed. No exceptions
- Vendors must be on the approved Vendor list to access installations if the organization or programs will be discussed. No exceptions
- If the Vendor is not on the approved Vendor list, the Vendor must apply
- Vendors will be added to the ArmyIgnitED portal



To request Installation Access:

https://www.goarmyed.com/public/public_resources_help-desk.aspx

Note: If already an on-boarded school/vendors, submit a helpdesk case through your account.

All others:

Helpdesk

Message Center

- NEW ACCOUNT LOCKOUT PROCESS EFFECTIVE 8:00 PM EST, JULY 17, 2018** [View...](#)
- Having issues logging in with your Common Access Card (CAC)?** [View...](#)
- GoArmyEd Scheduled Maintenance - 19 January 2019, 12:00pm to 20 January 2019, 2:00am ET** [View...](#)

[GoArmyEd Tip of the Day Archive](#)

Help Resources

- [General Technology Support](#)
- [GoArmyEd FAQs](#)
- [Launch Pocket Reference Guide...](#)
- [How to Reactivate Your GoArmyEd Account...](#)
- [Setting Up Access to your GoArmyEd Account using a CAC](#)

Helpdesk Contact Information

- [GoArmyEd Helpdesk Phone Numbers](#)
Monday through Friday: 7:00 a.m. to 7:00 p.m. Eastern Time
Saturday and Sunday: Closed
Federal Holidays: Closed
- [Create Helpdesk Case](#)
- [Search Helpdesk Case](#)

Select "Create Helpdesk Case"

Duplicate Case? ✕

Please do not open a duplicate case if one already exists. Thank you.

[Proceed](#) [Cancel](#)

Select "Proceed"



Welcome to GoArmyEd!



Create Helpdesk Case

NOTE: If you have a GoArmyEd user name and password, please [log in](#) to your account and create a helpdesk case after you log in. The case will appear in your Support Summary and you will be able to easily refer to the case for updates.

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

Case General Information

*First Name:	Vendor Name
*Last Name:	Vendor Name
*Email:	vendoremail@gmail.com
*Contact Number:	2342342344

Please check if you cannot be contacted by email:


*Subject:
Vendor Request for Installation Access

*Please select your Case Type:
Other
Password/User Name
Request Installation Access

Detailed Description of the Problem
*Detailed description of the problem (NOTE: The more detail you provide, the better we can serve you.)

Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark or other special characters. Please review the text that you have pasted and remove the special characters.

Case Description is required

I'm not a robot 
reCAPTCHA
Privacy - Terms



Type in information



Select "Request Installation Access"



Home ?

*First Name:

*Last Name:

*Email:

*Contact Number:

Please check if you cannot be contacted by email:

*Subject:

*Please select your Case Type:

*Please select an Installation:

School:

*Request Reason:

Please download, fill out, and work with [Link to download Annex A \(Education\)](#)
[Link to download Annex B \(Education\)](#)

Detailed Description of the Problem
*Detailed description of the problem (Note: if you copy and paste text from other sources, please provide the information.)

1. Installation/Activity:

2. Institution Name:

3. Institution Address:

I'm not a robot

AR-1st MSC, Puerto Rico, Fort Buchanan Education Center
AR-63rd RD East, North Little Rock, AR, Army Reserve Education Center
AR-63rd RD West, Los Alamitos, CA, Army Reserve Education Center
AR-7th Civil Support Command (CSC), Kaiserslautern Education Center
AR-81st RD Birmingham, AL, Army Reserve Education Center
AR-80th RD East, Fort Snelling, MN, Army Reserve Education Center
AR-88th RD Fort McCoy WI Army Reserve Education Center
AR-88th RD North, Salt Lake City, UT, Army Reserve Education Center
AR-88th RD South, Wichita, KS, Army Reserve Education Center
AR-88th RD West, WA, Army Reserve Education Center
AR-99th RD East, Fort Devens, MA, Army Reserve Education Center
AR-99th RD North, Fort Belvoir, VA Army Reserve Education Center
AR-99th RD West Coraopolis, PA, Army Reserve Education Center
AR-9th MSC, Honolulu, HI, Army Reserve Education Center
AR-HQ USACAPOC Fort Bragg, NC Army Reserve Education Center
Aberdeen Prov Gnd Education Center
Africa Djibouti Education Center
Camp Carroll Education Center
Camp Casey Education Center
Camp Henry Education Center
Camp Hovey Education Center
Camp Humphreys Education Center
Camp Shelby Education Center
Carlisle Barracks Education Center
Eglin AFB
Egypt-North Camp MFO Education Center
Egypt-South Camp MFO Education Center
Fort Belvoir Education Center
Fort Benning Education Center

ted and remove the special characters.

Select desired location you wish to access





AKO Home Sweeney, Sophia A CIV USARM... GoArmyEd Technology Sup... x

Home ?

*First Name:

*Last Name:

*Email:

*Contact Number:

Please check if you cannot be contacted by email:

*Subject:

*Please select your Case Type:

*Please select an Installation:

School:
*Request Reason:

Please download, fill out, and work with
[Link to download Annex A \(Education\)](#)
[Link to download Annex B \(Education\)](#)

Detailed Description of the Problem
*Detailed description of the problem (Note: If you copy and paste text from other sources, please provide the information.)

1. Installation/Activity:
2. Institution Name:
3. Institution Address:

I'm not a robot

remove the special characters.

When prompted to select a "School", scroll down to find "Credential School"





Home ?

*First Name:

*Last Name:

*Email:

*Contact Number:

Please check if you cannot be contacted by email:

*Subject:

*Please select your Case Type:

*Please select an Installation:

School:

*Request Reason:


Please download, fill out, and work with at
[Link to download Annex A \(Education\)](#)
[Link to download Annex B \(Education\)](#)

Detailed Description of the Problem

*Detailed description of the problem (NOTE: The more detail you provide, the better we can serve you.)
Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark or other special characters. Please review the text that you have pasted and remove the special characters.

Please provide the information below:

1. Installation/Activity:
2. Institution Name:
3. Institution Address:

I'm not a robot 
reCAPTCHA
Privacy - Terms



Select the Request Reason



Home ?

*First Name: Vendor Name

*Last Name: Vendor Name

*Email: vendoremail@gmail.com

*Contact Number: 2342342344

Please check if you cannot be contacted by email:

*Subject:
Vendor Request for Installation Access

*Please select your Case Type: Request Installation Access

*Please select an Installation: AR-88th RD East, Fort Snelling, MN, Army Reserve Education Center

School: Credential School (47758)

*Request Reason: Career/Job Fair

Please download, fill out, and work with the ESO on the completed PDF to request access to the Installation Center.
[Link to download Annex A \(Educational Institution Request for Access to Army Installation/Activity\)](#)
[Link to download Annex B \(Education Disclosure/Checklist\)](#)

Detailed Description of the Problem

*Detailed description of the problem. (NOTE: The more detail you provide, the better we can serve you.)
Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark or other special characters. Please review the text that you have pasted and remove the special characters.

Please provide the information below:

1. Installation/Activity:
2. Institution Name:
3. Institution Address:

I'm not a robot

reCAPTCHA
Privacy - Terms

Create Case



Answer the questions to the best of your knowledge. If it doesn't apply, type in N/A.



Check the box "I'm not a robot" then click on "Create Case"



For questions please send emails to: usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil

To locate the list of credentials: <https://www.cool.osd.mil/army>

Guidelines on DoD Logos- <https://dod.defense.gov/Resources/Trademarks/>

Installation Access- if not an on-boarded school/vendor, go to this link, select "Create Helpdesk Case" https://www.goarmyed.com/public/public_resources_helpdesk.aspx



Questions?

ACCESS, ArmyU CA Email:

usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil



ARMY CREDENTIALING
ASSISTANCE