



Educate to Win!

**Credentialing Assistance is processed by:
The Army Credentialing Assistance Program Office (ACAPO)**

**Army Credentialing and Continuing Education Services for
Soldiers (ACCESS), Army University, Ft Knox, KY**



Purpose: An effective CA Program directly contributes to supporting Soldiers' professional development, retaining quality Soldiers, and preparing Soldiers for meaningful employment upon transition from military service.

- CA is voluntary and conducted off-duty for all Soldiers, (Active Duty, ARNG, USAR) of all ranks (Enlisted, NCO, Officer, Warrant Officer)
- Vetting of all Vendors is conducted by the Army Credentialing Assistance Program Office (ACAPO)
- Vendors are considered colleges, universities, credentialing agencies, other organizations that provide training in support of completing a credentialing exam or license



ARMY CREDENTIALING ASSISTANCE



- CA **may** be authorized for the payment of credentialing expenses for classroom, hands-on, online/blended training, study guides, materials, textbooks, fees, exams, and/or recertification of credentials
- Soldiers can select any credential listed in Army COOL (note- if a credential is removed prior to payment from finance, it will be rejected)
- Soldiers can request multiple credentials simultaneously – not to exceed FY limit (**if hold exists-they cannot submit until it is removed**)
- Credentials do **NOT** have to align with a Soldier's MOS/AOC/ASI
- CA is subject to the same funding ceiling as TA. A Soldier may use both TA and CA; however, the combined use by any Soldier will not exceed the fiscal year TA limit (\$4000)
- Soldiers must submit CA requests at least **45 days** from the start date and no more than **90 days** from the submission date
- End date on CA request must be at least **31 days** from their ETS



- Course / exam will be paid prior to the start date by the **CA Billing Office (CABO)**.
- Soldiers are notified by the Army Credentialing Assistance Program Office (ACAPO) letting them know if their case was moved to finance or rejected (via ArmyIgnitED messaging). Status requests can be submitted in ArmyIgnitED to ACAPO by the Soldier if it is 3 days prior to the start date.
- *NOTE! Continuing Resolutions (CR) will result in holding of cases. We cannot move to finance if the date is after the CR.*
- *NOTE!! Per CA Policy: ACAPO has up to the day of the start date to process the case and move to the CABO for payment. In certain circumstances (i.e. Continuing Resolution, delay in funding), CABO may pay after the start date.*
- If the Soldier was notified that their CA Request was moved to finance for payment, and the Soldier is within 3 days of the selected start date, submit a ArmyIgnitED message requesting the status from the CABO. Once the CABO funds a request, Soldiers will receive an ArmyIgnitED message letting them know they can begin.
- Books and/or materials must be submitted with an existing CA request in progress or pending payment. They must be submitted separately.



- Soldiers will be subject to reimbursing the Army for CA if they fail or withdraw from a course of instruction or fail an exam (or fail to sit for the course/exam in the timeframe requested), and do not have an approved military withdrawal.
- **Soldiers who pay out of pocket for anything will NOT be reimbursed. Soldiers who start courses prior to notification from the CABO will not be reimbursed**
- CA is not authorized for credentials associated with doctor's degrees as defined by the U.S. Department of Education
- CA is available to Commissioned Officers and Warrant Officers. Officers and Warrant Officers may use CA and **will not** incur a service obligation
- Institutionally Delivered Credentials- Army training institutions and career management field proponents are authorized to pay for institutionally delivered credentials. Payment of institutionally delivered credentials does not count toward the Soldier's fiscal year TA/CA limit



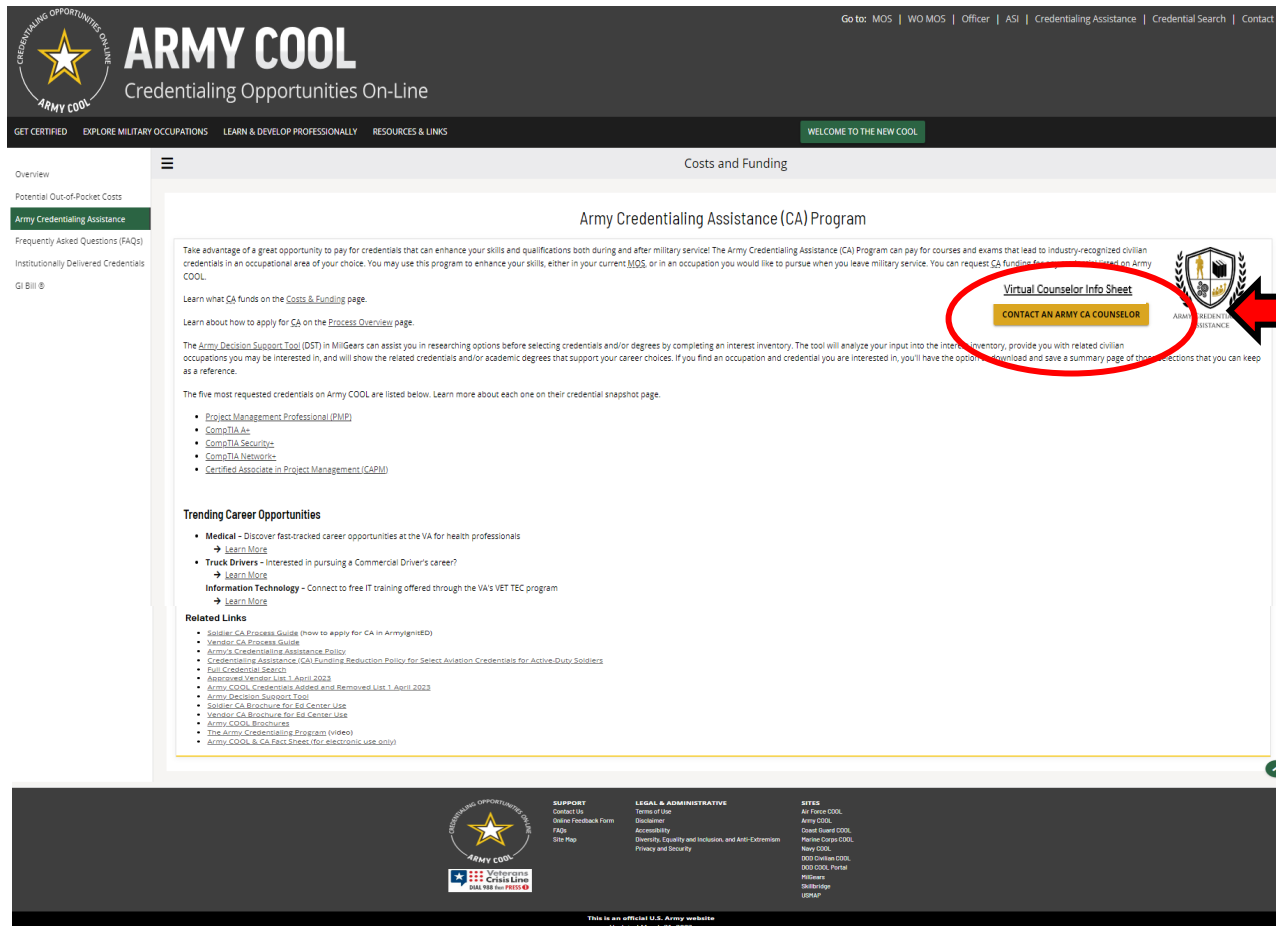
- **Soldiers cannot bundle. Training and exam cannot be requested together**
- Soldiers can select any provider-not restricted
- Soldiers with holds have some exceptions- Tier/GPA/Civ ed/ student agreement (these holds will not prevent them from submitting CA requests- but a TA recoupment will prevent them from being processed)
- If a Soldier has completed all degrees and certificates, they may still be eligible for CA
- Soldiers will be placed on CA hold if being recouped or for other issues
- Soldiers can now receive CA counseling from the CA Virtual Counseling Cell- only CA, not TA



Soldier requesting assistance should be referred to the CA Virtual Counseling Cell. Please send them to the Army CA Page within Army COOL:

https://www.cool.osd.mil/army/costs_and_funding/index.html?credentialingassistance

And click the “Contact An Army CA Counselor” to schedule their appointment



The screenshot shows the Army COOL website interface. At the top, there is a navigation bar with links for 'GET CERTIFIED', 'EXPLORE MILITARY OCCUPATIONS', 'LEARN & DEVELOP PROFESSIONALLY', and 'RESOURCES & LINKS'. The main header reads 'ARMY COOL Credentialing Opportunities On-Line'. Below this, there is a 'WELCOME TO THE NEW COOL' banner. The left sidebar contains a menu with 'Overview', 'Potential Out-of-Pocket Costs', 'Army Credentialing Assistance' (highlighted), 'Frequently Asked Questions (FAQs)', 'Institutionally Delivered Credentials', and 'GI Bill ®'. The main content area is titled 'Army Credentialing Assistance (CA) Program' and contains several sections: 'Take advantage of a great opportunity to pay for credentials that can enhance your skills and qualifications both during and after military service...', 'Learn what CA funds on the [Costs & Funding](#) page.', 'Learn about how to apply for CA on the [Process Overview](#) page.', 'The [Army Decision Support Tool \(DST\)](#) in MilGears can assist you in researching options before selecting credentials and/or degrees by completing an interest inventory...', 'The five most requested credentials on Army COOL are listed below. Learn more about each one on their credential snapshot page.', 'Trending Career Opportunities' (Medical, Truck Drivers, Information Technology), and 'Related Links'. A red circle highlights the 'CONTACT AN ARMY CA COUNSELOR' button, with a red arrow pointing to it from the right. The footer contains 'SUPPORT' (Contact Us, Online Feedback Form, FAQs, Site Map), 'LEGAL & ADMINISTRATIVE' (Terms of Use, Disclaimer, Accessibility, Diversity, Equity and Inclusion, and Anti-Establishment, Privacy and Security), and 'SITES' (All Force COOL, Army COOL, Civilian Career COOL, Marine Corps COOL, Navy COOL, OSD Career COOL, OSD COOL Portal, Pillars, SkillsMap, USMAP). The footer also includes the Army COOL logo and the text 'This is an official U.S. Army website Updated March 31, 2023'.



- Vendors who wish to discuss programs offered for CA, must submit an installation access request to the requested location. If the Vendor is not on the approved Vendor list, the Vendor must apply prior to requesting access
- Vendors with or without military ID cards must request access if their organization or programs will be discussed. No exceptions
- They must request in the AI Portal (there is currently no options for CA vendors so they will select all just as AI does)
- Vendors offer flyers- if EI flyers are posted, vendors should be allowed as well
- Should there be issues with a vendor- contact PM



ARMY COOL AND MILGEARS



 **ARMY COOL**
Credentialing Opportunities On-Line

Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | Credential Search | Contact Us

ENHANCED BY Google

GET CERTIFIED | EXPLORE MILITARY OCCUPATIONS | LEARN & DEVELOP PROFESSIONALLY | RESOURCES & LINKS

WELCOME TO THE NEW COOL


ANNOUNCEMENTS
Important Information (last updated July 14, 2023)


Welcome to Army COOL


COOL (Credentialing Opportunities On-Line) helps Army service members find information on certifications and licenses related to their military occupation and civilian careers. COOL can also be used by Recruiters, Counselors, Credentialing Organizations and Employers.


HOW TO USE COOL | CREDENTIALING ASSISTANCE PROGRAM | INSTITUTIONALLY DELIVERED CREDENTIALS

USMAP APPRENTICESHIPS | RECOMMEND CREDENTIALS

 **STEP 1**
Find and Select Credentials

 **STEP 2**
Complete a CA Request

 **STEP 3**
Complete Training or Exam


 **STEP 4**
Report Your Results

Army Credentialing Opportunities On-Line (COOL) is a public page- best accessed on Microsoft Edge, Chrome or Firefox

<https://www.cool.osd.mil/army/index.htm> or

<https://cool.osd.mil/army/index.html>



 **ARMY COOL**
Credentialing Opportunities On-Line

Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | Credential Search | Contact Us
ENHANCED BY Google


GET CERTIFIED | EXPLORE MILITARY OCCUPATIONS | LEARN & DEVELOP PROFESSIONALLY | RESOURCES & LINKS | **WELCOME TO THE NEW COOL**


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USMAP APPRENTICESHIPS | RECOMMENDED CREDENTIALS

 **STEP 1**
Find and Select Credentials

 **STEP 2**
Complete a CA Request

 **STEP 3**
Complete Training or Exam

 **STEP 4**
Report Your Results



Click on Credentialing Assistance

<https://www.cool.osd.mil/army/index.htm> or

<https://cool.osd.mil/army/index.html>



- Overview
- Potential Out-of-Pocket Costs
- Army Credentialing Assistance**
- Frequently Asked Questions (FAQs)
- MOS Proponent Funded
- GI Bill

Costs and Funding

Army Credentialing Assistance (CA) Program

Take advantage of a great opportunity to pay for credentials that can enhance your skills and qualifications both during and after military service! The Army Credentialing Assistance (CA) Program can pay for courses and exams that lead to industry-recognized civilian credentials in an occupational area of your choice. You may use this program to enhance your skills, either in your current MOS, or in an occupation you would like to pursue when you leave military service. You can request CA funding for any credential listed on Army COOL.

Learn what CA funds on the [Costs & Funding](#) page.

Learn about how to apply for CA on the [Process Overview](#) page.

The [Interest Profiler](#) in MilGears can assist you in searching career options before selecting credentials and/or degrees. The tool will analyze your input into the interest profiler, provide you with related civilian occupations you may be interested in, and will show the related credentials and/or academic programs that support your career interests. If you find an occupation you are interested in, you'll have the option to download and save a summary page of occupational information that you can keep as a reference.

- [ComPTIA Security](#)
- [Certified Personal Trainer \(NASM-CPT\)](#)
- [Project Management Professional \(PMP\)](#)
- [ComPTIA Network](#)
- [ComPTIA At](#)

Trending Career Opportunities

- **Medical** - Discover fast-tracked career opportunities at the VA for health professionals
→ [Learn More](#)
- **Truck Drivers** - Interested in pursuing a Commercial Driver's career?
→ [Learn More](#)
- **Information Technology** - Connect to free IT training offered through the VA's VET TEC program
→ [Learn More](#)

Related Links

- [Soldier CA Process Guide](#) (how to apply for CA in ArmyIgnitED)
- [Vendor CA Process Guide](#)
- [Army's Credentialing Assistance Policy](#)
- [Credentialing Assistance \(CA\) Funding Reduction Policy for Select Aviation Credentials for Active-Duty Soldiers](#)
- [Full Credential Search](#)
- [Approved Vendor List 1 August 2022](#)
- [Army COOL Credentials Added and Removed List 1 October 2022](#)
- [MilGears](#)
- [Soldier CA Brochure for Ed Center Use](#)
- [Vendor CA Brochure for Ed Center Use](#)
- [Army COOL Brochures](#)
- [The Army Credentialing Program](#) (video)
- [Army COOL & CA Fact Sheet](#) (for electronic use only)

[VirtualCounselor Info Sheet](#)

[CONTACT AN ARMY CA COUNSELOR](#)



Undecided on what to do and want to see options? Use MilGears!

See all downloadable information such as the Soldier CA Process Guide (step-by-step on how to apply for CA funds), Army CA Policy, Approved vendors, video, etc.



MILGEARS
Powered by CDL

About Tools Resources Help

 **UNITED STATES
DEPARTMENT OF DEFENSE**

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

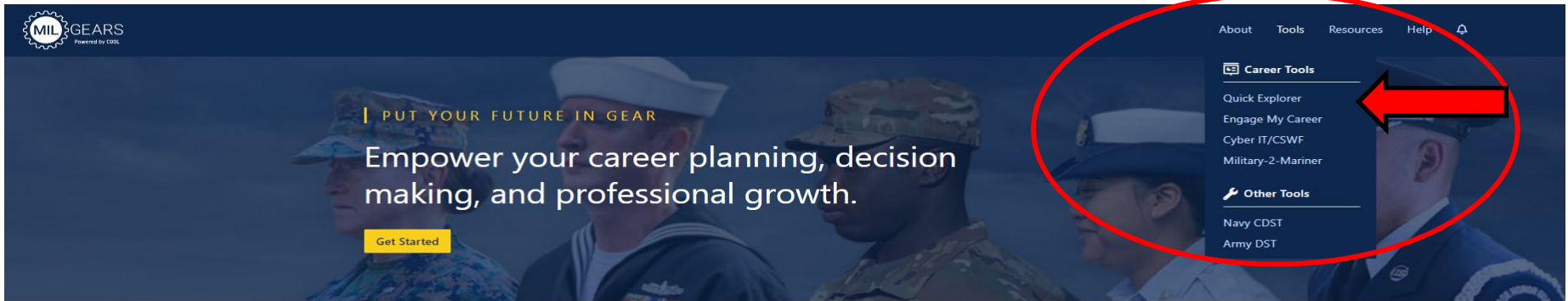
- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See [User Agreement](#) for details.

Get Started

Got It!

JOINING THE MILITARY IN-SERVICE VETERAN

<https://milgears.osd.mil/>



MILGears Powered by COOL

PUT YOUR FUTURE IN GEAR

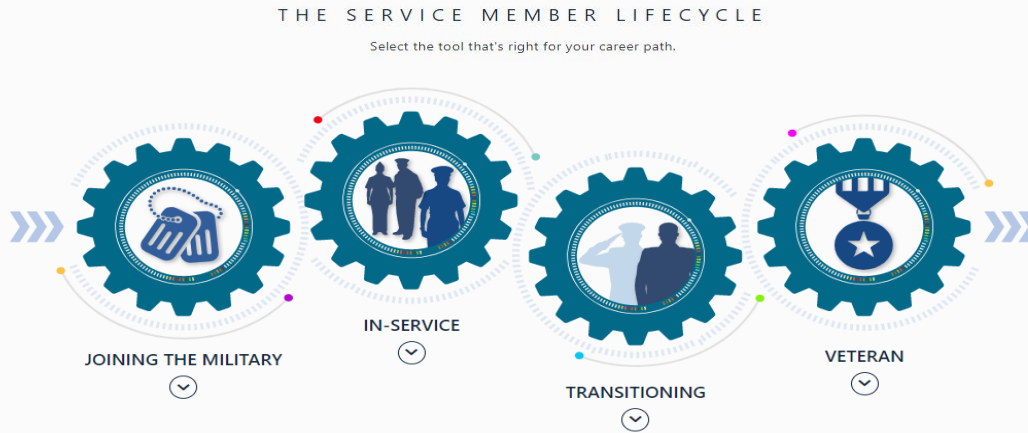
Empower your career planning, decision making, and professional growth.

Get Started

- About
- Tools
- Resources
- Help

- Career Tools**
 - Quick Explorer
 - Engage My Career
 - Cyber IT/CSWF
 - Military-2-Mariner
- Other Tools**
 - Navy CDST
 - Army DST

This interest inventory will go into depth with possibilities that you can save and come back to later!




Don't have a lot of time? Want to do a quick search? Click on "Quick Explorer" from the "Tools" dropdown

UNLEASH THE POWER BEHIND MILGEARS

- Civilians Looking To Join The Military
- Current Service Members
- Transitioning Service Members
- Veterans
- Military Family Members
- Military Recruit Counselor

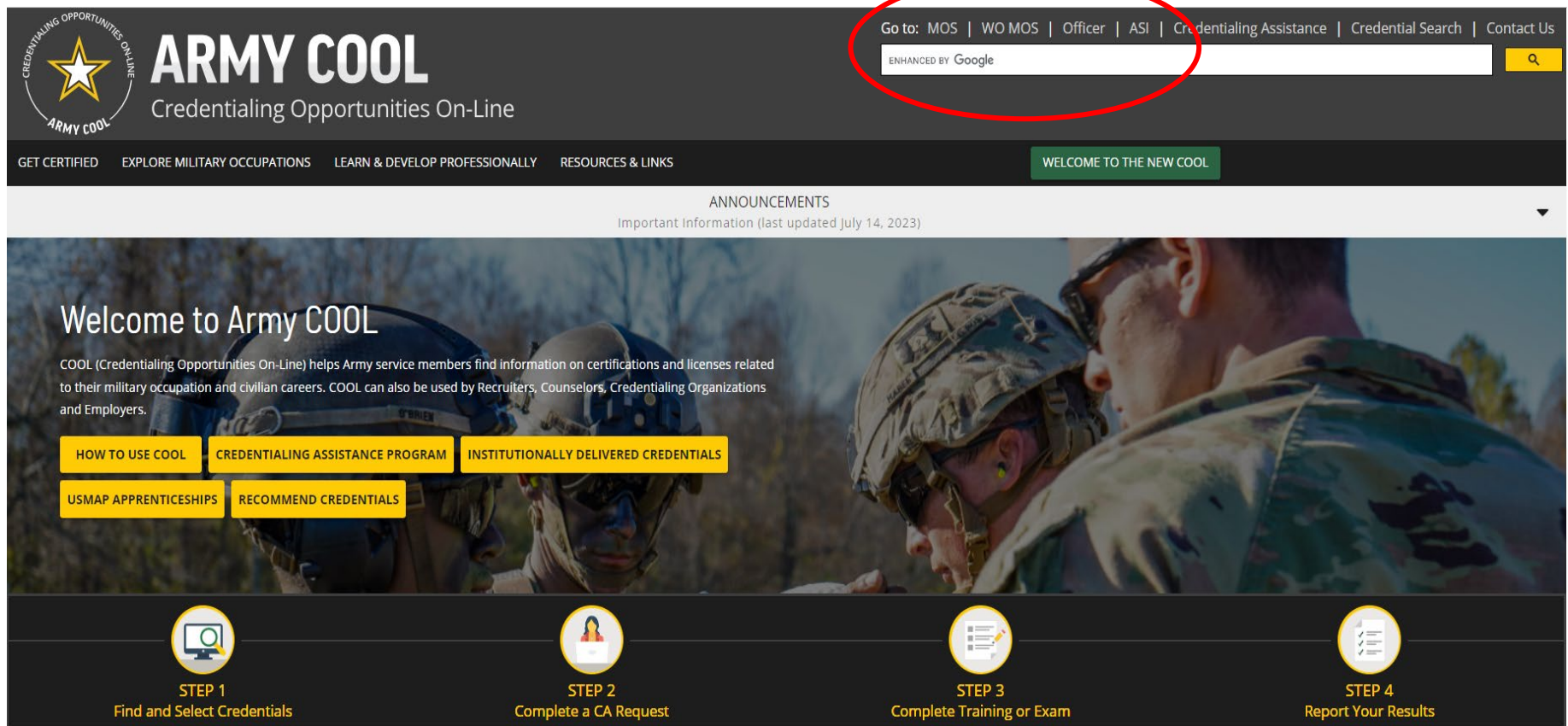
Civilians Looking to Join the Military

Interested in joining the Military? The MilGears Suite of Tools can help chart your course! Whether you already know which military occupation is right for you or are researching your options, MilGears will help you make an informed decision that will





To find MOS /AOC/ASI related credentials: Soldiers can go directly to the information by selecting Enlisted MOS, WO MOS, Officer, or ASI from the GO TO menu available on every page on the top navigation.



The screenshot shows the Army COOL website interface. At the top left is the Army COOL logo with the tagline 'CREDENTIALING OPPORTUNITIES ON-LINE'. To the right is a navigation menu with links: 'Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | Credential Search | Contact Us'. Below this is a search bar with the text 'ENHANCED BY Google' and a magnifying glass icon. A red circle highlights the navigation menu and search bar area. Below the navigation is a green button that says 'WELCOME TO THE NEW COOL'. The main content area features a large banner with the text 'Welcome to Army COOL' and a description of the program. Below the banner are five yellow buttons: 'HOW TO USE COOL', 'CREDENTIALING ASSISTANCE PROGRAM', 'INSTITUTIONALLY DELIVERED CREDENTIALS', 'USMAP APPRENTICESHIPS', and 'RECOMMEND CREDENTIALS'. At the bottom, there is a four-step process flow: 'STEP 1 Find and Select Credentials', 'STEP 2 Complete a CA Request', 'STEP 3 Complete Training or Exam', and 'STEP 4 Report Your Results'.



ARMY COOL Credentiaing Opportunities On-Line

GET CERTIFIED EXPLORE MILITARY OCCUPATIONS LEARN & DEVELOP PROFESSIONALLY RESOURCES & LINKS WELCOME TO THE NEW COOL

Select an occupation below

Select an MOC

- MOC Overview
- Related Credentials
- Education
- Other Information
- Costs & Funding

COOL (Credentiaing Opportunities On-Line) helps service members find information on certifications and licenses related to their military occupation as well as other supporting information.

Select a Military Occupation

Choose a military occupation from one of the expansion lists below.

View: Enlisted Officer

Enlisted Occupations

MOS Enlisted


Select an MOS

Sort by Code Sort by Title

Enter a search term

- 00Z - Nominative Command Sergeant Major/Sergeant Major
- 11B - Infantryman
- 11C - Indirect Fire Infantryman
- 11Z - Infantry Senior Sergeant
- 12A - Engineer Senior Sergeant
- 12B - Combat Engineer
- 12C - Bridge Crewmember
- 12D - Diver
- 12G - Quarrying Specialist (RC)
- 12H - Construction Engineering Supervisor

SELECT



Select the MOS, WO MOS, Officer, then click "Select"



GET CERTIFIED | EXPLORE MILITARY OCCUPATIONS | LEARN & DEVELOP PROFESSIONALLY | RESOURCES & LINKS | WELCOME TO THE NEW COOL

13M - Multiple Launch Rocket System (MLRS)/High Mobility Artillery Rocket System (HIMARS) Crewmember MOS

Select an MOC | Select another MOC

MOC Overview

Related Credentials

- Certifications/Licenses**
- Apprenticeships
- State Licenses
- Education

Related Occupations

- Federal Occupations
- Civilian Occupations
- Career Considerations

Other Information

- Costs & Funding

Select another MOS
13M - Multiple Launch Rocket System (MLRS)/High Mobility Artillery Rocket System (HIMARS) Crewmember MOS

Select | Reset

National Certifications and Federal/State Licenses

The following civilian credentials These credentials may require additional education, training or experience. For more information about these credentials, click on the credential details link below.

MIL GEAR Decision Support Tool (DST) in MilGears can assist you in researching options before selecting credentials and/or degrees by completing an interest inventory. The tool in MilGears allows you to enter personalized information to learn how your training and experience can meet certification requirements.

For supervisory and managerial credentials, please refer to the [Manager \(All enlisted E-5 and above\)](#) summary page.

Select Filters

Active Filters:

Click on "Certifications/Licenses to see all credentials aligned to the MOS

Clear All Filters

Showing 1 to 20 of 41 records

Display: [Grid] [List] [Info]

Sort by: Related As

Records per page: 20

1 2 3

CA Eligible	CA Eligible	CA Eligible	CA Eligible
EVT Ambulance Technician Level I Agency: Emergency Vehicle Technician (EVT) Certification Commission Inc. Credential Type: National Certification SOME STAR HIGH STEM	ETA Associate Electronics Technician (CETA) Agency: ETA International (ETA) Credential Type: National Certification SOME STAR HIGH GIBILL ICAC STEM	IHMM Certified Hazardous Materials Manager (CHMM) Agency: Institute of Hazardous Materials Management (IHMM) Credential Type: National Certification SOME STAR LOW ANAB GIBILL STEM	IHMM Certified Hazardous Materials Practitioner (CHMP) Agency: Institute of Hazardous Materials Management (IHMM) Credential Type: National Certification SOME STAR MEDICAL ANAB STEM
Credential Details page	Credential Details page	Credential Details page	Credential Details page
CA Eligible	CA Eligible	CA Eligible	CA Eligible
AIM Certified Information Professional (CIP)	ISACA Certified Information Security Manager (CISM)	ISACA Certified Information Systems Auditor (CISA)	ISC2 Certified Information Systems Security Professional (CISSP)



Select another MOC

Select an MOC

MOC Overview

Related Credentials

- Certifications/Licenses
- Apprenticeships
- State Licenses
- Education

Related Occupations

- Federal Occupations
- Civilian Occupations
- Career Considerations

Other Information

- Costs & Funding

Select another MOS
13M - Multiple Launch Rocke

Select Reset

<p>Agency: Board of Certified Safety Professionals (BCSP) Credential Type: National Certification</p> <p>SOME STAR HIGH ANAB GI BILL STEM</p> <p>Credential Details page</p>	<p>Agency: Society for Maintenance and Reliability Professionals (SMRP) Credential Type: National Certification</p> <p>SOME STAR HIGH ANAB GI BILL STEM</p> <p>Credential Details page</p>	<p>Agency: Board of Certified Safety Professionals (BCSP) Credential Type: National Certification</p> <p>SOME STAR LOW ANAB GI BILL STEM</p> <p>Credential Details page</p>	<p>Agency: United States Department of Transportation, Federal Motor Carrier Safety Administration (FMCSA) Credential Type: State License</p> <p>SOME STAR HIGH</p> <p>Credential Details page</p>
<p>CA Eligible ETA Electronics Associate AC (EM2) Agency: ETA International (ETA) Credential Type: National Certification</p> <p>SOME STAR HIGH ICAC STEM</p> <p>Credential Details page</p>	<p>CA Eligible ETA Electronics Associate Analog (EM3) Agency: ETA International (ETA) Credential Type: National Certification</p> <p>SOME STAR HIGH ICAC STEM</p> <p>Credential Details page</p>	<p>CA Eligible ETA Electronics Associate Comprehensive (EM5) Agency: ETA International (ETA) Credential Type: National Certification</p> <p>SOME STAR HIGH ICAC STEM</p> <p>Credential Details page</p>	<p>CA Eligible ETA Electronics Associate DC (EM1) Agency: ETA International (ETA) Credential Type: National Certification</p> <p>SOME STAR HIGH ICAC STEM</p> <p>Credential Details page</p>
<p>CA Eligible ETA Electronics Associate Digital (EM4) Agency: ETA International (ETA) Credential Type: National Certification</p> <p>SOME STAR HIGH ICAC STEM</p> <p>Credential Details page</p>	<p>CA Eligible NREMT Emergency Medical Technician (EMT) Agency: National Registry of Emergency Medical Technicians (NREMT) Credential Type: National Certification</p> <p>SOME STAR MEDIUM ANAB GI BILL STEM</p> <p>Credential Details page</p>	<p>CA Eligible ETA General Communications Technician - Level 1 (GCT1) Agency: ETA International (ETA) Credential Type: National Certification</p> <p>SOME STAR HIGH ICAC STEM</p> <p>Credential Details page</p>	<p>CA Eligible GIAC GIAC Information Security Fundamentals (GISF) Agency: Global Information Assurance Certification (GIAC) Credential Type: National Certification</p> <p>SOME STAR HIGH ANAB GI BILL STEM</p> <p>Credential Details page</p>

Records per page: 20 1 2 3

Showing 1 to 20 of 41 records

Red chili pepper denotes "In Demand" credential



Recommend credentials by clicking on “Recommend Credentials” and it will take you to the page, then click on “COOL Contact” to add

Know what credential you wish to seek? Or just want to see all credentials? Click here



Army COOL - Search for Credentials



To find out which Army military occupations are related to a specific civilian credential, search for the credential(s) using either "Select Filters," "Search by keyword," or by using a combination of the two search functionalities.

How to use Select Filters

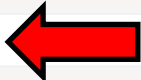
To use the filters, click on "Select Filters" above the credential cards and check the boxes to apply your selected filters. Active Filters are shown in the area below the filter options. To remove a filter, either uncheck the box or click on the "X" beside the filter in the Active Filter section. Results will automatically update as each filter is activated and/or deactivated.

How to use Search by Keyword

To use the keyword search, type in any keyword (i.e., "computer") to search for credentials associated with that keyword, then press ENTER

Note: While most of the resource icons shown below apply to all MOSs that have been associated with the credential, the  icon only applies to certain MOSs. To see which MOSs are eligible for MOS Proponent Funding, click on a specific credential below and then look for the  icon on the Related Occupations tab on the page that displays.

SELECT FILTERS



Select filters to narrow the search

Active Filters:

CLEAR ALL FILTERS

Sort by: Credential Ascending

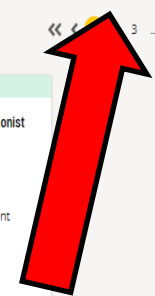
Display: [Grid Icon] [List Icon]











Records per page: 20

Showing 1 - 20 of 1688 results

Search by keyword

Know the name of the credential? Type part of the name and hit Search



 ICC Accessibility Inspector/ Plans Examiner - 21 Agency: International Code Council (ICC) Credential Type: National Certification CREDENTIAL DETAILS	 ACAT Accredited Business Accountant/Advisor (ABA) Agency: Accreditation Council for Accountancy and Taxation (ACAT) Credential Type: National Certification CREDENTIAL DETAILS	 AFCPE Accredited Financial Counselor (AFC) Agency: Association for Financial Counseling and Planning Education (AFCPE) Credential Type: National Certification CREDENTIAL DETAILS	 NALS Accredited Legal Professional (ALP) Agency: NALS - The Association for Legal Professionals Credential Type: National Certification CREDENTIAL DETAILS	 ACTAR Accredited Traffic Accident Reconstructionist Agency: Accreditation Commission for Traffic Accident Reconstruction (ACTAR) Credential Type: National Certification CREDENTIAL DETAILS
 ACRP ACRP Project Manager (ACRP-PM)	 ACSM ACSM Certified Clinical Exercise Physiologist (ACSM-CEP)	 ACSM ACSM Certified Exercise Physiologist (ACSM-EP)	 ACSM ACSM Certified Group Exercise Instructors (ACSM-GEI)	 ACSM ACSM/NCPAD Certified Inclusive Fitness Trainer



Select credential details and it will take you to that page for more details



After clicking on a desired credential, it will take you to this page. More information regarding the credentialing agency can be found by clicking on the link. Remember, this agency is NOT the training provider (in some small instances, the agency may provide information on providers they endorse, study guides or courses for the credential)



GET CERTIFIED EXPLORE MILITARY OCCUPATIONS LEARN & DEVELOP PROFESSIONALLY RESOURCES & LINKS WELCOME TO THE NEW COOL

Summary Eligibility Exam Exam Preparation Testing Info Additional Considerations Recertification Related Occupations

Accredited Financial Counselor (AFC)

Summary

Certification: Accredited Financial Counselor (AFC)

Certifying Agency: [Association for Financial Counseling and Planning Education \(AFCPE\)](#)

Credential Type: National Certification

Renewal Period: 2 years

The Association for Financial Counseling and Planning Education (AFCPE), Accredited Financial Counselors (AFCs) is a specialty credential targeted to professionals interested in expanding access to and improving equitability in financial counseling and education. An AFC credential helps financial counselors better understand how diverse backgrounds, perspectives, and experiences impact individuals' money behavior. AFCs have the skills to assist clients in the complex process of financial decision-making and guide them in developing successful strategies for achieving their financial goals. Candidates must meet a combination of eligibility requirements and pass a written exam.

More information can be found on the [certifying agency's website](#).

Minimum Requirements

Eligibility (View Details)

- Education: Approved Program
- Experience: 1000 hours
- Training
- Other
- Fee Required

Note: This credential may have multiple options for a service member to meet eligibility requirements. Requirements listed here are based on the minimum degree required. To view other options, see the Eligibility section.

Exam (View Details)

- Written

Exam Administration (View Details)

- In-Person Exam
- Third Party Test Vendor

Recertification (View Details)

- Renewal Period: 2 years
- Continuing Education
- Other
- Recertification Fee

Agency Contact Information

Association for Financial Counseling and Planning Education (AFCPE)

79 S. State St.
Suite D3
Westerville, OH 43081

Phone: 614-368-1055
Fax: (703) 604-4405
Email: certification@afcpe.org

It is extremely important to review the eligibility criteria and exam information. **Soldiers need to contact the Credentialing Agency to confirm they are eligible or close to being eligible**



EXPLORING CREDENTIALS



Under information tab on left side of account > click Education Programs > then Credentialing Assistance.

Click on Explore Credentials

All Enlisted credentials will appear.

What Is Credentialing?

Credentialing has two purposes. First, it continues to professionalize the enlisted force by providing up-to-date industry-recognized credentials in a member's Army job. Second, it provides a way for members to prepare for civilian life by ensuring that they are ready for work in the civilian sector. There are many aspects to credentialing including certifications and licenses.



Please Select: Enlisted MOS WO MOS Officer ASI

MOS:

Credential Name: Project

Credentialing Assistance Eligible GI Bill NCCA ANSI ICAC ABSNC IAS In-Demand STEM

Certified Associate in Project Management (CAPM)

Credentialing Assistance Eligible GI Bill In-Demand STEM

VIEW

Project Management Professional (PMP)

Credentialing Assistance Eligible GI Bill ANSI In-Demand STEM

VIEW

LOAD MORE

Viewing 2 of 2 Results

Can be confusing- and will not always provide vendors that are on Approved Vendor list. Sometimes other vendors that are NOT approved will appear. Always review the approved vendor list.

ACI LEARNING Colorado Springs, CO ☆☆☆☆☆ Exams: N/A Trainings: \$3,295.00 VIEW COMPARE <input type="checkbox"/>	AMERICAN MILITARY UNIVERSITY (AMU) Charles Town, WV ★★★★☆ (1394) Exams: N/A Trainings: \$1,199.00 VIEW COMPARE <input type="checkbox"/>	AUBURN UNIVERSITY Auburn, AL ★★★★☆ (21) Exams: N/A Trainings: \$3,999.00 VIEW COMPARE <input type="checkbox"/>
BANYAN GROUP CONSULTING, LLC San Antonio, TX ☆☆☆☆☆ Exams: N/A Trainings: \$1,295.00 - \$1,850.00 VIEW COMPARE <input type="checkbox"/>	BELLEVUE UNIVERSITY Traditional Classroom • Bellevue, NE ★★★★☆ (107) Exams: \$405.00 Trainings: \$1,750.00 VIEW COMPARE <input type="checkbox"/>	BIG - Business Improvement Group, Inc. Traditional Classroom • Eagle River, AK ☆☆☆☆☆ Exams: \$1,500.00 Trainings: \$1,500.00 VIEW COMPARE <input type="checkbox"/>



CREATING EDUCATION GOALS

MOS Related or Non-MOS Related
Soldier View



After Soldiers have completed their research and requested a custom quote from the vendor they wish to take training or exam with, they will click on “Education Goals”

ignited EDUCATION PROGRAMS

Dashboard

Active TA Active CA

\$4,000.00 Funding Remaining Credits Remaining: 16	130 Credits Remaining GPA: N/A	39 Credits Remaining GPA: N/A
---	---	--

ACTIVE EDUCATION GOALS

Physician Assistant-Certified (PA-C)
APPROVED • Credentialing Assistance - Non MOS Related • Eligible for Active CA

0% COMPLETE

Required Credits: 1.00 Completed Credits: 0.00 Transferred Credits: 0.00 Remaining Credits: 1.00

[APPLY FOR FUNDING](#) [VIEW DETAILS](#)

Start here to get your funding

ED CENTER INFO [VIEW DETAILS](#)

Ed Center: [REDACTED] [X](#)

Needs Assessment Survey
Your Education Center is currently offering a needs assessment survey. This survey will measure satisfaction, quality, availability, delivery, service and is meant to gauge the effectiveness of on-installation education programs. [Please take the survey, if you have not already.](#)

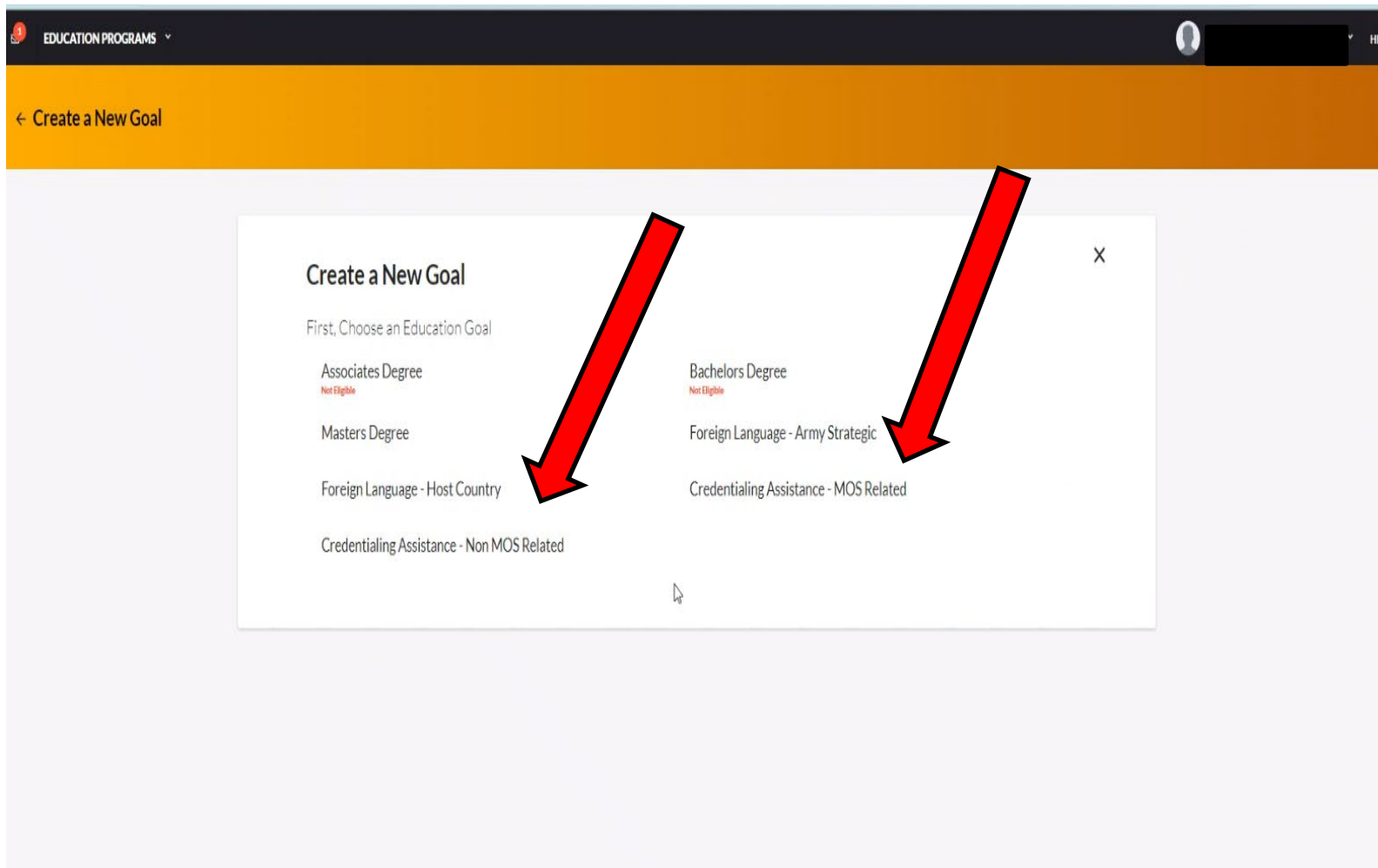
Ed Center Events [VIEW ALL](#)

Ed Center News [VIEW ALL](#)

ARMY NEWS [VIEW ALL](#)

Version 2.13.1.2

They can select either MOS or Non-MOS



EDUCATION PROGRAMS ▾

HELP

← Create a New Goal

Create a New Goal

First, Choose an Education Goal

- Associates Degree
Not Eligible
- Masters Degree
- Foreign Language - Host Country
- Credentialing Assistance - Non MOS Related
- Bachelors Degree
Not Eligible
- Foreign Language - Army Strategic
- Credentialing Assistance - MOS Related



Select from the list or type in the name of the credential you wish to pursue

← Create a New Goal: Credentialing Assistance - Non MOS Related

1 Credential

What credential will you be pursuing?

Credential that you will be pursuing

Keyword
PMP

Credential Leadership

Operations and Performance Management Professional (OPMP)

Project Management Professional (PMP)

2 total

SUBMIT GOAL CANCEL GOAL



Select the correct credential



← Create a New Goal: Credentialing Assistance - Non MOS Related

1 Credential

What credential will you be pursuing?

Credential that you will be pursuing

Project Management Professional (PMP)

SUBMIT GOAL CANCEL GOAL



Then click "Submit Goal"



You will be prompted to select “Yes” to confirm you wish to submit this goal

← Create a New Goal: Credentialing Assistance - Non MOS Related

1 Credential

What credential will you be pursuing?

Credential that you will be pursuing

Project Management Professional (PMP)

SUBMIT GOAL CANCEL GOAL

Submit Education Goal

Are you sure you want to submit this goal?

YES NO



Credential Assistance Request Application

Your Credential goal has been created

Here are the next steps

- 1 Selecting goals DOES NOT mean you have submitted a CA Request or approval to start a course.
- 2 You must now complete the CA request by clicking on the "Apply For Funding" button.
- 3 Contact your requested approved vendor for a custom quote that you will upload within your CA request. If your quote does not match your CA request, or the vendor is not an approved vendor, your CA Request will be rejected.

CONTINUE



The credential goal has been created! Click continue to begin the process of submitting the CA request for funding!



After submission, it will appear in the Soldier's account as "Approved".

This DOES NOT mean the CA Request has been submitted, this is just the Goal.
The Soldier may now request funding by clicking on "Apply for Funding"



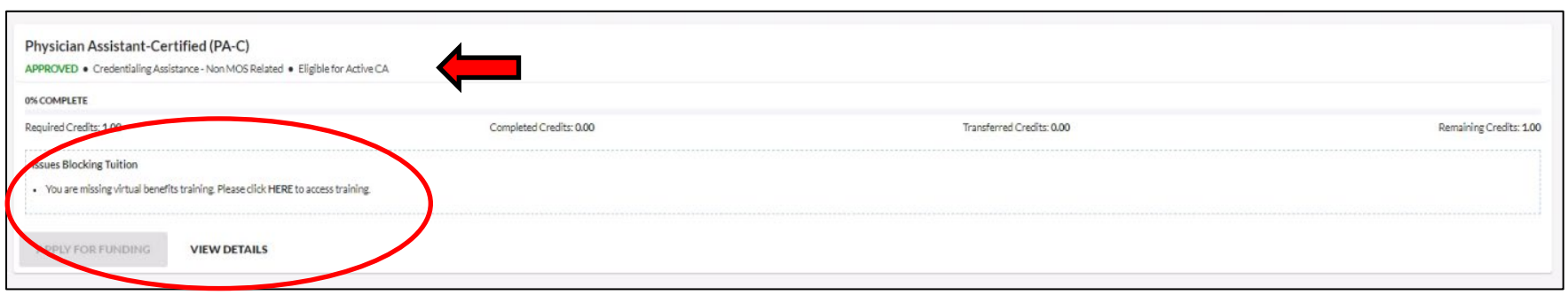
The screenshot shows a goal titled "Physician Assistant-Certified (PA-C)" which is marked as "APPROVED". Below the title, it indicates "0% COMPLETE" and provides credit information: "Required Credits: 1.00", "Completed Credits: 0.00", "Transferred Credits: 0.00", and "Remaining Credits: 1.00". At the bottom, there are two buttons: "APPLY FOR FUNDING" and "VIEW DETAILS".

Note! Soldiers can submit multiple requests off one goal (training, books/materials/exams). Attempts to submit multiple duplicate goals will not be allowed. If Soldier exhausted all credits (exams) from the goal and did not successfully complete the exam, the Soldier must submit a request to add the same goal by submitting an ArmyIgnitED message to ACAPO using the "Credentialing Assistance (CA) Office" category to request it.



- To check the status of a Goal:

GOAL was Approved but still grey- Soldier needs to complete virtual benefits:



Physician Assistant-Certified (PA-C)
APPROVED • Credentialing Assistance - Non MOS Related • Eligible for Active CA

0% COMPLETE

Required Credits: 1.00 Completed Credits: 0.00 Transferred Credits: 0.00 Remaining Credits: 1.00

Issues Blocking Tuition

- You are missing virtual benefits training. Please click [HERE](#) to access training.

APPLY FOR FUNDING VIEW DETAILS

GOAL was approved, now Soldier can submit CA request:



Physician Assistant-Certified (PA-C)
APPROVED • Credentialing Assistance - Non MOS Related • Eligible for Active CA

0% COMPLETE

Required Credits: 1.00 Completed Credits: 0.00 Transferred Credits: 0.00 Remaining Credits: 1.00

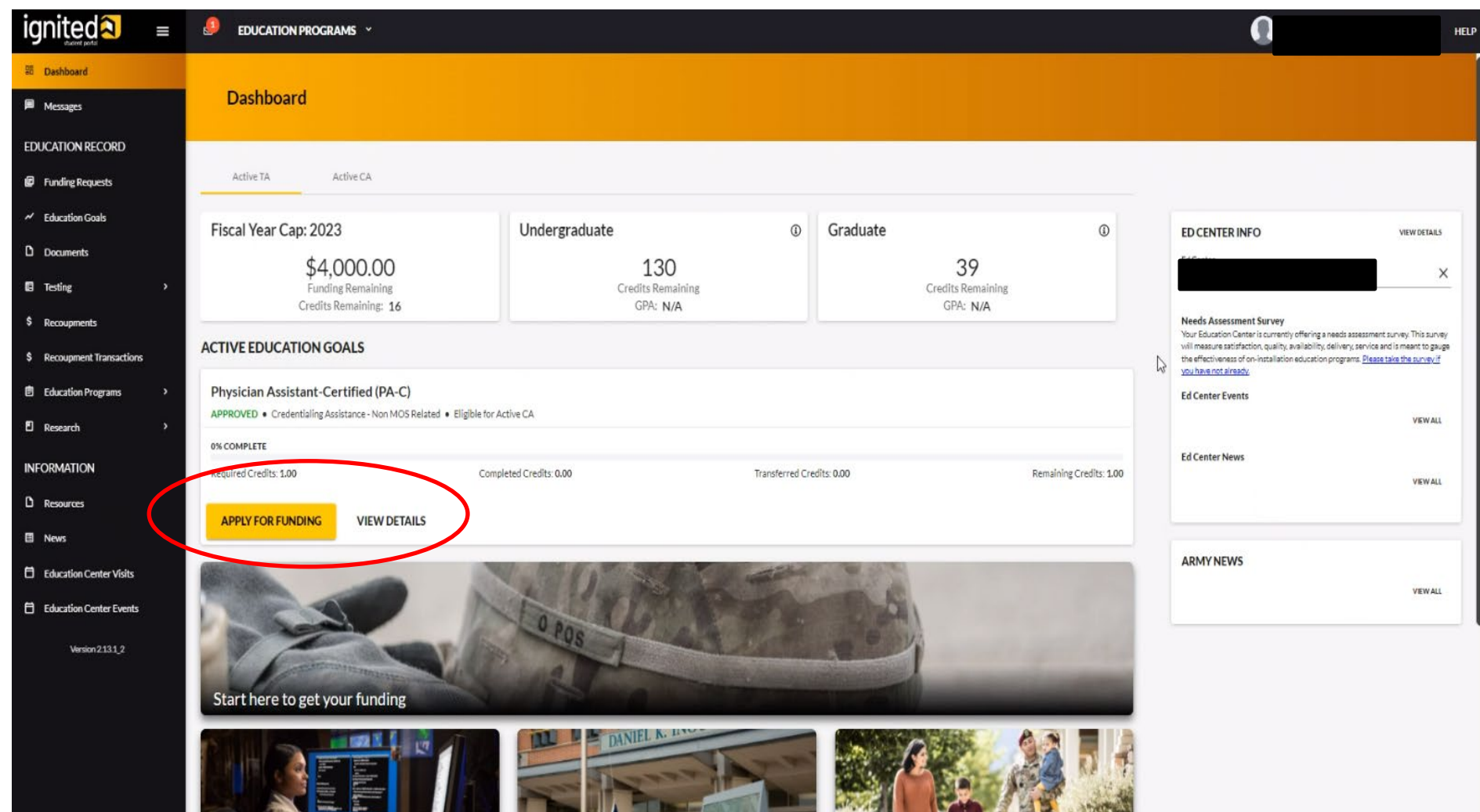
APPLY FOR FUNDING VIEW DETAILS



CREATING CA REQUEST FOR TRAINING



After the Goal has been approved, Soldiers can click on “Apply For Funding”



The screenshot shows the Ignited Education Programs dashboard. The left sidebar contains navigation options: Dashboard, Messages, EDUCATION RECORD (Funding Requests, Education Goals, Documents, Testing, Recoupments, Recoupment Transactions, Education Programs, Research), and INFORMATION (Resources, News, Education Center Visits, Education Center Events). The main content area is titled 'Dashboard' and has tabs for 'Active TA' and 'Active CA'. It displays three summary cards: 'Fiscal Year Cap: 2023' with \$4,000.00 funding remaining and 16 credits remaining; 'Undergraduate' with 130 credits remaining and N/A GPA; and 'Graduate' with 39 credits remaining and N/A GPA. Below these is the 'ACTIVE EDUCATION GOALS' section, featuring a goal for 'Physician Assistant-Certified (PA-C)' which is 'APPROVED' and eligible for Active CA. A progress bar shows 0% completion (0.00/1.00 credits). A red circle highlights the 'APPLY FOR FUNDING' button. The right sidebar includes 'ED CENTER INFO', 'Needs Assessment Survey', 'Ed Center Events', 'Ed Center News', and 'ARMY NEWS'. A banner at the bottom reads 'Start here to get your funding' with a background image of a soldier's gear.



If "Verify and Proceed" is not yellow, Soldiers must 1. Click on Edit pencil 2. Click update 3. Click the back arrow next to Soldier's name 4. Click Verify and Proceed



Soldiers must read ALL!! Understand what is being agreed upon!

← Create Credentialing Assistance Request: Project Management Professional (PMP)

User Agreement

In order to simplify the application process, you should be aware of or have the following information:

- Access to your student registration information. This will help you identify the information needed for your funding request. You will need the following information: credential name, course/exam title, course/exam cost, and custom quote from the vendor for the course/exam (exceptions: Pearson Vue, CompTIA, and International Board of Specialty Certification where screenshots are acceptable).
- Exact dates for your training courses and/or exams. The Credentialing Assistance (CA) request date must be 90-45 days prior to the exam or training course start date. The end date cannot exceed 365 calendar days from the start date. These dates can be retrieved from your vendor.
- Register with the vendor if registration is required prior to the start date, but do not pay anything out of pocket as it will not be reimbursed.
- Submit requests for books and material in conjunction with a request for a course or exam. Requests for books or material alone will be rejected unless there is a pending request for a course/exam or current course/exam in progress for the same credential.
- Ensure your personal data is up to date on your education record. This is crucial to ensure your funding request flows properly.

You must agree to all conditions in order to submit this application for approval:

ACADEMIC

- I understand that it is my responsibility to ensure my grades (certificate of completion) are updated in the Army official system of record (Army/ignited). Grades that are 60 days past course/exam end date are considered overdue and will prevent me from applying for CA and will result in recoupment of CA.
- I authorize the release of training and academic information (course grades, exam completions, etc.) by the above institution to the Army (PL 93-568). I grant permission for the Army to share my training and academic information as needed with Army Civilians and Army Contractors whose responsibilities and contracts include education services and programs.
- I will inform my Commander and/or supervisor of my enrollment in the above course(s) or exam(s). All policies and conditions in AR 621-5 apply.

FINANCIAL

- I agree that no changes will be made in the above course(s) or exam(s) or dollar amounts without the approval of the Army Credentialing Assistance Program Office (ACAPO) staff; otherwise, I will pay the difference to the Army and/or the vendor.
- I understand that the Army will pay what is authorized for my Credentialing Assistance (CA) request not to exceed the fiscal year (FY) limit. I agree to pay the remaining amount and any other costs and fees. I understand that I may use both Tuition Assistance and CA; however, the combined usage shall not exceed \$4000 per FY.
- I understand that I will reimburse the Total Government Cost above for failing a course/exam, non-completions (failing to attend a course or sit for an exam in the timeframe requested); incomplete "I" grades unresolved 180 days after the course/exam end date; or withdrawals if determined that the failure to complete the course was not due to reasons beyond my control (IAW AR 621-5). I hereby voluntarily authorize the amount to be withdrawn from my pay. Collection of this debt will be in accordance with DoDFMR, Vol 7A, Chapter 50.
- I understand that this application does not guarantee that funds are available, the US Army has no obligation to fund this application, and I may not attend a course or sit for an exam until it has been paid by the ACCESS CA Finance Office.
- I understand that it is my responsibility to coordinate with the vendor before requesting an extension from the ACAPO to ensure the vendor will authorize an extension. I will pay all extension fees to the vendor.
- I understand that CA for courses starting in the next FY is conditional until receipt of the CA funds.

PRIVACY ACT STATEMENT:

AUTHORITY: 10 USC 2007: Payment of Tuition for Off-Duty Training or Education: AR 621-5, Army Continuing Education System.
PRINCIPAL PURPOSE: To process an individual's request for Army Tuition Assistance (TA). For additional information see the System of Records Notice A0621-1-AHRC, <https://dodld.defense.gov/Privacy/SORNs/index?DOD-wide-SORN-Article-View/Article/570092/a0621-1-ahrc.aspx>
ROUTINE USES: Information will be viewed by Army Continuing Education System personnel or academic institutions who have a need for it in the performance of their duties. In addition, this information is subject to proper and necessary routine uses identified in the system of records notice(s) specified in the principal purpose statement above.
DISCLOSURE: Voluntary; however, failure to provide the information may result in denial of Army Tuition Assistance (TA).

PENALTY STATEMENT:

There are severe criminal and civil penalties for knowingly submitting false, fictitious, or fraudulent application and for requesting federal funding that duplicates course costs funded elsewhere.

I AGREE, CONTINUE CANCEL

Once done, check the boxes, then click on "I Agree, Continue"



Soldier will select an answer, then click "Next"



← Create Credentialing Assistance Request: Project Management Professional (PMP)

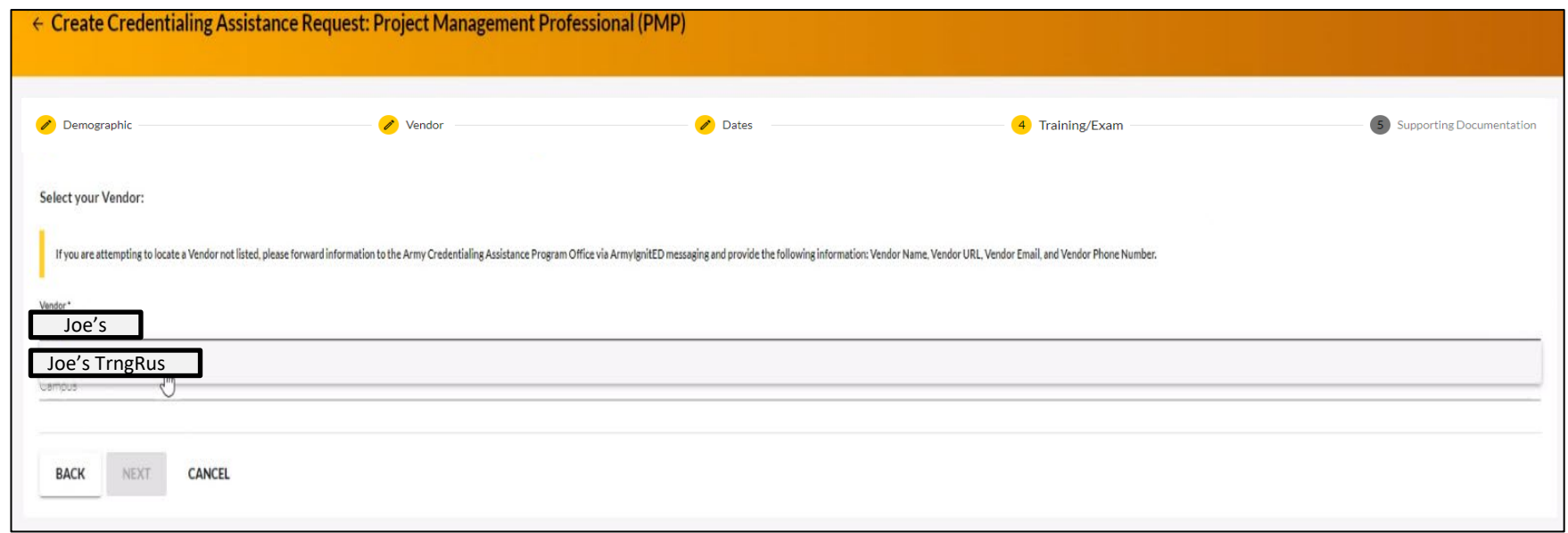
Demographic Vendor Dates Training/Exam Supporting Documentation

Are you applying for funding from a deployed location?

Yes No

NEXT CANCEL

Soldier will type in the Vendor's name until it appears, then select it from the drop down. Select it again for Campus.



← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Select your Vendor:

If you are attempting to locate a Vendor not listed, please forward information to the Army Credentialing Assistance Program Office via ArmyIgnitED messaging and provide the following information: Vendor Name, Vendor URL, Vendor Email, and Vendor Phone Number.

Vendor*

Joe's

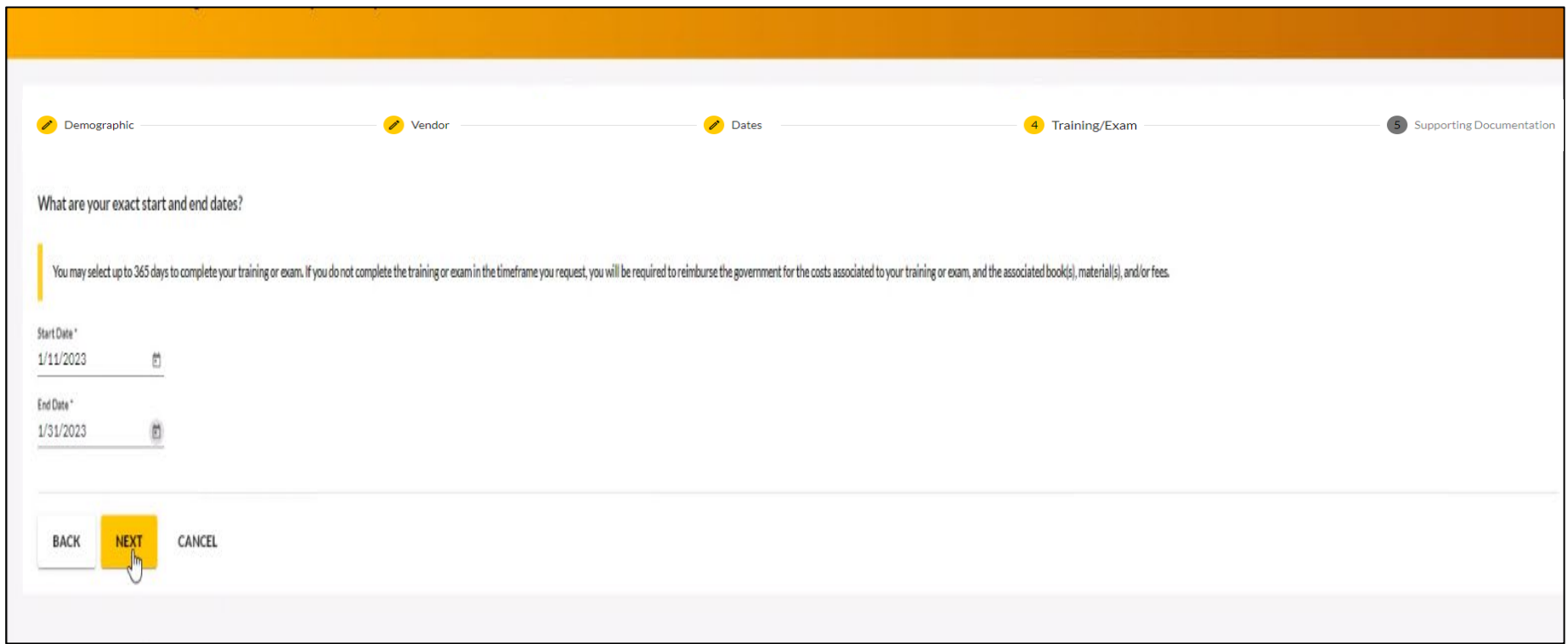
Joe's TrngRus

Campus

BACK **NEXT** CANCEL



Soldier will select start and end date (review policy on this!), then click “Next”



Demographic Vendor Dates Training/Exam Supporting Documentation

What are your exact start and end dates?

You may select up to 365 days to complete your training or exam. If you do not complete the training or exam in the timeframe you request, you will be required to reimburse the government for the costs associated to your training or exam, and the associated book(s), material(s), and/or fees.

Start Date*
1/11/2023

End Date*
1/31/2023

BACK NEXT CANCEL



To request funding for Training Courses, Soldier will select “Training”

NOTE!! Soldier cannot request books and/or Materials without requesting Training or Exam first!

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates **4** Training/Exam 5 Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include exam(s), training(s), or book(s) and material(s), and all administrative, application and shipping fee(s). All items on the CA Request and custom quote must be from the same Vendor. Upload the vendor's custom quote to your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide the Vendor's custom quote will result in rejection of your CA request. The quote MUST match what is listed in the CA request.

What do you need funding for?

ADD EXAM **ADD BOOKS AND MATERIALS** **ADD TRAINING**

Training

BACK SUBMIT CANCEL



Some vendors have added courses into the system. If the Soldier sees some courses that have “AF” in front of the title, they must not select it, or it will be rejected. Soldiers must select courses that either have “Army” in front of the title or have neither AF or Army in front of the title.

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Add Training

AF COOL - Project Management Professional (PMP) Certification Training

Description: As a PMI Authorized Training Partner (ATP) and 100% veteran company we have built a system to partner with our service members to ensure their success Our year long all inclusive model for learning include unlimited re-attendance, Learning Management System Access, Full length practice exam, quizzes, application translation and assistance, and live help desk. Class is 5 days long and custom courses can be scheduled for groups of 8 or more anywhere in the world. We cover travel on site.

SELECT

Remaining Funding
Fiscal Year: 2023
\$4,000.00

Army CA - Project Management Professional (PMP) Certification Training

Description: N/A

SELECT

ADD MANUALLY **BACK**

Soldier will select the yellow “Select” button. If they do not see what they are looking for, they can click on “Add Manually” (addressed in future slides)



Once the Soldier verifies it is the course, click on "Add Training"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates **4 Training/Exam** Supporting Documentation

Add Training


Title* Army CA - Project Management Professional (PMP) Certification Training Cost* \$ 2099

Description* N/A

3 / 1000

ADD TRAINING BACK

Remaining Funding
Fiscal Year: 2023
\$4,000.00



Soldiers can add any application fee or membership fee if needed

← Create Credentialing Assistance Request: CompTIA A+

Demographic Vendor Dates **4 Training/Exam** Supporting Documentation

TRAINING - TEST [X]


Government Cost \$35.00	Student Cost \$0.00
----------------------------	------------------------

ADD FEE

Remaining Funding
Fiscal Year
\$3,330.00

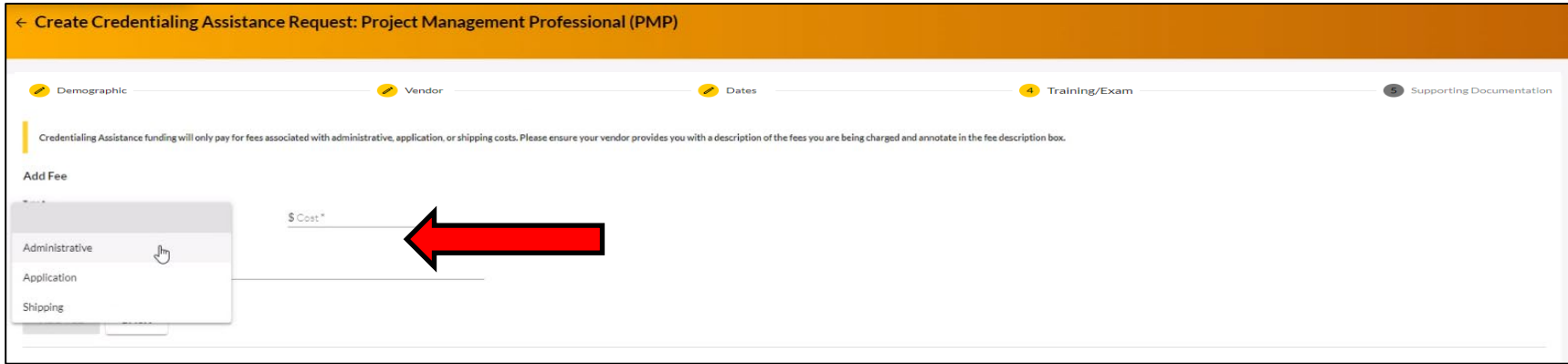
Costs		
Total Costs \$35.00	Government Costs \$35.00	Student Costs \$0.00

BACK **NEXT** CANCEL





If Soldier is adding fees, select the type of fee



← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

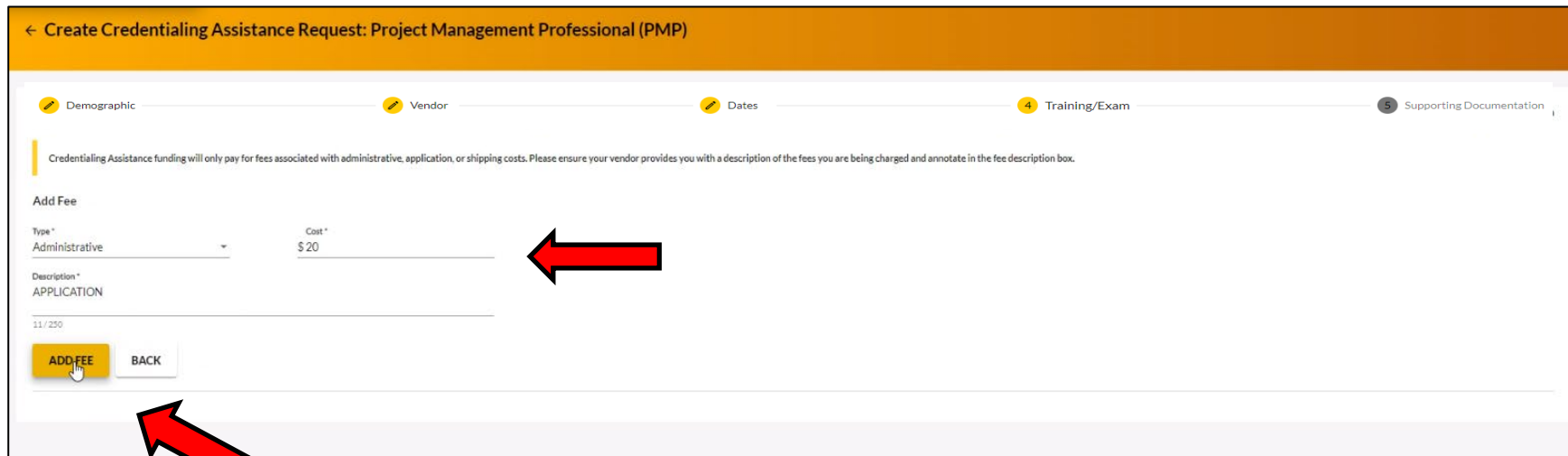
Credentialing Assistance funding will only pay for fees associated with administrative, application, or shipping costs. Please ensure your vendor provides you with a description of the fees you are being charged and annotate in the fee description box.

Add Fee

Administrative Application Shipping

\$ Cost*

Add the cost, a description, then click on "Add Fee"



← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Credentialing Assistance funding will only pay for fees associated with administrative, application, or shipping costs. Please ensure your vendor provides you with a description of the fees you are being charged and annotate in the fee description box.

Add Fee

Type* Administrative Cost* \$20

Description* APPLICATION

11 / 250

ADD-FEE BACK



When complete, Soldier will click "Next"

← Create Credentialing Assistance Request: CompTIA A+

Demographic Vendor Dates **4** Training/Exam 5 Supporting Documentation

TRAINING - test [x]

Government Cost	Student Cost
\$35.00	\$0.00

Fee Type	Government Cost	Student Cost
FEE - Administrative	\$10.00	\$0.00


⊕ ADD FEE

Remaining Funding

Fiscal Year
\$3,320.00

Costs

Total Costs	Government Costs	Student Costs
\$45.00	\$45.00	\$0.00

BACK **NEXT** CANCEL 



Soldiers must now add the custom quote that was received from the selected vendor.

NOTE!! The quote must match the CA Request when it is submitted. If quote is itemized, or bundled, it will be rejected. Soldiers must contact the vendor (*exceptions- Pearson Vue, CompTIA, International Board of Specialty Certification where screenshot is allowed*) to request a custom quote for the CA Request

← Create Credentialing Assistance Request: CompTIA A+

Demographic Vendor Dates Training/Exam Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can submit the correct one to your student documents.

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls, xlsx, doc, docx.

Custom Quote from Vendor

CHOOSE FILE

Drop file here

Supported file types are: .pdf

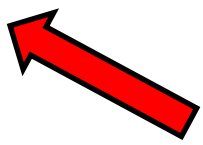
Other Documents from Vendor (Optional)

CHOOSE FILE

Drop file here

Supported file types are: .pdf

BACK SUBMIT CANCEL





Once the custom quote is uploaded, the button will turn yellow. Hit "Submit"

← Create Credentialing Assistance Request: CompTIA A+

Demographic Vendor Dates Training/Exam Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can submit the correct one to your student documents.

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls,xlsx, doc, docx.

Custom Quote from Vendor - test.doc.pdf ↻

Custom Quote from Vendor

CHOOSE FILE

Drop file here

Supported file types are: .pdf


Other Documents from Vendor (Optional)

CHOOSE FILE

Drop file here

Supported file types are: .pdf


BACK **SUBMIT** CANCEL





Soldier can now click Finished! They will now have an ID number (CA Request number) for this case!

Credentialing Assistance Request Application: Application Submitted




Congratulations your credentialing assistance request has been submitted!

Your credentialing assistance request ID is 4081805

Here are the next steps

- 1 Your Credentialing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications.

FINISHED 

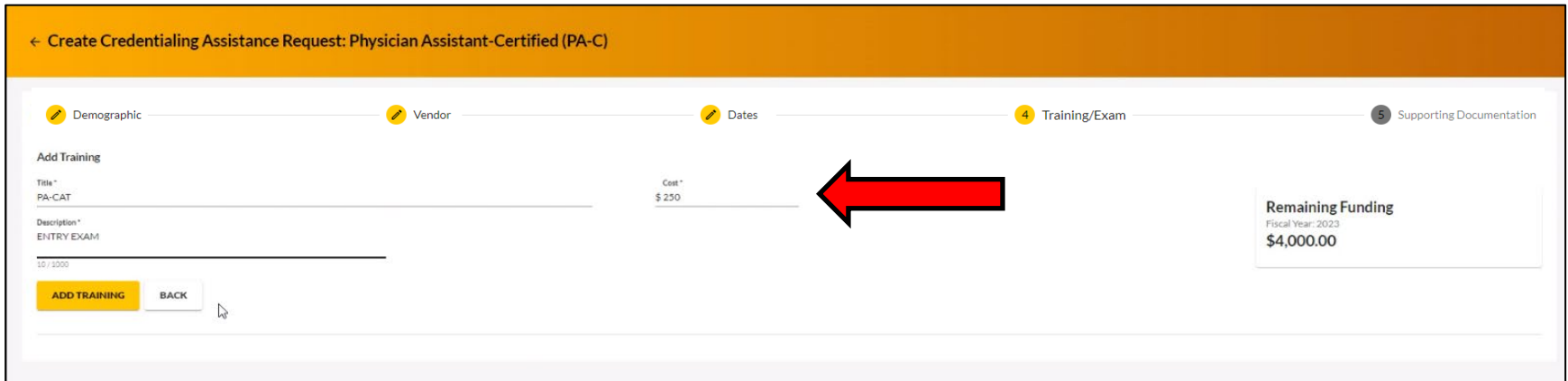


CREATING CA REQUEST FOR TRAINING

MANUALLY



To add a course manually, Soldier will follow the same steps as previously described. If there are no courses listed to select, it will prompt the Soldier to add the course. Soldier will type in the title, cost, and description. This must match their quote. They can then click “Add Training”



← Create Credentialing Assistance Request: Physician Assistant-Certified (PA-C)

Demographic Vendor Dates **4** Training/Exam Supporting Documentation

Add Training

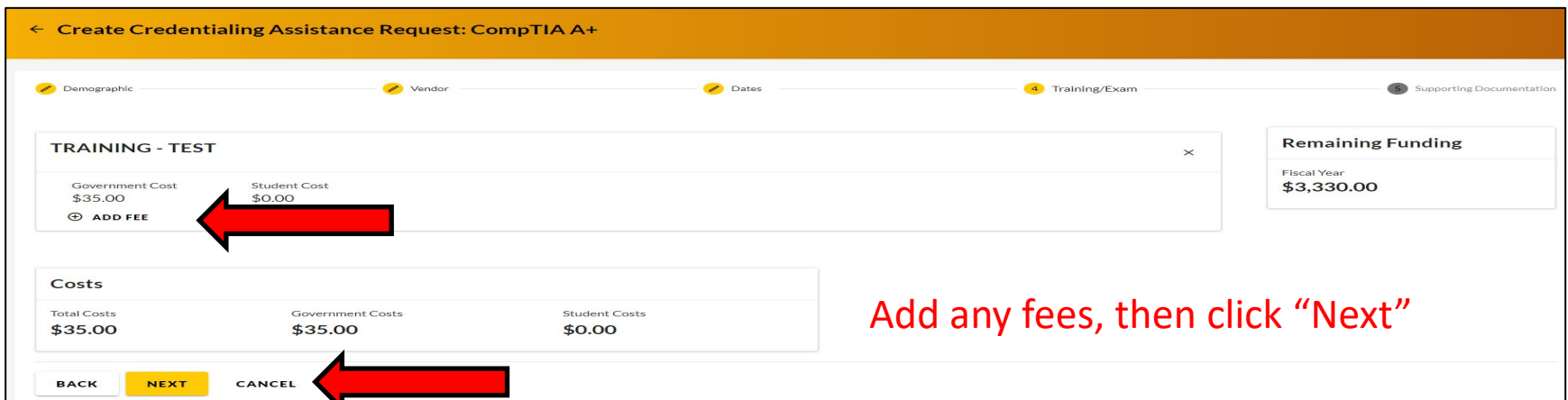
Title* PA-CAT Cost* \$250

Description* ENTRY EXAM

10/3000

ADD TRAINING BACK

Remaining Funding
Fiscal Year: 2023
\$4,000.00



← Create Credentialing Assistance Request: CompTIA A+

Demographic Vendor Dates **4** Training/Exam Supporting Documentation

TRAINING - TEST

Government Cost \$35.00 Student Cost \$0.00

ADD FEE

Costs

Total Costs	Government Costs	Student Costs
\$35.00	\$35.00	\$0.00

Remaining Funding
Fiscal Year: 2023
\$3,330.00

BACK **NEXT** CANCEL

Add any fees, then click “Next”



Soldiers must now add the custom quote that was received from the selected vendor.

NOTE!! The quote must match the CA Request when it is submitted. If quote is itemized, or bundled, it will be rejected. Soldiers must contact the vendor (*exceptions- Pearson Vue, CompTIA, International Board of Specialty Certification where screenshot is allowed*) to request a custom quote for the CA Request

← Create Credentialing Assistance Request: CompTIA A+

Demographic Vendor Dates Training/Exam Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can submit the correct one to your student documents.

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls, xlsx, doc, docx.

Custom Quote from Vendor

CHOOSE FILE

Drop file here

Supported file types are: .pdf

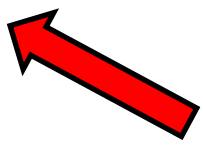
Other Documents from Vendor (Optional)

CHOOSE FILE

Drop file here

Supported file types are: .pdf

BACK SUBMIT CANCEL





Once the custom quote is uploaded, the button will turn yellow. Hit "Submit"

← Create Credentialing Assistance Request: CompTIA A+

Demographic ✓ Vendor ✓ Dates ✓ Training/Exam ✓ Supporting Documentation 5

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can submit the correct one to your student documents.

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls,xlsx, doc, docx.

Custom Quote from Vendor - test.doc.pdf ↻

Custom Quote from Vendor

CHOOSE FILE

Drop file here

Supported file types are: .pdf

Other Documents from Vendor (Optional)

CHOOSE FILE

Drop file here

Supported file types are: .pdf


BACK **SUBMIT** CANCEL





Soldier can now click Finished! They will now have an ID number (CA Request number) for this case!

Credentialing Assistance Request Application: Application Submitted




Congratulations your credentialing assistance request has been submitted!

Your credentialing assistance request ID is 4081805

Here are the next steps

- 1 Your Credentialing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications.

FINISHED 



CREATING CA REQUEST FOR BOOKS OR MATERIALS



The Soldier will follow the previous steps until they get to this page, then they will select “Add Books and Materials”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates **4 Training/Exam** Supporting Documentation


You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include exam(s), training(s), or book(s) and material(s), and all administrative, application and shipping fee(s). All items on the CA Request and custom quote must be from the same Vendor. Upload the vendor's custom quote to your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide the Vendor's custom quote will result in rejection of your CA request. The quote MUST match what is listed in the CA request.

What do you need funding for?

ADD EXAM **ADD BOOKS AND MATERIALS** **ADD TRAINING**

Note: You must first have an Exam or Training CA Request before you can create a Books or Material CA Request.

BACK SUBMIT CANCEL





If the vendor has added books and/or materials, the Soldier can select here. If not, they will have to add them manually

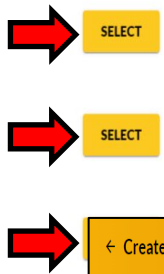
Demographic Vendor Dates

Add Book and Material
Study Material Test
Description: N/A

Theory Book
Description: N/A

Public Relations Book
Description: N/A

BACK



Click the Select button on the book/material you wish to add to your request

NOTE: You can only select one on this screen

← Create Credentialing Assistance Request: Senior Professional in Human Resources (SPHR)

Demographic Vendor Dates Training/Exam Supporting Documentation

Government Cost	Student Cost	Associated Training or Exam
\$1.00	\$0.00	Senior Professional in Human Resources sPHR

ADD FEE

ADD BOOKS AND MATERIALS

Remaining Funding
Fiscal Year
\$0.00

Costs		
Total Costs	Government Costs	Student Costs
\$1.00	\$1.00	\$0.00

BACK NEXT CANCEL





Select either Books or Materials

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Add Book or Material

Type *
Books
Materials

\$ Cost *

Select Associated Training or Exam *

Remaining Funding
Fiscal Year: 2023
\$1,881.00

ADD BOOK OR MATERIAL BACK

Add the title of the book or material, the cost, a description (need ISBN number if it is a book) then the Soldier must associate these books with a training or exam previously submitted

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Add Book or Material

Type *
Books

Cost *
\$20.
Must be number or decimal

Description *
0 / 250

Army CA - Project Management Professional (PMP) Certification Training - TRAINING

Remaining Funding
Fiscal Year: 2023
\$1,881.00

ADD BOOK OR MATERIAL BACK



Once complete, they will click "Add Book or Material"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Add Book or Material

Type* Books Cost* \$20 Select Associated Training or Exam* Army CA - Project Management Professional (PMP) Certification Training - TRAINING

Description* PMBOK, 6th Ed., ISBN# 1123022FL21V2

5 / 250

ADD BOOK OR MATERIAL BACK

Remaining Funding
Fiscal Year: 2023
\$1,881.00

Once complete, they will click "Next"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

BOOK AND MATERIAL - Books

Government Cost	Student Cost	Associated Training or Exam
\$20.00	\$0.00	Army CA - Project Management Professional (PMP) Certification Training

ADD FEE

ADD BOOKS AND MATERIALS

You are only permitted to add 1 items to your Credentialing assistance request.

Costs	Government Costs	Student Costs
Total Costs		
\$20.00	\$20.00	\$0.00

BACK NEXT CANCEL

Remaining Funding
Fiscal Year: 2023
\$1,861.00

The Soldier should make sure to add **shipping fees!!!** Failure to do so if there is a fee will result in a rejected CA request.



Soldiers must now add the custom quote that was received from the selected vendor.

NOTE!! The quote must match the CA Request when it is submitted. If purchasing books/materials from Amazon (or similar), Soldier must provide screenshot of cart with items, shipping cost, link to purchase in the quote. Failure to provide details that will help Finance find the items, will result in rejection.


← Create Credentialing Assistance Request: CompTIA A+

Demographic ✓ Vendor ✓ Dates ✓ Training/Exam ✓ Supporting Documentation 5

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can submit the correct one to your student documents.

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls,xlsx, doc, docx.


Custom Quote from Vendor

 **CHOOSE FILE**

Drop file here

Supported file types are: .pdf

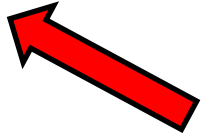
Other Documents from Vendor (Optional)

 **CHOOSE FILE**

Drop file here

Supported file types are: .pdf

BACK **SUBMIT** **CANCEL**





Once the custom quote is uploaded, the button will turn yellow. Hit "Submit"

← Create Credentialing Assistance Request: CompTIA A+

Demographic Vendor Dates Training/Exam Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can submit the correct one to your student documents.

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls,xlsx, doc, docx.

Custom Quote from Vendor - test.doc.pdf ↻

Custom Quote from Vendor

CHOOSE FILE

Drop file here

Supported file types are: .pdf


Other Documents from Vendor (Optional)

CHOOSE FILE

Drop file here

Supported file types are: .pdf


BACK **SUBMIT** CANCEL





The Soldier can now click Finished!

Credentialing Assistance Request Application: Application Submitted



Congratulations your credentialing assistance request has been submitted!
Your credentialing assistance request ID is 4081819

Here are the next steps

- 1 Your Credentialing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications.

FINISHED





CREATING CA REQUEST FOR EXAMS



The Soldier will follow the previous steps until they get to this page, then they will select "ADD EXAM"

← Create Credentialing Assistance Request: Project Management Professional (PMP)


Demographic Vendor Dates Training/Exam Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include exam(s), training(s), or book(s) and material(s), and all administrative, application and shipping fee(s). All items on the CA Request and custom quote must be from the same Vendor. Upload the vendor's custom quote to your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide the Vendor's custom quote will result in rejection of your CA request. The quote MUST match what is listed in the CA request.

What do you need funding for?

ADD EXAM ADD BOOKS AND MATERIALS ADD TRAINING

BACK SUBMIT CANCEL



They will then click "SELECT EXAM"

← Create Credentialing Assistance Request: Certified Lean Six Sigma Black Belt (ICBB)

Demographic Vendor Dates Training/Exam Supporting Documentation

Add Exam

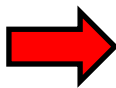
Can't find the exam? **ADD EXAM INFORMATION MANUALLY**

Written Exam - Certified Lean Six Sigma Black Belt (ICBB)
Description: N/A
Category: Written

SELECT EXAM

BACK

Remaining Funding
Fiscal Year
\$3,381.00





They will select Location and add cost

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Exam Title
Written - Project Management Professional (PMP)

Location *

- DL
- N/A
- Off Installation
- On Installation

\$ Cost *

Remaining Funding
Fiscal Year: 2023
\$1,861.00

They will then click "ADD EXAM"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Exam Title
Written - Project Management Professional (PMP)

Location *
DL

Cost *
\$ 500

ADD EXAM BACK

Remaining Funding
Fiscal Year: 2023
\$1,861.00



The Soldier can add any fees, such as application or membership fees, then click "Next"

← Create Credentialing Assistance Request: Certified Lean Six Sigma Black Belt (ICBB)

Demographic Vendor Dates **4** Training/Exam 5 Supporting Documentation

EXAM - Written Exam - Certified Lean Six Sigma Black Belt (ICBB) ×

Government Cost	Student Cost
\$1.00	\$0.00

+ ADD FEE

Remaining Funding

Fiscal Year

\$3,380.00

Costs

Total Costs	Government Costs	Student Costs
\$1.00	\$1.00	\$0.00

BACK **NEXT** CANCEL





Soldiers must now add the custom quote that was received from the selected vendor.

NOTE!! The quote must match the CA Request when it is submitted. If quote is itemized, or bundled, it will be rejected. Soldiers must contact the vendor (*exceptions- Pearson Vue, CompTIA, International Board of Specialty Certification where screenshot is allowed*) to request a custom quote for the CA Request


← Create Credentialing Assistance Request: CompTIA A+

Demographic Vendor Dates Training/Exam Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can submit the correct one to your student documents.

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls, xlsx, doc, docx.


Custom Quote from Vendor

 **CHOOSE FILE**

Drop file here

Supported file types are: .pdf

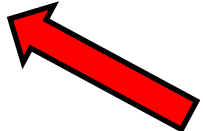
Other Documents from Vendor (Optional)

 **CHOOSE FILE**

Drop file here

Supported file types are: .pdf

BACK **SUBMIT** **CANCEL**





Once the custom quote is uploaded, the button will turn yellow. Hit "Submit"

← Create Credentialing Assistance Request: CompTIA A+

Demographic ✓ Vendor ✓ Dates ✓ Training/Exam ✓ Supporting Documentation 5

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can submit the correct one to your student documents.

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls,xlsx, doc, docx.

Custom Quote from Vendor - test.doc.pdf ↻

Custom Quote from Vendor

CHOOSE FILE

Drop file here

Supported file types are: .pdf


Other Documents from Vendor (Optional)

CHOOSE FILE

Drop file here

Supported file types are: .pdf


BACK **SUBMIT** CANCEL





Soldier can now click Finished! They will now have an ID number (CA Request number) for this case!

Credentiaing Assistance Request Application: Application Submitted




Congratulations your credentiaing assistance request has been submitted!

Your credentiaing assistance request ID is 4081805

Here are the next steps

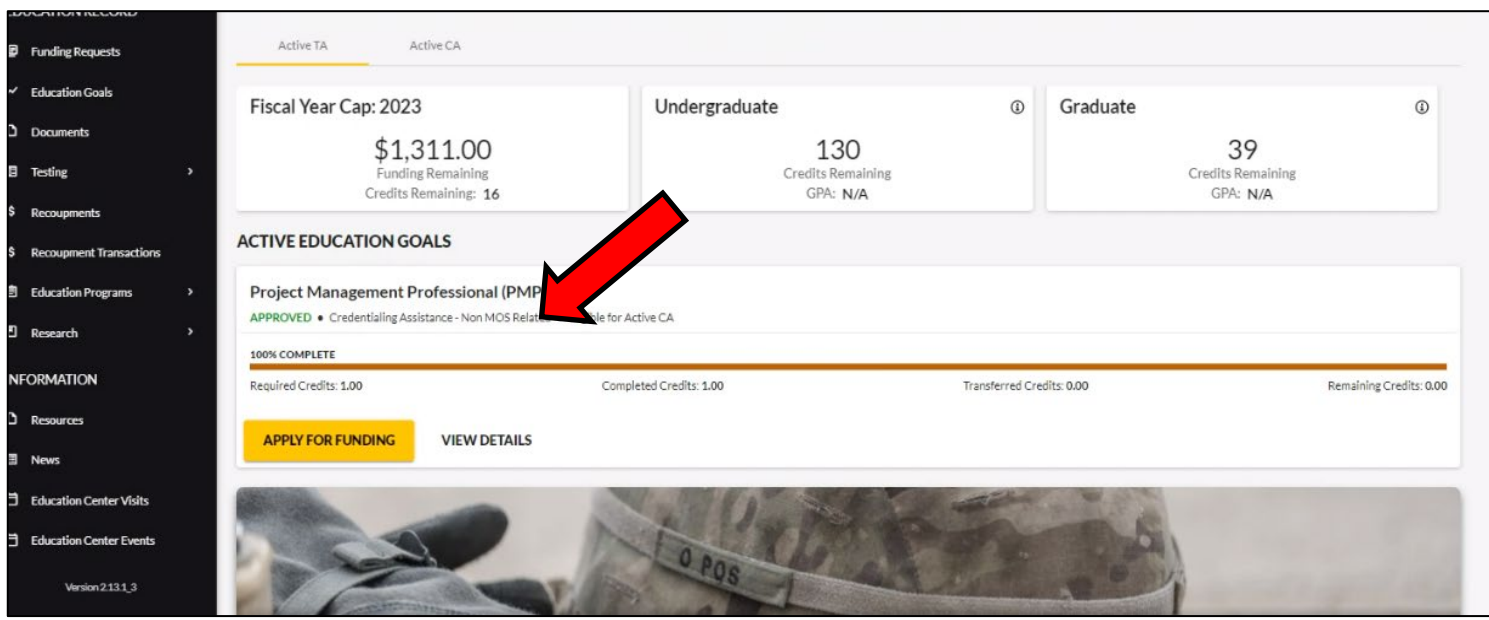
- 1 Your Credentiaing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentiaing Assistance Requests section under your Education Record to check the status and details of your applications.

FINISHED 



Anytime a Soldier submits a CA request for an Exam, it will remove credits from the “Required Credits”. This will NOT affect the Semester hour limit for TA. Required Credits are just the number of Exams for this credential.

Soldiers can continue to submit CA Requests (books/materials) from the same Goal, unless that goal is completed. If a Soldier needed to submit for another Exam after the current goal is completed (*Why would they do this? Could be for recertification study materials or CEU/PDU refresher requirement*), they can submit a new Education Goal. If an exam was not completed successfully, the Soldier must submit an ArmyIgnitED message to ACAPO in ArmyIgnitED using the “Credentialing Assistance (CA) Office” category to request ACAPO add another exam to their goal.



The screenshot displays the 'Active CA' section of the Army IgnitED system. At the top, there are two tabs: 'Active TA' and 'Active CA'. Below the tabs, there are three summary cards: 'Fiscal Year Cap: 2023' with a value of \$1,311.00 and 16 credits remaining; 'Undergraduate' with 130 credits remaining and a GPA of N/A; and 'Graduate' with 39 credits remaining and a GPA of N/A. Below these cards is the 'ACTIVE EDUCATION GOALS' section, which features a goal for 'Project Management Professional (PMP)' that is 'APPROVED' and '100% COMPLETE'. A red arrow points to the 'APPROVED' status. The progress bar shows 1.00 required credits, 1.00 completed credits, 0.00 transferred credits, and 0.00 remaining credits. At the bottom of the goal card are two buttons: 'APPLY FOR FUNDING' and 'VIEW DETAILS'. The left sidebar contains a navigation menu with categories like 'Education Goals', 'Documents', 'Testing', 'Recoupments', 'Education Programs', 'Research', 'Resources', and 'News'. The bottom of the page shows a partial image of a soldier's uniform with 'O POS' on the belt.



Soldier submitted CA Request- waiting on ACAPO to review:

ID #4067366-Exam Master
PENDING ACAPO REVIEW • ACTIVE CA

TRAINING - PA-CAT 01/10/2023 - 04/13/2023

Level: Other Grade: Credits: 1 Government Cost: \$250.00 Student Cost: \$0.00

CANCEL

ACAPO reviewed case and move it to finance (CABO) for payment:

ACAPO CONCURS / PENDING FINANCE PAYMENT • ACTIVE CA

EXAM - SY0-601 12/15/2022 - 01/10/2023

Level: Tech/OCC Grade: Credits: 1 Government Cost: \$282.00 Student Cost: \$0.00

Finance (CABO) creating invoice but not paid yet:

ACAPO CONCURS / PENDING FINANCE PAYMENT • ACTIVE CA **Certified**

EXAM - SY0-601 12/15/2022 - 01/10/2023

Level: Tech/OCC Grade: Credits: 1 Government Cost: \$282.00 Student Cost: \$0.00

Payment was made by finance (CABO)- Soldier can contact vendor and begin:

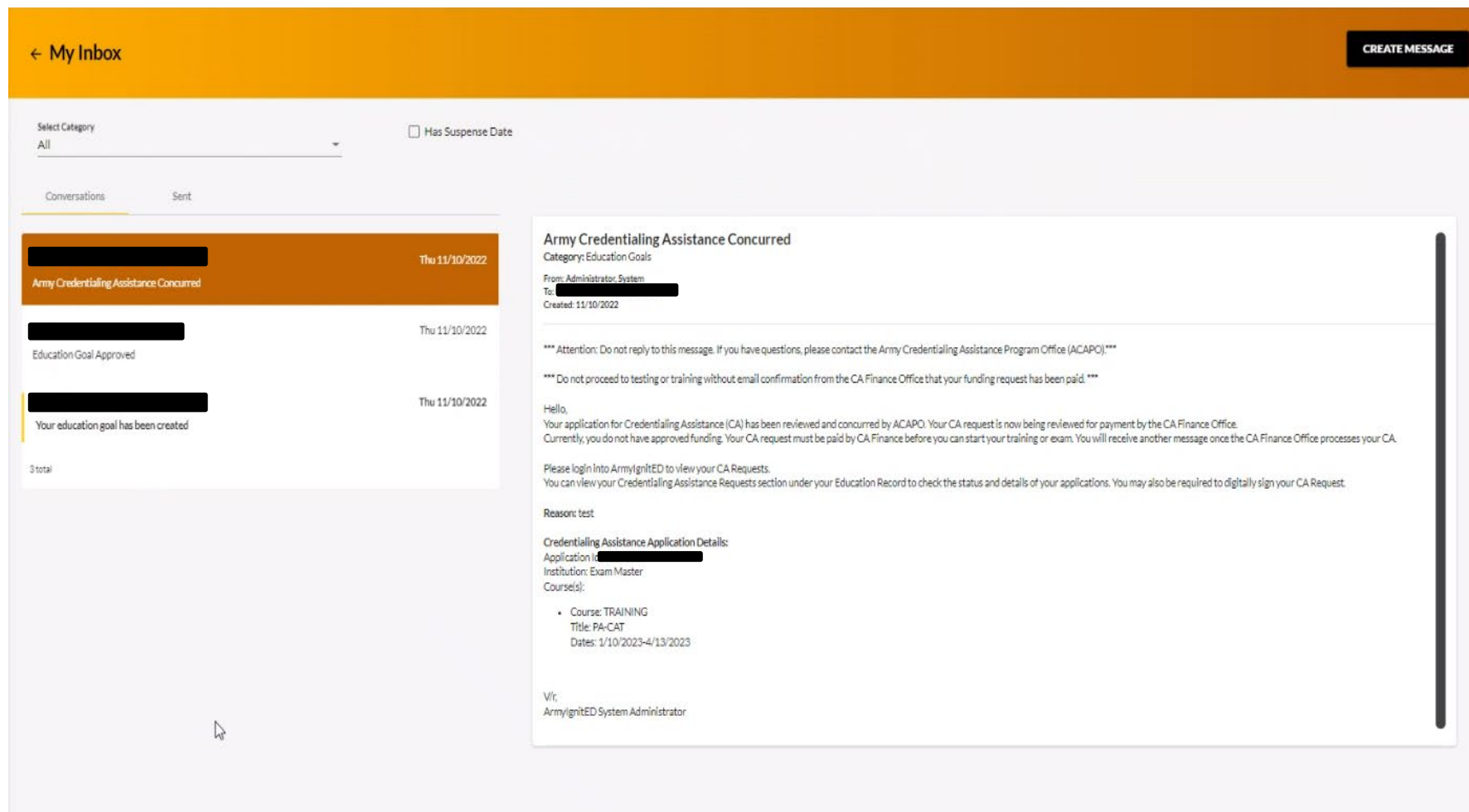
APPROVED AND PAID • ACTIVE CA **Certified**

TRAINING - CompTIA CertMaster Learn for Security+ (SY0-601) - Individual License with Labs and Hand-on 12/09/2022 - 01/01/2023

Level: Other Grade: Credits: 1 Government Cost: \$977.00 Student Cost: \$0.00



Soldiers will receive notifications through their ArmyIgnitED account when a Goal has been created (this is just the goal, not the CA request), when ACAPO moves a case to finance for payment, then when finance makes the payment.
Soldiers are responsible for checking their cases!



← My Inbox CREATE MESSAGE

Select Category: All Has Suspense Date

Conversations Sent

- Army Credentialing Assistance Concurred** Thu 11/10/2022
- Education Goal Approved Thu 11/10/2022
- Your education goal has been created Thu 11/10/2022

3 total

Army Credentialing Assistance Concurred

Category: Education Goals

From: Administrator System
To: [Redacted]
Created: 11/10/2022

*** Attention: Do not reply to this message. If you have questions, please contact the Army Credentialing Assistance Program Office (ACAPO).***

*** Do not proceed to testing or training without email confirmation from the CA Finance Office that your funding request has been paid.***

Hello,
Your application for Credentialing Assistance (CA) has been reviewed and concurred by ACAPO. Your CA request is now being reviewed for payment by the CA Finance Office. Currently, you do not have approved funding. Your CA request must be paid by CA Finance before you can start your training or exam. You will receive another message once the CA Finance Office processes your CA.

Please login into ArmyIgnitED to view your CA Requests.
You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications. You may also be required to digitally sign your CA Request.

Reason: test

Credentialing Assistance Application Details:
Application #: [Redacted]
Institution: Exam Master
Course(s):

- Course: TRAINING
Title: PA-CAT
Dates: 1/10/2023-4/13/2023

V/c:
ArmyIgnitED System Administrator

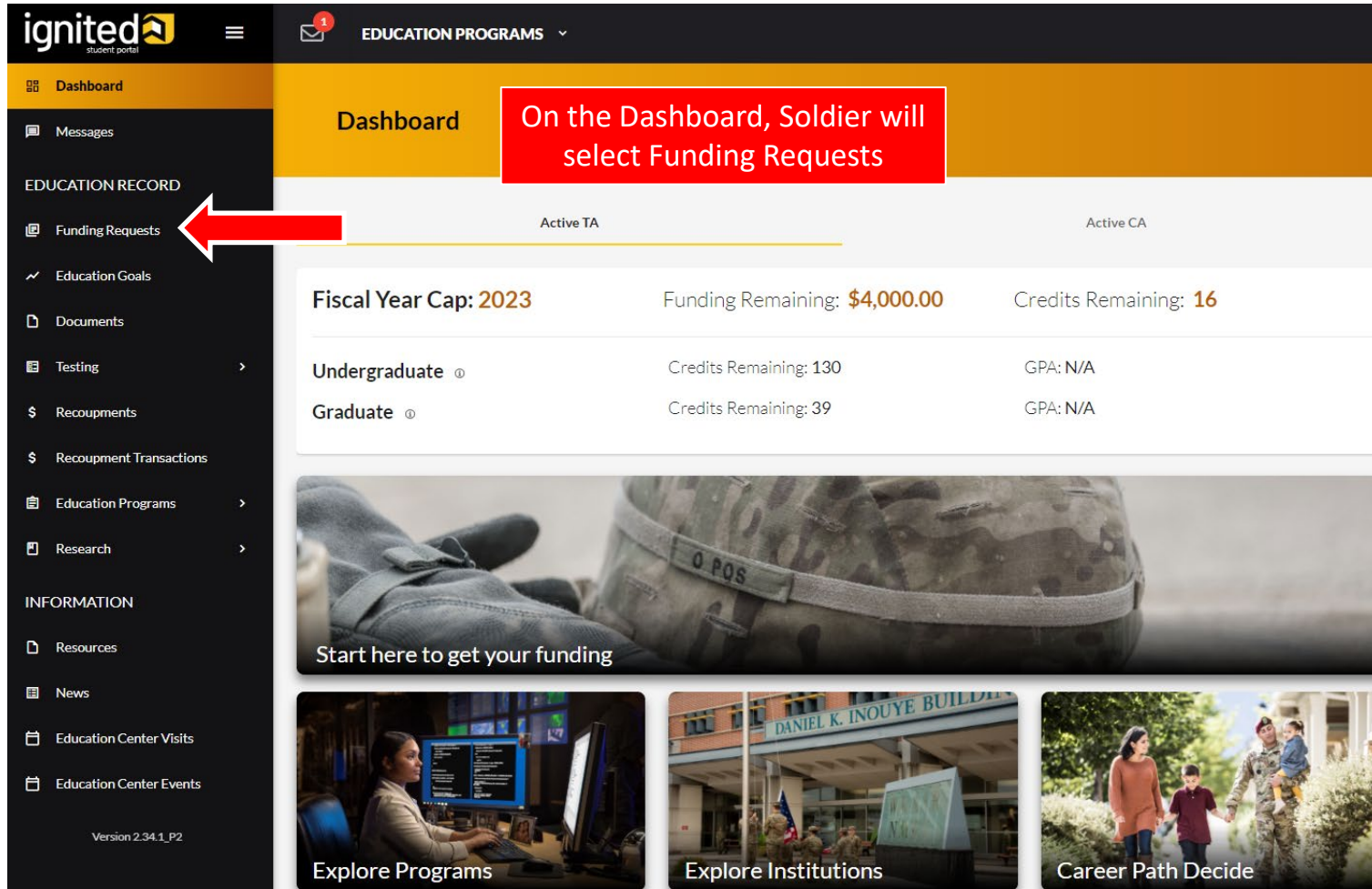


CANCELING A CA REQUEST

BEFORE PAYMENT



Canceling CA Request



ignited student portal

EDUCATION PROGRAMS

Dashboard

On the Dashboard, Soldier will select Funding Requests

Active TA Active CA

Fiscal Year Cap: 2023	Funding Remaining: \$4,000.00	Credits Remaining: 16
Undergraduate	Credits Remaining: 130	GPA: N/A
Graduate	Credits Remaining: 39	GPA: N/A

Start here to get your funding


Explore Programs Explore Institutions Career Path Decide

Version 2.34.1_P2



ID #2223-AMERICAN MILITARY UNIVERSITY (AMU)
ACAPO CONCURS / PENDING FINANCE PAYMENT • GUARD CA

BOOK AND MATERIAL - Books 12/01/2022 - 01/31/2023 Level: Other Grade: X Credits: 1 Government Cost: \$12.00 Student Cost: \$0.00

CANCEL 

ID #2222-AMERICAN MILITARY UNIVERSITY (AMU)
ACAPO CONCURS / PENDING FINANCE PAYMENT • GUARD CA

TRAINING - Does this show up? 12/01/2022 - 01/31/2023 Level: Other Grade: P Credits: 1 Government Cost: \$122.00 Student Cost: \$0.00

SIGN DOCUMENT **CANCEL**

Soldiers will locate the correct request they wish to Cancel, select the Cancel button and then select the "Yes" button

NOTE: Deleted CA Request will disappear from list

NOTE!!! ENSURE THE CASE HAS NOT BEEN FUNDED BEFORE HITTING CANCEL

Cancel Credentialing Assistance Request

Are you sure you want to cancel this credentialing assistance request application? There is no undo operation and you will have to resubmit your application.

YES  **NO**

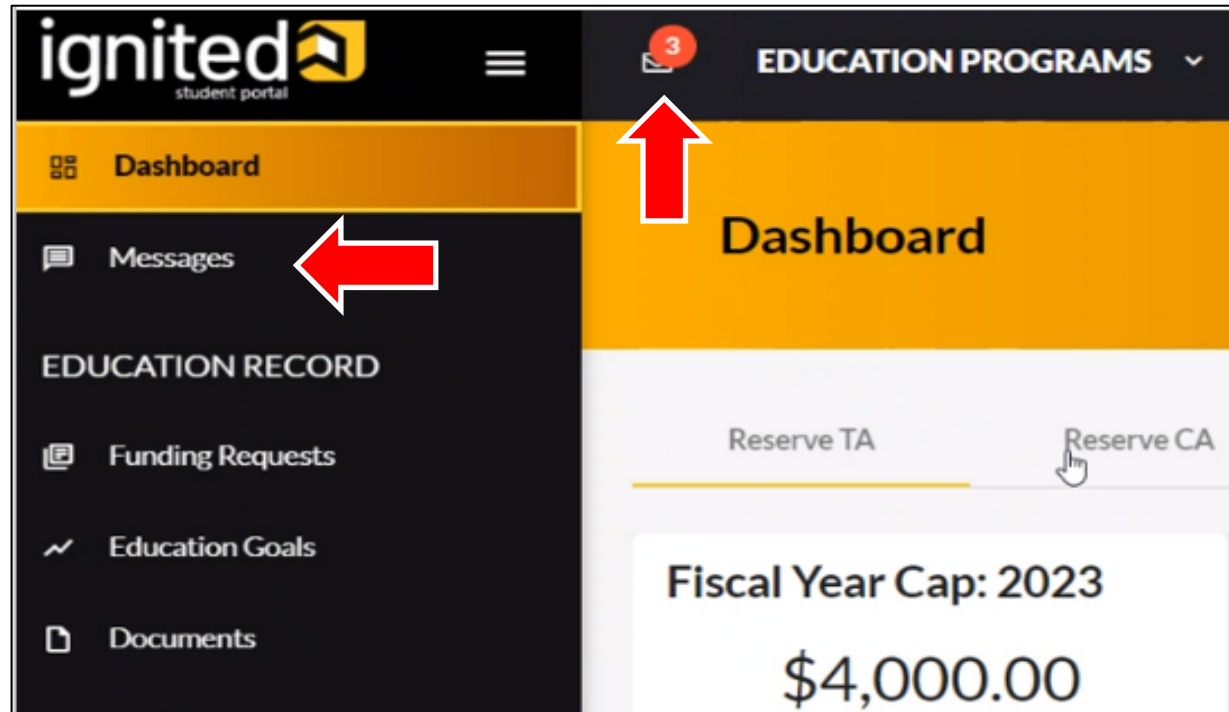


REQUESTING A WITHDRAWAL FROM A CA REQUEST

AFTER PAYMENT
HAS BEEN MADE



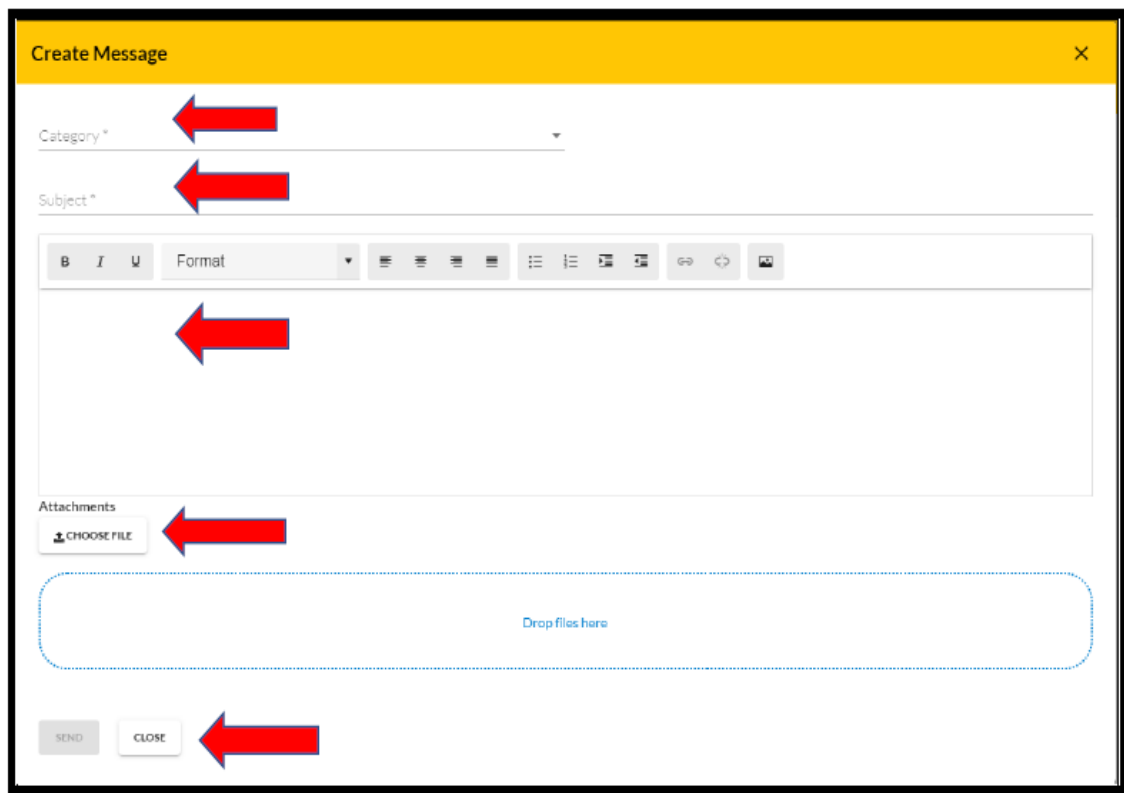
Requesting A Withdrawal



Upon logging in your ArmyIgnitED account, click 'Messages' on the left side menu or choose the envelope icon at the top of your screen



To compose and send a message, click 'Create Message' in the top right corner of screen



The screenshot shows a 'Create Message' form with a yellow header. It includes a 'Category*' dropdown menu, a 'Subject*' text field, a rich text editor with a 'Format' dropdown and various icons, an 'Attachments' section with a 'CHOOSE FILE' button, a 'Drop files here' area, and 'SEND' and 'CLOSE' buttons at the bottom. Red arrows point to the Category dropdown, Subject field, the main text area, the CHOOSE FILE button, and the CLOSE button.

Category: Credentialing Assistance (CA) Withdrawal

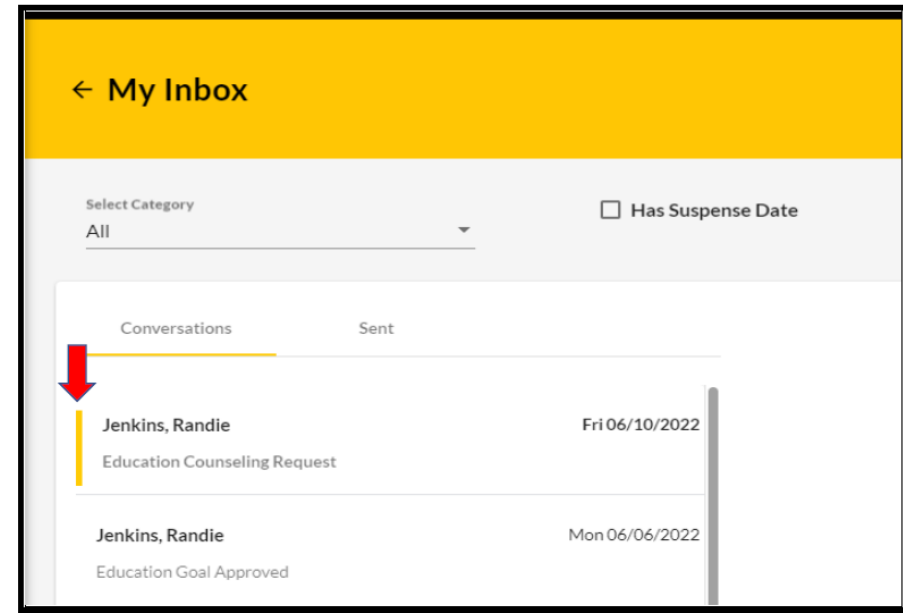
Subject: Request for Withdrawal

Body: Provide information on the case you wish to withdraw from- Case ID#, Title of the Course, and reason.

NOTE!! Soldiers who receive a grade other than a “W” for withdrawing from the course or exam will not be able to submit a request for recoupment waiver for it.

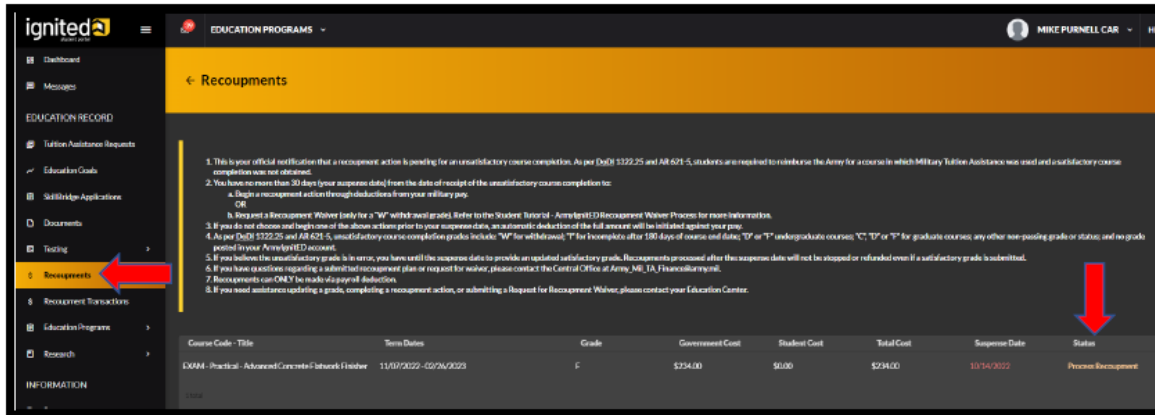


Once ACAPO enters the grade of “W”, you will receive an email letting you know you have a message waiting for you to view regarding course recoupment. Please check messages in the ArmyIgnitED portal and view the recoupment action message.





Click 'Recoupments' then click 'Process Recoupment':

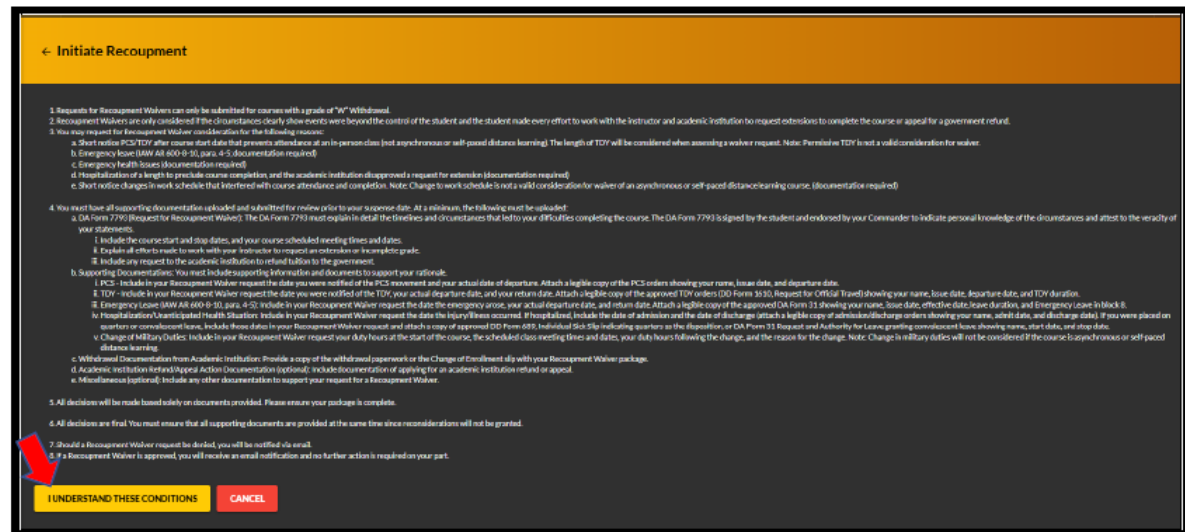


Recoupments

- This is your official notification that a recoupment action is pending for an unsatisfactory course completion. As per DoD 1322.25 and AR 621-5, students are required to reimburse the Army for a course in which Military Tuition Assistance was used and unsatisfactory course completion was not obtained.
- You have no more than 30 days (your response date) from the date of receipt of the unsatisfactory course completion to:
 - Begin a recoupment action through deductions from your military pay.
 OR
 - Request a Recoupment Waiver (only for a "W" withdrawal grade). Refer to the Student Tutorial - Army Initial CD Recoupment Waiver Process for more information.
- If you do not choose and begin one of the above actions prior to your response date, an automatic deduction of the full amount will be initiated against your pay.
- As per DoD 1322.25 and AR 621-5, unsatisfactory course completion grades include "W" for withdrawal, "F" for incomplete after 150 days of course end date; "D" or "F" for graduate courses; "C", "D" or "F" for graduate courses; any other non-passing grade or status; and no grade posted in your Army iMID account.
- If you believe the unsatisfactory grade is in error, you have until the response date to provide an updated satisfactory grade. Recoupments processed after the response date will not be stopped or refunded even if a satisfactory grade is submitted.
- If you have questions regarding a submitted recoupment plan or request for waiver, please contact the Central Office at Army_ML DA FtHoussain@army.mil.
- Recoupments can ONLY be made via payroll deduction.
- If you used assistance updating a grade, completing a recoupment action, or submitting a Request for Recoupment Waiver, please contact your Education Center.

Course Code - Title	Term Dates	Grade	Government Cost	Student Cost	Total Cost	Suspense Date	Status
DXMM - Practical - Advanced Concrete Network Installer	11/01/2022 - 02/26/2023	F	\$234.00	\$0.00	\$234.00	03/14/2023	Process Recoupment

Read 'recoupment conditions' -> 'I Understand These Conditions':



← Initiate Recoupment

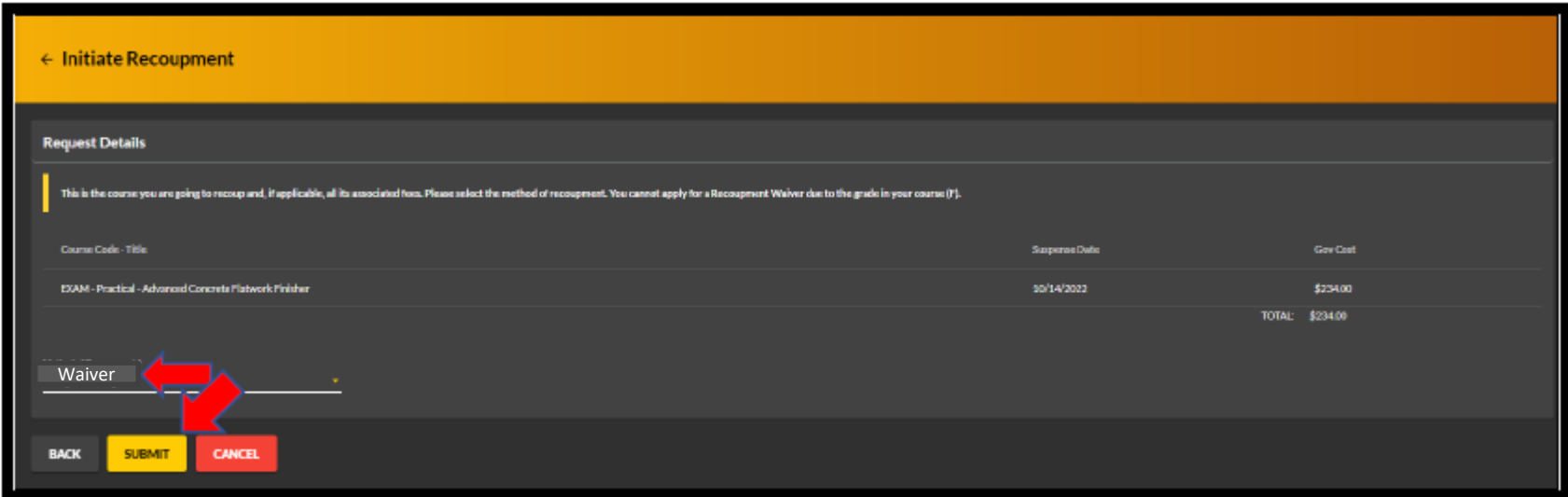
- Requests for Recoupment Waivers can only be submitted for courses with a grade of "W" (Withdrawal).
- Recoupment Waivers are only considered if the circumstances clearly show events were beyond the control of the student and the student made every effort to work with the instructor and academic institution to request extensions to complete the course or appeal for a government refund.
- You may request for Recoupment Waiver consideration for the following reasons:
 - Short notice PCS/TDY after course start date that prevents attendance at an in-person class (not asynchronous or self-paced distance learning). The length of TDY will be considered when assessing a waiver request. Note: Permitted TDY is not a valid consideration for waiver.
 - Emergency Leave (IAW AR 600-9-30, para. 4-5, documentation required).
 - Emergency Health Issues (documentation required).
 - Rehospitalization or a length to provide course completion, and the academic institution disapproved a request for extension (documentation required).
 - Short notice changes in work schedule that interfered with course attendance and completion. Note: Change to work schedule is not a valid consideration for waiver of an asynchronous or self-paced distance learning course. (documentation required)
- You must have all supporting documentation uploaded and submitted for review prior to your response date. At a minimum, the following must be uploaded:
 - DA Form 7790 (Request for Recoupment Waiver). The DA Form 7793 must explain in detail the specifics and circumstances that led to your difficulties completing the course. The DA Form 7793 is signed by the student and endorsed by your Commander to indicate personal knowledge of the circumstances and attest to the veracity of your statements.
 - Include the course start and stop dates, and your course scheduled meeting times and dates.
 - Explain all efforts made to work with your instructor to request an extension or incomplete grade.
 - Include any request to the academic institution to refund tuition to the government.
 - Supporting Documentation: You must include supporting information and documents to support your rationale.
 - PCS - Include in your Recoupment Waiver request the date you were notified of the PCS movement and your actual date of departure. Attach a legible copy of the PCS orders showing your name, issue date, and departure date.
 - TDY - Include in your Recoupment Waiver request the date you were notified of the TDY, your actual departure date, and your return date. Attach a legible copy of the approved TDY orders (DD Form 3630, Request for Official Travel) showing your name, issue date, departure date, and TDY duration.
 - Emergency Leave (IAW AR 600-9-30, para. 4-5) - Include in your Recoupment Waiver request the date the emergency arose, your actual departure date, and return date. Attach a legible copy of the approved DA Form 31 showing your name, issue date, effective date, leave duration, and Emergency Leave in block B.
 - Hospitalization/Unassisted Health Situation - Include in your Recoupment Waiver request the date the injury illness occurred. If hospitalized, include the date of admission and the date of discharge. Attach a legible copy of admission/discharge orders showing your name, admit date, and discharge date. If you were placed on quarters or convalescent leave, include those dates. In your Recoupment Waiver request attach a copy of approved DD Form 693, Individual Sick Slip including quarters as the disposition, or DA Form 71 Request and Authority for Leave granting convalescent leave showing name, start date, and stop date.
 - Change of Military Duties - Include in your Recoupment Waiver request your duty hours at the start of the course, the scheduled class meeting times and dates, your duty hours following the change, and the reason for the change. Note: Change in military duties will not be considered if the course is synchronous or self-paced distance learning.
 - Withdrawal Documentation from Academic Institution: Provide a copy of the withdrawal paperwork or the Change of Enrollment slip with your Recoupment Waiver package.
 - Academic institution letter/appeal Action Documentation (optional): include documentation of applying for an academic institution refund or appeal.
 - Miscellaneous (optional): include any other documentation to support your request for a Recoupment Waiver.
- All decisions will be made based solely on documents provided. Please ensure your postage is complete.
- All decisions are final. You must ensure that all supporting documents are provided at the same time since reconsiderations will not be granted.
- Should a Recoupment Waiver request be denied, you will be notified via email.
- If a Recoupment Waiver is approved, you will receive an email notification and no further action is required on your part.

I UNDERSTAND THESE CONDITIONS **CANCEL**



Soldiers have 3 choices for 'Method of Recoupment' (Soldier must scroll as Waiver does not appear when Soldier first sees it):

1. Lump Sum Payroll Deduction
2. Payroll Deduction (up to 6 months)
3. Waiver (a Request for Recoupment Waiver)



← Initiate Recoupment

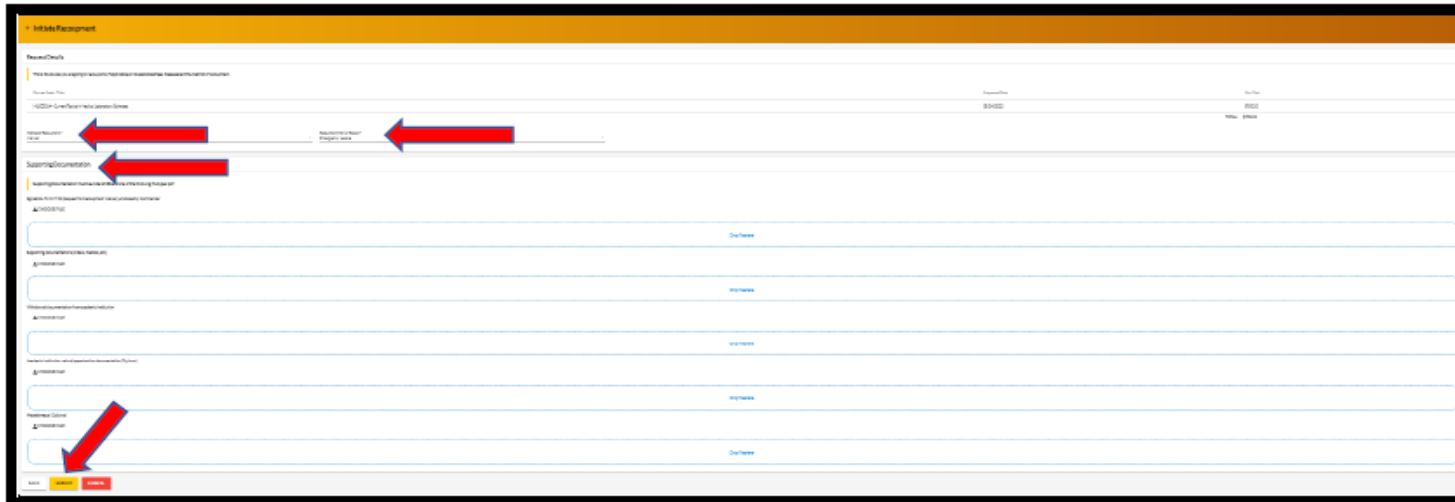
Request Details

This is the course you are going to recoup and, if applicable, all its associated fees. Please select the method of recoupment. You cannot apply for a Recoupment Waiver due to the grade in your course [?].

Course Code - Title	Suspense Date	Gov Cost
EXAM - Practical - Advanced Concrete Flatwork Finisher	10/14/2022	\$234.00
		TOTAL: \$234.00

Method of Recoupment: **Waiver**

BACK SUBMIT CANCEL



The screenshot shows the 'Initial Recoupment' form. Red arrows point to the 'Waiver' dropdown menu, the 'Recoupment Waiver Reason' dropdown menu, the 'Supporting Documentation' upload areas (the first three are required), and the 'Submit' button at the bottom left.

'Waiver' -> 'Recoupment Waiver Reason' -> Upload SUPPORTING DOCUMENTATION (Orders, Medical, Emergency Leave Form, etc.) -> 'Submit'

NOTE: The first 3 Supporting Documentation upload areas are REQUIRED. Soldier must have this documentation in order to submit their request. The remaining 2 Supporting Documentation upload areas are OPTIONAL but do require something be uploaded.

NOTE: 'Waiver' CAN ONLY BE SELECTED FOR A 'W' GRADE!!!

NOTE: Vendors DO NOT have to provide a withdrawal letter/memo (that only applies to TARs)



DON'T SEE YOUR VENDOR?



If Soldiers are looking for a specific vendor and don't see them, Soldier can send an ArmyIgnitED message!

Category: Credentialing Assistance (CA) Office

Subject: Request to Add Vendor

Body: Provide information: Vendor name, Vendor URL, Vendor POC, Vendor Email, Vendor phone number.

ACAPO will reach out to the vendor to request they participate



REQUESTING AN EXTENSION



If Soldiers need to extend, and they haven't exceeded 1 year from their start date and are not at their ETS date, they can submit an ArmyIgnitED message

Category: Credentialing Assistance (CA) Office

Subject: Request for extension

Body: Provide:
Name, case number (ID number), title of course, and exact date of extension (example- 5 May 23).

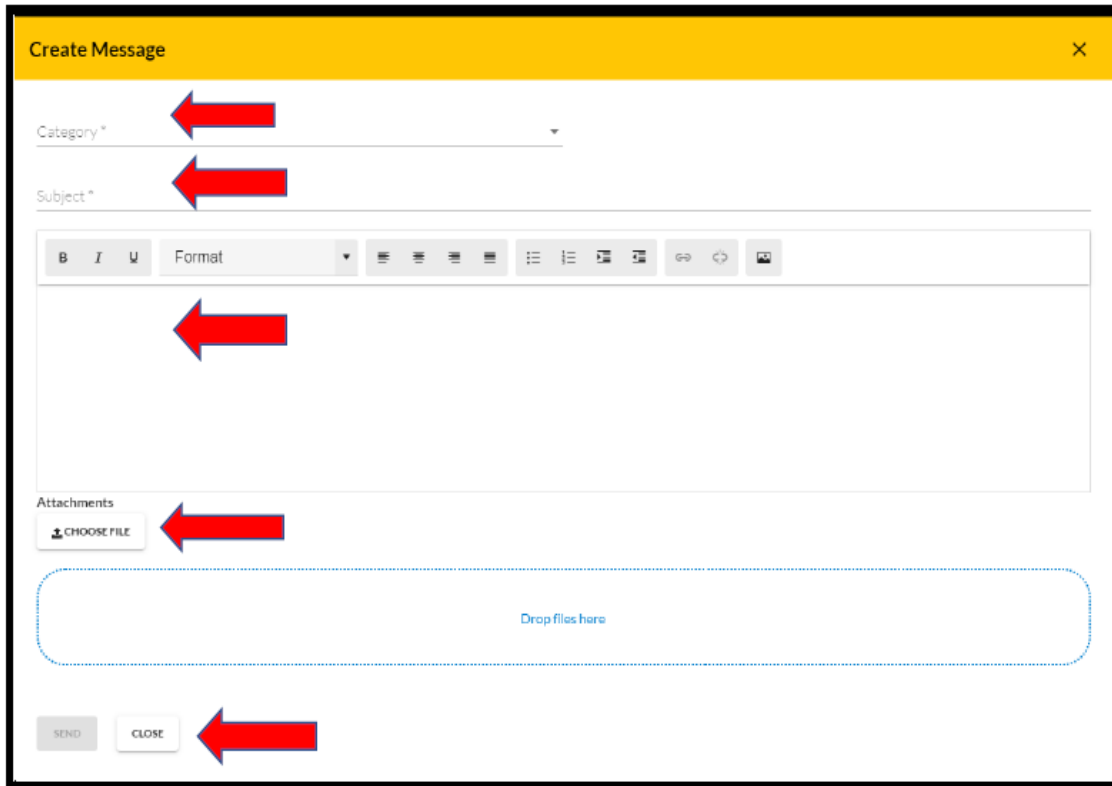
ACAPO will review to ensure they can extend.



STATUS CHECK ON CA REQUESTS



For status on cases that have been moved to finance for payment (and are 3 days away from the start date), Soldiers must send it through an ArmyIgnitED message



Category: Credentialing Assistance (CA) Finance

Subject: Status of Case (after being moved to finance for payment)

Body:
Provide Name, case number, title of course.



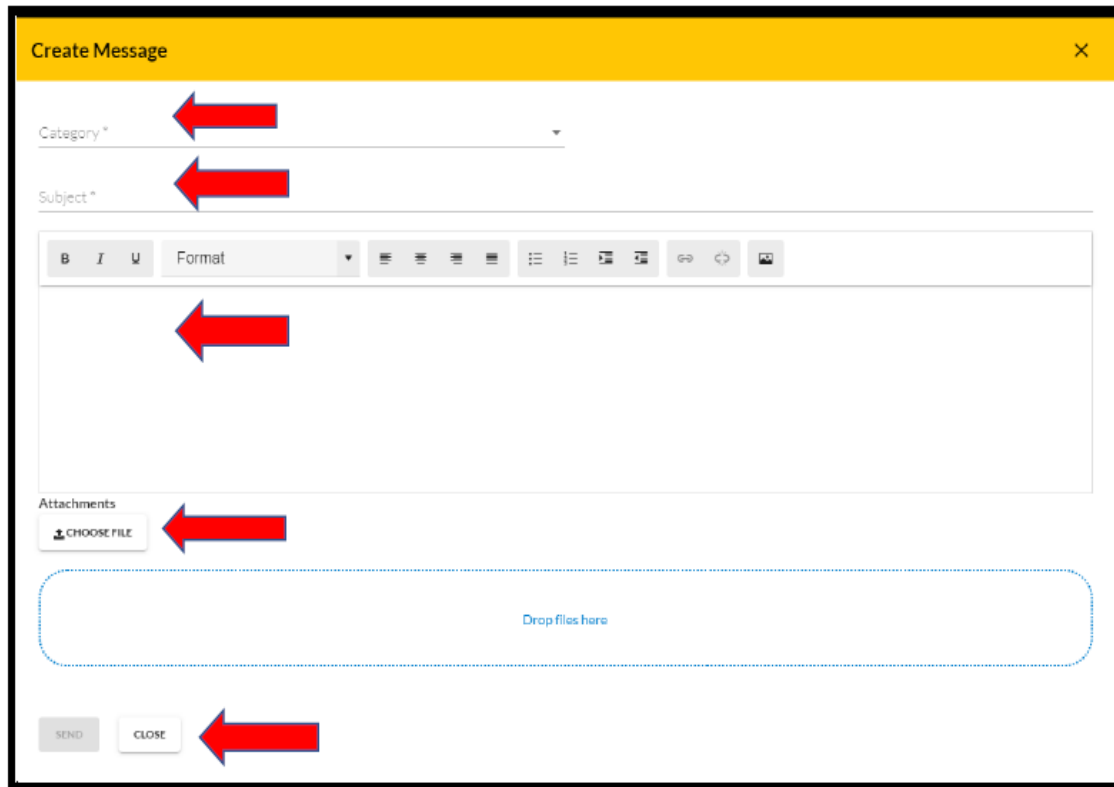
TURNING IN CERTIFICATE OF COMPLETION (GRADES) FOR A CA REQUEST



- If Certificate of Completion is not uploaded within **30 days** after the end date, messages for recoupment will begin
- Vendors can provide pass/fail grades for courses they provide or exams they receive. If they do not receive the grade, it is the Soldier's responsibility to send to ACAPO. ACAPO will then apply the grade in the Soldier's account



To turn in a certificate of completion (grade), Soldiers must send it through an ArmyIgnitED message



Category: Credentialing Assistance (CA) Office

Subject: Request to add Certificate of Completion

Body: Provide:
Name, case number, title of course.

ACAPO will review and close in ArmyIgnitED.



- Need counseling or assistance with CA?

The screenshot shows the Army COOL website interface. At the top, there is a navigation bar with links: Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | Credential Search | Contact Us. The main header features the Army COOL logo and the text 'ARMY COOL Credentialing Opportunities On-Line'. Below the header, there are navigation tabs: GET CERTIFIED, EXPLORE MILITARY OCCUPATIONS, LEARN & DEVELOP PROFESSIONALLY, and RESOURCES & LINKS. A green button labeled 'WELCOME TO THE NEW COOL' is also present. The main content area is titled 'Army Credentialing Assistance (CA) Program'. It contains several paragraphs of text, a 'Virtual Counselor Info Sheet' link, and a prominent yellow button labeled 'CONTACT AN ARMY CA COUNSELOR' which is circled in red. To the right of the button is the Army Credentialing Assistance logo. Below the main text, there are sections for 'Trending Career Opportunities' and 'Related Links', each with a list of links and brief descriptions.

Click on the “Contact An Army CA Counselor” for:

- Soldiers who need counseling assistance for the use of Army CA funding can now request Counseling assistance! This cell is available to CONUS and OCONUS Soldiers. Counseling sessions are available on Microsoft Teams
- Soldiers who are unsure of what to pursue, or what they may be eligible for can benefit from this counseling
- Soldiers needing assistance with submitting their CA Requests can also use this counseling



Army Credentialing Assistance Program Page:

https://www.cool.osd.mil/army/costs_and_funding/army_credential_assistance.htm

ArmyIgnitED:

<https://www.armyignited.army.mil/>



ARMY CREDENTIALING
ASSISTANCE