Educate to Win!

The Army Credentialing Assistance Program Office (ACAPO)

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

Overall Classification is Controlled Unclassified Information or CUI

To help navigate the slides:

Slides 3-16: Creating a CA Request for Training

Slides 17-21: Creating a CA Request for Training Manually

Slides 22-29: Creating a CA Request for Books or Materials

Slides 30-37: Creating a CA Request for Exams

Slide 38-50: Creating a CA Request for Recertification

Slide 51-54: Checking the Status of a CA Request

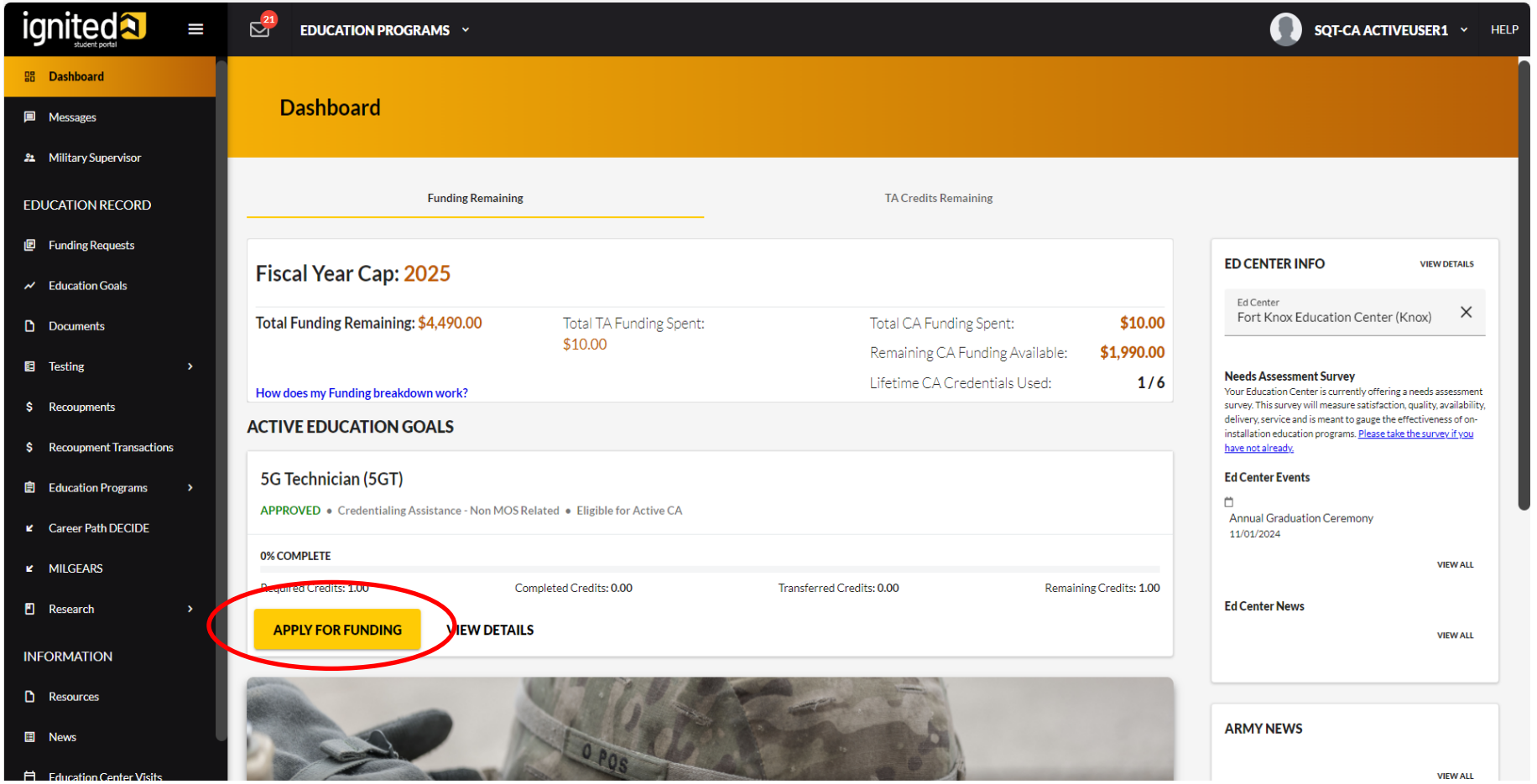
Slide 55: Need Assistance or Counseling? Schedule your appointment with a CA Counselor now!

CREATING CA REQUEST FOR TRAINING

Creating a CA Request cont.

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

NOTE: Dashboard provides information on lifetime limits, total spent between TA/CA, and “How does my Funding breakdown work?” link to provide explanation

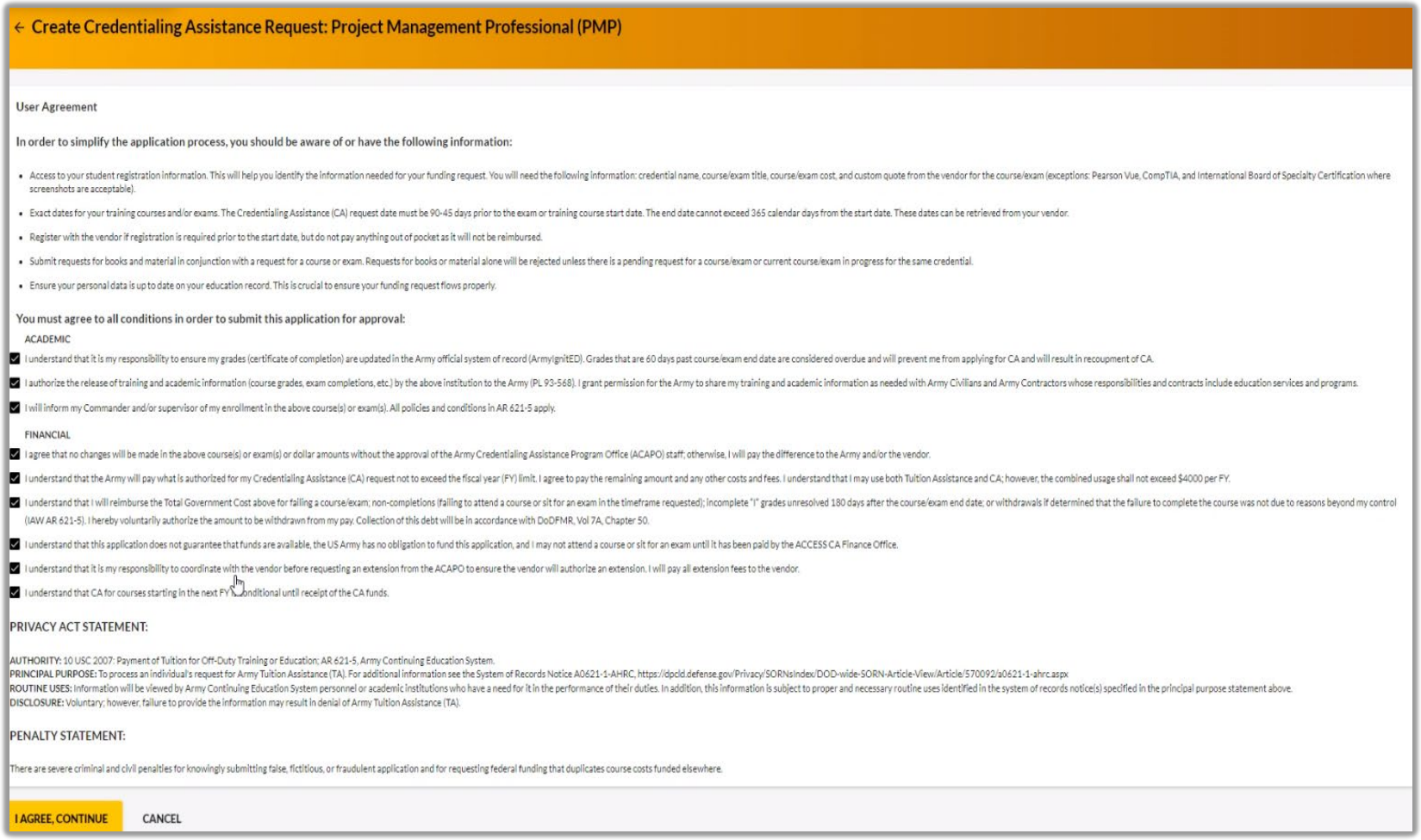


Creating a CA Request cont.

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

Creating a CA Request cont.

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 (AcademyIgnitED). 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://dpcld.defense.gov/Privacy/SORNsIndex/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:

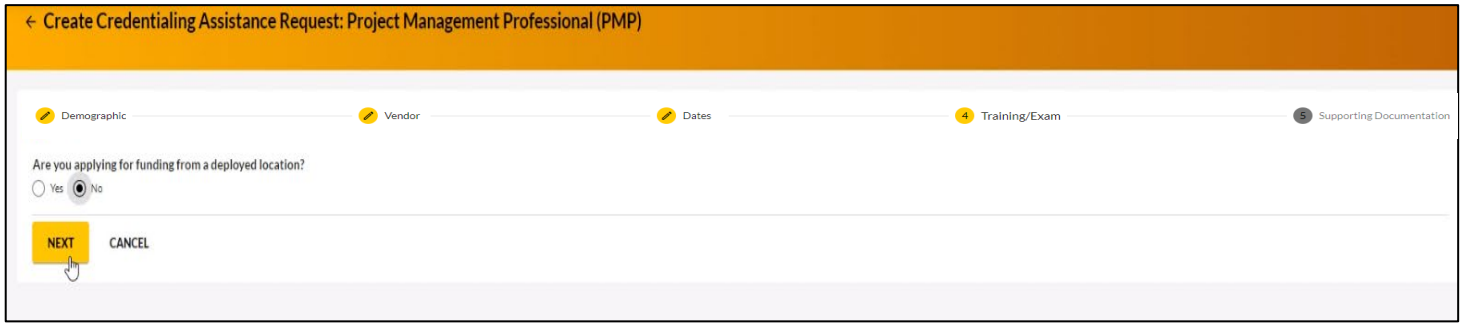
There are severe criminal and civil penalties for knowingly submitting false, fictitious, or fraudulent application and for requesting federal funding that duplicates course costs funded elsewhere.

I AGREE, CONTINUE CANCEL

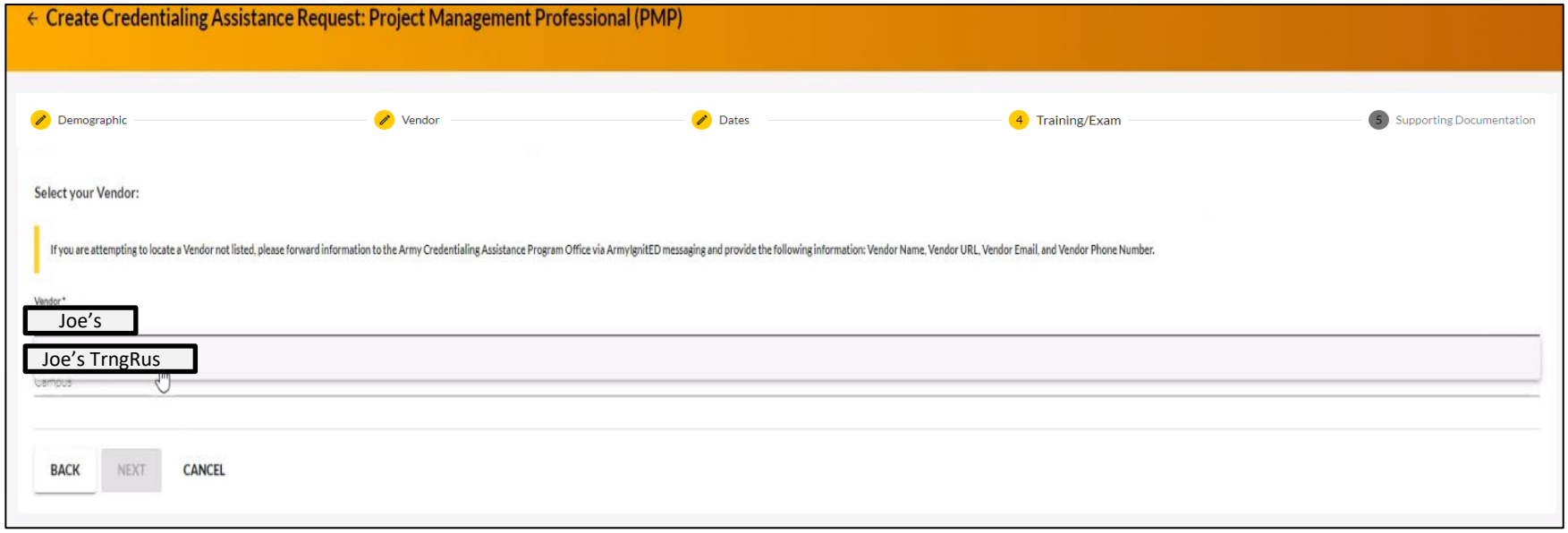
Once done, check the boxes, then click on “I Agree, Continue”

Creating a CA Request cont.

Soldier will select an answer, then click “Next”

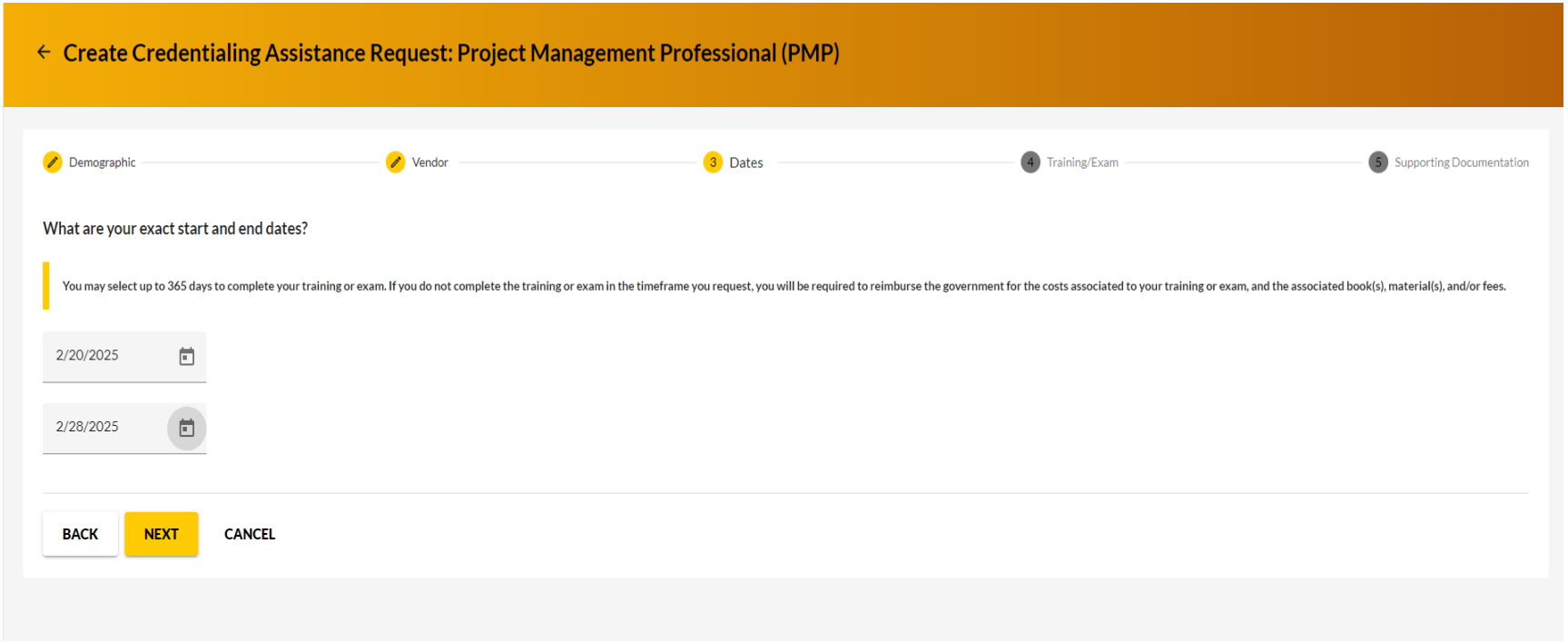


Soldier will type in the Vendor’s name until it appears, then select it from the drop down. Select it again for Campus.



Creating a CA Request cont.

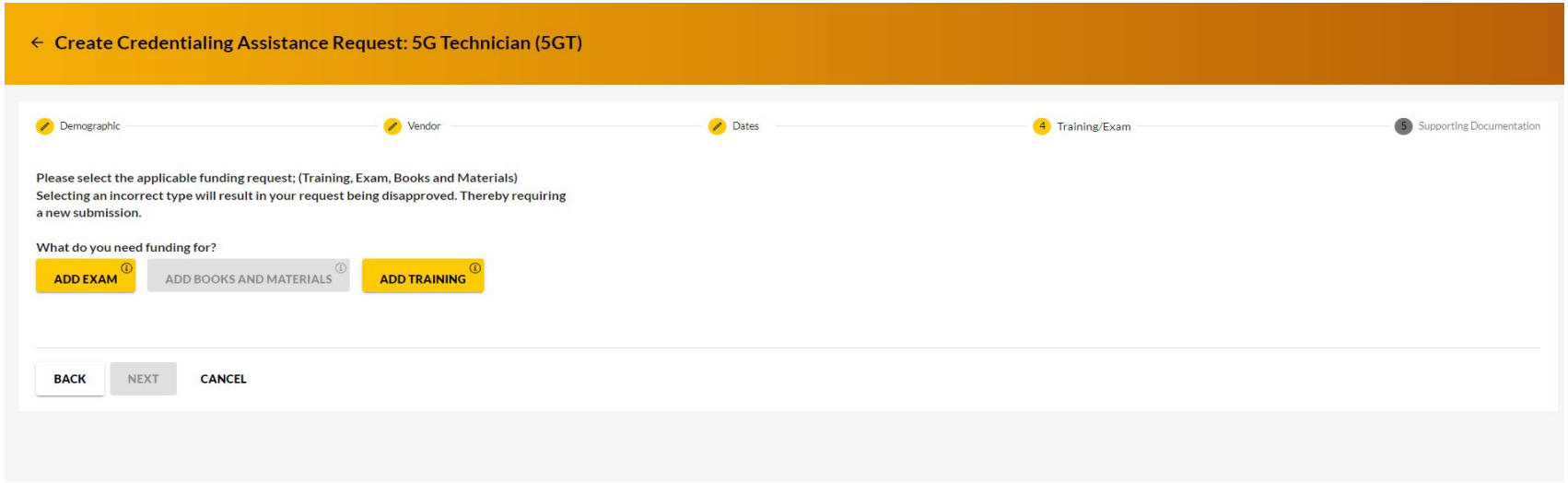
Soldier will select start and end date (review policy on this!), then click “Next”



Creating a CA Request cont.

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

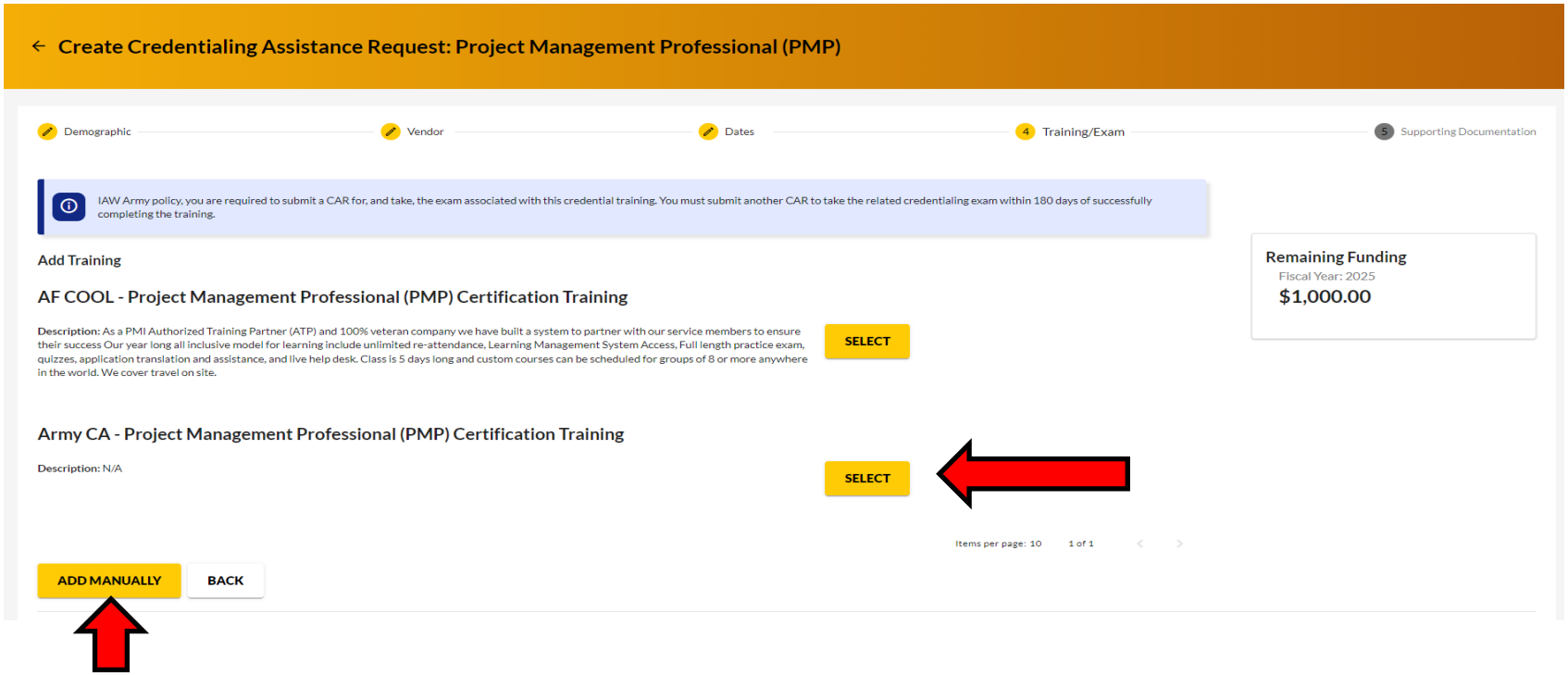
NOTE!! Soldier cannot request books and/or Materials without requesting Training or Exam first!



Creating a CA Request cont.

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.

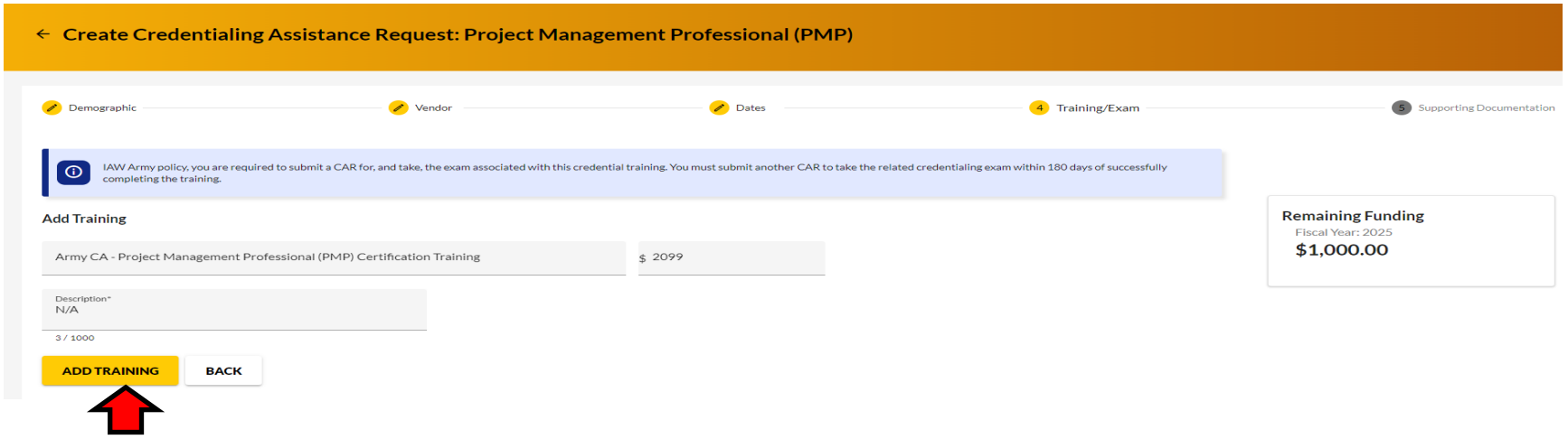
NOTE!!! The banner in blue provides information on the mandatory requirement to request the exam within 180 of the end date. If there are multiple training requests needed prior to the exam, please contact ACAPO within ArmyIgnitED using the “Credentialing Assistance (CA) Office” category



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)

Creating a CA Request cont.

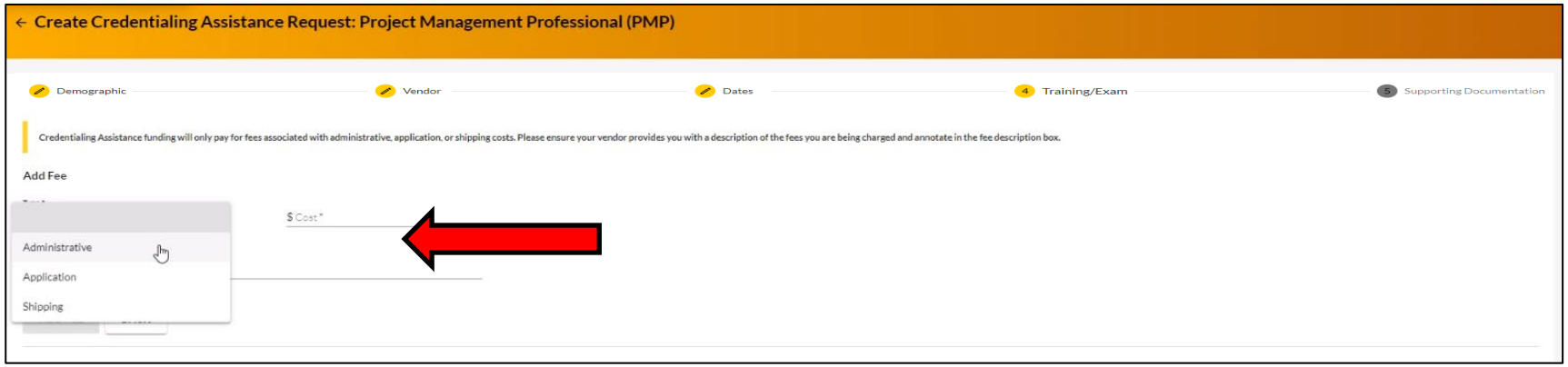
Once the Soldier verifies it is the course, click on “Add Training”



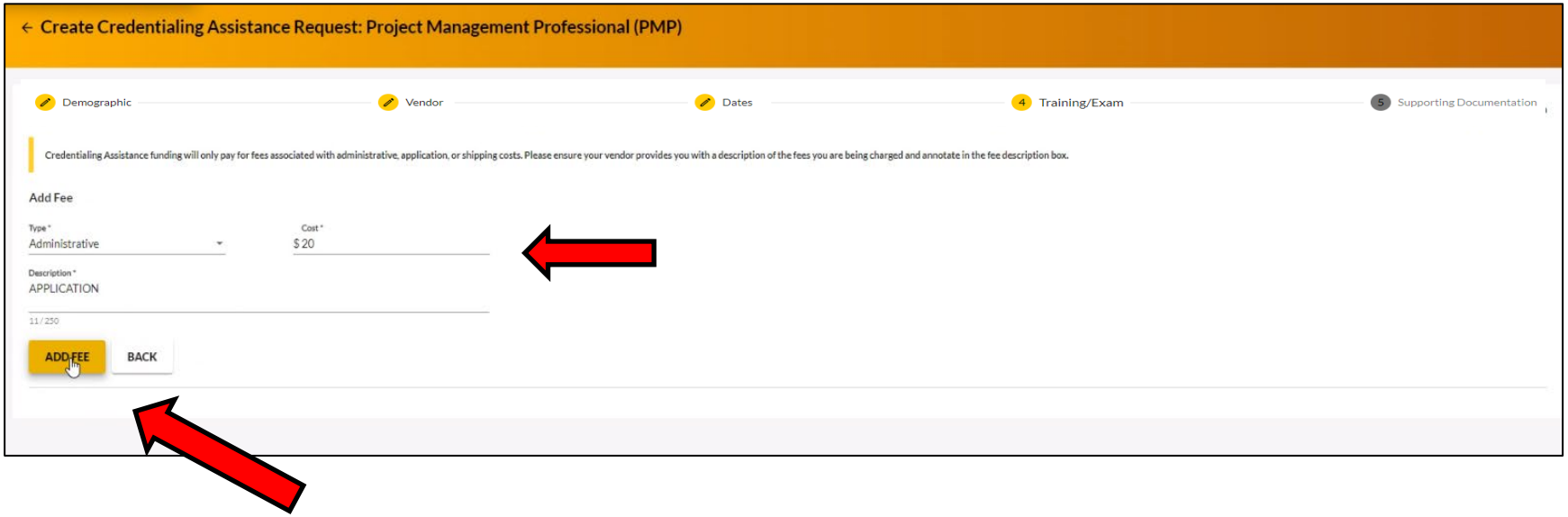
Soldiers can add any application fee or membership fee if needed (if funding is available). Soldiers must keep in mind that an exam must be requested, and funding must be available. Contact ACAPO or VCC for further guidance if needed

Creating a CA Request cont.

If Soldier is adding fees, select the type of fee

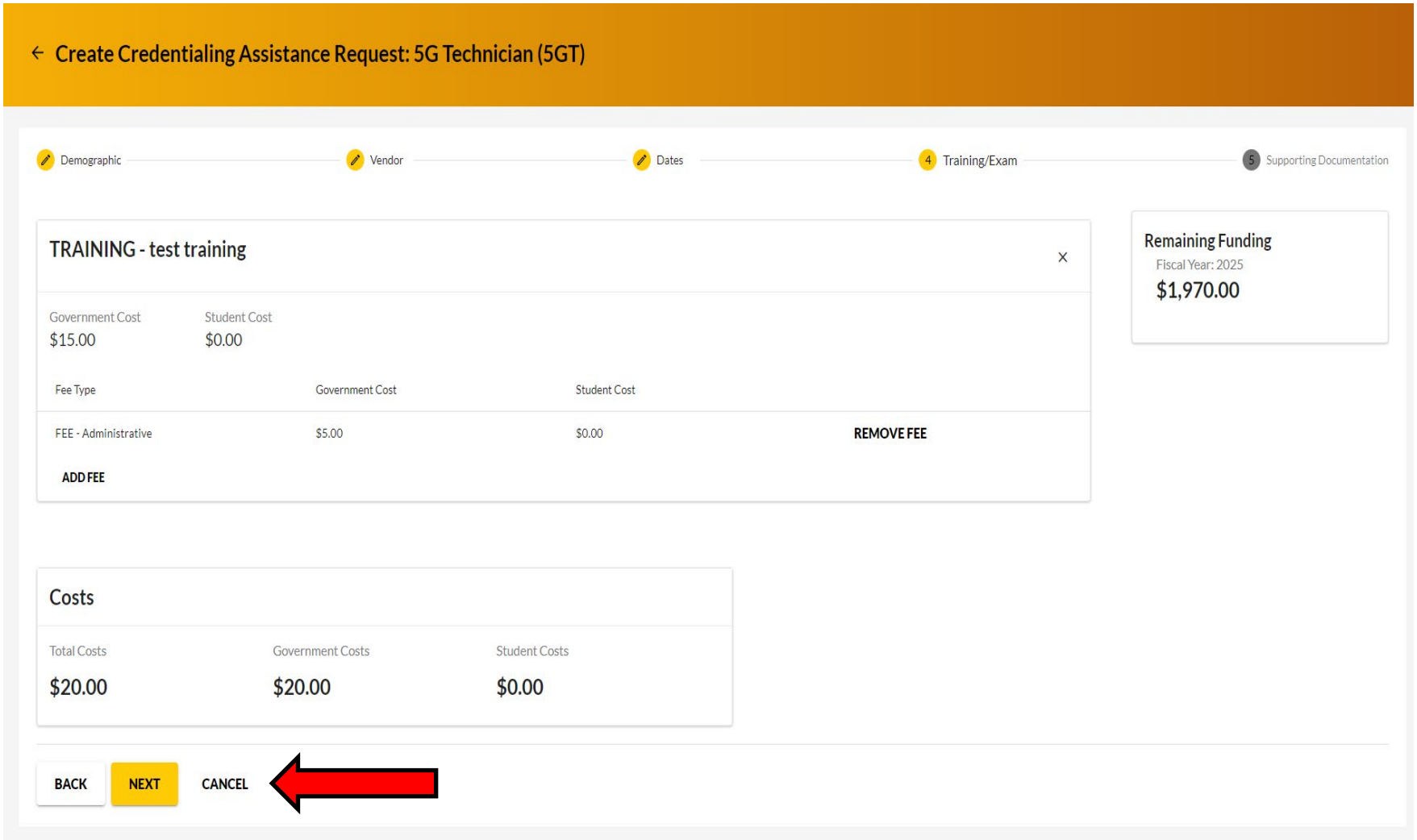


Add the cost, a description, then click on “Add Fee”



Creating a CA Request cont.

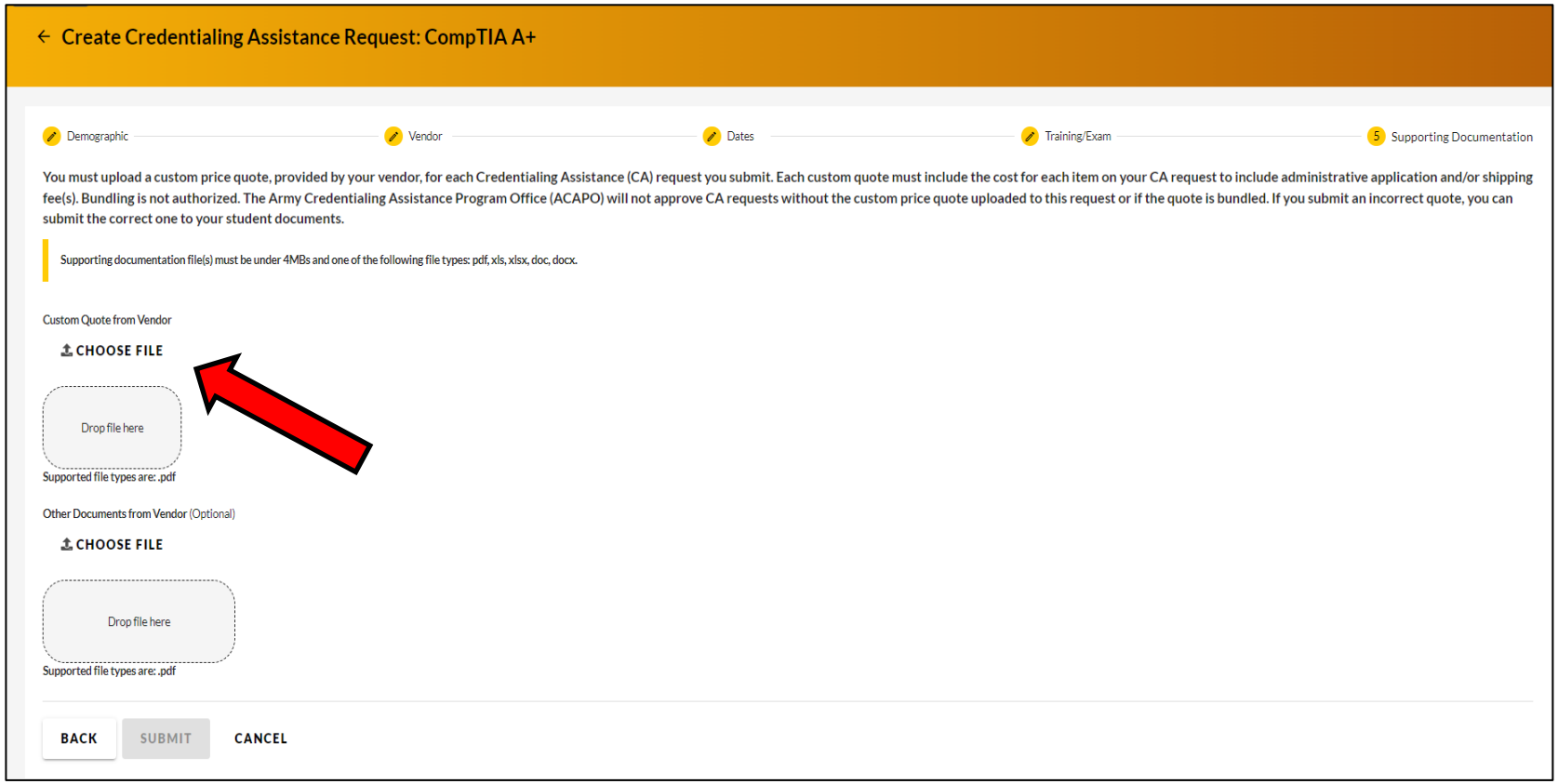
When complete, Soldier will click “Next”



Creating a CA Request cont.

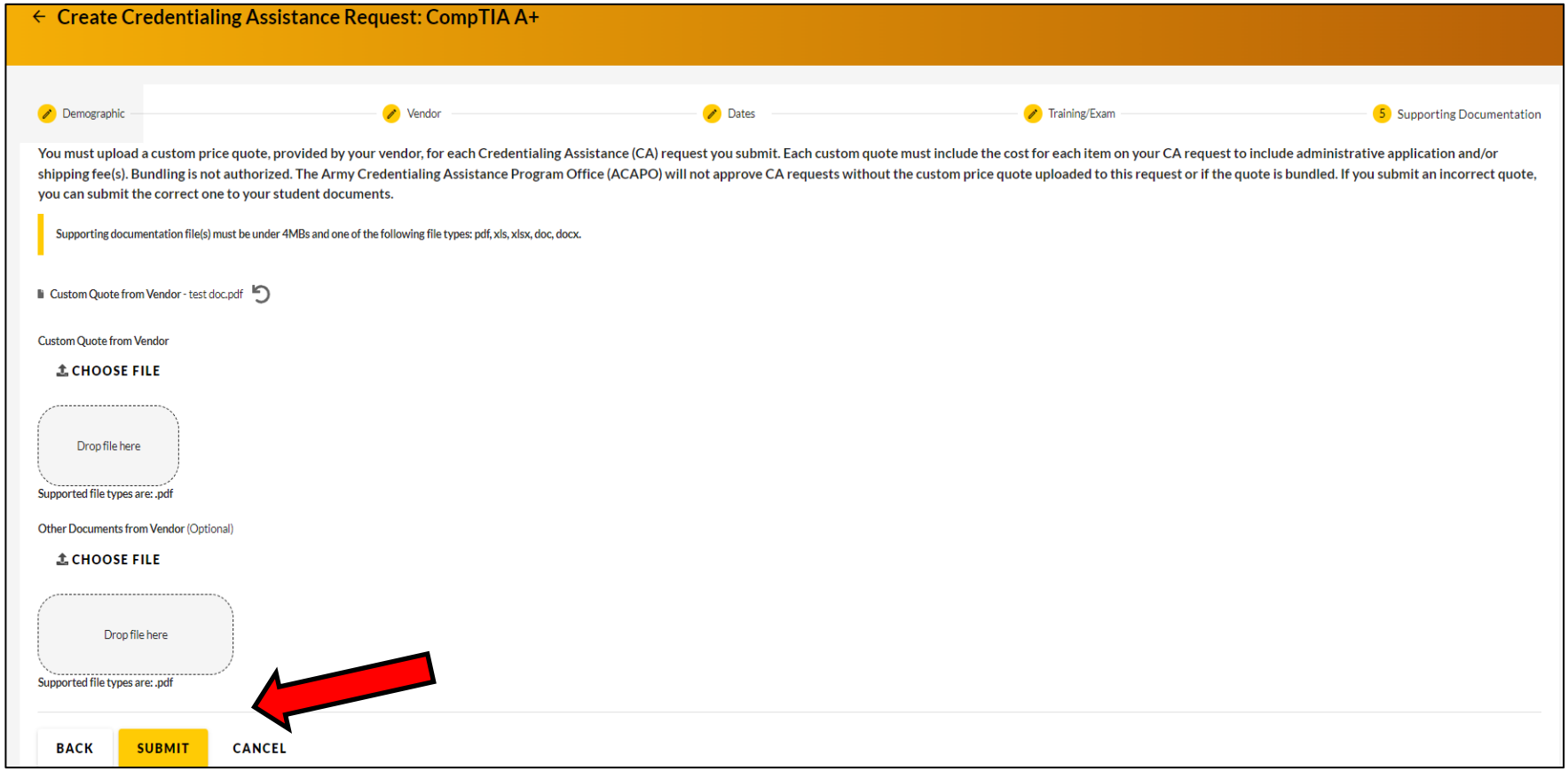
Soldiers must now add the custom quote that was received from the selected vendor.

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 and CompTIA where screenshot is allowed*) to request a custom quote for the CA Request



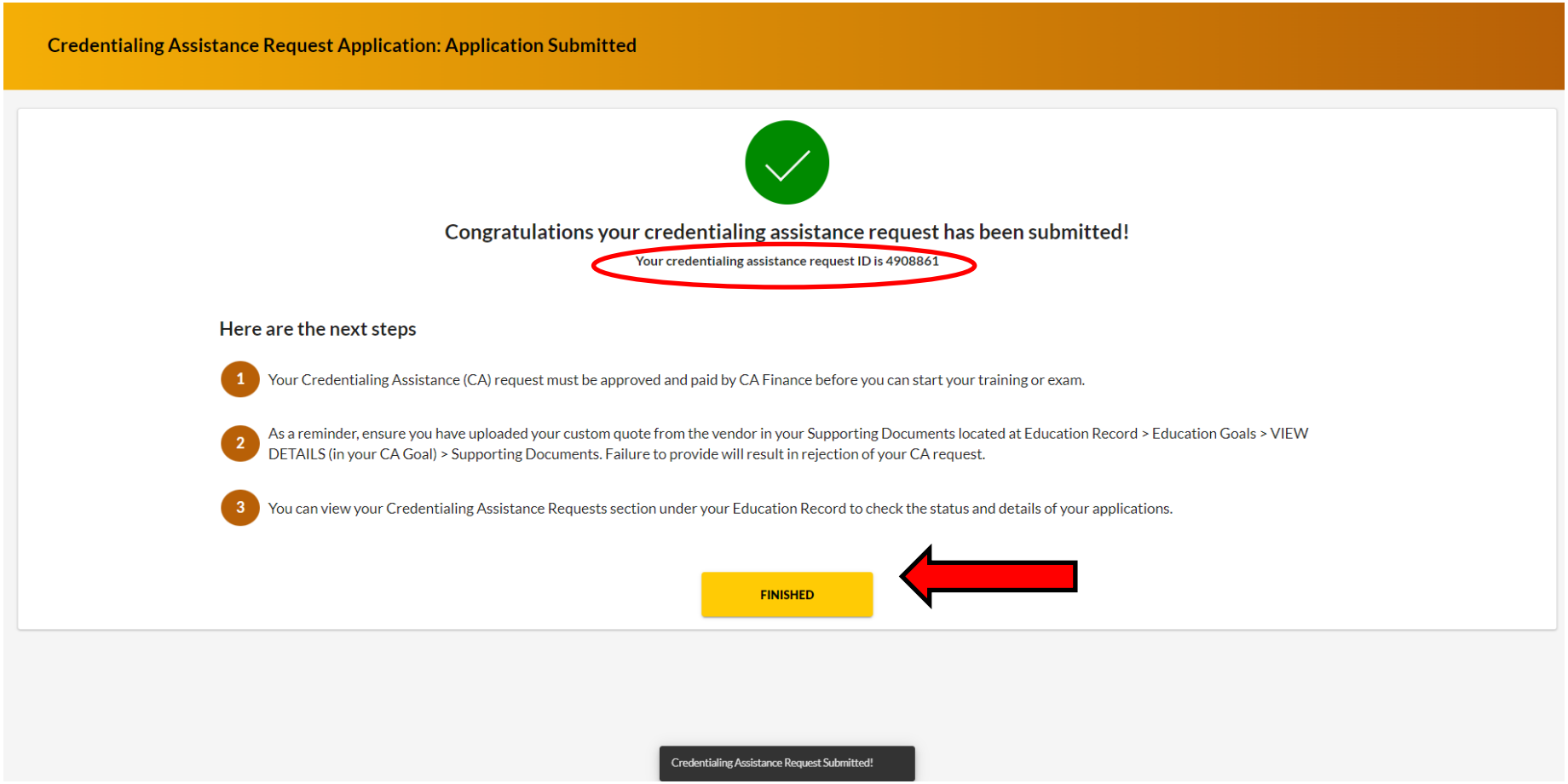
Creating a CA Request cont.

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



Creating a CA Request cont.

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

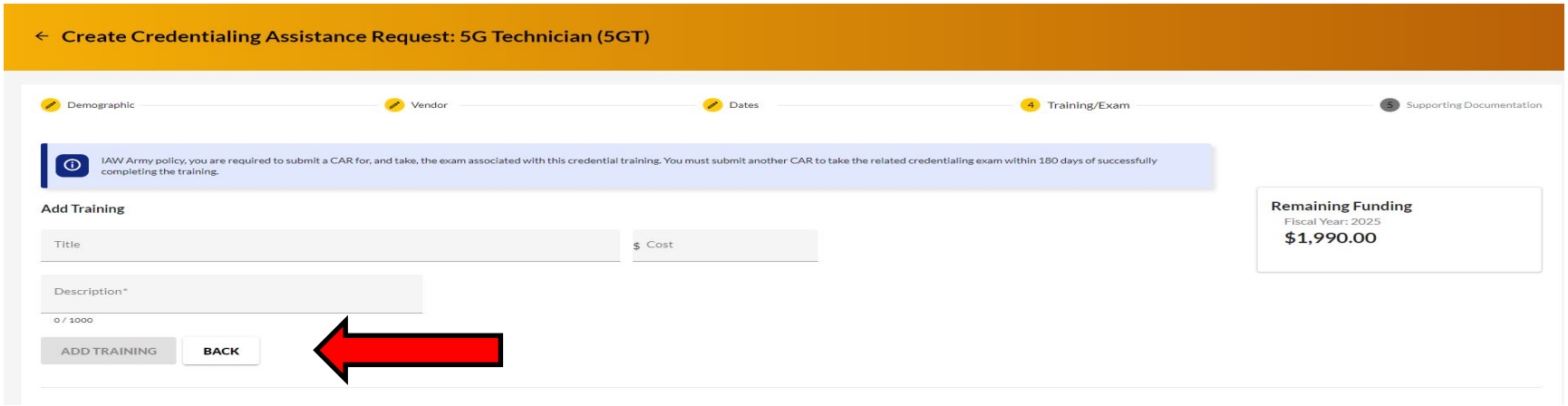


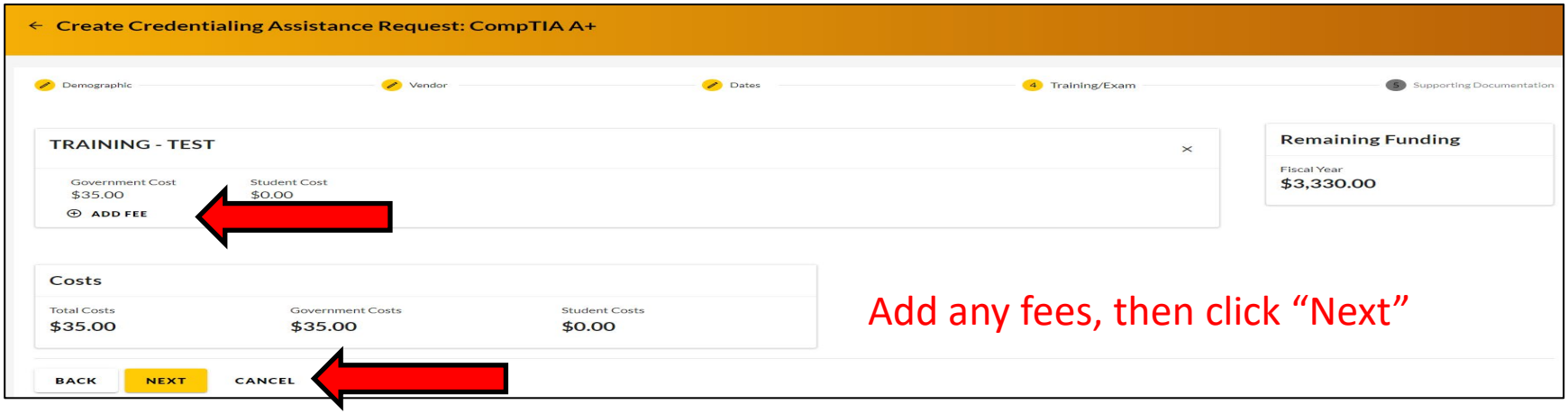
CREATING CA REQUEST FOR TRAINING

MANUALLY

Creating a CA Request cont.

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”



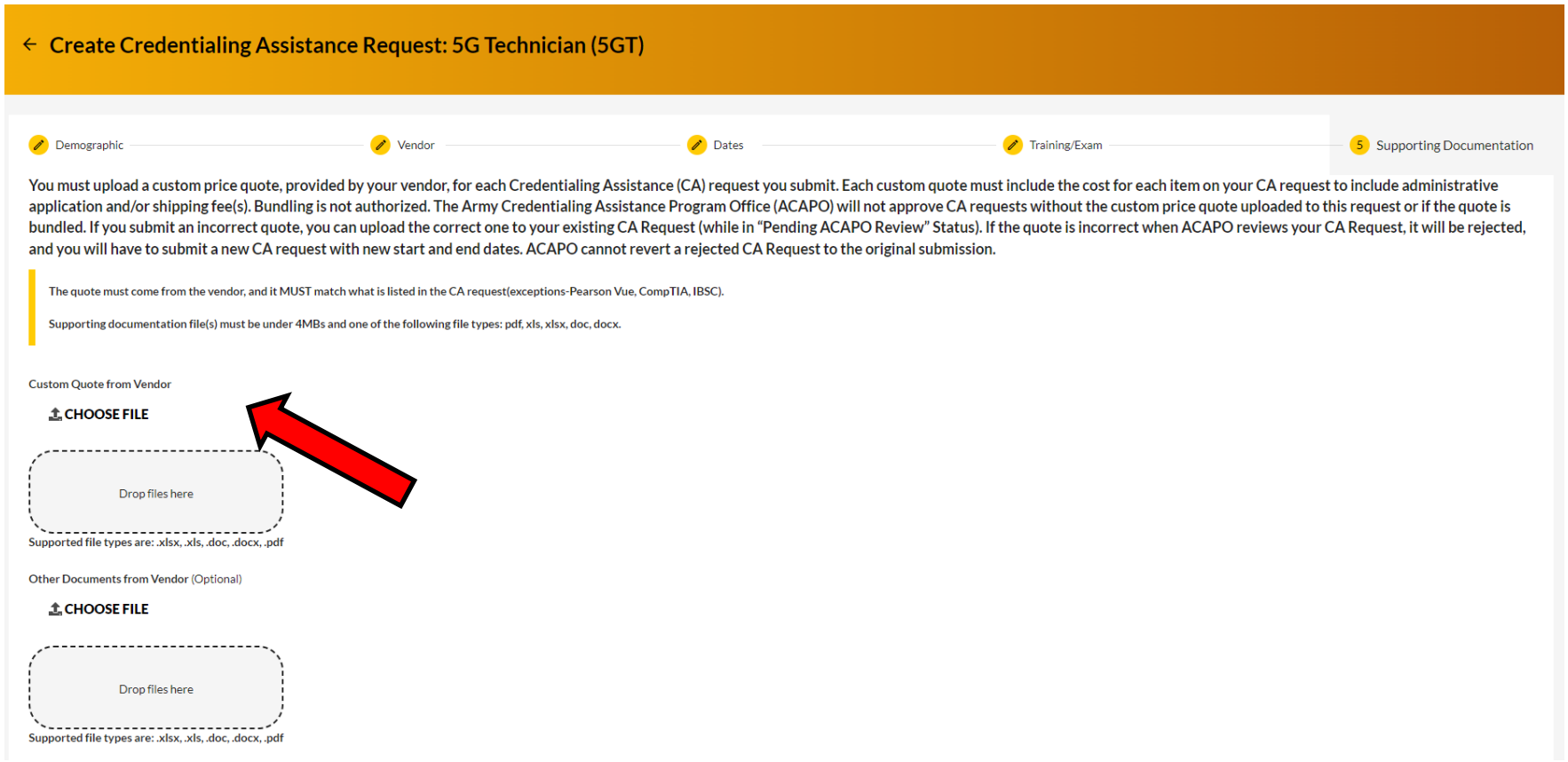


Add any fees, then click “Next”

Creating a CA Request cont.

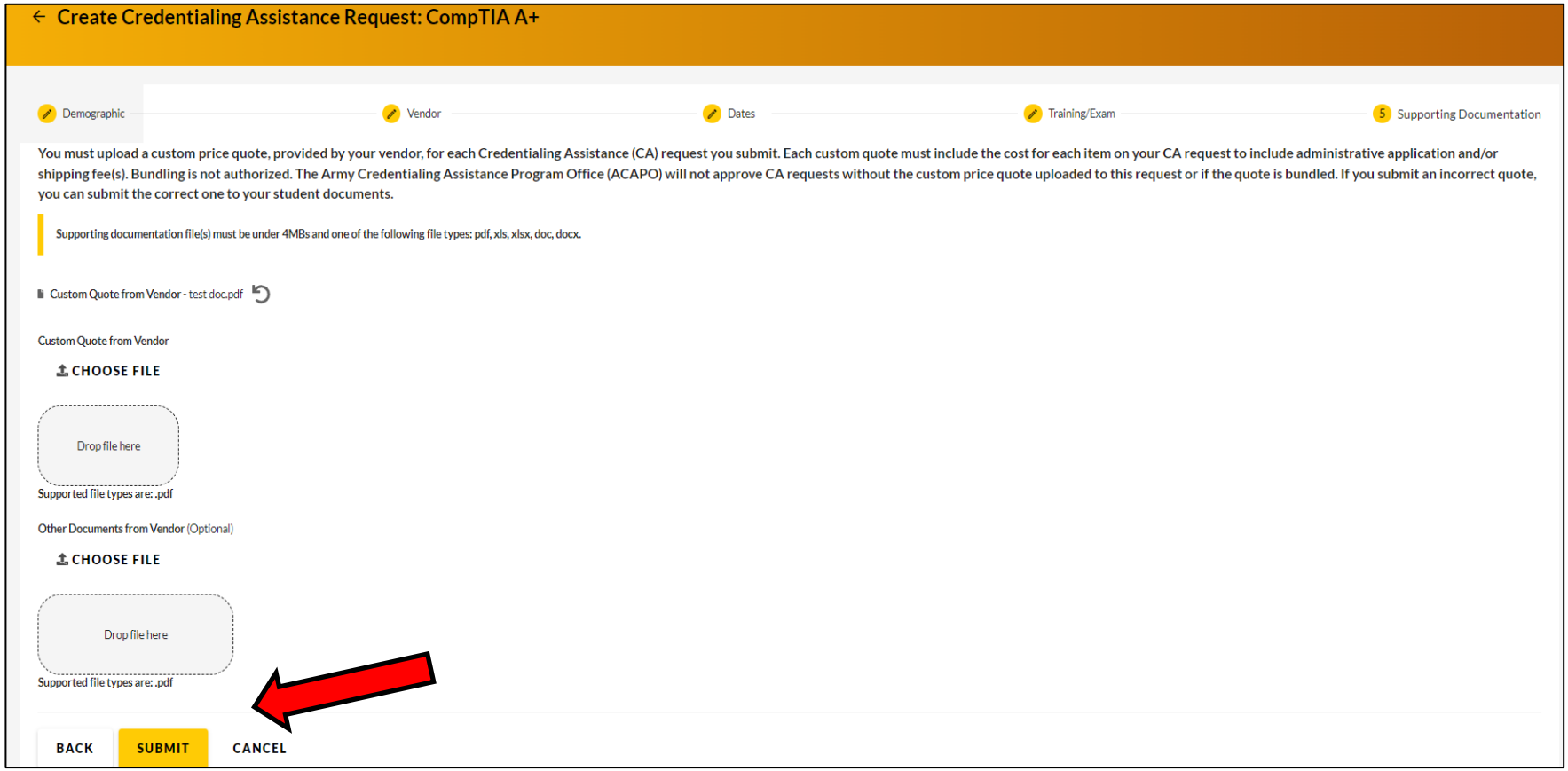
Soldiers must now add the custom quote that was received from the selected vendor.

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 and CompTIA where screenshot is allowed*) to request a custom quote for the CA Request

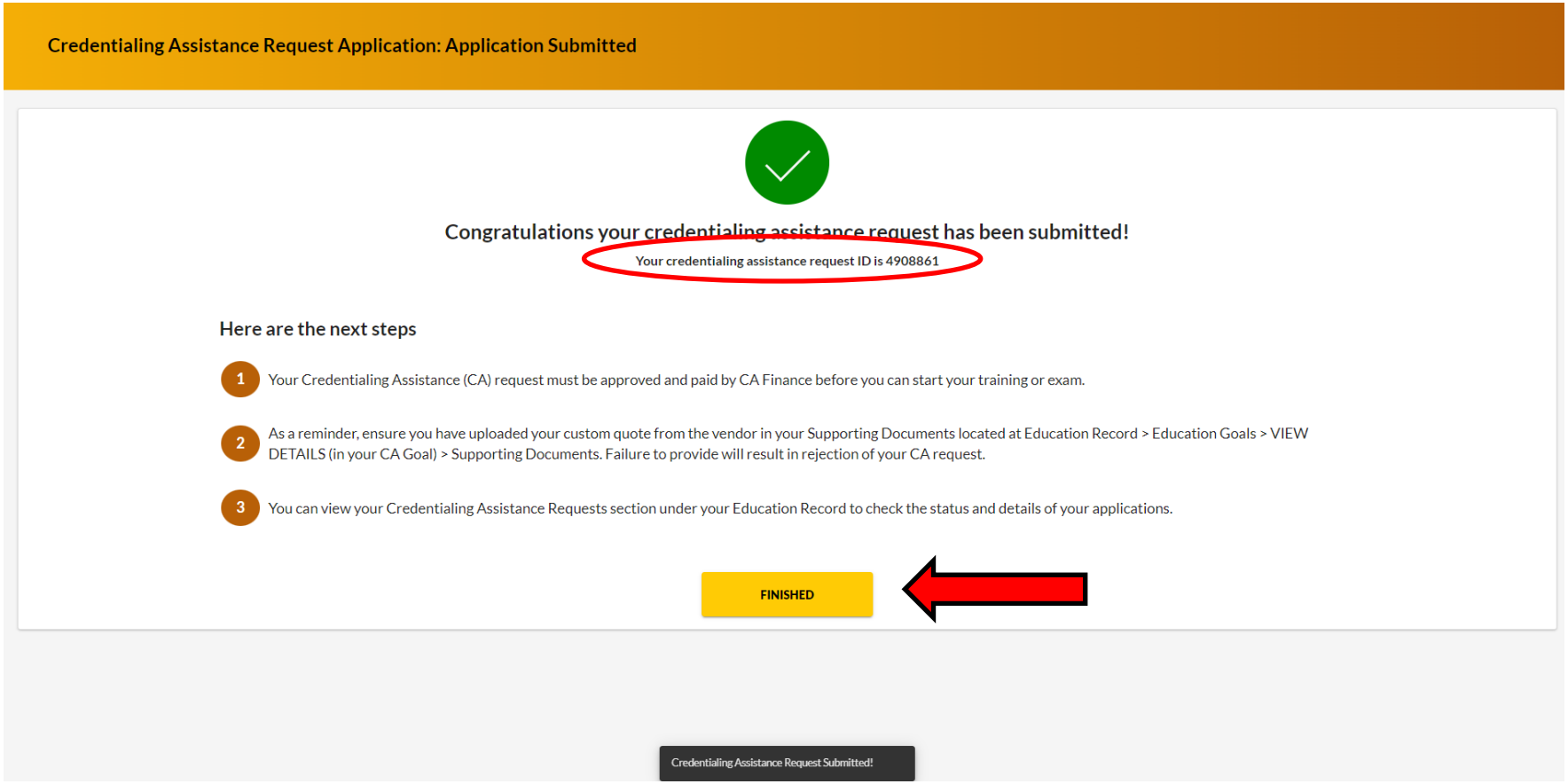


Creating a CA Request cont.

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



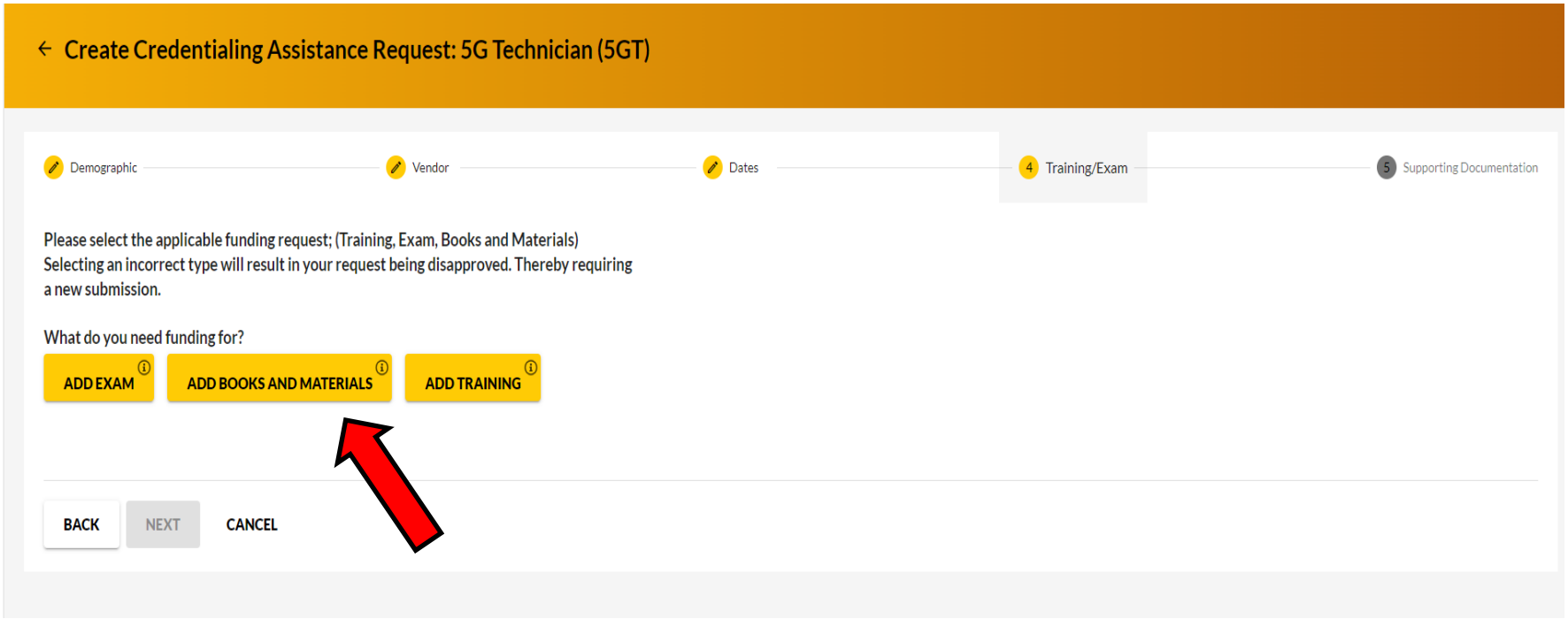
Soldier can now click Finished! They will now have an ID number (CA Request number) for this case!



CREATING CA REQUEST FOR BOOKS OR MATERIALS

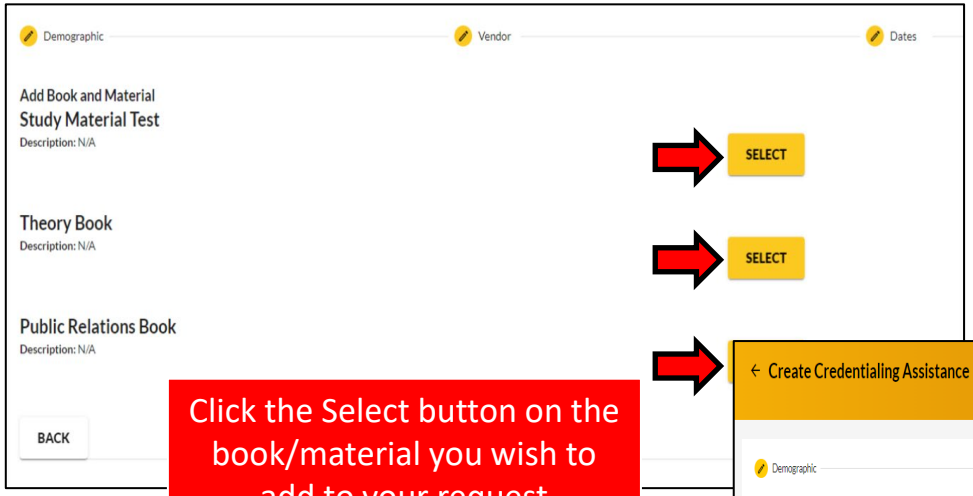
Creating a CA Request cont.

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



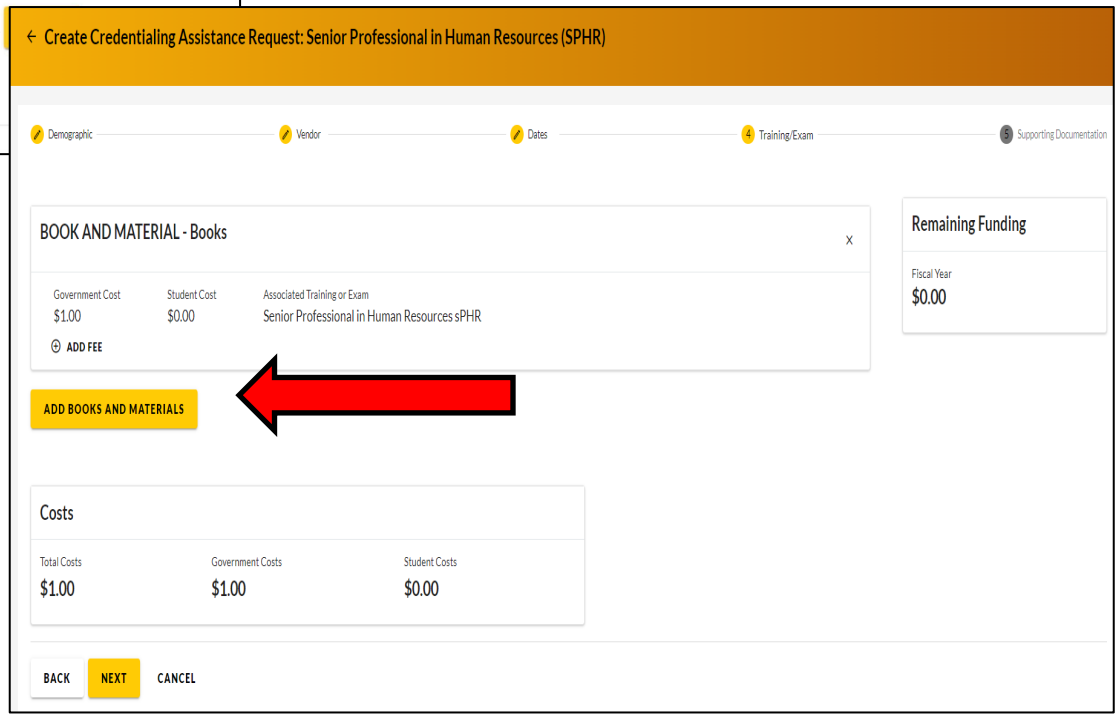
Creating a CA Request cont.

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



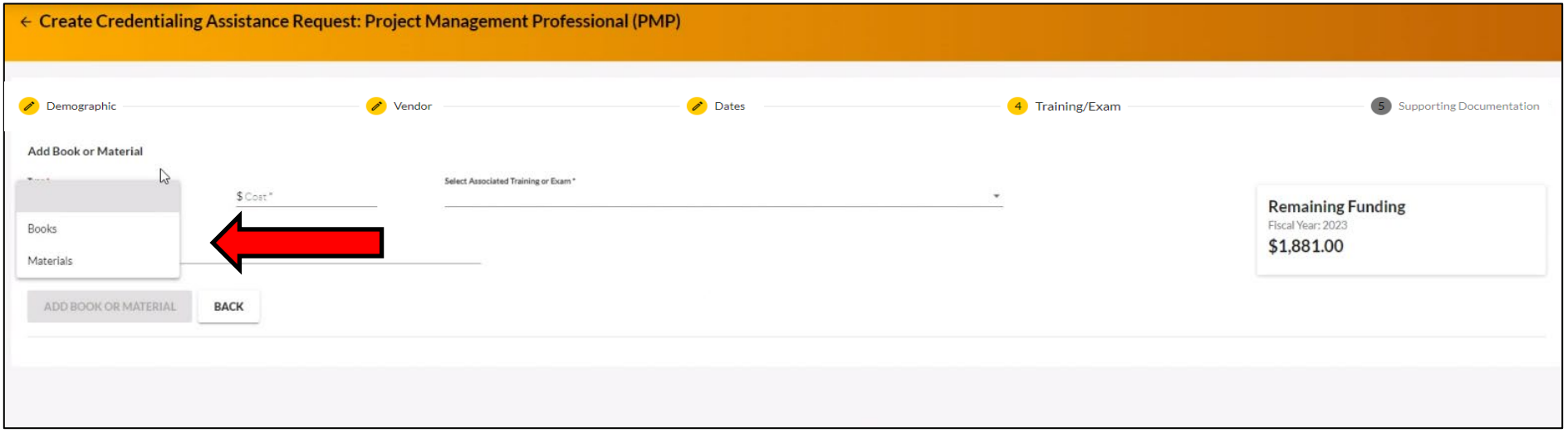
Click the Select button on the book/material you wish to add to your request

NOTE: You can only select one on this screen

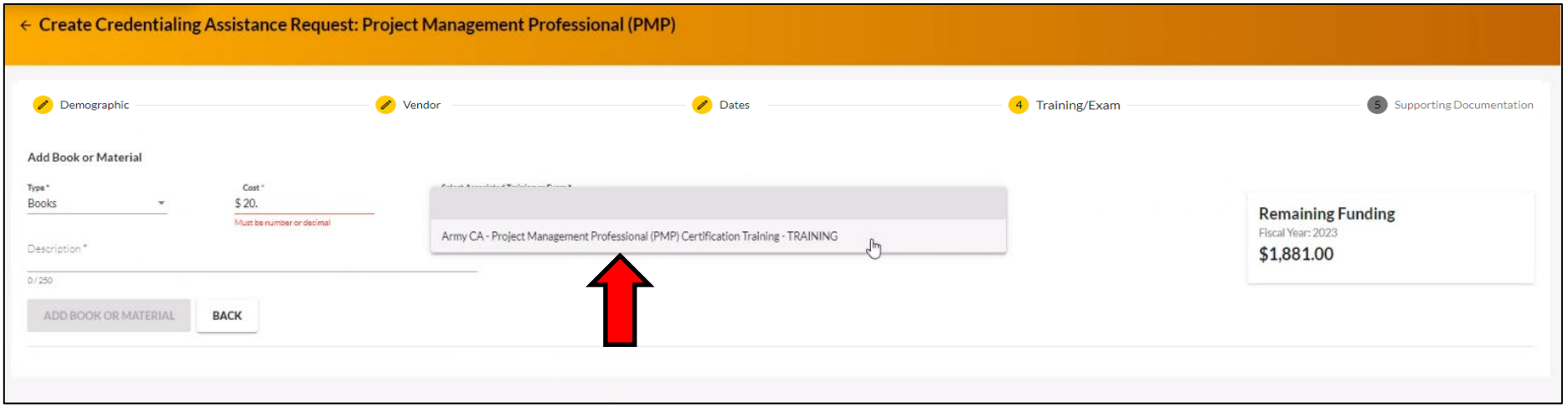


Creating a CA Request cont.

Select either Books or Materials



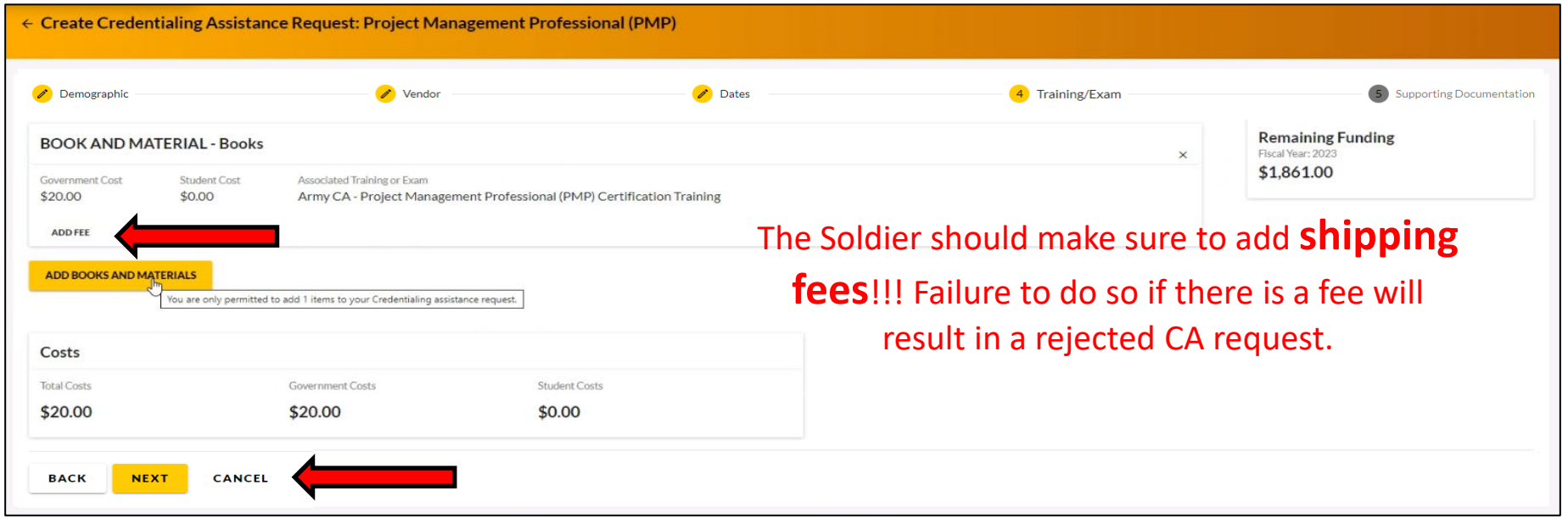
Add the title of the book or material, the cost, a description (need ISBN number if it is a book) then the Soldier must associate these books with a training or exam previously submitted



Creating a CA Request cont.

Once complete, they will click “Add Book or Material”

Once complete, they will click “Next”

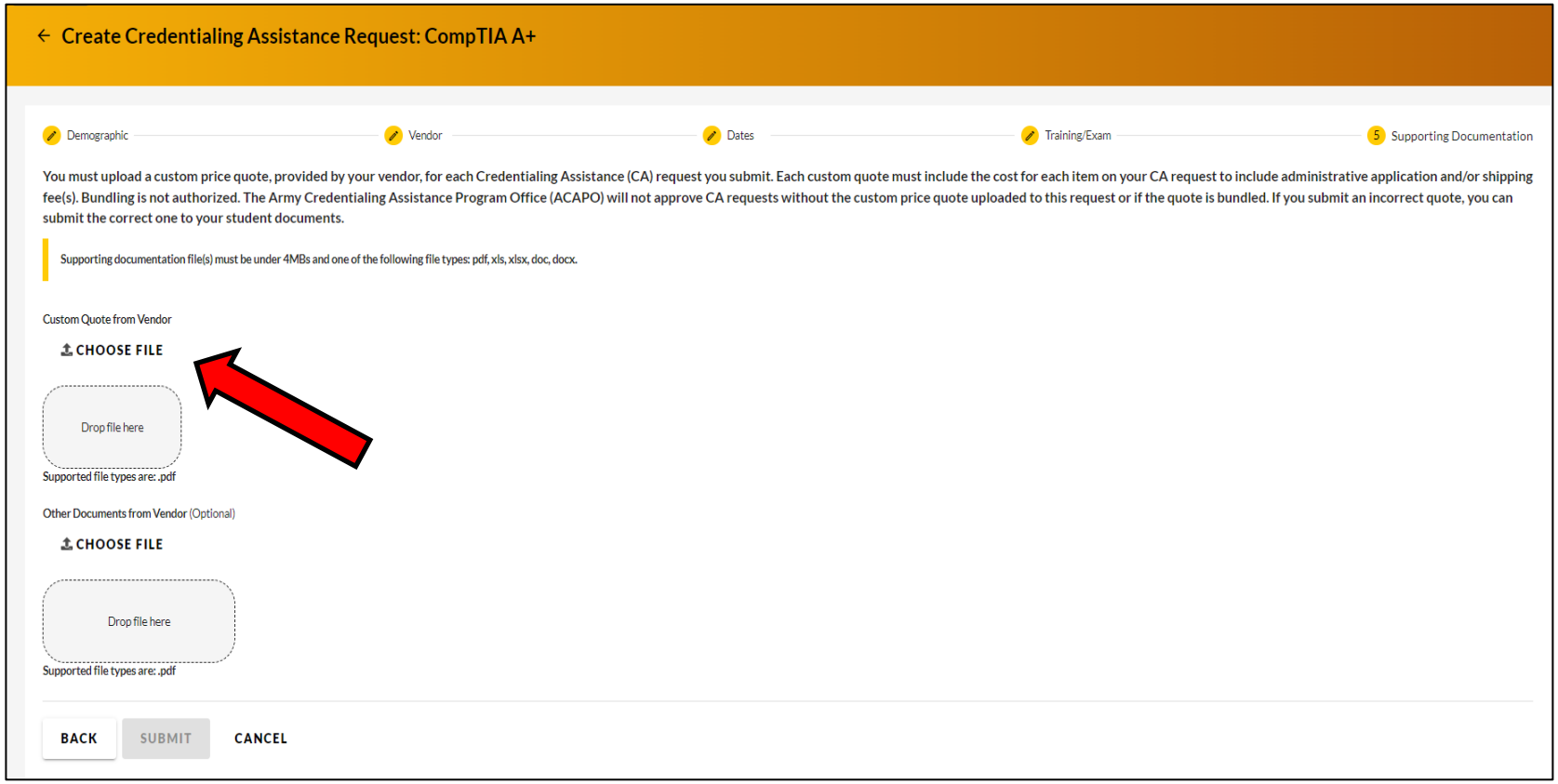


The Soldier should make sure to add **shipping fees**!!! Failure to do so if there is a fee will result in a rejected CA request.

Creating a CA Request cont.

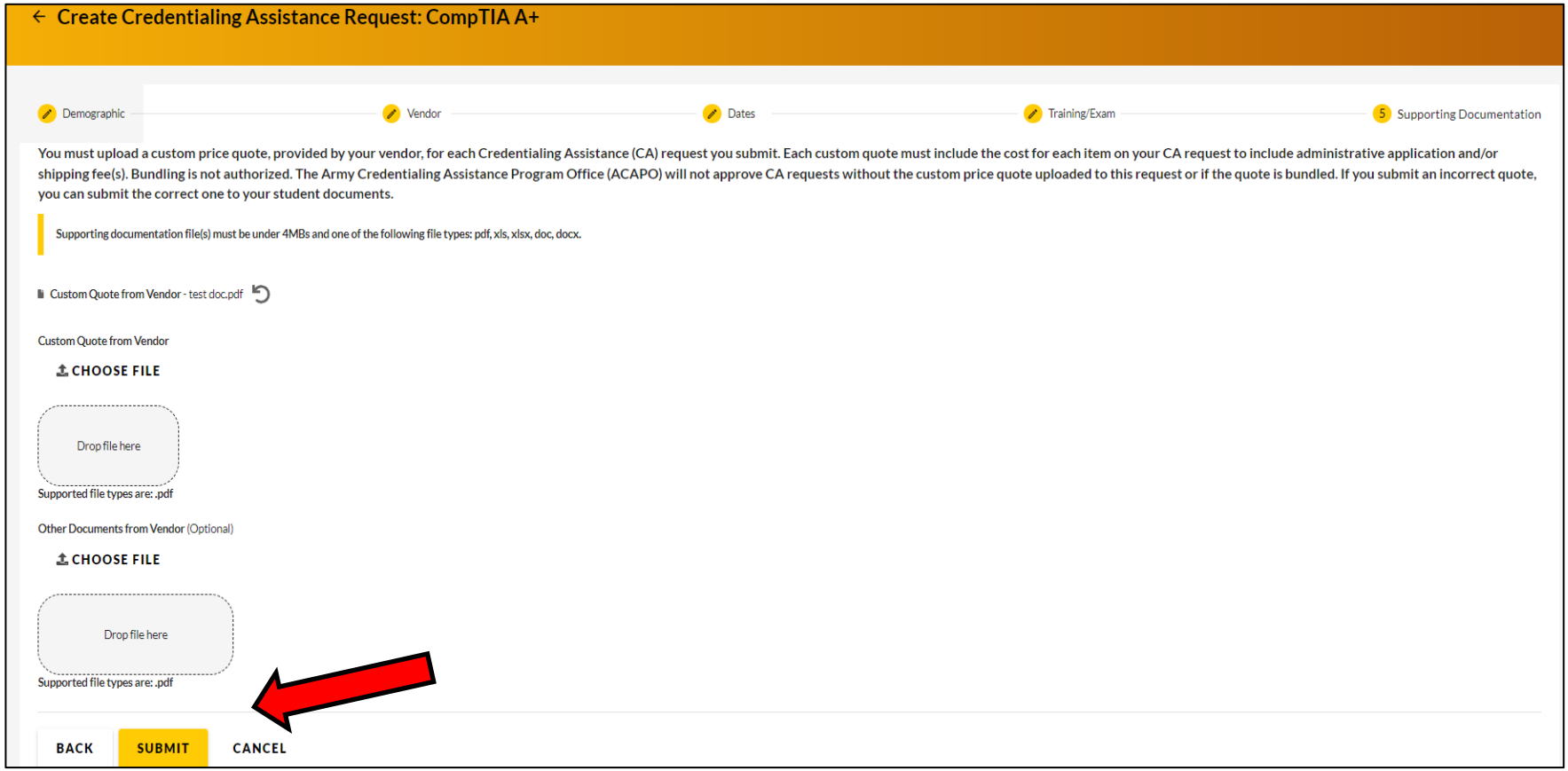
Soldiers must now add the custom quote that was received from the selected vendor.

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.



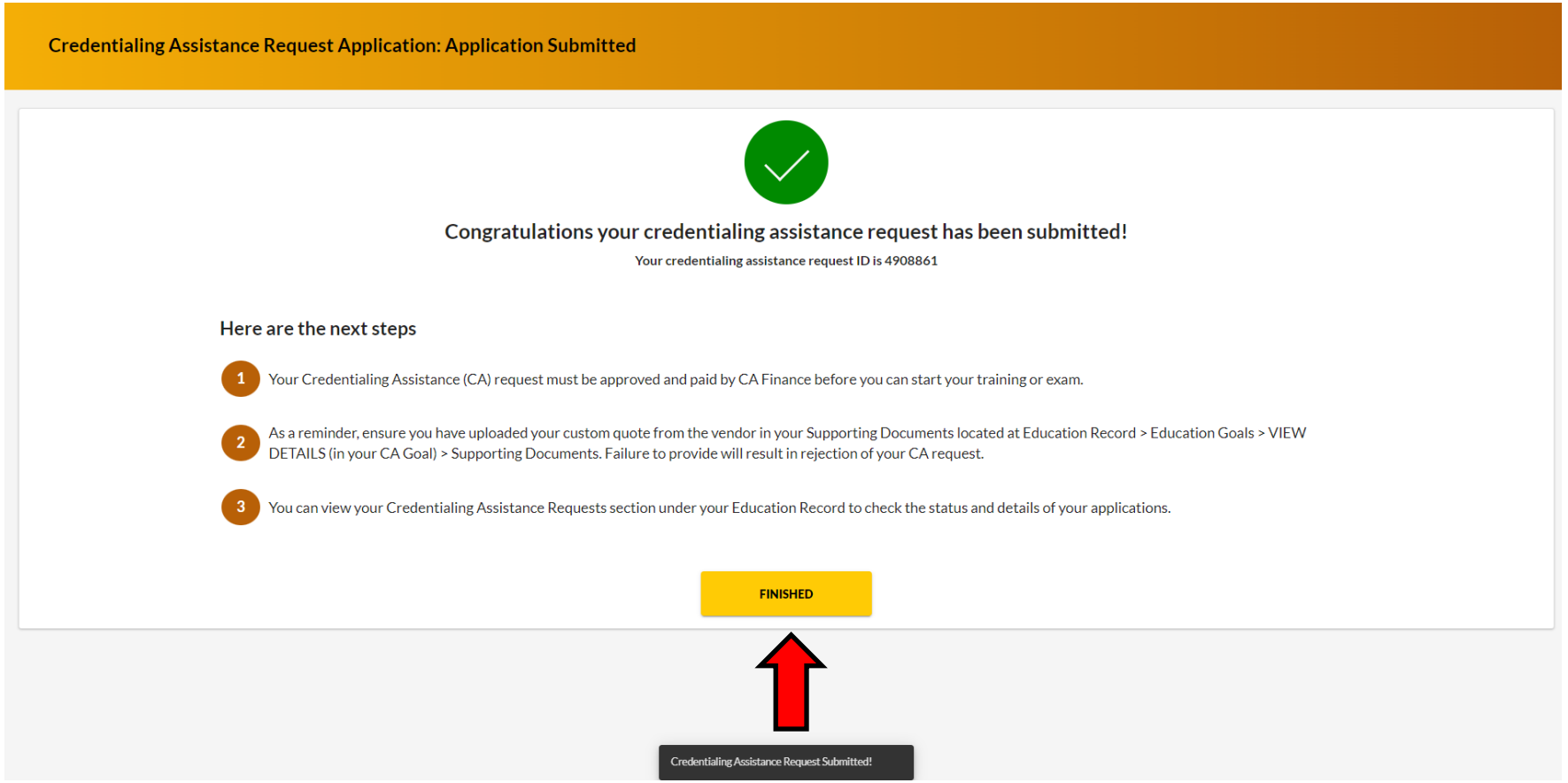
Creating a CA Request cont.

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



Creating a CA Request cont.

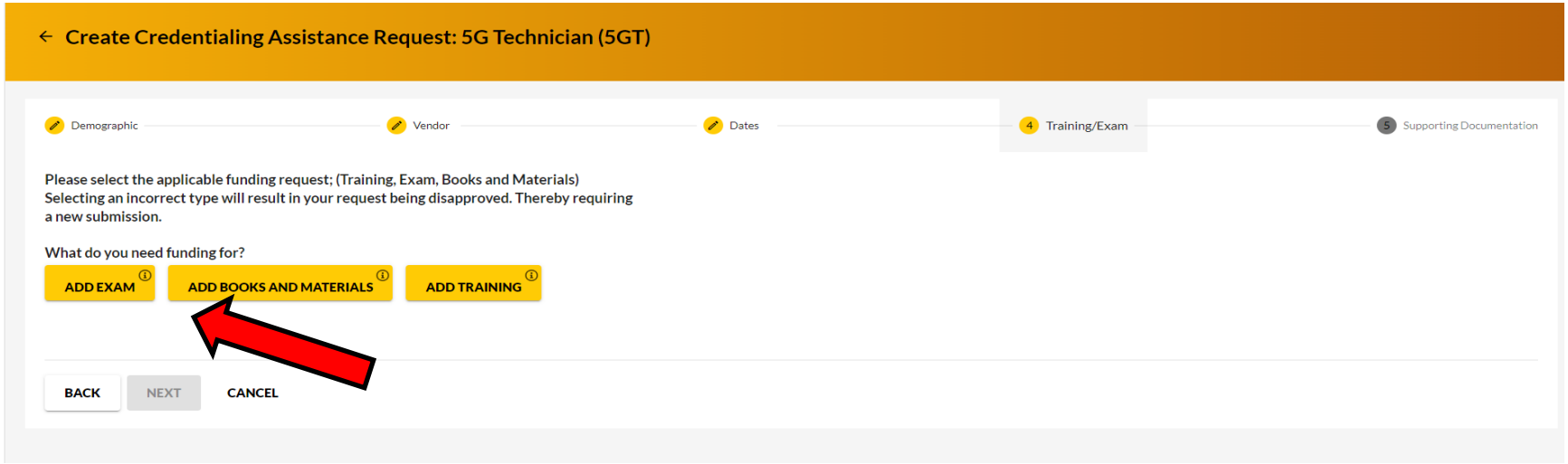
The Soldier can now click Finished!



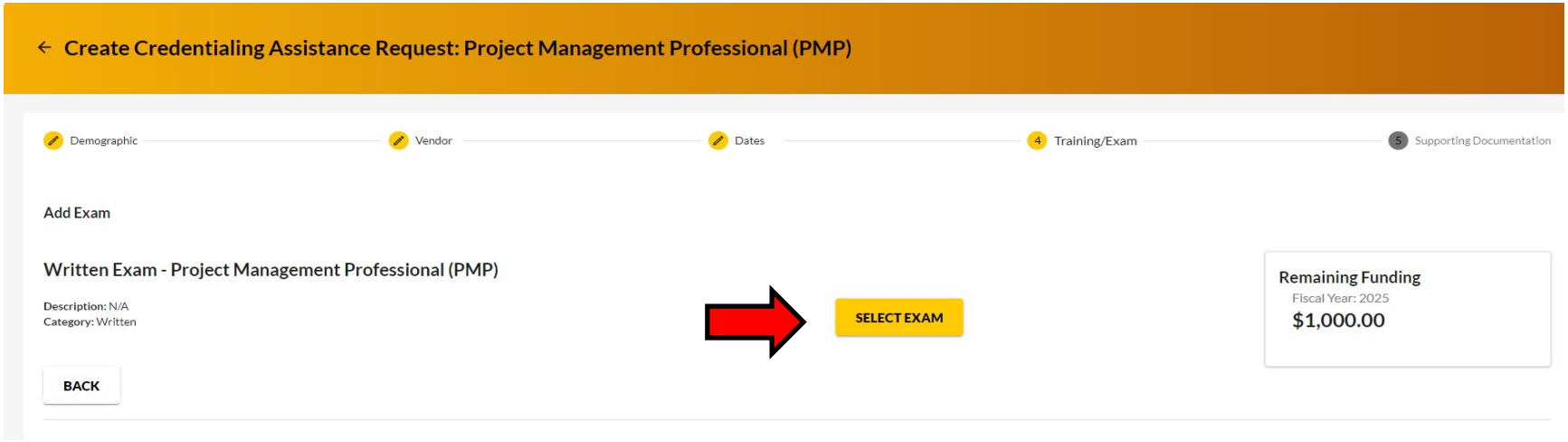
CREATING CA REQUEST FOR EXAMS

Creating a CA Request cont.

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

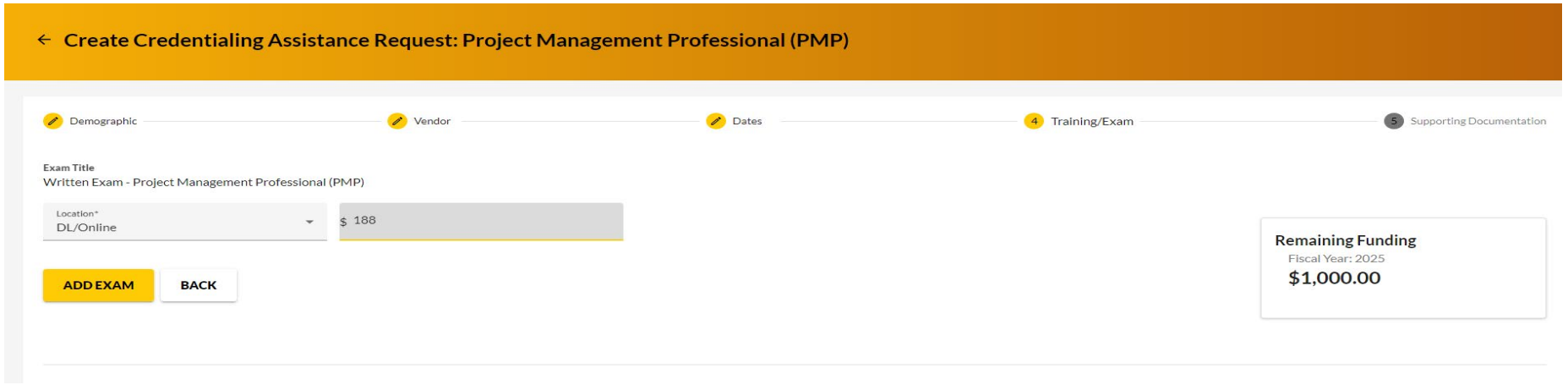


They will then click "SELECT EXAM"

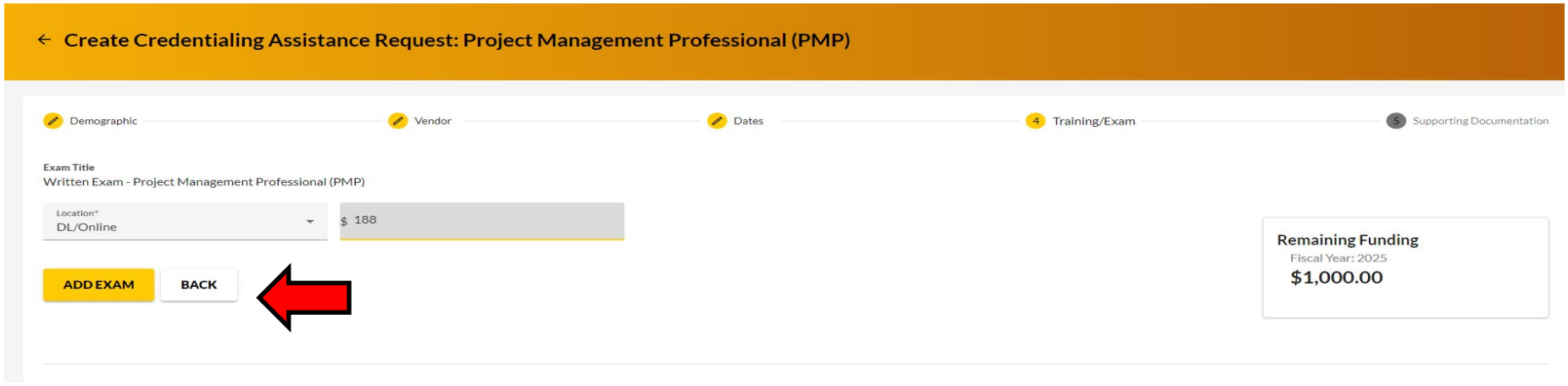


Creating a CA Request cont.

They will select Location and add cost

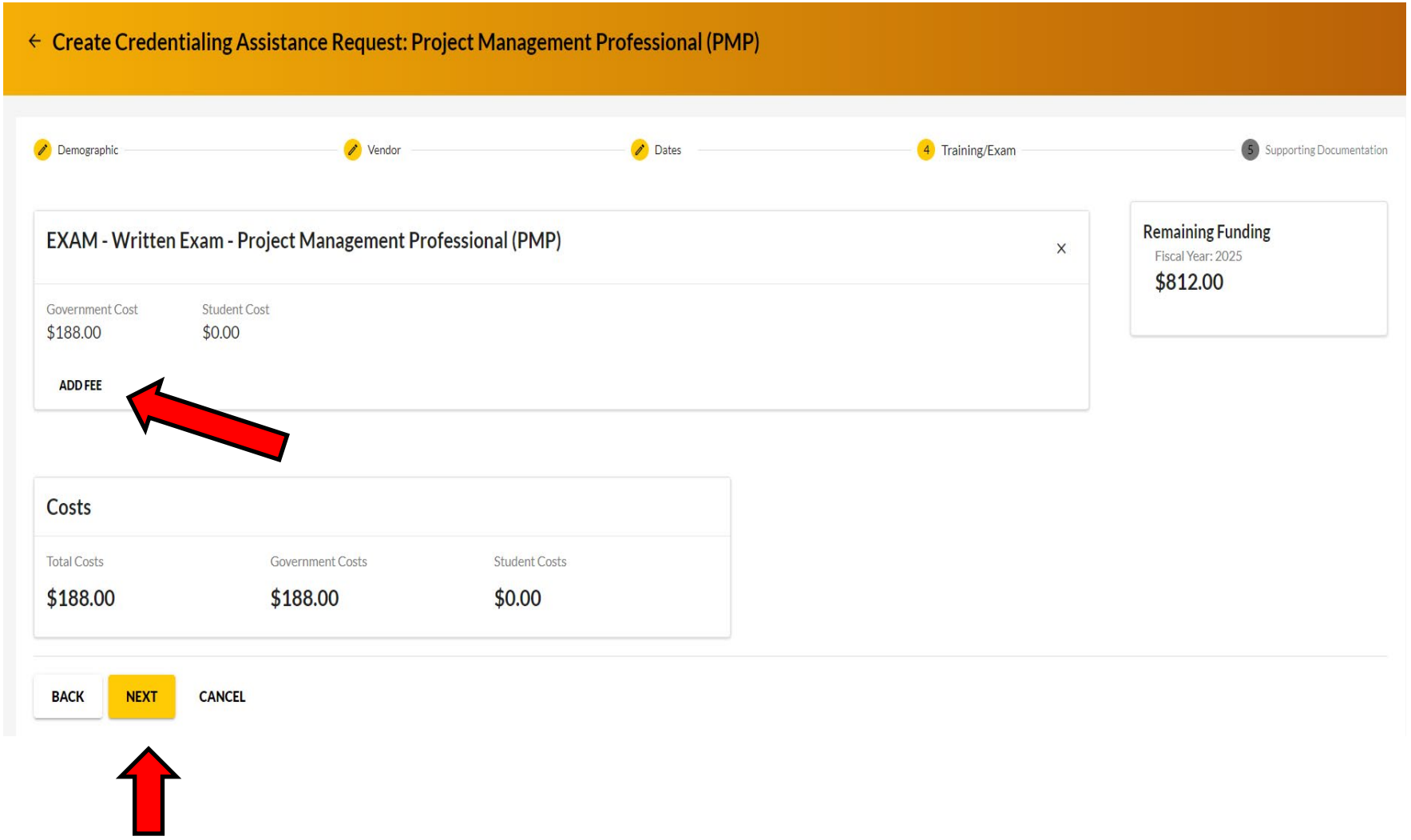


They will then click “ADD EXAM”



Creating a CA Request cont.

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



Creating a CA Request cont.

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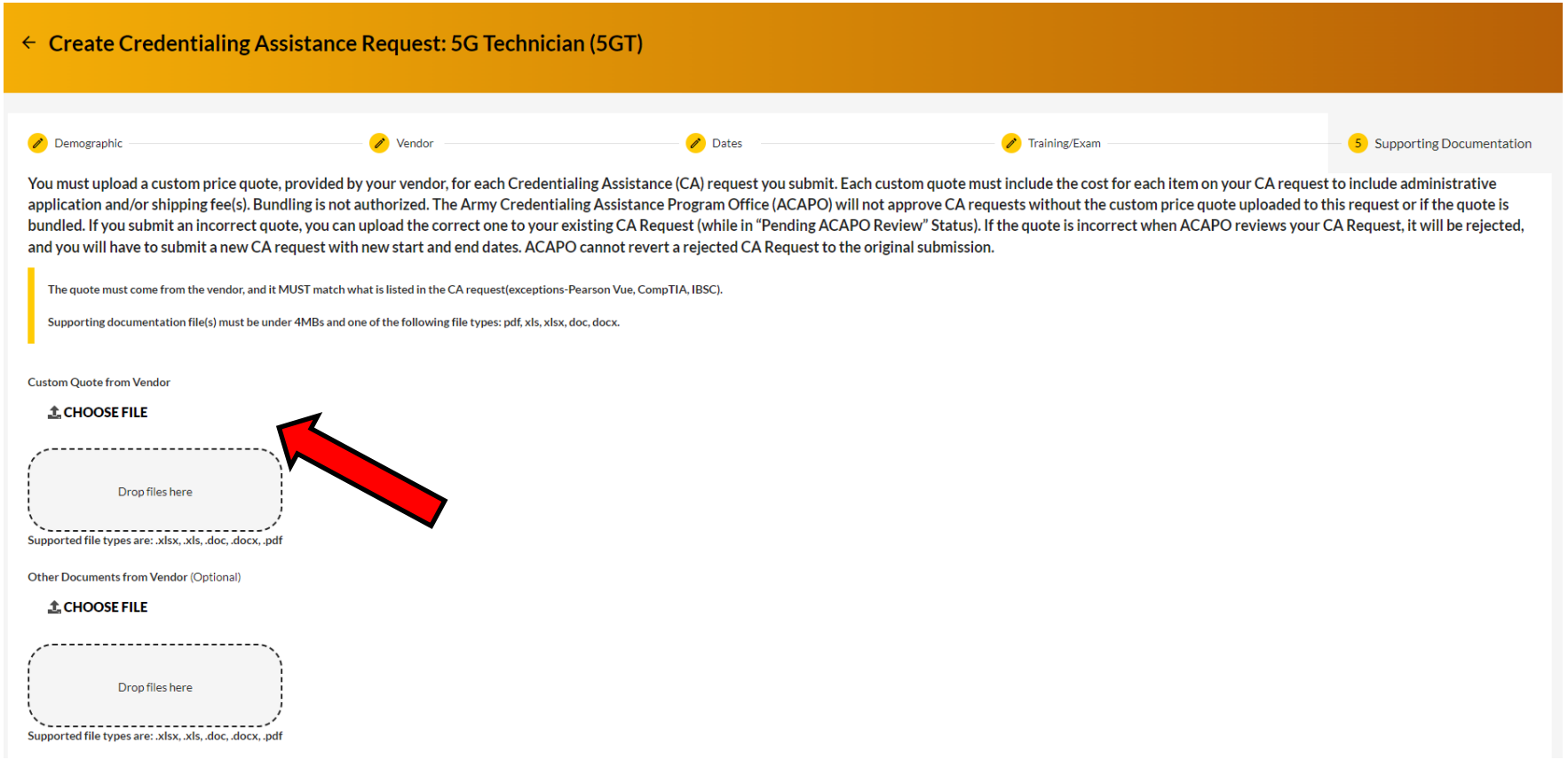
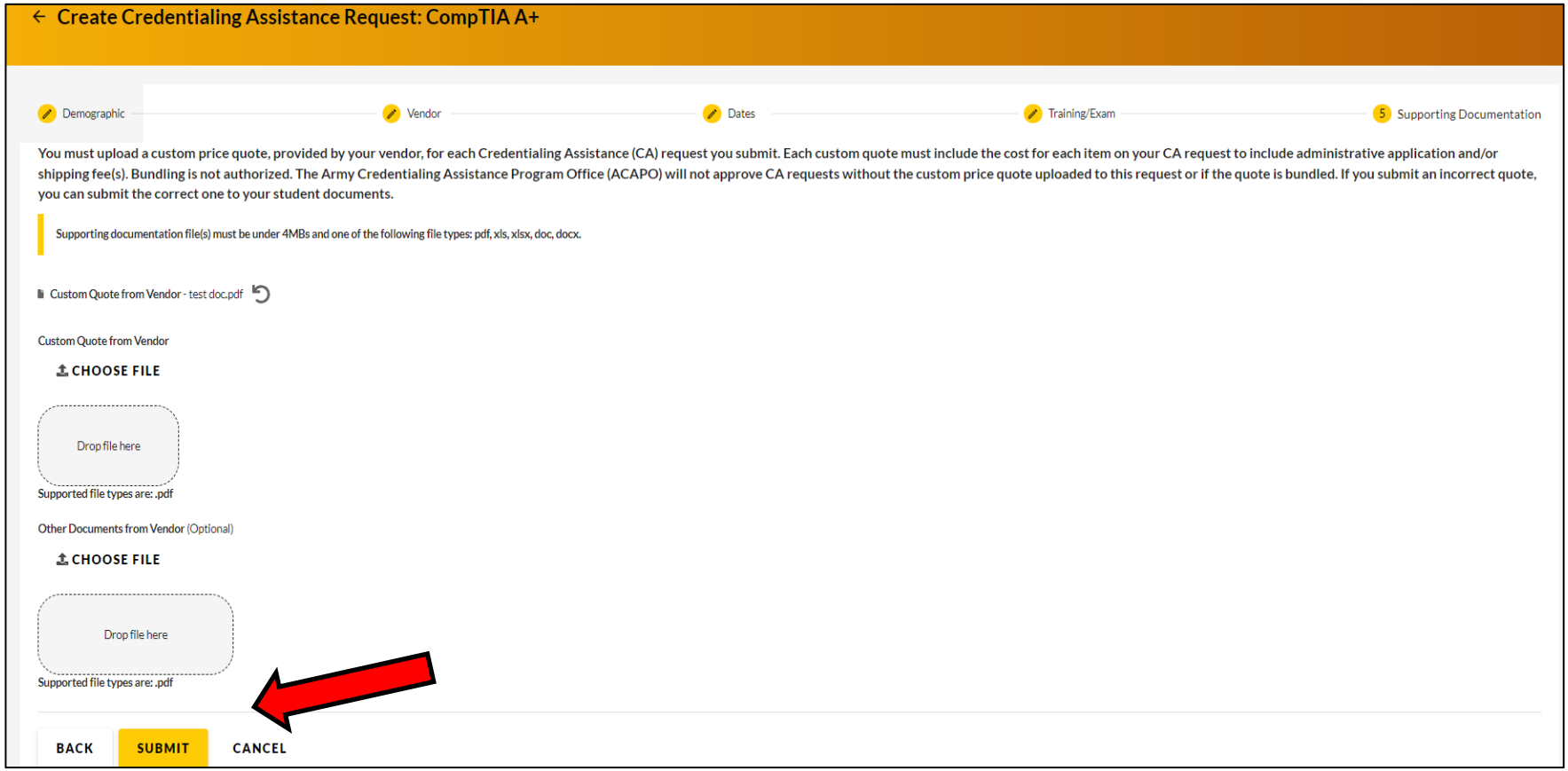
NOTE!! The quote must match the CA Request when it is submitted. If quote is itemized, or bundled, it will be rejected. Soldiers must contact the vendor (*exceptions- Pearson Vue and CompTIA where screenshot is allowed*) to request a custom quote for the CA Request

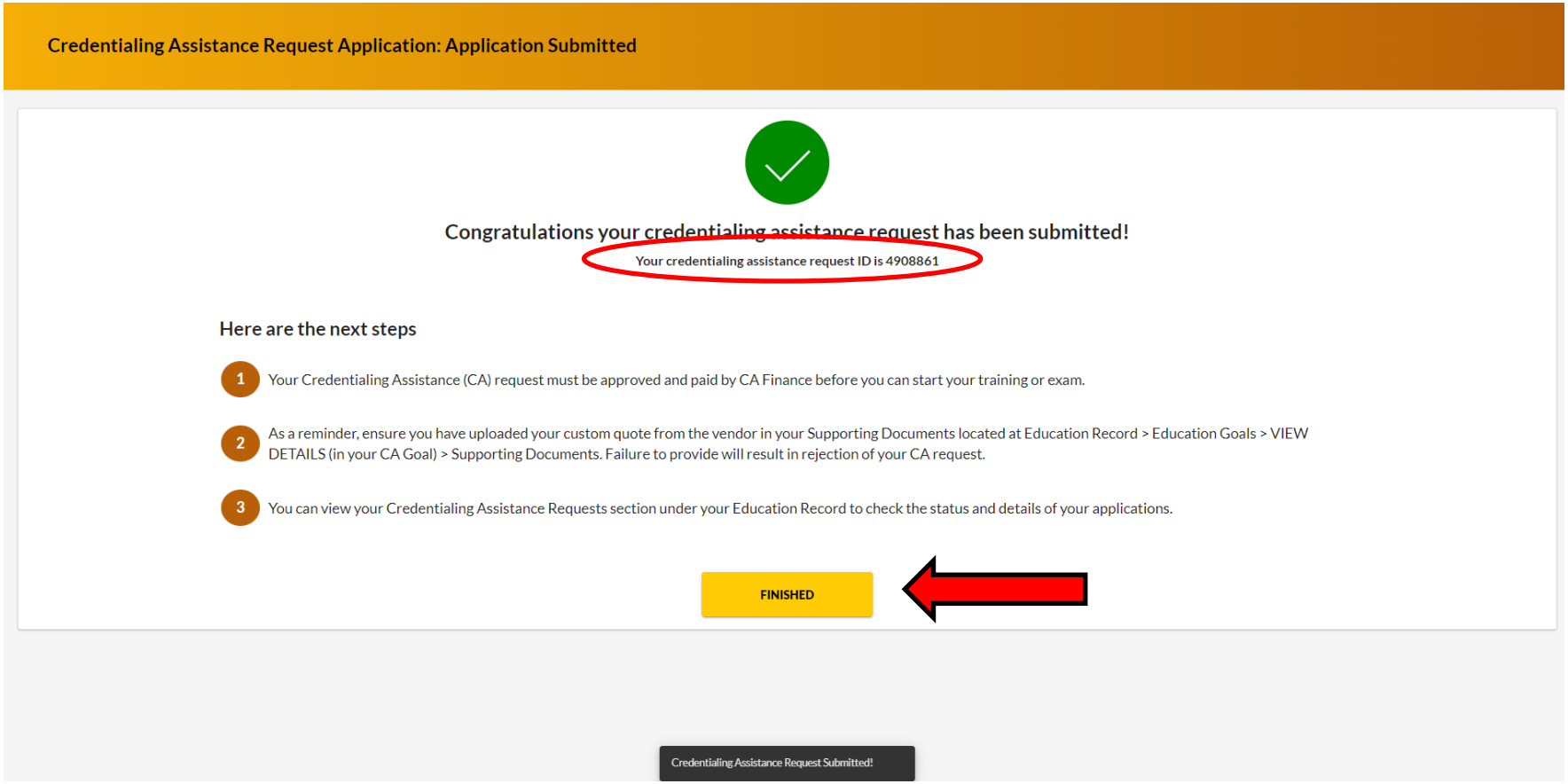


Creating a CA Request cont.

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



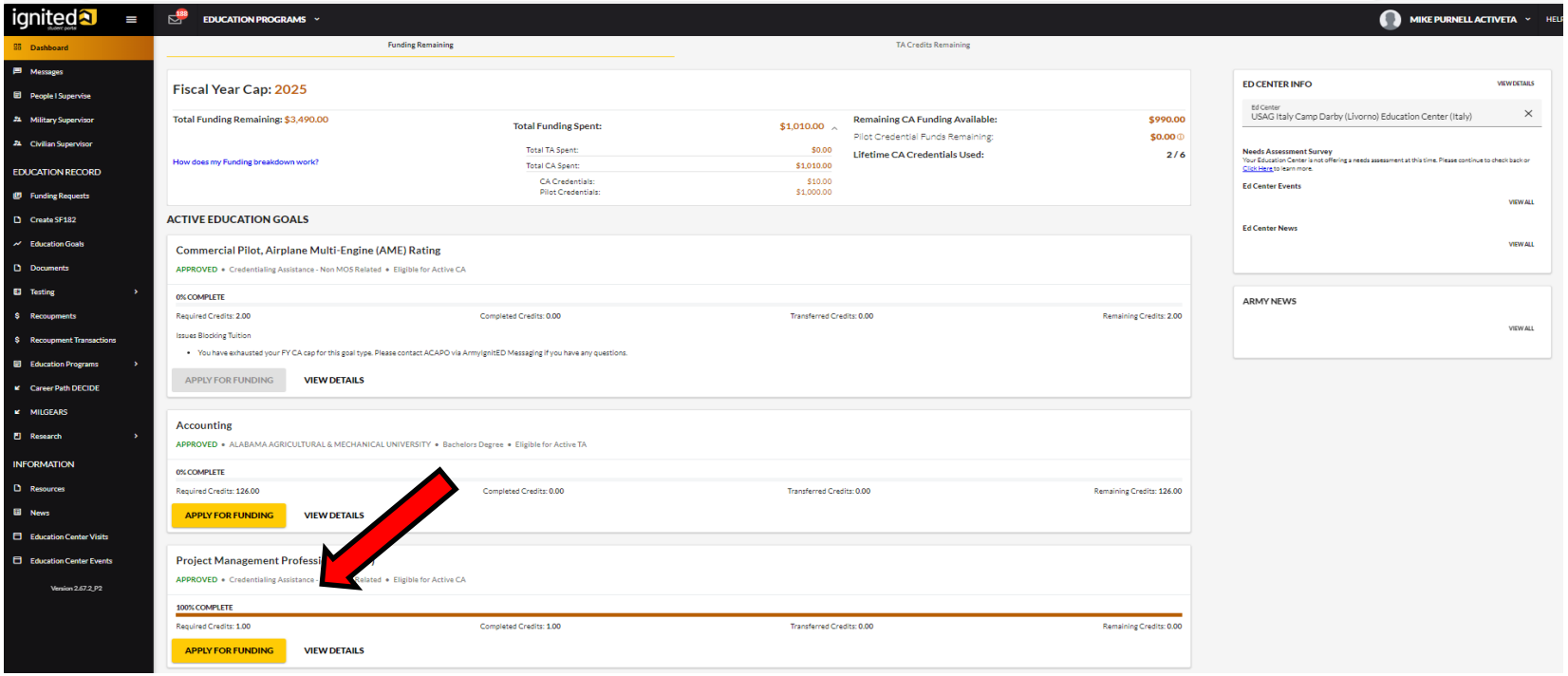
Soldier can now click Finished! They will now have an ID number (CA Request number) for this case!



Creating a CA Request cont.

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.

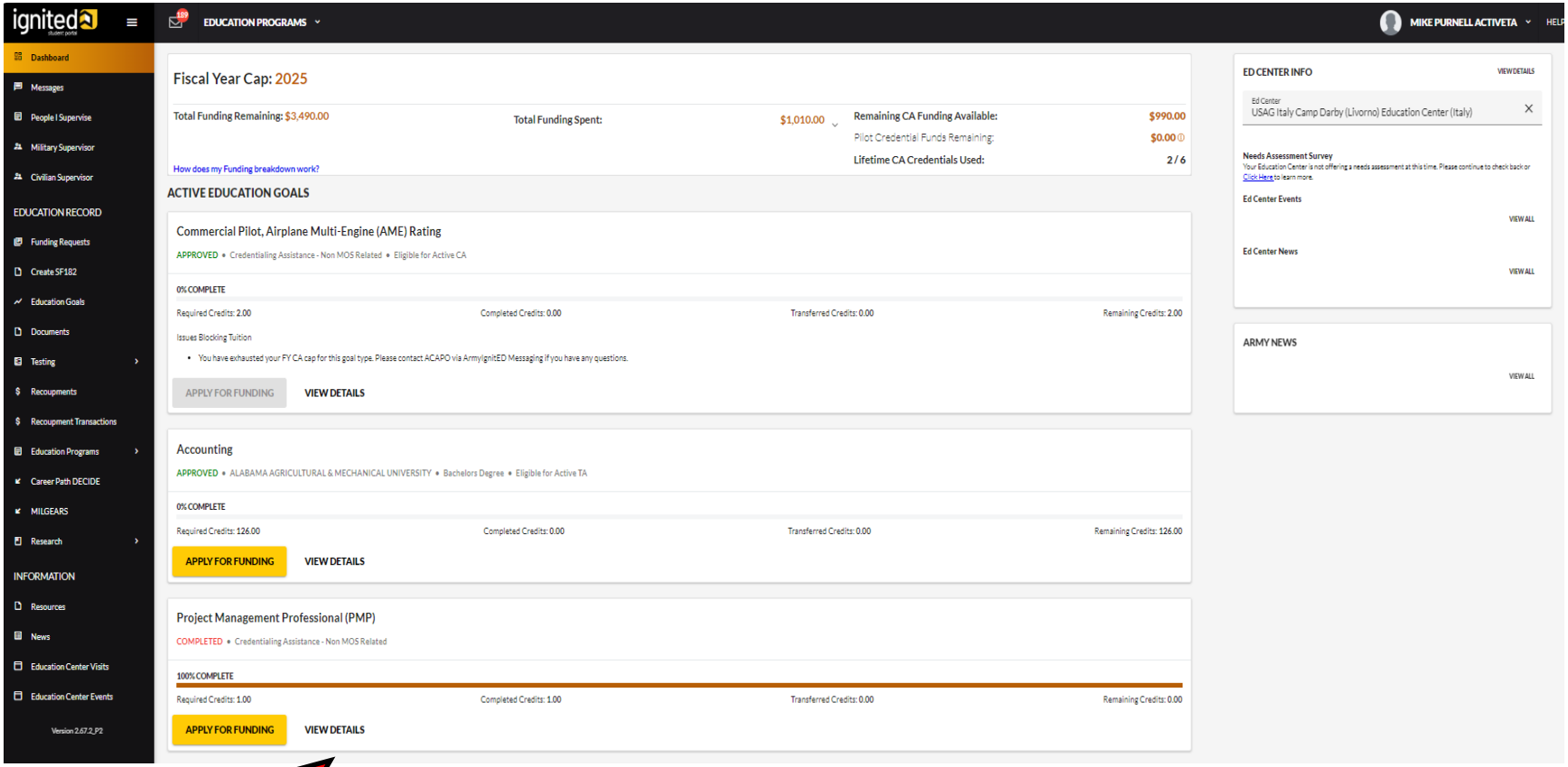
Soldiers can continue to submit CA Requests (books/materials) from the same Goal, unless that goal is completed. If a Soldier needed to submit for another Exam after the current goal is completed (*Why would they do this? Could be for recertification study materials or CEU/PDU refresher requirement*), 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.



CREATING CA REQUEST FOR RECERTIFICATION

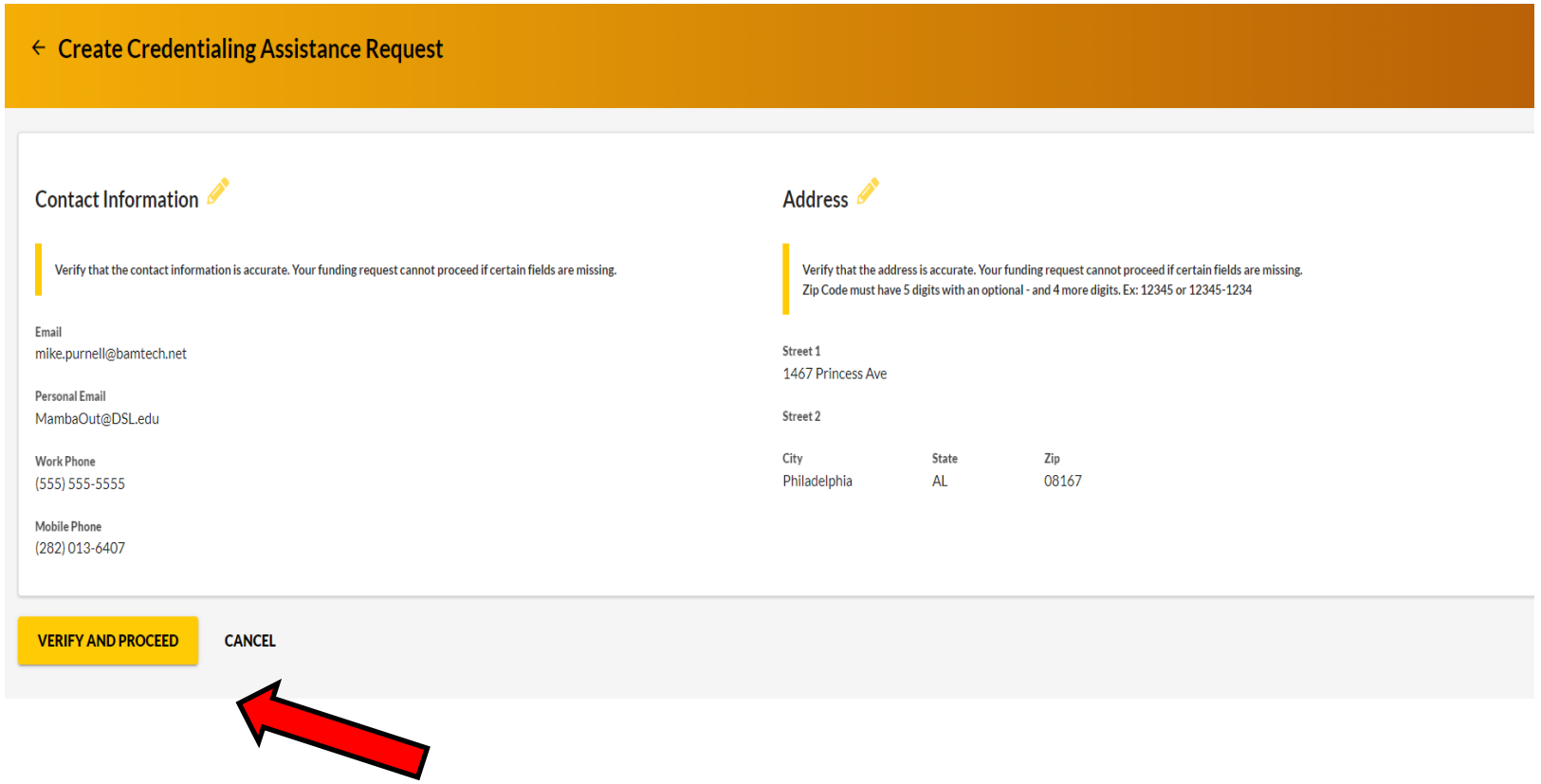
Creating a CA Request cont.

To request a Recertification, click on “Apply for Funding” from a “Completed” goal



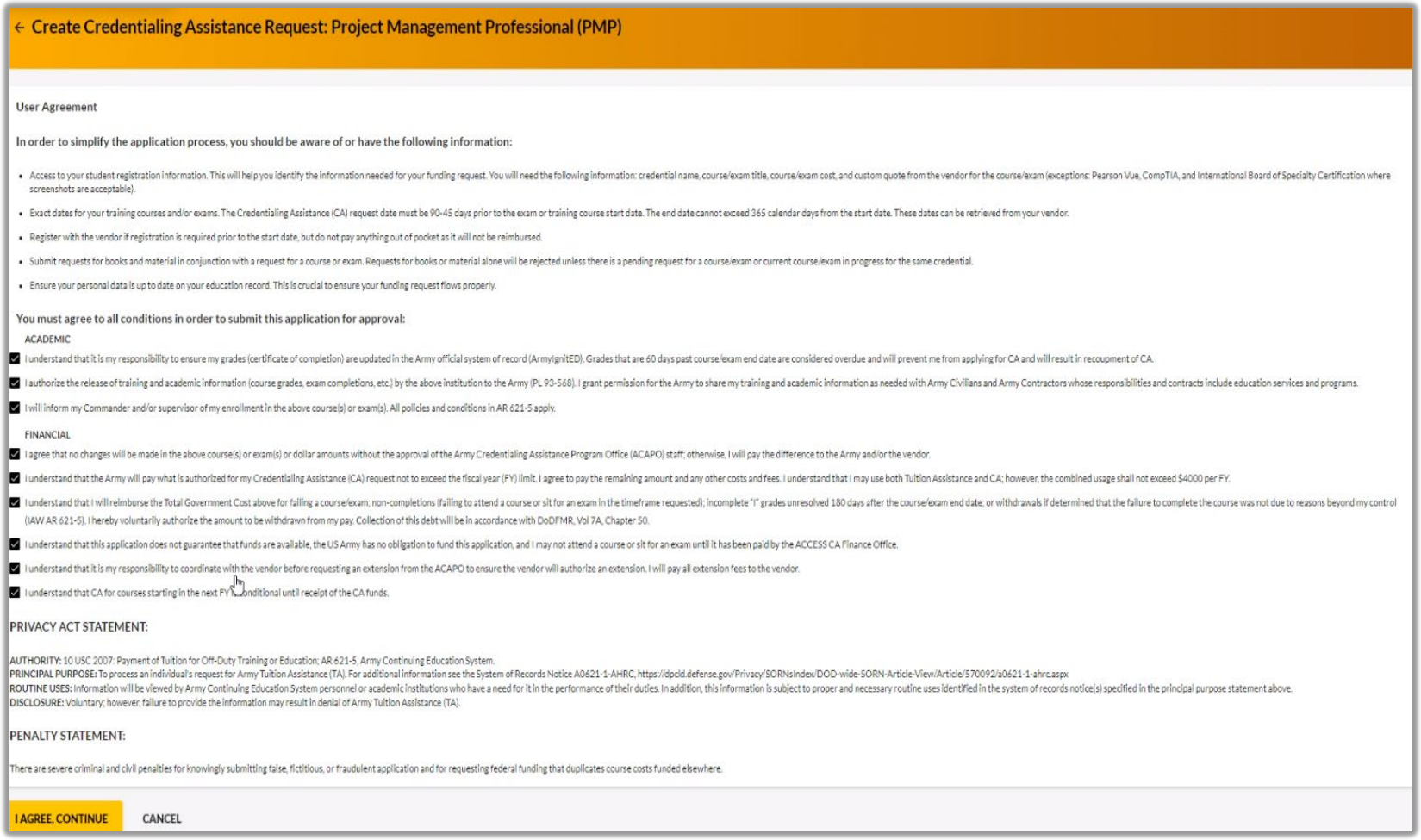
Creating a CA Request cont.

Edit or click “Verify and Proceed”



Creating a CA Request cont.

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 (AcademyIgnitED). 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://dpcld.defense.gov/Privacy/SORNsIndex/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:

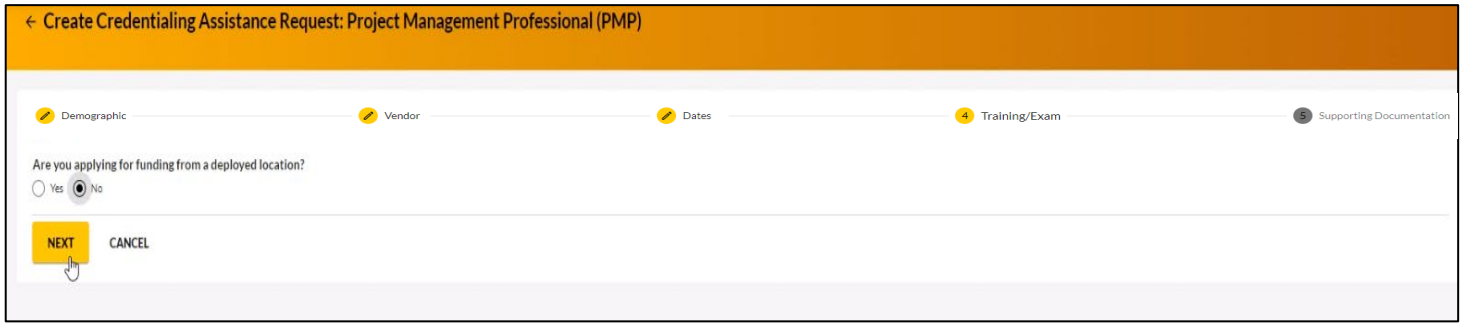
There are severe criminal and civil penalties for knowingly submitting false, fictitious, or fraudulent application and for requesting federal funding that duplicates course costs funded elsewhere.

I AGREE, CONTINUE CANCEL

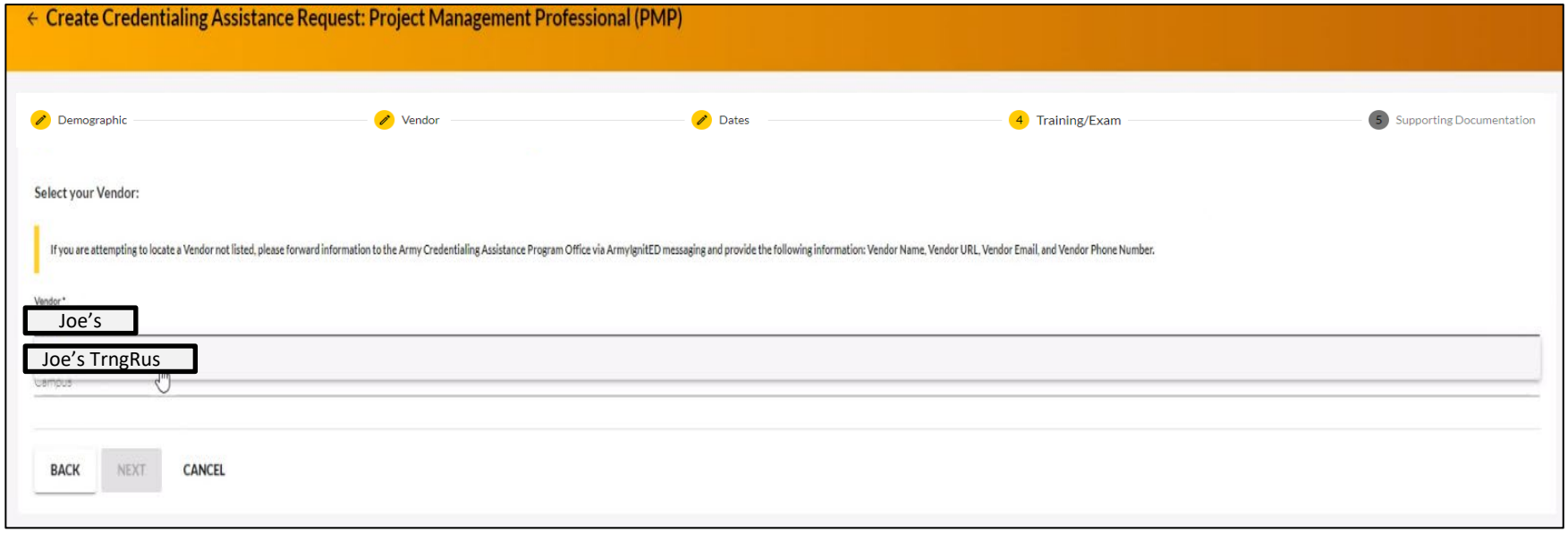
Once done, check the boxes, then click on “I Agree, Continue”

Creating a CA Request cont.

Soldier will select an answer, then click “Next”

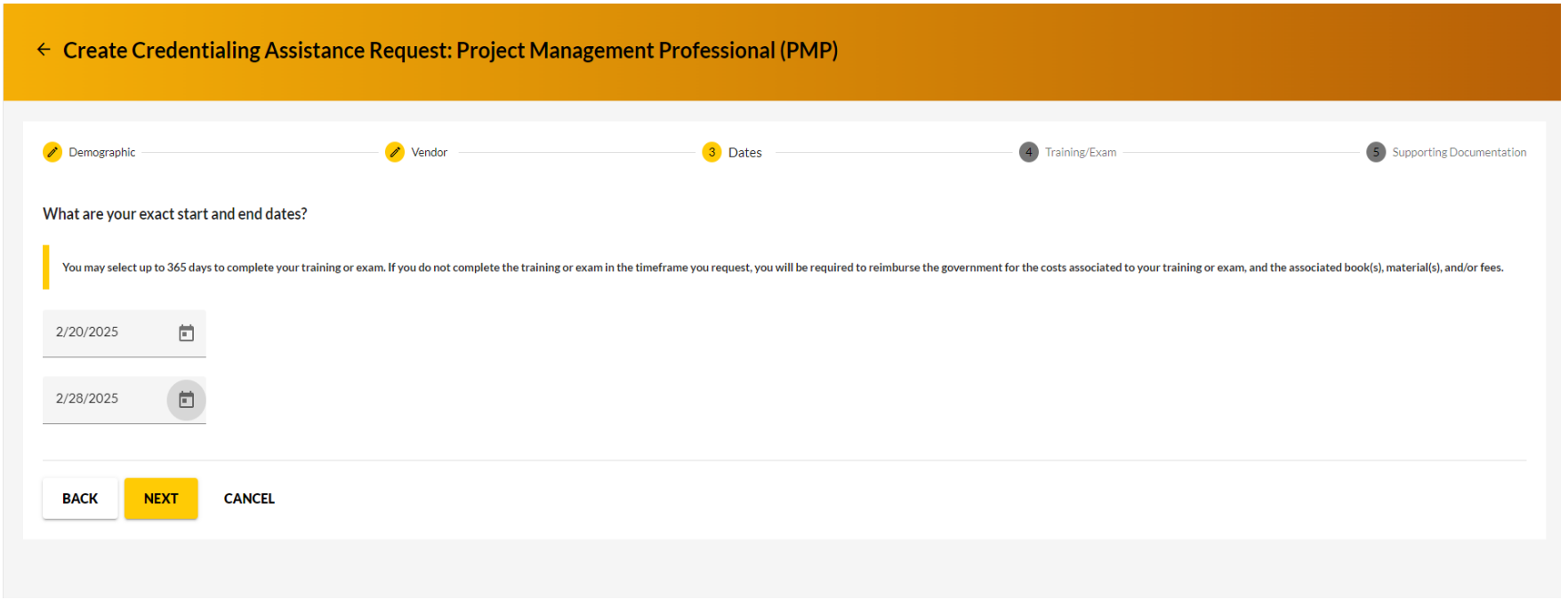


Soldier will type in the Vendor’s name until it appears, then select it from the drop down. Select it again for Campus.

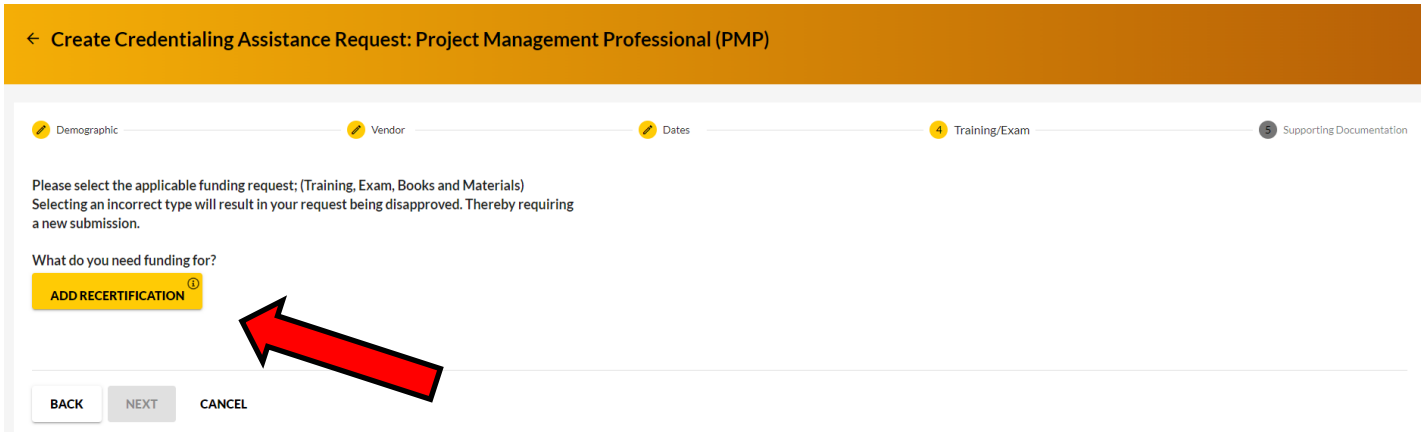


Creating a CA Request cont.

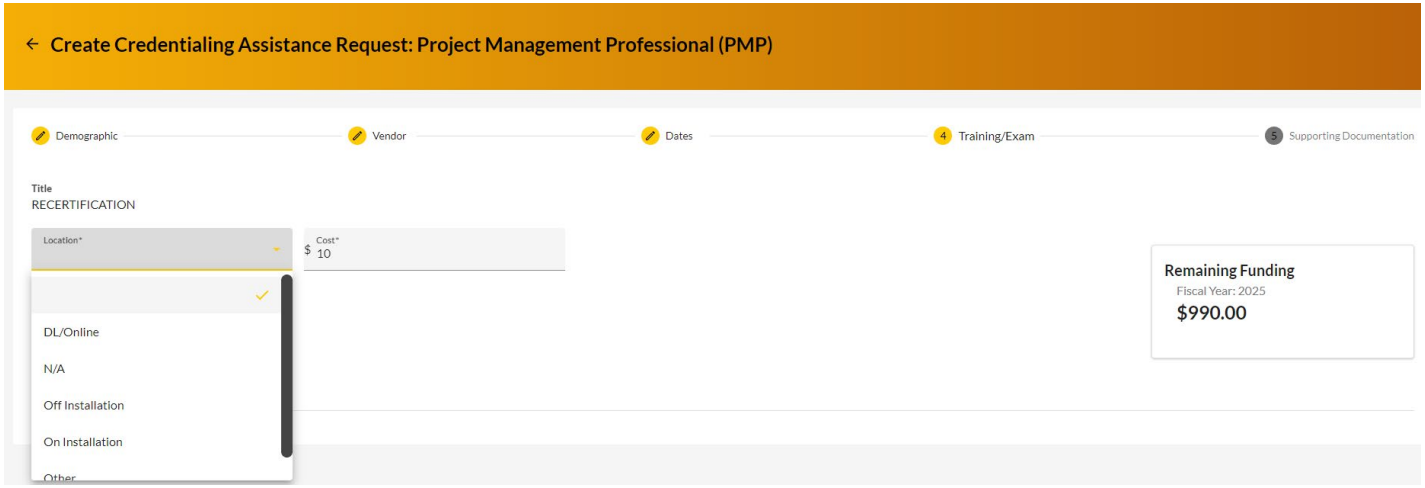
Soldier will select start and end date (review policy on this!), then click “Next”



Select “Add Recertification”

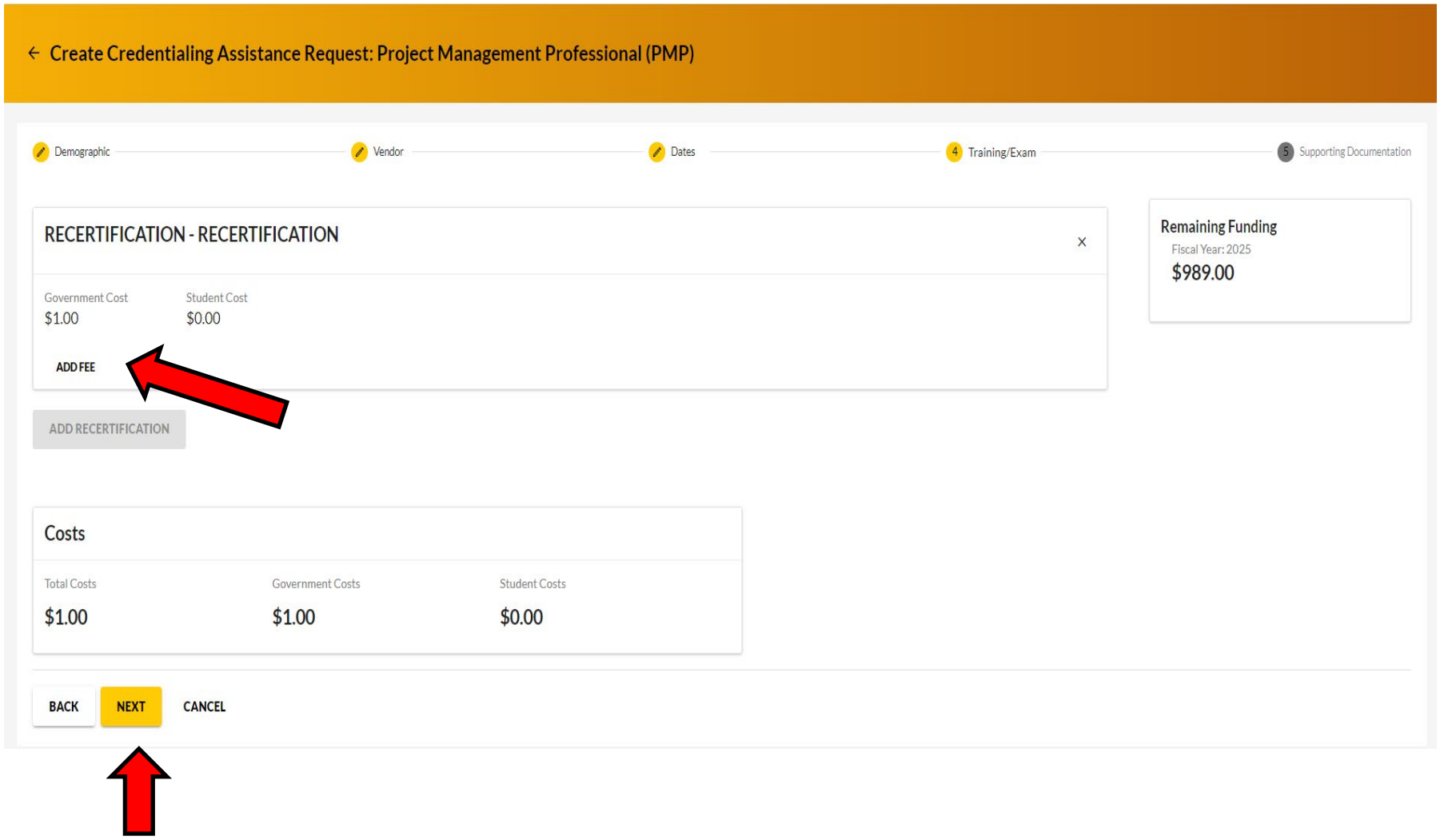


Select the location and add the cost, then click “Add Recertification”



Creating a CA Request cont.

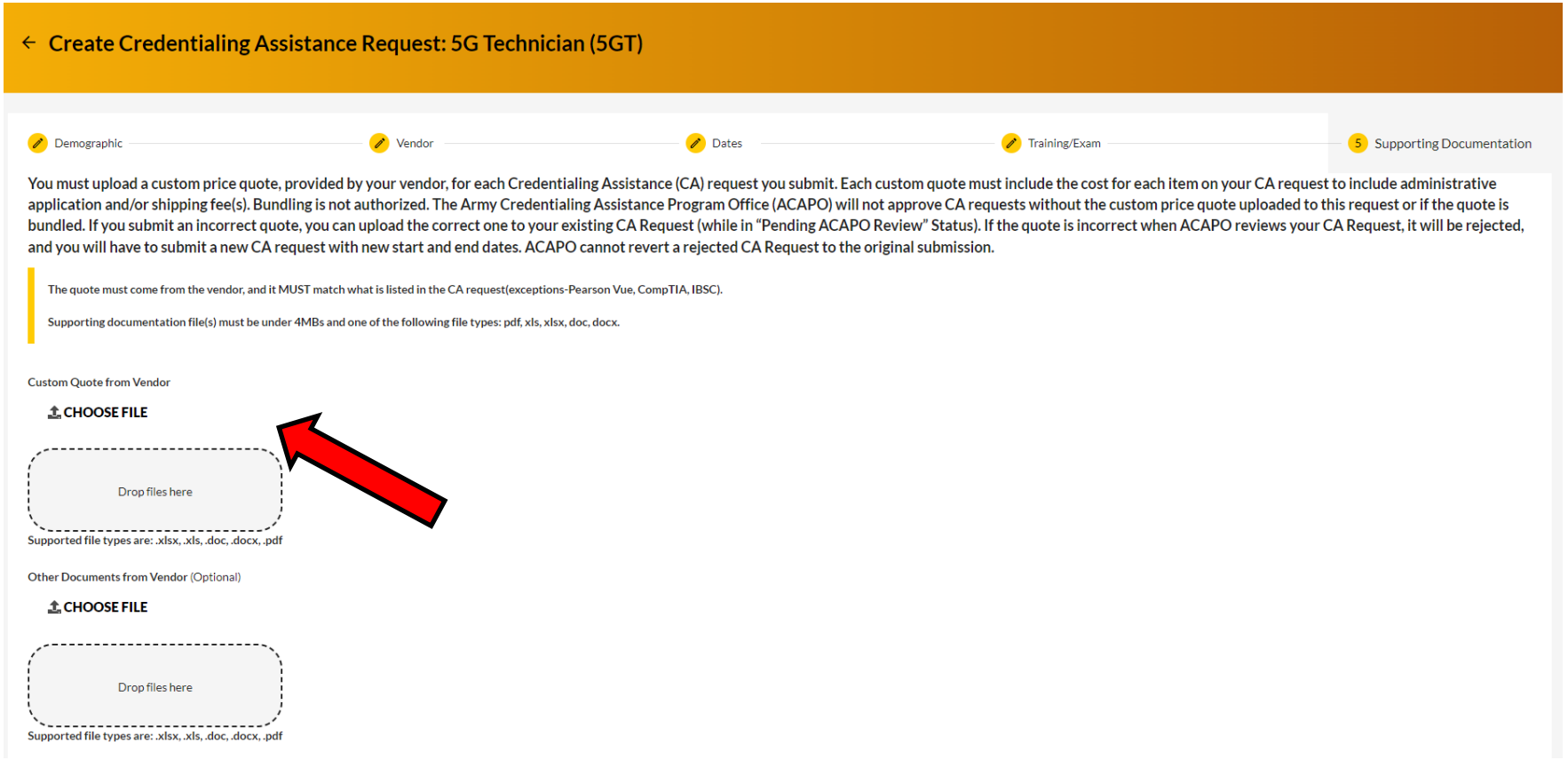
The Soldier can add any fees, such as application or membership fees, then click "Next"



Creating a CA Request cont.

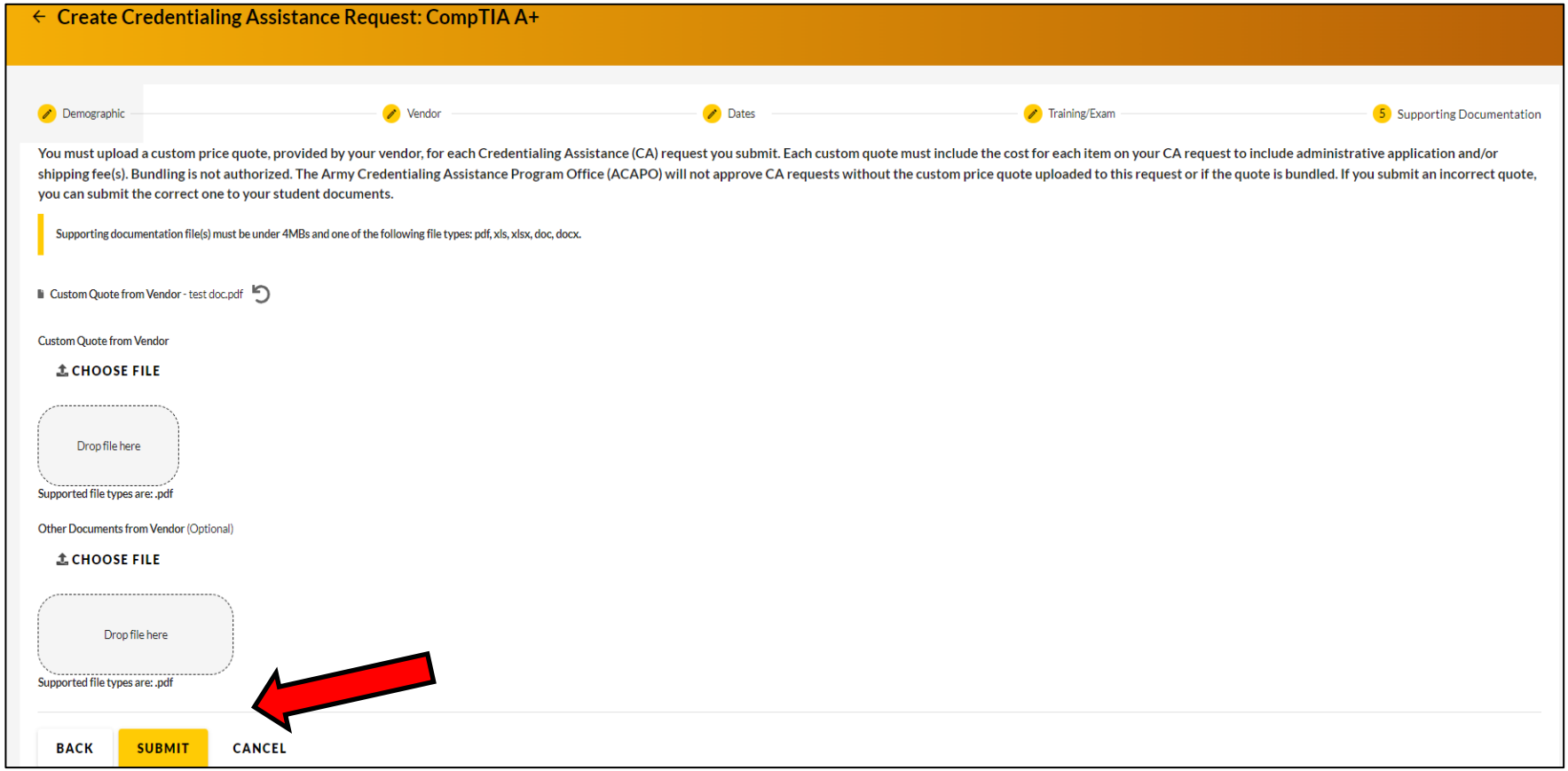
Soldiers must now add the custom quote that was received from the selected vendor.

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 and CompTIA where screenshot is allowed*) to request a custom quote for the CA Request

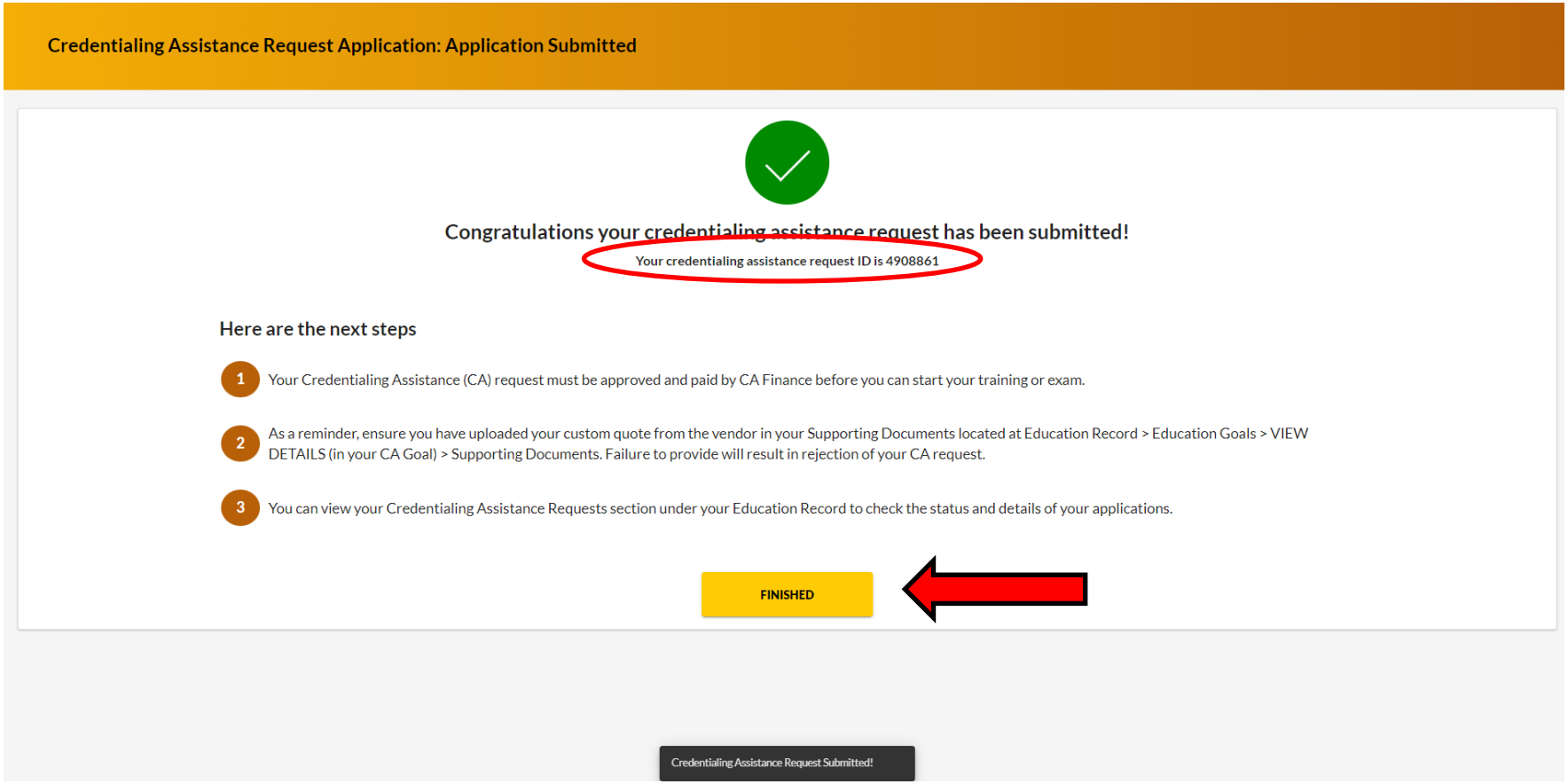


Creating a CA Request cont.

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

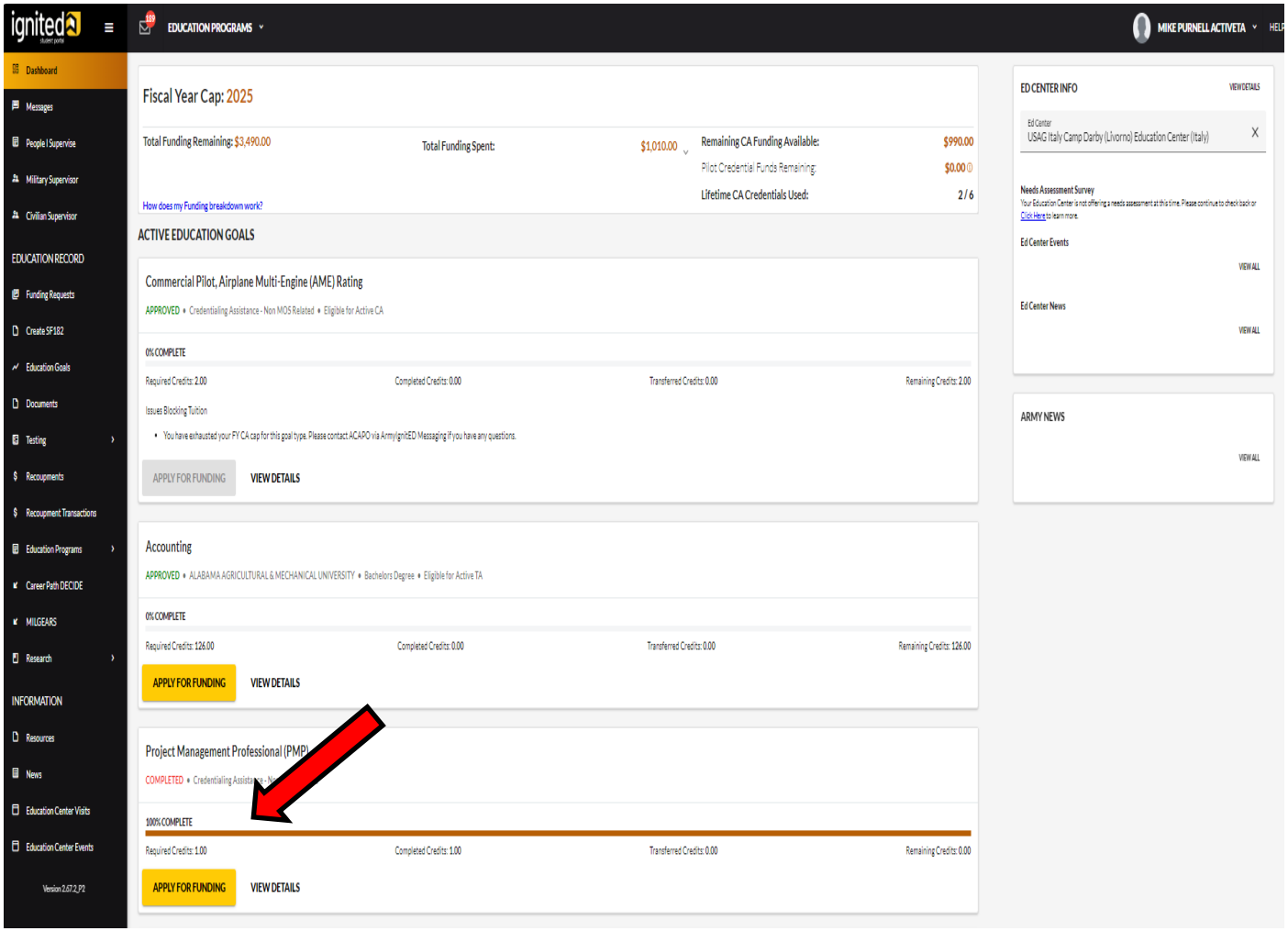


Soldier can now click Finished! They will now have an ID number (CA Request number) for this case!



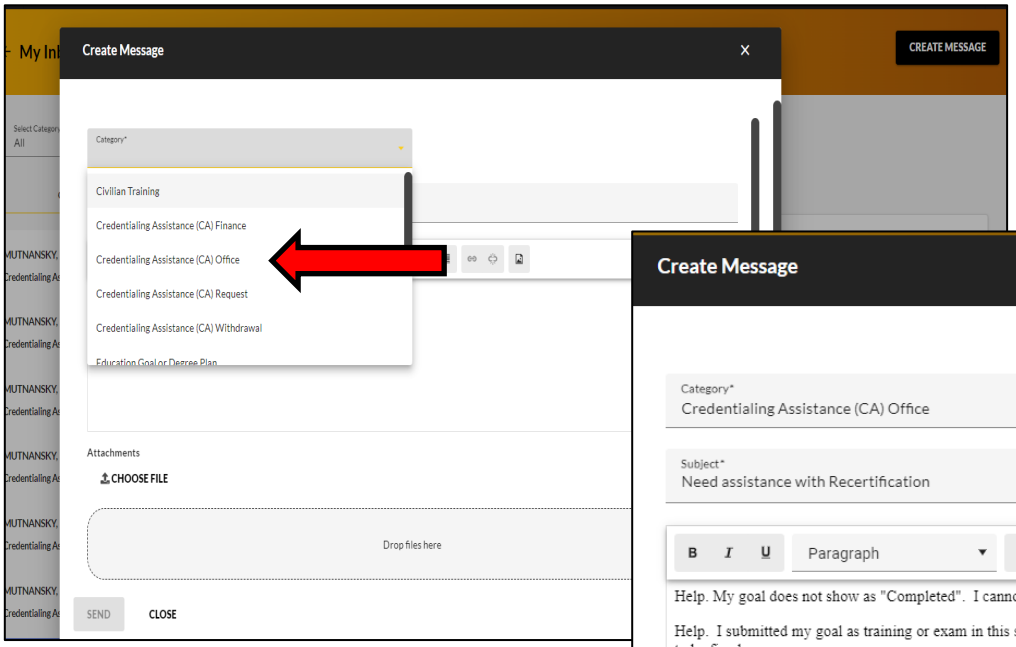
Creating a CA Request cont.

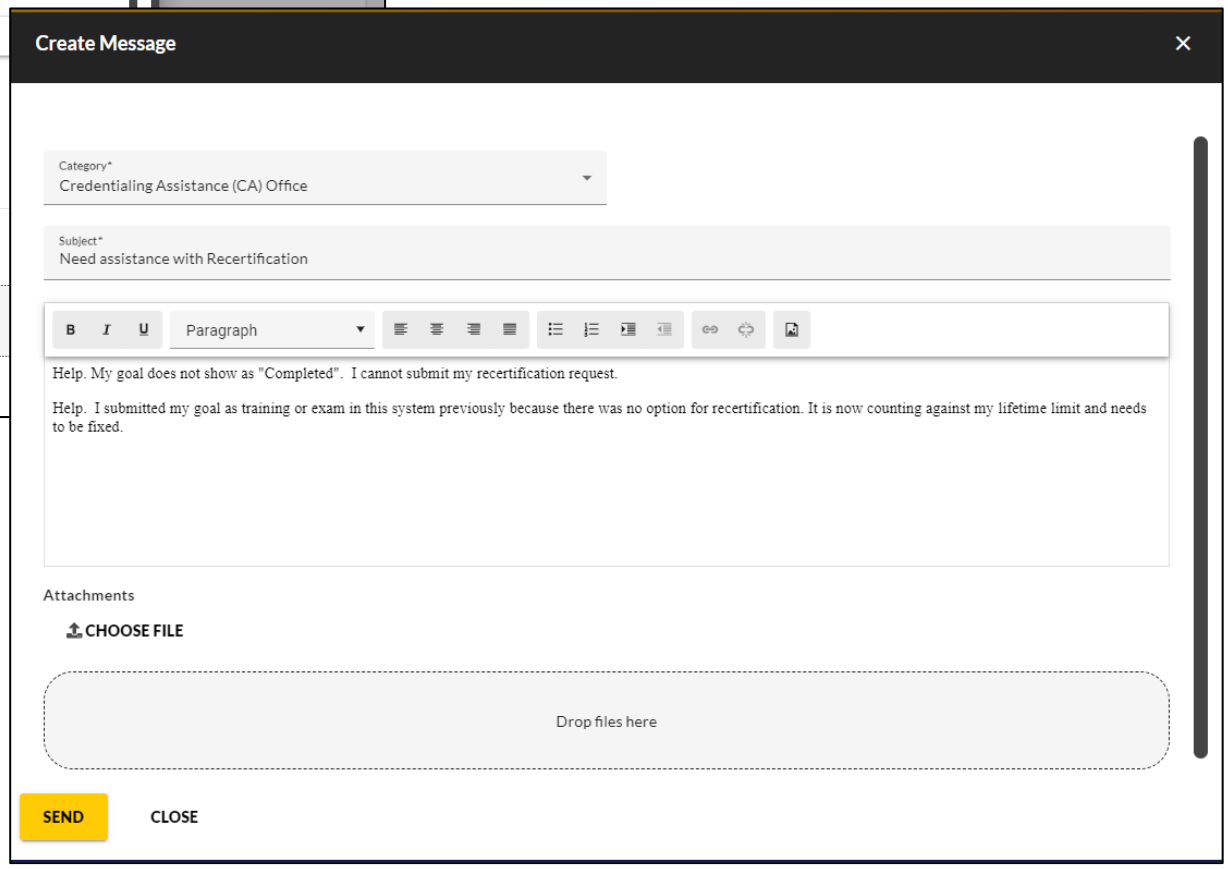
If you are unable to request a Recertification, or you only need to recertify and are unable to add the credential goal, please contact ACAPO in ArmyIgnitED using the "Credentialing Assistance (CA) Office" category



Creating a CA Request cont.

From your homepage, click on “Messages” on the left side of the page, then click “Create Message” Select “Credentialing Assistance (CA) Office” from the dropdown to contact ACAPO



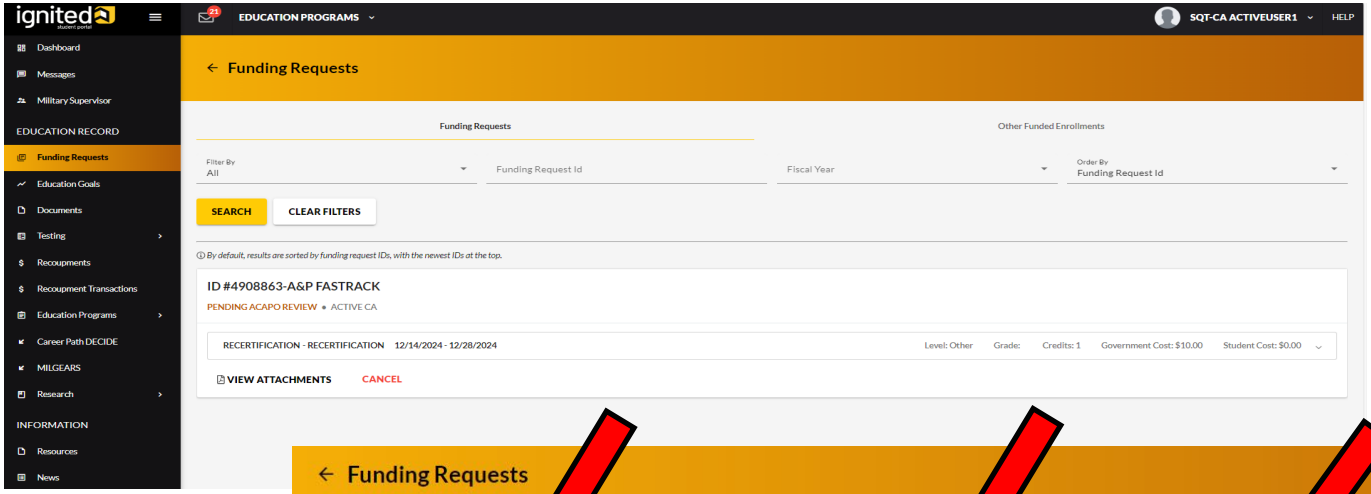


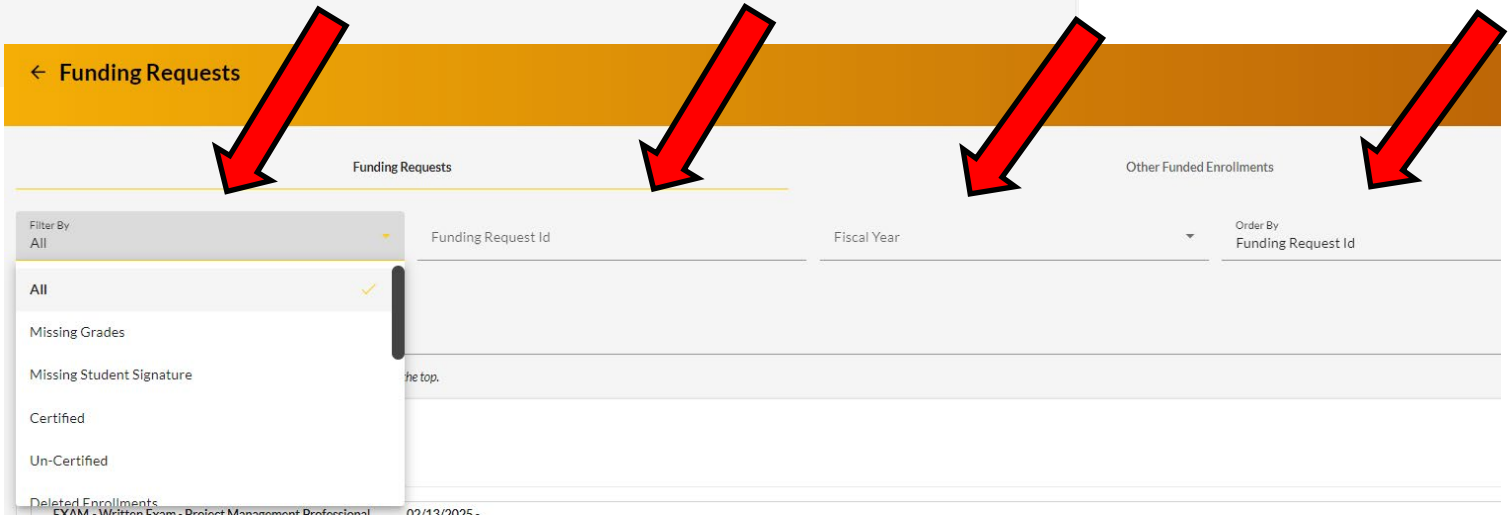
NOTE!! If you were instructed to submit your recertification previously as a training or exam, please contact ACAPO so it can be fixed so it does not count towards your lifetime limit!!!

CHECKING STATUS OF CA REQUEST

Status Check cont.

From your homepage, click on “Funding Requests”
From this page, you can see all the CA Requests, but if you are looking for something in particular, you can click on the dropdowns, then hit “Search”





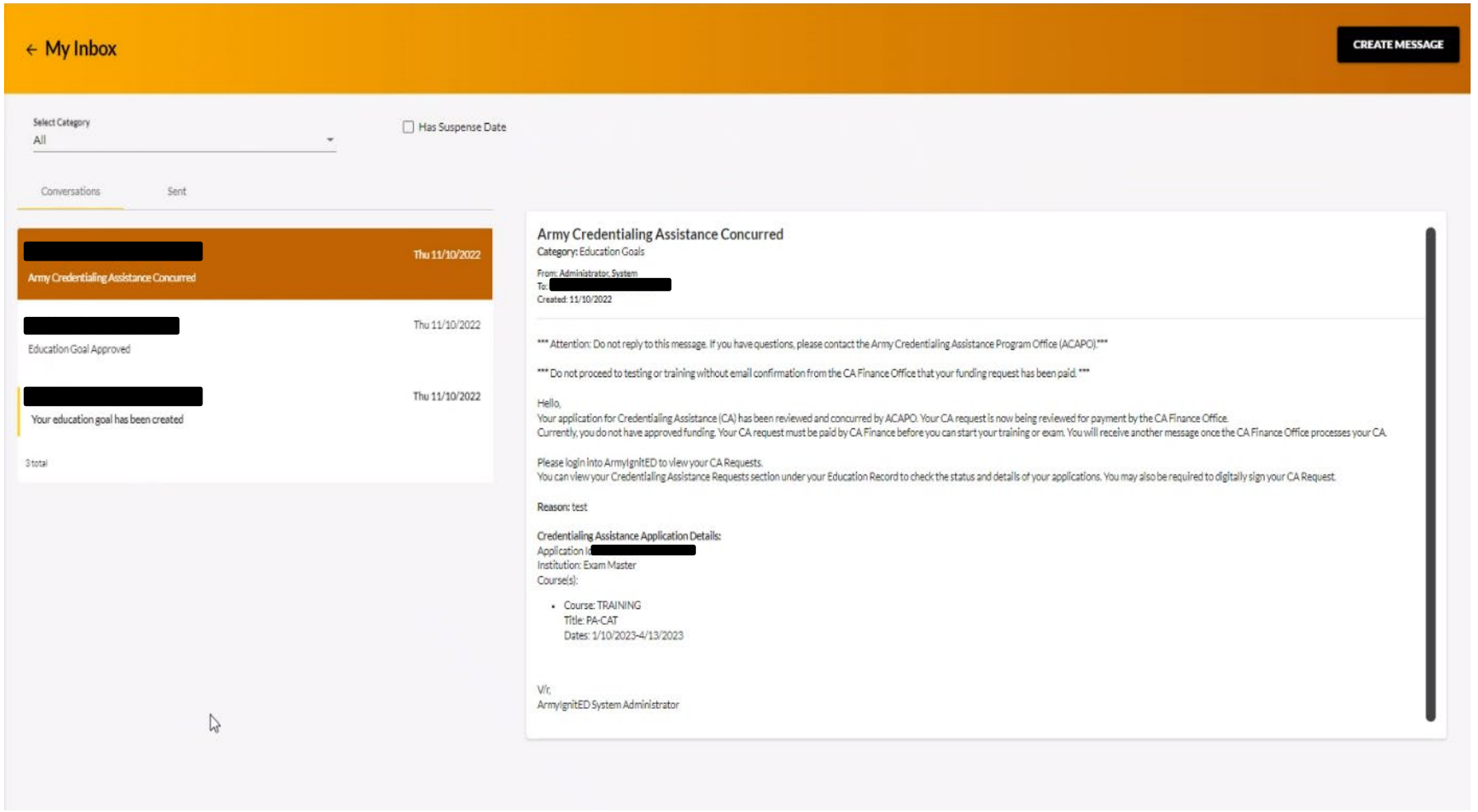
Soldier submitted CA Request- waiting on ACAPO to review:

ACAPO reviewed case and move it to finance (CABO) for payment (no certified box):

With Vendor/Finance (CABO) invoice created but not paid yet (certified box):

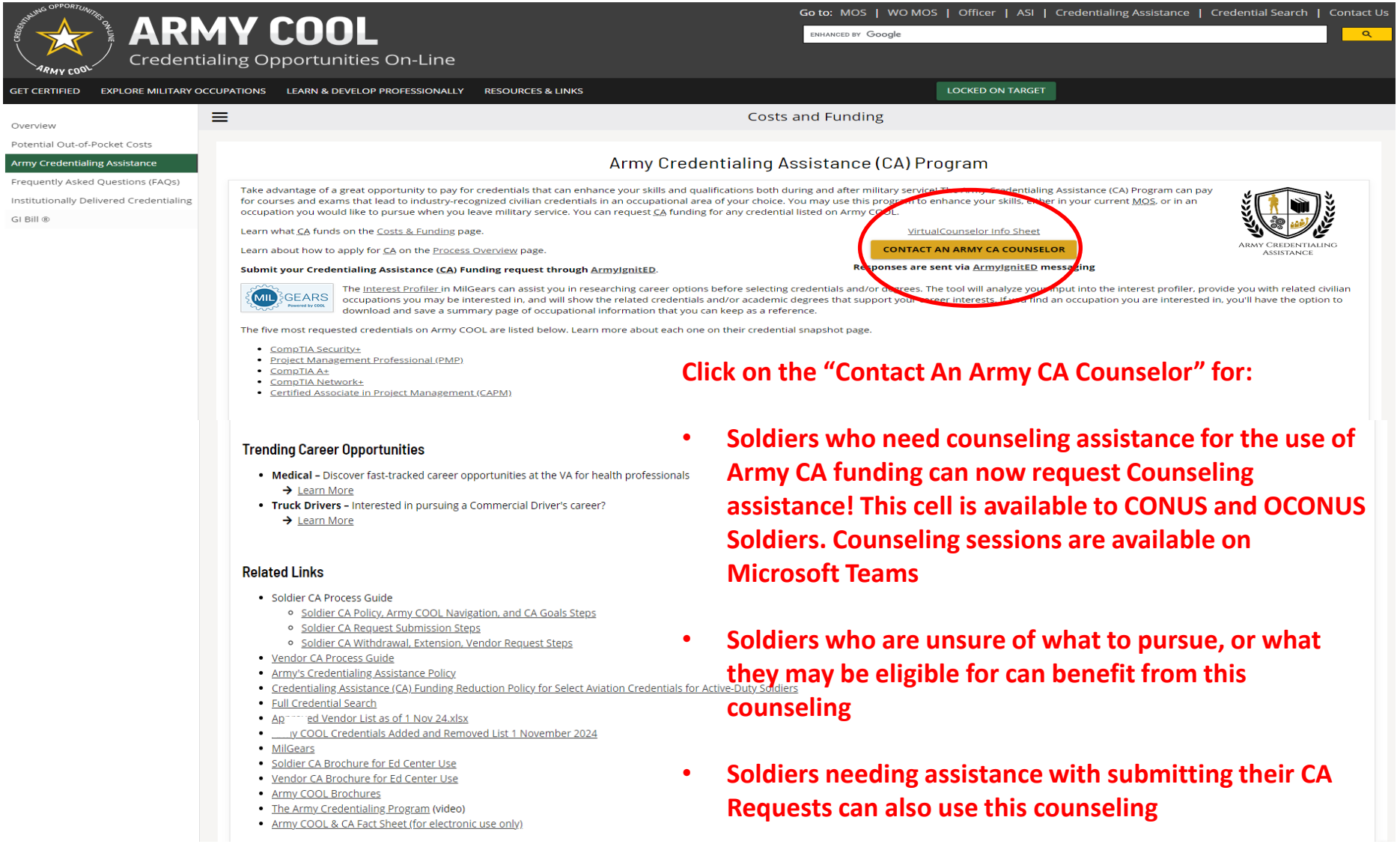
Payment was made by finance (CABO)- Soldier can contact vendor and begin:

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!



Need Assistance or Counseling?

Need counseling or assistance with CA?



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

ARMY CREDENTIALING ASSISTANCE