The Army Credentialing Assistance Program
Soldier Process
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
- Manual process until GoArmyEd modernization in 2020
- Vetting of all Vendors (for purposes of this step-by-step process, vendors are considered colleges, universities, credentialing agencies, other organizations) conducted by ACCESS, ArmyU
- A list of eligible credentials will be maintained on Army COOL
- CA is 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 (CA options have been removed)

- Soldiers can request multiple credentials concurrently – not to exceed FY limit

- 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)
• Course / exam will be paid prior to the start date

• Soldiers are notified by ACCESS, ArmyU regarding next steps (Our office will contact you either by phone, email, and/or notes within your helpdesk case with the next steps. Most requests are processed no later than 3 days prior to your start date, so if you have not received a response prior to that, please notify your education center/office)

• Requested books and/or materials sent directly to the Soldier

• 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

• Recoupment will be handled by ACCESS, ArmyU- Soldiers will be notified by ACCESS, ArmyU
• Soldiers who pay out of pocket for anything 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 will not be authorized for any course for which a Soldier receives reimbursement in whole or in part from any other Federal source, including veterans’ education benefits and Service-funded programs (ROTC scholarship, education-related incentive or bonus, and advanced civil schooling) when the CA payment duplicates the reimbursement
• CA is available to commissioned officers and Warrant Officers. Officers and Warrant Officers may use CA for **TRAINING** only if the Officer or Warrant Officer agrees to serve a Military Service Obligation (MSO) in accordance with current TA requirements.

• Officers and Warrant Officers using CA for **TESTING** or **RECERTIFICATION** (must not include training, books, materials) of a credential will not incur a service obligation.

• Testing or recertification funding cap for Officers and Warrant Officers in their last year of service is $2,000.

• 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.
Soldier reviews credentials within Army COOL to determine which credential they desire—start with their own MOS/ASI or something they may have already heard of.

Soldier goes into GoArmyEd to download the CA Request and SOU.

Soldier contacts vendor for information required on the CA Request.

Soldier attaches CA Request to GoArmyEd helpdesk case and submits to Education Center / Office.

Education Center reviews CA Request for completion then escalates helpdesk case to ACCESS, ArmyU for action.

ACCESS ArmyU reviews CA Request.

ACCESS ArmyU notifies Soldier after Vendor is contacted and CA Request is approved.

CA approved for training course and/or course material.

ACCESS ArmyU contacts Soldier via same helpdesk case regarding reason for disapproval—If corrections are required, instructions will be noted.

ACCESS ArmyU contacts Soldier via same helpdesk case.

Soldier makes corrections and returns to same helpdesk case.

ACCESS ArmyU closes CRM.

Soldier is ready to take exam.

ACCESS ArmyU closes CRM.

Soldier completes course.

Soldier enrolls in course and/or receives all course materials.

Soldier attaches course completion certificate to same helpdesk case.

Soldier sends course completion certificate to same helpdesk case.

Upon completion, Soldier attaches course completion certificate to same helpdesk case.

Soldier takes Exam.

Soldier is provided instructions on the exam schedule.

Note: Soldier does not pay anything out of pocket. All required items will be sent to the Soldier by ACCESS, ArmyU.

Soldier selects credential then reviews the eligibility criteria and exam information to determine if this is what they want to pursue.

Soldier searches for a vendor to provide training or skillport for free training.

Soldier searches credentials.
From Soldier’s homepage after they log in, they will click on “My Education Record”
They will click on “Helpdesk Cases”
They will click on “Create New Helpdesk Case”
Scroll to the bottom of the page and click on “Helpdesk Resources”
Click on “Create Helpdesk Case”

<table>
<thead>
<tr>
<th>Case ID</th>
<th>Date Opened</th>
<th>Case Subject</th>
<th>Last Updated</th>
<th>Case Details</th>
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</thead>
<tbody>
<tr>
<td></td>
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<td>Degree Change/School</td>
<td>01/04/2016</td>
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<td>Change Request</td>
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<td>Degree Change/School</td>
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<td>eFile SOU Submitted</td>
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<td>eFile SOU Submitted</td>
<td>10/22/2013</td>
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Instructional Videos and Training Resources

- Soldiers
- Army Civilians

Other Training and Reference Guides

- Reference Documents (Training Materials)
- GoArmyEd Assistance Center
- Launch Packet Reference Guide
- GoArmyEd FAQs
- General Technology Support

Helpdesk Contact Information

Please contact your Army Education Counselor for questions relating to your education.

GoArmyEd Helpdesk Phone Numbers

Monday through Friday: 8 a.m. to 7:00 p.m. Eastern Time
Saturday and Sunday: Closed
Federal Holidays

Create Helpdesk Case
Click on “Proceed”
Click on the dropdown and select “Credential Request”

<table>
<thead>
<tr>
<th>View a list of reference documents to assist you with performing transactions using GoArmyEd.</th>
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<tbody>
<tr>
<td>Basic Information</td>
</tr>
<tr>
<td>Name * :</td>
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<tr>
<td>SSN/ENE * :</td>
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<tr>
<td>User Id :</td>
</tr>
<tr>
<td>Current Degree Name/CIP :</td>
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<tr>
<td>Primary Phone :</td>
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<tr>
<td>Current Home School :</td>
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<tr>
<td>TA Funding Status :</td>
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<tr>
<td>User Name :</td>
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<tr>
<td>Date of Birth * :</td>
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<tr>
<td>Servicing Education Center :</td>
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<tr>
<th>Fields marked with an * are required.</th>
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<tr>
<td>Case User Contact Information</td>
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<tr>
<td>*Are you currently OCONUS? :</td>
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<tr>
<td>Alternate Phone :</td>
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<tr>
<th>Case General Information</th>
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<tbody>
<tr>
<td><strong>Please select your Case Type:</strong></td>
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<tr>
<td>Class Not Listed in GoArmyEd Class Schedule</td>
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<tr>
<td>Class Rejection</td>
</tr>
<tr>
<td>Counselling Request</td>
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<tr>
<td>Course Enrollment Override</td>
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<tr>
<td>Course Planner Questions</td>
</tr>
<tr>
<td>Credentialing Request</td>
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<tr>
<td>Enrolling In a Class</td>
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<tr>
<td>Grade Schedule</td>
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<tr>
<td>Graduation</td>
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<td>Hold Questions</td>
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<tr>
<td>Military Education Transcript</td>
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<tr>
<td>Military Withdrawal (WM) Questions</td>
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<tr>
<td>Other</td>
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<tr>
<td>Recoupment</td>
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<tr>
<td>Requesting Tuition Assistance</td>
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<tr>
<td>School Complaint</td>
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<tr>
<td>School Not Listed in GoArmyEd</td>
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<tr>
<td>School Support (Questions)</td>
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<tr>
<td>TA GPA Hold Waiver</td>
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<tr>
<td>Technical Issue</td>
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<tr>
<td>Texting at Education Center</td>
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<tr>
<td>Training/Using GoArmyEd</td>
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<tr>
<td>Visa Issue</td>
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<tr>
<th>Detailed Description of the Problem</th>
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<tr>
<td>*Subject:</td>
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*Description:* [Redacted]
Download all attachments, complete and upload “Credential Request”
Add title and description then click “Submit.” Once the CRM has been created, go into the case and add the SOU by selecting “Add Note”

<table>
<thead>
<tr>
<th>Case Type Description</th>
<th>Reference Document</th>
<th>Help Tips</th>
<th>Instructional Video</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use this case type for questions about the Credential Request. For support with general questions about using GoArmyEd functions or navigating GoArmyEd, please use the “Training/Using GoArmyEd” case type.</td>
<td>![Icon]</td>
<td>N/A</td>
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<td>N/A</td>
</tr>
</tbody>
</table>

**Detailed Description of the Problem:**

* Subject: Credential Request

Please attach any relevant file here: Browse...

* Description: 51 Characters

Please process my Credentialing Assistance Request.
www.cool.osd.mil/army

Click “Yes View Tutorial” or “Not Now”
You may now begin
Welcome to the new Army COOL

How to use the new Army COOL

Steps to getting a Credential

Select Credentialing Assistance for details regarding the program
This page provides information on the program, the list of approved vendors for the CA program, along with other pertinent information.
Searching for Credentials

Welcome to the new Army COOL
How to use the new Army COOL
Steps to getting a Credential

Full credential search for a Soldier who knows which credential they seek
Type in the name of the credential. If it doesn’t appear with the acronym, type in the first word or the first few letters and a list of credentials that contain the word will appear.
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).

It is extremely important to review the eligibility criteria and exam information. If the Soldier is not eligible or years away from eligibility, the CA Request may not be approved.
Project Management Professional (PMP)

- **EXPERIENCE REQUIREMENTS**

  **Option 1:**
  PMP candidates are required to have a high school or the global equivalent with at least five years (60 months) of project management experience during which at least 7,500 hours were spent leading and directing projects and 35 hours of project management education.

  **Option 2:**
  PMP candidates must have a bachelor’s degree or the global equivalent and at least three years (36 months) of project management experience during which at least 4,500 hours were spent leading and directing projects, and 35 hours of project management education.

- **EDUCATION/TRAINING AND/OR EXPERIENCE REQUIREMENTS**

- **OTHER REQUIREMENTS**
To find MOS related credentials: Soldiers can go directly to their information by selecting Enlisted MOS, WO MOS, Officer, or ASI from the GO TO menu available on every page on the top navigation.
Select the Enlisted MOS, WO MOS, Officer, or ASI from the Navigator dropdown, then click NEXT.
Red chili pepper denotes “In Demand” credential

The “M” in the Star means the credential is a Mandatory MOS requirement and is Institutionally funded. It cannot be funded by CA.
Once the credential has been determined, select from the dropdown, then move to the next tab.
Complete all fields in yellow. If correct, they will turn white. If there are errors, the border and the cell will turn red until fixed. If completed correctly, the border will turn green. Once complete, move to the next tab.
Gather all cost information and required materials, books, fees, etc. from the vendor
Once completed, it should look like this and it is ready to attach to the helpdesk case in GoArmyEd (repeat slides 8-16). Please ensure all proof required is attached when submitting the CA Request (ex- unofficial transcripts, proof of ASI, proof for exams). Please remove all PII before adding to the helpdesk case.
Questions?

ACCESS, ArmyU CA Email:

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