The Army Credentialing Assistance Program
Soldier Process
Overview of CA

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

- 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

• Soldiers can request multiple credentials simultaneously – 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 by ACCESS, ArmyU

• Soldiers are notified by ACCESS, ArmyU regarding next steps. ACCESS, ArmyU will contact Soldiers either by phone or email. Most requests are processed no later than 3 days prior to the Soldier’s start date. If you have not received a response prior to that, please send email to: usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil

• 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. Soldiers who start courses prior to notification from the ACCESS, ArmyU finance team 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.

• 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.
Credentialing Assistance

Welcome to the new Army COOL

How to use the new Army COOL

Steps to getting a Credential

Important Test Vendor Information

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.

- Army's Credentialing Assistance Program Implementation Guidance
- Update to Army Credentialing Assistance Policy
- Full Credential Search
- Approved Vendor List 27 July 2020
- Army COOL Credentials Added and Removed List 1 August 2020
- Soldier CA Brochure for Ed Center Use
- Vendor CA Brochure for Ed Center Use
- Army COOL Brochures
Searching for Credentials

Full credential search for a Soldier who knows which credential they seek
Type in the name of the credential, then click on “Search”

To find out which Army Enlisted Military Occupational Specialties (MOS) are related to a specific civilian credential, search for the credential below and then click on the credential name. If any MOS has resource icons for a certification, those icons are shown following the certification name.

To search for a specific word, type the keyword into the search box below, then press ENTER or click the SEARCH button and the table will update with your results.

<table>
<thead>
<tr>
<th>Credential</th>
<th>Agency</th>
<th>CA Eligible</th>
<th>GI Bill</th>
<th>e-Learning</th>
<th>Accreditation</th>
<th>Credential Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessibility Inspector/ Plans Examiner - 21</td>
<td>International Code Council (ICC)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cert</td>
</tr>
<tr>
<td>Accreditation in Public Relations - Military Communication (APR+M)</td>
<td>Public Relations Society of America (PRSA)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cert</td>
</tr>
</tbody>
</table>
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. Soldiers need to contact the Credentialing Agency to confirm they are eligible or close to being eligible.
Project Management Professional (PMP)

EXPERIENCE REQUIREMENTS

EDUCATION/TRAINING AND/OR 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.

OTHER REQUIREMENTS
To find MOS/AOC 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.
Finding MOS Credentials cont.

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.
Credentialing Assistance (CA) is now available on www.armyignited.com!

- All CA Requests must be submitted directly through ArmyIgnitED. The CA Request does not get submitted through the Education Center or Office.

- Soldiers must submit CA Requests 30 business days from the start date of the course or exam.

- Soldiers have the option to request counseling from their Education Center or Office at any time prior to creating a CA Request.

- If Soldier does not see the vendor of choice (for training, exam, books, materials, etc.) select “Don’t See a Related Vendor?”. An email will appear requesting specific information which the Soldiers must provide to ACCESS, ArmyU who in turn will contact the vendor to update ArmyIgnitED with the information.

- It may take up to a few days prior to the start date of the course to receive approval email notifications from ACCESS, ArmyU.
First Step:
Create your account!

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

How To Guide
Create a Student User Account (1 of 11)

Purpose
This guide highlights the steps to create a Student User Account. This process includes creating both a Login.gov and an ArmyIgnitED account. The Student will need either their mobile phone or Government ID to complete this registration.

• If you do not have a Login.gov account proceed to Step 1.
• If you have an existing Login.gov account, but need to update it to with your .mil address, sign in to your login.gov account and proceed to Step 15;
• If you have an existing Login.gov account, and it is already setup with your .mil account, proceed to Step 20:

Steps to Create an Student User Account
2. Click Create an account to start the process of creating your Login.gov account.
3. Enter the .mil email address that you want associated with the account then, click Submit.

Enter your email address

Email address
JohnDoe@mail.mil

Submit
How To Guide
Create a Student User Account (2 of 11)

Steps to Create a Student User Account

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

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

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

4. Log in to the .mil email account you requested the confirmation code to be sent to and find your confirmation email.
5. Click Confirm email address and you will be automatically redirected back to the Login.gov account creation process.
How To Guide
Create a Student User Account (3 of 11)

Steps to Create a Student User Account
6. Create a strong password and click continue.

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

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

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

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

7. Select Government employee ID.
8. Click Continue.

Note: Each authentication method will have its own setup instructions which will be presented after clicking continue. Follow the instructions to complete the creation of the account.
How To Guide
Create a Student User Account (4 of 11)

Steps to Create a Student User Account
9. Set up your PIV/CAC as a two-factor authorization method so that you can use it to sign in.
   - Give it a nickname. If you add more than one PIV/CAC, you’ll know which one’s which.
   - Insert your PIV/CAC into your card reader.
   - Add Your PIV/CAC. You’ll need to choose a certificate (the right one likely has your name in it) and enter your PIN (your PIN was created when you set up your PIV/CAC).
10. Click Add PIV/CAC Card.
11. Select the certificate that corresponds with your PIV/CAC.

   Note: There are typically 3 certificates that you are able to choose from: Authentication, ID, and Signature. Either of these certificates will work in the system, however, choosing Authentication is preferred.

12. Click OK.
How To Guide
Create a Student User Account (5 of 11)

Steps to Create a Student User Account

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

13. Click **Agree and continue** to complete the process of creating a Login.gov account.
14. **Skip to Step 20** to request your Student User account.

You are now signing in for the first time

We'll share this information with **ArmyIgnitED:**

- **Email address**
  
  JohnDoe@mail.mil

**ArmyIgnitED** will only use this information to connect to your account.

**Agree and continue**
Steps to Complete a Login.gov Account

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

If you have already added your .mil email address to your login.gov account, skip to Step 19.

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

   Click Add email.
How To Guide
Create a Student User Account (7 of 11)

Steps to Complete a Login.gov Account (continued)
17. Enter your .mil email address.
18. Click Submit.
   Note: You have now completed setting up your login.gov account!
19. Log out of login.gov and move to the next step.

Steps to Create a Student User Account
21. Click Get Started.
22. Enter the .mil Email address and Password associated with your Login.gov account then click Sign In.
How To Guide
Create a Student User Account (8 of 11)

Steps to Complete a Login.gov Account (continued)

23. Click Agree and continue to complete the process of creating a Login.gov account.

   Note: By clicking Agree and continue, you have linked your login.gov account to ArmyIgnitED.

How To Guide
Create a Student User Account (9 of 11)

Steps to Create a Student User Account

You have successfully created your Login.gov account and now have access to ArmyIgnitED.

25. Return to www.ArmyIgnitED.com then, click **Get Started** to complete the ArmyIgnitED account creation process.

26. Click **Sign in** with your government employee ID to sign in to ArmyIgnitED.

*Note:* If you chose another authentication method, enter the email address and password associated with your Login.gov account, click **Sign In**, and use your preferred authentication method to continue logging in to ArmyIgnitED.

27. Click **Insert your PIV/CAC**.

28. Select the certificate you wish to use then, click **OK**.

*Note:* There are typically 3 certificates that you are able to choose from: Authentication, ID, and Signature. Either of these certificates will work in the system, however, choosing Authentication is preferred.
How To Guide
Create a Student User Account (10 of 11)

Steps to Create a Student User Account
29. Confirm your personal information:
   - First Name
   - Last Name
   - Middle Name
   - Date of Birth
   - Last 4 of SSN
   - Rank
   - MOS
30. Click continue.
31. Confirm your mailing address.
32. Click continue.
33. Confirm your email address and phone numbers:
   - Military Email Address
   - Other Email Address
   - Home Phone Number
   - Duty Phone Number
   - Cell Phone Number
34. Click continue.

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

Note: Clicking Is incorrect information being displayed? will provide a point of contact from the offices below:
   - For Active Duty contact your S1/PAC office
   - For Army National Guard, contact your Readiness NCO
   - For United States Army Reserve, contact your Unit Administrator (UA)
How To Guide
Create a Student User Account (11 of 11)

Steps to Create a Student User Account
35. Select your preferred email address, mailing address, and phone number.
36. Click continue.
37. Confirm your education information:
   • Graduation Date
   • Previous Educational Institute
   • Previous Education Level
   • Additional Education Information
38. Click Finish.

Note: Clicking Is incorrect information being displayed? will provide a point of contact from the offices below:
- For Active Duty contact your S1/PAC office
- For Army National Guard, contact your Readiness NCO
- For United States Army Reserve, contact your Unit Administrator (UA)

Note: Clicking the white Previous arrow will return you to the previous page.
Now that you have created your account, you can start the CA Request process!

**How To Guide**

**Create Credential Paths and Credentialing Assistance Requests (1 of 7)**

**Purpose**

This guide highlights the process to creating a credential path and requesting credentialing assistance through ArmyIgnitED. To begin this process, the student must have a credential path to which the assistance can be applied. This guide will go through the process of creating a credential path then, creating a request for credentialing assistance.

**Steps to Creating a Credential Path**

1. Log in to ArmyIgnitED.
2. From the Home Page click “Add Credential Path.”
   
   **Note:** You are able to create as many credential paths as needed. If a credential path has already been created, **skip to Step 17**.

3. Confirm your personal, contact, and mailing information:
   - First Name
   - Last Name
   - Middle Name
   - Preferred Method of Contact
   - Additional Methods of Contact
   - Home Phone
   - Duty Phone
   - Mailing Address
   
   **Note:** Clicking the “Edit Pencil” allows you to update any of your information.

4. Click the yellow next arrow.
5. Select a credential path option then click “Select.”
   - MOS
   - Other

6. Click the yellow next arrow.
7. Select an option and specify if the credential is new or a re-certification.
8. Click the yellow next arrow.

   **Note:** Clicking the white return arrow will return you to the previous page.
Need more help to in creating a CA Request?

To find interactive modules and How To Guides on how to create your CA Request, go to the Help Center to download the guide.
Questions?

ACCESS, ArmyU CA Email:

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