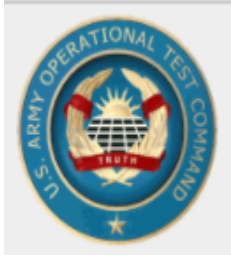




US ARMY FORT HOOD

Home of the Third Armored Corps

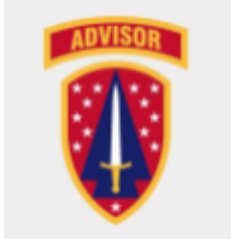


ARMY CREDENTIALING ASSISTANCE PROGRAM

Soldier Process Guide



ARMY CREDENTIALING
ASSISTANCE





AGENDA



- Program Overview
- Soldier Benefits & Eligibility Requirements
- Army Cool
- Vendor Process Information
- Army Ignited CA Request Process
- The Statement Of Understanding Snapshot
- Service NOW Helpdesk Cases
- Summary



Program Overview



<https://www.cool.osd.mil/army/docs/The%20Army%20Credentialing%20Program.mp4>

Pays for **training costs, books, exam fees & recertification fees**



Combine with TA, not to exceed \$4,000 FY limit



ARMY COOL
Credentialing Opportunities On-Line



Program Overview



The Army **Credentialing Assistance** (CA) Program provides funding for voluntary off-duty courses and/or exams leading to an industry-recognized academic or vocational credential listed in ARMY COOL (www.cool.osd.mil/army)

What is a Credential?

An occupational license or certification used by an organization to assess and confirm the individual is competent and qualified to work in a designated field.



Program Overview



**Why are you interested in Credentialing Assistance?
What do you hope to gain with your credential?**

Decision Support Tool: <https://milgears.osd.mil/ArmyDST>

*Validating
qualifications*

*Reveals
competency*

*Establishes
training
capabilities*

Highly marketable



ARMY COOL

Credentialing Opportunities On-Line



Soldier Benefits with Credentialing Assistance



- Enhance **Military progression** (promotion, schooling opportunities, etc.)
- **Career competitive in the market place with industry recognized certifications**
- Less **time to complete** Certification than obtain a Degree (in most situations)
- Contributes to personal and professional development



ARMY COOL

Credentialing Opportunities On-Line



Credentialing Assistance Availability



- CA is a voluntary off-duty program available to **ALL SOLDIERS** (Active duty, ARNG, USAR) of all ranks (Enlisted, NCO, Officer & Warrant Officer)
- 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, 2 year ADSO for every credential
- 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



ARMY COOL

Credentialing Opportunities On-Line



Eligibility Requirements



SOLDIER REQUIREMENTS

- Soldiers must have an active ARMY IGNITED account
- NO Flags/Holds
- Training **must end** before the ETS date

ARMY COOL REQUIREMENTS

- Eligibilities are listed at every credential in Army Cool
- Be sure to review eligibilities to meet all requirements before any application



Pilot's Licensing change to FY Limit of \$1000 since May 2021



ARMY COOL

Credentialing Opportunities On-Line



ARMY COOL

Finding your credentials of interest



ARMY CREDENTIALING ASSISTANCE



Go to: Enlisted MOS WO MOS Officer ASI

TOUR NAVIGATOR SEARCH MENU

- How to use Army COOL ▶
- Steps to getting a Credential ▶
- Credentialing Assistance ▶
- IDC/Proponent Funded Credentials ▶
- Important Test Vendor Information ▶
- Contact Us ▶



CREDENTIALING ASSISTANCE | PROPONENT FUNDED | USMAP APPRENTICESHIPS | FULL CREDENTIAL SEARCH | MANAGER CREDENTIALS | COMMON CORE CREDENTIALS



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



ARMY COOL

Your RESEARCH GATEWAY



ARMY COOL
Credentialing Opportunities On-Line

Go to: Enlisted MOS WO MOS Officer ASI



Army Credentialing Assistance (CA) Program

Overview - Costs & Funding

Army Credentialing Assistance >

Credentialing Assistance FAQ

Army Proponent Funding

GI BILL®

Potential Out of Pocket Costs

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.

If you have questions about the CA program, contact your servicing Army education center/office. You can find a list of centers/offices in [ArmyIgnitED](#).

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 tool will analyze your input into the interest inventory, provide you with related civilian occupations you may be interested in, and will show the related credentials and/or academic degrees that support your career choices. If you find an occupation and credential you are interested in, you'll have the option to download and save a summary page of those selections that you can keep as a reference.

The five most requested credentials on Army COOL pursued in FY21 are listed below. Learn more about each one on their credential snapshot page.

- [CompTIA Security+](#)
- [Project Management Professional \(PMP\)](#)
- [Certified Personal Trainer \(NASM-CPT\)](#)
- [Private Pilot](#)
- [CompTIA A+](#)

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 December 2021](#)
- [Army COOL Credentials Added and Removed List 1 December 2021](#)
- [Army Decision Support Tool](#)
- [Soldier CA Brochure for Ed Center Use](#)
- [Vendor CA Brochure for Ed Center Use](#)
- [Army COOL Brochures](#)



This CA Program Page provides the following:

- Top credentials pursued
- Soldier process
- Vendor process
- Updated Vendor list
- Army Decision Support Tool
- CA Policy
- CA FAQs links
- Overview of Funding links



ARMY COOL
Credentialing Opportunities On-Line

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



THE VENDOR



Soldier's need to find an approved vendor in order to utilize CA

- Vendors are considered colleges, universities, credentialing agencies other organizations (third parties) that provide training in support of completing a Credentialing exam or license

Is the Vendor Vetted?

- If a vendor is vetted through ACCESS ArmyU, they will show up as an option in ArmyIgnitED (check MOS/Other options). A Soldier can go into ArmyIgnitED and search their vendor and see what options they have available for training/exam. A 30 business day start date automatically populates.

Is the Vendor not yet vetted?

- In order to participate in CA, a vendor must first be vetted by ACCESS ArmyU.
- If your vendor is not present, click on the link "Don't see a related vendor?". It will redirect you to create a SNOW Helpdesk case to provide the vendor information. Once your case is submitted, ACCESS ArmyU will contact the vendor and start the vetting process.

Last Name _____
Helpdesk Case # _____
Credential Requested: _____

Training Provider: _____

Date Escalated: _____

Training Start Date: _____
Admin Notes: _____



ARMY COOL
Credentialing Opportunities On-Line

Refer **unvetted** vendors to the Vendor process guide

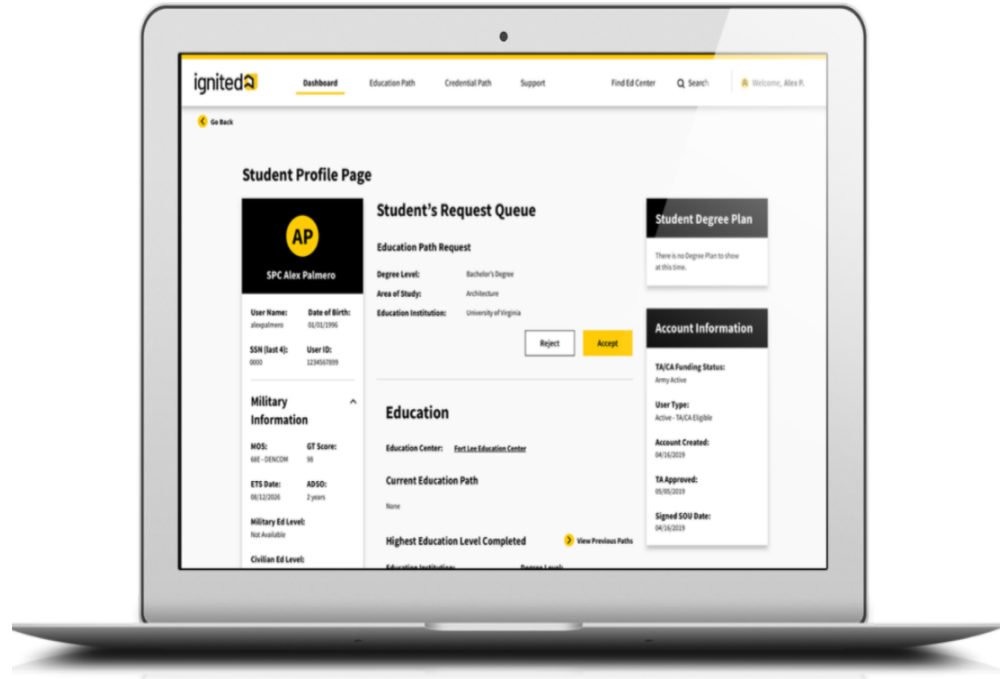


ARMY IGNITED

Your Portal to Creating a CA Request



ALL SOLDIER'S NEED TO
CREATE AN
ARMY IGNITED
ACCOUNT



01 Why ArmyIgnitED

ArmyIgnitED is a tailored, intuitive resource that empowers you to achieve your educational goals.

Whether you're at home or abroad, you'll have unlimited access to educational opportunities, support, and guidance throughout your desired Education Path, Civilian Path, Credential, or Army ROTC scholarship program.



ARMY COOL
Credentialing Opportunities On-Line



ArmyIgnitED

How to create a Student User Account



In order to access ArmyIgnitED, click on “Get Started”

- Then click on “Create an account”
- When creating your login.gov account, you **MUST** use your MAIL.MIL email. (alternatively, use your personal but associate your CAC card)
- You **MUST** associate your CAC to your login.gov account
- It is **recommended** you add your phone number as an additional authentication method. You will need to go back to www.login.gov and access your account profile.

LOGIN.GOV | ignited

ArmyIgnitED is using login.gov to allow you to sign in to your account safely and securely.

Email address

Password Show password

Sign in

Create an account

[Sign in with your government employee ID](#)

Click on **Create an Account** to get started with login.gov





ArmyIgnitED

Validating your Student User Account Access



- Once you've created your login.gov account, the webpage will redirect you to **validate** your ArmyIgnitED account
- The last step in creating your Student User Account is **confirming your personal information** in ArmyIgnitED
- Once confirmed, you will have access to your student dashboard which opens to reading and **acknowledging the TA/CA SOU** before you can begin choosing your credential and submitting your request

ignited 29

1 2 3 4 5 6

Create Account

Confirm your personal information

First Name:	Nikola
Last Name:	Tesla
Middle Name:	
Date of Birth:	May 31, 1991
Last 4 of SSN:	XXX-XX-0000
Rank:	PVT
MOS:	L8

Is incorrect information being displayed? ⓘ

Previous 30 Continue

“How to Guides will be emailed to you”



ARMY COOL

Credentialing Opportunities On-Line



ARMY IGNITED

Statement of Understanding SNAPSHOT



- If a change to a start date is needed, Soldiers will have to send a SNOW ticket
- Recoupment will be handled by ACCESS, Army U- Soldiers will be notified by ACCESS, ArmyU



- **Soldiers who pay out of pocket for anything will NOT be reimbursed!**
- Commissioned 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

The calendar is automatically defaulted to 30 business days from the start date. You cannot request an earlier date. End date will allow for 1 calendar year





ARMY IGNITED

CA REQUEST SUBMISSION



Welcome to ArmyIgnitED.

Pursue a credential to advance your military career. Get started now.

[Request Credentialing Assistance](#)

[Add Credential](#)

Lifetime Undergraduate Hours

0 / 130

Semester Hours

Lifetime Graduate Hours

0 / 39

Semester Hours

Lifetime Certificate Hours

0 / 21

Semester Hours

Semester Hours 2022

0 / 16

Semester Hours

2022 ▾



[Home](#) [Education Path](#) **[Credential](#)** [Program Path](#) [Find Ed Center](#) [Support](#)

[My Credentials](#) [Request Credentialing Assistance](#)

Current Credentials

[Add Credential >](#)

Previous Credentials



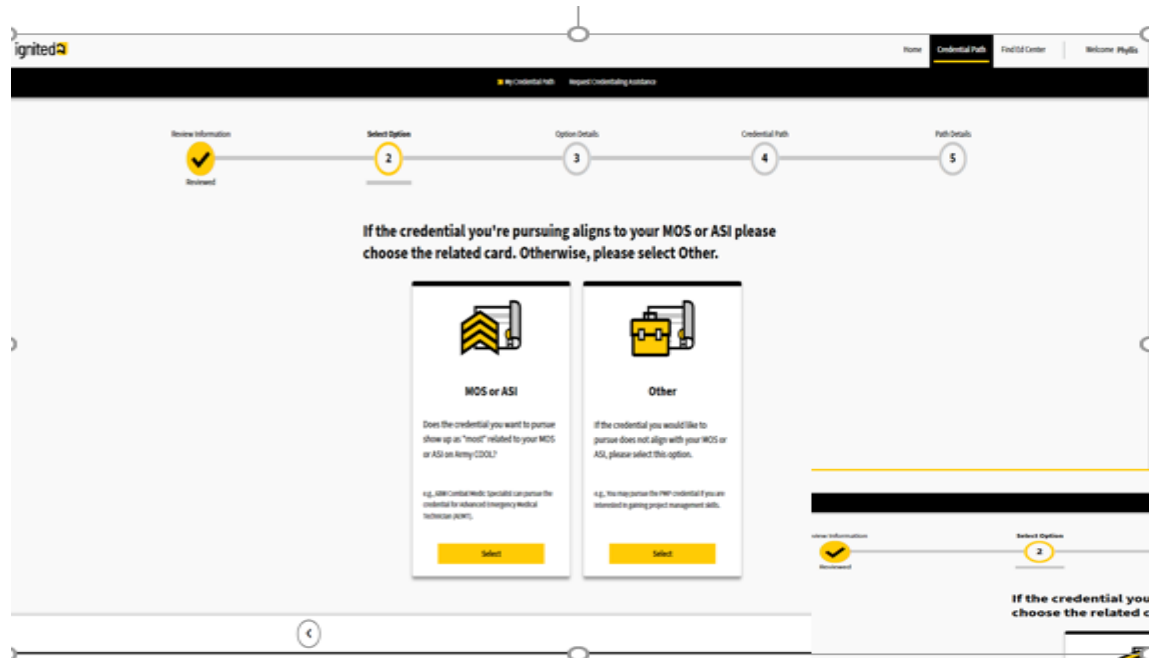
ARMY COOL

Credentialing Opportunities On-Line



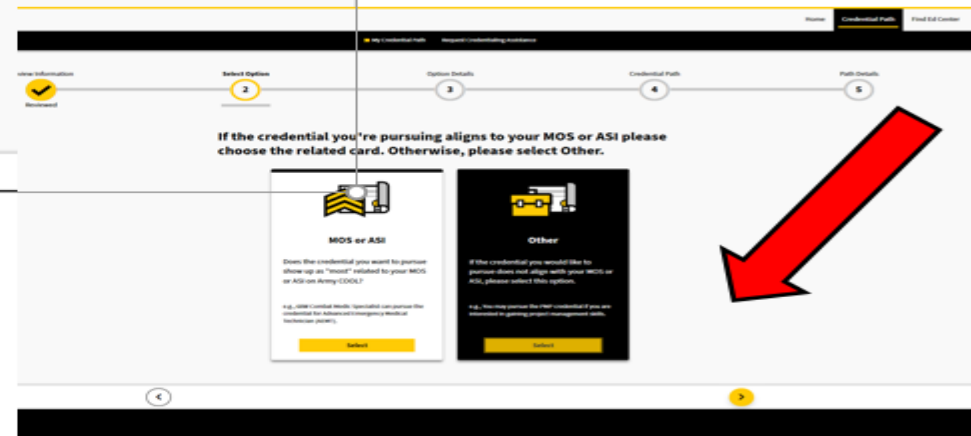
ARMY IGNITED

CA REQUEST SUBMISSION



Choose an option. If you would like to select a credential that aligns with your MOS/ASI/AOC, select "MOS or ASI".

If you wish to pursue a credential that doesn't align with your MOS/ASI/AOC, feel free to select "Other" then click the next arrow



ARMY COOL

Credentialing Opportunities On-Line



ARMY IGNITED

CA REQUEST SUBMISSION



- Credentialing Assistance requires **30 business days** from submission to final approval.
- The 30 business days will automatically be populated in ArmyIgnitED. HQ Finance team **pays 2-3 business days** before the start date.
- Manage your account to ensure payment occurs to start training (contact your counselor)
- You have **1 year to complete** any CA request from the start date.

Financial Assistance Fiscal Year 2019

\$0.00
Available

● Credentialing Assistance \$0.00 ● Tuition Assistance \$0.00 ● Pending Assistance \$129.00 **\$3,880.00** Per Year

Credentialing Assistance Request Form

Enter the start and end date for your Robert's Security on
Note that a CA request cannot be submitted for an event or training within 30 days of the request.

22 Start date required: mm/dd/yyyy End date required: mm/dd/yyyy

Select the cost types you would like Credentialing Assistance for

23

Select	Cost Type	Vendor Name	Title	Cost	Number/ID#	Quantity
<input type="checkbox"/>	Exams	Robert's Exam Jewels	Robert's Exam	\$129.00	1234567	1

Total Cost: \$129.00
Credentialing Assistance: \$129.00
You Pay: \$0.00

24 Upload Supporting Files

25

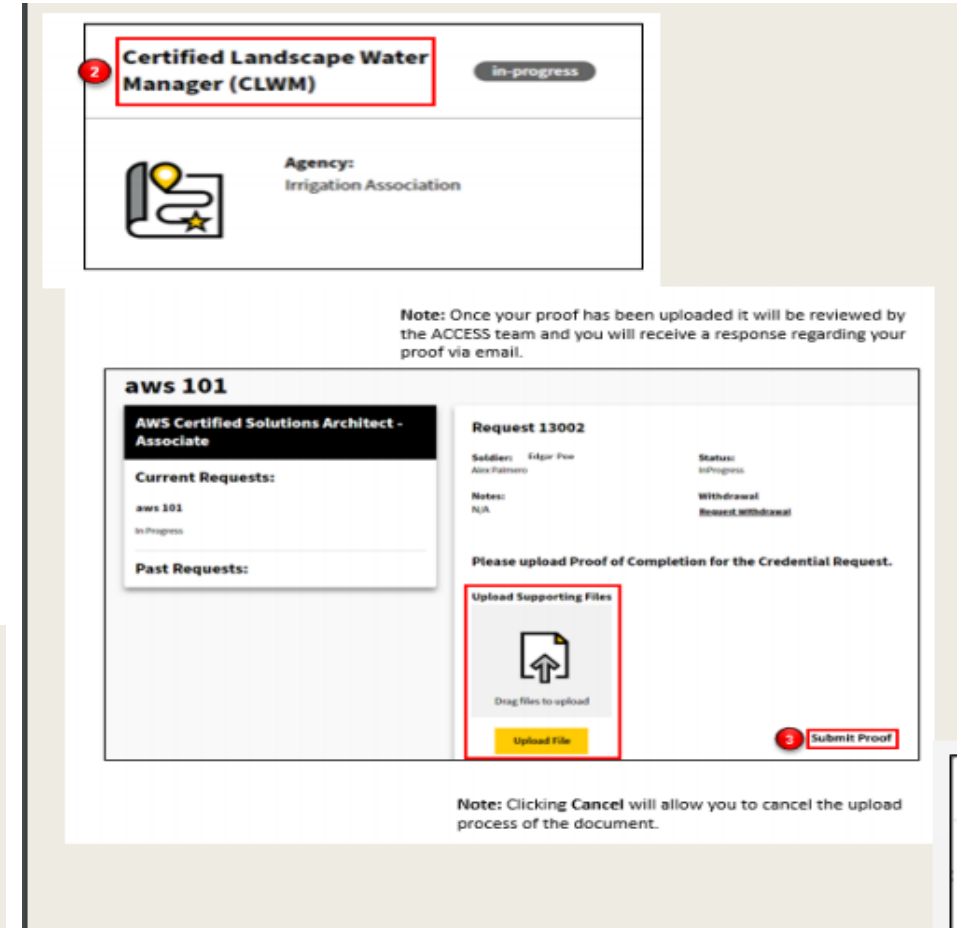
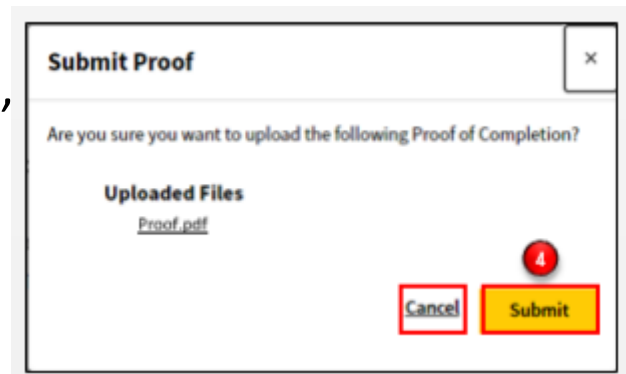


ARMY IGNITED CA REQUEST COMPLETION



- You must reach out to the vendor and obtain an invoice.
 - Invoice needs to be uploaded into the request.
 - **DO NOT PROVIDE ANY FUNDING TO THE VENDOR to guarantee anything**

- Once a CA request has been completed, Soldiers must complete their request by attaching their proof of completion in the original CA request in ArmyIgnitED within **10 business days of** completion, then create a SNOW helpdesk case with attached certificate to HQ ACCESS, Credentialing Assistance



ARMY COOL
Credentialing Opportunities On-Line



ARMY IGNITED

Service NOW (SNOW) Helpdesk Cases



WHY SNOW?

- To request assistance from a counselor
- To submit the certificate of completion
- To request CA Request extensions
- Imperative to meet with a counselor for full program understanding

ignited
Powered by Army

Support My Surveys Login

ADVANCE WITH EASE

Empower yourself and your career-from anywhere, at any time

Create a Case as a Guest User
If you have an ArmyIgnitED account, be sure to log into your account before creating a case

[Go to Create Case](#)



ARMY COOL

Credentialing Opportunities On-Line



CREDENTIALING ASSISTANCE SUMMARY



- ALL Service Members can ACCESS CA
- FY LIMIT \$4000 per fiscal year, **\$1000 FY Limit for Aviation Pilots since May 2021**
- No Reimbursement
- ARMY COOL is the research website for all credentials
- Requests take 30 business days for approval
- Upload your certificate of completion within 10 business days
- Create a SNOW helpdesk case to upload certificate to HQ Access, credentialing assistance
- NO ADSO for Enlisted service members
- 2yr ADSO for Officers for every credential, CW2 & Up
- NO ADSO for Officers to only Testing/ Recertification

100,000+
Student Enrollments

\$4,000
Per Year in TA/CA Funding

300,000+
College Courses

200+
Vendors



ARMY COOL

Credentialing Opportunities On-Line



START TODAY

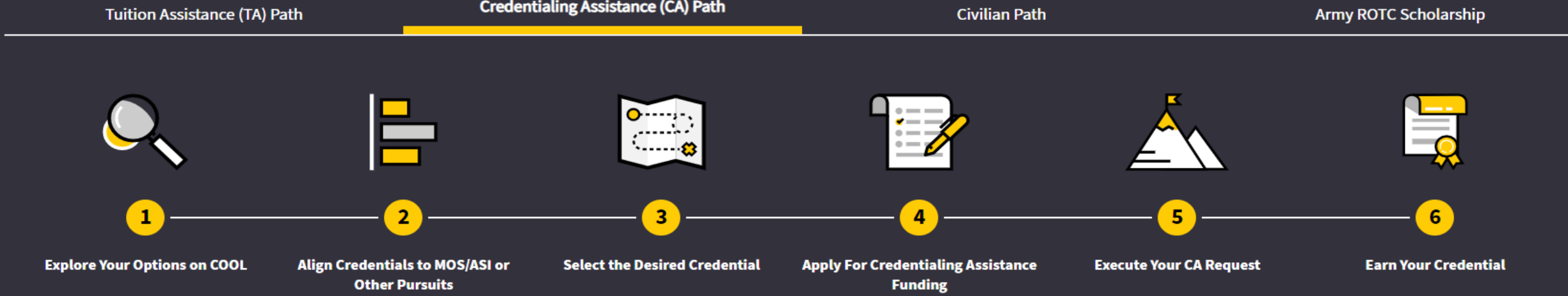
MEET WITH YOUR EDUCATION COUNSELOR



ARMY CREDENTIALING ASSISTANCE

Start Your Journey

Want a glimpse of your future? Check out sample roadmaps and learn how you can utilize your Army funding.



ARMY COOL

Credentialing Opportunities On-Line



CREDENTIALING ASSISTANCE QUESTIONS



Presenter: Dr. Grizelda L. MacDonald, Ph.D.
Education Counselor (Contractor Indtai)
Bldg. 33009, 761st Tank Battalion Ave.
Fort Hood, Texas, 76544
Tel: 254-287-8799
Email: Grizelda.l.macdonald.ctr@mail.mil

Visit our homepage: <http://www.hood.army.mil/esd/>

LIKE us on Facebook: <https://facebook.com/FortHoodEducationServices>

Please give us your feedback via ICE:

https://ice.disa.mil/index.cfm?fa=card&sp=92938&s=73&dep=*DoD&sc=4



ARMY COOL
Credentialing Opportunities On-Line