

HIP-POCKET GUIDE Request / Withdraw TA & SNOW Routing



* Soldiers fall under the Exception to Policy (ETP) for FY21 and FY22 courses, until further notice. Please inquire with your local Army Education Center for further details.

Key Notes:

* Please use your Military email account (IE: your Army.mil, if available, or mail.mil as fallback) when creating your ArmyIgnitED account.

*Soldiers should reach out to their Army Education Center, prior to withdrawing from a course for answers to questions about the withdraw process.

*Army Education Counselor- Soldiers first stop for help desk issues, if needed they can elevate technical issues.

How to Request Tuition Assistance (TA)

Step 1: Create an ArmyIgnitED account.

Step 2: Make sure you have an approved Education Path.

Step 3: Sign up for your courses with your school.

Step 4: Log into ArmyIgnitED and request TA.

* Scan QR Code If more help is needed.



How to Withdraw a TA Request

Step 1A: (Soldier) Withdraw from your class with your school.

Step 1B: School uploads updated course enrollment file into ArmyIgnitED.

Step 1C: ArmyIgnitED will process the updated course enrollment file overnight.

Step 2: (Soldier) Log into ArmyIgnitED and select on a withdraw type.

Personal Withdraw: Soldier will be recouped IAW AR 621-5 and the TA SOU.

Withdraw for Military Reasons (WM): Soldier's recoupment will be waived IAW AR 621-5 and the TA SOU.

Service Now - Helpdesk Case Routing

Tier 1 (Army ED Counselor)

Case Types:

- Counseling Request
- Hold Questions or Waiver
- Invoicing or Billing
- Other
- Request Rejected
- School / Vendor Complaint

Tier 2 (ACCESS HQ)

Case Types:

- DoD MOU Questions
- Invoicing or Billing
- Policy Questions
- Recoupment
- Roles Request

Tier 3 (Deloitte)

Case Types:

- Technical Issues
- Example issues:
- *Soldier Educational History
 - *Inaccurate GPA

References: AR 621-5 & TA SOU

HIP-POCKET GUIDE ArmyIgnitED Roles & Responsibilities



Soldiers need to use their Military email account (IE: their Army.mil, if available, or mail.mil as fallback) when creating their ArmyIgnitED account.

Soldiers

Are responsible for signing up for their courses with their school, establishing their Education Path or Special Program Path, and requesting TA within ArmyIgnitED. Soldiers are also responsible for dropping / withdrawing from classes with their school and dropping or withdrawing their TA requests within ArmyIgnitED.

Army Education Counselors

Are responsible for reviewing and approving (or denying) Soldier's Education Paths / Special Program Paths and Soldier's Tuition Assistance (TA) requests. Counselors are also responsible for reviewing and approving (or denying) Soldier's Withdraw for Military Reasons (WM) requests.

Education Institutions

Are responsible for uploading the files that allow ArmyIgnitED to work. This includes:

- The Degree Upload file, which allows Soldiers to establish their Education Path / Special Program Path.
- The Course Enrollment file, which allows Soldiers to request Tuition Assistance (TA).
- The Student Degree Plan file, which allows Army Education Counselors to validate each TA request IAW AR621-5.
- The Grades file, which allows courses to be completed.
- The Graduation file, which allows for degrees to be completed.

References: AR 621-5 & TA SOU

HIP-POCKET GUIDE ArmyIgnitED Issue Flow-Chart



Login Issues: What happens if I run into a white page / blank page after logging in?

Did you use your military email address and CAC when creating your login.gov account.

YES

Log off and try again

NO

Do not modify the previously existing login.gov account. Instead, create a new login.gov account using your military email address and associate your CAC to your profile.

YES

Log on again using your new login.gov account using your military email address

NO

Contact your Army Education Center

Soldier Account Issues: Why is my Legacy/Historical Information missing?

Not all historical data has migrated into ArmyIgnitED. The intent is to have legacy data migration complete before the end of FY22. Data migration efforts are currently ongoing. Current efforts consist of migrating legacy course enrollment and invoice data into ArmyIgnitED system before migrating additional outstanding data.

Soldier Information: Why is my Personnel Data Wrong or Missing?

Is your personal data updated in the Integrated Total Army Personnel (ITAP) ?

YES

If it has been longer than two weeks, please reach out to your personnel system rep and have them submit a trouble ticket to the ITAP team at HRC to determine if / why the data has not flowed into the ITAP feed as expected.

NO

Active Duty Enlisted: S1/ HR Professionals **Active Duty Officer:** Branch Manager
ARNG Officer/ Enlisted: Readiness/ADMIN NCO
USAR Officer/ Enlisted: UA / servicing Reserve Personnel Action Center (RPAC)

Tuition Assistance: What is the difference between an Education Path versus Special Programs Path?

An Education Path is for college / university degree plans and is required before requesting TA for courses leading towards a certificate, Associates, Bachelor's, and or Master's degree. Special Program Paths are for the Army's special programs e.g., AMEDD or USMA or a foreign language or cultural immersion for deployed Soldiers, and is required before requesting TA for courses leading towards a special program as outlined in AR 621-5, 4-3, d.

References: AR 621-5 & TA SOU

HIP-POCKET GUIDE ArmyIgnitED Issue Flow-Chart



Education Path/Special Path Issues: Why can't I find my school or see my courses in ArmyIgnitED?

Did your Education Institution (EI) upload their information or data into the system?

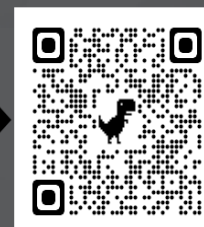
YES

Verify that the school is listed at the below website or scan the QR Code: <https://armyuniversity.edu/ACCESS/Home.asp>

NO

Soldiers must default to the ETP process (until further notice) until their EI has uploaded Degree files that allow Soldiers to select an Education Path or a Special Program Path.

Scan Me



Tuition Assistance (TA) Issues: What do I do if there is Incorrect Information on my Tuition Assistance (TA) request?

Please let your school's academic advisor know of the issue(s). Your school will need to either upload another course enrollment file with the corrected data, or if the school initially posted the correct course data, the school will need to open up a Service Now (SNOW) helpdesk case, so that the technical team can address the issue.

KEY NOTES:

If you have issues with FY21 funding:

The Army is currently targeting cleanup efforts to rectify outstanding Tuition Assistance (TA) balances through ongoing data migration efforts. No action is needed on your behalf. So long as Soldiers qualify for TA funding (IAW the TA Statement of Understanding (SOU)), the Army will pay. Please note: all eligible Soldiers are authorized up to \$4,000 and/or up to 16 semester hours per fiscal year.

The ArmyIgnitED system works based on the data that schools upload into ArmyIgnitED. The course enrollment file is a file that schools generate and the ArmyIgnitED system uses to display course data. As long as the school has posted course enrollment data for courses with start dates that are beyond today's date, course enrollment data should be visible for Soldiers. Likewise, schools can post course enrollment data into ArmyIgnitED for courses up to 60 days in advance of the course start date.

All Soldiers should reach out to the academic advisor at their school each term and let their academic advisor(s) know that as a Soldier, they intend to use Tuition Assistance for specific course(s). That way, the Soldier's school can generate a course enrollment file and upload relevant course data into the ArmyIgnitED system. If the Soldier's school has not uploaded course enrollment files, Soldiers should continue to use the blanket Exception to Policy, until further notice.

References: AR 621-5 & TA SOU