Soldier Quick Start Training

Getting Started in GoArmyEd
Course Objective

This Quick Start Guide will provide you with the basics, enabling you to:

- Understand the role GoArmyEd plays in your education
- Navigate the site easily and effectively
- Recognize the resources available for when you have questions
- Make the most of your TA benefits to complete your degree
Table of Contents

1. GoArmyEd Overview
2. Requesting TA
3. Where to Find More Information
4. How to Get Help
5. Key Definitions
What is GoArmyEd?

GoArmyEd is a website designed to help you manage your education while serving in the U.S. Army. GoArmyEd allows you to:

- Access and manage your Tuition Assistance (TA) usage
- Request TA for courses and ensure compliance with Army TA policies
- Register for classes and manage course enrollment
- Track your degree progress and school information
Module 1 Overview

Quick Start Guide

Module 1:
GoArmyEd Overview

Overview

Related Tutorials
Module 2 Overview

Quick Start Guide

Module 2: Requesting TA

- Tuition Assistance Overview
- How to Request TA

Reference Documents

- Tuition Assistance (TA) Eligibility Guide
- How to Request Tuition Assistance
- How to Enroll into Classes Using the Course Planner
- Resolve Rejected Tuition Assistance Form

*Click on a box to view the corresponding Reference Document (must be logged into GoArmyEd).
Module 3 Overview

Quick Start Guide

Module 3: Where to Find More Information

Locating Reference Documents

- Key Reference Document Topics

Reference Documents

- How to Use the Course Planner
- Viewing Your Grades
- Dropping/Withdrawing from a Class
- Viewing and Resolving Holds

*Click on a box to view the corresponding Reference Document (must be logged into GoArmyEd).
Module 4 Overview

Quick Start Guide

Module 4: How to Get Help using GoArmyEd

Resources Available
Reference Documents
Assistance Center
Helpdesk

*Click on a box to view the page (must be logged into GoArmyEd).
Module 5 Overview

Quick Start Guide

Module 5: Key Definitions

- LOI vs. Non-LOI School
- Statement of Understanding
- Student Agreement/Official Degree Plan
- VIA
- Recoupments
- On-Duty Classes

Reference Documents

- Recoupment Information
- Viewing and Resolving Recoupments
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Overview

Before submitting a TA request, it is important to know the following:

1. Your TA Request in GoArmyEd must be approved before the class start date

2. TA can only be used to pay for classes that are needed to complete your degree

3. You must complete the VIA survey in GoArmyEd to select a career path, school, and degree
How to Request TA – Step 1: Complete VIA

GoArmyEd homepage

Request TA Access  On-Duty Courses...  Army Personnel Testing
My Education Record  Training  Other Links

TA Benefits Verification
You are not currently eligible to use TA benefits at this time due to the following reasons:

- Your record was not found in the Army's Personnel Record Database. You may not request TA at this time. Please contact your personal office first to check that your personnel record is correct. If you still need assistance, select the "Helpdesk" button above to create a helpdesk case.

- You may not request TA at this time because, according to Army records, your Military Personnel Classification Code (E - Enlisted, O - Commissioned Officer, or W - Warrant Officer) is not consistent with your rank. Please contact your personal office to check that your personnel record is correct. If you still need assistance, please create a helpdesk case.

Interested in starting a college degree? Use VIA to explore your recommended Career options, Degrees and Schools.

LAUNCH VIA

1. Complete all survey questions.
2. Compare options and select a career path, degree, and school. Submit for Army Education Counselor approval.
How to Request TA – Step 2: Submit Request

Once VIA selections have been approved:

- Request TA...
- Course Planner...
- On-Duty Courses...
- My Education Record
- Other Links

My Smart Links [Edit]
You may select additional Smart Links. Select the "Edit" link to personalize your Smart Links.

1. Depending on your School and degree choice, the process to request TA will differ slightly.

2. Search for or enter course information for all courses that you would like to request TA payment for.

3. For more detailed instructions, log in to GoArmyEd and view the Reference Document.
Reference Documents

What are Reference Documents?

Instruction guides that take you step-by-step through different processes in GoArmyEd (PDFs and videos)

Other education-policy related documents and informational resources
Locating the Reference Documents

GoArmyEd homepage

The Soldier Quick Start Training provides Soldiers with an overview of the GoArmyEd portal. It explains the student administrative transactions that you will perform using the GoArmyEd portal. Take your Soldier Quick Start Training today to learn more about what GoArmyEd will do for you.

- View Soldier Quick Start Video
- View Soldier Quick Start
- View Reference Documents

Below is a list of reference documents to assist you with performing transactions using the GoArmyEd. Include web site instructions, process flowcharts, duty instructions, and transaction specifications. If this indicates that the document is new or has been revised within the past 30 days.

HINT: Use CTRL + F on your keyboard to enter a keyword in the Find field that appears.
Key Reference Documents Topics

- How to Use the Course Planner
- Viewing and Resolving Holds
- Dropping/Withdrawing from a Class
- Viewing and Resolving Recoupments
- How to Request TA Using the Tuition Assistance Request Form
- Enrolling in an On-Duty Class
- Viewing Your Grades
- Changing Your Home School or Degree

*Click on an icon to view the corresponding Reference Document (must be logged into GoArmyEd).
How to Get Help Using GoArmyEd
Ways to Get Help on GoArmyEd

If you have questions about your TA benefits or using GoArmyEd, there are several places you can go for help:

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<td>Assistance with non-technical questions about your education (TA benefits, school or degree choice, etc.)</td>
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Assistance Center

What is the Assistance Center?

Searchable site to find detailed answers and step-by-step support for frequently asked questions

How do I use it?

Search by entering keyword(s), or use the Categories drop-down to search for information on a specific topic
Helpdesk

Contact the Helpdesk for help with technical questions or concerns about GoArmyEd.

Before contacting the Helpdesk, search the Reference Documents and Assistance Center for the answer to your question.

To contact the Helpdesk, open the Assistance Center and scroll to the bottom of the page to locate Helpdesk Resources.

Select to view phone numbers to call the Helpdesk for live assistance from any location, or to create a case online.
Key Definitions
# LOI vs. Non-LOI Schools

The school that you choose to take courses with will be classified as either LOI (Letter of Instruction) or Non-LOI.

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| LOI School      | School has uploaded it's classes and tuition costs to an online course schedule in GoArmyEd | • Register for classes directly in GoArmyEd  
• Registering for classes does not require Army Education Counselor/ESS review and approval |
| Non-LOI School  | School has not uploaded it's classes and tuition costs in GoArmyEd         | • Enter class and tuition cost information yourself on a TA Request Form in GoArmyEd  
• Army Education Counselor/ESS approval is required to register for classes  
• Register for classes both in GoArmyEd and directly at the School |
Statement of Understanding (SOU)

A Statement of Understanding (SOU) outlines the terms and conditions of using Army Tuition Assistance.

- A SOU is a signed acknowledgement by a Soldier that he/she understands the TA policies.
- Each quarter, when you go to request TA, the SOU will appear. You must read it thoroughly, check the box indicating that you have read it and agree to the terms, then submit in order to proceed.
A Student Agreement/Official Degree Plan specifies the course requirements for earning your chosen degree.

- A Student Agreement/Official Degree Plan must be uploaded to your Student Record before you complete either 1) your sixth credit hour at your home school or 2) your ninth credit hour at any school, or a hold will be placed on your account.
VIA is a decision support tool designed to help Soldiers make more informed decisions about their education goals and use of their TA benefits.

- VIA is a 50-question survey that uses your interests, work values, and personal education preferences to make personalized career path recommendations.

- Based on your responses, VIA recommends career paths, degree options, and schools that offer your chosen degree, and allows you to easily compare and contrast options before making a selection.

- All Soldiers must complete the VIA survey prior to requesting TA. Soldiers will automatically be directed to VIA when they first select “Request TA” in GoArmyEd.
Recoupments

Recoupments are financial actions taken by the Army to collect from a Soldier TA funds that were previously paid on your behalf. Recoupment information is outlined in your Statement of Understanding (SOU).

Common examples of why a recoupment might occur:
• You took a class that does not advance you towards your chosen degree plan
• You received an unsatisfactory grade, per Army policy
• You withdrew from a class for personal reasons

Reference Document: Recoupment Information
On-Duty Classes

On-duty classes are non-degree related courses that are offered on post by Army Education Centers. Soldiers can enroll directly on GoArmyEd for on-duty classes.

Examples of on-duty programs offered include:

- Basic Skills Education Program
- GT Improvement Courses
- General Education Development (GED) Test Preparation
- Reading Skills Development
- Preparation for College
- Professional Development

Reference Document: Enrolling in an On-Duty Class
Soldier Quick Start Training

Module 1: GoArmyEd Overview
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Module 1 Overview
Module 2 Overview

Quick Start Guide

Module 2: Requesting TA

Tuition Assistance Overview
How to Request TA

Reference Documents

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Module 3 Overview

Quick Start Guide

Module 3: Where to Find More Information
- Locating Reference Documents
- Key Reference Document Topics

Reference Documents
- How to Use the Course Planner
- Viewing Your Grades
- Dropping/Withdrawing from a Class
- Viewing and Resolving Holds

*Click on a box to view the corresponding Reference Document (must be logged into GoArmyEd).*
Module 4 Overview

Quick Start Guide

Module 4: How to Get Help using GoArmyEd

Resources Available
Reference Documents
Assistance Center
Helpdesk

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Module 5 Overview

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Module 5: Key Definitions
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- Statement of Understanding
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Module 2: Requesting TA
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3. Where to Find More Information

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GoArmyEd homepage

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LAUNCH VIA

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Soldier Quick Start Training

Module 3: Where to Find More Information
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What are Reference Documents?

Instruction guides that take you step-by-step through different processes in GoArmyEd (PDFs and videos)

Other education-policy related documents and informational resources
Locating the Reference Documents

GoArmyEd homepage

- Request TA...
- Change Degree/School...
- Course Planner...
- Withdraw from a Class...
- On Duty Courses...
- Recertification Information...
- My Education Record
- Student Agreement/Program Progress Reports
- GoArmyEd Help

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GoArmyEd Quick Start Training

- View Soldier Quick Start Video
- View Quick Start Tutorials
- View Reference Documents

Reference Documents

Below is a list of reference documents to assist you with performing transactions using the GoArmyEd system. Each document includes step-by-step instructions, process flowcharts, quick references, and technical specifications. The date indicates when the document was revised in the past 30 days.

Select a Reference Document Category:

- All
- Online Materials
- Career Program
- Training
- Financial Aid
- Army Orders
- Off-Rate Reference Documents
- Foreign Language
- GoArmyEd Help

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Module 4: How to Get Help
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Select a Reference Document Category:
- ALL
- Army Online Administrator Reference Documents
- Other Materials

Step-by-Step Instructions:
- Go to the本次交易
- Open the Transaction
- Follow the instructions to complete the transaction
- This document explains how to send to classes.
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Searchable site to find detailed answers and step-by-step support for frequently asked questions

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Soldier Quick Start Training

Module 5: Key Definitions
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