



**Educate to Win!**

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# **Association of Veteran Education Certifying Officials Conference**

**26-29 July 2021**

**ArmyIgnitED Training**



- **ArmyIgnitED Overview / Way Ahead**
- **ServiceNow Overview**
- **Training Materials (How to Guides, Interactive Training Guides, Helpdesk)**



ArmyIgnitED is an Army Credentialing and Continuing Education Service for Soldiers (ACCESS) program that provides the virtual gateway 24/7 to request:

Tuition Assistance (TA) and Credentialing Assistance (CA) for Soldiers  
Scholarship payment for USACC Reserve Officers' Training Corps (ROTC)  
Professional development for Army Civilians – Army Civilian Career Management Activity (ACCMA) and Apprentices – Army Career Development Program (ACDP)

Soldiers of all components use ArmyIgnitED to pursue their post-secondary education goals, by requesting Tuition Assistance (TA) and Credentialing Assistance (CA) through the system.

Army Education Counselors document education guidance and advising and respond to Soldier requests for educational assistance.

Academic institutions provide information on courses and degree programs for Soldiers, process credit-bearing enrollments, submit course grades and degree completions and submit invoices for payment.



All ArmyIgnitED inquires/issues from Soldiers, Counselors, Vendors, Civilians, Cadets and/or Educational Institutions (EI) Solution

- All ArmyIgnitED inquires/issues from Soldiers, Counselors, Vendors, Civilians, Cadets and/or Educational Institutions (EI) must submit a ServiceNow ticket.
- If you have an ArmyIgnitED account, please submit a case in ServiceNow by clicking on the “Support” tab and selecting “Create a Case” and complete from there.
  - a. If you are not able to log into ArmyIgnitED and are experiencing technical issues, please submit a case in ServiceNow.
  - b. Please navigate to <https://armyignitedprod.servicenowservices.com/ignited>
  - c. Select the “Create a Case as a Guest User” button
  - d. Complete the form with your information for all required fields denoted with an “\*”
  - e. Email –For Soldier’s and Counselors, please enter your .mil email address, all others enter the email of your choice



- f. If you are trying to request support for a technical issue, select 'Technical Issues' as the Case Type and 'Other' as the Sub Category
- g. If you are trying to request a role in the system, select 'Roles Request' as the Case Type and 'Soldier' (or EI if this is for a EI account) as the sub category.
- h. Someone from the ArmyIgnitED support team will be in touch shortly with an update.
- If you have not heard back in 10 business days, please contact Army School Support and provide the following information.  
<https://vantagepoint-inc.com/armyschoolsupport>
  - a. ServiceNow Ticket Number
  - b. Customer Name
  - c. Email
  - d. Phone Number
  - e. School
  - f. Installation
- If you opened the case through your account, you can track the case for updates and provide additional information.



## Training Materials

### Location

-> “Support” Tab

-> “Training Materials” link

-> “Education Institution – Tuition Assistance” category

-> “Interactive Training Guide” section

-> “How to Guides” section

### Important Documents to Get Started

1. TA EI - Inbound and Outbound Data Exchanges.pdf
2. TA EI - Flat File Interface QA Document.pdf
3. TA EI - ArmyIgnitED EI Interface Summary\_CCBAapproved\_vAPR2021.pdf
4. TA EI - Validate and Upload Flat Files.pdf
5. TA EI - Process Invoices.pdf

### School Support link:

<https://vantagepoint-inc.com/armyschoolsupport>



# Questions



01 Why ArmyIgnitED

02 Learn Anywhere

03 Opportunities

04 Your Journey

**Get Started**

## IT STARTS WITH A SPARK

Empower yourself and your career—from anywhere, at any time.

**Get Started**

