



Supporting Soldier Education

Your Guide for Army Tuition Assistance



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www.GoArmyEd.com

How to Get Help

- **View Reference Documents:**
 - Log in to www.GoArmyEd.com
 - Select **"View Reference Documents"** in the Training Resources section
- **View Instructional Videos:**
 - Log in to www.GoArmyEd.com
 - Select **"Helpdesk"** on the top of the page
- **Contact the GoArmyEd Helpdesk:**
 - CONUS toll-free: 1-800-817-9990
 - OCONUS toll-free:
 - Go to www.GoArmyEd.com and select **"Helpdesk"**
 - Select the **"List of Toll-Free Numbers Outside of Continental United States"** link
- **Create Case from your GoArmyEd Homepage:**
 - Log in to www.GoArmyEd.com
 - Select **"Need Assistance?"** in the Helpdesk Cases section
 - Select the **"Create a Helpdesk Case"** link and provide a description of your concern
 - An email confirmation of your request and the resolution will be sent to your preferred email account
- **Contact an Army Education Counselor:**
 - Log in to www.GoArmyEd.com
 - Select the **"Other Links"** Smart Link
 - Select the plus sign next to **"My Community Links"**
 - Select the **"My Education Center"** link
 - View all Education Centers by selecting the **"Education Centers"** link at the bottom of any GoArmyEd page

How to Check Your TA Balance

- Log in to www.GoArmyEd.com, scroll down and look in the My Education section to see your TA balance

How to Drop a Class

Soldiers MUST drop ALL classes through GoArmyEd before the class end date (Eastern Standard Time).

- Log in to www.GoArmyEd.com and select the **"Withdraw from a Class"** Smart Link
 - Select a checkbox to choose the class
 - Select **"Drop Selected Class"**
 - View the Confirmation page and choose the appropriate withdrawal reason using the drop-down options of **"Withdrawal – Military Reasons (WM)"** or **"Withdrawal – Personal Reasons"**
 - Personal Drops – Soldiers MUST repay the TA amount
 - Military Drops (includes emergencies) – Soldiers MUST have the WM approved by the Army within 60 days of the initiation of the withdrawal to prevent recoupment:
 - Complete the Request for TA Recoupment Waiver – Withdrawal for (WM) Military Reasons Form
 - Upload the signed waiver from the Battalion Commander or first LTC in chain of command, or if in the Reserve Component, by the Unit Commander for the class
- Note: Soldiers who provide false information with a request to waive reimbursement of Army TA are subject to penalty under the Uniform Code of Military Justice (UCMJ).*
- Select the **"Finish Dropping"** button

How to Resolve a Hold

A hold is applied to enforce Army TA regulations. Holds are removed automatically when the issue is resolved. For more information on holds and how they are resolved, go to the My Education section of your GoArmyEd homepage.

TA Recoupment

- Class costs will be recouped from a Soldier for:
- Failing a class
 - "D" grade in a graduate level course
 - An incomplete grade not resolved within 120 days
 - A course drop for personal reasons
 - A class that is not included in the Soldier's degree plan

An email notification is sent 30 days before repayment begins, except in the case of separation from the Army. See your signed TA SOU for recoupment rules.

How to Use Your eFile

- Scan a document and save it to your computer (e.g., Student Agreements, Request TA cost verification, TA SOU, or Military Withdrawal documents).
- Log in to www.GoArmyEd.com
 - Select the **"My Education Record"** Smart Link
 - Select the **"eFile"** tab
 - Complete required fields and select **"Browse"** to find your file
 - Select **"Upload File"**

www.GoArmyEd.com



GoArmyEd is used by...

- Active Army, National Guard, and Army Reserve Soldiers to set-up a GoArmyEd account and request Army Tuition Assistance (TA). Contact your Army Education Counselor or Education Services Officer (ESO) for more information.

New Users

- Go to www.GoArmyEd.com
- Select the **"Student"** radio button in the Create/Activate GoArmyEd Account section
- Select the **"Create/Activate Account"** button
- Complete the required information to create a base-role GoArmyEd account; this will result in the creation of your GoArmyEd user name and password. The base-role account will allow you access to instructional videos and training, helpdesk support, on-duty classes, and testing. To request TA-level access to register for college classes, the following steps MUST be completed:
 - Log in to www.GoArmyEd.com using your user name and password
 - Select the **"Request TA Access"** Smart Link, where you will be presented with the following steps:
 - Verification of TA Eligibility
 - Review of Training
 - Submission of your TA Statement of Understanding (SOU)
 - Selection of home school and degree plan
 - Completion of the Common Application

- After you complete the steps listed, your Army Education Counselor/ESO will review your application and, pending approval, activate your GoArmyEd account. You will receive an email when your application has been approved and you have access to request TA.

How to Request TA and Enroll in a Class

TA Requests MUST be submitted before the class starts or the end of the school's late registration window, but no later than seven days after the course start date.

Depending on the school you attend, you will be presented with one of two enrollment paths. GoArmyEd will determine your path automatically, and all approved TA will be paid directly to your school by the Army upon successful class completion.

If your school uploads classes and tuition costs to GoArmyEd, you will be presented with the following process:

- Log in to www.GoArmyEd.com
- Select the **"Request TA"** Smart Link
- Confirm your school name is pre-populated and the class start date range is correct, then select **"Next"**
- View Search Results. Select the **"Class Details"** button before enrolling to view more class information (e.g., class description, semester-hour cost, prerequisites, required class materials)
- Select **"Request Class"** for your desired class

- The Confirm Classes screen displays class cost information. Be sure to review the cost covered by TA and any cost you MUST self-pay. Select **"Process Enrollment"** or **"I Agree To Pay."**

Note: If TA does not cover the entire cost of the class, you are responsible for the remainder, which will be billed directly by the school.

Further note: Do not close out of the page. Select "Cancel Request" if class selection is in error.

- Review and update your account information if necessary, then select **"Account Information Verified"**
- The View Results screen displays the status of your enrollment request. If the Status column shows a green checkmark, you have successfully enrolled, pending final approval from the school. You will receive an email confirming enrollment.

If your school does not upload classes and tuition costs to GoArmyEd, you will need to supply class information in an online Request TA form. You will be presented with the following process:

- Log in to www.GoArmyEd.com
- Select the **"Request TA"** Smart Link
- Confirm your school is pre-populated, enter the class Subject, Catalog Number, and the Class Start Date and select **"Next"**
- The Request TA form displays. Complete each required field in the Class Information section
- Cost of tuition and fees **MUST be attached to the Request TA form** in the Upload Cost and/or Course Enrollment Verification Information section to submit the form.

That can be done in one of two ways:

- 1) Upload the document that has been saved on a computer and attach, or
- 2) Upload the document in eFile first. You must select the transaction type **"Cost and/or Course Enrollment Verification,"** so it will appear when you select the **"Search eFile"** button to attach to the Request TA form. (See "How to use eFile")

Note: Valid cost WILL include verification; include one or more of the following: an itemized receipt or screenshot from an online account with the school, a current invoice from the school, or a statement of tuition and fees specific to your enrollment or account with the school. Tuition and fees MUST be listed separately. The course start date and number of credit hours is also required for each request.

- Complete each required field in the Class Cost section and select **"Calculate Cost"** so you can view final Army and Soldier costs
- Review your Request TA form for accuracy and then select **"Submit"**
- When the Request TA form is approved by the Army, you will receive a confirmation email
- You **MUST** print and submit a copy of the approved Request TA form to your school when registering for classes

Note: If TA does not cover the entire cost of the class, you are responsible for the remainder, which will be billed directly by the school.