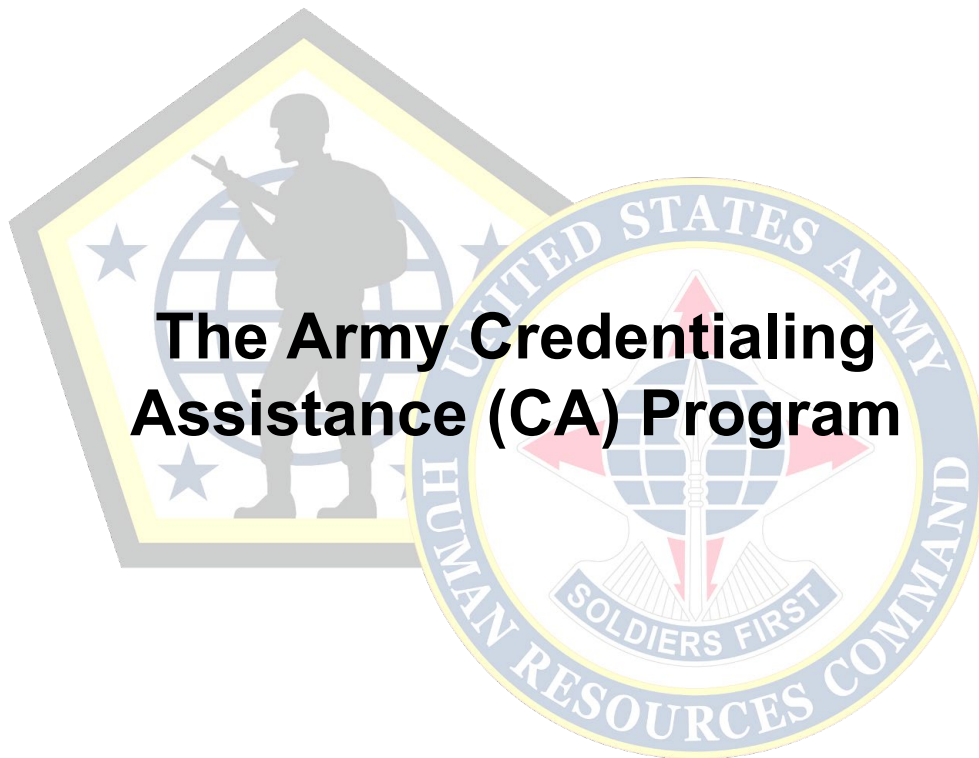


## Purpose

Provide information and step-by-step instruction on how to submit an Army CA Request.

## Agenda

- > **Slides 2-15:** Creating a CA Request for Training
- > **Slides 16-20:** Creating a CA Request for Training Manually
- > **Slides 21-29:** Creating a CA Request for Books or Materials
- > **Slides 30-38:** Creating a CA Request for Exams
- > **Slide 39-51:** Creating a CA Request for Recertification
- > **Slide 52-55:** Checking the Status of a CA Request
- > **Slide 56:** Need Assistance or Counseling? Schedule your appointment with a CA Counselor now!



The Army Credentialing Assistance Program Office (ACAPO)  
1 October 2025

# CREATING CA REQUEST FOR TRAINING

After the Goal has been approved, Soldiers can click on “Apply For Funding”

*NOTE: Dashboard provides information on lifetime limits, total spent between TA/CA, and “How does my Funding breakdown work?” link to provide explanation*

The screenshot shows the Ignited student portal dashboard. The left sidebar contains navigation links: Dashboard, Messages, Military Supervisor, EDUCATION RECORD (Funding Requests, Education Goals, Documents, Testing, Recoupments, Recoupment Transactions, Education Programs, Career Path DECIDE, MILGEARS, Research), and INFORMATION (Resources, News, Education Center Visits). The main content area is titled 'Dashboard' and is divided into two columns. The left column, 'Funding Remaining', shows a 'Fiscal Year Cap: 2025' and a table with funding details. The right column, 'TA Credits Remaining', shows a table with TA credit details. Below these is the 'ACTIVE EDUCATION GOALS' section, which lists a goal for '5G Technician (5GT)' with a progress bar at 0% complete. A red circle highlights the 'APPLY FOR FUNDING' button in this section. The right sidebar contains 'ED CENTER INFO' (Fort Knox Education Center), 'Needs Assessment Survey', 'Ed Center Events' (Annual Graduation Ceremony), 'Ed Center News', and 'ARMY NEWS'.

Funding Remaining		TA Credits Remaining	
<b>Fiscal Year Cap: 2025</b>			
Total Funding Remaining: <b>\$4,490.00</b>	Total TA Funding Spent: <b>\$10.00</b>	Total CA Funding Spent: <b>\$10.00</b>	
		Remaining CA Funding Available: <b>\$1,990.00</b>	
		Lifetime CA Credentials Used: <b>1 / 6</b>	

[How does my Funding breakdown work?](#)

**ACTIVE EDUCATION GOALS**

**5G Technician (5GT)**  
 APPROVED • Credentialing Assistance - Non MOS Related • Eligible for Active CA

0% COMPLETE

Required Credits: 1.00      Completed Credits: 0.00      Transferred Credits: 0.00      Remaining Credits: 1.00

**APPLY FOR FUNDING**      [VIEW DETAILS](#)

**ED CENTER INFO** [VIEW DETAILS](#)

Ed Center  
Fort Knox Education Center (Knox) [X](#)

**Needs Assessment Survey**  
 Your Education Center is currently offering a needs assessment survey. This survey will measure satisfaction, quality, availability, delivery, service and is meant to gauge the effectiveness of on-installation education programs. [Please take the survey if you have not already.](#)

**Ed Center Events**

Annual Graduation Ceremony  
11/01/2024 [VIEW ALL](#)

**Ed Center News** [VIEW ALL](#)

**ARMY NEWS** [VIEW ALL](#)

If “Verify and Proceed” is not yellow, Soldiers must 1. Click on Edit pencil 2. Click update 3. Click the back arrow next to Soldier’s name 4. Click Verify and Proceed

← Create Credentialing Assistance Request

The following fields are required: Work Phone

Contact Information ✓

Verify that the contact information is accurate. Your funding request cannot proceed if certain fields are missing.

Email

Personal Email

Work Phone

Mobile Phone

Address ✓

Verify that the address is accurate. Your funding request cannot proceed if certain fields are missing.

Street 1

Street 2

City State Zip

VERIFY AND PROCEED CANCEL

City

State

UPDATE

2

Profile Saved! UNDO

← [Redacted] ← 3

PRINT EDUCATION RECORD

Personal Data

[Redacted]

← Create Credentialing Assistance Request

Contact Information ✓

Verify that the contact information is accurate. Your funding request cannot proceed if certain fields are missing.

Address ✓

Verify that the address is accurate. Your funding request cannot proceed if certain fields are missing.

[Redacted]

VERIFY AND PROCEED CANCEL

4

**Soldiers must read ALL!! Understand what is being agreed upon!**

← Create Credentialing Assistance Request: Project Management Professional (PMP)

### User Agreement

In order to simplify the application process, you should be aware of or have the following information:

- Access to your student registration information. This will help you identify the information needed for your funding request. You will need the following information: credential name, course/exam title, course/exam cost, and custom quote from the vendor for the course/exam (exceptions: Pearson Vue, CompTIA, and International Board of Specialty Certification where screenshots are acceptable).
- Exact dates for your training courses and/or exams. The Credentialing Assistance (CA) request date must be 90-45 days prior to the exam or training course start date. The end date cannot exceed 365 calendar days from the start date. These dates can be retrieved from your vendor.
- Register with the vendor if registration is required prior to the start date, but do not pay anything out of pocket as it will not be reimbursed.
- Submit requests for books and material in conjunction with a request for a course or exam. Requests for books or material alone will be rejected unless there is a pending request for a course/exam or current course/exam in progress for the same credential.
- Ensure your personal data is up to date on your education record. This is crucial to ensure your funding request flows properly.

You must agree to all conditions in order to submit this application for approval:

#### ACADEMIC

- ☒ I understand that it is my responsibility to ensure my grades (certificate of completion) are updated in the Army official system of record (ArmyIgnitED). Grades that are 60 days past course/exam end date are considered overdue and will prevent me from applying for CA and will result in recoupment of CA.
- ☒ I authorize the release of training and academic information (course grades, exam completions, etc.) by the above institution to the Army (PL 93-568). I grant permission for the Army to share my training and academic information as needed with Army Civilians and Army Contractors whose responsibilities and contracts include education services and programs.
- ☒ I will inform my Commander and/or supervisor of my enrollment in the above course(s) or exam(s). All policies and conditions in AR 621-5 apply.

#### FINANCIAL

- ☒ I agree that no charges will be made in the above course(s) or exam(s) or dollar amounts without the approval of the Army Credentialing Assistance Program Office (ACAPO) staff; otherwise, I will pay the difference to the Army and/or the vendor.
- ☒ I understand that the Army will pay what is authorized for my Credentialing Assistance (CA) request not to exceed the fiscal year (FY) limit. I agree to pay the remaining amount and any other costs and fees. I understand that I may use both Tuition Assistance and CA; however, the combined usage shall not exceed \$4000 per FY.
- ☒ I understand that I will reimburse the Total Government Cost above for failing a course/exam, non-completions (failing to attend a course or sit for an exam in the timeframe requested); incomplete "I" grades unresolved 180 days after the course/exam end date; or withdrawals if determined that the failure to complete the course was not due to reasons beyond my control (IAW AR 621-5). I hereby voluntarily authorize the amount to be withdrawn from my pay. Collection of this debt will be in accordance with DoDFMR, Vol 7A, Chapter 50.
- ☒ I understand that this application does not guarantee that funds are available, the US Army has no obligation to fund this application, and I may not attend a course or sit for an exam until it has been paid by the ACCESS CA Finance Office.
- ☒ I understand that it is my responsibility to coordinate with the vendor before requesting an extension from the ACAPO to ensure the vendor will authorize an extension. I will pay all extension fees to the vendor.
- ☒ I understand that CA for courses starting in the next FY is conditional until receipt of the CA funds.

#### PRIVACY ACT STATEMENT:

AUTHORITY: 10 USC 2007: Payment of Tuition for Off-Duty Training or Education; AR 621-5, Army Continuing Education System.  
 PRINCIPAL PURPOSE: To process an individual's request for Army Tuition Assistance (TA). For additional information see the System of Records Notice A0621-1-AHRC, <https://dod.defense.gov/Privacy/SORNs/index/DOO-wide-SORN-Article-View/Article/570092/a0621-1-ahrc.aspx>.  
 ROUTINE USES: Information will be viewed by Army Continuing Education System personnel or academic institutions who have a need for it in the performance of their duties. In addition, this information is subject to proper and necessary routine uses identified in the system of records notice(s) specified in the principal purpose statement above.  
 DISCLOSURE: Voluntary; however, failure to provide the information may result in denial of Army Tuition Assistance (TA).

#### PENALTY STATEMENT:

There are severe criminal and civil penalties for knowingly submitting false, fictitious, or fraudulent application and for requesting federal funding that duplicates course costs funded elsewhere.

I AGREE, CONTINUE
CANCEL

**Once done, check the boxes, then click on "I Agree, Continue"**

Soldier will select an answer, then click “Next”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Are you applying for funding from a deployed location?

☐ Yes ☒ No

NEXT CANCEL

Soldier will type in the Vendor’s name until it appears, then select it from the drop down. Select it again for Campus.

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Select your Vendor:

If you are attempting to locate a Vendor not listed, please forward information to the Army Credentialing Assistance Program Office via ArmyIgnitED messaging and provide the following information: Vendor Name, Vendor URL, Vendor Email, and Vendor Phone Number.

Vendor \*






Joe's

Joe's TrngRus

BACK NEXT CANCEL


**Soldier will select start and end date (review policy on this!), then click “Next”**


← Create Credentialing Assistance Request: Project Management Professional (PMP)

 Demographic
 Vendor
**3**  Dates
**4**  Training/Exam
**5**  Supporting Documentation

What are your exact start and end dates?

You may select up to 365 days to complete your training or exam. If you do not complete the training or exam in the timeframe you request, you will be required to reimburse the government for the costs associated to your training or exam, and the associated book(s), material(s), and/or fees.

2/20/2025


2/28/2025


BACK
NEXT
CANCEL

To request funding for Training Courses, Soldier will select “Training”

*NOTE!! Soldier cannot request books and/or Materials without requesting Training or Exam first!*

← Create Credentialing Assistance Request: 5G Technician (5GT)

✓ Demographic
✓ Vendor
✓ Dates
4 Training/Exam
5 Supporting Documentation

Please select the applicable funding request; (Training, Exam, Books and Materials)  
Selecting an incorrect type will result in your request being disapproved. Thereby requiring a new submission.

What do you need funding for?

ADD EXAM ⓘ

ADD BOOKS AND MATERIALS ⓘ

ADD TRAINING ⓘ

BACK

NEXT

CANCEL

Some vendors have added courses into the system. If the Soldier sees some courses that have “AF” in front of the title, they must not select it, or it will be rejected. Soldiers must select courses that either have “Army” in front of the title or have neither AF or Army in front of the title.

**NOTE!!! The banner in blue provides information on the mandatory requirement to request the exam within 180 of the end date. If there are multiple training requests needed prior to the exam, please contact ACAPO within ArmyIgnitED using the “Credentialing Assistance (CA) Office” category**

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates **4 Training/Exam** Supporting Documentation

**1** IAW Army policy, you are required to submit a CAR for, and take, the exam associated with this credential training. You must submit another CAR to take the related credentialing exam within 180 days of successfully completing the training.

**Add Training**

**AF COOL - Project Management Professional (PMP) Certification Training**

Description: As a PMI Authorized Training Partner (ATP) and 100% veteran company we have built a system to partner with our service members to ensure their success Our year long all inclusive model for learning include unlimited re-attendance, Learning Management System Access, Full length practice exam, quizzes, application translation and assistance, and live help desk. Class is 5 days long and custom courses can be scheduled for groups of 8 or more anywhere in the world. We cover travel on site.

**SELECT**

**Army CA - Project Management Professional (PMP) Certification Training**

Description: N/A

**SELECT**

**Remaining Funding**  
Fiscal Year: 2025  
**\$1,000.00**

**ADD MANUALLY** **BACK**

Items per page: 10 1 of 1

Soldier will select the yellow “Select” button. If they do not see what they are looking for, they can click on “Add Manually” (addressed in future slides)

Once the Soldier verifies it is the course, click on “Add Training”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates **4 Training/Exam** Supporting Documentation

IAW Army policy, you are required to submit a CAR for, and take, the exam associated with this credential training. You must submit another CAR to take the related credentialing exam within 180 days of successfully completing the training.

**Add Training**

Army CA - Project Management Professional (PMP) Certification Training \$ 2099

Description\*  
N/A

3 / 1000

**ADD TRAINING** BACK

**Remaining Funding**  
Fiscal Year: 2025  
**\$1,000.00**



Soldiers can add any application fee or membership fee if needed (if funding is available). Soldiers must keep in mind that an exam must be requested, and funding must be available. Contact ACAPO or VCC for further guidance if needed

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates **4 Training/Exam** Supporting Documentation

**TRAINING - Army CA - Project Management Professional (PMP) Certification Training** ×

Government Cost \$1,000.00 Student Cost \$1,099.00

**ADD FEE**

**Costs**

Total Costs	Government Costs	Student Costs
\$2,099.00	\$1,000.00	\$1,099.00

BACK **NEXT** CANCEL

**Remaining Funding**  
Fiscal Year: 2025  
**\$0.00**



If Soldier is adding fees, select the type of fee

← Create Credentialing Assistance Request: Project Management Professional (PMP)


Demographic Vendor Dates Training/Exam Supporting Documentation

Credentialing Assistance funding will only pay for fees associated with administrative, application, or shipping costs. Please ensure your vendor provides you with a description of the fees you are being charged and annotate in the fee description box.

Add Fee

Administrative Application Shipping

\$ Cost\*



Add the cost, a description, then click on “Add Fee”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Credentialing Assistance funding will only pay for fees associated with administrative, application, or shipping costs. Please ensure your vendor provides you with a description of the fees you are being charged and annotate in the fee description box.

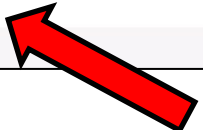
Add Fee

Type\* Administrative Cost\* \$20

Description\* APPLICATION

11 / 250

ADD FEE BACK



When complete, Soldier will click “Next”

← Create Credentialing Assistance Request: 5G Technician (5GT)

Demographic Vendor Dates **4** Training/Exam 5 Supporting Documentation

## TRAINING - test training

Government Cost	Student Cost
\$15.00	\$0.00

Fee Type	Government Cost	Student Cost	
FEE - Administrative	\$5.00	\$0.00	REMOVE FEE

ADD FEE

## Remaining Funding

Fiscal Year: 2025  
\$1,970.00

## Costs

Total Costs	Government Costs	Student Costs
\$20.00	\$20.00	\$0.00

BACK

**NEXT**

CANCEL



Soldiers must now add the custom quote that was received from the selected vendor.

**NOTE!!** The quote must match the CA Request when it is submitted. If quote is itemized, or bundled, it will be rejected. Soldiers must contact the vendor (*exceptions- Pearson Vue and CompTIA where screenshot is allowed*) to request a custom quote for the CA Request

← Create Credentialing Assistance Request: CompTIA A+

Demographic
 Vendor
 Dates
 Training/Exam
 5 Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can submit the correct one to your student documents.

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls,xlsx, doc, docx.

Custom Quote from Vendor
 

CHOOSE FILE
 

Drop file here

 Supported file types are: .pdf

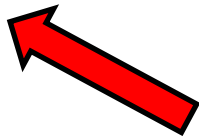
Other Documents from Vendor (Optional)
 

CHOOSE FILE
 

Drop file here

 Supported file types are: .pdf

BACK
 SUBMIT
 CANCEL





Soldier can now click Finished! They will now have an ID number (CA Request number) for this case!

## Credentialing Assistance Request Application: Application Submitted



Congratulations your credentialing assistance request has been submitted!

Your credentialing assistance request ID is 4908861

### Here are the next steps

- 1 Your Credentialing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications.

FINISHED



Credentialing Assistance Request Submitted!

# CREATING CA REQUEST FOR TRAINING

## MANUALLY

To add a course manually, Soldier will follow the same steps as previously described. If there are no courses listed to select, it will prompt the Soldier to add the course. Soldier will type in the title, cost, and description. This must match their quote. They can then click “Add Training”

← Create Credentialing Assistance Request: 5G Technician (SGT)

Demographic Vendor Dates Training/Exam Supporting Documentation

IAW Army policy, you are required to submit a CAR for, and take, the exam associated with this credential training. You must submit another CAR to take the related credentialing exam within 180 days of successfully completing the training.

**Add Training**

Title \$ Cost

Description\*  
0 / 1000

ADD TRAINING BACK

**Remaining Funding**  
Fiscal Year: 2025  
\$1,990.00

← Create Credentialing Assistance Request: CompTIA A+

Demographic Vendor Dates Training/Exam Supporting Documentation

**TRAINING - TEST**

Government Cost \$35.00 Student Cost \$0.00  
ADD FEE

**Costs**

Total Costs	Government Costs	Student Costs
\$35.00	\$35.00	\$0.00

BACK NEXT CANCEL

**Remaining Funding**  
Fiscal Year: 2025  
\$3,330.00

Add any fees, then click “Next”

Soldiers must now add the custom quote that was received from the selected vendor.

**NOTE!!** The quote must match the CA Request when it is submitted. If quote is itemized, or bundled, it will be rejected. Soldiers must contact the vendor (*exceptions- Pearson Vue and CompTIA where screenshot is allowed*) to request a custom quote for the CA Request

## ← Create Credentialing Assistance Request: 5G Technician (5GT)

Demographic Vendor Dates Training/Exam Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can upload the correct one to your existing CA Request (while in "Pending ACAPO Review" Status). If the quote is incorrect when ACAPO reviews your CA Request, it will be rejected, and you will have to submit a new CA request with new start and end dates. ACAPO cannot revert a rejected CA Request to the original submission.

The quote must come from the vendor, and it MUST match what is listed in the CA request(exceptions-Pearson Vue, CompTIA, IBSC).

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls,.xlsx, doc, docx.

Custom Quote from Vendor

CHOOSE FILE

Drop files here

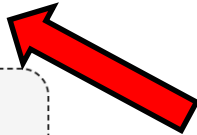
Supported file types are: .xlsx, .xls, .doc, .docx, .pdf

Other Documents from Vendor (Optional)

CHOOSE FILE

Drop files here

Supported file types are: .xlsx, .xls, .doc, .docx, .pdf





Soldier can now click Finished! They will now have an ID number (CA Request number) for this case!

## Credentialing Assistance Request Application: Application Submitted



Congratulations your credentialing assistance request has been submitted!

Your credentialing assistance request ID is 4908861

### Here are the next steps

- 1 Your Credentialing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications.

FINISHED



Credentialing Assistance Request Submitted!

# CREATING CA REQUEST FOR BOOKS OR MATERIALS

The Soldier will follow the previous steps until they get to this page, then they will select “Add Books and Materials”

← Create Credentialing Assistance Request: 5G Technician (5GT)

Demographic
Vendor
Dates
4 Training/Exam
5 Supporting Documentation

Please select the applicable funding request; (Training, Exam, Books and Materials)  
Selecting an incorrect type will result in your request being disapproved. Thereby requiring a new submission.

What do you need funding for?

ADD EXAM ⓘ
ADD BOOKS AND MATERIALS ⓘ
ADD TRAINING ⓘ

BACK
NEXT
CANCEL



If the vendor has added books and/or materials, the Soldier can select here. If not, they will have to add them manually

Demographic Vendor Dates

Add Book and Material  
Study Material Test  
Description: N/A

Theory Book  
Description: N/A

Public Relations Book  
Description: N/A

BACK



Click the Select button on the book/material you wish to add to your request

**NOTE:** You can only select one on this screen

← Create Credentialing Assistance Request: Senior Professional in Human Resources (SPHR)

Demographic Vendor Dates Training/Exam Supporting Documentation

BOOK AND MATERIAL - Books x

Government Cost	Student Cost	Associated Training or Exam
\$1.00	\$0.00	Senior Professional in Human Resources sPHR

⊕ ADD FEE

ADD BOOKS AND MATERIALS

Costs

Total Costs	Government Costs	Student Costs
\$1.00	\$1.00	\$0.00

BACK NEXT CANCEL

Remaining Funding  
Fiscal Year  
\$0.00



Select either Books or Materials

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Add Book or Material

Books  
Materials

\$ Cost \*

Select Associated Training or Exam \*

ADD BOOK OR MATERIAL BACK

Remaining Funding  
Fiscal Year: 2023  
\$1,881.00

Add the title of the book or material, the cost, a description (need ISBN number if it is a book) then the Soldier must associate these books with a training or exam previously submitted

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Add Book or Material

Type \*  
Books

Cost \*  
\$20.  
Must be number or decimal

Description \*

0 / 250

ADD BOOK OR MATERIAL BACK

Army CA - Project Management Professional (PMP) Certification Training - TRAINING

Remaining Funding  
Fiscal Year: 2023  
\$1,881.00

Once complete, they will click “Add Book or Material”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Add Book or Material

Type\* Books Cost\* \$20 Select Associated Training or Exam\* Army CA - Project Management Professional (PMP) Certification Training - TRAINING

Description\* PMBOK, 6<sup>th</sup> Ed., ISBN# 1123022FL21V2 5 / 250

ADD BOOK OR MATERIAL BACK

Remaining Funding  
Fiscal Year: 2023  
\$1,881.00

Once complete, they will click “Next”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

BOOK AND MATERIAL - Books

Government Cost	Student Cost	Associated Training or Exam
\$20.00	\$0.00	Army CA - Project Management Professional (PMP) Certification Training

ADD FEE

ADD BOOKS AND MATERIALS

You are only permitted to add 1 items to your Credentialing assistance request.

Costs

Total Costs	Government Costs	Student Costs
\$20.00	\$20.00	\$0.00

BACK NEXT CANCEL

Remaining Funding  
Fiscal Year: 2023  
\$1,861.00

The Soldier should make sure to add **shipping fees!!!** Failure to do so if there is a fee will result in a rejected CA request.

Note!! Per CA Policy, Books and/or Materials cannot have a split cost (government cost /student cost). The ArmyIgnitED system will show a pop-up box that will inform Soldiers that the funding limit has been exceeded. Soldier must contact ACAPO to discuss options (if any). If there is no other way to reduce this cost so the total cost is not split, ACAPO will reject the CA request, even if the Soldier selects “Acknowledged”.

← Create Credentialing Assistance Request: ACSM Certified Personal Trainer (ACSM-CPT)

Demographic Vendor Dates Training/Exam Supporting Documentation

**BOOK AND MATERIAL - Books**

Government Cost	Student Cost	Associated Training or Exam
\$1,956.00	\$44.00	test5

ADD FEE

ADD BOOKS AND MATERIALS

**Costs**

Total Costs	Government Costs	Student Costs
\$2,000.00	\$1,956.00	\$44.00

BACK NEXT CANCEL

**Funding Request Exceeds Available Funding**

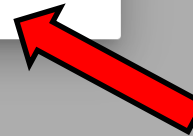
Your CA requests exceeds your remaining annual funding limit, resulting in a shared cost for this request. This CAR can still be submitted, but please contact the Army Credentialing Assistance Program Office (ACAPO) to discuss your options to complete the requirement.

If you have questions about credentialing assistance, please contact ACAPO within ArmyIgnitED messaging using the Credentialing Assistance (CA) Office category.

Thank-you,  
ArmyIgnitED System Administrator

ACKNOWLEDGED

**Remaining Funding**  
Fiscal Year: 2025  
\$0.00



Soldiers must now add the custom quote that was received from the selected vendor.

**NOTE!!** The quote must match the CA Request when it is submitted. If purchasing books/materials from Amazon (or similar), Soldier must provide screenshot of cart with items, shipping cost, link to purchase in the quote. Failure to provide details that will help Finance find the items, will result in rejection.

← Create Credentialing Assistance Request: CompTIA A+

Demographic
Vendor
Dates
Training/Exam
5 Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can submit the correct one to your student documents.

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls,xlsx, doc, docx.

Custom Quote from Vendor

CHOOOSE FILE

Drop file here

Supported file types are: .pdf

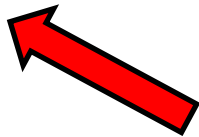
Other Documents from Vendor (Optional)

CHOOOSE FILE

Drop file here

Supported file types are: .pdf

BACK
SUBMIT
CANCEL





The Soldier can now click Finished!

## Credentialing Assistance Request Application: Application Submitted



Congratulations your credentialing assistance request has been submitted!

Your credentialing assistance request ID is 4908861

### Here are the next steps

- 1 Your Credentialing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications.

FINISHED



Credentialing Assistance Request Submitted!

# CREATING CA REQUEST FOR EXAMS

The Soldier will follow the previous steps until they get to this page, then they will select “ADD EXAM”

← Create Credentialing Assistance Request: 5G Technician (5GT)

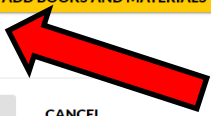
Demographic Vendor Dates Training/Exam Supporting Documentation

Please select the applicable funding request; (Training, Exam, Books and Materials)  
Selecting an incorrect type will result in your request being disapproved. Thereby requiring a new submission.

What do you need funding for?

ADD EXAM ADD BOOKS AND MATERIALS ADD TRAINING

BACK NEXT CANCEL



They will then click “SELECT EXAM”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Add Exam

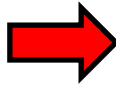
Written Exam - Project Management Professional (PMP)

Description: N/A  
Category: Written

BACK

SELECT EXAM

Remaining Funding  
Fiscal Year: 2025  
\$1,000.00



They will select Location and add cost

## ← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic

Vendor

Dates

4 Training/Exam

5 Supporting Documentation

Exam Title  
Written Exam - Project Management Professional (PMP)

Location\*  
DL/Online

\$ 188

ADD EXAM

BACK

**Remaining Funding**  
Fiscal Year: 2025  
**\$1,000.00**

They will then click “ADD EXAM”

## ← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic

Vendor

Dates

4 Training/Exam

5 Supporting Documentation

Exam Title  
Written Exam - Project Management Professional (PMP)

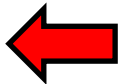
Location\*  
DL/Online

\$ 188

ADD EXAM

BACK

**Remaining Funding**  
Fiscal Year: 2025  
**\$1,000.00**



The Soldier can add any fees, such as application or membership fees, then click “Next”

## ← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates **4 Training/Exam** Supporting Documentation

### EXAM - Written Exam - Project Management Professional (PMP)

Government Cost	Student Cost
\$188.00	\$0.00

ADD FEE

### Remaining Funding

Fiscal Year: 2025

**\$812.00**

### Costs

Total Costs	Government Costs	Student Costs
\$188.00	\$188.00	\$0.00

BACK **NEXT** CANCEL

Note!! Per CA Policy, Exams cannot have a split cost (government cost /student cost). The ArmyIgnitED system will show a pop-up box that will inform Soldiers that the funding limit has been exceeded. Soldier must contact ACAPO to discuss options (if any). If there is no other way to reduce this cost so the total cost is not split, ACAPO will reject the CA request, even if the Soldier selects “Acknowledged”.

← Create Credentialing Assistance Request: ACSM Certified Personal Trainer (ACSM-CPT)

Demographic Vendor Dates **4 Training/Exam** Supporting Documentation

**EXAM - Written Exam - ACSM Certified Personal Trainer (ACSM-CPT)**

Government Cost	Student Cost
\$1,956.00	\$44.00
<b>ADD FEE</b>	

**Costs**

Total Costs	Government Costs	Student Costs
\$2,000.00	\$1,956.00	\$44.00

**Remaining Funding**  
Fiscal Year: 2025  
**\$0.00**

**Funding Request Exceeds Available Funding**

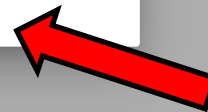
Your CA exam request exceeds your remaining annual funding limit, resulting in a shared cost for this exam. This CAR can still be submitted, but please contact the Army Credentialing Assistance Program Office (ACAPO) to discuss your options to complete the exam requirement.

If you have questions about credentialing assistance, please contact ACAPO within ArmyIgnitED messaging using the Credentialing Assistance (CA) Office category.

Thank-you,  
ArmyIgnitED System Administrator

**ACKNOWLEDGED**

BACK **NEXT** CANCEL



Soldiers must now add the custom quote that was received from the selected vendor.

**NOTE!!** The quote must match the CA Request when it is submitted. If quote is itemized, or bundled, it will be rejected. Soldiers must contact the vendor (*exceptions- Pearson Vue and CompTIA where screenshot is allowed*) to request a custom quote for the CA Request

## ← Create Credentialing Assistance Request: 5G Technician (5GT)

Demographic Vendor Dates Training/Exam Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can upload the correct one to your existing CA Request (while in "Pending ACAPO Review" Status). If the quote is incorrect when ACAPO reviews your CA Request, it will be rejected, and you will have to submit a new CA request with new start and end dates. ACAPO cannot revert a rejected CA Request to the original submission.

The quote must come from the vendor, and it MUST match what is listed in the CA request (exceptions-Pearson Vue, CompTIA, IBSC).

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls, xlsx, doc, docx.

Custom Quote from Vendor

CHOOSE FILE

Drop files here

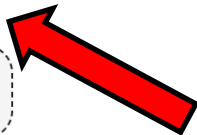
Supported file types are: .xlsx, .xls, .doc, .docx, .pdf

Other Documents from Vendor (Optional)

CHOOSE FILE

Drop files here

Supported file types are: .xlsx, .xls, .doc, .docx, .pdf





Soldier can now click Finished! They will now have an ID number (CA Request number) for this case!

## Credentialing Assistance Request Application: Application Submitted



Congratulations your credentialing assistance request has been submitted!

Your credentialing assistance request ID is 4908861

### Here are the next steps

- 1 Your Credentialing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications.

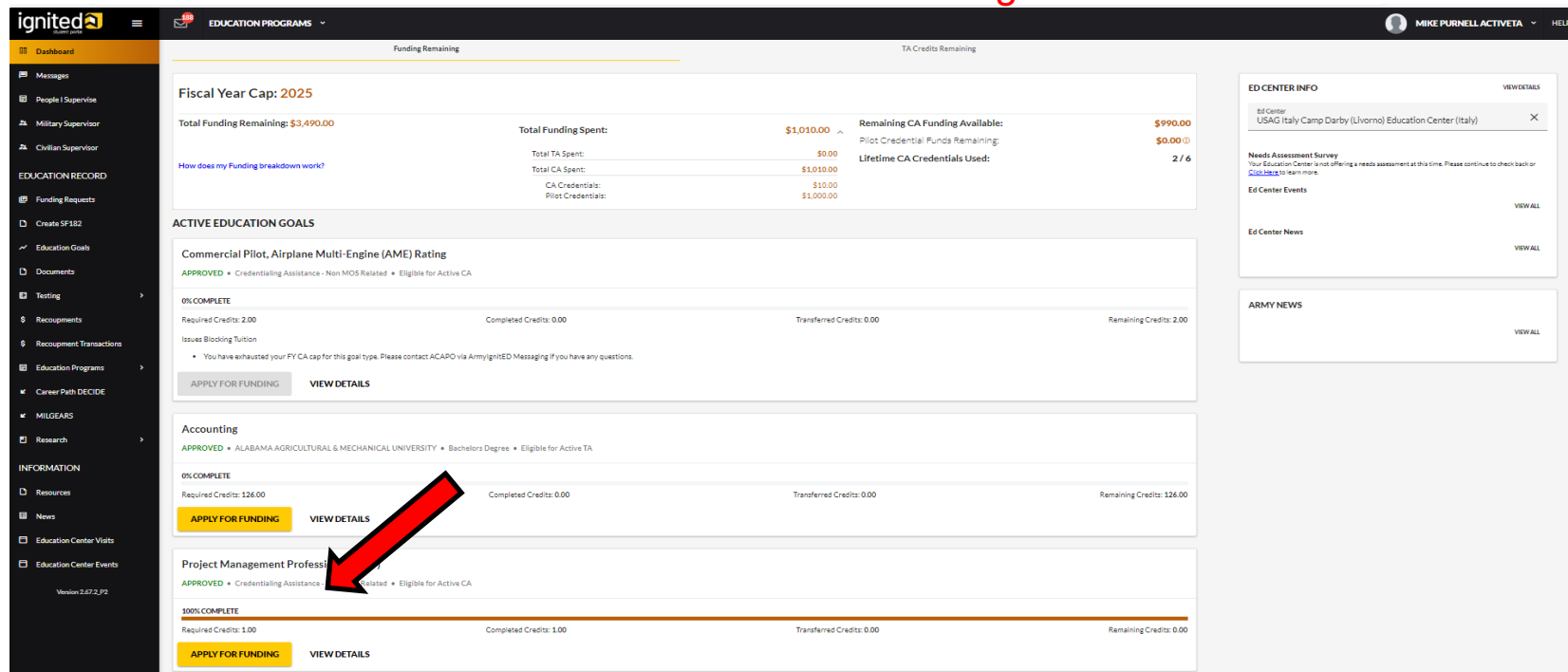
FINISHED



Credentialing Assistance Request Submitted!

Anytime a Soldier submits a CA request for an Exam, it will remove credits from the “Required Credits”. This will NOT affect the Semester hour limit for TA. Required Credits are just the number of Exams for this credential.

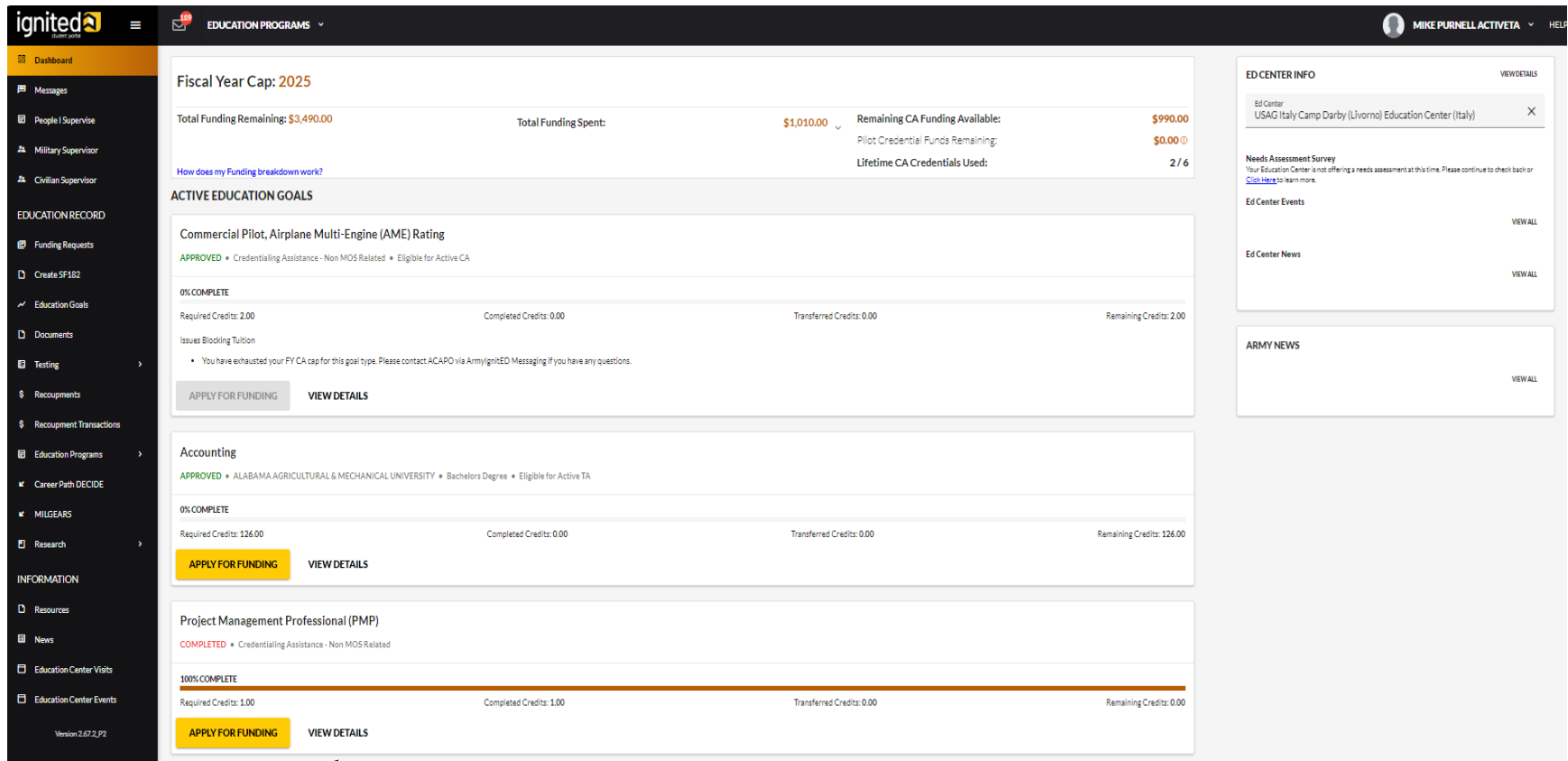
Soldiers can continue to submit CA Requests (books/materials) from the same Goal, unless that goal is completed. If a Soldier needed to submit for another Exam after the current goal is completed (*Why would they do this? Could be for recertification study materials or CEU/PDU refresher requirement*), they can submit a new Education Goal. If an exam was not completed successfully, the Soldier must submit an ArmyIgnitED message to ACAPO in ArmyIgnitED using the “Credentialing Assistance (CA) Office” category to request ACAPO add another exam to their goal.



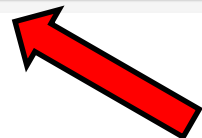
The screenshot displays the ArmyIgnitED Education Programs interface. The left sidebar contains navigation links for Dashboard, Messages, People I Supervise, Military Supervisor, Civilian Supervisor, EDUCATION RECORD, Funding Requests, Create SF182, Education Goals, Documents, Testing, Recoupments, Recruitment Transactions, Education Programs, Career Path DECIDE, MILGARS, Research, INFORMATION, Resources, News, Education Center Visits, and Education Center Events. The main content area shows the 'Funding Remaining' section with a table of funding status: Total Funding Remaining: \$3,490.00, Total Funding Spent: \$1,010.00, Remaining CA Funding Available: \$990.00, Total TA Spent: \$0.00, Total CA Spent: \$1,010.00, CA Credentials: \$10.00, and Pilot Credentials: \$1,000.00. Below this is the 'ACTIVE EDUCATION GOALS' section, which lists three goals: 'Commercial Pilot, Airplane Multi-Engine (AME) Rating' (0% COMPLETE), 'Accounting' (0% COMPLETE), and 'Project Management Professional' (100% COMPLETE). A red arrow points to the 'Project Management Professional' goal, which is marked as 'APPROVED' and 'Eligible for Active CA'. The right sidebar contains 'ED CENTER INFO' and 'ARMY NEWS' sections.

# CREATING CA REQUEST FOR RECERTIFICATION

To request a Recertification, click on “Apply for Funding” from a “Completed” goal



The screenshot shows the Ignited portal interface. The left sidebar contains navigation links: Dashboard, Messages, People | Supervisor, Military Supervisor, Civilian Supervisor, EDUCATION RECORD, Funding Requests, Create SF182, Education Goals, Documents, Testing, Recoupments, Recoupment Transactions, Education Programs, Career Path DECIDE, MILGEARS, Research, INFORMATION, Resources, News, Education Center Visits, and Education Center Events. The main content area displays the 'EDUCATION PROGRAMS' section for user MIKE PURNELL ACTIVETA. It shows a 'Fiscal Year Cap: 2025' summary with funding details: Total Funding Remaining: \$3,490.00, Total Funding Spent: \$1,010.00, Remaining CA Funding Available: \$990.00, Pilot Credential Funds Remaining: \$0.00, and Lifetime CA Credentials Used: 2 / 6. Below this, there are three active education goals: 'Commercial Pilot, Airplane Multi-Engine (AME) Rating' (APPROVED), 'Accounting' (APPROVED), and 'Project Management Professional (PMP)' (COMPLETED). Each goal has a progress bar and an 'APPLY FOR FUNDING' button. A red arrow points to the 'APPLY FOR FUNDING' button for the 'Project Management Professional (PMP)' goal, which is the only one in a 'COMPLETED' state.



Edit or click “Verify and Proceed”

← Create Credentialing Assistance Request

### Contact Information

Verify that the contact information is accurate. Your funding request cannot proceed if certain fields are missing.

Email  
mike.purnell@bamtech.net

Personal Email  
MambaOut@DSL.edu

Work Phone  
(555) 555-5555

Mobile Phone  
(282) 013-6407

### Address

Verify that the address is accurate. Your funding request cannot proceed if certain fields are missing.  
Zip Code must have 5 digits with an optional - and 4 more digits. Ex: 12345 or 12345-1234

Street 1  
1467 Princess Ave

Street 2

City	State	Zip
Philadelphia	AL	08167

VERIFY AND PROCEED

CANCEL



**Soldiers must read ALL!! Understand what is being agreed upon!**

← Create Credentialing Assistance Request: Project Management Professional (PMP)

### User Agreement

In order to simplify the application process, you should be aware of or have the following information:

- Access to your student registration information. This will help you identify the information needed for your funding request. You will need the following information: credential name, course/exam title, course/exam cost, and custom quote from the vendor for the course/exam (exceptions: Pearson Vue, CompTIA, and International Board of Specialty Certification where screenshots are acceptable).
- Exact dates for your training courses and/or exams. The Credentialing Assistance (CA) request date must be 90-45 days prior to the exam or training course start date. The end date cannot exceed 365 calendar days from the start date. These dates can be retrieved from your vendor.
- Register with the vendor if registration is required prior to the start date, but do not pay anything out of pocket as it will not be reimbursed.
- Submit requests for books and material in conjunction with a request for a course or exam. Requests for books or material alone will be rejected unless there is a pending request for a course/exam or current course/exam in progress for the same credential.
- Ensure your personal data is up to date on your education record. This is crucial to ensure your funding request flows properly.

You must agree to all conditions in order to submit this application for approval:

**ACADEMIC**

- ☒ I understand that it is my responsibility to ensure my grades (certificate of completion) are updated in the Army official system of record (ArmyIgnitED). Grades that are 60 days past course/exam end date are considered overdue and will prevent me from applying for CA and will result in recoupment of CA.
- ☒ I authorize the release of training and academic information (course grades, exam completions, etc.) by the above institution to the Army (PL 93-568). I grant permission for the Army to share my training and academic information as needed with Army Civilians and Army Contractors whose responsibilities and contracts include education services and programs.
- ☒ I will inform my Commander and/or supervisor of my enrollment in the above course(s) or exam(s). All policies and conditions in AR 621-5 apply.

**FINANCIAL**

- ☒ I agree that no charges will be made in the above course(s) or exam(s) or dollar amounts without the approval of the Army Credentialing Assistance Program Office (ACAPO) staff; otherwise, I will pay the difference to the Army and/or the vendor.
- ☒ I understand that the Army will pay what is authorized for my Credentialing Assistance (CA) request not to exceed the fiscal year (FY) limit. I agree to pay the remaining amount and any other costs and fees. I understand that I may use both Tuition Assistance and CA; however, the combined usage shall not exceed \$4000 per FY.
- ☒ I understand that I will reimburse the Total Government Cost above for failing a course/exam, non-completions (failing to attend a course or sit for an exam in the timeframe requested); incomplete "I" grades unresolved 180 days after the course/exam end date; or withdrawals if determined that the failure to complete the course was not due to reasons beyond my control (IAW AR 621-5). I hereby voluntarily authorize the amount to be withdrawn from my pay. Collection of this debt will be in accordance with DoDFMR, Vol 7A, Chapter 50.
- ☒ I understand that this application does not guarantee that funds are available, the US Army has no obligation to fund this application, and I may not attend a course or sit for an exam until it has been paid by the ACCESS CA Finance Office.
- ☒ I understand that it is my responsibility to coordinate with the vendor before requesting an extension from the ACAPO to ensure the vendor will authorize an extension. I will pay all extension fees to the vendor.
- ☒ I understand that CA for courses starting in the next FY is conditional until receipt of the CA funds.

**PRIVACY ACT STATEMENT:**

AUTHORITY: 10 USC 2007: Payment of Tuition for Off-Duty Training or Education; AR 621-5, Army Continuing Education System.

PRINCIPAL PURPOSE: To process an individual's request for Army Tuition Assistance (TA). For additional information see the System of Records Notice A0621-1-AHRC, <https://oicd.defense.gov/Privacy/SORNs/index/DOO-wide-SORN-Article-View/Article/570092/a0621-1-ahrc.aspx>.

ROUTINE USES: Information will be viewed by Army Continuing Education System personnel or academic institutions who have a need for it in the performance of their duties. In addition, this information is subject to proper and necessary routine uses identified in the system of records notice(s) specified in the principal purpose statement above.

DISCLOSURE: Voluntary; however, failure to provide the information may result in denial of Army Tuition Assistance (TA).

**PENALTY STATEMENT:**

There are severe criminal and civil penalties for knowingly submitting false, fictitious, or fraudulent application and for requesting federal funding that duplicates course costs funded elsewhere.

I AGREE, CONTINUE
CANCEL

**Once done, check the boxes, then click on "I Agree, Continue"**

Soldier will select an answer, then click “Next”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Are you applying for funding from a deployed location?

☐ Yes ☒ No

NEXT CANCEL

Soldier will type in the Vendor’s name until it appears, then select it from the drop down. Select it again for Campus.

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Select your Vendor:

If you are attempting to locate a Vendor not listed, please forward information to the Army Credentialing Assistance Program Office via ArmyIgnitED messaging and provide the following information: Vendor Name, Vendor URL, Vendor Email, and Vendor Phone Number.

Vendor \*

Joe's

Joe's

TringRus

Campus

BACK NEXT CANCEL

**Soldier will select start and end date (review policy on this!), then click “Next”**

← Create Credentialing Assistance Request: Project Management Professional (PMP)

1 Demographic
2 Vendor
3 Dates
4 Training/Exam
5 Supporting Documentation

What are your exact start and end dates?

You may select up to 365 days to complete your training or exam. If you do not complete the training or exam in the timeframe you request, you will be required to reimburse the government for the costs associated to your training or exam, and the associated book(s), material(s), and/or fees.

2/20/2025
📅

2/28/2025
📅

BACK
NEXT
CANCEL

## Select "Add Recertification"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Please select the applicable funding request; (Training, Exam, Books and Materials)  
Selecting an incorrect type will result in your request being disapproved. Thereby requiring a new submission.

What do you need funding for?

**ADD RECERTIFICATION**

BACK NEXT CANCEL

## Select the location and add the cost, then click "Add Recertification"

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic Vendor Dates Training/Exam Supporting Documentation

Title  
RECERTIFICATION

Location\* Cost\*

DL/Online ✓

N/A

Off Installation

On Installation

Other

Cost: \$ 10

Remaining Funding  
Fiscal Year: 2025  
\$990.00

The Soldier can add any fees, such as application or membership fees, then click “Next”

← Create Credentialing Assistance Request: Project Management Professional (PMP)

Demographic

Vendor

Dates

4 Training/Exam

5 Supporting Documentation

RECERTIFICATION - RECERTIFICATION

Government Cost	Student Cost
\$1.00	\$0.00

ADD FEE

ADD RECERTIFICATION

Remaining Funding

Fiscal Year: 2025

\$989.00

Costs

Total Costs	Government Costs	Student Costs
\$1.00	\$1.00	\$0.00

BACK

NEXT

CANCEL

Soldiers must now add the custom quote that was received from the selected vendor.

**NOTE!!** The quote must match the CA Request when it is submitted. If quote is itemized, or bundled, it will be rejected. Soldiers must contact the vendor (*exceptions- Pearson Vue and CompTIA where screenshot is allowed*) to request a custom quote for the CA Request

## ← Create Credentialing Assistance Request: 5G Technician (5GT)

Demographic Vendor Dates Training/Exam Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can upload the correct one to your existing CA Request (while in "Pending ACAPO Review" Status). If the quote is incorrect when ACAPO reviews your CA Request, it will be rejected, and you will have to submit a new CA request with new start and end dates. ACAPO cannot revert a rejected CA Request to the original submission.

The quote must come from the vendor, and it MUST match what is listed in the CA request (exceptions-Pearson Vue, CompTIA, IBSC).

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls, xlsx, doc, docx.

Custom Quote from Vendor

CHOOSE FILE

Drop files here

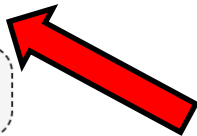
Supported file types are: .xlsx, .xls, .doc, .docx, .pdf

Other Documents from Vendor (Optional)

CHOOSE FILE

Drop files here

Supported file types are: .xlsx, .xls, .doc, .docx, .pdf



Once the custom quote is uploaded, the button will turn yellow. Hit "Submit"

← Create Credentialing Assistance Request: CompTIA A+

Demographic
Vendor
Dates
Training/Exam
5 Supporting Documentation

You must upload a custom price quote, provided by your vendor, for each Credentialing Assistance (CA) request you submit. Each custom quote must include the cost for each item on your CA request to include administrative application and/or shipping fee(s). Bundling is not authorized. The Army Credentialing Assistance Program Office (ACAPO) will not approve CA requests without the custom price quote uploaded to this request or if the quote is bundled. If you submit an incorrect quote, you can submit the correct one to your student documents.

Supporting documentation file(s) must be under 4MBs and one of the following file types: pdf, xls,xlsx, doc, docx.

Custom Quote from Vendor - test.doc.pdf ↻

Custom Quote from Vendor

 **CHOOSE FILE**

Drop file here

Supported file types are: .pdf

Other Documents from Vendor (Optional)

 **CHOOSE FILE**

Drop file here

Supported file types are: .pdf

BACK
**SUBMIT**
CANCEL



Soldier can now click Finished! They will now have an ID number (CA Request number) for this case!

## Credentialing Assistance Request Application: Application Submitted



Congratulations your credentialing assistance request has been submitted!

Your credentialing assistance request ID is 4908861

### Here are the next steps

- 1 Your Credentialing Assistance (CA) request must be approved and paid by CA Finance before you can start your training or exam.
- 2 As a reminder, ensure you have uploaded your custom quote from the vendor in your Supporting Documents located at Education Record > Education Goals > VIEW DETAILS (in your CA Goal) > Supporting Documents. Failure to provide will result in rejection of your CA request.
- 3 You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications.

FINISHED

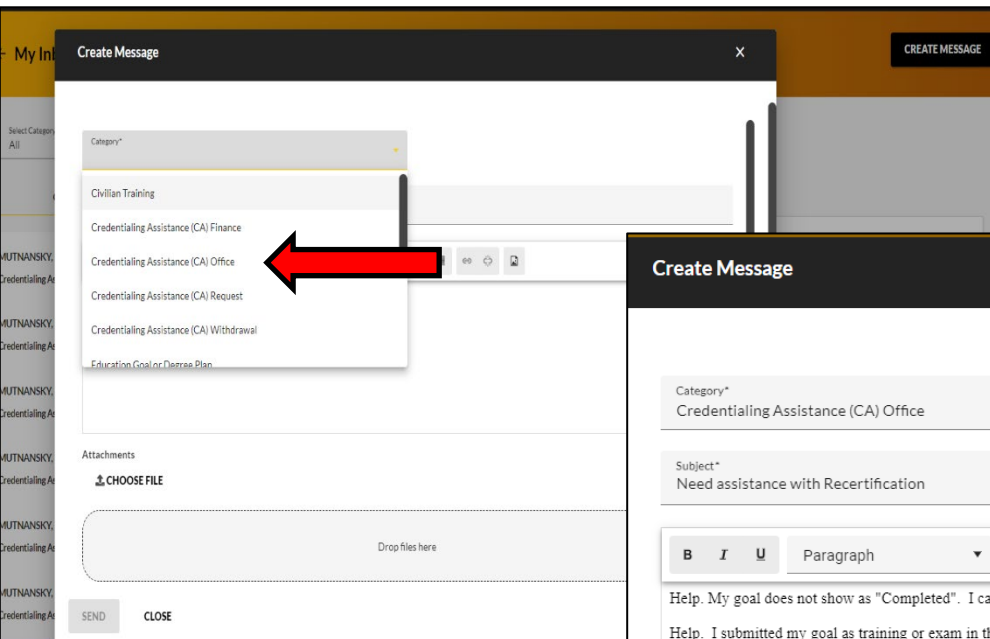


Credentialing Assistance Request Submitted!

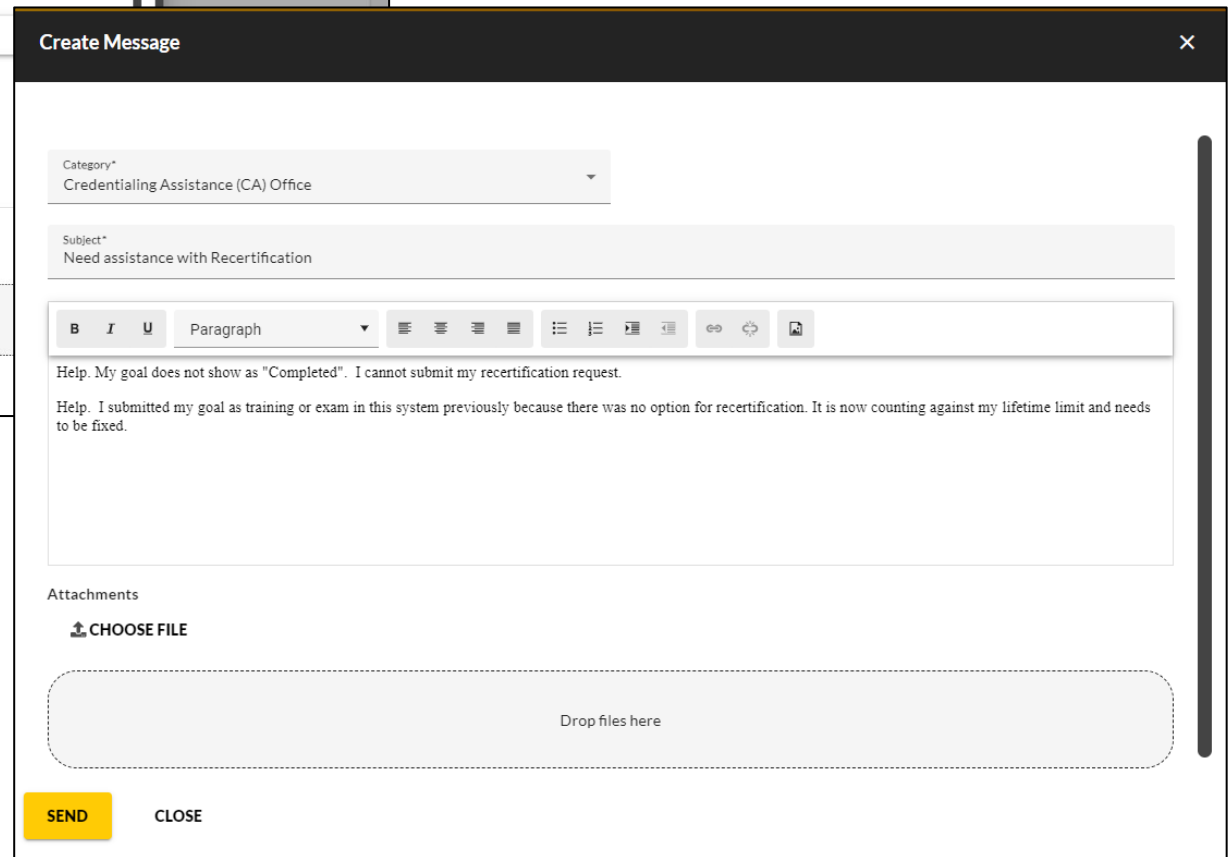
If you are unable to request a Recertification, or you only need to recertify and are unable to add the credential goal, please contact ACAPO in ArmyIgnitED using the “Credentialing Assistance (CA) Office” category

The screenshot displays the ArmyIgnitED Education Programs interface. The left sidebar contains navigation links for Dashboard, Messages, People I Supervise, Military Supervisor, Civilian Supervisor, EDUCATION RECORD, Funding Requests, Create SF182, Education Goals, Documents, Testing, Recoupments, Recoupment Transactions, Education Programs, Career Path DECIDE, MILGears, Research, INFORMATION, Resources, News, Education Center Visits, and Education Center Events. The main content area shows the 'Fiscal Year Cap: 2025' summary with funding details: Total Funding Remaining (\$3,490.00), Total Funding Spent (\$1,010.00), Remaining CA Funding Available (\$990.00), Pilot Credential Funds Remaining (\$0.00), and Lifetime CA Credentials Used (2/6). Below this, three active education goals are listed: 'Commercial Pilot, Airplane Multi-Engine (AME) Rating' (APPROVED), 'Accounting' (APPROVED), and 'Project Management Professional (PMP)' (COMPLETED). A red arrow points to the 'Project Management Professional (PMP)' goal, which shows 100% completion. The right sidebar contains 'ED CENTER INFO' and 'ARMY NEWS' sections.

From your homepage, click on “Messages” on the left side of the page, then click “Create Message” Select “Credentialing Assistance (CA) Office” from the dropdown to contact ACAPO



The screenshot shows the 'Create Message' form with the 'Category' dropdown menu open. A red arrow points to the 'Credentialing Assistance (CA) Office' option in the list. The list includes: Civilian Training, Credentialing Assistance (CA) Finance, Credentialing Assistance (CA) Office, Credentialing Assistance (CA) Request, Credentialing Assistance (CA) Withdrawal, and Education Goal or Degree Plan.



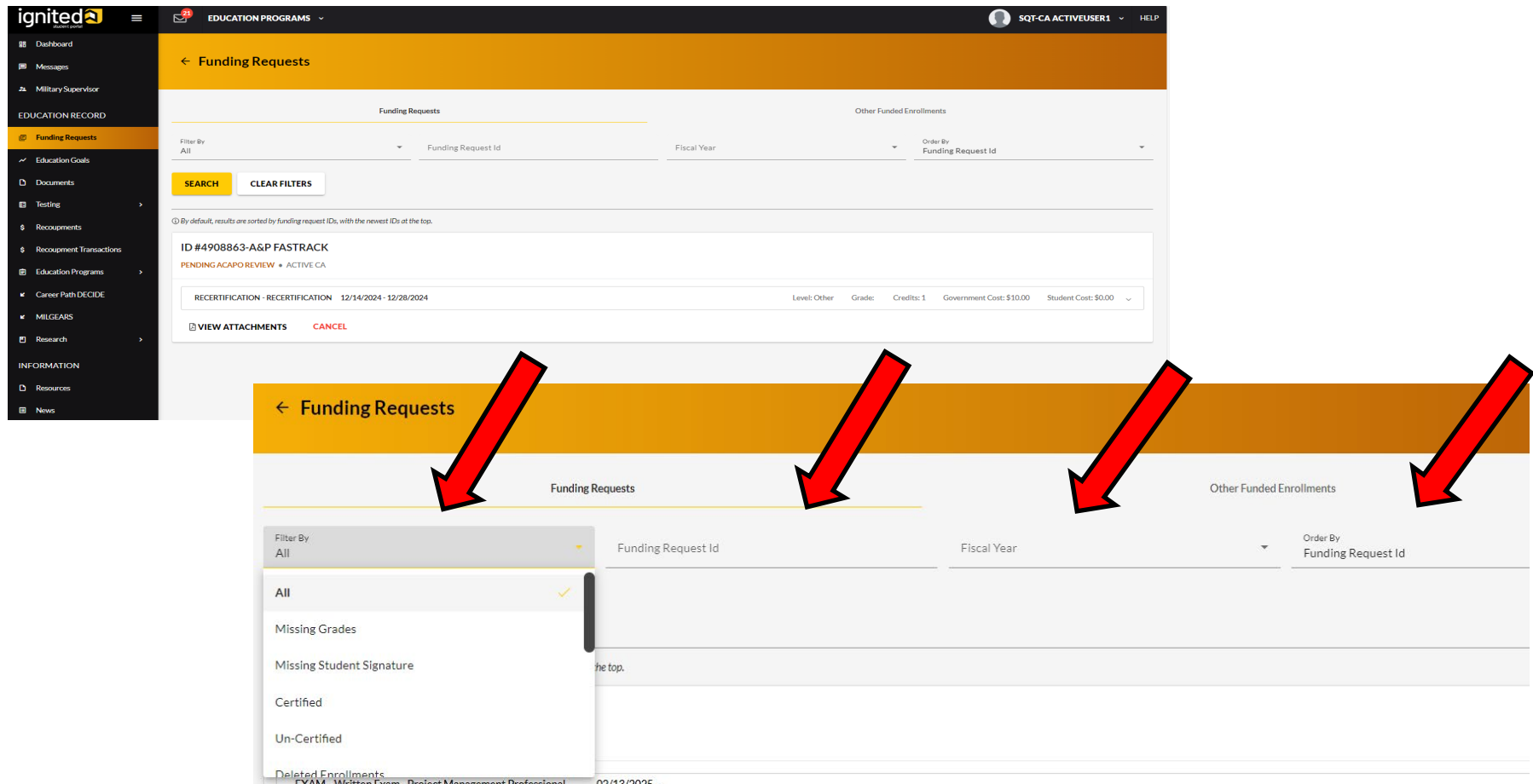
The screenshot shows the 'Create Message' form with the 'Category' dropdown set to 'Credentialing Assistance (CA) Office'. The 'Subject' field contains 'Need assistance with Recertification'. The message body contains two paragraphs of text: 'Help. My goal does not show as "Completed". I cannot submit my recertification request.' and 'Help. I submitted my goal as training or exam in this system previously because there was no option for recertification. It is now counting against my lifetime limit and needs to be fixed.' The form also includes an 'Attachments' section with a 'CHOOSE FILE' button and a 'Drop files here' area.

**NOTE!! If you were instructed to submit your recertification previously as a training or exam, please contact ACAPO so it can be fixed so it does not count towards your lifetime limit!!!**

# CHECKING STATUS OF CA REQUEST

From your homepage, click on “Funding Requests”

From this page, you can see all the CA Requests, but if you are looking for something in particular, you can click on the dropdowns, then hit “Search”



The screenshot shows the Ignited Education Programs interface. The left sidebar contains navigation links: Dashboard, Messages, Military Supervisor, EDUCATION RECORD, Funding Requests (highlighted), Education Goals, Documents, Testing, Recoupments, Recoupment Transactions, Education Programs, Career Path DECIDE, MILGEARS, Research, INFORMATION, Resources, and News.

The main content area is titled "Funding Requests" and includes a search bar with filters for "Filter By" (set to All), "Funding Request Id", "Fiscal Year", and "Order By" (set to Funding Request Id). Below the search bar, a card displays details for "ID #4908863-A&P FASTRACK", including "PENDING ACAPO REVIEW", "ACTIVE CA", and "RECERTIFICATION - RECERTIFICATION 12/14/2024 - 12/28/2024".

Four red arrows point to the filter dropdowns: "Filter By", "Funding Request Id", "Fiscal Year", and "Order By". The "Filter By" dropdown is open, showing options: All (checked), Missing Grades, Missing Student Signature, Certified, Un-Certified, and Deleted Enrollments.

**Soldier submitted CA Request- waiting on ACAPO to review:**

ID #4909008-ACU EARNING

PENDING ACAPO REVIEW • ACTIVE CA

EXAM - Written Exam - Project Management Professional (PMP)02/13/2025 - 02/20/2025Level: Tech/OCCGrade: Credits: 1Government Cost: \$10.00Student Cost: \$0.00

VIEW ATTACHMENTS CANCEL

**ACAPO reviewed case and move it to finance (CABO) for payment (no certified box):**

ID #4908993-A&P FASTRACK

ACAPO CONCURS / PENDING FINANCE PAYMENT • ACTIVE CA

TRAINING - test01/20/2025 - 02/01/2025Level: OtherGrade: Credits: 1Government Cost: \$1,000.00Student Cost: \$200.00

PRINT PDF VIEW ATTACHMENTS

**With Vendor/Finance (CABO) invoice created but not paid yet (certified box):**

ID #4908912-Aerolanding LLC

ACAPO CONCURS / PENDING FINANCE PAYMENT • GUARD CA Certified

TRAINING - tst ppl12/27/2024 - 12/31/2024Level: OtherGrade: Credits: 1Government Cost: \$22.00Student Cost: \$0.00

PRINT PDF VIEW ATTACHMENTS

**Payment was made by finance (CABO)- Soldier can contact vendor and begin:**

ID #4908931-ALL AMERICAN AVIATION

APPROVED AND PAID • GUARD CA Certified

TRAINING - test ppl209/26/2024 - 09/27/2024Level: OtherGrade: P Credits: 1Government Cost: \$50.00Student Cost: \$0.00

PRINT PDF VIEW ATTACHMENTS

Soldiers will receive notifications through their ArmyIgnitED account when a Goal has been created (this is just the goal, not the CA request), when ACAPO moves a case to finance for payment, then when finance makes the payment. Soldiers are responsible for checking their cases!

← My Inbox

CREATE MESSAGE

Select Category

All

☐ Has Suspense Date

Conversations

Sent

Thu 11/10/2022

Army Credentialing Assistance Concurred

Thu 11/10/2022

Education Goal Approved

Thu 11/10/2022

Your education goal has been created

3 total

Army Credentialing Assistance Concurred

Category: Education Goals

From: Administrator System

To:

Created: 11/10/2022

\*\*\* Attention: Do not reply to this message. If you have questions, please contact the Army Credentialing Assistance Program Office (ACAPO).\*\*\*

\*\*\* Do not proceed to testing or training without email confirmation from the CA Finance Office that your funding request has been paid. \*\*\*

Hello,

Your application for Credentialing Assistance (CA) has been reviewed and concurred by ACAPO. Your CA request is now being reviewed for payment by the CA Finance Office. Currently, you do not have approved funding. Your CA request must be paid by CA Finance before you can start your training or exam. You will receive another message once the CA Finance Office processes your CA.

Please login into ArmyIgnitED to view your CA Requests. You can view your Credentialing Assistance Requests section under your Education Record to check the status and details of your applications. You may also be required to digitally sign your CA Request.

Reason: test

Credentialing Assistance Application Details:

Application ID:

Institution: Exam Master

Course(s):

- Course: TRAINING
- Title: PA-CAT
- Dates: 1/10/2023-4/13/2023

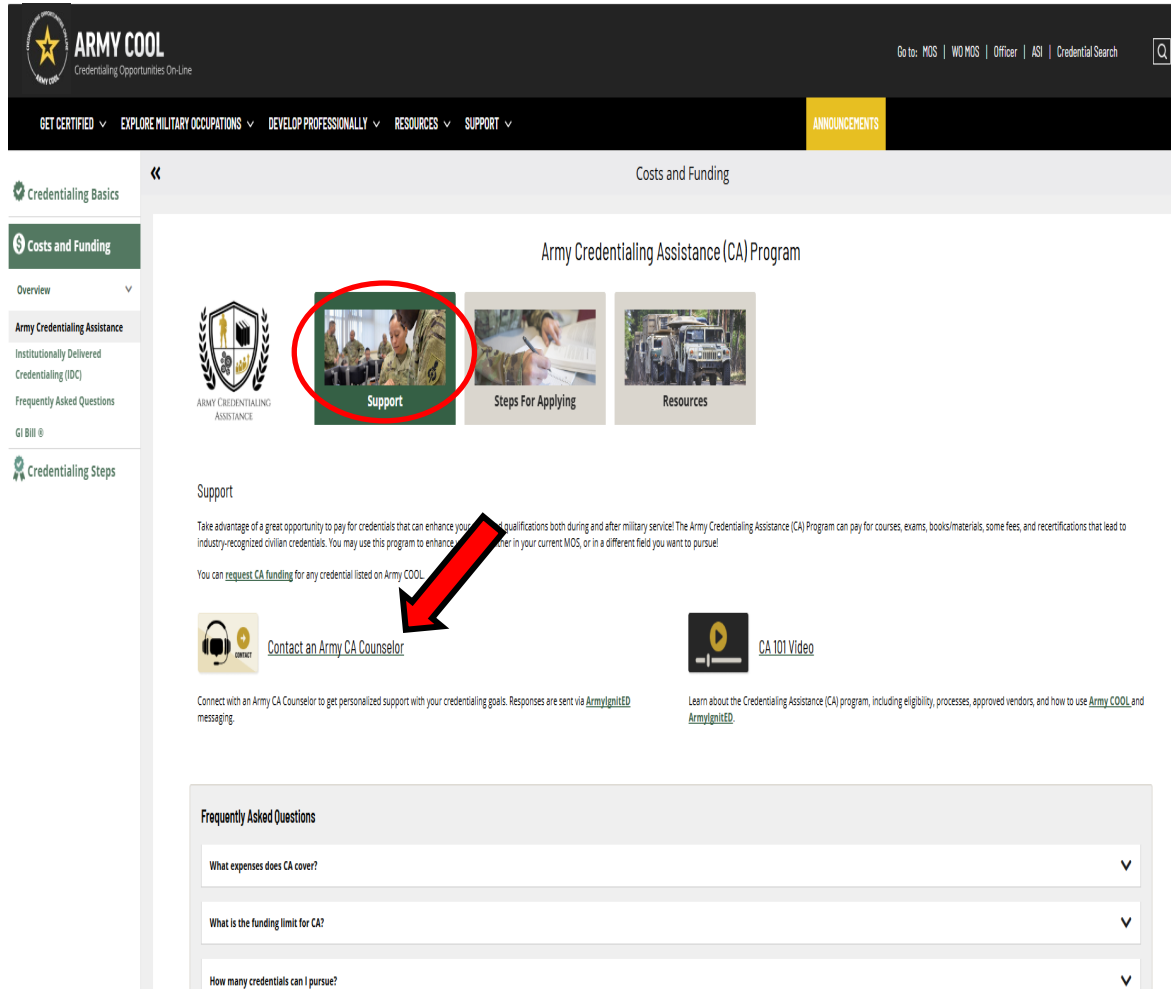
V/c:

ArmyIgnitED System Administrator

## Need counseling or assistance with CA?

Click on the “Contact An Army CA Counselor” for:

- **Soldiers who need counseling assistance for the use of Army CA funding can now request Counseling assistance! This cell is available to CONUS and OCONUS Soldiers. Counseling sessions are available on Microsoft Teams/Phone**
- **Soldiers who are unsure of what to pursue, or what they may be eligible for can benefit from this counseling**
- **Soldiers needing assistance with submitting their CA Requests can also use this counseling**



ARMY COOL  
Credentialing Opportunities On-Line

Go to: MOS | WO MOS | Officer | ASI | Credential Search

GET CERTIFIED ▾ EXPLORE MILITARY OCCUPATIONS ▾ DEVELOP PROFESSIONALLY ▾ RESOURCES ▾ SUPPORT ▾ ANNOUNCEMENTS

Credentialing Basics

Costs and Funding

Overview ▾

Army Credentialing Assistance

Institutionally Delivered Credentialing (IDC)

Frequently Asked Questions

GI Bill ®

Credentialing Steps

Costs and Funding

Army Credentialing Assistance (CA) Program

Support

Steps For Applying

Resources

Support

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, exams, books/materials, some fees, and recertifications that lead to industry-recognized civilian credentials. You may use this program to enhance your skills in your current MOS, or in a different field you want to pursue!

You can [request CA funding](#) for any credential listed on Army COOL.

[Contact an Army CA Counselor](#)

CA 101 Video

Connect with an Army CA Counselor to get personalized support with your credentialing goals. Responses are sent via [ArmyIgnitED](#) messaging.

Learn about the Credentialing Assistance (CA) program, including eligibility, processes, approved vendors, and how to use [Army COOL](#) and [ArmyIgnitED](#).

Frequently Asked Questions

What expenses does CA cover? ▾

What is the funding limit for CA? ▾

How many credentials can I pursue? ▾

## Army Credentialing Assistance Program Page:

[https://www.cool.osd.mil/army/costs\\_and\\_funding/army\\_credential\\_assistance.htm](https://www.cool.osd.mil/army/costs_and_funding/army_credential_assistance.htm)



ARMY CREDENTIALING  
ASSISTANCE