



GoArmyEd

Supporting Soldier Education

Your Guide for Army Tuition Assistance

12 October 11

www.GoArmyEd.com



How to Check Your TA Balance

- Log in to www.GoArmyEd.com 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 Time).

- Log in to www.GoArmyEd.com and select the "Withdrawal from a Class" Smart Link
- Select a checkbox to choose the class
- View Confirmation page and choose the appropriate withdrawal reason using the dropdown 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).

Note: 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 Requirements

- Subject to Department of Defense Annual Financial Ceiling and Semester Hour Caps
- Maintain an Army GPA of 2.0 or higher when using TA for undergraduate classes and 3.0 for graduate classes
- Must pass class
- Must be moving forward in your degree

TA Recoupment

Class costs will be recouped from a Soldier for:

- Failing a class
- 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 SOU for recoupment rules.

How to Use Your eFile

Scan a document and save it to your computer (e.g., Student Agreements, TA request cost verification, SOU, or Military Withdrawal documents).

- Log in to www.GoArmyEd.com
- Select "My Education Record" Smart Link
- Select the "eFile" tab
- Complete required fields and select "Browse" to find your file
- Select "Upload File"

Forgot your Username or Password?

- Click on "Forgot your username and/or password?"
- Enter the last 5 digits of your Social Security Number and your Date of Birth, then click "Submit"
- Create your new password and click "Submit"
- A confirmation email will be sent to your preferred email account with your username and new password

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, Education Services Specialist (ESS), or Education Services Officer (ESO) for more information.

New Users

- Go to www.GoArmyEd.com and select "New User"
- Complete the required information for a base role GoArmyEd account, which results in the creation of your GoArmyEd user name and password. The base role access will allow you access to training, helpdesk, 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
 - Click 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 Statement of Understanding (SOU)
 - Selection of home school and degree plan
 - Completion of the Common Application
- After completing the steps listed above, your Army Education Counselor/ESS/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 no later than the final day of the school's late registration period.
- 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 Class Search Results. Select the "Class Details" button before enrolling to view more class information (e.g., class description, SH cost, prerequisites, required class materials, etc.)
- 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.

Note: Do not X out of 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 in the portal, you will need to supply class information in an online TA Request. 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 and the Class Start Date and select "Next"
- The TA Request displays. Complete each required field in the Class Information and Class Cost sections. Select "Calculate Cost" to populate the Invoice section so you can see the final Army and Soldier cost.
- Review your TA Request for accuracy and then select "Submit"
- **IMPORTANT:** You must upload cost verification for the class to your GoArmyEd e-File (See "How to use e-File"). Verify that all information provided in the TA Request matches the information in your school's class schedule. Valid cost verification may include one or more of the following: statement of tuition of fees from school's catalog or Website; screenshot from an online account with the school; an itemized receipt or current invoice from the school. **Failure to provide cost verification will result in your TA Request being denied.**

- When the TA Request is approved by the Army, you will receive a confirmation email
- You must print and submit a copy of the approved TA Request 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.

How to Get Help

- **Reference Documents:**
 - Log in to www.GoArmyEd.com
 - Select "View Reference Documents" in the Help Desk Resources section
- **Contact the GoArmyEd Helpdesk:**
 - CONUS toll-free: 1-800-817-9990
 - OCONUS toll-free:
 - Go to www.GoArmyEd.com and select the "Helpdesk" link
 - Select the "View OCONUS Helpdesk Numbers" link
- **Create Case from your GoArmyEd homepage:**
 - Log in to www.GoArmyEd.com and select the "withdrawal from a Class" Smart Link
 - Select "Create a Helpdesk Case." 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/ESS/ESO:**
 - Log in to www.GoArmyEd.com
 - Select "My Education Centers" Smart Link