

Message Date: 30 August 2022

SUBJECT: Soldier Guidance for Tuition Assistance Request (TAR) Creation for the Updated ArmyIgnitED System

1. Annual Virtual Benefits Training.

- Prior to creating a TAR in the updated ArmyIgnitED system for the first time, the Soldier will need to complete Virtual Benefits Training regarding Tuition Assistance (TA).
- The Soldier will, also, need to complete this training, annually, to continue using TA.
- It is very important that the Soldier reads through the training, carefully, as signing and dating this training indicates that the Soldier agrees with the terms and conditions contained, therein.
- The Soldier tutorial for Virtual Benefits Training in the updated ArmyIgnitED system can be located via the following pathway from the Soldier's Dashboard:

Login to ArmyIgnitED, Click on the Question Mark Located at the Upper Right Corner, Documents & Links, Tutorial-Virtual Benefits Training-SM

2. Soldier's Tuition Assistance Request (TAR) Creation.

- After the Soldier has completed two courses at his/her AI, the Soldier must have an Official Evaluated Degree Plan on file to create additional TARs.
- A TAR can be created in the updated ArmyIgnitED system no earlier than 60 calendar days prior to the course start date and no later than 7 calendar days before the course start date.
- For a Soldier who will ETS, soon, the course end date must be 14 calendar days prior to the ETS to create a TAR.
- To simplify the application process, the Soldier will need the following information:
 - Access to his/her registration information. This will help the Soldier to identify the course information needed for your funding request. The Soldier will need the following information: course codes, course titles, number of credit hours, credit hour type (semester or quarter), and cost per credit hour.
 - Exact term dates for his/her courses. These dates are set by your Academic Institution (AI) and are inclusive of the entire term.
 - Ensure his/her personal data is up to date on his/her education record. This is crucial to ensure the Soldier's funding request flows properly.
- The Soldier tutorial for creating a Tuition Assistance Request in the updated ArmyIgnitED system can be located via the following pathway from the Soldier's Dashboard:

Login to ArmyIgnitED, Click on the Question Mark Located at the Upper Right Corner, Documents & Links, Tutorial-Create Tuition Assistance Request-SM

3. Out-of-Pocket Costs

- When a Soldier at or near his/her allotted FY TA allowance, \$4000 or 16 SH, the Soldier would need to review the Tutorial for "Out of Pocket Cost for TARs.

- Under no circumstances within the ungraded ArmyIgnitED System will the Army reimburse the Soldier for “Out of Pocket” expenses for course paid to the AI by the Soldier for courses with start dates from 26 Aug 2022 forward.
- This following tutorial identifies the ‘Student Costs’ for ANY OUTSTANDING balance/Out of Pocket expenses for the desired course(s) when the Soldier creates a TAR for partially funded course(s) and can be found in the updated ArmyIgnitED system can be located via the following pathway from the Soldier’s Dashboard:

Login to ArmyIgnitED, Click on the Question Mark Located at the Upper Right Corner, Documents & Links, Tutorial - Out of Pocket Cost Tuition Assistance Request - SM.

4. TA request for Foreign Language

- The Soldier tutorial for creating a Tuition Assistance Request for Foreign Language- Host Country in the updated ArmyIgnitED system can be located via the following pathway from the Soldier’s Dashboard:

Login to ArmyIgnitED, Click on the Question Mark Located at the Upper Right Corner, Documents & Links, Tutorial - Creating a Foreign Language - Host Country Tuition Assistance Request – SM

- The Soldier tutorial for creating a Tuition Assistance Request for Foreign Language - Army Strategic in the updated ArmyIgnitED system can be located via the following pathway from the Soldier’s Dashboard in the updated ArmyIgnitED:

Login to ArmyIgnitED, Click on the Question Mark Located at the Upper Right Corner, Documents & Links, Tutorial - Creating a Foreign Language - Army Strategic Tuition Assistance Request – SM

Note: Review the “Current Department of Army Strategic Language List (ASLL)” visit <https://www.hrc.army.mil/content/Foreign%20Language%20Proficiency%20Bonus>, before creating/approving the TAR. The language listed in the course title must appear on this list.

5. When to Reach Out to Your Education Center.

- Due to issues beyond the Soldier’s control, a Counselor may need to create a TAR for a Soldier.
- To simplify the Tuition Assistance Request process, the Counselor will need the following information:
 - Access to the Soldier’s registration information. This will help the Counselor to identify the course information needed for the funding request. The Counselor will need the following information: course codes, course titles, number of credit hours, credit hour type (semester or quarter), and cost per credit hour.
 - Exact term dates for the Soldier’s courses. These dates are set by the Soldier’s AI and are inclusive of the entire term.
 - Ensure that the Soldier’s personal data is up to date on his/her education record. This is crucial to ensure that the funding request flows properly.
- For any TAR that the Counselor creates, the Education Center will need to send an email to the Soldier reminding the Soldier to sign the TAR.

6. Editing a Soldier's TAR.

- Once created, students do NOT have the ability to edit their TAR.
- A Counselor may need to edit a Soldier's TAR, because a Soldier changed courses before the class start date or because the Soldier provided inaccurate information for at least one of the following: AI Information/Campus, Student ID, course codes, course titles, number of credit hours, credit hour type (semester or quarter) and/or the cost per credit hour.
- A Counselor may need to edit a TAR because a grade needs to be input/updated. The Soldier must provide official proof of the grade such as an Official Transcript or a Letter signed by the Registrar's on school letterhead, containing the course number, course title, course start/end dates and the grade awarded.

7. Deleting a Soldier's TAR.

- A Soldier's TAR can only be deleted for the following reasons:
 - The AI cancelled the course prior to the course start date.
 - The Soldier Dropped the course prior to the class start date and has provided proof from the Registrar. (Counselor will need to make a Counseling Note & update the proof of a Dropped course to the Soldier's Document File.)
- The TAR cannot be deleted if the school has invoiced for the enrollment and/or the course has passed the 19% completion point.

8. Submitting a Help Desk Ticket.

- A Soldier can submit "Support Tickets" for the following reasons:
 - Education Goal or Tuition Assistance Requests
 - Personal Data
 - Institutions
 - Submit a Complaint Against an Institution
 - Technical Issues
- The Soldier tutorial for submitting tickets through the "Help Desk Information Hub" in the updated ArmyIgnitED system can be located via the following pathway from the Soldier's Dashboard in the updated ArmyIgnitED:

Login to ArmyIgnitED, Click on the Question Mark Located at the Upper Right Corner, Documents & Links, Tutorial - HelpDesk Information Hub- SM.