When launched, Soldiers will be able to request Tuition Assistance (TA) for Fiscal Year (FY) 2023, with course(s) that start 1 October 22 and beyond. AIs should prepare by double checking your AI users have the correct permissions in the AI Portal, as well as all required data is loaded into the AI Portal. AIs can assist Soldiers by ensuring they have an evaluated degree plan. An evaluated degree plan shows (1) School Name (2) Your Name (3) Degree Pursuing (4) Credit Hours required for the degree (5) Courses completed at the school (6) Number of hours transferred.

The upgraded ArmyIgnitED portal will also provide the capability to request Tuition Assistance for previously completed courses in FY21 and FY22. This includes the ability for AIs to invoice and submit refunds. This capability will come on-line shortly after the initial launch. More information will follow about Tuition Assistance requests for FY21 and FY22.

Soldiers will not be able to request Credentialing Assistance (CA) with the initial launch. Phase Two of the ArmyIgnitED system upgrade will be launched before the end of November 2022 and include Soldiers ability to request Credentialing Assistance.

Below is some additional information to assist AIs during this transition.

Technical Integrator Basics

- The AI Portal website: https://aiportal.army.mil, Edge and Firefox are the preferred browsers

- BAM Helpdesk Email: army@bamtech.net

- BAM Technical Issue Phone: 276-231-0938

Army School Support

- Vantage Point Consulting

    o https://www.vantagepoint-inc.com/armyschoolsupport

- The Knowledge Community

    o https://military-school-support.mn.co/

    o LIVE Chat is available LIVE chat M-F 9-5 EST.

Preparation

- All fiscal year 2023, 1 October 2022 and beyond, must be uploaded into Upgraded ArmyIgnitED only.

- Please *double check* your AI users have correct permissions in the AI Portal.

- Invoices that are not paid in 1.0 prior to 26 August 2022 must be rebuilt and resubmitted in Upgraded ArmyIgnitED. To reiterate previous communications, this is a

worst-case scenario for AIs that invoiced before the 29 July 2022 deadline. The ACCESS Finance team is working hard to process as many invoices as possible in the current system.

Notable Soldier Changes Helpful to Academic Institutions

ACCESS, ArmyU seeks to broaden stakeholders' general familiarity with other stakeholders' processes and actions. Changes to Soldier Policy is below for your situational awareness:

- Soldiers must request TA no later than 7 days prior to the course start date.

  - The old policy stated 1 day prior to the start date.

- ACCESS is the approval authority for Recoupment Waivers.

  - Education Services Officers at the Servicing Education Center were previously the approval authority

- There will be NO recoupment waivers for failing grades – only withdrawals. A recoupment waiver is available when a Soldier cannot complete a class that is beyond the Soldier's control. Reasons for waivers usually include: emergency leave, reassignment, natural disasters, illness or hospitalization, or unanticipated military missions.

  - Previously, recoupment waivers were available if there was a failing grade or withdrawal.

- Soldier recoupment waivers must be submitted within 30 days of the withdrawal posting to their account.

  - Previously, Soldiers had up to 3 years to request a recoupment waiver.

- TA funds will only be allowed to Soldiers with signed TA User Agreement in their Upgraded ArmyIgnitED accounts.

  - Previously, we called this document a Statement of Understanding (SOU).

- Soldiers ineligible for TA as a result of a GPA hold must have a counselor load an Other Funded TA Request for any classes taken after a GPA hold was applied in which TA was not utilized.

  - Previously, Soldiers completed a self-funded request in the system and manual GPA calculations were sent to ACCESS for assessment and hold removal.

- Soldiers are required to complete the Virtual TA training after creating an account and annually, thereafter.

  - Previously, Soldiers were not required to attend training at most locations.

- Soldiers must request TA in the Upgraded ArmyIgnitED prior to registering for classes with the AI. In the event that a Soldier is waitlisted and does not take the class, the Soldier cancels the class in the portal prior to the class start date. If the Soldier does not get into the originally requested class but is offered a different class, the Soldier must contact the Education Center so a counselor can update the class on the TA Request. **Again, it is a 2-step enrollment process for Soldiers requesting TA. Soldiers must request TA in Upgraded ArmyIgnitED and then register for the same course(s) directly with your AI.**

  o Previously, education centers were unable to update class information and some Soldiers did not need to register directly with AI after submitting TA Request in the system.

- Soldiers must have an evaluated degree plan in the portal after two TA-funded courses.

  o Previously, a degree plan was loaded after 6 Semester Hours (SH).

Friendly TA Policy Reminders

- Tuition assistance is applied to the tuition rate per semester hour only. All other fees imposed by the AI is out-of-pocket costs for the Soldier. Fees include but are not limited to: book fees, parking fees, laboratory fees, tutoring fees, registration fees, late registration fees, etc.

- The semester hour is 16 SH per fiscal year. Army fiscal year is 1 October through 30 September.

- In addition to a SH limit, Soldiers have a fiscal year limit of $4000. This is important if your school has tuition rates less than $250 SH. Example, your rates are $10/SH and a Soldier takes 16SH yielding $160 in TA. The Soldier is no longer eligible for TA as the Soldier reached the semester hour limit.

- Soldiers have a lifetime undergraduate limit of 130 SH

- Soldiers have graduate limit of 39 SH

More Helpful Tidbits:

- The *only* mandatory file in Upgraded ArmyIgnitED is the Degree Programs.

- Terminology changes: Academic Institution (AI), previously Education Institution (EI); Evaluated Degree Plan, previously Student Degree Plan; Education Goal, previously Education Path.

- Soldiers will no longer use login.gov to create their Upgraded ArmyIgnitED profile. Soldiers will register their Common Access Card (CAC) without login.gov.

- AI users will be able to request AI access without sending requests to ACCESSS. The User Account Controller at your AI will provide access and roles to users.

- User Permission types:

    - *Invoice Technician* – allows invoicing
    - *Finance Technician* – allows access to invoicing records
    - *Catalog Technician* – allows access to course catalog
    - *Program Technician* – allows uploading, editing, and managing degree programs
    - *Grade Technician* – allows posting grades
    - *Degree Technician* – allows posting degree completions
    - *School Ratings Admin* – allows access of students' ratings
    - *UAC* – this user manages ALL other user roles at your institution