



Document: Frequently Asked Questions About the Army National Guard GoArmyEd Portal Page

Audience: Army National Guard Soldiers

1. What is GoArmyEd?

GoArmyEd is the Army's Virtual Gateway to Education—Anytime, Anywhere. It currently supports Active Duty and Army Reserve as a one-stop Web site that allows Soldiers, Army Education Counselors, and schools to conduct business for all education needs in a seamless, Soldier-centric environment. In June, you will begin using GoArmyEd, fulfilling the Army's vision for an enterprise system serving all three Army components.

Starting 1 August, GoArmyEd will give you 24/7 online capability to register for classes, access your counselor, school, or the GoArmyEd Helpdesk, and take advantage of many other self-service features that put you in the driver's seat as you plan for and pursue your education goals. You will be able to enroll in courses that advance you toward your degree, as well as view your Tuition Assistance (TA) balance for the year. You'll also be able to review your individual Degree Plan, Student Record, course history, grades, and other information necessary to reach your goals. In addition, the GoArmyEd portal will allow you to withdraw from classes or request military withdrawals and resolve recoupments and holds... all online.
www.goarmyed.com

2. How will National Guard Soldiers hear about the transition to GoArmyEd?

The Army Public Affairs Office distributed a press release announcing ARNG migration to GoArmyEd. Also, emails were sent directly to the Army Knowledge Online (AKO) email addresses of all Guard Soldiers who possess an active AKO email account. Additional information was sent to state education offices to share with Soldiers.

3. When can I set-up my Army National Guard GoArmyEd accounts and request TA?

The key dates for ARNG migration to GoArmyEd are:

6 June 2011

ARNG Soldiers begin setting up education accounts in GoArmyEd.
Soldiers will be restricted from requesting TA in GoArmyEd until 1 August 2011.

1 August 2011

ARNG Soldiers begin requesting TA in GoArmyEd for courses that start on or after 1 October 2011.
ARNG Soldiers still will use the current ARNG system (iMARC) to request TA for courses that start prior to 1 October 2011.

1 October 2011

All ARNG Soldiers and Army education personnel will use GoArmyEd to manage TA for courses that start on or after 1 October 2011.

iMARC will be used only for grade reporting, invoicing, and recoupment processing for courses that started prior to 1 October 2011.

4. What happens if my school is not listed in GoArmyEd?

Nearly 2,500 accredited schools already are set-up in GoArmyEd. If the school you are attending is an accredited school and is not yet set-up, you can create a helpdesk case with "School not in GoArmyEd" in the subject line. The case will be routed to Headquarters Army Continuing Education System (HQ ACES) and every attempt will be made to work with the school to set-up an account within five business days. Additionally, you may be instructed to use the Alternate Class Enrollment Process while your school is being set-up so you don't miss the opportunity to apply for tuition assistance.

5. How do I register for classes in GoArmyEd?

As an Army National Guard Soldier, you will be eligible to create a GoArmyEd education account on 6 June 2011. During the account set-up, you will be presented with a training video that will guide you through the steps to register for TA-eligible classes that start on or after 1 October 2011. You also will have access to downloadable step-by-step enrollment instructions and can call the GoArmyEd Helpdesk for support (1-800-817-9990 during operational hours); contact the PEC Counseling Team at Camp Robinson, Arkansas (1-866-628-5999 during operational hours); or contact your state education office.

6. Where can I get help?

Training and step-by-step instructions for many processes and procedures commonly performed in GoArmyEd are available to Soldiers, counselors, and schools when they log in. Any user can open a helpdesk case, 24/7, by selecting the "Helpdesk" link on the homepage or calling the GoArmyEd Helpdesk during operational hours at 800-817-9990.

7. Will my TA ceiling change after I register in GoArmyEd?

Using GoArmyEd will not change the federal benefit to which you already have access. Each fiscal year, Soldiers who are eligible to receive federal tuition assistance will have access to \$4,500 in TA, with a \$250 semester-hour cap. Any other funding, including VA benefits, scholarships, or state assistance, will not be managed or tracked by GoArmyEd.

8. Will my historical iMARC academic data be transferred to GoArmyEd?

All classes and grades that were listed in iMARC will be available in GoArmyEd for you to view 24/7 as soon as 6 June 2011.

9. What is required to create a GoArmyEd account and register for TA?

On 6 June 2011, you will be able to create your GoArmyEd education account. ARNG Soldiers who have used TA benefits since 2006 while in the Army National Guard will use the following six-step Fast Track, especially designed for quick and easy access to GoArmyEd:

1. Verify your military eligibility (instantaneous verification of your SSN and birth date from military personnel data system)

2. Train (a brief training video)
3. Accept a Statement of Understanding (SOU) that contains policy information and Soldier responsibilities that require your electronic signature
4. Select your home college and degree plan
5. Complete the Common Application (historical academic data that will be available to your selected school)
6. Submit your request (Request TA and access other Army education benefits and information, such as historical course information, test score data, help desk support, and Army communications)

Note: ARNG Soldiers who have not used TA benefits since 2006 or who are new to Army education will not be presented with the Fast Track account creation option described above. Those Soldiers will register for a GoArmyEd base-role account, which provides access, when applicable, to on-duty classes, test scores, and training documents. They will need to request TA access, which will kick off the application process. That process will include the six steps outlined above and Soldiers may require a Commander's signature on their SOUs. In addition, counselor approval will be required before an account is activated.