

HelpDesk Information Hub:

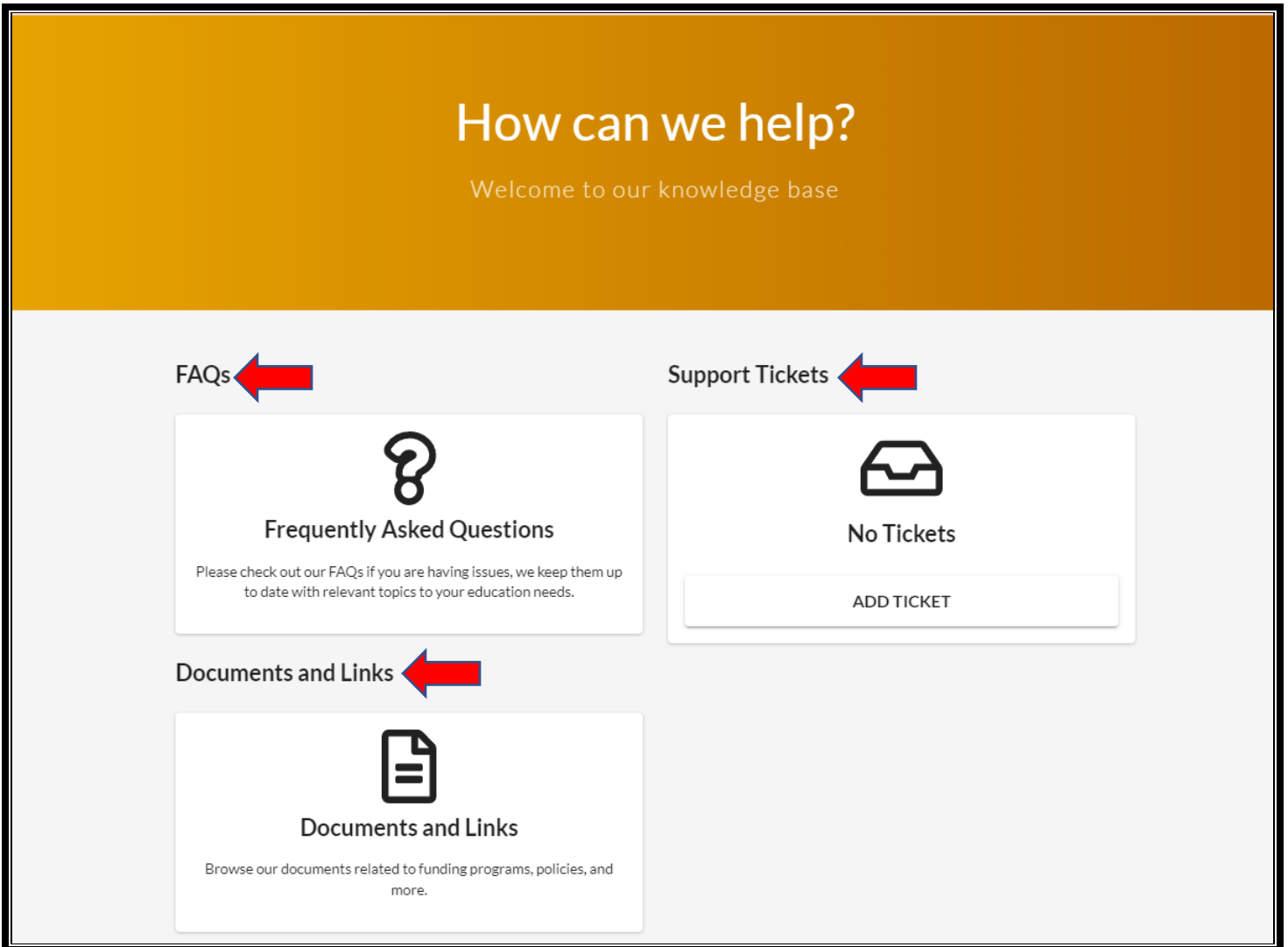
ArmyIgnitED – Service Member

Click '?' at right side of screen:



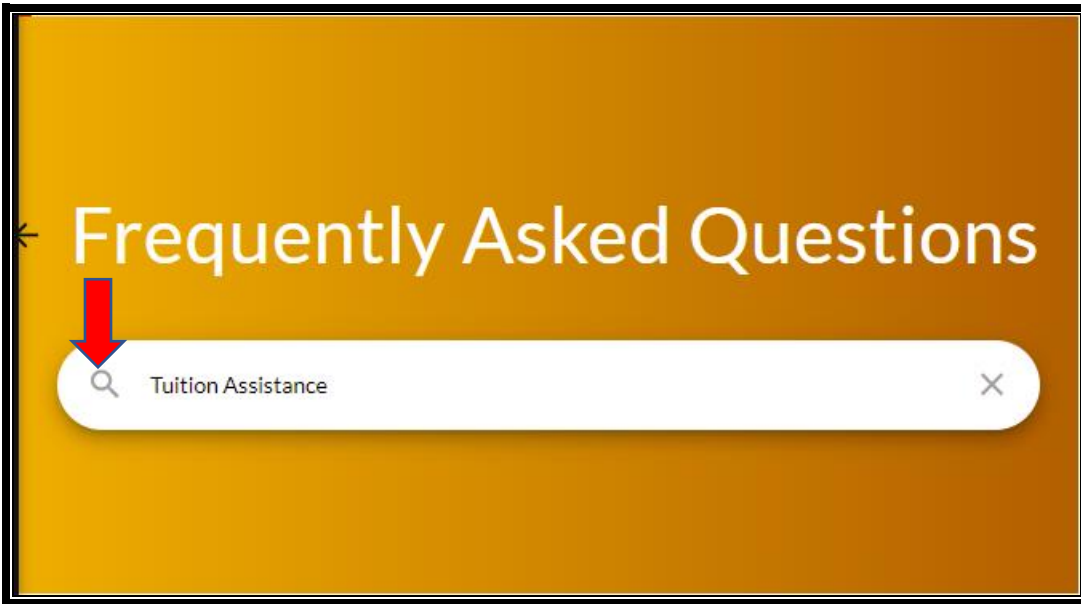
Select the appropriate area for which you require assistance:

NOTE: We keep them up to date with relevant topics related to your educational needs.



FAQs:

- Type in the description for what you are searching:



Support Tickets:

- Scroll through the different categories to ensure that your question / concern gets submitted in the correct category
 - Education Goal or Tuition Assistance Requests
 - Credentialing Assistance
 - Personal Data
 - Institutions
 - Submit a Complaint Against an Institution
 - Technical Issues

Education Goal or Tuition Assistance Requests:

- Click '**Submit Message**':

← Help Ticket

Which area do you need assistance with?


Education Goal or Tuition Assistance Requests

Issues Related To

- Assistance creating a tuition assistance request
- Tuition assistance request information needs to change
- Grades are missing, overdue, or wrong
- I am receiving an error statement
- I have / need an extension for my course
- I need assistance clearing a system warning
- Issues regarding the evaluated degree plan
- Need to drop a course
- Problems creating a goal
- Questions concerning my credit caps
- Questions concerning my GPA
- Recoupment or refund questions
- Want to change academic institutions or major

You will need to contact your education center for assistance. Their contact information is below.

USAG Hawaii Hub/Schofield Barracks Education Center Education Center
DSN: 314-632-5440
Commercial Phone: 011390434305440
Email Address: user2692@email.net

SUBMIT MESSAGE 

Click **'Submit Message'** -> select the appropriate **'Category'** -> type the **'Subject'** -> type the message into the **body of the message** -> upload any documents (if applicable) -> click **'Send'**:

The screenshot shows a 'Create Message' dialog box. At the top, there is a 'Category' dropdown menu with 'Grades' selected. Below it is a 'Subject' field containing 'Missing Grades'. A rich text editor follows, with a toolbar showing bold, italic, underline, and paragraph options. The message body contains the text 'My grades are not reflected from my previous courses.' Below the editor is an 'Attachments' section with a 'CHOOSE FILE' button and a 'Drop files here' area. At the bottom, there are two buttons: a yellow 'SEND' button and a 'CLOSE' button.

Credentialing Assistance:

- Click **'Submit Message'**:

The screenshot shows the content of a message titled 'Credentialing Assistance'. It lists 'Issues Related To' in two columns:

- Tuition assistance request information needs to change
- Grades are missing, overdue, or wrong
- Having problems with vendor or testing agency
- I am receiving an error statement
- I have / need an extension for my Exam
- My tuition assistance request is still pending approval
- Need assistance creating a tuition assistance request
- Need assistance creating a goal
- Questions concerning my available tuition cap
- Recoupment or refund questions
- The credential I want is not listed
- Want to change credential

Below the list, a yellow bar contains the text: 'You will need to contact the Credentialing Assistance office for assistance, via ArmyIgnitED messaging.' At the bottom, there is a yellow 'SUBMIT MESSAGE' button.

Click **'Submit Message'** -> the **'Category'** is pre-selected -> type the **'Subject'** -> type the message into the **body of the message** -> upload any documents (if applicable) -> click **'Send'**:

Create Message

Category: Credentialing Assistance

Subject: Credentialing Briefing

I am interested in utilizing my CA. When is the next CA Briefing?

Attachments

CHOOSE FILE

Drop files here

SEND CLOSE

Personal Data:

- Click **'Submit Message'**:

Personal Data

Issues Related To

- Acquisition information needs updating (civilians only)
- Activated end date needs updated
- ANG/Reserve on active duty orders
- Assigned installation needs updated
- Assigned unit needs updated
- Expiration Term of Service (ETS) needs updated
- DCPDS listed as unavailable
- I am receiving an error statement
- MII/PDS listed as unavailable
- Name Change
- Need assistance clearing a system warning message
- Need to change record type (military to civilian)
- Rank/Grade needs updating
- Record shows you have a UIF/Referral OPR/EPR (military only)
- Your record status needs to be updated

You will need to contact your education center for assistance. Their contact information is below.

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DSN: 314-632-5440
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SUBMIT MESSAGE

Click **'Submit Message'** -> the **'Category'** is pre-selected -> type the **'Subject'** -> type the message into the **body of the message** -> upload any documents (if applicable) -> click **'Send'**:

The screenshot shows a 'Create Message' form with the following elements:

- Category:** A dropdown menu with 'Other' selected. A red arrow points to this field.
- Subject:** A text input field containing 'Name and Rank Update'. A red arrow points to this field.
- Message Body:** A rich text editor with a toolbar (Bold, Italic, Underline, Paragraph, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, Image) and a text area containing the message: 'I need to update both my name and my rank. Please advise the process to complete this.' A red arrow points to the text area.
- Attachments:** A section with a 'CHOOSE FILE' button and a large dashed box labeled 'Drop files here'.
- Buttons:** A yellow 'SEND' button and a 'CLOSE' button. A red arrow points to the 'SEND' button.

Institutions:

- Reach out to your Educational Institution **directly** for **ANY** questions pertaining to the items listed below

The screenshot shows a page titled 'Institutions (colleges and universities)' with the following content:

Issues Related To

- Cannot find course listed & no way to proceed with tuition assistance request
- Cannot find degree program
- Cannot find the term dates needed
- Degree Completion
- How to combine funding sources for same course
- Need an evaluated degree plan
- Need to drop a course
- Need your grade reported
- Academic Institution not listed on website to choose
- Using alternate funding

For the above issues you will need to contact the academic institution. They have the ability and responsibility to provide a resolution for these areas. If they need assistance have them contact aiportal@bamtech.net for assistance using the site.

A red arrow points to the explanatory text at the bottom of the page.

Technical Issues:

- Click '**Submit Ticket**':

Technical issues using ArmyIgnitED site

Issues Related To

- Errors while processing information
- Problems signing forms or documents
- Pages or screens not loading or operating
- Errors sending system messages
- Errors accessing ArmyIgnitED areas

SUBMIT TICKET ←

Fill in the appropriate areas with the appropriate information:

- Category
- Sub-Category
- Priority
- Description
- Attachments (if applicable)

Click '**Submit**':

← Add Ticket

Category* ←
Received System Error

Sub-Category* ←
Downloading Documents

Priority* ←
Normal - Bug/Error Message

Description* ←
Documents won't upload

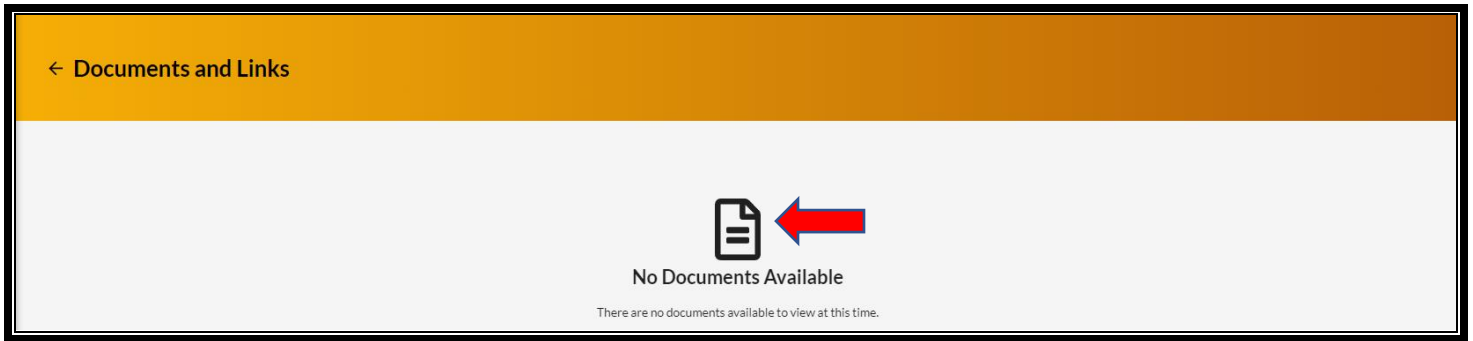
Attachments ←
↑ CHOOSE FILE

Drop files here

SUBMIT TICKET ←

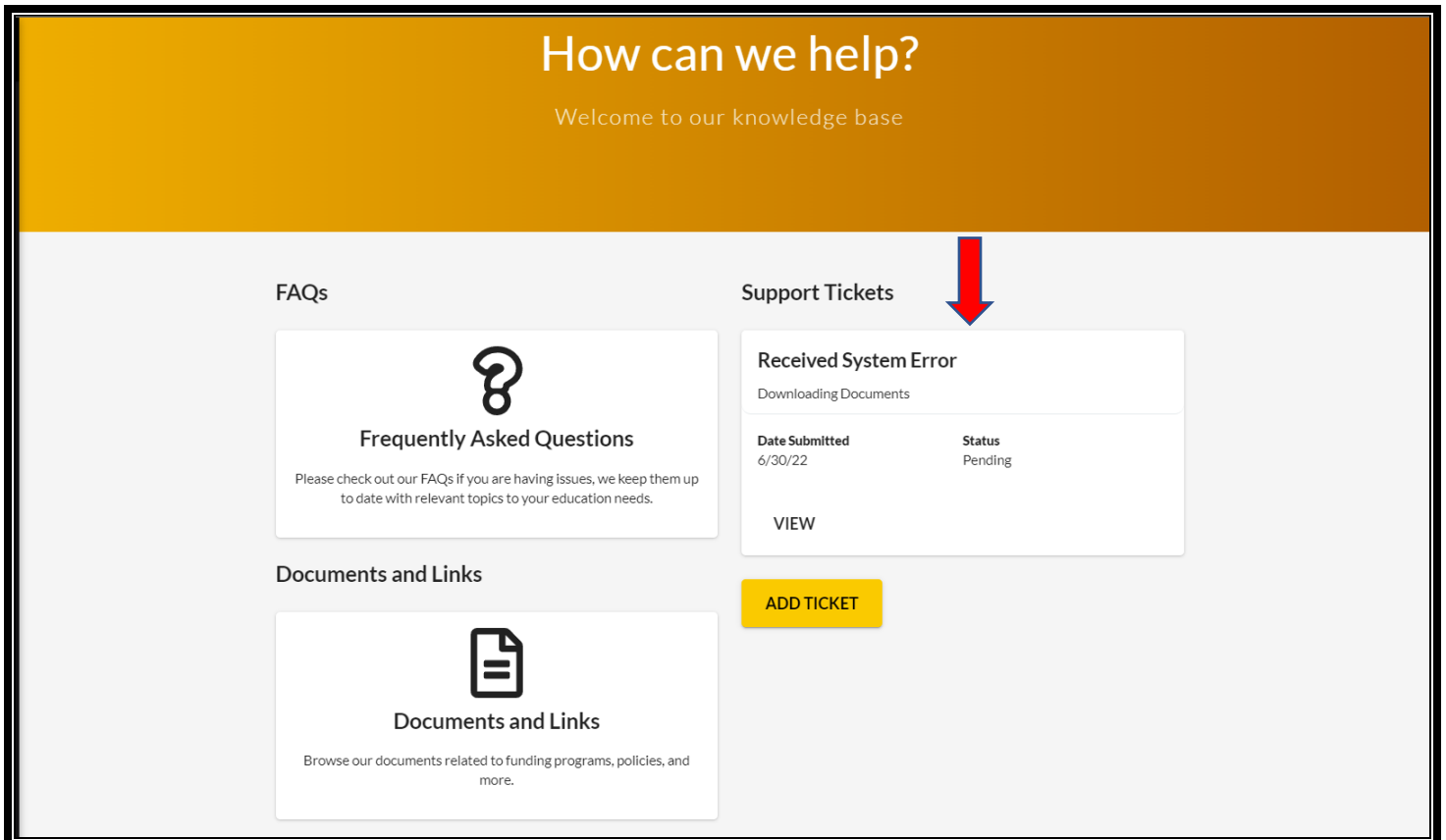
Documents and Links:

(At the time of this tutorial, no documents or links have been uploaded)



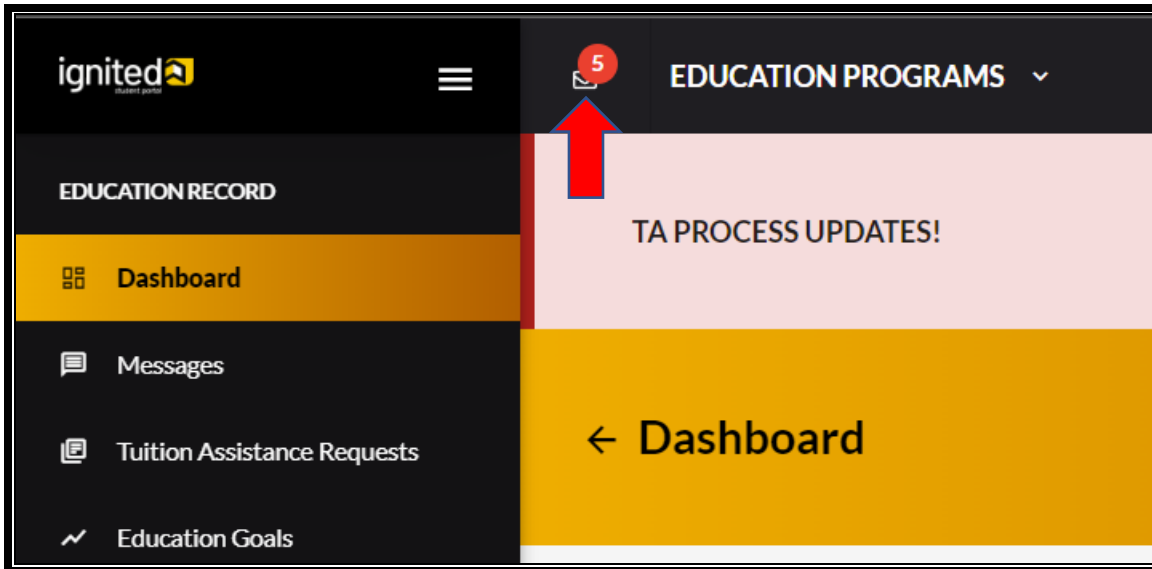
Viewing 'HelpDesk Tickets':

- Going back to the main 'HelpDesk' section, if a 'Support Ticket' was submitted, the 'ticket' will reflect:
 - This is where you would check the **status** of your 'Support Ticket'



Viewing messages from 'Support Tickets':

Click on 'message' icon:



Note the messages which have been read and not read from the **yellow bar** to the left of the message. When opening the messages icon, it will automatically populate by 'Conversations'. To view 'Sent' messages, click 'Sent':

← My Inbox


Select Category
All Has Suspense Date

Conversations Sent

Jenkins, Randie	Thu 06/30/2022 ✓
Name and Rank Update	
Jenkins, Randie	Thu 06/30/2022
Credentialing Briefing	
Jenkins, Randie	Thu 06/30/2022 !
Missing Grades	
Jenkins, Randie	Mon 06/13/2022
Army Tuition Assistance Approved	
Jenkins, Randie	Mon 06/13/2022
Education Goal Marked Obsolete	
Jenkins, Randie	Fri 06/10/2022
Education Goal Approved	
Jenkins, Randie	Fri 06/10/2022 ✓
Education Counseling Request	
Jenkins, Randie	Mon 06/06/2022
Education Goal Approved	

Viewing 'Sent' messages:

The screenshot shows an email inbox interface. At the top, there is a blue header with a back arrow and the text 'My Inbox'. Below the header, there is a 'Select Category' dropdown menu currently set to 'All'. A red arrow points down from the 'All' dropdown to the 'Sent' category in the navigation bar. To the right of the dropdown is a checkbox labeled 'Has Suspense Date'. The main content area displays a list of four messages from 'Jenkins, Randie'. Each message entry includes the sender's name, the subject line, and the date. The third message has a yellow warning icon next to its date. At the bottom left of the message list, it says '4 total'.

Sender	Subject	Date
Jenkins, Randie	Name and Rank Update	Thu 06/30/2022
Jenkins, Randie	Credentialing Briefing	Thu 06/30/2022
Jenkins, Randie	Missing Grades	Thu 06/30/2022 
Jenkins, Randie	Education Counseling Request	Fri 06/10/2022

4 total

Click on message (under the 'Conversations' tab) to read the Education Counselor's response to your 'Support Ticket':

The screenshot shows a support ticket interface. On the left, there is a list of messages under the 'Conversations' tab. The top message is highlighted in blue and has a green checkmark icon, indicating it is resolved. A red arrow points to this message. Below it are other messages, including one with a yellow warning icon. On the right, the detailed view of the selected message is shown. The title is 'Name and Rank Update'. The category is 'Other'. The message content includes a request for documentation and a request for advice on the update process. A red arrow points to the top of the message content area.

NOTE THE FOLLOWING:

- ✓ = the reply from the Education Counselor has '**RESOLVED**' this 'Support Ticket' and **NO** replies are allowed
- ! = the reply from the Education Counselor has placed a '**FLAGGED**' notification on the message and replies are allowed

The screenshot shows a support ticket interface. On the left, there is a list of messages under the 'Conversations' tab. The top message is highlighted in blue and has a yellow warning icon, indicating it is flagged. A red arrow points to this message. Below it are other messages, including one with a green checkmark icon. On the right, the detailed view of the selected message is shown. The title is 'Missing Grades'. The category is 'Grades'. The message content includes a request for documentation and a list of steps to follow. A red arrow points to the 'REPLY' button in the top right corner of the message content area.