



**Educate to Win!**

The Army Credentialing Assistance Program Office (ACAPO),  
Army Credentialing and Continuing Education Services for Soldiers (ACCESS),  
Army University, Ft Knox, KY

**Overall Classification is Controlled Unclassified Information or CUI**



**ARMYIGNITED** 

**What is Army CA?**



ARMY CREDENTIALING  
ASSISTANCE



## What is Credentialing Assistance (CA)?

Much like the Army's Tuition Assistance (TA) Program, which is provided to eligible Soldiers working towards an academic degree, CA funding allows Soldiers to pursue voluntary credentials.

CA is a voluntary, off-duty program that directly contributes to improving Total Army readiness, supporting Soldiers' professional development, retaining quality Soldiers, and preparing Soldiers for meaningful employment upon transition from military service.



ARMY CREDENTIALING  
ASSISTANCE



ARMY CREDENTIALING  
ASSISTANCE

### **Army Credentialing Assistance Program:**

Program that supports the use of funding to obtain industry recognized credentials



**Army COOL (Credentialing Opportunities On-Line):** Repository for all credentials Soldiers are authorized to pursue (Library)

<https://www.cool.osd.mil/army/index.html>



### **AI Portal:**

Platform for Vendors to add courses/exams/books/materials

<https://aiportal.us.af.mil/>



### **Army Ignited:**

Platform for where Soldiers will submit their CA Requests

<https://www.armyignited.army.mil/>

**All training providers, colleges, universities, and credentialing agencies will be referred to as “Vendors”**



- Soldiers navigate through Army COOL to search for credentials they wish to pursue
- Soldiers will complete a CA Request in ArmyIgnitED. Once submitted, ArmyIgnitED will route the CA Request through to the Army Credentialing Assistance Program Office (ACAPO), ACCESS, ArmyU
- Soldiers are instructed to contact vendors to request a custom quote and to secure a seat for course if possible (without any funds down). Please provide information on required materials, books, fees, training dates without requiring payment
- All Soldiers are REQUIRED to upload a quote that matches what vendors list in the AI Portal-

**NOTE!** the quote must have Soldier's name, start and end date of course (if there is a set timeframe), all items they will receive, the total cost (TO INCLUDE SHIPPING, if applicable), and must have the vendor company name (can be an email with all details)

- When payment and receipts are received and reconciled, the Soldier will be informed they can begin by CA Finance within the ArmyIgnitED system

**NOTE!!** Soldiers are NOT allowed to start a course before they are notified in the ArmyIgnitED system that it is "Approved and Paid", or they will be liable for the total cost of the course



- Before creating an account in the AI Portal, it is important to have the following mandatory items:
- CAGE Code- this must be obtained from SAM.GOV. We are not associated with SAM.GOV so any questions on this must be addressed to them.
- You must be in business at least for 2 years

**If you do not have the above, you will not be able to participate in the CA program. There are other requirements when you complete the application, but the above 2 items are take the longest to obtain.**



**US Army Combined Arms Center**

DRIVE CHANGE, FORGE VICTORY!



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# New Vendor Process



ARMY CREDENTIALING  
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UNCLASSIFIED





FW: The Army Credentialing Assistance Program Invitational Message- AI Portal -Updated Message

GR

Gray, Russell M CIV USARMY CAC (USA)

To Gray, Russell M CIV USARMY CAC (USA)  
Cc Heffelfinger, Dorothy M (Dottie) CIV USARMY CAC (USA); Sweeney, Sophia A CIV USARMY CAC (USA)

Signed By russell.m.gray.civ@army.mil

Reply

Reply All

Forward

Wed 2/21/2024 7:41 AM

You forwarded this message on 4/18/2024 1:27 PM.

- Army CA Vendor Process Guide 2.0 22 Nov 22.pdf .pdf File
- CAGE Code- Quick\_Guide\_to\_Providing\_Ownership\_Details.pdf .pdf File
- Vendor requirements for application vs1\_5July23.docx .docx File
- CA MOA Vendors Final 22 Aug 23.pdf .pdf File

This is your initial email to join Army CA!

Greetings,

The Army has a new program to assist Soldiers in pursuing credentials/licensures/certifications called The Army Credentialing Assistance (CA) Program. CA can potentially fund training that leads to the credential / licensure / certification, books, fees, exams, and even recertification (if applicable). Soldiers can use both CA and TA simultaneously. Additional information is also attached that will assist you with any questions you may have regarding the application process or the CA program.

**REVIEW AND RETURN THE ATTACHED MEMORANDUM OF AGREEMENT (MOA) TO THE ACAPO TEAM PRIOR TO STARTING THE AI PORTAL APPLICATION! MAKE SURE THAT IT IS SIGNED BY A MEMBER OF YOUR COMPANY’S LEADERSHIP, I.E. THE CEO, OWNER, PRESIDENT.**

Currently, Soldiers are trying to pursue credentials with your company. They cannot request funding for this training until your company is listed as an approved vendor in the ArmyIgnitED system.

Thanks to their recommendation, we are excited to extend our invitation to you to join the Army Credentialing Assistance Program. Once you have requested your personal account through the Academic Institution (AI) Portal, and it has been approved by the Army Credentialing Assistance Program Office, (ACAPO), you will be able to begin providing your information for courses to review and select.

\*First thing first.... Please review the attached slides for creating your account and the requirements that are required to register.

\*Next, confirm your credential or license is listed and approved on the Army COOL webpage, at <https://www.cool.osd.mil/army/index.htm>

If the credential is not listed on the Army COOL page, you may request the credential be added by selecting, MENU, CONTACT US, and then selecting RECOMMEND CREDENTIALS. (Please note that the approval process ranges from a few weeks to a few months based on the fact finding required to verify the credential.)

Should your organization be approved, CA funding is remunerated prior to the start of the course or exam by government credit card (government purchase card). Our finance team will contact you to do this. Soldiers MUST contact you requesting information regarding a specific program you may offer as it is part of their process for requesting funding.

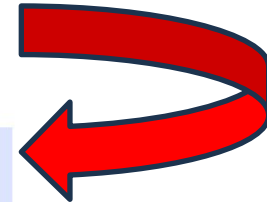
They are instructed to request a quote that MUST match what you have listed in ArmyIgnitED. They are also instructed NOT to pay anything out of pocket as they will NOT be reimbursed. Additionally, they are not allowed to start early with your





This is the Memorandum of Agreement (MOA).  
On the first page, ensure that your vendor's  
name is in the header paragraph.

MEMORANDUM OF AGREEMENT BETWEEN  
HEADQUARTERS, DEPARTMENT OF THE ARMY,  
AND  
YOUR VENDOR NAME HERE!



**SUBJECT:** Credentialing Assistance Program

1. Preamble:

a. Providing access to quality credentialing opportunities is a strategic investment that enhances a Soldier's ability to support mission accomplishment and successfully return to civilian life. A forward-leaning, lifelong learning environment is fundamental to the maintenance of a mentally powerful and adaptive leadership ready force. Today's fast-paced and highly mobile environment, where frequent deployments and mobilizations



e. Expiration Date: This MOA will expire five years from the effective date unless terminated or updated prior to that date in writing by the DA or the Vendor.

f. Cancellation Provision: This MOA may be cancelled by either DA or the Vendor 30 days after receipt of the written notice from the cancelling party. In addition, termination and suspension of an MOA with a Vendor may be done at any time for failure to follow a term of this MOA or misconduct.

FOR HEADQUARTERS DEPARTMENT  
OF THE ARMY:

Signature and printed name

Title of Signatory

Agency Name

Wes Smith, Ed. D., GS15,  
Director, ACCESS

Auth Signatory for DA ArmyU Designee

Include the printed name and signature of the authorized representative. The MOA must be signed by a member of the organization's leadership hierarchy, i.e. the CEO, President, Owner, etc.

The title of the signatory must be listed below the signature block.



### Key Points:

- Fill out the top paragraph with your vendor's name
- Read the entire MOA!
- Understand that it was written at a high level for approval...Questions, Ask!
- Print and Sign at the bottom of the document
- Include Title of Signatory (i.e. President, Vice President, COO, etc.), and Agency Name.
- **\*\*DO NOT USE DOCUSIGN!**



This is where your Army CA Journey Begins! <https://www.cool.osd.mil/army/index.html> and then select:

- Credentialing Assistance Program Tab
- Look under Related links
- Vendor CA Process Guide (Also available in Invitational Email!)
- Also verify that the certification you are offering training for is approved on Army COOL (Credential Search)

After user profile created, some important items to have in your application:

- Business License
- CB Authorization Letter
- Training Statistics
- Website URL (on a word document!)
- Course List (only the name of the course, the credential it aligns to, and the total cost)
- Cage Code

(If documents don't load, 1<sup>st</sup> make sure they are saved as a PDF and that they are no larger than 4 MB! If you are still having issues, contact the help desk.)



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**Army COOL**



ARMY CREDENTIALING  
ASSISTANCE



**ARMY COOL**  
Credentialing Opportunities On-Line

Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | **Credential Search** | Contact Us

ENHANCED BY Google

GET CERTIFIED | EXPLORE MILITARY OCCUPATIONS | LEARN & DEVELOP PROFESSIONALLY | RESOURCES & LINKS

LOCKED ON TARGET

ANNOUNCEMENTS  
Important Information (last updated October 2, 2023)

### Welcome to Army COOL

COOL (Credentialing Opportunities On-Line) helps Army service members find information on certifications and licenses related to their military occupation and civilian careers. COOL can also be used by Recruiters, Counselors, Credentialing Organizations and Employers.

HOW TO USE COOL | CREDENTIALING ASSISTANCE PROGRAM | INSTITUTIONALLY DELIVERED CREDENTIALING

USMAP APPRENTICESHIPS | RECOMMEND CREDENTIALS

**Start here! Confirm your training aligns with a credential approved on Army COOL. If it is not there, select the yellow tab on the homepage that states recommend credential.**

**STEP 1**  
Find and Select Credentials

**STEP 2**  
Complete a CA Request

**STEP 3**  
Complete Training or Exam

**STEP 4**  
Report Your Results

<https://www.cool.osd.mil/army/index.html>

Or! Go directly to the page:

<https://www.cool.osd.mil/army/credsearch/index.html>





The screenshot shows the Army COOL website interface. At the top, there's a navigation bar with links like 'Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | Credential Search | Contact Us'. Below this is a search bar with 'powered by Google'. The main header features the 'ARMY COOL' logo and the tagline 'Credentialing Opportunities On-Line'. A secondary navigation bar includes links like 'GET CERTIFIED', 'EXPLORE MILITARY OCCUPATIONS', 'LEARN & DEVELOP PROFESSIONALLY', 'RESOURCES & LINKS', and a 'LOOKED ON TARGET' button.

The main content area is titled 'Army COOL - Search for Credentials'. It includes a brief description of the site's purpose and a note about Institutionally Delivered Credentials (IDC). Below this is a 'Select Filters' section with an 'Active Filters' area showing 'No filters selected'. A red arrow points to the 'Search by Keyword' input field. Below the search bar are sorting options (Sort by Credential, Ascending) and a display view selector (list, grid). The results section shows a grid of credential cards, each with a logo, title, agency, and credential type. The first card is for 'SG Technician (SGT)' from 'ETA International (ETA)'. The second is for 'ABGC Certified Genetic Counselor (CBC)' from 'ABGC: American Board of Genetic Counseling (ABGC)'. The third is for 'Accessibility Inspector/ Plans Examiner - 21' from 'ICC: International Code Council (ICC)'. The fourth is for 'Accredited Business Accountant/Advisor (ABA)' from 'ACAT: Accreditation Council for Accounting and Taxation (ACAT)'. The fifth is for 'Accredited Financial Counselor (AFC)' from 'AFCEP: Association for Financial Counseling and Planning Education (AFCEP)'.

You can expand “Select Filters” or “Search by Keyword”

When clicking on “Select Filters” you have the option to find credentials by “Agency”, “Industry”, or “Occupation Area”.

There are other filters as well to help drill down on the credential you may be looking for, but “Search by Keyword” will get you to the credential if you already know it





How to use Select Filters and Search by Keyword

Select Filters

Active Filters: No filters selected CLEAR ALL FILTERS

Search by Keyword: PMP

Sort by: Credential Ascending

Display: [Grid Icon] [List Icon] [Info Icon]

Records per page: 20 Showing 1 - 2 of 2 results

**Operations and Performance Management Professional (OPMP)**

Agency: American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE)

Credential Type: National Certification

CREDENTIAL DETAILS

**Project Management Professional (PMP)**

Agency: Project Management Institute (PMI)

Credential Type: National Certification

CREDENTIAL DETAILS

You can select the credential that links directly to what you offer and review critical information about the credential such as the Credentialing Body's contact information that vendors may need to provide the authorization letter.

**ARMY COOL**  
Credentialing Opportunities On-Line

Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | Credential Search | Contact Us

ENHANCED BY Google

LOCKED ON TARGET

Summary Eligibility Exam Exam Preparation Testing Info Recertification Related Occupations

Project Management Professional (PMP)

Summary

An advanced skill level credential for professionals who lead and direct projects. PMPs demonstrate strong interpersonal skills and the ability to lead, and an understanding of technical processes and the business environment.

Education: High School Diploma/GED  
Experience: 60 months  
Training: 35 contact hours of project management education/training unless active CAPM holder  
Other  
Fee Required

Written  
Exam Administration: (View Details)  
• Remote Proctored On-line Exam  
• In-Person Exam  
• Third Party Test Vendor

Recertification (View Details)  
• Renewal Period: 3 years  
• Continuing Education  
• Recertification Fee

Agency Contact Information  
Project Management Institute (PMI)  
14 Campus Blvd.  
Newtown Square, PA 19073-3299  
Phone: (610) 356-4600  
Fax: (610) 355-1669  
Email: [customerscare@pmi.org](mailto:customerscare@pmi.org)



The screenshot shows the AI Portal login page. At the top, there is a navigation bar with links for Home, About, and Register. The main content area features a login form with fields for Username and Password, a Forgot Password link, and Login and Register buttons. A yellow callout box with black text states: "When starting your AI Portal application, select the REGISTER button on the AI Portal login page." A red arrow points from the text to the Register button. Below the login form, there is a footer section with an attention notice and version information.

You have been logged out due to inactivity.

**AI PORTAL**  
Academic Institution Portal

Home About Register

**Login**

Username

Password

[Forgot Password](#)

[Contact your User Account. Contact](#)

**ATTENTION:** The information accessed and displayed through this system is FOR OFFICIAL USE ONLY and must be protected in accordance with the Privacy Act and AFJ 33-332.  
User Agreement | Security and Privacy Notice  
Version: 3.24.31.1\_1

Tom (Unverified)

<https://www.armyignited.army.mil/admin/dashboard>



Home About Register

### Registration



#### New User Account

If your institution is already a part of the AI Portal, you can apply for a new user account.

[Apply Now](#)



#### New Institution Account

If your institution is not yet a part of the AI Portal, you can apply for a new institution account.

[Apply Now](#)

If this is the first time creating an account in the AI Portal, select NEW INSTITUTION ACCOUNT. Once your account has been established, any additional individuals that need access to the main vendor account will need to select the NEW USER ACCOUNT. Everyone must have their own separate account in the AI Portal. The first individual who creates the account, that individual will be the Unit Account Controller, or UAC. This person can approve other account applicants and assign specific roles to those individuals as needed.



Although there are several options to select from, the only one for the Army CA Program is the option for ARMY CREDENTIALING ASSISTANCE.

Military TA is a benefit, which provides funding to be used towards educational goals for Active Duty, National Guard and Reserve service members in the Air Force and Army.

**Requirements:**

- OPEID number
- School Name

Let's get started

For Active duty Air Force enlisted members, or reservists and National Guard members on title 10 or title 32 orders, the OCL office will determine institution acceptance. This program pays for credentials that complement the student's Air Force career.

**Requirements:**

- Institution Name
- Mailing Address
- Phone Number
- Person applying must be application POC

Select

**Army Credentialing Assistance**

Register to be a provider for Army Active duty, Reservist and National Guard service members. The Credentialing Assistance office will determine institution acceptance. This program pays for Credentialing Assistance that complement the student's career.

**Requirements:**

- Institution Name
- Mailing Address
- Phone Number
- Person applying must be application POC

Select

**MyCAA**

The Military Spouse Career Advancement Accounts (MyCAA) Program is an employment assistance program that provides up to \$4,000 of financial assistance to eligible military spouses who are pursuing a license, certification or Associate's degree in a portable career field and occupation.

**Requirements:**

- School Name
- Mailing Address
- Phone Number
- Accreditation Information
- Person applying must be application POC



[Home](#) [About](#) [Register](#)

### Institution Application Institution Name

Provide the name of the institution you are applying for below:

Institution Name \*

[Next](#) [Cancel](#)

**Insert the name of your vendor.  
When you are ready to proceed,  
select next. Hitting {enter} will  
provide the error above and you'll  
have to retype your vendor's  
name!**

ATTENTION: The information accessed and displayed through this system is FOR OFFICIAL USE ONLY and must be protected in accordance with the Privacy Act and AFI 33-332.  
User Agreement | Security and Privacy Notice  
Version: 3.24.31.1\_1

m (Unverified)





The screenshot shows the 'Institution Application' page on the AI Portal. The page has a blue header with the AI Portal logo and navigation links (Home, About, Register). The main content area is titled 'Institution Application' and 'Institution Information'. It contains several sections: 'Institution Name' with a text field containing 'Century Air'; 'Institution Tax Status' and 'Institution Teaching Method Type' with dropdown menus; 'Website' with a text field; 'Institution Address' with fields for 'Street 1', 'Street 2', 'City', 'State' (dropdown), and 'Zip Code'; 'Supporting Documents' section with two file upload areas: 'Business License' and 'Credentialing Body Authorization Letter'. Each file upload area includes file restrictions (maximum 4 megabytes, supported file types: .pdf) and a 'Select files' button.

1. Business License: Authorized by state
2. Credentialing Body Authorization Letter: Authorized Training Provider with CB
3. Training Statistics: If you do not have the CB Authorization Letter, provide statistics showing if students passed or failed the credential exam as a result of your training. Statistics must show at least one year's worth of data.
4. Website URL: a URL for the vendor's website on a Word Document
5. Course/Exam Cost list: A list showing the name of the course(s), the credential it aligns to, and the total cost. DO NOT add descriptive information!



File Restrictions

- File size is restricted to a maximum of 4 megabytes
- Supported file types are: .pdf

Select files...

Air Agency Certificate.pdf  
330.79 KB

Website URL's to Exams/Training \* ?

File Restrictions

- File size is restricted to a maximum of 4 megabytes
- Supported file types are: .pdf

Select files...

Website.pdf  
16.78 KB

Course/Exam List With Cost \* ?

File Restrictions

- File size is restricted to a maximum of 4 megabytes
- Supported file types are: .pdf

Select files...

Business License Expiration Date \* CAGE Code ?

Comments

Additional Comments


Next Cancel

Make sure that your Business Licenses expiration date, Your 5-digit CAGE Code and Cage Code expiration date are added. \*\*The system will not allow you to proceed without these items provided and are mandatory items needed to participate in the Army CA Program. Make sure that your uploaded documents are no larger than 4 MB. Larger files will not load in the system correctly and will provide an error message.

Once your information is complete, select NEXT.





 **AI PORTAL**  
Academic Institution Portal

[Home](#) [About](#) [Register](#)

### Institution Application User Information

User Information

Username \*  Confirm Username \*

Personal Information


Title \*

First Name \*  Last Name \*  Phone \*


Email \*  Confirm Email \*

☐ I certify that I am an employee or authorized representative. \*

Security Check

 994 + 51 [Get New Image](#)

Please enter total of the numbers



Provide your USER INFORMATION here.

For the Security Check, add the numbers and provide the complete sum in the available box.

Select NEXT.



[Home](#) [About](#) [Register](#)

### Institution Application Funding Program Eligibility

Below you can see the funding programs you applied for and which ones you are eligible for based on your application information. To complete your application click the "Submit" button below.



#### Army Credentialing Assistance

Register to be a provider for Army Active duty, Reservist and National Guard service members. The Credentialing Assistance office will determine institution acceptance. This program pays for Credentialing Assistance that complement the student's career.

[Submit](#)

[Cancel](#)

Once you've made it to the Funding Program Eligibility screen, select SUBMIT to send your application the ACAPO team for review.



### Key Points and Take aways:

- Reviewed Weekly By ACAPO at a minimal
- Sent to PM for final Approval
- Once approved, approval email sent to vendor with next steps
- \*\*\*If rejected, follow guidance provided and then **resubmit** your application with requested documents in the application.
- If you receive an error when you submit your application, make sure that you have added all the required items, and they are no larger than 4 MB.



Questions? Send emails to [usarmy.knox.tradoc.mbx.armyu-access-credentialing-assistance@army.mil](mailto:usarmy.knox.tradoc.mbx.armyu-access-credentialing-assistance@army.mil)

To locate the list of credentials:

<https://www.cool.osd.mil/army/index.htm>

Credentialing Assistance Page in Army COOL:

[https://www.cool.osd.mil/army/costs and funding/army credential assistance.htm](https://www.cool.osd.mil/army/costs_and_funding/army_credential_assistance.htm)

Guidelines on DoD Logos: <https://www.defense.gov/Resources/Branding-and-Trademarks/>

Commercial And Government Entity Code (CAGE) Code- <https://sam.gov>

Link to AI Portal: <https://aiportal.us.af.mil/>

Help Desk Schedule  
0900-1800, EST/0800-1700, CST  
Help Desk Contact Information  
Phone: (276) 231-0938  
Email: [army@bamtech.net](mailto:army@bamtech.net)

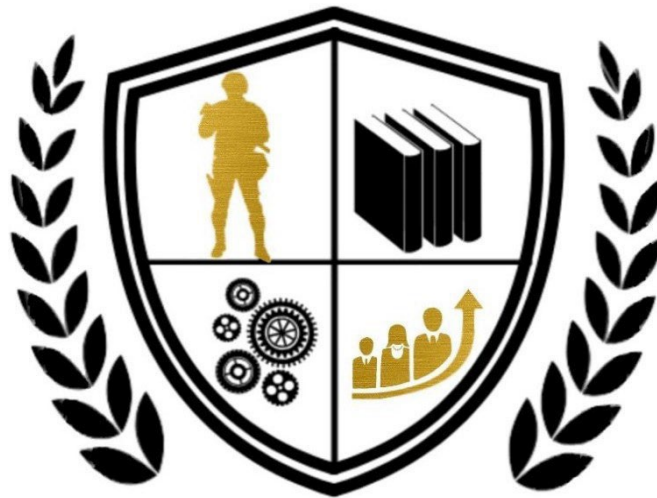
The helpdesk is only for TECHNICAL issues. They are not to assist with any CA Request issues, Finance issues, or Soldier Issues.



# Questions?

**ACCESS, ArmyU CA Email:**

[usarmy.knox.tradoc.mbx.armyu-access-credentialing-assistance@army.mil](mailto:usarmy.knox.tradoc.mbx.armyu-access-credentialing-assistance@army.mil)



ARMY CREDENTIALING  
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