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

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 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

AIPortal:
Platform for Vendors to add courses/exams/books/materials
https://aiportal.us.af.mil/

ArmyIgnitED:
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"

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- ➢ 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.

New Vendor Process

ARMY CREDENTIALING
ASSISTANCE

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

Reply | Reply All | Forward | ...

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

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!
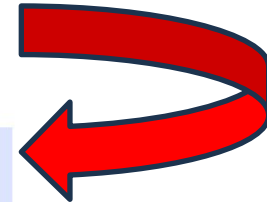
SUBJECT: Credentialing Assistance Program

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

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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, 1st 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.)

Army COOL

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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.

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

Or! Go directly to the page:
https://www.cool.osd.mil/army/credsearch/index.html

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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

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.

When starting your AI Portal application, select the REGISTER button on the AI Portal login page.

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

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.

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

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

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

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

Tom (Unverified)

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!

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!

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.

Provide your USER INFORMATION here.

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

Select NEXT.

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

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

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
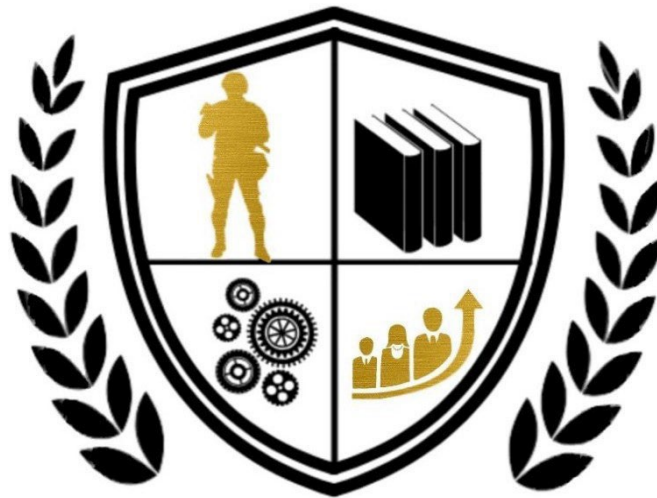Email: army@bamtech.net

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

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